



Adolescent Unit

Dear Parent/Guardian,

The staff of the Adolescent Unit would like to welcome you and your child to the inpatient unit at Aurora Santa Rosa Hospital. We understand that having a family member hospitalized may be a difficult or stressful time for your family, and we would like to take the opportunity to ensure you that we will do everything we can to assist you in your time of need. We understand the sensitivity of having a child hospitalized, and we take this responsibility seriously. The safety and well-being of your child is of utmost importance to us. Our staff is trained to maintain a safe and therapeutic environment for your child, so that he/she can focus on the reason for his/her admission to the hospital. In addition, we value your participation and cooperation with the treatment process. Your participation is important and influential towards your child's treatment. If you have questions or concerns about the program, or your child's progress, please do not hesitate to discuss them with unit staff.

Important Contact information:

Aurora Santa Rosa Hospital
1287 Fulton Road
Santa Rosa, CA 95401
Main Number: (707)800-7700

Adolescent Unit:

Nurse's Station: (707)800-7704

Attending Psychiatrist: _____

Social Worker: _____

Family Session Scheduled on (Date/Time): _____

Telephone Pin code: _____

About the program

Your child has been admitted to this unit because there is evidence that he/she is experiencing some emotional or behavioral problem, which is impacting his/her ability to function at home, in school, or in the community. He or she may be engaging in behaviors that are dangerous to him/her, or to others, or he/she may not be able to meet age-appropriate expectations in the home and/or at school. Children and adolescents experience these problems for a multitude of reasons, usually influenced by a combination of psychological, sociological, and physiological factors. By creating a safe and therapeutic environment for your child, we are providing an opportunity for them to identify their strengths and their needs and receive appropriate help and feedback in those identified areas. Our goal is to stabilize your child, connect them to outpatient services when appropriate, and return them to your care when it is safe for him/her and your family.



During your child's hospitalization, he/she will be given the opportunity to develop and use alternative and appropriate ways of interacting with peers and persons of authority as well as learning ways and methods of coping with day-to-day life situations. This is accomplished through maintaining a consistent daily schedule, which includes community group, psycho-education groups, activity therapy, and school. Group content may include, but is not limited to, appropriate boundaries, healthy relationships, emotion identification, and behaviors. The role of staff is to facilitate your child's treatment by assuring safety, leading groups and family sessions, providing structure, setting appropriate limits, and teaching self-control, while enhancing your child's sense of well-being.

Before being admitted to the unit, the Intake Clinician who completed your child's assessment consulted with the psychiatrist who will be taking care of your son/daughter during their stay. That psychiatrist will complete a psychiatric evaluation within 24 hours of his/her admission and determine whether or not medication would be helpful in treating your child's condition. We are not able to give your child medication without your approval, except in case of an emergency. If the psychiatrist recommends medication treatment, you will be asked to give verbal consent and/or sign medication consent forms. We have 24 hour nursing care in our facility; there is not a physician on the premises of the hospital at all hours of the day but physicians are available at all times to communicate with nurses about patient care.

Your child's assigned Social Worker will meet with your child regularly and be communicating with you frequently, providing you with updates about your child's care and discussing treatment planning. Your perspectives and opinions about your child and his/her behavior are critical in helping us to treat your child and we value your insight in this process. Please communicate your concerns and questions with us so we can best serve your family.

Your child will also have regular times with our nursing staff and Activity Therapists to ensure comprehensive care. We recognize that all children have different strengths and challenges and we strive to facilitate a program that reaches each child's individual needs and allow him/her to utilize their skills.

This program is designed to provide opportunities for you to be included in the treatment process. We consider parent(s) and/or legal guardian(s) and community representatives to be integral parts of the treatment team. We not only value your participation, but we expect it. This is best accomplished by consistent participation in family sessions and visiting and phoning your child during hospital identified hours. Your participation is wanted and encouraged!

Unit Programming and Expectations

Our patients come to us from a variety of environments and we recognize that each child has his/her own strengths and challenges. While we do our best to maintain consistency on our units, we also assess our units daily and try to adjust our programming to meet the needs of the milieu. We believe in empowering children to make positive decisions, and recognize that each child's experience is different. In circumstances where a child is struggling to achieve or engage in our regular programming, we may decide to develop a modified program in where we create more specialized options.

Although our ultimate goal is for our patients to succeed in treatment, we understand that they may have individual challenges and will need support throughout this process. Our abilities to support them through this process are directly connected with the maintaining a safe therapeutic environment. To maintain such an environment, we have three unit expectations: ***respect for oneself, respect for others, and respect for the environment.***

Items not allowed on the unit

For safety reasons there are several items that are not on the units. Please review the list below. Other items may also be considered inappropriate and will be determined at staff's discretion.

Aerosol sprays, Perfume	Weapons
Cassette's, CDs, MP3 players	Alcohol or products with alcohol
Cameras, cell phones	Nail polish remover
Handheld games, electronics	Jewelry (including body jewelry)
Chewing gum, candy	Shoelaces
Sharp instruments	Pants or tops with draw strings
Suitcases (bags)	Hats or Sunglasses
Wallets, purses	Midriff Tops
Pornographic materials	Low-Cut Shirts
Lighters, matches	Over-sized pants
Glass containers/mirror	Belts
Wigs	Bra's with underwire
Credit cards	Skirts or Dresses
Razors	Sheer or see through clothing
Hangers,	Boots, high heels, or metal toe shoes
Midriff shirts	Scarfs or headbands
Medications	Inappropriate logos or wording
Outside food or beverages	Glue or paint
Earrings/body piercing	Cigarettes or drugs
Spiral Notebooks	
Thermos bottles	

If you have any questions or concerns, please discuss them with your child's Social Worker or Nursing Supervisor.

Personal Belongings

All patient belongings will be checked-in when your child comes onto our unit. Inappropriate items will either be sent home with the parent(s) and/or guardian(s) or kept in patient storage. We try very hard to ensure the safety of our units, and need to be mindful of certain items and how they may be used. Please do not bring any valuables.

We understand that being hospitalized can be difficult for your child. It may help to bring special items from home to help him/her adjust to our surroundings. Favorite blankets, pillows, pictures of family members, and/or stuffed animals are examples of these items. You may also want to bring toiletry items for your child including a comb or brush (not metal), shampoo, toothpaste, toothbrush, or hair-care items (non-alcoholic). If you are unable provide these items, we will provide them for your child. Although bringing these items is encouraged, certain items are not allowed. A list of items of items that are not allowed on our units due to safety concerns is attached. If these items are brought to our units, they may or may not be returned to you.

Schoolwork

Please communicate with our staff if your child will need to complete schoolwork or study during his/her stay. If you choose to have your child's school involved with treatment planning and have completed necessary consent forms in intake, our Social Workers will do their best to communicate academic needs for your child during his/her stay. Patients are allowed to keep appropriate schoolwork and school related items with them and in addition, will have the opportunity to study during programming. Reading material may be reviewed and require approval from the Social Worker to ensure appropriate content.

Clothing

Please limit the amount of clothing brought for your child. We have limited storage and must coordinate laundry times among patients. Three changes of clothes are sufficient: 3 shirts, 3 pairs of pants, 3 pairs of underwear, 3 pairs of socks and 1-2 other personal items. Patient laundry is done Tuesday, Thursday, and Saturday.

Dress Code

We aim to maintain a treatment environment where the patients are safe and comfortable. Your child is expected to wear his/her own clean clothes (not hospital scrubs) during program hours each day. There may be exceptions in where your child will be wearing hospital scrubs based on certain precaution guidelines. Clothing should be neat and appropriate. Clothing that is not allowed on the unit is listed above in "Items not allowed on the unit."

Visiting and Phone Guidelines

Please review the following information concerning unit phone and visiting policies. Your assistance and cooperation with these policies is greatly appreciated.

- Patients complete a Release of Information upon intake, as well as receive a pin code for all phone calls. The Release of Information provides unit staff with information as to whom our hospital can release information to. The pin code is necessary for incoming phone calls to be transferred to our patients.
- Only parents/guardians and adults over 18 can visit the unit, unless prior approval received. ONLY 2 VISITORS are allowed at a time.
- Visits take place in the group room, or in an appropriate alternative deemed necessary for safety.
- For safety reasons, staff will check all items you bring to the unit for your child. Any items that are not allowed on the units will be returned to you or stored in a safe place until they can be returned to you or your child upon discharge.
- Food and beverages brought from home or outside are not allowed on the unit. You will be asked to take unapproved items with you when you leave.

In order to accommodate all patients, there is a 10-minute limit per call, per patient. To help support our adolescent's receiving the best treatment while they are at our hospital, we aim to have them invested and involved in programming as much as possible throughout the day. To help support this, we encourage phone usage, both outgoing and incoming calls, during the times listed below. Please note that there is only one patient phone on the unit and there may be times where you will be asked to call back at a better time or wait until your child returns your phone call.

The main numbers at the hospital 707-800-7700; to call the Adolescent Unit directly, please call 707-800-7704.

PHONE TIMES

Weekday - 7:30am-8:15am, 10:00am-10:25am, 12:00pm-12:20pm, 5:00pm-6:00pm, 7:00pm-8:00pm

Weekend – 7:30am-8:15am, 10:00am-10:20am, 1:00pm-3:00pm, 5:00pm-6:00pm, 7:00pm-8:00pm

VISITING HOURS

Weekday: 7:00pm – 8:00pm

Weekends: 1:30pm-2:30pm & 7:00pm – 8:00pm

Safety Understanding

The safety of all our patients is our first concern on our child and adolescent units. Our highly professional staff has been trained in the use of proven techniques to help a patient cope with emotions that may have previously led to aggressive or self-injurious behaviors. In rare instances, we may need to take additional safety measures to protect all the patients on the unit. When a patient is unable to keep themselves safe from injury, (i.e. self-harming, head banging, etc.) or becomes dangerous or threatening to others on the unit (i.e. hitting, kicking, throwing objects, etc.), and all our efforts to assist the patient are unsuccessful, then the patient may be placed in our Quiet Room. The Quiet Room may offer freedom from the stimulation that is leading to the unsafe behavior. If a patient requires a locked Quiet Room (seclusion) doctors are notified immediately. The psychiatrist may provide orders for additional safety interventions. If a patient continues to try to harm themselves, they may be placed in restraints for their own protection. If they remain extremely agitated and either attempt or threaten to harm themselves or others, they may receive emergency medications that have demonstrated efficacy in helping people feel more relaxed. There are times when the applications of these measures are not able to be applied in a stepwise progression. Parents and guardians will be notified in the event that your child requires seclusion, restraint, or emergency medication.

Patient Advocate Program

If at any time during your child's admission you have a question, concern, or complaint about the care we are providing, please do not hesitate to discuss it with your Social Worker and/or the Charge Nurse. If you do not feel you have received an adequate or appropriate response, contact Jennifer Macias, Director of Performance Improvement. Her contact information is listed below.

***Aurora Santa Rosa Hospital
C/O Jennifer Macias, Director of Performance Improvement
1287 Fulton Road
Santa Rosa, CA 95401***

You may also contact the Patients Right's Advocate:

Tamara Winer or Lauren Petersen (707) 565-4978