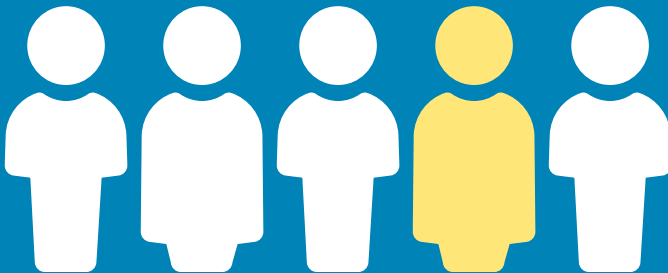


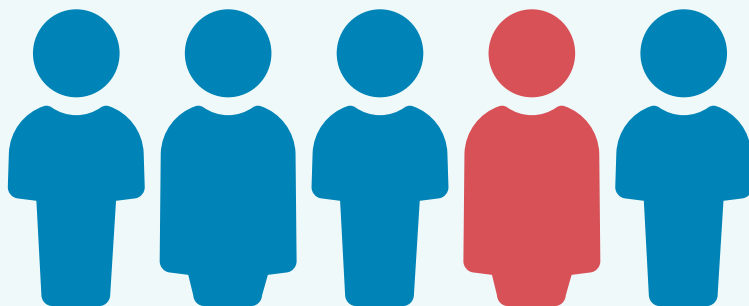


Guide to Adult Inpatient Mental Health

Helpful Information for Patients and Families



**“In any given year,
1 in 5 people in Canada
will personally experience
a mental health problem
or illness.”**



Fast Facts about Mental Illness - CAMH National

Mental Health Program

Oakville Trafalgar Memorial Hospital
3001 Hospital Gate, Oakville ON L6M 0L8

Unit Telephone Numbers

Unit 1: 905-845-2571 ext. 3340

Unit 2: 905-845-2571 ext. 4633

Constant Observation Unit (COU): 905-845-2571 ext. 6853

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PATIENT VALUES

Halton Healthcare is committed to providing exemplary patient experiences. Our patients and families have developed statements to guide the care they receive in our hospitals.

As a patient or family member I will:

Work with my healthcare team with patience and understanding.

Ask questions when I don't understand.

Give constructive feedback on how to improve my care.

Recognize that hospital staff are people with families too and should be treated with respect and dignity.

As a patient I expect:

Compassion

Be sensitive to my values, beliefs, and cultural practices.

Be patient with me and my family, show me empathy and kindness.

Listen and respond to my fears and concerns.

Accountability

Provide me with a means of expressing my opinion, positive or negative, about my healthcare experience.

Provide me timely care reflective of best practices and standards.

Honour your commitment to honesty and transparency.

Respect

Preserve my dignity and honour my privacy.

Involve and educate me so that I may make informed decisions about my health.

Include me and those most important to me in my healthcare plan.

COVID-19 Precautions

We are continuing to make changes to protect the health and safety of our patients and staff during the COVID-19 pandemic. Some of our precautions include but are not limited to the following:

- Physical Distancing (keeping 6-foot distance) from others.
- Visiting restrictions (Please visit www.haltonhealthcare.com for specific unit times).
- Use of personal protective equipment (i.e. wearing masks & proper hand hygiene).

For most up-to-date information, please visit our website at www.haltonhealthcare.com or speak with a member of your healthcare team.

Our Message

We understand that being hospitalized for addictions and/or mental health issues can be overwhelming. This guide was written for you by individuals with personal experience on the Inpatient Mental Health Unit at Halton Healthcare, with feedback from our Patient and Family Advisors, staff and physicians. We hope this information can answer any questions you may have and we wish you all the best on your recovery.

What We Do

Our goal is to provide quality care and help you return home as soon as you are medically ready. We will complete an assessment to determine your health care needs and work with you to develop an individualized treatment plan. Your care may include a medication plan, group activities, family discussions, education, counseling and support. We will prepare you for discharge and connect you with services and resources to help you after your hospital stay.

Going Home – “Discharge Planning”

Discharge Planning begins early in your stay and includes assessing your needs, setting goals and making plans. You may be referred to the hospital’s outpatient services or other community agencies to provide ongoing care after discharge.

While our normal discharge time is 11:00 a.m., discharge may occur at any time. In order to make this transition as smooth as possible please:

- **Arrange Transportation:** You are responsible for your own transportation. Identify a family member or friend who can transport you home. If you require assistance, speak with your nurse before discharge. There are private services that provide transportation options.
- **Review your discharge information:** Make sure you understand the treatment you received and any required follow-up appointments as well as any changes to your medications, diet or other restrictions.
- **Fill Prescriptions for Medication:** Make sure to fill prescriptions for medications and ensure you know how and when to take them. Do not forget to update your medication list before leaving.
- **Belongings:** Ensure you take all of your belongings with you when you are discharged. The hospital does not assume responsibility for any lost personal items.
- **Follow-up Appointment:** It is important to receive follow-up care with your family physician or specialist after discharge. Please make sure you have a list of all required follow-up appointments when leaving.

Your Health Care Team

Your care will be delivered by a team of qualified health care providers. Each member of this team will play a different role in your care. You can identify staff by their badges.

Nurses	Nurses monitor your health, administer medications, provide information, support, and help coordinate your care. Each day you will be assigned a specific nurse, but it may not be the same one.
Psychiatrists	You will be assigned a psychiatrist who will see you on weekdays. On weekends, an on-call psychiatrist is available when needed. They will assess your mental health, provide a diagnosis, treatment, monitor improvement, and decide when you are ready for discharge.
Hospitalists	A hospitalist is a physician who will look after your physical health needs while in the hospital.
Social Workers	They will provide support to you and your family, assess your needs, assist with discharge planning, and liaise with community agencies to help with your discharge.
Occupational Therapists (OT)	The OT will look at your everyday routines and interests to determine your abilities and needs. They lead treatment groups on the unit that focus on coping skills, recreation, support and information.
Peer Mentors	Trained staff who have personal experience of recovery from mental health challenges are available to provide individual and group support and activities.
Pharmacists	Pharmacists will assist in the selection of the right medications, dose, ensure it is safely administered, and monitor its outcomes. Pharmacists are available to answer your questions by meeting with you or through a weekly group held on the unit.
Chaplain	A chaplain is available to provide spiritual care. Let your nurse know if you wish to speak with them.
Program Assistant	They provide opportunities to engage in recreational activities, for example in the Courtyard.

Respecting Your Wishes

Mutual Respect

We strive to provide exemplary patient experiences, always. All patients and staff members are entitled to a safe and secure environment. Verbal or physical abuse of staff, physicians, patients, visitors and volunteers is not tolerated. **If you witness inappropriate behaviour, please report it immediately to hospital staff.**

Your Privacy

Halton Healthcare is committed to keeping your personal health information private and confidential. Information is only released to other health care providers in your circle of care (for example, your family doctor). We do not release clinical information to anyone else, including your family, friends, school or work, unless we have your consent.

Your Rights

Ontario's Mental Health Act safeguards your rights. If you are an **involuntary patient**, you are detained in the facility under a certificate of involuntary admission, a certificate of renewal or a certificate of continuation. This means that you are not free to leave the hospital without permission. If you leave without permission, the doctor can have you returned to the hospital by the police.

You are encouraged to ask questions about your treatment and your rights, and to make suggestions that you feel are in your best interest. If you have questions about your rights, you can contact the Psychiatric Patient Advocate Office at **1-800-578-2343**.

Accessibility

Halton Healthcare strives to eliminate barriers that might limit equitable and accessible care for our patients and their families in compliance with all relevant laws and regulations including the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code. This includes the use of assistive devices, the use of service animals, support persons and translation and/or sign language interpretation services. If you require assistive devices, please contact a member of your health care team or Patient Relations at **905-338-4138**.

Your Safety

Our health care partnership begins with our commitment to your safety. When you work with our health care team, you can lower the risk of harm and stay safe. There are a number of safety measures that require your understanding and co-operation.

- Unit exit doors are kept locked. Staff will only unlock the door to let visitors and patients in and out.
- Video surveillance is maintained in all common areas. Staff and security monitor these throughout the day.
- Items that pose a risk to safety or privacy are not allowed on the unit. These will be removed and stored for you when found. This includes items such as cameras, glass bottles, pop cans, sharp objects, scissors, and belts.
- Alcohol, personal medication, vitamins, and non-prescription drugs are not allowed and will be removed. Alcohol and non-prescription drugs will be disposed of and outside medications will be returned at discharge.
- All items brought onto the unit by you or any visitor will be searched. Searches of your belongings, pockets, or room can occur at any time. You will be searched each time you re-enter the unit if you were unaccompanied by staff.
- You are not permitted in other patient rooms.

Allergies

Please let us know if you have any allergies or restrictions including food, medication, etc.

Scented Products and Highly Fragrant Flowers

Perfume, after-shave cologne or other scented personal care products are not permitted in the hospital, as some people are allergic to them. Please do not bring highly fragrant flowers, such as hyacinths or lilies into the hospital as they can trigger allergic reactions.

Wrist Bands

You will be given an identification (ID) wrist band while in hospital. This must be kept on at all times. Staff will check your wristband many times throughout your stay to ensure you receive the right medication, procedures and meals.

Infection Prevention

Prevent infection by washing your hands or using hand sanitizer often. Do not hesitate to remind your health care team members to do the same. Cover your mouth and nose with a tissue or your elbow when sneezing and coughing.

Smoke-Free Facility

Smoking is prohibited on all Halton Healthcare properties. Lighters and products made with tobacco/cannabis that may be smoked, chewed or vaped or inhaled are prohibited from being on the unit. Smoking and vaping (including electronic cigarettes) is not permitted anywhere on hospital property. These will be stored and returned at discharge. Nicotine replacement therapy is available to you if needed.

Marijuana/Alcohol/Substance Use

Substance use of any kind during your admission is not permitted as it may be dangerous to your health and can interfere with your assessment and treatment.

Belongings

You are encouraged to keep your personal belongings to a minimum. Send all other valuables or belongings home except for those items you absolutely require. The hospital does not assume responsibility for any lost personal items. Valuables that need safekeeping or items that pose a risk will be stored for you in a locker and returned at discharge.

Electronic Devices (Cell Phones/Computers)

Electronic devices such as cell phones, computers and tablets will be removed upon admission and stored for you. Based on recommendations from your health care team, you may be allowed to use these on the unit as long as they are used appropriately. You are not allowed to take pictures, videos or record sound. Approved electronics are only allowed for use in patient rooms and must not interfere with sleep.

Visiting Hours

Weekdays: 5:00 p.m. – 9:00 p.m.

Weekends: 10:30 a.m. – 9:00 p.m.

Family members/partners in care are welcomed to visit during visiting hours only. Day time hours are reserved for treatment and quiet time is designated from 9:00 p.m. onwards.

A maximum of two (2) visitors per patient are allowed during the designated visiting hours. Visits may be interrupted by staff if care needs to be delivered, there are concerns about your well-being, there is an emergency issue on the unit, and/or if the visitor has deliberately brought in items that pose a safety risk. Visitors may be restricted to public areas on the unit or with staff supervision based on your treatment needs.

COVID-19 Visiting

Visiting restrictions have been put in place during COVID-19 to protect the health and safety of our patients and staff. **To view unit specific hours please visit the COVID-19 section of our website at www.haltonhealthcare.ca for more information.**

Parking

Halton Healthcare offers a wide selection of parking options to accommodate families and visitors. In addition to regular hourly and daily parking rates, patients and visitors can purchase passes that allow them to park at discounted rates. These include a day pass, weekly pass, monthly pass or a 5, 10, 30 or 100-day value pass. All passes allow for multiple entries and exits within a 24-hour time period.

Pets and Service Animals

Pets are not allowed on the unit. Service animals are permitted if approved by the care team. You are responsible for the animal's behaviour, feeding, toileting, and well-being. Proof of training and up to date immunization may be requested. The service animal should be clearly identified/recognized (e.g. identification card, harness or jacket with markings of the training school).

Sleep Routine

Sleep is an integral part of your health and recovery. To promote a healthy sleep routine, you are expected to be in your room between 11:00 p.m. and 6:00 a.m. The lounge and dining room will be closed during this time. Electronic devices will be removed if they are interfering with your sleep. To maintain safety throughout the night, staff are required to check on every patient each hour. They will use a light to ensure you are safe and comfortable and to track your sleep. Please inform staff if this is interfering with your sleep.

Meals

Meals are served three times daily and snacks are available throughout the day in the refrigerator. Please complete a Dietary Sheet provided to you and return these to staff daily to select the food items you prefer. Meal times are posted in the dining room. Personal food may be brought in and stored in the refrigerator (no glass or cans). Please note, this is a communal fridge so we are not responsible for any food items you leave in the fridge.

Your Care

Treatment Groups

Attending groups is an essential part of your treatment and you are encouraged to attend all available sessions. The groups emphasize information and coping skills that help you in your recovery. They provide you with a healthy routine, exercise, recreation, information and support. A group schedule is posted on the unit each day.

Medications

Medications are often used in combination with therapy to provide individuals with optimal support. Medications help control the symptoms of mental illness and should be never seen as a cure. It is important that you follow the advised protocol when taking medication to receive the best care possible. Some medications may have side effects and it is important to report any unpleasant changes to your mood or body to your health care team.

Unit Facilities

Personal Lockers

Personal belongings that you intend to use throughout your admission must be stored in your room. Valuables and restricted items will be stored for you in a personal locker and are not available for use during your stay.

Laundry & Linens

The laundry room on Unit 1 and Unit 2 can be used any time before 11:00 p.m. Laundry soap is available upon request. Towels and bedding are available from staff.

Television

Television is available in the Lounge and Dining Room until 11:00 p.m. There are no facilities to order one for your bedroom. Program choices are determined by the majority.

Outdoor Courtyards

There is an outdoor courtyard available for use with staff accompaniment, weather permitting. There is no smoking on the courtyards. Activities such as basketball and gardening are available to patients.

Telephone Calls

Telephones are available in the dining room and lounge and portable telephones are available from staff in the Constant Observation Unit. Please limit your calls to 10 minutes to allow others to use the telephone. We do not accept collect calls or pay for long distant calls. Family or friends can call you on the Patient Lounge phone at the following numbers:

Important Phone Numbers

Patient Care Manager Unit 1	905-845-2571 ext. 6782
Patient Care Manager Unit 2	905-845-2571 ext. 4025
Unit 1 Care Station	905-845-2571 ext. 3340
Unit 2 Care Station	905-845-2571 ext. 4633
Constant Observation Unit	905-845-2571 ext. 6853
Patient Relations	905-845-2571 ext. 4138
Psychiatric Patient Advocate Office	1-800-578-2343
Unit 1 Patient Lounge Phone	905-845-2571 ext. 3536
Unit 2 Patient Lounge Phone	905-845-2571 ext. 3534
Unit 2 Patient Care Manager	905-845-2571 ext. 4025



How Are We Doing?

It's important for us to hear how we are doing. For immediate concerns, please speak to the Nurse in Charge. If your concern is not resolved, please contact the Manager or Patient Relations.

Patient Relations: patientrelations@haltonhealthcare.com
905-845-2571 ext. 4138