

# INTEGRATED CARE UNIT (IC5) ORIENTATION

## Connecticut Children's Medical Psychiatric Integrated Care Unit (IC5)

We appreciate your interest in the Integrated Care Unit (IC5) at Connecticut Children's in Hartford, Connecticut. We are a unique 12-bed inpatient unit on the 5<sup>th</sup> floor of the main hospital.

On IC5, we support children and teens between the ages of 6-17 with both medical and mental health needs. Our care focuses on the physical and mental health needs of our patients and involves families in the treatment process.

Integrated Care is a specialized, secure area that has been specifically designed to provide a safe, therapeutic and healing environment for your child.

Integrated Care at Connecticut Children's features:

- Private rooms (each with their own bathroom) equipped with the latest interactive technology
- 2 hours of school, Monday – Friday
- Rehabilitation gym (Physical Therapy, Occupational Therapy and Speech-Language Pathology)
- Sensory room
- Exam room where medical care is provided
- Common room area for socializing and mealtime
- Recreational therapy

IC5 has a caring team of pediatricians, child & adolescent psychiatrists, nurses, pediatric psychologists, physical and occupational therapists, dietitians, recreational therapists, child life specialists, teachers, and behavioral health technicians. Together we will collaborate with you and your family to formulate treatment goals and a plan of care.

Patients must be referred to IC5 by their provider. After the referral, our team reviews whether each patient qualifies for admission. Getting preapproval from your child's health insurance is often an important part of the process before admission. Before your provider places the referral, each patient and their family must review and sign this Orientation and Community Agreement to move ahead with the referral process.

**For more information and a video tour, visit our website**

[www.connecticutchildrens.org/ic5](http://www.connecticutchildrens.org/ic5)

## Mission Statement:

**Treat everyone with dignity, respect and empathy while working together as a community to foster a therapeutic and healing environment for both the mind and body.**

## Your Child's Treatment

### Admission and Assessment

Upon arrival to the Integrated Care area, patients will undergo a supervised clothing change, which includes a skin check as well as a belongings search to ensure safety. This will be performed by two team members. Prohibited items will be secured or given to a family member to take home. Dangerous or illegal items will be given to security. Patients will then be given a tour of the space. For the safety of all, this area is under video surveillance at all times. There is no video surveillance in bedrooms or bathrooms. Bathrooms (located in individual rooms) will remain locked during the day, and will be opened by a team member upon request.

During the admission process, we ask that you share with us any concerns you may have regarding this admission, or any other information that may be beneficial for us to know to assist your child during their stay. Also, please have with you any guardian/custody paperwork, if applicable. We will ask you to fill out release of information paperwork, which allows our team to communicate and plan with your child's outpatient team, as well as their school, so that we can have a more comprehensive understanding of needs and ensure coordination of care.

Within the first 24 hours of admission, your child will receive a comprehensive medical and psychiatric assessment. A team member will reach out to you as well, in order to obtain additional history and information helpful to the ongoing care of your child.

### Treatment Plan

The Integrated Care Team meets daily to discuss your child's plan of care, treatment goals, progress towards those goals, and aftercare/discharge planning. Treatment plans will be adjusted based on progress as well as input from both you and your child.

During admission, your child will participate in individual therapy and group therapy. There will also be family sessions scheduled. If applicable, the team may recommend additional therapies such as Speech-Language Therapy, Occupational Therapy or Physical Therapy. The treatment team may also recommend starting or adjusting a medication, which will be discussed with you first. Prior to discharge, the team will coordinate any specific outside or follow-up care and will develop a personalized discharge plan for your child.

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## Daily Routine

We have developed a schedule that incorporates therapeutic interventions, groups sessions and group activities appropriate for our community. There are multiple therapeutic groups that occur throughout the day, each led by an Integrated Care Team Member. Group sessions will include topics such as skill building, coping strategies, emotion identification and regulation, anger management skills, social skills, and communication. Recreational activities, including music and pet therapy, are also provided as available. Periods of self-reflection are also incorporated into the daily schedule. School will occur Monday – Friday for two hours a day. Education sessions will be provided by a certified teacher. With your permission, the teacher will be in contact with your child’s school to obtain appropriate schoolwork during your child’s stay.

### Example of Weekday Schedule

7:00 - 7:30 am	Wake Up / Tidy Up
7:30 - 8:30 am	Breakfast and Medication
8:30 - 9:00 am	Morning Goals Group
9:00 - 11:00 am	School
11:00 - 12:00 pm	Recreational Therapy Group
12:00 - 1:00 pm	Lunch & Self-Care Time
1:00 - 2:00 pm	Group Activity / Therapy (individual/family)
2:00 - 3:00 pm	Free Group Time / Therapy (individual/family)
3:00 - 4:00 pm	Self-Care
4:00 - 5:00 pm	Recreational Group / Therapy (individual/family)
5:00 - 6:00 pm	Goals check-in and Dinner
6:00 - 8:00 pm	Activity (8:00 pm bedtime for 5-12 year olds)
8:00 - 9:00 pm	Free Time (9:00 pm bedtime for 13-17 year olds)

Weekends are less structured; however, group and activity sessions will still be offered and individual check-ins will occur. Our team will continue to meet with your child on the weekend and encourage them to practice their coping strategies, develop safety plans, and continue to progress with their individualized plan of care.

## Visiting Guidelines

### **Visiting hours:**

- Weekdays: 3-4:30 pm and 6-8 pm
- Weekends: 10-11:30 am, 3-4:30 pm, 6-8 pm

Visiting hours are specifically built into the daily schedule to ensure that your child is able to participate in unit activities, therapies, and school without disruption. We understand that there are certain circumstances in which you are unable to visit during the designated visiting hours. An exception can be made, if proper arrangements are made in advance in coordination with the Integrated Care Team.

### **Allowed Visitors**

Up to 2 visitors are allowed on the unit at a time. Visitors must be 18 years or older. When visiting your child, we ask that you have your identification (ID) information easily accessible. You will be asked to present your ID each time you enter the unit.

### **Lockers**

Personal belongings are to be placed in the provided secured locker prior to entering the unit for your visit.

### **Prohibited Items for Visitors**

The following items are **specifically prohibited** on the unit. If these items are in your possession, please leave them at home, or in a locker during your visit.

- Cell phone or electronic device
- Outerwear including hats, scarves and handbags
- Cigarettes, cigars, vapes, lighters, and matches
- Food and drink
- Weapons of any kind
- Keys

### **Telephone Use**

We have unit phones and specific phone call times. Phone calls are dialed and monitored by a team member. Your child will be limited to 15 minutes. We kindly ask that you abide by these phone call times so that groups and therapies are not interrupted. You may call the unit at any time to speak with a team member. Please be advised that due to HIPAA regulations, when you call to the unit to speak with your child or to obtain treatment information, you will be asked to verify your identity.

## Patient Safety

### **Prohibited Items**

Your child's health, well-being and safety is of utmost importance on our unit. The safety and security of your child, your family and our team members is always top of mind. All items brought in are required to be thoroughly searched. If your child is found to have any prohibited items during their clothing and belongings search, you will be asked to take it home, or it will be stored in a designated locker until discharge. Below is a list of prohibited items:

- Cell phone
- Electronics of any kind
- Belts
- Clothing with strings, drawstrings, elastic, zippers, buttons, snaps,
- Belts, scarves, hats, jewelry
- Sweatshirts with hoods
- Clothing with derogatory, offensive, or inappropriate slogans or graphics
- Underwire bras
- Shoes with laces
- Metal jewelry
- Makeup mirrors
- Personal hygiene items that pose a danger (i.e. razors, tweezers, nail clippers, nail files, hair straightener, curler).
- Vaping paraphernalia, lighters

The members of the IC5 team will perform routine daily sweeps of each patient room to ensure continued safety.

### **Seclusion and Restraint**

In Integrated Care, we use seclusion and restraint as a last resort. If your child engages in violent or self-destructive behaviors that are jeopardizing their safety, or the safety of other patients, team members or visitors, seclusion and restraint may be utilized after other interventions (e.g., distraction, verbal de-escalation, as needed medication/scheduled medication) have been unsuccessful. Our team members have been specifically trained on de-escalation strategies and intervention techniques. When a situation requires a physical/more intensive response, the team will always use the least restrictive, time-limited intervention that efficiently restores safety. We will be transparent with you about this at all times.

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## Our Community Agreement

On IC5 we value dignity, kindness, safety, and respect. The guidelines in this Community Agreement help create a supportive and healing environment for everyone. Here are the guidelines we follow to keep everyone safe and comfortable:

- 1) I will commit to participation for a minimum of 72 hours to develop a treatment plan and/or safe disposition plan and will give 24 hours notice for a request to discharge.
- 2) I will prioritize my mental and physical health. I will be patient with myself when I struggle, and I will ask for help when I need it.
- 3) I will work with staff to set goals and try my best to meet them. This includes joining meetings with my providers and participating in individual, group, and family therapy sessions.
- 4) I will commit to learning and using coping skills to help me through difficult times. I will try my best to be open about my feelings.
- 5) I will respect other peoples' personal space, belongings, and boundaries. I will keep my hands and body to myself. I will not enter other patients' rooms.
- 6) I will attend school and stay in the community space during activities and therapies.
- 7) My phone and other devices will stay in my locker or will be brought home by my family.
- 8) I will use respectful language and good manners when talking with staff, peers, and family members. I will not yell, swear, curse, name-call, threaten, or use slurs.
- 9) I will eat the food provided on IC5 and not bring outside food.
- 10) My family and I agree not to take pictures or videos while on IC5.
- 11) I will wear appropriate clothing that is not offensive or provocative. The appropriateness of clothing is subject to the discretion of staff, and staff will help me find clothing if needed. I agree that my clothes will NOT have zippers, drawstrings, buttons, snaps hoods, belts, scarves, hats, jewelry, or underwire. I also understand that there are other guidelines about certain toiletries I may have with me on IC5, and these guidelines will be reviewed with me and my family.
- 12) I can keep some approved comfort items from home, like stuffed animals, blankets, books, or pictures, in my room.
- 13) I will not smoke, vape, drink alcohol, or use any illegal substances while on IC5.

By signing below, I state that 1) I have read the IC5 Orientation and Community Agreement, 2) I acknowledge that I will respect the rules and procedure of IC5, and 3) I agree to move forward with the referral process to IC5.

Patient Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_