

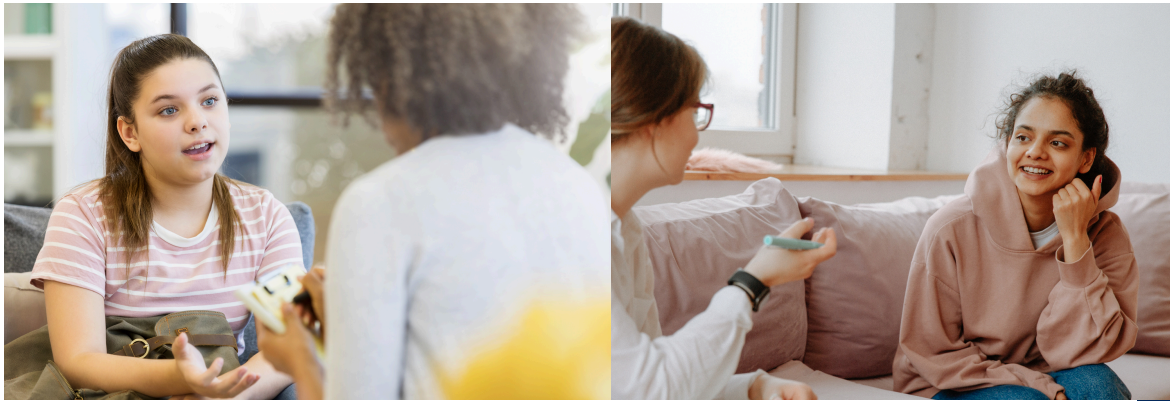


# **BRYLIN HOSPITAL**

## **Child & Adolescent Unit Handbook**

Compassionate, Crisis Mental Health Care for Individuals  
and Families of Upstate New York.

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# Welcome to BryLin's Child & Adolescent Program

We want to welcome you and your family to BryLin Hospital. We understand that coming to the hospital — especially during a mental health crisis — can feel overwhelming. Please know that ***you are not alone***. We are here to support you every step of the way.

At BryLin, we specialize in helping children and teens, **ages 5 to 17**, who are experiencing serious emotional, mood, or thought challenges. Our team is dedicated to providing safe, compassionate care through short-term psychiatric hospitalization when symptoms have made it hard to function at home, in school, or in everyday life.

During your time with us, you'll be in a structured and supportive environment where our team is available 24/7. Treatment may include individual and group therapy, medication management, and family involvement — all designed to help you begin to feel better and build the skills you need to keep moving forward.

We understand that every child and teen is unique. That's why we tailor our care to meet your specific needs, focusing on stabilizing the crisis, encouraging healing, and supporting your overall mental wellness.

Thank you for allowing us to be part of your journey. Together, we'll work toward hope, strength, and resilience.

# YOUR TREATMENT TEAM

Starting the path to healing takes courage — and **you are not alone**. At BryLin, a team of caring professionals is here to support you every step of the way. Each team member plays an important role in your care, working together to help you feel safe, supported, and heard. Meet the dedicated people who will be part of your journey.

## Psychiatrist/Psychiatric Mental Health Nurse Practitioner (PMHNP)

Within 24 hours of being admitted, you will meet your provider responsible for your mental health care during your stay, which includes diagnosis, prescribing medications, and checking in with you daily to monitor your progress and adjust treatment as needed.

## Medical Doctor

Available 24/7 to address any physical health concerns or medical needs. Your safety and well-being, both mental and physical, are important to us.

## Registered Nurse (RN)

Will help set treatment goals and establish a plan to meet those goals. The RN will make sure all doctor's orders are carried out and available to you 24/7.

## Social Work Staff

Provides individual and group counseling to both yourself and your family. You will meet your clinical counselor within 24-48 hours of your admission.

## Art Therapist

Use creative activities like drawing, painting, and other art forms to help you express thoughts, feelings, or memories that might be difficult to put into words.

## Recreation Therapist & Occupational Therapist

Help patients develop coping skills, improve daily functioning, and enhance emotional well-being through therapeutic activities and group interventions.

## Mental Health Technicians (MHT)

Work closely with Registered Nurses (RNs) to support your care. They help with daily activities, ensure your safety, and are here to listen and assist you throughout your stay.

## Discharge Planner

Help with your transition home or back to the community. They help coordinate follow-up care, resources, and support to ensure a smooth and successful return after your stay.

## Dietitian/Nutritionist

Makes sure your meals meet your nutritional needs. They work with the care team to support your overall health and well-being through balanced, appropriate nutrition.

# OUR BRYLIN COMMUNITY: RESPECT, BOUNDARIES, AND SUPPORT

You are now part of a setting where patients live closely together — much like a small community. At BryLin, we value everyone’s privacy and expect all individuals to do the same. Each person arrives with their own beliefs, values, and customs, and we ask that this diversity be respected.

Please maintain appropriate boundaries with your peers and remember that everyone is in a different stage of recovery.

If you experience a conflict with a peer or staff member, avoid direct confrontation. Instead, speak with a team member so the issue can be addressed promptly and respectfully. Abusive language or aggressive behavior is not permitted.

## PRINCIPLES OF TRAUMA INFORMED CARE

Because trauma can have long-lasting effects on both physical and mental health, healthcare providers and policymakers nationwide are placing greater focus on trauma-informed care. Patients with a history of trauma can benefit from best practices that promote safety, trust, and healing. These approaches involve both clinical and organizational changes aimed at improving patient engagement, health outcomes, and staff well-being.

		
<p><b>Safety</b></p> <p>Throughout the organization, patients and staff feel physically and psychologically safe</p>	<p><b>Trustworthiness + Transparency</b></p> <p>Decisions are made with transparency, and with the goal of building and maintaining trust</p>	<p><b>Peer Support</b></p> <p>Individuals with shared experiences are integrated into the organization and viewed as integral to service delivery</p>
		
<p><b>Collaboration</b></p> <p>Power differences — between staff and clients and among organizational staff — are leveled to support shared decision-making</p>	<p><b>Empowerment</b></p> <p>Patient and staff strengths are recognized, built on, and validated — this includes a belief in resilience and the ability to heal from trauma</p>	<p><b>Humility + Responsiveness</b></p> <p>Biases and stereotypes (e.g., based on race, ethnicity, sexual orientation, age, geography) and historical trauma are recognized and addressed</p>

# CHILD & ADOLESCENT UNIT EXPECTATIONS

At BryLin, it's the compassion and dedication of our staff that drives the care we provide every day. We are committed to improving the health and well-being of our patients and actively involving both patients and families in every step of the treatment and recovery process.

We believe in a culture of continuous improvement, always seeking ways to enhance the care we deliver. By regularly monitoring our performance, we identify what's working well and where we can grow to better serve our patients.

Family involvement is a key part of our treatment approach. Together with the patient and treatment team, families help shape the goals and objectives of care. Throughout your stay, the treatment team will maintain open communication with you and your family, updating you on progress and preparing for a successful discharge.

## Rights:

- To be provided with safety, security, privacy and decreased stress while in treatment.
- To be given timely and appropriate treatment.
- To receive information about the illness and its treatment, risks and benefits.
- To be assured that confidentiality regarding treatment, will be maintained.
- Not to be abused in any way.
- To receive timely medical attention to reduce pain symptoms.
- To be appropriately treated for any ongoing or new medical condition.

## Responsibilities:

- To seek and cooperate with treatment and try to get well.
- To learn as much as possible about the illness and treatment.
- To respect the need of other patients for confidentiality.
- To respect each other's privacy.
- To provide complete and accurate information.
- To ask questions.
- To follow instructions for their care.
- To accept outcomes if they do not follow instructions for their care.
- To follow rules and regulations of the hospital.





# CORE VALUES

We believe that if our values come from the “heart” then our daily behavior will reflect our commitment to our care recipients.

Our Core Values (CARES) guide our decisions and behaviors to ensure the quality of care we are providing meets the needs of our care recipients and their families.



## Compassion

Treat patients with kindness and empathy, fostering a supportive and understanding environment.



## Accountability

Take ownership of your actions and the impact they have on patients and colleagues.



## Respect

Treat patients and co-workers with respect, maintaining their dignity and privacy at all times.



## Excellence

Deliver high-quality care that meets or exceeds patient expectations.



## Safety

Provide a safe and supportive environment where patients feel valued and understood.

## What to Bring

Your child should bring enough clothing to last several days but avoid bringing too much. ***Socially appropriate clothing is expected at all times.*** Please bring:

- Comfortable, casual clothing suitable for the current weather
- Unopened personal hygiene items such as shampoo, toothbrush, toothpaste, liquid soap, deodorant, brush, and comb (items should not contain alcohol or be in aerosol containers)
- Nightclothes, slippers, exercise clothing, and comfortable shoes **without shoelaces**

## Items Not Allowed

To maintain a safe, substance-free environment, you and your belongings will be searched upon admission and as needed. Please do not bring:

- Personal items that cannot be replaced
- Products containing alcohol or in aerosol containers
- Clothing with drawstrings
- Sheets, towels, comforters, or pillows (these are provided by the hospital)
- Weapons, matches, lighters, cigarettes, e-cigarettes, drugs, belts, scarves, mirrors, scissors, pocket knives
- Media disks, radios with cords, personal hair dryers\*, personal razors\*
- Sharpies, markers, or any gang-identifying clothing or jewelry (e.g., bandannas)
- Cameras, camera phones, or other photographic equipment (to protect privacy)
- Cell phones or chargers (not allowed during the stay)
- Personal art supplies such as markers, crayons, colored pencils, or paints (BryLin provides all arts and crafts materials)

## Food & Packages

- Meals and snacks are provided by the hospital. Family members may bring additional food for themselves and your child during visits.
- Because of possible allergies or dietary restrictions, **please check with Nursing Staff before bringing any food.**
- Food delivery services (like Uber Eats) are not allowed for patients.
- All beverages must be in sealed containers.
- Please do not order or ship any packages to the hospital. If your child needs something specific, contact their therapist for assistance.

We appreciate your understanding and cooperation.

## CHILD & ADOLESCENT UNIT ROUTINES AND GUIDELINES

- For privacy reasons, no child may congregate at the nurses' station unless using the phone to call a parent.
- Phone calls to family members listed on a contact sheet (completed by the parent or guardian at admission) are allowed. A nickname will be designated by the parent or guardian to avoid unnecessary or unsafe incoming calls.
- No cell phones, chargers, or electronic devices with cameras or recording capabilities are allowed on the inpatient unit.
- Vapes, lighters, and cigarettes are prohibited and will be confiscated if found.
- Room checks occur twice daily and as needed to ensure no unsafe items are present. Unsafe items will be removed.



Markers, crayons, pencils, and paint are not allowed in patient rooms; chalk is allowed.



- Age-appropriate books and magazines are highly encouraged during downtime.
- Weather permitting, children are allowed outside with staff supervision.
- All children attend school for 3 hours a day and are expected to remain in the classroom during that time.
- Phone calls can be made from 8:00 AM to 2:45 PM and again from 3:30 PM to 8:30 PM. Each call is limited to 15 minutes to ensure all children have the opportunity to connect with loved ones. Continuous communication is highly encouraged.
- Cleanliness and neatness are expected. Children should make their beds daily, keep their rooms tidy, and shower at least every other day.
- Laundry service is provided every Tuesday and Thursday.
- Downtime occurs twice daily—from 12:30 PM to 1:30 PM and 5:00 PM to 5:30 PM. During this time, children may read, relax, nap, or talk quietly with their roommate or others nearby, provided it does not disturb others.
- Bedtime is 9:00 PM.

# WE'RE HERE FOR YOU

At BryLin's Child and Adolescent Unit, your child's safety, healing, and growth are our top priorities. We understand that this can be a challenging time, but please know that you are not alone. Our team is committed to providing compassionate, individualized care while supporting families every step of the way.

Together, we'll work toward recovery, resilience, and hope for a brighter future.

If you have any questions at any time, please don't hesitate to speak with a member of our team. We're here to help.



## Address

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## Telephone

(716) 886-8200

## Website

[www.brylin.com](http://www.brylin.com)



**BRYLIN**  
HOSPITAL

With **HELP**, There's **HOPE**<sup>SM</sup>