

hello.



North Central Health Care  
Youth Behavioral Health Hospital

# welcome

## to the Youth Behavioral Health Hospital

*a space to heal. a space to grow.*

Whether this is your first time here, or you've had a child stay with us before, a visit to the Youth Behavioral Health Hospital is often a stressful time for many families. You undoubtedly have many questions about the well-being of your child and what is to come of their time spent here with us. This booklet is designed to give you a brief overview of what to expect of your child's time here at the North Central Health Care Youth Behavioral Health Hospital.

From admissions and discharge processes, down to scheduling and visitation timelines, this booklet is your go-to resource both during and after your child's admission. Please never hesitate to call and check in on your child, request progress reports or additional information about their treatments. Your child's time with us is only the beginning of their mental health journey and your participation plays an integral role in their success.

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### A Brief Overview of the Youth Behavioral Health Hospital

North Central Health Care's Youth Behavioral Health Hospital is the first step in life-changing treatment for young people between the ages of 13-17 who are experiencing a mental health or substance use crisis. Under the direction of a psychiatrist and other licensed medical and professional staff, our hospital provides 24-hour care in a secure setting that provides a safe and healthy environment where healing can begin. The Youth Hospital provides short-term therapeutic interventions by reducing and stabilizing a child's crisis and linking them to the necessary care that will help manage their illness and help them better navigate their world.

The average length of stay at the Youth Hospital is usually 3-6 days and is determined based on each child's needs. Treatment includes regularly scheduled group therapy sessions that utilize evidence-based practices such as cognitive behavioral therapy and dialectical behavioral therapy. The decision to discharge your child will be based upon his/her safety. Our Social Worker and treatment team will be working with you and others involved in your child's life to develop a discharge plan that helps them be safe and best meets their needs.

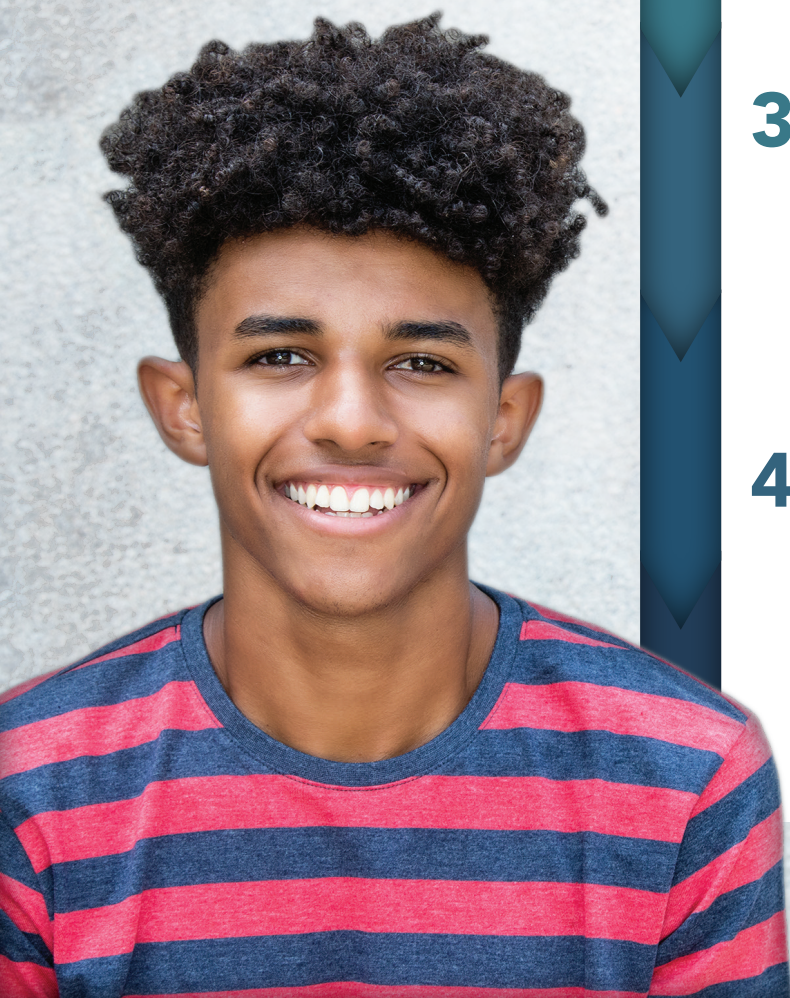
# The Admission Process

*Your first point of contact with the Youth Behavioral Health Hospital*

## Admission Overview

The admission process into the Youth Behavioral Health Hospital is often fast-paced and can be overwhelming.

When your child is in a mental health or substance abuse crisis, getting them to a safe, secure setting where deescalation can begin is an integral first step. We're glad you've chosen North Central Health Care's Crisis Center to help guide you through the process of making sure your child is safe and able to get the treatment they need. The following is an overview of the admissions process from the arrival to the Crisis Center all the way through post check-in at the Youth Behavioral Health Hospital.



## 1 Crisis Center Arrival

When you and your child arrive at the Crisis Center, we work quickly to assess your child's crisis and situation. We then work with you and your child to attempt to stabilize and diffuse the crisis if possible, and begin developing a treatment plan and assessment of which program and facility will most benefit your child's unique treatment needs.

## 2 Cross-Campus Transfer to Youth Hospital

If the Crisis Center determines the Youth Behavioral Health Hospital will best meet your child's needs, transportation will be coordinated across the North Central Health Care campus and over to the Youth Hospital. Depending on your individual situation, your child may be transported by law enforcement, North Central Health Care staff or even yourself. We ask that you join your child during the admission process to the Youth Hospital.

## 3 Nursing Assessment

A nurse will meet with you and your child and guide you through the admission process. This process includes gathering information and completing additional assessments that focus on your child's safety, health and well-being. Our staff will ask you to provide additional information and sign additional documents.

## 4 Welcome & Orientation

Our staff will say goodbye to you and help your child get comfortable in their private room. There, your child will settle in and, when comfortable, will begin participating in our treatment schedule. They will be seen by a Psychiatrist, Social Worker and Occupational Therapy Assistant over the next 24-48 hours while being supported by other staff.





# Developing a treatment plan

*Your child's treatment is completely unique. Here's how we determine their plan...*


Upon admission, our highly skilled treatment team will meet with your child individually. They will then work together to develop the best treatment plan for your child. Each child is unique, and therefore so is their treatment.


**Psychiatrist Consultation** - Our Psychiatrist will evaluate, diagnose, and treat each patient's mental health and substance use challenges through a suggestion of supports and prescriptions of psychotropic medication, if needed. After the first day, patients will meet daily with the psychiatrist for assessment and medication management if necessary. Medications are ordered by our physician and given to patients by our nursing staff. Our Psychiatrist may change your child's medication or prescribe new medication.


**Psychologist Consultation** - Our Psychologist is specially trained to assess your child's unique situation to help our team gain a better understanding of their needs. When a child is referred to the Psychologist, the Psychologist will meet the patient and provide specific tests that are useful in developing treatment plans.

After initial consultations are complete, our team will develop a treatment schedule consisting of a combination of individual, group and team or family therapies to aid in the recovery and management of your child's crisis, as well as any medications deemed necessary. We incorporate ample time for exercise and movement throughout each day and spend as much time outside as the weather permits.

## Therapies

 **Individual** - A therapist who is specially trained to work with children and adolescents is part of our team at the Youth Hospital. Our therapist may initiate one-to-one sessions, however our entire team will work with your child on setting daily goals and learning new skills to help them cope through group therapy, individual contact, and recreational and therapeutic activities.

 **Group** - Group therapy is a treatment that uses social interactions to examine mental health issues and learn new skills. Group topics are determined by the participant's needs. Topics may include social skills, coping skills, self-expression, life skills, or anger management.

 **Team or Family meetings** - The goal of family meeting is to gather family perspectives of your child's needs and to involve the family with discharge planning. Your treatment team and social worker will attend, as will any service provider that may be invited.



# Licensed Medical & Professional Staff

*Our team is dedicated to providing the best care possible for your child*

## Medical Director + Psychiatrist

Our on-site Psychiatrist oversees clinical care for all patients and will evaluate, diagnose, and treat patient's mental health and substance use disorders through a suggestion of supports and prescriptions of psychotropic medication, if needed.

## Therapist

Our Therapist completes assessments and implements therapeutic interventions based on patient needs. She will also educate and guide patients through implementing and developing coping skills, techniques and skills training.

## Nursing Team

Our nursing team provides direct supervision and daily care of each child. They also help develop treatment plans, administer medications as ordered by the physician and report side effects to the physician. They assist with education of patients and families about medication management and symptoms.

## Social Worker

Our Social Worker guides families through the hospitalization process and helps address the individual needs of each situation during and after a stay at the Youth Hospital.

Social workers also coordinate each child's care, including discharge planning. The social worker will complete an assessment within 48 hours of each child's arrival and assist with identifying community and other supports to meet each child's needs.

## Psychologist

Our Psychologist is specially trained to assess each child to gain a better understanding of them and their individual needs. When a child is referred to the Psychologist, the Psychologist will meet with them and ask them to complete specific tests that provide useful information in developing treatment plans.

## Patient Care Professionals

Patient Care Professionals assist in interventions such as skill building, mindfulness techniques, yoga, exercise, art, and/or music to develop new healthy coping skills.

## Occupational Therapy Assistant

An Occupational Therapy Assistant will assess each child to better understand their strengths and needs and facilitate learning and activity programs that meets these needs. The Occupational Therapy Assistant is specially trained to consider all aspects of health and wellness and to cultivate mental health stability, overall well-being, growth, skill development, and learning.

## Physician's Assistant

The Physician's Assistant completes a medical history and physical examination with all new patients. This helps determine all medical needs and concerns.

## Behavioral Health Technicians

Behavioral Health Technicians provide a safe and supportive environment for patients. They may provide and record patient vital signs, monitor patients to ensure safety, and assist in daily activities.

## Dietitian

When a child has individual challenges related to food and diet, a Dietician may become involved to address your child's nutritional needs or eating issues and adjusts meal plans as necessary.



# Youth Behavioral Health Treatment Schedule

*A variety of programming to support each child's unique needs*

The Youth Hospital offers a variety of programming to support mental, emotional, physical, and spiritual well-being. Our multidisciplinary team schedules each patient daily for appropriate groups and activities including the following:

## Goals Group

**Facilitated by a Therapist, RN, BHT or Patient Care Professional**

This group begins the day with a brief member check-in regarding feelings and setting goals for the day. Group members have a chance to reflect and share while receiving encouragement to set an intention for the day as a focusing tool. One or more goals are established and the previous day's progress reviewed. Patients identify support they might need to achieve their goals.

## Dialectical Behavioral Therapy (DBT)

**Facilitated by a Therapist**

DBT can be helpful in dealing with a number of challenges but is especially useful in helping people who experience suicidal feelings/thoughts or who engage in intentionally self-harming behaviors. DBT emphasizes taking responsibility for one's problems and helps each patient examine how they deal with conflict and intense negative emotions. This often involves a combination of group and individual sessions. This group uses DBT to focus on mindfulness based practices, distress tolerance, emotion regulation, and interpersonal effectiveness.

## Family Relationships

**Facilitated by a Therapist**

The objective of this group is to educate patients about the roles they may play within their families and the ways these roles affect them and their feelings about themselves. It addresses the strengths and challenges of the different family roles and characteristics of healthy family systems. Families will be informed of and included in this group work as possible.



## Cognitive Behavioral Therapy (CBT)

**Facilitated by a Therapist**

CBT works to improve people's moods, anxiety, and behavior by examining confused or distorted patterns of thinking. CBT teaches adolescents that thoughts cause feelings and moods which can influence behavior. During CBT, they will learn to identify harmful thought patterns. The therapist then helps the adolescent replace this thinking with thoughts that result in more appropriate feelings and behaviors. Research shows that CBT can be effective in treating a variety of conditions, including depression and anxiety. Themes focus on dealing with resiliency, cognitive distortions, automatic thoughts and overcoming fears and phobias.

## Activity Time

**Facilitated by a Patient Care Professional or Behavioral Health Tech**

Activity sessions focus on specific therapeutic activities to target areas of functioning (cognitive, social, spiritual/emotional and physical). Sessions promote independence in life activities and health and wellness. Example activities include time in the outdoor courtyard or exploring recreational activities like yoga, bean bags, physical movement and games.

## Community Meeting

**Facilitated by Any Member of Our Care Team**

This is an opportunity to ask questions or address concerns, meet staff and peers, go over reminders regarding unit safety and expectations, and learn about the daily schedule and unit amenities.

## Health and Wellness

**Facilitated by Patient Care Professional, RN or BHT**

This group covers a wide range of psychosocial well-being related topics including nutrition, activity, medication, mindfulness, healthy habits, hygiene, and emotional well-being. The information is presented in an interactive environment that encourages and enriches the learning.

## Psycho-educational Groups

**Facilitated by a Patient Care Professional or Therapist**

Learn about general topics related to mental health recovery and provides accurate and up-to-date information about mental health issues. Topics may include medication, stress management, self care, vulnerability, trust, coping skills, self-esteem, emotional expression, and more. Group may include videos, handouts, and activities.

## Acceptance & Commitment Therapy (ACT)

**Facilitated by a Therapist**

ACT helps people understand and accept their inner emotions. ACT therapists help adolescents use their deeper understanding of their emotional struggles to commit to moving forward in a positive way.

## Communications Group

**Facilitated by a Patient Care Professional**

This is a theme-focused group that supports increasing verbal and non-verbal communication skills by addressing communication styles and their effectiveness, or lack of effectiveness, within various contexts.



## Life Skills

Facilitated by a Patient Care Professional

This group supports building independence in self-care, daily life tasks, and responsibilities. The Patient Care Professional may assist with promoting self-awareness and self-management, skill-building, adapting approaches to tasks and daily routines, identifying needs of current living situation, and exploring social supports.

## Coping Skills Group

Facilitated by a Patient Care Professional

This group addresses the use of coping skills and managing triggers. Grounding skills, focusing skills, communication skills and problem solving skills are reviewed and practiced for daily application.

## Arts & Crafts Group

Facilitated by a Patient Care Professional

This group provides an opportunity to explore and try a variety of craft activities to promote socialization, creative expression and activity participation. Example activities include painting, sketching, making journals and making word art.

## Discharge & Safety Planning

Facilitated by a RN, Social Worker, or Patient Care Professional

This group focuses on aspects of discharge including available community resources, relapse prevention, safety/crisis planning, the pursuit of leisure, goal setting and weekly/daily routine.

## Trauma Group

Facilitated by a Therapist

In this group therapy different aspects of the healing journey will be assessed. Self-care training in a group setting can provide moral support while slowly easing a survivor back into the world. Through the support of the group, we will work on identifying who they are outside of the trauma. We will also work to address trauma impacts, including affective (example: depression, anxiety), cognitive and behavioral problems.

*\* Not all groups are provided each day/each week*

# Sample Treatment Schedule

	Monday	Tuesday	Wednesd	Thursday	Friday	Saturday	Sunday
<b>Theme</b>	<i>Problems + Solutions</i>	<i>Self-esteem and Self Worth</i>	<i>Healthy Relationships</i>	<i>Healthy Communication</i>	<i>Acceptance + Forgiveness</i>	<i>My Own Well-being</i>	<i>Boundaries</i>
<b>7-7:45</b>	Wake up/get ready	Wake up + Get ready for day	Wake up + Get ready for day	Wake up + Get ready for day	Wake up + Get ready for day	Wake up + Get ready for day	Wake up + Get ready for day
<b>7:45-8:45</b>	Breakfast	Breakfast	Breakfast	Breakfast	Breakfast	Breakfast	Breakfast
<b>8:45-9</b>	Morning activity	Morning activity	Morning activity	Morning activity	Morning activity	Morning activity	Morning activity
<b>9-9:15</b>	Goals Group	Goals Group	Goals Group	Goals Group	Goals Group	Goals Group	Goals Group
<b>9:15-10</b>	Group Therapy (DBT)	Group Therapy (CBT)	Group Therapy (DBT)	Group Therapy (CBT)	Group Therapy (DBT)	Group Therapy (CBT)	Group Therapy (DBT)
<b>10-10:15</b>	Snack	Snack	Snack	Snack	Snack	Snack	Snack
<b>10:15-11</b>	Guided writing	Rec Time	Rec Time	Rec time	Guided writing	Rec time	Rec Time
<b>11-11:45</b>	Health and Wellness group	Coping Skills	Communication	Health and Wellness group	Coping Skills	Communication	Health and Wellness group
<b>11:45-1</b>	Lunch and Break	Lunch and Break	Lunch and Break	Lunch and Break	Lunch and Break	Lunch and Break	Lunch and Break
<b>1-1:30</b>	Arts & Crafts	Arts & Crafts	Arts & Crafts	Arts & Crafts	Arts & Crafts	Arts & Crafts	Arts & Crafts
<b>1:30-2:45</b>	Education/ Work time	Education/ Work time	Education/ Work time	Education/ Work time	Education/ Work time	Education/ Work time	Education/ Work time
<b>2:45-3:45</b>	Group Therapy (Family)	Group Therapy (ACT)	Group Therapy (Family)	Group Therapy (ACT)	Group Therapy (Family)	Group Therapy (ACT)	Group Therapy (Family)
<b>3:45-4:15</b>	Discharge and Safety Planning	Recovery Education	Discharge and Safety Planning	Recovery Education	Discharge and Safety Planning	Recovery Education	Discharge and Safety Planning
<b>4:15-4:45</b>	Rec Time	Rec Time	Rec Time	Rec Time	Rec Time	Rec Time	Rec Time
<b>4:45-5:45</b>	Dinner	Dinner	Dinner	Dinner	Dinner	Dinner	Dinner
<b>5:45-6:15</b>	Community Meeting	Community Meeting	Community Meeting	Community Meeting	Community Meeting	Community Meeting	Community Meeting
<b>6:15-7:15</b>	Homework/ Quiet time	Homework/ Quiet time	Homework/ Quiet time	Homework/ Quiet time	Homework/ Quiet time	Homework/ Quiet time	Homework/ Quiet time
<b>7:15-8:15</b>	Reward time	Reward time	Reward time	Reward time	Reward time	Reward time	Reward time
<b>8:15-9</b>	Snack/ Individual Time/ Group Choice	Snack/ Individual Time/ Group Choice	Snack/ Individual Time/ Group Choice	Snack/ Individual Time/ Group Choice	Snack/ Individual Time/ Group Choice	Snack/ Individual Time/ Group Choice	Snack/ Individual Time/ Group Choice
<b>9:00-10</b>	Relaxation Hour/TV Time	Relaxation Hour/TV Time	Relaxation Hour/TV Time	Relaxation Hour/TV Time	Relaxation Hour/TV Time	Relaxation Hour/TV Time	Relaxation Hour/TV Time
<b>10:00</b>	Good night!	Good night!	Good night!	Good night!	Good night!	Good night!	Good night!

Daily schedules will be updated by approximately 8:30am and communicated to patients in both written and verbal forms at morning goals group.



# facilities + accommodations

*A behavioral health facility designed for healing and growth*



Bedroom



Shower Room

Bathroom

North Central health Care's Youth Behavioral Health Hospital is a coed 8-bedroom facility that was built in 2020. The space is modern, offers plenty of private and group spaces, has a beautiful outdoor courtyard and plenty of windows for natural light. Designed with an open concept floor plan, the facility was specifically created to provide tranquil spaces to foster healing and growth for adolescents.

All rooms in the Youth Behavioral Health Hospital are private, so each patient will have plenty of privacy in their own space. Each bedroom is furnished with the basics including a twin bed, nightstand with storage space and desk with a chair. Furniture has been carefully selected to meet safety requirements for behavioral health care settings. Each patient will also have the opportunity to use our recreation room.



- Bedroom
- Bathroom
- Shower Room
- Meeting Room
- Offices
- Recreation Room
- Outdoor Patio
- Living Room
- Dining Room
- Sensory/Consult Room
- Nurse Station
- Kitchen



## Youth Behavioral Health Hospital Facility

**Bedrooms** Each bedroom is approximately 100 square feet, or a 10' x 10' room, and is furnished with the basics such as a twin bed, nightstand with storage space and desk with a chair.

**Bathrooms** Bathrooms are shared between two patients. Each bathroom has a standard sink, toilet, and cabinet and basic toiletries are provided.

**Shower Rooms** Two shower rooms are shared between all patients at the Youth Hospital. Towels and basic toiletries are provided.

**Outdoor Patio** The outdoor patio offers a secure space for patients to spend time outdoors and get fresh air and sunshine. We utilize our outdoor spaces as often as possible, weather-permitting.

**Kitchen** Our kitchen offers space for food storage, preparation and service. All meals are cooked fresh on campus and carefully planned to offer balanced nutrition.

**Living Room** Our living room is an open concept space with a variety of seating options to ensure comfort for all patients. There is a television for entertainment as well as a small library.

**Dining Room** Our dining room is also an open concept room and seating allows sufficient space for joint meals.

**Nurse's Station** Our nurse's station is placed so as to allow monitoring and supervision of our entire patient area and to provide patient's easy access to staff any time of day or night.

**Secure Facility** The Youth Behavioral Health Hospital is a secure facility. Doors are locked at all times from the inside and out and the facility is staffed 24/7.



# what to bring during your child's stay

We want your child's transition to the Youth Behavioral Health Hospital to be as easy as possible. To make this happen, we provide all the necessary personal items that your child may need during their stay. Patients are allowed to bring approved items with them if they choose, but it is not required. We work with each patient within our facility to make sure their time here is as comfortable as possible.

## What is Provided



### Basic Toiletries

Toothbrush, Toothpaste, Soap, Shampoo, Contact Lens Supplies, Ponytail Holders



### Personal Items

Pillows, Blankets, Pens, Writing Utensils, Journal

## Approved Items



### Toiletries

Patients are welcome to bring favorite toiletries from home, but staff will check to make sure the items are safe and suitable.



### Other Approved Items:

Pg-13 Soft Cover Books, Markers, Safe Craft Supplies, Limited Snacks  
3 Changes of Clothing without Strings (Socks, Underwear, Pajamas, Bathrobe, Slippers & Shoes)



### Comfort Items

Your child can bring up to 2 additional comfort items from home which may include a blanket, stuffed animal, or special item. These items must be given to Youth Hospital staff and determined to be safe and washable.

## RESTRICTED ITEMS

For your safety and the safety of others these items are restricted on the premise. You can also download or print the NCHC Safety Standards Reference Guide which contains a full list of allowed and restricted items.



### Personal Care

Heated Hair Styling Tools  
Razors  
Sharp/Breakable Containers  
Aerosol Cans  
Cologne/Perfume  
Bobby Pins, Clips, Barrettes  
Ponytail Holders with Metal Headbands



### Home Toiletries

Q-Tips, Floss  
Tweezers, Nail Clippers  
Any Medications  
Fingernail Polish/Remover  
Ace Wraps  
Loofas, Ted Hose  
(Compression Stockings)



### Clothing

Baseball Caps, Sunglasses  
Clothing or Shoes with Strings or Zippers, Belts, Scarves, Ties, Bras with Underwires, Watches, Jewelry  
Inappropriate Clothing



### Electronics

Mp3 Players, CDs, iPods  
Cell Phones, Tablets  
Any Electronic Devices



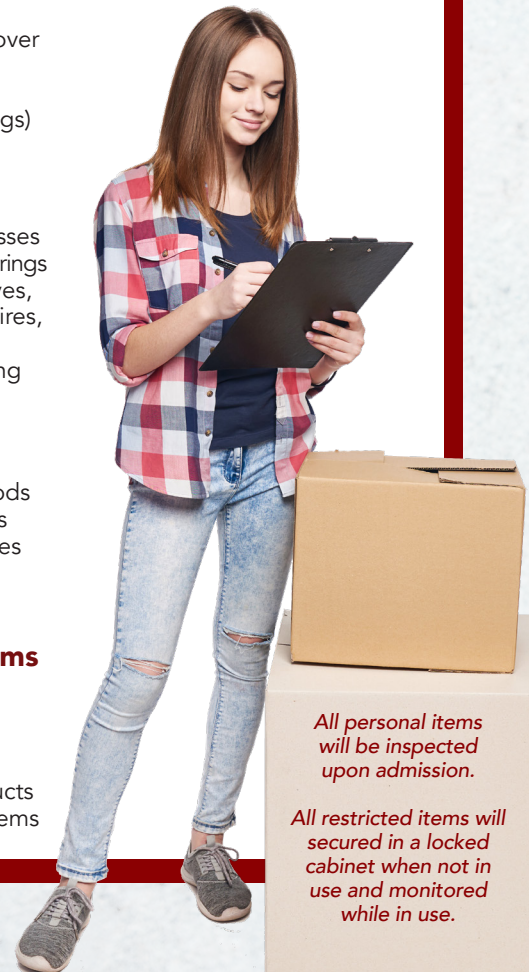
### Miscellaneous Items

Weapons  
Outside Food  
Fidget Toys  
Lighters, Matches  
E-Cigs/Tobacco Products  
Other Inappropriate Items



### Personal Items

Money, Purses, Or Wallets  
Backpacks/Suitcases  
Picture Frames Or Mirrors  
Inappropriate Magazines  
Inappropriate Books  
Spiral-Bound Notebooks  
Supplies W/ Harm Potential  
Pencil Sharpeners  
Long Pencils With Metal Standard Pens  
Paper Clips, Staples  
Scissors  
Plastic/Ziploc Bags



All personal items will be inspected upon admission.

All restricted items will be secured in a locked cabinet when not in use and monitored while in use.



# sample meal schedules

Well-balanced meals provide the nutrition your child needs.

Nutrition is a key component to healing and growth. We take pride in cooking fresh, well-rounded meals in-house with only the best, most wholesome ingredients. Menus change daily to ensure your child will have a variety of foods over their entire stay. An "Always Available Menu" provides patients with food selections such as cereal with milk, fresh fruit, string cheese, a sandwich or mac & cheese.



## WEEK ONE

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Breakfast	Scrambled Eggs Kielbasa Oatmeal Toast Cottage Cheese 2% Milk	Choc. Chip Pancakes Sausage Links Malt O Meal Hard Boiled Eggs 2% Milk	English Muffin Breakfast Sandwich Oatmeal Fruit 2% Milk	Fried Eggs Oatmeal Wheat Toast Cottage Cheese Danish 2% Milk	Egg & Sausage Bake Oatmeal Wheat Toast Yogurt 2% Milk	French Toast Syrup Crispy Bacon Malt O Meal Hard Boiled Eggs 2% Milk	Scrambled Eggs Country Gravy Oatmeal Biscuit Fruit 2% Milk
Lunch	Stuffed Cabbage W/riced Wax Beans Diced Peaches Molasses Cookie 2% Milk	Chow Mein Noodle Chinese Pork Chop Suey Steamed Rice Fruit Fortune Cookie 2% Milk	Beef Tips with Veggies Broccoli Parslied Egg Noodles Dinner Roll Orange Cake 2% Milk	Country Fried Steak Cream Gravy Kernel Corn Baked Potato Sour Cream Apple Crisp 2% Milk	Baked Polish Sausage on Bun Sauerkraut Scalloped Potatoes Mixed Veggies Lemon Pie 2% Milk	Parmesan Baked Fish Tartar Sauce Scalloped Tomatoes O'brien Potatoes Lemon Bar 2% Milk	Cranberry Glazed Turkey Peas And Carrots Mashed Potato with Gravy Dinner Roll Chocolate Pudding 2% Milk
Dinner	Turkey Salad Sandwich Chips Cream Of Celery Soup Green Pea Salad Oranges 2% Milk	Chicken Tenders Ranch Dressing Diced Beets French Fries Chicken Noodle Soup Confetti Cake 2% Milk	Turkey Burger On Bun W/cheese Green Peas Fried Potatoes Potato Soup Fruited Gelatin 2% Milk	Meatballs + gravy Green Beans Mashed Potatoes Minestrone Soup Saltine Crackers Raisin Oatmeal Cookies 2% Milk	Sloppy Joe Dixie Coleslaw Baked Beans Turkey Dumpling Soup Sugar Cookies Chilled Pears 2% Milk	Boneless Ribette BBQ Sauce Chopped Salad Potatoes Asparagus Soup Sherbet 2% Milk	Hamburger On Bun Sweet potato fries Vegetable Soup Saltine Crackers Pineapple Tidbits 2% Milk

## WEEK TWO

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Breakfast	Baked Omelet Canadian Bacon Oatmeal Raisin Toast 2% Milk Yogurt	Blueberry Pancakes Sausage Links Cream Of Wheat Hard Boiled Eggs 2% Milk	Fried Egg Hashbrowns Oatmeal Wheat Toast Cottage Cheese 2% Milk	Ham & Cheese Quiche Cream Of Wheat White toast 2% Milk Cake Donuts	Egg& Sausage Bake Oatmeal Wheat Toast Cottage Cheese 2% Milk	French Toast Syrup Turkey Bacon Malt O Meal Hard Boiled Eggs 2% Milk	Scrambled Eggs Wheat Toast Oatmeal Yogurt Canned Fruit 2% Milk
Lunch	Roast Beef Gravy Carrots Parsley Potatoes Brownie 2% Milk	Baked Ham Steamed Broccoli Baked Potato Sour Cream Fruited Gelatin 2% Milk	Roasted Chicken Green Beans Rice Pilaf Cheesecake 2% Milk	Meatloaf Brown gravy Stewed Tomatoes Parslied Noodles Carrot Cake 2% Milk	BBQ Pork on Bun Green Peas Fried Potatoes Mandarin Or- anges 2% Milk	Baked Cod Tartar Sauce Potato Salad Creamy Coleslaw Banana Pudding 2% Milk	Beef & Vegetable Stir Fry Steamed Rice Cucumber/onion Salad Pineapple Fluff 2% Milk
Dinner	Hamburger Wax Beans Macaroni & Cheese Vegetable Soup Peaches Pickle Spear 2% Milk	Open-faced Hot Turkey Sandwich Gravy Green Peas Mashed Potatoes Potato Soup Poke Cake 2% Milk	Best Bologna Sandwich Steamed Squash Navy Bean Soup Ranch Pasta Baked Apples 2% Milk	Chicken Salad On Croissant 3 Bean Salad Potato Chips Chicken Rice Soup Fruit Cup 2% Milk	Grilled Cheese Sandwich Mixed Veggies Canned Fruit Tomato Soup 2% Milk	Chicken Nug- gets BBQ Sauce Cheese Soup Cauliflower Tater Tots Sugar Cookie 2% Milk	Veal Parmesan Marinara Sauce Peas And Carrots Bow-tie Pasta Mushroom Soup Peanut Butter Bar 2% Milk

# visitations & calls

Family contact is a big part of your child's recovery. We make it easy to stay involved...

Family participation and contact are a huge part of your child's recovery and future success. We encourage all parents and guardians to call and visit as often as possible during the designated visitation times and to be as involved in their child's recovery as they can be.

During your child's time at the Youth Behavioral Health Hospital there are plenty of ways to stay in contact. We allow phone calls to and from each patient as well as visitations with your child on-site.

***Please call before visiting.***

*Special accommodations may be arranged with NCHC staff.*

## Phone Time

While patients are NOT allowed to have a cell phone during their time at the Youth Behavioral Health Hospital, we do allow them to make phone calls during specific times from our facility phones. Parents will approve the list of people the child is allowed to call during phone times. Staff will dial the phone number for the patient.

So as to not disturb your child's care, we do ask that you call to speak with your child only during designated times. Patients will not be taken out of therapeutic groups for phone calls unless it is an emergency. You may call the Youth Hospital directly and ask for an alternative time to call. If group sessions are occurring, phone times may be limited.

### FAMILY CALL TIMES

8 – 9 am, 11:45 am – 1 pm, 8:15 – 9:30 pm

**CALL YOUR CHILD AT:  
715.848.4585**

## Visitation

Visits with your child are essential to their care and families are encouraged to visit routinely. Visitation is permitted throughout the day by appointment only.

Due to the types of illnesses and clients/patients that reside, it is rare that children, such as siblings, visit the Hospital. These visits can occur if they are arranged with staff. Please call before making any visit with children.

### FAMILY VISITATION HOURS\*

**Weekdays**  
Noon – 1 pm, 4 – 7 pm

**Weekends**  
3 – 5 pm

\*Additional visitation times available upon request

**SCHEDULE A VISITATION  
715.848.4585**







# discharge planning

*When your child is ready to come home, we provide the tools and resources you need...*

Once the treatment team has determined that your child is ready for discharge, the Youth Hospital's staff will work to develop an appropriate discharge plan, crisis plan, and make any necessary recommendations and referrals for continued treatment and services. These plans are communicated to the youth, their guardian(s) and natural supports, and other community partners who are involved in the patient's care as necessary. Discharge planning involves helping you and your child be and stay connected to the services and resources you need once your child leaves the hospital.

## The Four Keys to Ongoing Success



**Following the Discharge Plan**



**Knowing Your Safety Plan**



**Continuing Treatments as Recommended**



**Interacting with Community Partners**

When determining if your child is stable and ready for discharge, we consider the following:

- Is the patient no longer demonstrating actual or imminent danger to themselves or others, and can they safely function at a lower level of care?
- Can the patient be treated safely and effectively at a less restrictive level of care?
- Has the patient's treatment goals and objectives appropriate to the inpatient level of care been met?



# frequently asked questions

*Got questions? You're not the only one! Below are the most commonly asked.*

## **If I have questions, whom do I ask?**

When your child is admitted to the Hospital, we will give you contact information for our team. Direct your questions to your treatment team Nurse and Social Worker during the day hours. Questions during the evening hours should be directed to the Nurse. You are welcome to phone the Youth Hospital anytime to inquire about your child. Call us at 715.848.4585 with any questions or concerns.

## **How much does it cost? Will insurance cover the cost of the hospital?**

Most insurance companies cover hospital stays when they determine it is necessary for your child. Our staff will work with your insurance company to minimize any cost to you. There are times when parents/guardians are responsible for the cost of care and we will be in communication with you about costs of your child's stay.

## **Can I stay overnight with my child?**

Visitors are not able to stay overnight with our patients but we hope you will visit! We have established visiting hours and encourage you to spend time with your child during their stay. If visiting hours that we have set don't work for you, please contact our staff and we will help make other arrangements.

## **Is information about my child and my family kept private and confidential?**

Patients and staff are required to maintain confidentiality at all times. The information contained in your child's medical record is confidential. It is a legal requirement that North Central Health Care receive specific authorization prior to releasing this information. Authorization may be granted by completing a Release of Information form (ROI).

## **What do I tell other people about where my child is?**

Sometimes it feels like people may not understand what you and your child are going through and this can be hard. At other times, you may find that people are supportive and helpful. You get to decide how much or how little you tell people about your child's hospital stay. A hospital stay is not something to be ashamed of – everyone needs different kinds of help in different ways throughout their life. You might tell people who are wondering where your child is that your child is staying somewhere where they can get the help they need to treat their medical condition. Or, you may like to share more details about what your child is experiencing because people in your life can then offer additional support. There is not a right or wrong way to handle this and you get to choose based on what feels comfortable for you.

## **What about my child's schoolwork?**

Every child's educational needs are different and we work with you, your child and their school to determine an individual plan for education. Homework/education time set aside each day and our staff are available to support your child in completing school work, meeting with their teachers, and meeting their educational goals.

# important contact info

*Who to contact and when. Top resources for your child recovery process...*

## TREATMENT & MEDICATIONS

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For questions regarding your child's treatment program, medications, updates, and scheduling contact our Treatment Team. For privacy reasons, patient care information cannot be emailed, however, you may ask questions via email and we can respond back in the most secure way.

**CONTACT NAME** Any Staff

**PHONE NUMBER** 715.848.4585

## VISITATION & CONTACT

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For questions regarding visitation, visitation scheduling, deliveries, or phone calls please contact our Treatment Team.

**CONTACT NAME** Any Staff

**PHONE NUMBER** 715.848.4585

**EMAIL ADDRESS** YouthHospital@norcen.org

## DISCHARGE & COMMUNITY RESOURCES

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For questions regarding the discharge process, community resources, or family involvement recommendations please contact our Social Worker.

**CONTACT NAME** Ber Yang

**PHONE NUMBER** 715.848.4316

**EMAIL ADDRESS** YouthHospital@norcen.org

## GENERAL QUESTIONS

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For referral information, recommendations and all other questions, please contact our Treatment Team.

**CONTACT NAME** Any Staff

**PHONE NUMBER** 715.848.4585

**EMAIL ADDRESS** YouthHospital@norcen.org





# North Central Health Care

Person centered. Outcome focused.

1100 Lake View Drive • Wausau, WI 54403

**[www.norcen.org](http://www.norcen.org)**