



Spring Harbor Hospital
MaineHealth

Dear Parent/Guardian:

Welcome to the Developmental Disorders Program at Spring Harbor Hospital. We are dedicated to providing the highest quality care for your child and family. Your child's treatment team includes a child psychiatrist, psychologist, physician assistant, program manager, social worker, speech pathologist, occupational therapist, nursing, teachers, and behavior and education technicians.

The Developmental Disorders Program is a therapeutic community that is designed to help children and their families. We encourage families/guardians to ask questions and to become familiar with the program. Your comments and suggestions will always be welcomed. Cooperation and communication between the program and the family/guardian are essential to a successful treatment process.

You will have the opportunity to meet with members of the staff during your child's hospitalization. Each child will be assigned to an individual social worker who will provide direct care as well as coordination of all services. Therefore, meetings between parents/guardian and social workers are essential, as they link treatment in the hospital with ongoing support following discharge

Questions regarding your child's treatment should be directed to the social worker, who will provide answers, or have the appropriate team member contact you. If your social worker is unavailable, feel free to contact the charge nurse at **761-2357**. You can also call this number at any time to check-in on your child's day.

We feel it is a privilege to work with the special children and families who come to our program, and we look forward to joining you in helping your child. Please read the following pages for important information regarding your child's stay with us.

Thank you!



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207-761-2200
Toll free: 888-524-0080
Fax: 207-761-2108
TTY: 207-761-2224
www.springharbor.org

CARE PROVIDERS' PARTICIPATION IN TREATMENT

The Developmental Disorders Program is a center of excellence with highly specialized expertise in the treatment of children and adolescents. Care providers (family members, group home staff, educators, etc) are a major aspect of our treatment model. Throughout your child's stay, care providers are strongly urged to develop an understanding of various interventions, (utilizing staff support and modeling opportunities) and are provided with multiple opportunities to observe plans being carried out and to eventually implement the individualized treatment approaches being utilized.

Early in your child's stay, visits to the hospital will often be just spending time together. This provides an opportunity for program staff to observe how your child responds to people familiar to them. This also will allow you to observe in a general way how staff helps your child through challenging times and transitions. You will be given a green Visitor Badge during these visits to signify that the primary purpose of this visit is to enjoy being with your child on hospital grounds with staff support.

As your child's treatment progresses, visits to the hospital will focus on learning intervention strategies from staff and clinicians. A staff member will review the Behavior Plan with you and then you will be given a Red Tag badge with an "S" to represent that you are Shadowing.

When coming for Shadowing visits, care providers will be partnered with a milieu staff who is familiar with your child and their needs. While Shadowing, care providers will have opportunities to observe how the staff manage and support your child while in structured milieu programming. Our expectation is that staff will have primary responsibility for implementing your child's individualized treatment plan and apply any needed interventions. These observations are designed to help care providers gain an appreciation and understanding of your child's overall plan of treatment.

In the final phase of treatment, care providers will be given a Blue BP badge identifying that they are now running your child's behavioral plan, with support from the staff. Care providers who are Shadowing or running Behavior Plans may be in the unit milieu and travel with your child to scheduled program activities.

Our belief is that if care providers actively participate in your son's or daughter's treatment, gains made within the program are more likely to carry over to other aspects of their life: home, school and community. For more information regarding our view of care provider's participation in your child's treatment, please contact our social worker or charge nurse.

Part of the preparation for understanding and implementing treatment approaches may include video and or audio taping to be used for care providers' education. These tools will be utilized only if authorized, by signature, by the parents/guardian. Your participation in treatment will likely involve interactions with various treatment team members including direct care staff, medical director, psychologist, social worker and other affiliated clinicians. In addition, as a major training site for resident physicians training in Child Psychiatry, physicians in training also may assist in providing care for our patients and are closely supervised by the attending child psychiatrist.

SAFETY

Safety is important to us at Spring Harbor Hospital (SHH). Communication with patients and families is an important part of achieving safety. If you have any safety concerns about medications, treatment, or the environment we would like to hear about them. Please contact a member of your treatment team and/or program manager to discuss your concerns. You may ask for them in person or call (207) 761-2200 or toll free (888) 524-0080. We appreciate your help in promoting safety at our hospital.

It is important for us to foster good communication between our medical care professionals, our patients and their families. Communication between caregivers is also an important part of our current Quality Improvement Initiatives at Spring Harbor Hospital. If you are working with a staff member and they are planning to follow up with you and you either have additional questions or have not heard back from them in the agreed amount time frame, SHH invites you to contact that staff member. SHH views communication as a vital aspect of our patient care services.

CLOTHING



Your child will need pajamas, slippers, light-soled sneakers, bathing suit, and seasonable outerwear as needed (coats, mittens, boots, etc.). As the unit laundry is done every night, your child will not need a lot of clothes during his/her stay. Two or three of each item is usually sufficient. Although we make every effort to care for your child's belongings, occasionally pieces of clothing do become lost or damaged, so please do not bring in any clothing of great value or clothing that cannot be replaced. We also ask that all clothing be appropriate for a children's unit—clothes with adult subjects on them, such as beer or cigarette logos, should not be brought onto the unit.

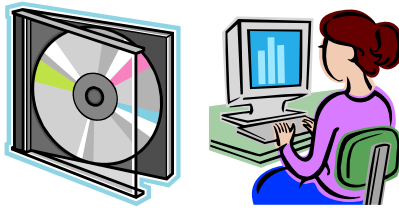
Clothing will be listed and labeled with your child's initials at the time of admission. If you bring in additional clothing during your child's hospital stay, please ask unit staff to list and label them.

SCHOOL



Your child will attend the Spring Harbor Academy, a 5 day a week, year-round, special education school located in Spring Harbor Hospital that utilizes ABA (applied behavioral analysis) methods for teaching children with developmental disorders. The program is designed to meet the individual needs of each child, and includes the IEP planning process. Your child will have the opportunity to join peers in the weekly swimming program.

PERSONAL MEDIA



Families/Guardians are welcome to bring in books, CD, DVD's or other music equipment for their child. Please follow these simple unit guidelines:

- * Only G rated movies and E rated video games are allowed.
- * All media will be screened by the Charge Nurse for appropriate content when it is brought in. Please give items to the Charge Nurse on arrival.
- * Children will be allowed a maximum number of items at any one time during their stay:

5 books	3 videos/DVD's
5 magazines	3 video games
3 CD's	1 mp3/ipod
- * We appreciate you taking home any items not approved.
- * Patients may use only approved internet sites on the program computer. These sites are: PBSkids.com, Nick.com, Dora.com, Disney.com, Seussville.com, & Jigzone.com

TOYS

Please encourage your child to bring a minimum of toys from home. Items of value should not be brought onto the unit as we cannot be responsible for lost or damaged toys- this would include items such as radios, TV's, and video games. We cannot have glass objects or sharp objects on the unit, so please avoid bringing them. If your child has a special stuffed animal, blanket, pillow, or other object that will remind him/her of home, please bring it when the child is admitted.

MONEY

As part of your child's treatment we do go out on TTVs (Therapeutic Trial Visits) on occasion. You may want to leave spending money for such trips with the unit staff that will lock it in the unit safe.

TELEPHONE CALLS



Patients are available for telephone calls everyday between 9:00 AM to 7:30 PM. Our telephone number is 761-2357. Our toll-free number is 1-888-524-0080.

SUGGESTED VISITING HOURS

Suggested visiting hours on 1 East (the Developmental Disorders Unit) are as follows:

WEEKDAYS:

- **11 am – Noon**
- **2:30 – 7 pm**

- WEEKENDS AND
HOLIDAYS:**
- **10 am – 7 pm**

If you are not able to visit during these times, please make other arrangements with the charge nurse. Visitors need to check in at the front desk first, to sign in and receive a visitor's badge. Please wear your badge at eye level at all times during your visit and return it to the front desk when you leave. Lockers are available to store your personal belongings. The switchboard operator at the front desk will call the unit to announce your arrival. When possible, we ask that visitors are limited to two at a time while on the unit as we have very little space. The charge nurse can approve some visits in the cafeteria, so please ask if it is possible to visit in the cafeteria.

If siblings or other young people are visiting, we require that a responsible adult monitor the activities of your children. For safety reasons, we discourage having infants visit on the unit.

If you bring clothes, toys, or other items for your child, please give them to staff to be listed and labeled with your child's initials. We do provide ample and nutritious snacks for the children, so we ask for you not to bring in food.

NOTE: Only callers or visitors who are listed on your child's approved phone call/visitors list will be permitted to have contact with your child. If you need to add or remove names from the approved list, please call the unit and have a staff member make the correction.

After your child has been at SHH for a period of time, he/she will be able to have Trial Therapeutic Visits (TTVs) off hospital grounds. This period of time is different for each child; please talk to your child's social worker about having TTVs. Please keep in mind that TTVs need to be planned a few days in advance, as they require a doctor's order.

CONFIDENTIALITY

Confidentiality is an important issue and is always a priority with our professional staff. Information about your child will **not** be given out to anyone without a release, and even then, only pertinent information will be released. We also ask that all visitors respect the

confidentiality of other patients on the unit- all patients have a right to privacy. For this reason, we do not allow cell phones, cameras, video cameras, or tape recorders on the unit.

PATIENT RIGHTS, ADVOCACY, COMPLAINTS

Spring Harbor Hospital upholds the rights of all patients, above all the right to be treated with respect and dignity. The rights of individuals in Maine who are receiving mental health treatment are protected by both state and federal law, as well as by other licensing and regulatory provisions. The Rights of Recipients of Mental Health Services contains the regulations, which protect your rights. There are copies of this booklet available in any patient care area.

We are deeply committed to providing you with excellent care in a safe treatment environment which respects your worth and your rights. If you have questions about your rights or believe they are not being respected, or if you have concerns about the quality of your care, we urge you to make this known to the staff immediately. They will be glad to help you. If you feel dissatisfied with the outcome, staff will assist you in seeking further resolution.

You have a right to contact an advocate at any time – either your personal advocate or representative or one of the agencies listed below:

Disability Rights Center of Maine

Phone and TTY: 1-800-452-1948 or (207) 626-2774

Fax: (207) 621-1419

Available during business hours (8-5) Monday through Friday – other times leave a voicemail message. From 8-9 am and 12-1 pm Monday through Friday, callers will get voicemail, but they have the option of dialing “0” to reach an operator.

The Alliance for the Mentally Ill (NAMI-Maine)

NAMI provides support to patients and their families. Call 1-800-464-5767.