

AURORA

BEHAVIORAL HEALTH SYSTEM

Aurora Behavioral Health System

Adolescent Programs

Fall 2015

Aurora East

6350 S. Maple Ave.
Tempe, AZ 85283

*(The hospital is located on the NW corner of Guadalupe and
Maple, between Kyrene and Rural Rd.)*

Main
480.345.5400

Aurora West

6015 W. Peoria Ave.
Glendale, AZ 85302

*(The hospital is located ¼ west of 59th Ave. & Peoria on the south
side of the street.)*

Main
623.344.4400

24/7 Patient Services Helpline

480.345.5420

www.auroraarizona.com

AURORA BEHAVIORAL HEALTH SYSTEM ADOLESCENT PROGRAM DESCRIPTION

Aurora Behavioral Health System is Arizona’s largest free-standing psychiatric hospital system with 175 acute, level-1 beds within two facilities serving the East and West Valley.

Aurora West in Glendale, AZ has 100 inpatient beds and Aurora East in Tempe, AZ has 75 inpatient beds. Both hospitals are licensed by the State of Arizona (ADHS). Both facilities are also accredited by The Joint Commission (TJC) and are certified by Medicare and Medicaid for inpatient and outpatient services.



Aurora’s hospitals offer mental health and chemical dependency inpatient services for adolescents as well as an adolescent outpatient program that focuses on the treatment of behavioral health with substance abuse issues.

We accept admissions 24 hours a day, seven days a week.



Adolescent Program Advantages Snapshot

Inpatient & Outpatient Services with 2 Locations in the East & West Valley

Aurora offers two levels of care – inpatient and outpatient – allowing us to meet the unique needs of each individual.

Multi-disciplinary Treatment Approach

We provide our patients with a well-rounded treatment team to offer true holistic care and to address the person as a whole, considering the interaction between the body, mind and spirit.

Highly Skilled Psychiatrists

Our team of psychiatrists includes Board Certified and Board Certified Eligible Child and Adolescent Psychiatrists. We also have a Spanish speaking Child and Adolescent Psychiatrist.

Seclusion and Restraint Free

Our hospitals have been seclusion and restraint free for over two years. We accomplish this via a proactive patient engagement model.

Outpatient Affiliations

Aurora is affiliated with the largest physician-run child and adolescent psychiatric group in Arizona. We are closely affiliated with a residential treatment center for those patients requiring a residential setting upon discharge.

Low Physician to Patient Ratio

Coordination of Care from Psychiatrist to PCP, Outpatient Psychiatrist and Outpatient Therapist

Working in coordination with a patient's external treatment providers, we evaluate each patient in a broad view and provide individualized treatment to address a wide variety of problems. Most psychiatrists will prescribe medication to nearly all inpatient clients. We only prescribe medications if indicated.

Recreational Therapies

Aurora offers art therapy, music therapy, yoga therapy and pet therapy* allowing individuals a range of unique aspects to their treatment.

Chaplain Services

Chaplain services are available to patients and families regardless of personal faith traditions. In addition, we offer spirituality groups designed to help patients in their healing process and to discover their connection with self, others, nature and the divine. Topics for spirituality groups include prayer and meditation, forgiveness, grief and communication with self and others.

Psychological Testing

*Coming to Aurora East in September...

ADOLESCENT INPATIENT SERVICES OVERVIEW

▪ **Adolescent Inpatient Psychiatric Program**

Aurora Behavioral Health System's adolescent inpatient psychiatric services offer acute, level-1 treatment for adolescents between the ages of 13-17 requiring short, intensive hospital stays designed to diagnose and treat emotional and psychiatric disorders. Adolescents are treated and cared for by licensed professionals whose combined specialties focus on dealing with depression, substance abuse, aggression, rebellion, self-injury and suicidal behaviors.

The goal of inpatient treatment for the adolescent is to effectively deal with the crisis, reduce the symptoms, develop more appropriate behavior and learn effective coping and social skills. Our highly trained staff focuses on empowering adolescents by helping and educating them to:

- Accept responsibility for their behavior
- Consider the consequences of their behavior
- Examine their values
- Develop effective communication skills

We believe a team approach is the most effective method to deliver quality care. Our multidisciplinary treatment team includes psychiatrists, medical physicians, social workers, counselors, nurses, adjunctive therapists, chemical dependency counselors, dieticians and chaplains who work collectively with the patient and the patient's family to develop an individualized treatment plan.

We focus on a practical approach to treatment to achieve goals and resolve issues including a variety of services:

- Intensive assessment and evaluation
- Medication management
- Group, individual and family therapy sessions
- Recreational and occupational therapies
- Stress management and coping skill groups
- Patient education to improve understanding of the illness
- Aftercare and discharge planning

Family involvement is encouraged and the program offers therapy and support to parents, siblings and others family members.

▪ **Adolescent Inpatient Chemical Dependency Program**

Aurora's adolescent inpatient chemical dependency program is for patients requiring detoxification and treatment for alcohol and drug addiction while learning to cope with the chemical addiction.

Our goal is to help patients control their lives and learn ways to manage stress without the use of drugs and alcohol. As each patient's path to recovery is different, we recognize that every patient is an individual and deserves to be treated with dignity, care and respect. We believe addiction is a treatable disorder and that care provided by compassionate professionals in an environment of support and mutual respect heightens patients' self-esteem and promotes medical, emotional, spiritual and social recovery.

After a comprehensive assessment and evaluation is completed to identify a patient's strengths and needs, an individualized treatment plan is developed including input from the treatment team and family/support system. Treatment is offered in a structured, but supportive environment by a multidisciplinary treatment team including psychiatrists, medical physicians, addictionologists, social workers, counselors, nurses, adjunctive therapists, chemical dependency counselors, dieticians and chaplains.

We focus on a practical approach to treatment including a variety of services:

- Intensive assessment and evaluation
- Group, individual and family therapy sessions
- Recreational and occupational therapies
- Stress management and coping skill groups
- Patient education to improve understanding of the illness
- Aftercare and discharge planning

Our first priority is providing the intensive care and support needed to medically stabilize patients and begin the medical process of detoxification. Most patients can be



successfully detoxed within a three to six day period, but the length of stay is determined on an individual basis depending upon the substance of abuse, its frequency and amount, and any concurrent medical or psychiatric issues that may arise. One of the program's primary goals is the patient's continuation in chemical dependency treatment upon discharge. Chemical Dependency Counselors work with patients on an individualized basis to identify the appropriate level of care the patient needs.

FREQUENTLY ASKED QUESTIONS REGARDING INPATIENT ADMISSIONS

Where is Aurora Behavioral Health System located?

▪ **Aurora West:**

6015 W. Peoria Ave.
Glendale, AZ 85302

- 24-Hour Patient Services: 480.345.5420
- Fax: 623.344.4452

▪ **Aurora East:**

6350 S. Maple Ave.
Tempe, AZ 85283

- 24-Hour Patient Services: 480.345.5420
- Fax: 480.345.5453

What happens when you arrive?

You will meet with a counselor in the Intake Department. The counselor will ask you questions, verify information and answer general questions about the admitting process, if you are staying.

You will sign several forms related to your rights and responsibilities, permission for the hospital to bill your insurance and agreement to be admitted to the hospital under the care of one of the doctors that practice at Aurora Behavioral Health System.

If you do not appear to require inpatient treatment, the counselor will provide referrals to alternative treatment such as Aurora outpatient services, therapists, psychiatrists, etc.

If you are going to be admitted to the hospital, then after meeting with the counselor, you will speak with a representative from the business office to be registered. After meeting with the business office staff, you will be admitted. At this time, the nursing staff will complete your assessment, catalogue all your belongings for safe keeping and a designated social worker or nurse will orient you to the unit and treatment program.

What do I need to bring?

1. Two to three days of appropriate clothing. No more than one suitcase. See below for examples of clothing.
2. Insurance card and at least one picture ID.
3. List of prescribed medication(s) or medication bottles. These will be locked and only dispensed by order of treating MD.
4. Name(s) and telephone number(s) of Primary Care Physician, Psychiatrist, Psychologist, and/or therapist.
5. Legal documents identifying custody for adolescent patients whose legal guardian is not their biological parent, or their biological parents are separated or divorced.

When are visiting hours?

Aurora West

Visiting hours are daily from 6:30 p.m. – 7:30 p.m.

Aurora East

Visiting hours are daily. Hours vary by unit and visitation hours are periodically modified. A general rule of thumb is:

Coyote:	7:45 p.m. - 7:30 p.m.
Guadalupe:	7:15 p.m. - 7:45 p.m.
Cottonwood:	8:30 p.m. - 9:15 p.m.
Sedona:	8:30 p.m. - 9:15 p.m.

What are the rules during visitation?

- All visitors must check in the main lobby with the receptionist, obtain a visitor badge, and sign the “visitor confidentiality form.” Visitors will be asked to sign out on the register upon leaving.
- Visitors will be required to leave personal belongings in their car or secure them in a locker in the hospital lobby. Cell phones are not permitted as they may contain a camera which violates confidentiality.
- All visitors must respect the program rules and all patients’ privacy or they will be asked to leave.
- Any belongings and/or packages brought to patients must be checked in by staff.
- This is a tobacco/drug/alcohol free hospital. Anyone appearing under the influence will be asked to leave.
- Due to limited space, only two (2) visitors are permitted to visit each evening.
- Visitors must be at least 13 years of age and children cannot be left unaccompanied in the lobby.
- If a patient’s visitors are unable to visit during regular visiting hours, please work with the patient’s treatment team to coordinate different time to visit your loved one. Clergy are welcome at any time.

What should I bring to wear?

Not allowed:

- Tank tops/halter tops/bare midriff
- Short shorts/skirts
- Undershirts worn as shirts
- Bare feet
- Hat, caps, or any other head covering
- High heels or steel toes shoes
- Borrowing, trading, selling clothing or personal care items
- Clothing that advocates drug use, profanity, violence or disrespect for others or any sexual content

Required:

- +Pants should cover undergarments
- +Sleep ware should be worn at bedtime only
- +Shoes or slippers must be worn outside of patient’s room
- +Clean clothing

The staff reserves the right to instruct patients on inappropriate dress. Laundry facilities are available. The facility can loan clothing if needed.

When is meal time and what food can I bring into the hospital?

Meals times are scheduled at varying times, depending on your unit, during the following time blocks:

East	West
Breakfast: 7:30 a.m. - 8:15 a.m.	Breakfast: 7:30 a.m. – 8:15 a.m.
Lunch: 11:00 a.m. - 12:45 p.m.	Lunch: 11:15 a.m. – 12:30 p.m.
Dinner: 5:00 p.m. - 5:45 p.m.	Dinner: 4:30 p.m. – 5:45 p.m.

You will be asked to give your name to the kitchen staff in the cafeteria to ensure that you will receive the appropriate diet and food selection for each meal.

Within the units, beverages and snacks are available in the galley off the lounges. **No outside food or drink is allowed.** Food and beverages are not to be kept in your room.

What items are not allowed inside the hospital?

The following items are considered to be contraband on all patient units. If patients or visitors bring them in, they will be locked up.

- Weapons including guns, brass knuckles, and martial arts paraphernalia
- Illicit or street drugs and drug paraphernalia
- Any tobacco products and any tobacco related paraphernalia are prohibited.
- Food and beverages from outside of the hospital, including alcoholic beverages
- Any liquid containing alcohol (regardless of %) – except shampoo, conditioner and deodorant
- Belts, drawstrings, suspenders, shoelaces, overalls or coveralls
- Aerosol and non-aerosol spray cans
- Glass including bottles, vases and drinking glasses
- Disposable razors of any kind (Staff will supply disposable razors that will be stored.)
- Mirrors of any kind
- Sharp or edged objects including knives, scissors, knitting needles, thumb tacks, frames, nails files or clippers
- Metal combs, including hair picks, rattail combs, etc.
- All medications including herbal supplements, vitamins or over-the counter medications
- Sewing needles, safety pins and straight pins
- Wire or plastic coat hangers
- Any electronic entertainment device including TVs, radios, electrical appliances, handheld gaming devices, PDAs, MP3 players, computers, cell phones, etc.
- Movies and magazines of any kind
- Stuffed animals
- Personal linens and/or pillows
- Hard shoes, such as steel toe or worker boots, and high heels
- Hats and other type of head gear (hand bands) or head covering, including hoodies
- Hand bags, purses
- Plastic bags
- Personal care items with strings or sharp edges such as tooth picks, dental floss, Q-tips, tampons, etc.
- Curling irons, flat irons or other personal care products that heat up
- Any potential fire hazard such as candles, lighters or matches
- No cash (money)
- Jewelry of any kind other than a flat, round, well fitted wedding band
- Luggage of any kind (If you bring a suitcase, duffel bag, etc. with your belongings to check in, we will store them in a secure location for you.)
- Toxic chemicals including bleach, white out, nail polish remover, nail polish, markers, etc.
- Ink pens or pencils with erasers and/or metal tips
- Spiral books, including notebooks

Do you allow drugs and/or alcohol?

The use of street drugs and alcohol is harmful and illegal. If you appear intoxicated on drugs or alcohol, you may be asked to submit a urine sample for testing. If drugs are brought onto the unit by you or one of your visitors, they will be confiscated and destroyed or turned over to law enforcement.

Any visitors who are thought to be bringing on contraband of any kind will not be allowed to visit again.

Do you allow smoking?

Aurora hospitals do not allow smoking for adolescents as it is illegal.

What are the unit rules:

1. Communication between Adult and Adolescent patients is strictly prohibited.
2. Swearing, obscene language, name calling, physical striking out at objects or others, threatening others and self-destructive behavior is considered inappropriate, unproductive and unsafe.
3. Destruction of hospital property will not be tolerated. Patients are financially responsible for any destruction of property.
4. Patients are responsible for picking up after themselves in community rooms, in addition to keeping their rooms straightened up.

When can I use the telephone?

The phones are to be used only during the allotted times that will be displayed next to the phones and/or within your daily schedule. **Anyone calling the main hospital number must have your confidentiality code to be put through to you or your child.** The patient or the patient's parents are responsible for providing the confidentiality code to others.

ADOLESCENT OUTPATIENT SERVICES OVERVIEW

Aurora Behavioral Health System's Adolescent Outpatient Services is dedicated to providing a safe, caring and therapeutic environment for individuals who can benefit from more concentrated mental health and chemical dependency services, while still maintaining their normal daily activities. Our structured and supportive approach allows patients to reduce their symptoms, regain their confidence and achieve greater levels of functioning.

Successful treatment is measured by the resolution of emotional and psychological problems, maintaining long-term stability and increasing the level of independent functioning at home and in the larger community.

Services provided:

- Adolescent Mental Health Intensive Outpatient (**East & West**)

Our multidisciplinary approach treatment team consists of:

- Psychiatrists
 - Psychologists
 - RNs
 - Licensed, Master's Level Therapists
 - Licensed, Master's Level Chemical Dependency Counselors
 - Behavioral Health Technicians
- **Adolescent Intensive Outpatient Program (IOP)**
Aurora Behavioral Health System's Intensive Outpatient Program, or IOP, is designed to provide a concentrated, time-limited, comprehensive therapeutic environment for the treatment of mental health and substance abuse issues. Our Intensive Outpatient group therapy programs are designed for individuals seeking tools and principles of recovery whether as a step down from an inpatient or partial hospitalization setting, or simply someone needing treatment and support. We develop a unique treatment plan specifically tailored to each patient in the program affording everyone the opportunity to develop coping skills necessary to maintain recovery.

We encourage patients and their families to consider themselves part of the "treatment team." Each group meets three hours a day, three days a week, usually for an eight week period. However, the length of stay depends on a patient's unique treatment plan.

Advantages of Intensive Outpatient Therapy:

- Sessions may be attended while continuing to work or go to school
- Individual maintains independent living environment
- Targets stabilization
- Ongoing support
- Prevents hospitalization
- Increases adherence to treatment
- Promotes achievement of realistic goals
- Promotes self-empowerment and wellness

All programs include individualized treatment plans, cognitive group therapy and therapeutic group exercises. And, the programs are designed so that a patient can enter the group at any time and, therefore, not delay necessary treatment. We also ask that family members actively participate in their child’s treatment by attending one session every other week.

Areas of focus include, but are not limited to:

- Mood management
- Dealing with anger effectively
- Social skills, self-awareness and self esteem
- Healthy communication and boundaries
- Relationships and support
- Grief, loss and trauma resolution
- Self-injurious behaviors
- Chemical dependency and relapse prevention
- Maintaining recovery and wellness
- Goal setting and life skills

Schedule of Services:

Please note that group schedules are subject to change and additional times may be available. Please call to verify the days and times.

EAST
Evening Group

- Monday, Tuesday and Thursday
- 5:00 p.m. - 8:00 p.m.
- Snacks provided.

WEST
Evening Group

- Monday, Tuesday and Thursday or Monday, Wednesday and Thursday
- 5:00 p.m. – 8:00 p.m.
- Snacks provided.

Each group is comprised of 10 patients max, ages 13-17. Family sessions occur one night/week, every other week.



At Aurora, we believe our primary responsibility is to provide the environment and resources for restoring and maintaining health.

Care and compassion are our #1 priority.

Where healing starts and the road to recovery begins...

Time	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
7:30a-7:45a	Wake Up / Hygiene	Wake Up / Hygiene					
7:25a-7:55a	Breakfast	Breakfast	Breakfast	Breakfast	Breakfast	Breakfast	Breakfast
8:00a-9:00a	Meds / Hygiene	Meds / Hygiene					
9a-9:45a	Gym	Gym	Gym	Gym	Gym	Gym	Gym
10a-1020a	Room Time / Hygiene	Room Time / Hygiene					
10:20a-11:05a	Process Group	Process Group					
11:15a-11:45a	Lunch	Lunch	Lunch	Lunch	Lunch	Lunch	Lunch
11:50a -1:10p - AT group	Art / Rec Therapy	Spirituality Group	Art Therapy	Spirituality Group	Leisure Arts	Art Therapy @12:20p-1:40p	Art Therapy @12:20p-1:40p
12:05 - SG		12:05p-12:50p		12:05p-12:50p		HA MTG option for CD pts @ 12:15p - 1:15p	HA MTG option for CD pts @ 12:15p - 1:15p
1:15p-1:45p	Community Meeting / Snacks	Community Meeting / Snacks					
1:45p-2:15p	CD Group Therapy	RN Health / Wellness Group	RN Health / Wellness Group				
2:30p-3:15p	MH Psych ED Group	Music Therapy	Yoga Group	Art Therapy	Music Therapy	Yoga Group	Music Therapy
3:15p-4p	Room Time	Room Time	Room Time: 3:30p	Room Time	Room Time	Room Time	Room Time
3:15p-4p	Phones	Phones	Phones	Phones	Phones	Phones	Phones
4:10p-4:40p	Dinner	Dinner	Dinner	Dinner	Dinner	Dinner	Dinner
4:40p-5:35p	Gym	Gym	Gym	Gym	Gym	Gym	Gym
6:00p-6:30p	Wrap Up Group	Wrap Up Group					
6:45p-7:30p	Visiting Hours	Visiting Hours					
7:00p-9:00p	Meds/Snacks; Groups; Relaxation Music	Meds/Snacks; Groups; Relaxation Music					
9:00p	Regular Bedtime	Regular Bedtime					
9:30p	Late Bedtime	Late Bedtime					

AT=Adjunctive Therapy, BHT- Behavioral Health Tech, NSG=Nursing, SS=Social Services