



**Westborough**  
Behavioral Healthcare Hospital

# **Taking Shape**

Adolescent Partial Hospitalization Program  
and Intensive Outpatient Program

# **PARENT HANDBOOK**



Welcome to Westborough Behavioral Healthcare Hospital.  
We recognize that making the choice to begin healing  
may be difficult, and we are glad your child is here.  
We look forward to helping with his/her/their journey to wellness.

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## ***Philosophy***

Taking Shape, our Adolescent Partial Hospital Program (PHP) and Intensive Outpatient Programs (IOP) is dedicated to providing a positive and safe experience for your child. Taking Shape is designed to offer your child an opportunity to express themselves through a wide variety of therapeutic means. These include group psychotherapy, psychoeducation, medication management (PHP Only) and family meetings. Treatment goals specific to your child will be developed with your child's clinician.

Adolescence involves rapid changes physically, emotionally, and socially changes that sometimes require a person to have additional support. Some adolescents can manage these changes well, while others may need support. Staff are prepared to assist your child in exploring issues such as depression, low self-esteem, social anxiety, panic attacks, self-injurious behaviors, suicide prevention, grief, loss, and family/interpersonal conflict.

*The philosophy of this program is based on the following concepts:*

- 1) The problems presented by your child are a form of communication; their issues did not happen overnight. Change takes time and it is working through the process of change that makes mental health wellness sustainable.
- 2) It takes work on everyone's part to communicate effectively, listen skillfully, and to ask for what one needs in a way that enhances relationships.
- 3) Staff, parents, and patient disagreements on a particular issue will be met with support and respect for each individual, while emphasizing honesty and working collaboratively toward treatment goals.
- 4) The issues at home among family members and friends will likely repeat themselves in this program setting. Therefore, a great deal of attention will be devoted to you and your child's responses and involvement.
- 5) Not every patient is prescribed medication, but this will be considered depending on the presenting issues. If medications are prescribed, these will be taken at home or self-administered during the program.

## ***Objectives and Goals***

The Partial Hospital Program is a level of care that is less restrictive than 24-hour inpatient care. The Intensive Outpatient Program (IOP) is a level of care that is less restrictive than a Partial Hospitalization Day-treatment program, and is more intensive than the traditional outpatient weekly therapy appointments. PHP and IOP are designed for some patients as a transition from inpatient care back into the family home and community at large. For other patients, PHP or IOP may be used to prevent problems from increasing in intensity and warranting inpatient hospitalization. Patients in this program are ages 13-17 years old, 18 years old if still in high school.

The primary goal of PHP and IOP is to provide a therapeutic milieu of care, while enhancing the success of the adolescent and family system in daily living. In order to achieve this goal, the following objectives are essential elements of the program:

- ❖ Comprehensive assessments are completed by a multidisciplinary team of mental health professionals.
- ❖ The development of an individualized treatment plan is designed to meet the specific needs of the adolescent.
- ❖ Involvement of the family in developing the individualized treatment plan is encouraged, as well as ongoing participation in treatment.
- ❖ Discharge planning will focus on continuity of care in order to both prevent the exacerbation of problems and to reinforce positive gains made in treatment.
- ❖ Specifically, we require appointments with a psychotherapist and a psychiatrist (if your child is on medications) at the time of discharge.

Successful treatment occurs with the resolution or decrease of acute emotional and psychological problems, and with the improved ability to function in the home, at school, and in the community.

*“We don’t heal in isolation, but in community.” S. Kelly Harrell*

## ***Days and Hours***

The Taking Shape PHP operates Monday through Friday approximately 8:45am to 2:45pm. The Taking Shape IOP operates 3 days per week. Family sessions may be scheduled between the hours of 8:30am and 4:30pm. The number of days of attendance will typically be 3-5 days per week depending on the level of care or unless otherwise specified on the individualized treatment plan, which is directed and supervised by your child's psychiatrist. In some cases, patients may be recommended to decrease the number of days per week when nearing discharge from the program.

## ***Program Content***

Therapy groups are a very powerful way for gaining insight and awareness about yourself and your relationships with others. The types of groups offered will include: Processing group (Psychotherapy), Educational group (Psychoeducation), and Wellness group. Psychotherapy and Psychoeducational groups utilize various evidenced-based clinical modalities such as Cognitive Behavioral Therapy (CBT), Dialectical Behavioral Therapy (DBT), Acceptance Commitment Therapy (ACT), Motivational Interviewing, and Trauma-Focused Cognitive Behavioral Therapy (TF-CBT). Please see glossary for definitions.

Group modalities/topics include:

- ❖ Value based living skills
- ❖ Cognitive behavioral group therapy
- ❖ Dialectical behavior therapy informed groups
- ❖ Process group therapy
- ❖ Relapse prevention
- ❖ Problem solving, coping skills, life skills
- ❖ Social interaction
- ❖ Family relationships
- ❖ Self-esteem
- ❖ Communication skills

We infuse holistic modalities scheduled at different times depending upon each program. These include: NEADS Assistance Facility dog, Gilbert; Trauma-Sensitive Yoga; Meditation; Expressive Arts; and Music Therapy. LearnWell academic tutoring service will communicate with your child's school. The Tutor will work with the adolescents and help with academic progress while in the program.

## Daily Program Schedule

Time	Monday	Tuesday	Wednesday	Thursday	Friday
8:45am – 9:00am	Arrival	Arrival	Arrival	Arrival	Arrival
9:00am – 10:00am	Psychotherapy	Psychotherapy	Psychotherapy	Psychotherapy	Psychotherapy
10:00am – 11:00am	School with Tutor	School with Tutor	School with Tutor	School with Tutor	School with Tutor
11:00am - 11:20am	Lunch	Lunch	Lunch	Lunch	Lunch
11:25am – 12:25pm	Wellness	Wellness	Wellness	Wellness	Wellness
12:25pm – 1:25pm	Psychoeducation	Psychoeducation	Psychoeducation	Psychoeducation	Psychoeducation
1:25pm – 2:25pm	Psychoeducation Wrap-up	Psychoeducation Wrap-up	Psychoeducation Wrap-up	Psychoeducation Wrap-up	Psychoeducation Wrap-up
2:30pm	Dismissal	Dismissal	Dismissal	Dismissal	Dismissal





## **Communication**

If you have any questions or comments, please speak with the assigned clinician directly. You may leave messages at any time. Phone calls will be returned promptly at the clinician's earliest convenience.

**If your child is unable to attend the program due to illness, refusing to attend, or another reason, it is requested that you please call inform staff. The number to call is 508-329-6112.**

If your adolescent does not attend and we do not receive a phone call, a staff member will attempt to contact the patient. If unsuccessful, a staff member will attempt to contact you and/or any listed alternative contact person. If the staff is unable to verify the patient's safety, they may contact the police and request a wellness check.



***Gilbert, Assistance Facility Dog***

## **Confidentiality**

Because building trust is such an essential component of effective treatment with adolescents, we take the confidentiality of our patients very seriously. The majority of what the adolescents share in therapy will be kept confidential, except when a patient gives permission to disclose information or when staff has reason to be concerned for the patient's or someone else's safety.

The primary reasons staff may break confidentiality include: concern about risk of suicide/homicide, self-injury, substance use, bullying, or a patient's disclosure of abuse or neglect. All staff are Mandated Reporters and required by law to report any suspected current or past incidents of abuse or neglect of any minor (ages 0-17), elder (65 and older), or dependent adult. Abuse may take the form of physical, sexual, emotional, verbal abuse, or neglect. If you have any questions about what classifies as abuse or about the process of mandated reporting, please discuss with any member of the treatment team.

*“What mental health needs is more sunlight, more candor, and more unashamed conversation.” Glenn Close*

## ***Multidisciplinary Treatment Team***

The **Psychiatrist** is the head of your child's treatment team while in PHP and will provide medication management, assess for medications, and review on-going treatment progress.

The **Clinician** is a licensed or a licensed eligible clinician supervised by a qualified clinician. The clinician will facilitate Psychotherapy and Psychoeducation groups as well as provide individual and family sessions as needed. The clinician will make recommendations for your child's treatment plan and to enhance your child's experience.

The **Nurse** is a registered nurse responsible to complete your child's nursing assessment while in PHP, and to provide education about medication and health hygiene.

The **Clinical Case Manager/Discharge Planner** is responsible for coordinating a discharge plan for your child upon graduation from the Taking Shape program. This includes scheduling appointments for counseling, medication management and any other services needed to assist in continued success at home.

The **Certified Occupational Therapy Assistant (COTA)** will facilitate wellness groups and expressive arts therapy groups.

The **Outpatient Coordinator** is here to help guide you with the day-to-day routine, signing your child in and out, signing your child up for lunch, and answering questions you may have.

The **Mental Health Technician (MHT)** is a supportive staff member who assists with groups and patient needs.

The **Utilization Review Manager** assists in obtaining authorization from your child's insurance company for the number of program days recommended and requested by the treatment team.

## ***Attire***

Please assure that your child wears clothing that fully covers them, avoiding see-through, low cut or crop tops, or short shorts. Please assure your child avoids wearing clothing that contains images or references of drugs, alcohol, sex, violence or gang affiliation. Please assure that your child wears appropriate footwear such as shoes or sneakers. To be mindful of all our patients, we ask that any healing injuries or graphic scars from self-injury behavior be covered. We ask this to help minimize the triggering of emotions or urges of other group members. Staff may exclude your child from participating in the program day if attire is not appropriate. If your adolescent arrives to the program without appropriate clothing, a staff member will call you to bring in a set of clothes.



## ***What to Bring***

Your child should only bring the program folder which will have paperwork and a journal. Bags, backpacks, and cell phones should be left at home. Cell phones are collected upon check-in and will be returned upon departure for the day. If your child needs to make an urgent call, there is a phone located at reception. We encourage all valuables, money, jewelry, etc. to remain at home. Staff may restrict any items they find questionable at any time. This is for your child's safety as well as the safety of others.

## ***Lunch and Snacks***

**Lunch will be provided with no extra charge for those enrolled in the PHP program and is scheduled at 1:30pm.** No outside food or drinks permitted. Adolescents may eat snacks that are provided before or between groups. Please help to limit the intake of energy drinks or coffee prior to group session as these can prevent accurate assessment of level of alertness, motivation, and response to medication. Your child is encouraged to eat a healthy breakfast before attending to start the day off ready to learn.

## ***Medication***

If your child is in the PHP program, he/she/they will be assessed for medication needs and the psychiatrist will contact you to discuss if this intervention is deemed appropriate. A prescription will be provided as needed. All medications are self-administered. If your child is in need of Tylenol, Ibuprofen, Antacids, or Antibiotics, please supply them and the nurse will keep these locked up. The nurse cannot dispense any medication. Your child may take medication during the program if it is ordered by a psychiatric provider. Please bring any necessary medication in a prescription bottle that is labeled with your child's name, the medication, and dosage.

## ***Discharge Planning and Appointments***

In order to provide continuation of care, it is necessary for adolescents and their families to receive continued outpatient treatment after discharge. This may include, but is not limited to, weekly/bimonthly therapy with individual and family therapists, psychiatrist visits for medication management, and in some cases support groups or other services. Prior to discharging from program, adolescents must have appointments set up and documented in their discharge paperwork.

If necessary, further referrals will be provided. Patients' discharge summary and other documents may be faxed to necessary providers with written permission from parents or legal guardians. The appropriate release of information papers must be signed by parents/legal guardians and patients in order for hospital staff to communicate with outside providers.

## ***Expectations***

Here's what you and your child can expect from us:

- Four Therapeutic Groups per day
  - One psychotherapy group, two psychoeducational groups, and one wellness group which will include other therapeutic modalities such as yoga and music therapy
- One hour of group tutoring led by a LearnWell Teacher
  - Students can get assistance on school work if they are struggling, or stay caught up with work they are missing while they are here
- Adolescents will have daily time with Gilbert, our Assistance Facility Dog
- Adolescents will meet with our psychiatrist, Dr. Marks within the first 24 hours for an assessment and will then have a weekly follow up with him; whether or not your child is on medication
- Adolescents have access to bottled water, juice, milk, cereal, cheese sticks, cereal bars, and various snacks all day
- Adolescents will receive a lunch consisting of a sandwich or pizza, soup, chips, various salads, and dessert daily
- Parents will receive a “Welcome” email from a case manager with direct contact information for their child’s clinician and case manager
- Parents will be contacted by the clinician once per week to discuss progress
  - Additional communication will be provided if safety issues arise with your child
- Parents will receive a call from Dr. Marks or our nurse if he recommends any changes to their current medication regimen
  - If your child has an established provider, Dr. Marks will defer to the treatment plan already in place, unless there are other recommendations

*“Be who you are and say what you feel, because those who mind don’t matter and those who matter don’t mind” Dr. Seuss*

## ***Parent Responsibilities***

The following is a list of parent/legal guardian responsibilities. Please read thoroughly.

1. **Family Session:** A family session will be scheduled with the therapist early in treatment, and a second family session may be scheduled prior to discharge if recommended.
2. **Absences:** If your adolescent is ever ill on a day of scheduled attendance, please contact program staff directly by calling **(508) 329-6122** and leave a voice message if staff is unable to answer the phone.
3. **Drop Off / Pick Up:** Parent/guardian or pre-approved adult is responsible for checking in with Westborough staff upon arrival to program. Please bring your adolescent to the reception station for check in and pick them up in the at the same place. This is very important for safety as well as an opportunity for communication with staff members.
4. **Clothing:** Check your adolescent's clothing to ensure it is appropriate for the program. Please refer to the program outline for dress code.
5. **Contacting Patient:** We encourage your adolescent to leave their cell phone and all other belongings at home. If your adolescent brings his/her cell phone, it and any other electronic devices will be locked in the front office during the entire program in the interest of safety. Please call our front desk (508-329-6122) to reach a staff person regarding a need for emergency contact with your adolescent.
6. **Homework:** Written homework assignments may be given to your adolescent as scheduled.
7. **Home sheet:** Please complete the daily home sheet and turn in to staff upon arrival daily.
8. **Medication:** Please ensure that your adolescent takes medication as prescribed daily.
9. **Acting Out:** If an adolescent is acting out by being defiant, disruptive in groups, or shows ongoing disrespect, the treatment team may request the parent to pick them up early and to meet with the clinician or nurse before being allowed to return to program. Additionally, the adolescent may be assessed for a higher level of care to ensure their safety.
10. **Socializing:** Westborough Behavioral Healthcare Hospital does not condone adolescents socializing outside of the program as it may be counterproductive and detrimental to treatment.
11. **Discharge planning:** In order to provide continuation of care, it is necessary for adolescents and their families to receive continued outpatient treatment. This may include weekly/bimonthly therapy with individual and/or family therapists, and psychiatrist visits for medication management. Prior to discharging from the program, adolescents must have appointments set up and documented in discharge paperwork

If your child leaves the building without staff consent, an immediate call will be made to the parents. If your child does not return to the program within ten (10) minutes the staff will phone the police requesting a wellness check.

## **Questions and Grievances**

Our goal is to provide a positive and valuable treatment experience for all patients. If you have an issue or concern with your child’s treatment experience, please direct to a member of your child’s treatment team. The treatment team will take action to resolve your concern. If this action is not satisfactory, you may contact the Human Rights Officer at 508-329-4300 ext. 4004.

### **Contacts:**

Billing Department..... 508-329-6267  
Attendance and Questions..... 508-329-6122

**Chief Clinical Officer:** Jacalyn Mulligan

**Psychiatrist:** Dr. Jarrod Marks

**Nurses:** Sarah Cosgrove .....508-329-6298

**Program Coordinator:** Lori Blair..... 508-329-6026

### **Clinicians**

Shannon Radford..... 508-329-6126  
Christina Curtis..... 508-329-6150  
Jared Perry..... 508-329-6407

### **Case Managers/Discharge Planners**

Tamika Young..... 508-329-6408  
Danielle Constable..... 508-329-6145  
Courtney Walker..... 508-329-6282

**Certified Occupational Therapy Assistant (COTA):** Lynn Glidden

### **Mental Health Technicians**

Nashea Williams  
Aiden McKiernan  
Julia Ricci  
Jude Holland

**Owner and Assistance Facility Dog:** Judi Ernest, MA and Gilbert



## **Glossary**

**Acceptance Commitment Therapy (ACT)** – a type of mindful psychotherapy that helps with focusing on the present moment and accept thoughts and feelings without judgement; aims to help you move forward through difficult emotions so you can put your energy on healing instead of dwelling on the negative

**Cognitive Behavioral Therapy (CBT)** – helps people identify and change thinking and behavior patterns that are harmful or ineffective and replaces them with more accurate thoughts and functional behaviors; involves practicing new skills

**Dialectical Behavioral Therapy (DBT)** – a structured program of psychotherapy with a strong educational component designed to provide skills for managing intense emotions and negotiating social relationships; helps curb self-destructive impulses

**Intensive Outpatient Program (IOP)** – behavioral hospital outpatient services program which involves attendance and participation 3 days per week with 3 treatment groups per day

**Motivational Interviewing** – a counseling method that helps people resolve ambivalent feelings and insecurities to find the internal motivation they need to change their behavior; a practical, empathetic and short-term process that takes into consideration how difficult it is to make life changes

**Partial Hospitalization Program (PHP)** – behavioral hospital outpatient services program which involves attendance and participation 5 days per week with 4 treatment groups per day

**Psychoeducation** – evidenced-based therapeutic intervention which provides information, tools, strategies, and support to better understand and cope

**Psychotherapy** – known as “talk therapy” using evidenced-based therapeutic intervention for mental health issues and emotional difficulties as a way to help people process feelings, emotions, past trauma, and experiences.

**Trauma-Focused Cognitive Behavioral Therapy (TF-CBT)** – type of evidenced-based treatment which addresses the mental health needs of children, adolescents, and families suffering from the destructive effects of early trauma

*Thank you for your cooperation.  
The team looks forward to working with you and your child.*