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Adolescent Family Handbook

An Inpatient Treatment Handbook for
Parents/Guardians of Adolescents at
Aliso Ridge Behavioral Health



DEAR PARENTS, GUARDIANS, AND LOVED ONES,

We understand that having a loved one admitted to a hospital can be both overwhelming and stressful. Our hope is that this resource guide provides clarity and answers to help ease some of the uncertainties during this time. At Aliso Ridge Behavioral Health, our mission is to deliver the highest quality care to our patients. To ensure patient safety, we have established guidelines and expectations, which are outlined in this resource guide.

Aliso Ridge Behavioral Health is an acute, short-term mental health facility. Our primary goal is to address immediate crises and safety concerns, with the aim of transitioning individuals to outpatient treatment as soon as possible. Upon admission, your loved one will be supported by a healthcare team, including a Provider, Nurse, Mental Health Specialist, Social Worker, and Discharge Planner. This dedicated team will be there to guide and assist you and your loved one throughout the stay.

While your loved one is at Aliso Ridge Behavioral Health, we encourage them to participate in our therapeutic programming. This includes daily group sessions led by therapists and social workers designed to help identify triggers, build coping skills, and practice safe, effective ways to manage emotions. We believe that healing does not happen in isolation, which is why we also emphasize and encourage family involvement.

We understand the vital role that supportive relationships play in the healing process, particularly for our adolescent population. Therefore, we aim to support families in learning new and creative strategies to help promote their loved one's well-being. As your loved one works toward discharge, it is important that we collaborate to ensure their ongoing care needs are met.

We thank you for trusting us with your child's mental health and care.



ALISO RIDGE BEHAVIORAL HEALTH

ADOLESCENT FAMILY HANDBOOK

OUR STAFF:

Nurses, Mental Health Workers, Social Workers, Discharge Planners, and Adjunct Therapists (recreational, dance/music therapists) supervise the patients during their stay in our facility. They are trained to help meet the patient's needs, encourage group attendance, and always ensure the safety of the patients. The staff are required to complete observation rounds every 5-15 minutes, 24 hours a day. They must check on them and document their whereabouts, even at night. This is necessary to ensure their safety. Your loved one is assigned a Psychiatric Provider, a Medical Provider, a Social Worker, and a Discharge Planner to aid in their care and to provide the best treatment for them. Each staff member is here to help stabilize your loved one and to assist in transitioning to the next level of care. Treatment Team: Successful treatment requires the participation and cooperation of the patient and their family/guardians, and the hospital treatment team. As part of the patient's own treatment, they are expected to play an active role in setting their own treatment goals. Therapists work with the patient and families to effectively address the underlying issues that led to their hospitalization.

TREATMENT TEAM:

Successful treatment requires the participation and cooperation of the patient and their family/guardians, and the hospital treatment team. As part of the patient's own treatment, they are expected to play an active role in setting their own treatment goals. Therapists work with the patient and families to effectively address the underlying issues that led to their hospitalization.



GROUP ATTENDANCE:

We are a treatment program; therefore, the main focus is for patients to attend and participate in groups and activities. Daily structure is critical and schedules are posted on each unit. It is very important that patients make every effort to actively participate to ensure they are getting the full benefit of our programs

DISCHARGE PLANNING:

The patient discharge plan begins once the patient is admitted. The social worker and discharge planner will be in contact with family, legal guardian, discharge planner, and/or the patient's support system to plan a coordinated discharge plan.

It is essential for the patient and their identified support system to actively participate in the development of their aftercare plan. The patient is expected to continue their treatment with a Provider, Therapist, or an Outpatient Program. The growth and development the patient experiences in the hospital can prepare them to be a healthy, productive, and successful person. We look forward to working with you and your loved ones.

PRIVACY AND CONFIDENTIALITY:

Patients, their families, and the Aliso Ridge Behavioral Health staff are expected to have respect for the privacy and confidentiality of all our patients. We follow strict federal and state guidelines regarding patient confidentiality and privacy. The staff cannot speak to, make a phone call to, or release information to anyone without the patient's consent. The staff cannot confirm or deny a patient's presence in our facility without consent. In addition, this does not mean you may not visit your loved one, simply that we cannot release any information to other individuals about the patient's treatment. More information is included in the "Notice of Privacy Practices" given to patients upon admission. "The Notice of Privacy Practices" also explains how patients may obtain a copy of the medical record.

FAMILY REPRESENTATIVE:

We understand that a patient's family may want to be involved with their treatment. We make every attempt to communicate efficiently and, in a time, sensitive manner with parent(s)/legal guardian(s). Only the parent(s)/legal guardian(s) will be contacted to discuss the patient's treatment. They are responsible for sharing any information to other family members.

VISITING:

We have established some guidelines for our visitors. Many of these guidelines are in response to mental health laws and regulations. Our guidelines seek to protect the safety, rights, and confidentiality of all of our patients. Every patient has the right to refuse any visitor and has the option of ending a visit at any time. Please understand that we attempt to encourage visitation with family, but ultimately the patient has the right to make this decision.

Patients are allowed only two patient visitors at a time. Visitors are only allowed during scheduled visiting hours. These hours can be found on the posted unit schedules. Due to safety reasons, we do not allow balloons or flowers on the patient units.

Visitors must be at least 12 years of age, and children cannot be left unaccompanied in the lobby. Adolescent patients are only allowed immediate family member visitors unless approved by the patient's provider.

If at any time during a visit, the patient or their visitor does not comply with hospital visitation guidelines, or if the presence of the visitor is upsetting to the patient, the visitor may be asked to leave. Any visitors who are thought to be bringing in contraband of any kind will not be allowed to visit. (For example, vape pens, cigarettes, or drugs).

Visitors are not allowed to bring their personal belongings into visitation. This includes purses, bags, backpacks, etc. Cellphones, cameras and other electronic devices are not allowed in patient care areas. We have lockers in our front lobby, to place your belongings.

Sample visiting hours are as follows: (Subject to change):

Monday – Friday: 7:00 PM – 7:30 PM

Group A: 7 - 7:15 PM

Group B: 7:15 - 7:30 PM

*If visitor volume is low, we can accommodate a 30-minute visitation.

Saturday & Sunday: 3:00 PM – 4:00 PM

Group A: 3 - 3:30 PM

Group B: 3:30 - 4 PM

*If visitor volume is low, we can accommodate a one-hour visitation.

PATIENT BELONGINGS AND SAFETY SEARCHES:

When patients are admitted, all belongings will be inventoried and listed on a belongings form. All incoming items must be checked in by nursing staff to assure that contraband is not being brought onto the units and that all items are listed.

Patients are strongly encouraged not to bring valuables to the hospital. Upon admission, we will make every effort to contact parent(s)/legal guardian to take valuables home.

However, if this is not possible, the hospital will place all valuables in a safe until the patient discharges. The hospital is not responsible for any lost, stolen or broken items that the patient chooses to keep in their possession.

CONTRABAND:

The following are considered to be contraband on all patient units and will be securely stored away during a patient's stay in the hospital. Please refer to the



included Visitor information sheet for a complete list of contraband items. Any illegal items or weapons will be turned over to the police department.

OUTSIDE FOOD AND DRINK:

Outside food and drinks are not allowed except in special circumstances such as religious or cultural restrictions. A provider must give an order approving outside food privileges. Please note that outside food privileges are for special circumstances only. Please keep in mind that there are medications that have interactions with some foods. If the patient has any questions about food and drug interactions, the nursing staff will be able to provide printed information about their medications. Patients will also be asked about any food related allergies, preferences, religious or cultural concerns. Our dietary department will be notified and will make every effort to accommodate these requests. Any food related allergies will be communicated to members of the multidisciplinary team. We have included a sample menu of the food your child will receive during their stay.

UNIT SAFETY/REPORTING SAFETY CONCERNS:

Everyone is responsible for maintaining a safe, clean, and therapeutic environment. If you have any safety concerns during the patient's stay, please share with a staff member. The safety of our patients, visitors, and staff are of utmost importance to us, and we appreciate any feedback you may have on how we can continue to promote the security and safety of our treatment environment.

COMPLAINTS AND GRIEVANCE PROCEDURE:

In case of a dispute, patients may follow the hospital's complaint/grievance procedure. We have a Patient's Rights Advocate on site and available by phone during normal business hours. We encourage all patients and patient's family



members to contact the facility to discuss any concerns. We are here to help and strive to address immediate concerns.

A complaint/grievance form can be provided to you upon request. This form will be forwarded to the appropriate person for follow-up.

TELEPHONE USAGE:

All parents/legal guardians are provided with an individualized patient PIN code. This code will not be provided to your child and should only be shared with trusted individuals of your choosing. We established this process to not only protect your child's presence in the hospital but to help prevent any outside influences that may negatively impact treatment. This PIN code will need to be provided to speak to your loved one.

Patients have access to telephones on the unit (cellphone are not permitted on any patient unit.) Phone times are provided to the patients in their Patient's Handbook and visible on the unit.

Patients are encouraged to make outbound phone calls during free time to allow for attendance in group sessions. The scheduled free times are:

7:00 AM-8:00 AM

6:00 PM-7:00 PM

8:30 PM- 9:30 PM

To ensure that all patients get the opportunity to speak to friends and family, we do ask that phone calls be limited to approximately 10 minutes. Patients will also be asked to adhere to the unit guidelines regarding phone usage and respect the privacy of other patient's telephone calls. Except in emergency situations, we will not remove a patient from treatment activities to receive phone calls.

THE ADOLESCENT UNIT:

To ensure a healthy and safe environment for our patients, inappropriate behavior will be managed by the staff in a safe and therapeutically positive manner. When a patient shows agitated or disturbed behavior, staff will teach therapeutic coping skills and will use procedures to help bring them to more calm and appropriate behavior.

The Adolescent Program utilizes a point passport program. The Program is intended to provide a structured approach to reinforce more appropriate behavior in a consistent manner. If patients follow the unit Behavior Guidelines, participate during the day, and follow the unit activity schedule, they will then be eligible to earn points. Patients may choose to turn in a fully completed passport card for a small prize at the end of the day. They may also save and submit multiple completed passports for a larger prize.

At Aliso Ridge Behavioral Health, we strive to focus on positive reinforcement. We also encourage patients to conduct themselves in a positive manner. In turn, we do maintain a structure on the adolescent unit that reminds patients that negative behaviors may also result in negative consequences. The goal is to make choices that result in getting positive feedback.



Patient Menu

| Weekday | Breakfast | Lunch | Dinner |
|-----------|---|---|---|
| Sunday | <ul style="list-style-type: none"> Oatmeal or choice of cereal Fruit cocktail Egg and cheese with bacon Wheat bread | <ul style="list-style-type: none"> Salad bar Baked fish or black bean burger Oven browned potatoes, onions and spinach Pumpkin pie | <ul style="list-style-type: none"> Chicken noodle soup Sliced baked ham or tuna salad sandwich Brown rice Brussel sprout medley Fruit mix |
| Monday | <ul style="list-style-type: none"> Oatmeal or choice of cereal Fresh banana Cheese and bean burrito | <ul style="list-style-type: none"> Salad bar Vegetable lasagna or baked chicken Garlic pasta Prince Edward vegetable blend Blueberry pie | <ul style="list-style-type: none"> Minestrone soup Turkey burger or stuffed green pepper Brown rice California vegetable blend Mandarin oranges |
| Tuesday | <ul style="list-style-type: none"> Oatmeal or choice of cereal Fruit cocktail Hard cooked egg Sausage patty Raisin bread with option | <ul style="list-style-type: none"> Salad bar Beef and bean burrito or cheese enchiladas Cajun rice Fire roasted corn and black beans Fruit mix | <ul style="list-style-type: none"> Tomato bisque soup Supreme pizza or lasagna with meat sauce Italian vegetable blend Garlic bread Assorted ice cream |
| Wednesday | <ul style="list-style-type: none"> Oatmeal or choice of cereal Fresh oranges Scrambled eggs Bacon Wheat Bread | <ul style="list-style-type: none"> Salad bar Baked thyme chicken or baked salmon Brown rice Asparagus spears Lemon meringue pie | <ul style="list-style-type: none"> Garden vegetable soup Smothered steak with onions or baked fish Potato wedges Capri vegetable blend Peaches and Pears |
| Thursday | <ul style="list-style-type: none"> Oatmeal or choice of cereal Fresh banana Sausage links Belgian Waffle with syrup | <ul style="list-style-type: none"> Salad bar Baked fish or Grilled chicken strips Fettuccine noodles Steamed broccoli with lemon Pumpkin pie | <ul style="list-style-type: none"> Vegetarian lentil soup Meatballs or cheese pizza Buttered noodles Whole green beans Sliced apples |
| Friday | <ul style="list-style-type: none"> Oatmeal or choice of cereal Fruit cocktail Cheese omelet Bacon Raisin Bread | <ul style="list-style-type: none"> Salad bar Cheeseburger or black bean burger Sweet potato fries Mixed vegetables Fruit cocktail | <ul style="list-style-type: none"> Tomato bisque soup Grilled chicken breast or breaded cod filet Rice Mixed vegetables Assorted ice cream |
| Saturday | <ul style="list-style-type: none"> Oatmeal or choice of cereal Fruit cocktail Egg and cheese on croissant Bacon | <ul style="list-style-type: none"> Salad bar Chicken in orange sauce or grilled cheese sandwich on sourdough Brown rice Asian vegetable blend | <ul style="list-style-type: none"> Bean soup with ham BBQ pork or tuna salad sandwich Sweet potato fries Capri vegetable blend Fruit cocktail |

***All meals have the options of Juice, Milk, Hot Tea, Water*

| Time | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
|---------------|----------------------------------|--|--------------------------------------|--------------------------------------|----------------------------------|--|--|
| 07:00-8:00 am | Morning Personal Care Routine | Morning Personal Care Routine | Morning Personal Care Routine | Morning Personal Care Routine | Morning Personal Care Routine | Morning Personal Care Routine | Morning Personal Care Routine |
| 08:00-08:30am | Breakfast | Breakfast | Breakfast | Breakfast | Breakfast | Breakfast | Breakfast |
| 08:30-09:30am | Community Meeting & Goals Group | Community Meeting & Goals Group | Community Meeting & Goals Group | Community Meeting & Goals Group | Community Meeting & Goals Group | Community Meeting & Goals Group | Community Meeting & Goals Group |
| 09:30-10:30am | Process Group | Process Group | Process Group | Process Group | Process Group | Process Group | Process Group |
| 10:30-11:00am | Fresh Air Break/Snack | Fresh Air Break/Snack | Fresh Air Break/Snack | Fresh Air Break/Snack | Fresh Air Break/Snack | Fresh Air Break/Snack | Fresh Air Break/Snack |
| 11:00-12:00pm | Creative Expression: Art & Music | Community Reintegration | Leisure Education: Healthy Resources | Social Skills | Life Skills: Balanced Living | Study Hall (11:00-11:30am) | Study Hall (11:00-11:30am) |
| 12:00-12:30pm | Education Group | Education Group | Education Group | Education Group | Education Group | Life Skills: Managing Feelings (11:30-12:30pm) | Life Skills: Managing Feelings (11:30-12:30pm) |
| 12:30-1:00pm | Lunch | Lunch | Lunch | Lunch | Lunch | Lunch | Lunch |
| 1:00-1:30pm | Education Group | Education Group | Education Group | Education Group | Education Group | Nursing Education (1:00-2:00pm) | Nursing Education (1:00-2:00pm) |
| 1:30-2:30pm | Nursing Education | Nursing Education | Nursing Education | Nursing Education | Nursing Education | Open Gym (2:00-2:30pm) | Open Gym (2:00-2:30pm) |
| 2:30-3:00 pm | Fresh Air/Snack Break | Fresh Air/Snack Break | Fresh Air/Snack Break | Fresh Air/Snack Break | Fresh Air/Snack Break | Fresh Air/Snack Break | Fresh Air/Snack Break |
| 3:00-4:00pm | Wellness Education Group | Community Reintegration Skills/ Discharge Planning | Relapse Prevention | Wellness Education Group | Coping Skills: Staying Healthy | Visiting/ Social Activity | Visiting/ Social Activity |
| 4:00-5:00 pm | Physical Fitness: Staying Active | Physical Fitness: Staying Active | Physical Fitness: Staying Active | Physical Fitness: Body Awareness | Physical Fitness: Body Awareness | Relaxation: Mindfulness | Social Skills: Healthy Boundaries |
| 5:00-6:00 pm | Social Skills: Team Building | Creative Expression: Art & Music | Relaxation: Mindfulness | Social Skills: Healthy Relationships | Social Skills: Building Trust | Creative Expression: Art & Music | Health & Wellness: Relaxation |
| 6:00-6:30 pm | Fresh Air Break | Fresh Air Break | Fresh Air Break | Fresh Air Break | Fresh Air Break | Fresh Air Break | Fresh Air Break |
| 6:30-7:00pm | Dinner | Dinner | Dinner | Dinner | Dinner | Dinner | Dinner |
| 7:00-7:30pm | Visiting/ Social Activity | Visiting/ Social Activity | Visiting/ Social Activity | Visiting/ Social Activity | Visiting/ Social Activity | Social/ Physical Activity | Social/ Physical Activity |
| 7:30-8:00pm | Social/ Physical Activity | Social/ Physical Activity | Social/ Physical Activity | Social/ Physical Activity | Social/ Physical Activity | Social/ Physical Activity | Social/ Physical Activity |
| 8:00-8:30pm | Journaling Reflection Time | Journaling Reflection Time | Journaling Reflection Time | Journaling Reflection Time | Journaling Reflection Time | Journaling Reflection Time | Journaling Reflection Time |
| 8:30-9:00pm | Wrap Up/Snack | Wrap Up/Snack | Wrap Up/Snack | Wrap Up/Snack | Wrap Up/Snack | Wrap Up/Snack | Wrap Up/Snack |
| 9:00-9:30pm | Meditation/Relaxation | Meditation/Relaxation | Meditation/Relaxation | Meditation/Relaxation | Meditation/Relaxation | Meditation/Relaxation | Meditation/Relaxation |
| 9:30-10:00pm | Bed Time Personal Care Routine | Bed Time Personal Care Routine | Bed Time Personal Care Routine | Bed Time Personal Care Routine | Bed Time Personal Care Routine | Bed Time Personal Care Routine | Bed Time Personal Care Routine |
| 10:00pm | Bed Time | Bed Time | Bed Time | Bed Time | Bed Time | Bed Time | Bed Time |
| | | Nursing | Mental Health Workers | Adjunctive Therapy | Clinical Therapy | | |