



bright·path

BEHAVIORAL HEALTH

203 CAPCOM AVENUE SUITE 104
WAKE FOREST NORTH CAROLINA 27587



FAMILY HANDBOOK

WELCOME

Welcome to Bright Path Partial Hospitalization Program! We look forward to helping your adolescent. Before your adolescent begins attending PHP, we would like to share some information that will hopefully make the transition to treatment a smooth one.

Our goal is to help you and your adolescent as quickly as possible. Your goal may be for your adolescent to feel better, get along well with others, abide by rules, or to resolve a crisis. We can help you and your adolescent reach treatment goals by providing a safe, structured, and consistent therapeutic program. Our clinicians and providers have considerable experience helping patients at this level of care, as well as helping their parents, guardians, and other members of their families. Please feel free to ask any of our staff for help in understanding this guide or any other aspect of the treatment program.

WHAT TO EXPECT

At the beginning of the program, your teen will be assigned a therapist who will coordinate their care with the treatment team. If your teen is a transfer from an external outpatient, inpatient or residential program, our staff will review the information provided by the previous program prior to developing a formal treatment plan. Whether stepping up from outpatient or down from the inpatient/residential level of care, a thorough assessment will be performed within 24 hours of admission to our program. Your primary therapist will work with you and your teen to create a personalized plan for treatment based on all available information.

CRISIS SERVICES

BRIGHT PATH BEHAVIORAL HEALTH AFTER HOURS CRISIS MANAGEMENT LINE: 919-805-2689

EMERGENCY: 911

Mental health clinicians are on-call to parents after program hours to assist with triage related to mental health emergencies. **In the event of an emergency that requires immediate medical or mental health intervention, please call 911 or visit your nearest emergency room.** The contact information for additional crisis services is listed below. Patients will also receive a listing of crisis support services upon creation of their personalized safety plan.

CRISIS AND ASSESSMENT: 984-974-4800; Alternate phone 984-974-4830; Walk-in services are also available

MOBILE CRISIS 24/7 RESPONSE TEAM: 877-626-1772

**Please be aware of your nearest local emergency room in case of immediate crisis.*

GENERAL INFORMATION

PROGRAM CONTACT INFORMATION

MAIN PHONE: 919-276-4005
203 Capcom Avenue Suite 104
Wake Forest, NC 27587

Leadership: Jalecia Beatty, LCMHCA
Phone: 919-457-1274

Email: Jalecia.beatty@brightpathbh.com

LEADERSHIP: Shantel Sullivan, Ed.D., MSW, LCSW - CEO

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TREATMENT PROGRAM

The Adolescent Partial Hospitalization Program (PHP) at Bright Path is intended to meet the unique needs of adolescents who are experiencing psychiatric symptoms that impair their daily functioning. The programming provides comprehensive treatment for those in need of an intense and structured program but not in need of 24-hour inpatient psychiatric care. Our PHP program offers immediate access to a safe, structured environment that enables the teen to return home at night and maintain important family relationships. Most insurance companies cover these services and all payments are due at the time of service.

The average length of stay varies between 3 to 5 weeks; however please note that length of stay is highly dependent on the clinical needs of each individual patient. Weekly programming consists primarily of therapeutic groups. Treatment also includes individual therapy, family therapy, and psychiatric care on a weekly basis.

SCHEDULE

PHP starts at 9:00am and concludes at 3:00pm Monday through Friday. It is very important that patients arrive and are checked into programming PRIOR to 9:00am. You may find an example of a daily schedule below.

THERAPEUTIC GROUPS

Groups
primary
of

are the
mode

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
	Arrive	Arrive	Arrive	Arrive	Arrive
9am	AM Huddle	AM Huddle	AM Huddle	AM Huddle	AM Huddle
10am	BPSS	Creative Expression	BPSS	Creative Expression	K.I.T.
11am	Classroom	Classroom	Classroom	Classroom	Classroom
12pm	Lunch	Lunch	Lunch	Lunch	Lunch
1pm	Challenge Group	Body Psych	Process Group	Leadership	Recreation Therapy
	Snack	Snack	Snack	Snack	Snack
2pm	BCA	Mindfulness	Interpersonal Effectiveness	Distress Tolerance	Emotion Regulation
	PM Huddle	PM Huddle	PM Huddle	PM Huddle	PM Huddle
	Dismissal	Dismissal	Dismissal	Dismissal	Dismissal

treatment at this level of care. The overarching purpose of our therapy groups is to give our patients the experience of being supported, celebrated, and capable while developing skills for improving their own mental, emotional, and behavioral health.

INDIVIDUAL THERAPY AND PSYCHIATRIC CONSULTATION

In consideration of the crisis stabilization and brief treatment focus of PHP, at least 60 minutes of intensive individual psychotherapy is provided per week. Your child will be admitted to the program following a psychiatric evaluation. They will also meet weekly with the psychiatric provider, which may include medication management if indicated.

FAMILY THERAPY

Family involvement is a vital part of the treatment process in outpatient therapy. Because the patient returns home each night, it is important that family members become actively involved in the therapeutic process. At least one face to face family session per week is required at PHP in order to educate family members on the patient's treatment goals, needs, and progress, as well as assisting the family members in working through their own feelings about the treatment process. Your primary therapist will contact you to schedule a family session.

DISCHARGE PLANNING

Discharge planning begins at admission. We will work with the patient and their family/guardians/invested individuals to identify specific goals for treatment and how we can all work together to accomplish them. We will also begin working to coordinate care post-treatment, so that the transition out of PHP is seamless. We expect parents/guardians to take part in the discharge planning process, usually by scheduling appointments with outpatient providers that fit for the family's schedule.

We do everything we can in order to help families create a discharge plan for step down following PHP treatment. Often, however, resources are limited and sometimes flexibility is required for families to identify the best possible services to fit the clinical recommendations for discharge.

ATTENDANCE & NON-COMPLIANCE

Attendance is very important to programming and to meeting treatment goals. **Patients are allowed no more than 4 consecutive or non-consecutive days' absence from programming; on the 5th absence they will be administratively discharged.**

Occasionally, PHP is not a good fit. This might be demonstrated by non-compliance with the treatment plan, program rules, safety contract, and attendance requirements. Non-compliance may result in an administrative discharge from the program.

WHAT IF THERE IS A PROBLEM?

Bright Path Partial Hospitalization Program's goal is to provide a valuable treatment experience and Service Excellence to all patients. If you have any concerns or problems with your experience, the facility has a procedure for allowing you the opportunity to register a complaint and seek resolution. Patients or parents/guardians who have complaints should notify the Director.

There are also external agencies that are charged with overseeing treatment facilities. Should you wish to lodge a complaint against Bright Path PHP please contact: [Division of Health Service Regulation at 1-800-624-3004](https://www.health.ny.gov/divisions/health_service_regulation/)

FOR PATIENTS

SAFETY STATEMENT

We are very focused on safety and ask that you leave all bags, book bags, sharp items, cell phones, etc. in your car or at home. These items can also be locked up by staff during the day. If you choose to bring your bag or cell phone with you, you are not allowed to use your cell phone inside the facility. We will take bags, purses, and cell phones at the beginning of the treatment day, store them securely, and then return them when you leave. Cell phones pose a

danger to maintaining confidentiality and will not be permitted. While you may think that an item is harmless, these rules exist for the safety and security of all patients and visitors. Everyone must help in ensuring safety at this facility.

Because you interact with your peers on a daily basis in group and between groups, if someone shares something with you that you believe poses a threat or risk to that person or to someone else or others, please notify a staff member immediately. The “Five Hurts” that should be shared with staff include:

- ❖ Someone else is hurting you
- ❖ You are going to hurt yourself
- ❖ A peer in the program is hurting another person
- ❖ A peer in the program is going to hurt themselves
- ❖ You are going to hurt someone else

Safety concerns that cannot be managed at this level of care may warrant a referral to a higher level of care or safety assessment at another facility with the capacity to provide that care if necessary. Aggression, violence, or inappropriate touch toward another person (staff or patient) may result in an administrative discharge.

PROGRAMMING QUICK REFERENCE

Here is a quick reference guide to some important information prior to beginning programming:

- ❖ A parent/guardian must be present for admission day with the new patient. You should have received an admission day schedule that outlines what to expect that morning.
- ❖ A parent/guardian or approved adult (prior written approval required to be on file) is required to sign teens in and out of programming, unless otherwise accommodated in your treatment plan.
- ❖ Please bring a photo ID to sign your teen in and out of programming.
- ❖ Drop-off for PHP is between 8:45a – 9a and pick-up time is at 3p
- ❖ Please remember to pack a lunch for programming every day.

ITEMS TO BRING TO PROGRAMMING

When you arrive for your first day, you'll be provided with a composition notebook for your personal use. We will use these in groups and in therapy as well. Some other items you are allowed to bring with you include:

- ❖ Masks—per our COVID policy, masks are required for all persons in our building
- ❖ Lunch, snacks, and metal utensils if necessary—please do not bring plastic utensils
- ❖ Clear, reusable water bottle
- ❖ Marker/pen
- ❖ MP3 player—must not connect to the internet or have a camera, e.g., iPod Shuffle
- ❖ Headphones—please note that these will need to be checked in and out with MHT staff

- ❖ Chapstick / deodorant / hand sanitizer
- ❖ Notebook(s) or sketchpad(s) that are not wire-bound
- ❖ Backpack or purse if necessary—this will be stored in a cubby and locked up during the day
- ❖ Any school work, school books, books for personal reading
- ❖ Stress or fidget toys

Please be aware that there may be items not on this list which could be approved, as well as items that are on this list that we may determine are not appropriate. We reserve the right to make changes to this list at any time, particularly as it relates to the safety of our patients. **NOTE: Cell phones are allowed on site only if stored in cubbies.**

PROHIBITED ITEMS

The following are prohibited items. Please be aware that staff who suspect that a patient has prohibited item(s) on-site can conduct searches of patients in accordance with our Search/Seizure policy.

- ❖ Beverages other than water
- ❖ Lighters/matches
- ❖ Objects with sharp edges or points, including scissors and razor blades
- ❖ Cameras and other recording devices
- ❖ Prescription or over-the-counter medications
- ❖ Alcohol and items containing alcohol including mouthwash
- ❖ Dental floss
- ❖ Street drugs or any paraphernalia
- ❖ Knives, heavy chains, brass knuckles, etc. of any kind
- ❖ Batteries or items containing removable batteries
- ❖ Make-up or beauty products
- ❖ Valuables—if you wish to wear jewelry, please always keep it on your person. The PHP is not responsible for lost valuables that are brought on-site.

Please also note that we do not permit patients to bring in food to share with other patients. Occasionally, the program will provide food-related items as part of the patient reward system.

CONFIDENTIALITY AGREEMENT

While in our program, patients and their families will naturally meet other patients and families receiving treatment here as well. We believe that the friendships made with other patients and families can be a positive aspect of treatment; we also highly value every person's right to a safe space here in programming. We ask that you help us

protect that safe space for all involved by agreeing to keep the things others share with you during programming confidential and not sharing any personal information—including names—with others outside the program. We also highly recommend limiting contact between patients to programming hours while treatment is ongoing. While we do not expressly prohibit patients from interacting outside of programming—regulating that on our end is practically impossible. Treatment is already a challenging experience, and it's our position that patients are best supported when encouraged to focus on themselves and their own mental health process while they're here. Friendships that are developed in treatment can certainly be supportive for patients, however, it's important to keep in mind that the impact can sometimes shift away from positive and/or become a distraction from patient's treatment goals. Ideally, parents will help to hold those boundaries outside of programming. No matter what amount of contact patients do end up having outside programming, parent-to-parent communication and parental supervision of that contact is essential.

We also ask that patients not discuss any previous treatment programs with the understanding that we can't always know when such discussions could have a negative impact on peers. As part of our intake paperwork, you will be asked to sign a confidentiality agreement to indicate your agreement to this policy of creating and protecting the safe space of treatment for yourselves and others.

DROP OFF & PICK UP PROCEDURES

Drop off is between 8:45 and 9a; Pick up is at 3:00p.

To DROP OFF please arrive between 8:45am and 9am; parent or other adult will walk the patient to the door of the building and sign the patient into programming at the sign-in desk. Patients will have their temperature taken at this time. Please note that masks are required inside our building and highly recommended at sign-in.

To PICK UP please arrive at 3pm; parent or other approved pick-up adult will sign the patient out of programming at the sign-out desk at the door of the building. ID's of any approved pick-up person other than parents will be checked at this time. Patients will collect their belongings and leave for the day.

ILLNESS POLICY

Patients will be provided a medical pass from programming for illness-related absences. These absences will be excused, however, may also count toward days of non-attendance if the number of consecutive days out of programming without virtual attendance exceeds four (4) days. Patients and their parents/guardians should refer to the following guidelines for requesting a medical pass and staying home from programming.

Guidelines for Medical Passes / Staying home from Programming:

- ❖ Symptoms of COVID-19 or diagnosis of other communicable disease as covered in COVID-19 procedures
- ❖ Fever (temperature of 100.4 or higher) within the last 24 hours
- ❖ Conjunctivitis (pink eye)
- ❖ Three or more episodes of vomiting or diarrhea within the last 24 hours
- ❖ For IOP patients: if patient did not attend school or symptoms began during the school day, please do not attend programming and instead go see your primary care physician (PCP)

Guidelines for Returning to Programming:

- ❖ Fever free for 24 hours without the use of fever-reducing medications

- ❖ Resolution of conjunctivitis or on prescribed eye drops for 24 hours
- ❖ Resolution of vomiting/diarrhea
- ❖ Opinion from primary care physician that patient can return to programming

When in doubt, patient's parent/guardian should call to speak with our nurse practitioner (PHP patients) or take the patient to see their own PCP to get an opinion on whether they should attend programming.

Please note that we are aware that anxiety, depression and other mental health diagnoses often go hand in hand with somatic complaints and physical symptoms. Many patients experience somatic symptoms related to their mental health diagnoses, which are not contagious and which tolerating or otherwise addressing may become part of a patient's treatment plan. We encourage parents/guardians to be aware of and make efforts to implement any plan for ensuring patient attends programming.

COVID-19 POLICY & PROCEDURES

It is the policy of Bright Path Behavioral Health to limit, to the best of our ability, potential exposure to COVID-19 while providing in-person treatment options.

If there is a resurgence of the pandemic or if other health concerns arise, however, it may at some time be required that programming is operated via telehealth or programming may be suspended due to limitations of telehealth at this level of care. If programming is suspended, we will do our best to provide treatment at a lower level of care or connect patients with alternative services.

In specific circumstances, temporary telehealth access to the program will be available. A return to in-person programming is highly recommended once safety precautions according to this policy on such have been met.

Patients and staff must understand that by coming to the office, they are assuming the risk of exposure to the coronavirus (or other public health risk). Staff and patient families, in agreeing to be engaged in in-person service provision, will agree to take certain precautions, outlined in Procedures below, which can help keep everyone safer from exposure, sickness and possible death. If patients do not adhere to these safeguards, it may result in an administrative discharge from the program. If staff do not adhere to these safeguards, it may result in termination.

PROCEDURE: Patients and staff should have their oral temperature taken every day at home before arriving at programming. Patients and staff must stay home if:

- ❖ They have tested positive for COVID-19 and have not met the criteria for returning to programming; OR
- ❖ They are unvaccinated and a person in their immediate household is diagnosed with COVID-19; OR
- ❖ They are vaccinated and experiencing TWO OR MORE of the following symptoms; or unvaccinated and experiencing ONE OR MORE symptoms, which are potentially related to COVID-19:
 - Fever (temperature of 100.4°F or higher) or chills
 - New cough
 - Shortness of breath or difficulty breathing
 - New loss of taste or smell
 - Runny nose and/or congestion
 - Muscle or body aches
 - Sore throat

- Nausea or vomiting

Patients who remain home from programming must have appropriate supervision while at home. Parents assume all patient safety responsibility when the patient is not physically in programming, even if the patient is participating in programming virtually.

Procedure for Returning to Programming After COVID-19 Diagnosis or Illness

A. Vaccinated patients/staff who have been diagnosed with COVID-19 should not be in programming. They should stay home until they can answer YES to all three of the following questions:

- ❖ Has it been at least 5 days post-diagnosis of COVID-19?
- ❖ Have symptoms started to resolve and have you been without fever for 24 hours?
- ❖ Have you tested using a rapid antigen test on at least day 5 post-diagnosis and it came back negative? (If no, must wait until a rapid antigen test comes back negative before returning to programming)

B. Vaccinated patients/staff who are experiencing TWO OR MORE COVID-19 symptoms should be tested as soon as possible—this can be a rapid test. If the result is negative, they can return to programming, wearing a mask, and should RE-TEST on day five.

C. Unvaccinated patients/staff who have a person in their immediate household who has tested positive OR who have themselves experienced AT LEAST ONE COVID-19 symptom should be tested as soon as possible—this can be a rapid test.

1. If the test is positive, they should stay home until they can answer YES to all three of the following questions:

- ❖ Has it been at least 5 days since the COVID-19 positive test was collected?
- ❖ Have symptoms started to resolve and have you been without fever for 24 hours?
- ❖ Have you tested using a rapid antigen test on at least day 5 post-diagnosis and it came back negative? (If no, must wait until a rapid antigen test comes back negative returning to programming)

2. If the test is negative, unvaccinated patients/staff should remain out of programming until tested on day 5 and the result is negative. If the result is positive, please refer to step 1 directly above.

Patients/staff must provide evidence of any testing and results to program leadership as soon as possible.

PHP and IOP Patients Please Note: Patients who are feeling ill will be granted up to a 5-day pass from programming while remaining admitted to their program. Patients will have the option to join programming via virtual means. On day 6, if the patient is not able to return to programming (in-person or virtual), the patient will be discharged from services and placed at the top of the admission waitlist. Specific clinical advice in these cases may be personalized for a particular patient, and any personalized clinical recommendations will take priority over the above absence policy.

Procedure related to Exposure to COVID-19

For the purposes of this policy, “exposure” is considered an indoor interaction for 15 or more minutes with a person who has tested positive for COVID-19.

Unvaccinated persons who have been exposed to COVID-19 and do not have symptoms must remain out of programming for 10 days since their last exposure, unless they test negative on day 5 or later, using a PCR test. If they develop symptoms, they cannot return to programming until they meet all of the criteria detailed in section C immediately above.

Vaccinated persons exposed to COVID-19 can continue to attend programming unless they begin to show symptoms, or test positive, at which point they must follow steps outlined in section B immediately above.

Social Distancing Procedure

Social distancing is widely recognized as an important practice for inhibiting the spread of COVID-19. The CDC has recommended a minimum distance of six feet between persons in order to promote safety. Due to the limitations of our office space, social distancing that meets the CDC recommendations will NOT always be possible. Our patients and staff, even with a limited cohort size, will often be within six feet of another person while in programming. For this reason, Bright Path will be depending heavily on other preventative measures to support the health and safety of our patients and staff.

To whatever extent social distancing can be achieved during programming, Bright Path will take actions to promote this recommended practice. These actions include: signage and floor markings to remind patients of social distancing practices and recommendations, seating arrangements to support maximum distance between persons in programming, and specific requirements for social distancing during lunch and snack times or when other preventative measures are not possible.

We are aware that both staff and patients may regularly come into contact with a loved one who is considered high-risk for complications due to COVID-19. We encourage all persons at Bright Path to follow any recommendations and executive orders for social distancing and other preventative measures.

Preventative Measures Procedures

Handwashing

Staff members will provide hand-washing instruction and reminders while in programming, incorporating handwashing breaks into the programming day, and reinforcing handwashing during key times throughout the programming day, such as:

- ❖ before and after eating;
- ❖ using the restroom; and
- ❖ touching shared objects.

Handwashing is one of the best ways to protect yourself from getting sick. The CDC recommends everyone wash their hands often with soap and water for 20 seconds. Avoid touching your eyes, nose, and mouth with unwashed hands.

Hand-Sanitizing Stations

Washing hands with soap and water is the best way to get rid of germs in most situations. If soap and water are not readily available, individuals are encouraged to use an alcohol-based hand sanitizer (containing at least 60% alcohol). Bright Path will provide hand-sanitizing stations at multiple locations in the office.

Other Responsibilities to Reduce Risk

Patients and staff will agree that they will take steps between appointments to minimize exposure to COVID-19.

If a resident of an unvaccinated patient's/staff member's home tests positive for the infection, they will immediately let the Director know and will follow protocols listed above.

Bright Path may change the above precautions if, for example, additional local, state or federal orders or guidelines are published. If that happens, the Director will communicate any necessary changes.

Procedure for Handling COVID-19 Exposure on-Site

In the event of a confirmed case of COVID-19 of one of our patients or staff, unvaccinated individuals will be required to follow the exposure protocols above.

Procedure for Report of COVID-19 at our Site

We will report confirmed cases of COVID-19 of persons on-site to staff and patient parents/guardians. We will not disclose the personal information of the person diagnosed with COVID-19.