

You are ready.

You reached out for help, maybe for the first time. Or you were referred by a member of your child's care team. Now, you're ready—to better understand and cope with a specific challenge impacting your child and family.

The READY program is here to help, with short-term, outpatient therapy that focuses on a few goals to accomplish in a defined number of sessions.

Through this program, families work together and with their READY team to:



It's a focused, collaborative approach to help families see significant progress in a brief period of time. And it may be just what your child and your family needs.

Where to find help when you need it.

Pediatric Behavioral Health & Wellness Outpatient Services

Open Monday – Thursday, 8:00 am – 7:00 pm
 Friday, 8:00 am – 5:00 pm
 Saturday (at select locations), 8:30 am – 2:00 pm

For more information or to schedule a phone screen appointment, call (585) 279-7800.

For **immediate safety concerns,** call 911 or take the child to the nearest emergency room.

For **same-day evaluations,** contact the Mobile Crisis Team at 2-1-1.

For **emergencies** after hours or on weekends, contact the Behavioral Health Crisis Call Line, (585) 275-8686.

For questions about **insurance coverage,** co-payments, financial assistance, or billing, contact our financial advisor at (585) 273-4705 or (585) 602-2435.

golisano.urmc.edu/behavioralhealth

Part of Strong Memorial Hospital.

READY Program

Focused Care for Families
 Ready to Work Together



Why choose READY?

Through the READY program, families work to meet their therapy goals in a focused way, which includes a professional evaluation and learning strategies. In addition, they'll explore how the skills they are practicing may be applied to future problems. Parents are included in most sessions throughout the program.

By collaborating with their READY therapist, families will:

- Develop greater insight into their child's strengths and challenges
- Strengthen their communication as a family
- Gain skills to handle the current situation and future problems

Families meet with their READY therapist for up to 12 sessions, though many reach their goals in fewer. They'll also learn about additional community and educational supports to help beyond the program.

1 child
+
family

2 to 3
specific
goals

6 to 12
sessions



ABOUT YOUR FIRST APPOINTMENT

What to expect

At your first appointment, you and your child will meet with a READY therapist, who will discuss your concerns related to seeking services. During this visit, you'll be asked to share information about the challenges your family is facing, including how long they have been a problem, how they are affecting the family, and how your child and family have changed in response to them.

What to bring

At least one parent or guardian should accompany the child or adolescent to the first appointment. Be sure to bring:

- Completed Patient and Family Information Form (if you are unable to bring the form with you, we will ask you to fill it out prior to meeting with your READY therapist)
- Insurance information
- Any legal documents related to your child, including custody paperwork
- Prior evaluations
- Individualized Education Plan or 504 Plan
- Additional paperwork relevant to your child

PROGRAM DETAILS

Who is eligible?

Children up to age 18 and their families experiencing significant distress that is new or related to recent stressors, and who are not already receiving mental health services, are eligible for the READY Program. They should be able to commit to weekly therapy for up to 12 weeks. READY is not appropriate for youth with immediate safety concerns or long-term behavioral health needs.

About our team

Each child and family we serve can be confident knowing that treatment will be provided by an experienced team, including:

- Trained therapists
- Case managers
- Other mental health professionals

As part of UR Medicine, these professionals offer care and expertise that families in our community can count on.

Attendance policy

The expectation is that families will attend all scheduled appointments. However, we recognize this is not always possible. We allow one missed, cancelled, or rescheduled appointment during the two-session intake process. If your family misses, cancels, or reschedules a second appointment, you will be referred to other community resources. This enables the READY program to meet the needs of as many families as possible.

Medication information

Medication consultation typically is not provided as part of the READY Program. However, the child or adolescent's primary care provider may request psychiatric consultation in order to obtain input related to managing medications.

WHEN YOUR FAMILY IS READY, THE READY PROGRAM IS HERE TO HELP.