

Welcome to Inpatient Mental Health

This information booklet was developed by the Mental Health and Addictions care team with the Person, Family and Care Partners Advisory council (PFCAC). It is meant to be a resource for Clients and their Care Partners (Family and supports). This information will help you to understand and be involved in every aspect of your care. 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

Our Inpatient Mental Health unit is a 19 bed unit. We aim to stabilize acute mental health crisis, with a short term hospital stay. We work closely with community agencies to support our clients and their Care Partners with their recovery journey.

We are committed to working with you to provide the safest, highest quality and compassionate client/patient, care partner (family and supports) Centered care. Our goal is to keep you involved and informed throughout your hospital experience.

Resources can include:

- Education
- Medication Protocols
- Community Referrals
- Group activities
- Discharge planning

YOUR HEALTH CARE TEAM

Many healthcare professionals will be involved in your care and all have varied and important roles to play to ensure the safest and highest quality of care and development of your recovery plan. 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. If you want to find out your nurse, please refer to the white board by the care station.

Psychiatrists: A physician with specialized knowledge and skills in mental health, who will work collaboratively with you and the health care team to establish a diagnosis, treatment and discharge plan.

Social Workers: A social worker works with individuals to access services and supports.

Recreation Therapists: Recreation therapists provide individual and group recreational activities.

Peer Navigators: The Peer Navigators are individuals with lived experience. They are trained to support clients through individual and group support.

Medical Doctor: A hospital physician will support physical needs during your stay on the unit.

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.

You will be asked by the health care team to consent to sharing information on your care and treatment plan, that you choose, that will enable your care partner(s) to be actively involved in your care and discharge planning. This consent can be modified at any time.

We encourage the people who are supporting you to take the time for their personal Self-Care as they balance your needs with their own.

There may be times when we need to adjust our visitor policy due to extenuating circumstances and you will be made aware when this happens.

SAFETY AND PRIVACY GUIDELINES

Joseph Brant Hospital strives to keep your stay on the Inpatient Mental Health Unit safe and your privacy respected. There are guidelines to help keep clients, care partners (patients, families,) and staff safe. We ask for your understanding and cooperation.

When you arrive on the Inpatient Mental Health unit, your belongings will be checked for items that may potentially cause harm. These items will be stored safely. You may have these items when you leave the unit on a pass and upon discharge.

Please respect every person, their privacy and property. It is important that you and your care partners participate, communicate and treat others with dignity and respect. 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, bank cards
- ✗ Any breakables e.g. glass, ceramics
- ✗ Any plastic bags

WHILE YOU ARE ON THE INPATIENT MENTAL HEALTH UNIT

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. Please request personal care products if needed.

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.

CELL PHONES

Electronic devices (including music players, laptops, cell phones and devices that access the internet) and their respective cords may or may not be permitted for use on the unit, depending on your individual treatment plan. There is a charging station for use on the unit. Please speak to your treatment team about this. While your electronic device(s) are in your possession, their safekeeping is your responsibility. The hospital is not responsible for any lost, stolen or damaged electronic devices that are in your possession. You are welcome to ask staff to secure your device(s) when needed. ***Photos and videos are not permitted in hospital.***

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

There is a phone available on the unit for local calls.

Any incoming calls should be directed to the team station at 905-632-3737 ext 4125.

VISITING HOURS

Visiting hours are daily from 9am to 8pm. All visitors must check-in at the Team Station.

LOUNGE

The lounge is open from 8:00 a.m. to 11:00 p.m. 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 Team Station. A Physician order is required to leave the unit for smoking.

MEALS

All meals are served in the dining room. Meal times are at 8am, 12pm and 5pm. Snacks are stored in the dining room and servery.

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/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 unit 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. Clients and Care Partners will be asked to sign out and sign back in. Please do not allow anyone to leave without staff knowing. Please inform your caregiver that you will be leaving the unit, where you are going and when you will return.

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.

We encourage you and your caregivers to know your medication and understand the importance of the medications to help you with symptom management as part of your recovery plan.



CLIENT'S RIGHTS AND RESPONSIBILITIES

Client is defined as “the person living with mental health illness, and/or addiction” is presently receiving care as an inpatient at Joseph Brant Hospital in the Mental Health and Addictions unit, or as an outpatient at the Brant Centre.

Dignity, respect, confidentiality, and communication, are critical for the client. The client needs to feel that they are a key partner in their recovery.

Joseph Brant Hospital is committed to providing services that will support the client to help achieve the best possible health outcomes for optimal mental health. This will be achieved by implementing best practice guidelines, and recommended standards of practice as outlined by provincial legislation.

Clients have the RIGHT and Responsibility

- To receive clear communication as it relates to the client's mental health status, the process for intervention (to the ability of the client is able to understand this)
- To treat and be treated with respect, empathy and understanding in a non-judgmental, recovery-oriented and stigma free environment that inspires hope, and optimal mental health outcomes.
- To understand the daily routines and expectations for their hospital stay, the roles of staff members and the client's accessibility to these staff members.

- To a healing, and safe hospital setting that provides the best treatments, practices and therapies that enable recovery, and future wellness
- To ask for and receive ongoing information and education about the client's diagnosis, prognosis, treatment plan, community resources, and discharge plan in collaboration with their care partner.
- To know that their care partner is supported in understanding the components of the health care plan that they have consented to.

Please direct concerns, with your treatment in the inpatient unit, to the medical team.

- Inpatient Mental Health and Addictions Manager: 905-632-3730, ext. 1263
- Patient Relations team: 905-632-3737, ext. 4949
- Psychiatric Patient Advocacy Office 1-800-578-234 to access legal information and advocacy under the Mental Health Act


CARE PARTNERS' RIGHTS AND RESPONSIBILITIES

Care Partner is defined as “Anyone identified by the person living with mental health illness or addiction (Referred to as the Client) as being a significant support in their life.”

Joseph Brant is committed to partnering with clients and their care partners to achieve the best possible health outcomes and experience. This will be achieved by implementing best practice guidelines and recommended standards of practice as outlined by provincial legislation.

Care Partners have the RIGHT and Responsibility

- To a health care team who acknowledge, value and encourage your involvement by listening to your insights and concerns about the client.
- To treat and be treated with respect, empathy and understanding in a non-judgmental, recovery-oriented and stigma free environment that inspires hope and recovery.
- To a healing and safe hospital setting that provides the best treatments, practices and therapies that enable recovery and rehabilitation for your loved one.
- To ask for and receive information and education on your loved one's diagnosis, prognosis, treatment plan, community resources and discharge plan (with his/her consent) in a timely manner.
- To be provided with and participate in resources to help you as a care partner with your self-care.



If you have concerns with how you or your loved one has been treated, please talk directly to the Manager of the Inpatient Psychiatry Unit at **905-632-3730, ext.1268**

If this fails to resolve the matter, call our Patient Relations Specialist at **905-632-3737, Ext. 4949**

Document developed with the support from:

- Ontario Caregivers Organization
- Cornwall Community Hospital
- St. Joseph's Healthcare Hamilton

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 safely back to your community as soon as possible. Once the decision is made for discharge, you will be provided with resources to return to the community.

The Discharge plan will include: a list of medications, a pharmacy to access them, community services for follow up care and physician appointments.

Understanding the discharge plan will help with your recovery, please ask questions. If you have questions after discharge, please do not hesitate to call **905-336-4125**.

After discharge, should a crisis situation present where there is potential for harm to oneself or others and you must call 911. Person in Crisis Information Pamphlet will be provided to you on discharge.

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

- **COAST** (Crisis Outreach and Support Team) Halton: 1-877-825-9011
(COAST Halton is not an emergency response unit but can provide immediate telephone support)
- **Reach Out Centre for Kids (ROCK)**
 - Ages 17 and Under: 905-878-9785
- **Distress Centre Halton**
 - Oakville (24/7): 905-849-4541 or online at distresscentreoakville.com
 - Burlington: 905-681-1488
 - North Halton: 905-877-1211
- **Ontario Helplines**
 - DrugAndAlcoholHelpline.ca
1-800-565-8603
 - MentalHealthHelpline.ca
1-866-531-2600
 - ProblemGamblingHelpline.ca
1-888-230-3505
- **Proceed to the nearest Hospital Emergency Department**

COMMENTS/FEEDBACK

In order to continuously improve our care, your feedback is very important to us. You will be provided with a Patient Experience Survey before you leave the hospital.

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 Person, Family and Caregivers Advisory Council (PFCAC) and Healthcare Team for the Mental Health program at Joseph Brant Hospital. If you would like more information about this committee, please contact Patient Relations (see above).



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