A history of caring.
Commitment to the future.

Shodair Children's Hospital

A Parent's Guide to Residential Treatment



Shodair
CHILDREN'S HOSPITAL

www.shodair.org

NAAS
Northwest Association of Accredited Schools
1917

Joint Commission
National Quality Approval

Jeff Martin
Award for
Excellence YIERRG

Introduction:

Welcome to residential treatment at Shodair Children's Hospital. We know that hospitalization of children can be stressful for all family members. This guide provides general information about residential stays at Shodair.

Please feel free to ask us questions as you think of them. We'll also be asking you questions about your child, because you are our most important source of information about your child and family.

The Units:

Residential living space is divided into three main areas or "units" at Shodair. Each is co-ed and has shared (double) bedrooms. The units are being updated with new paint and carpet. They are named after regions and places found in Montana.

They are:

- The Shodair **High Desert** Unit/Residential: This space is home to 20 children mostly ages 4 - 9.
- The Shodair **Yellowstone** Unit/Residential: This space is home to 20 children ages mostly ages 10 - 12.
- The Shodair **Glacier** Unit/Residential: This space is home to 24 children mostly ages 13 - 17.

Most patients stay on our residential units for about two to four months. Your child may be in residential treatment for a longer or shorter amount of time, depending on many factors. Your child's treatment team will keep you informed about your child's length of stay.

Shodair serves patients from many cultures, including Native American. All staff gets special training in cultural diversity. The hospital offers a number of different heritage events during the year.

Treatment Team Roles and Responsibilities:

Your child will be assigned a psychiatrist and a primary therapist who will meet with your child regularly. Many other staff at Shodair will contribute to your child's care.

Primary treatment team members:

- Attending Child & Adolescent Psychiatrist
- Primary Therapist
- Unit Manager (this person is a Registered Nurse)
- Teacher

Other treatment team members:

- Clinical Intake Specialist
- Music Therapist
- Recreation Therapist
- RNs (Registered Nurse)
- LPNs (Licensed Practical Nurse)
- MHTs (Mental Health Technicians)
- Ward Clerk
- Teacher's Aide

"I couldn't be more thankful to have my child's therapist. She is a paradigm of talent, listening, and helping."

Possible consultants:

- Psychologist
- Speech/Language Pathologist
- Registered Dietician

Attending Psychiatrist: Shodair's Child Psychiatrists are fellowship trained in Child and Adolescent Psychiatry. The Child and Adolescent Psychiatrist supervises the team and is responsible for final decisions about your child's treatment. The attending psychiatrist meets with patients individually, consults regularly with other treatment team members, and attends "rounds" to review the patient's progress.

Unit Manager: Supervises the nursing staff in all aspects of patient care. The Unit Manager also makes sure that the unit environment is as safe and effective as possible.

Continued on next page.

Treatment Team Roles and Responsibilities... *Continued from previous page.*

RN: Organizes and implements a program of patient care; collaborates with doctors' orders, dispenses medications, assesses effectiveness of medication given and leads educational support groups. Supervises all aspects of patient care.

LPN: Takes directions from RNs in providing care and supervision for patients. LPNs also give medications. Provide emotional support and behavioral support for patients. May supervise the care of MHTs and lead groups.

MHTs: A nursing staff member who helps patients with daily life tasks like bathing and dressing. The MHTs go with children to school at Shodair and other activities. MHTs provide emotional and behavioral support around the clock. MHTs may lead educational and support groups at the direction of an RN.

Ward Clerk: Coordinates patient appointments and medical records. Also functions as an MHT when needed.

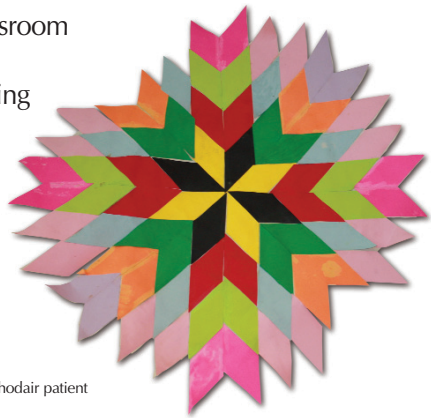
Recreation Therapist: Helps children improve their functioning through structured group activities. These activities help children develop leisure skills, explore leisure interests, and improve their level of participation. Patients may also identify barriers to involvement and explore meaningful ways to make the best of their leisure time.

Recreation Aide: Provides structured recreational activities under the direction and supervision of a Rec Therapist.

Registered Dietician: Assesses your child's nutritional needs, monitors weight, and adjusts meal plans as necessary.

Teacher: Provides structured classroom activities to promote educational improvement and assess functioning in the classroom setting. Serves as a liaison between the treatment team and the child's school.

Teacher's Aide: Assists teacher in classroom activities.



Artwork by a Shodair patient

Primary Therapist: Master's prepared clinician (MSW or LPC) who conducts weekly family and individual sessions. The therapist helps patients and families cope with psychiatric illness and its impact on their lives. The primary therapist also makes sure that optimal discharge planning and aftercare arrangements are made for each patient. Also conducts group therapy sessions twice weekly on the residential units.

Clinical Intake Specialist: Works with patient, family, and insurance carrier to provide the best services allowed under policy coverage. A clinical intake specialist also coordinates admissions and referrals.

Meetings you are expected to attend:

- Admission
- Initial treatment team meeting (within first ten days)
- Family therapy once per week (in person, phone, or telemedicine)
- Treatment review meetings every four weeks
- Education planning meetings

Your participation is important! It helps us give the best possible care to your child. We welcome your feedback. If you live far away and traveling is hard, we can sometimes hold these meetings by phone or through our teleconference network. Teleconferencing uses a secure internet connection at a place near you that lets you see and hear your child through a TV screen.

We also encourage you to visit and call your child as often as you can and as allowed by the hospital's visiting and phone guidelines.

If you have any questions, please contact us:

- High Desert Residential Unit: (406) 444-7510
- Yellowstone Residential Unit: (406) 444-7550
- Glacier Residential Unit: (406) 444-1031

You can also call Shodair Children's Hospital toll-free at 1-(800)-447-6614, or our main Helena-area number by dialing (406) 444-7500.

School at Shodair:

Shodair residential units have an accredited school. Residential patients will be tested to learn more about their educational needs. Your child will be given school materials that meet his/her needs and allows him/her to continue to earn school credits.

Our teachers will be in contact with you and your child's school twice a month to let you know about your child's progress. Our teachers will also hold meetings to update and review important educational plans for your child, such as the Individual Education Plan (IEP) and the child study team.

Near the end of your child's stay here, our teachers will contact you to set up an exit review conference. This will also involve your child's school and other providers who need to know how to help your child transition to school outside of Shodair.

"Not only did Shodair care for my child, but they cared for my entire family."

Residential Therapeutic Groups:

There are a variety of therapeutic groups for children in residential treatment at Shodair Children's Hospital. Depending on your child's age, he/she will participate in many of the following:

Circle Ups or Community Meeting

- Staff and patients come together to discuss ways to improve the unit, talk about concerns, and problem solve. The agenda includes introductions, good-byes, safety concerns, peer issues, accountability, and appreciations.

Group Therapy

- Focuses on building skills in crisis intervention, distress tolerance, emotion regulation, self-awareness, and interpersonal relationships.
- Patients are able to learn about and practice these skills both in and out of the group setting with the support of staff.

Goal Group

- The purpose of this group is to help patients feel supported and successful every day.
- Patients are encouraged to make a short-term goal in the morning to accomplish that day. In the evening, they report on how they did and are given positive feedback.

Expressive Therapy

- Offers patients an opportunity to express themselves in safe ways.
- Music, games, movement, art, and other activities are utilized in an effort to help patients learn coping skills and problem solving techniques.
- Group social skills are emphasized.

Fitness Room

- Patients are given the opportunity to use many different fitness machines, exercise balls, and stretching mats to improve their physical fitness, enhance self esteem, and relieve stress.

Music Therapy

- Uses music based interventions to help patients reach their treatment goals.
- Groups are designed by a certified music therapist to promote wellness, stress management, expression of feelings, enhance self-esteem, and improve communication skills.

Recreation Therapy

- Patients are given the opportunity to learn new games where social skills, team work, and physical fitness come together in a fun and safe environment.

Sensory Bins

- Patients use imaginative play through child-friendly material, such as dry beans, rice, Moon Sand, and water. This activity can perk a child up or calm a child down. Sensory bins help children control alertness, increase attention span, and handle transitions with less stress.

Therapeutic Media Group

- Utilizes cinema and music to teach life lessons with staff guidance and peer support. Includes specific discussion questions following the film or music selection.

Residential Units Expectations:

At Shodair Children's Hospital, **we use three simple guidelines** that apply to daily living on our residential units:

- Complete daily hygiene (shower, brush teeth, comb hair, etc.).
- Be nice to the property, feelings, and physical well-being (body) of self and others.
- Attend and participate in all activities and stay with the group.

If children are not meeting these expectations, we will work with them to find out why and come up with a plan to help them.

Meals:
All meals are served in the Cafeteria. *Please see the insert page for the times your child will have meals and snacks.*

Laundry:
We help our patients do their laundry. All supplies are provided, including dye-free detergent.

Personal Belongings:
All basic hygiene supplies are provided. You may bring personal hygiene supplies if you wish, but they must be alcohol-free. Bedding supplies are also provided, but your child may also bring a pillow and favorite blanket.

All items are checked for contraband (strings longer than six inches, sharp objects, etc.) and labeled with your child's initials. All items are entered onto a "Belongings Sheet" with a description of each item. If your child leaves the hospital on a therapeutic home visit (THV), the items are checked out when leaving and checked in upon return.

Artwork by
Shodair patients



Items Allowed:

- Seven changes of clothes
- One coat and one sweatshirt
- Stuffed animal and a book
- Gym shoes (limited use allowed) and slippers
- Makeup
- Curling iron and/or flat iron
- Electric razor
- Family picture (no frame or glass)

Items *Not* Allowed:

- Glass, metal, sharp objects
- Tools or weapons
- Razors with blades
- Personal electronics like radios or cell phones
- CDs, DVDs, or video games
- Anything drug or alcohol related
- Tobacco products
- Aerosol cans
- Chewing gum
- Money
- Safety pins or needles
- Strings longer than six inches (except shoes with laces)
- Belts
- Underwire bras or thong underwear
- Tank tops
- Piercings
- Bracelets or necklaces

Any extra items your child brings will be stored off the unit.

"My wife and I wish to thank all who had a part in our son's treatment. We appreciate all your efforts."

Confidentiality and Patient Rights:

For your safety and that of everyone at Shodair Children's Hospital, we will protect your confidentiality. Patient information may be released only when an "Authorization of Release of Health Care Information" form has been signed and/or the patient confidentiality number has been provided. A confidentiality agreement is to be signed by all adult visitors to Shodair. You will be given information about patient rights at the time of admission.

It is also important for you to know that we are required by law to report any suspected child abuse and neglect, or child abuse alleged by anyone. If you have questions about patient rights or safety at any time, please let us know right away.

Patient Safety:

One of our most important responsibilities at Shodair Children's Hospital is the safety of your child. All children are monitored by a member of our nursing staff at least every 15 minutes (more often if needed), 24 hours a day.

Our staff has many other ways that we keep your child safe. For example, all direct care staff are trained in ways to de-escalate children. Our direct care staff are also trained in safe ways to restrain violent or aggressive patients.

Our hospital also has many safety features that are part of the building. They include:

- Safety glass in all windows in patient rooms.
- Specially designed bathroom and shower fixtures.
- Night lights in all bedrooms.
- Cameras monitor all patient care areas, except bathrooms.
- Specially designed "quiet rooms" to help children who get violent to become calm safely in a secluded and secure area. These rooms are monitored by staff through a camera.
- All exit doors are locked and require staff to open them.
- All interior doors in the patient care areas are locked and require a staff member to open either with a key or badge.

What Happens if My Child Gets Hurt or Sick?

Every direct care staff at Shodair Children's Hospital is certified in CPR and First Aid. There are registered nurses working 24 hours a day, available to assess and give treatment as needed for your child. There is also a nurse administrator and physician on call every day around the clock. When needed, Shodair works with local health care providers, like pediatricians or dentists, to give specialized care to your child.

Shodair will always notify parents if their child is hurt or sick.

Medications:

Upon admission, a medication consent form is signed by the parent/legal guardian. Any new medication(s) must be approved by the parent/legal guardian. Education on medication is provided to each child by the unit nurse and upon request at any time. Please let us know if you have any concerns about your child's medications.

Here's some helpful information about "as needed medications" we may give your child for pain, upset stomach, and to help him/her sleep:

- ACETAMINOPHEN (Tylenol)

  I. Reasons for Taking:

  Acetaminophen is used to relieve pain from headaches, muscle aches, menstrual periods, colds and sore throats, toothaches, backaches, and to reduce fever. It works by changing the way the body senses pain and by cooling the body.

  II. Side Effects:

  Acetaminophen does not often cause side effects. The medication will be stopped if any of the following occur: rash, hives, itching, or swelling.

  III. Precautions:

  Acetaminophen is contained in many available products. Care should be taken to avoid taking more than the recommended amount of acetaminophen per dose or per day.

- CALCIUM CARBONATE (Tums)

  I. Reasons for Taking:

  Calcium carbonate is used as an antacid to relieve upset stomach. Calcium carbonate also is a dietary supplement used when the amount of calcium taken in the diet is not enough. Calcium is needed by the body for healthy bones, muscles, and heart.

  II. Side Effects:

  Calcium carbonate does not often cause side effects. It may rarely cause the following side effects: nausea or vomiting, decreased appetite, constipation, dry mouth, or increased urination.

  III. Precautions:

  Calcium can decrease the effects of some other medicines by binding to them or by changing the acidity of the stomach or the urine.

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Medications... *Continued from previous page.*

- MELATONIN

  I. Reasons for Taking:

  Melatonin is a hormone produced by the body during the dark hours (night) of the day-night cycle. Melatonin can help the body get ready for sleep and makes the internal clock work right.

  II. Side Effects:

  Melatonin does not often cause side effects. The most commonly reported reactions to melatonin include drowsiness and headache. There have also been occasional reports of skin reactions and itching.

  III. Precautions:

  This medicine may cause drowsiness. The person taking melatonin should avoid driving, using machines, or doing anything else that might be dangerous if he/she is not alert.

Phone Calls:

We encourage daily phone contact with your child. Calls are limited to 10 minutes. Please do not call during school hours. *Check the insert sheet for a list of times of your child's activities so you can find a good time to call.*

Residential unit phone numbers:

- High Desert Residential Unit: (406) 444-7510
- Yellowstone Residential Unit: (406) 444-7550
- Glacier Residential Unit: (406) 444-1031

You can also call Shodair Children's Hospital toll-free at 1-(800)-447-6614, or our main Helena-area number by dialing (406) 444-7500. The only people who can call and speak to your child are those who are on the Phone/Visitor Log ***and*** have the confidentiality number. The parent/guardian with the therapist decides who is on the phone/visitor log. *Callers must be on the Phone/Visitor Log and must give their name and confidentiality number or they will not be given any information.*

Only parents and guardians, along with their child's therapist, can change the Phone/Visitor Log. Please talk to your child's therapist if you want to restrict any phone privileges.

Mail:

You child may get and send mail while at Shodair (patient postage is provided). You may send mail to the following address:

Your Child's Name
Shodair Children's Hospital
P.O. Box 5539
Helena, MT 59604



Artwork by a Shodair patient

Visits:

You may arrange to visit your child anytime he/she is not in a scheduled group. We understand that some families may travel from far away. We will work with you so that you are able to spend time with your child.

- **Where do I go when I come to visit?**

If you come to visit your child during normal business hours (8:00 a.m. - 5:00 p.m. Monday – Friday), go to our main entrance. If you visit at any other time, please use the side entrance. You will be asked for your child's name and conditionality number before being allowed into the building.

- **Who do I talk to about visiting?**

If you would like to visit your child, you may arrange it with either your child's therapist or the unit charge nurse. Please call ahead to let us know that you are coming.

- **What can I bring when I visit?**

You can bring your child anything that is on the approved items list. If you are not sure if an item is approved or not, please check with your therapist or the unit charge nurse.

Continued on next page.

Visits... *Continued from previous page.*

• What if I visit during mealtime?
If you visit during mealtime, you may bring in food to share with your child. Please know that we are not able to store food here, so anything not eaten will either be thrown away or sent home with you. We are also able to provide meals for your family, free of charge, to eat with your child if you are here at mealtime. Please let us know at least one hour in advance if you would like to be served a meal.

• How many visitors can come? Are there age restrictions?
You may bring up to four people at a time when you visit your child. We do not have any age restrictions; however, children under 18 must be accompanied by an adult and supervised at all times. We ask that all visitors be on the approved Phone /Visitor Log. If visitors come that are either not on the approved Phone/Visitor Log or do not have the confidentiality number, they will not be allowed to see your child.

• Where do visits take place?
Visiting will take place in a conference room or other designated place. Visiting on the residential units is not allowed. You may visit on the hospital's grounds with a doctor's order only, from your child's psychiatrist.

• Is my child allowed to leave the facility when I visit?
Patients are allowed to go on therapeutic home visits (THVs) with their parent or guardian. These visits are arranged by your child's therapist. The length of time is determined by insurance companies and the needs of the child.

Patients are allowed to leave on a pass with their parent or guardian. The passes are arranged by your child's therapist. The length and details of the pass should be discussed with the therapist.

Shodair encourages these visits. However, if your child is not able to be safe around others, a pass/THV may be scheduled for a different time.

Outings:

From time to time, we take our residential unit patients on outings. Examples are movies, hikes, parks, or museums.

Before taking a patient on an outing, the patient is assessed by a registered nurse, and must be safe to leave the building. If the patient is on a special observation, due to unsafe behaviors to themselves or others, the patient may not be going on the outing. ***Safety is our priority.***

Community Consults:

Your child may leave the facility to go to an outside appointment ordered by his/her psychiatrist. Appointments that are ordered may be one with a dentist, pediatrician, or optometrist. A support staff member always goes with your child to these appointments.

"My child's therapist is a very wonderful, caring, and kind therapist. He took the time to fully understand my child's treatment and issues, and was very helpful toward myself and the situations in my family. I was extremely impressed with his knowledge and care."



Artwork by a Shodair patient

Shodair Campus:

Shodair Children's Hospital is located at 2755 Colonial Drive, off of Helena's South Hills round-about exit. During normal week day business hours, visitors should enter at the main entrance. For after hour visits, including weekends, access to the building is gained through alternate locations (see map below).



Lodging & Transportation:

We are excited that our new building, Shodair Family House, will open on campus in May 2013. Families of patients will be able to stay there for free. Here are some other choices on places to stay in Helena that are close to Shodair. They offer "Shodair Family Rates" (room and tax only). Ask your child's therapist for more information.

1. Super 8 Motel 2200 11th Ave (406) 443-2450
   Ask for "Shodair Family Rate" No shuttle
2. Red Lion Colonial Hotel 2301 Colonial Dr. (406) 443-2100
   Ask for "Shodair Contract Rate" No shuttle
3. Days Inn 2001 Prospect Ave. (406) 442-3280
   Ask for "Shodair Family Rate" No shuttle
4. Hampton Inn 3000 E US Hwy 12 (406) 443-5800
   Ask for "Shodair Family Rate" No shuttle

Other Lodging Options in Helena:

Best Western	835 Great Northern Blvd	457-5500	No shuttle
Comfort Inn	750 N fee St	443-2100	No shuttle
Fairfield Inn	2150 11th Ave	449-9944	No shuttle
Guest House Suites	2101 11th Ave	443-2300	No shuttle
God's Love Shelter	533 N Main	442-7000	Free, men only
Holiday Inn Express	701 Washington St	449-4000	No shuttle.
	Ask for the "Government Rate."		
Jorgensen's	1714 11th Ave.	442-1770	No shuttle
Motel 6	800 Oregon St	442-9990	No shuttle
Quality Inn	2300 N Oakes	442-3064	No shuttle
Shilo Inn	2020 Prospect Ave	442-0320	Shuttle service
Wingate Inn	2007 N Oakes	449-3000	Shuttle service

Helena Campground & RV Park 5820 N. Montana Ave. 458-4714

Transportation:

1. In-State Bus: Greyhound stations in Butte/ (406) 723-3287 and Bozeman/ (406)587-3110)
2. Helena Area Transportation Service (HATS): (406) 447-1580
3. Capital Taxi Service: (406) 449-5525
4. Trolley: Runs Monday thru Friday 11am - 6pm Fare: $0.50

Trolley Schedule:

Great Northern	Transit Center	Wells Fargo	Mall	Capital/ Lockey	Capital/ Roberts	Capital Hill Mall	Helena Hi / Vo-Tech	Helena Ave	Kessler/ Lyndale
:00	:02	:04	:08	:12	:14	:18	:21	:24	:28
:30	:32	:34	:38	:42	:44	:48	:51	:54	:58

4/10/08

Thank You:

Thank you for the opportunity to serve you and your family. Our staff is committed to providing the highest quality of care for each patient. If you have a concern, complaint, or grievance, we want to know.

To make a complaint or grievance known, you may contact any physician, therapist, or unit manager. You may also register your complaint with our administrator. Your concern will be investigated and you will receive a written response within 30 days.

You may also contact the following agencies with your concerns:

- Disability Rights Montana (800) 245-4743 or (406) 449-2344
- Montana Mental Disabilities Board of Visitors (406) 444-3955
- MT Dept. of Public Health & Human Services (406) 444-4463

Notes:



About Shodair:

Shodair Children's Hospital has been caring for Montana families for over 116 years. What started as a home for orphaned and abandoned children in 1896 is now a hospital that provides psychiatric care for children and genetic services for people of all ages.

Shodair provides psychiatric treatment for children and teens (ages 3-17) dealing with mental illness and other conditions that impact their health and well-being. The hospital is the only place in the state offering both acute and residential treatment in one location. This gives patients and their families the treatment options they need in one place, close to home.

Serving Montanans of all ages, Shodair's **medical genetics program** is known across the country. Shodair is the only provider in the state to offer both clinical and lab services in one location. People living in rural areas can also make an appointment at one of 80 genetic outreach clinics held at locations around the state, or get genetic services through the telemedicine network.

Shodair Children's Hospital is also proud to be Montana's only Children's Miracle Network Hospital. For more information, visit our website at **www.shodair.org**.

Children's Miracle Network Hospitals

10-2012

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Commitment to the future.

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