



WELCOME TO INPATIENT MENTAL HEALTH

This booklet is a guide for patients and families who have come to inpatient mental health for care. You are not alone, and we are here to help you on your recovery journey. Your health, comfort, safety, and well-being are our highest priority. If you have questions or concerns, please let us know right away. In keeping with the Joseph Brant Hospital CARE Commitment, we will do our best to make your care Compassionate, Accountable, Respectful, and Excellent.

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WHAT WE DO

Inpatient Mental Health provides mental health assessments and short-term treatment for adults, age 18 years and older. Our patient- and family-focused treatment helps those who can't be safely and effectively treated as outpatients. We understand that being hospitalized can be difficult, and we will work to make your stay comfortable.

Together, our staff will work with you and your support person(s) to create a treatment plan. This plan will help you find coping strategies and manage your illness. It will include your personal needs and goals for your recovery journey.

By taking part in your treatment plan, you will build skills and tools to improve your mental health. Your treatment plan will include:

- Education
- Medication
- Counseling and support
- Groups and activities
- Family support and education
- Discharge planning

YOUR HEALTH CARE TEAM

A full range of Health Care Professionals work together at Joseph Brant Hospital to help you with your treatment plan and make sure you receive the care you need. The staff assisting in your care may include:

Nurses: Nurses give medications, provide counseling and support, help coordinate your care, and provide information to you and your family. Each day and on each shift, a nurse is assigned to your care.

Psychiatrists: A psychiatrist will see you regularly and is updated on your progress by other staff.

Social Workers: A social worker is able to help with discharge planning and to recommend help in your community as needed.

Recreation Therapists: Recreation therapists provide individual and group recreational activities designed to build independence and encourage an ideal leisure lifestyle.

Peer Navigators: The Peer Navigators, also known as Peer Mentors, are trained staff with personal recovery experience from mental health difficulties. They can provide individual support.

Family Doctor: If your family doctor has privileges at Joseph Brant Hospital, they will take care of your medical needs while you are on Inpatient Mental Health. If you do not have a family doctor, a Hospital physician will look after you during your stay.



FAMILY & OTHER SUPPORTIVE PEOPLE IN YOUR LIFE

People who are important to you can be a valuable part of your recovery. They may be a relative, friend, case worker, chaplain, or any other supportive person. Family members and supportive people are important partners in your treatment, and can work together with you and your health care team.

We encourage the people who are supporting you to balance your needs with their own.



SAFETY AND PRIVACY GUIDELINES

Joseph Brant Hospital strives to keep your stay on Inpatient Mental Health safe and your privacy respected. There are guidelines to help patients, families, and staff keep a safe space for everyone. While these guidelines may be changed for individuals to best meet everyone's needs, we ask for your understanding and cooperation in following them.

When you arrive on Inpatient Mental Health, for your safety and the safety of others, your belongings will be checked for items that may cause harm (e.g. sharp objects, glass, razors, scissors, or any device with a camera). These items will be stored safely. You may have these items when you leave the Unit on a pass. They will be returned when you are discharged.

Please respect every person, their privacy and property. This includes no harassment, threats, bullying or violence of any kind.

WHAT TO BRING TO THE HOSPITAL

Please bring:



- Comfortable clothing – enough for two or three days
- Footwear – shoes and slippers (feet must be covered at all times)
- Personal hygiene products e.g. toothbrush and toothpaste, shampoo
- A list of your medications, including vitamins and supplements

Please keep belongings to a minimum as storage is limited.

Please do not bring:



- Personal medications (unless requested by your doctor)
- Valuables e.g. jewelry, money
- Computer or tablet
- Cell phone or iPods
- Any breakables e.g. glass, ceramics



WHILE YOU ARE ON INPATIENT MENTAL HEALTH

MAKING YOUR BED

Keeping your room tidy is your responsibility. Clean sheets will be provided for you to make your own bed. Let your healthcare team know if you need help.

SHOWERS

Showers are available between the hours of 8:00 a.m. and 9:30 p.m. Towels are available on the unit for your use.

LAUNDRY

Inpatient Mental Health has limited laundry facilities. If possible, we ask that you have your laundry done off-site. We understand that this is not always possible.

TELEPHONES (available between 8:00 a.m. and 10:00 p.m.)

There are two phones available on the unit for local calls. The first phone is outside of the patient lounge area. The phone number is 905-681-4845. The second phone is by the team station. The phone number is 905-632-3737, extension 4813.

Please keep your calls to a 10-minute maximum so that others can use the phone. Cell phones are not allowed on the unit.

VISITING HOURS

We welcome visitors to Inpatient Mental Health during these hours:

- Monday to Friday..... 4:00 p.m. – 8:00 p.m.
- Weekends and Holidays..... 9:00 a.m. – 8:00 p.m.

We encourage you to speak with staff if you have any concerns about these hours. All visitors must check-in at the Nurses Station.

LOUNGE

The lounge is open from 8:00 a.m. to 11:00 p.m. You may meet with your family and visitors or relax with fellow patients here. There is a TV with a DVD player available. DVDs above a “G” rating must be checked by the nursing staff before being played.

SMOKING

Smoking is not allowed anywhere on hospital property. For your comfort, we can provide smoking cessation aids (nicotine patches or gum). Electronic cigarettes are not allowed.

If you choose to smoke off hospital grounds you will need to keep your cigarettes and lighters or matches at the Nurses’ Station.

MEALS

You will be given a menu daily to choose your meals for the next day. Please return it to the desk by 5:00 pm that same day so that your request can be filled. If you are unable or forget to fill out the menu, you will still have a meal. All meals are served in the dining room.

PASSES FROM INPATIENT MENTAL HEALTH

For your safety, leaving the Unit for breaks and passes will be decided by your health care team. You must sign out for all breaks and passes.

On-Hospital Grounds: You may leave the Unit for 15 minutes at specific times. Please check the sign posted at the Nurses Station.

Off-Hospital Grounds: This could include going outside for fresh air. You may leave the Unit for 15 minutes at specific times. Please check the sign posted at the Nurses Station.

Passes: Passes can vary from an hour up to a weekend pass, and may require you to be accompanied. Timing and length of passes are determined by your health care team.

Please note:

- The start of your pass may be delayed until the Pharmacy can provide your medications.
- You will be asked for a contact number while you are out on a pass.
- If you want to speak to a nurse during your pass, call 905-336-4125.

SECURED DOOR

The entrance to Inpatient Mental Health is a secured door. It is locked at all times for the safety and privacy of everyone on the Unit. An intercom is located on either side of the door so you can speak with staff when leaving or entering. Patients will need to sign out and sign back in. Please do not allow anyone to leave without staff knowing.

MEDICATIONS

While you are on Inpatient Mental Health, your medication will be ordered by your doctor and provided by the Hospital. It is important to know what medications you are taking, why you are taking them, and when you should be taking them. Ask your nurse if you have questions about your medication.

For your own safety and the safety of others, using any non-prescribed medication, alcohol, or illicit drugs is not allowed while you are a patient on Inpatient Mental Health. This applies when you are on Inpatient Mental Health and also while on a pass off the Unit. If this is difficult for you, please speak to your doctor or nurse. Using or distributing these substances may result in restriction of breaks and passes or discharge.



PATIENT RIGHTS

You have the right ...

- To be treated with respect, dignity, and compassion without discrimination or stigma
- To confidentiality of your personal health information and records
- To take part in all decisions about your treatment and discharge

PSYCHIATRIC PATIENT ADVOCACY OFFICE

The Psychiatric Patient Advocate Office is an outside organization. They protect and promote the rights and entitlements of Ontarians with mental illness through advocacy, rights advice and education. To access legal information and advocacy under the Mental Health Act and related concerns, please call 1-800-578-2343.



DISCHARGE PLANNING

You and your mental health care team will work together to get you back to your community as soon as possible. Once you are ready to be supported in the community, you will be prepared for discharge. Before you leave the Hospital, we will discuss follow up plans with you, based on your personal needs and preferences. Your team will help you access the right services and supports in the community. You will be given a discharge sheet with a list of your medications and any referrals. Review your discharge sheet carefully and make follow-up appointments as needed.

If needed, your doctor will provide a prescription for medications for you to fill at your own pharmacy.

If you experience increased distress after discharge, and your situation is an emergency, call 911 (let them know if there is a mental health crisis).

Other non-emergency resources are available in the event of distress including:

- COAST (Crisis Outreach and Support Team) Halton – call 1-877-825-9011 (COAST Halton is not an emergency response unit but can provide immediate telephone support)
- Distress Centre Oakville (24/7) – call 905-849-4541 or online at distresscentreoakville.com
- Ontario Helplines:
 - DrugAndAlcoholHelpline.ca 1-800-565-8603
 - MentalHealthHelpline.ca 1-866-531-2600
 - ProblemGamblingHelpline.ca 1-888-230-3505
- Or proceed to the nearest Hospital Emergency Department.

COMMENTS/FEEDBACK

Your feedback is very valuable to us and you will be given a feedback form. Additional forms are available in the pamphlet holder in the hallway of Inpatient Mental Health.

We welcome your comments, questions, suggestions, or compliments about the services you receive at Joseph Brant Hospital. Your feedback will help us learn from your experience and improve the care we provide.

You may also contact:

Inpatient Manager, Inpatient Mental Health
905-632-3730, ext. 1268

Other resources:

Patient Relations
905-632-3737, ext. 4949
Community Mental Health Services
905-631-1939



This pamphlet was prepared by the Mental Health Consumer Advisory Committee at Joseph Brant Hospital. If you would like more information about this committee, please contact Patient Relations (see above).

CARE COMMITMENT

Being treated with **COMPASSION**:

I am addressed with kindness, courtesy and concern;
I am listened to and heard;
I am important to my care team.

Being treated in a system of mutual **ACCOUNTABILITY**:

I receive complete timely and accurate information about my care;
I receive care and services from providers who encourage me to ask questions and participate in my care;
I am kept informed of changes that may affect my care.

Being treated with **RESPECT**:

I am greeted by care providers who introduce themselves and call me by my name;
I am viewed as a whole person – mind, body, and spirit – and my individual choices are considered and honoured;
I have my dignity maintained at all times.

Being treated within a culture of **EXCELLENCE**:

I receive care and services that are based on best practices;
I am safe and secure during my stay;
I have a way to share feedback, whether positive or negative, about my personal health care experience.

Accessibility Statement

This document can be made available in multiple, accessible alternate formats upon request. Please ask a nurse or other hospital staff member for assistance in providing access.

Disclaimer

Information within this document is accurate at the time of writing and subject to change without notice. JBH is not responsible for any changes in information provided by outside organizations.