



HURON PERTH  
HEALTHCARE  
ALLIANCE

INPATIENT MENTAL HEALTH SERVICES  
**GUIDE FOR FAMILIES**

STRATFORD GENERAL HOSPITAL  
46 GENERAL HOSPITAL DRIVE  
STRATFORD ON, N5A 2Y6  
519-272-8210 EXT. 2479

# WELCOME

Huron Perth Healthcare Alliance welcomes you to the Inpatient Mental Health Unit. In keeping with the values of the Huron Perth Healthcare Alliance, the care that we provide to clients admitted to the inpatient mental health unit will demonstrate Trust, Respect, Fairness, Advocacy, Leading to Accountability, Compassion, Collaboration and Responsiveness.

To support your family during their admission to this unit we have outlined some unit information which we believe will support your family member in their treatment on the unit.

Should you have any questions please do not hesitate to discuss these with your family member's psychiatrist, or assigned nurse.

We would ask that you refrain from using strong scented perfumes, lotions or aftershave while visiting on the unit.

In the event that you would like to discuss your experiences, you are welcome to share your comments with the Inpatient Unit Manager, 519-272-8210, ext. 2283 or the Program Director, 519-272-8210, ext. 2482.

The Mental Health Inpatient Unit provides a safe environment for acute treatment to help people become stable. Staff will monitor medications, provide short-term counselling, complete discharge planning and make referrals to appropriate supports in the community.

## IMPORTANT PHONE NUMBERS:

Communication Centre .....	519-272-8210, ext. 2479
Patient Line .....	519-272-8210, ext. 2284
Unit Manager.....	519-272-8210, ext. 2283
Social Worker .....	519-272-8210, ext. 2580
Program Director .....	519-272-8210, ext. 2482
Clinical Lead Inpatient Psychiatry.....	519-272-8210, ext. 2205

We welcome your feedback and are available to speak with you.

Please do not hesitate to contact us if we can be of any assistance.

# WHO CAN I TALK TO?

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## TEAM LEAD:

The team lead works Monday to Friday, 07:00 - 15:00 hr and plays an integral role in patient flow. Using the collaborative care model and evidence based practice, they will assist in a team approach with the coordination and supervision of care to patients and their families.

## NURSE:

A nurse is assigned to care for your family member each day. You can ask to speak with the assigned nurse and they will be glad to speak with you. Every patient is given the opportunity to participate in shift report, (bedside transfer of accountability) which happens at the bedside at 07:00 and 19:00. Feel free to ask the assigned nurse about this.

## PSYCHIATRIST:

Please approach any inpatient staff if you would like to speak with your family member's psychiatrist.

## SOCIAL WORKER:

Hours of work are 8:30 a.m. to 4:30 p.m., Monday to Friday, but they are flexible and able to schedule a time to meet with you. Please feel free to approach any inpatient unit staff member if you require any assistance with making an appointment.

## FAMILY SUPPORT GROUP:

This is an open group which meets the second Tuesday of each month at the CMHA office in Stratford. For further information please contact the Huron Perth Canadian Mental Health Association at 519-273-1391 ext. 202.

All health care consumers within the Huron Perth Healthcare Alliance have the following rights and responsibilities:

### RIGHTS:

- To be informed of his/her medical condition, treatment and proposed course of care including the right to participate in decisions affecting their care and discharge planning
- To refuse care or treatment without impunity based on informed choices
- To have qualified, competent health care providers within an accredited facility
- To confidentiality
- To respect, fairness and dignity regardless of gender, race, age, sexual orientation, religion, cultural, financial and/or social background
- To a clean, safe environment
- To treatment with current, functional equipment
- To access primary, secondary, tertiary and quaternary care where necessary
- To express his/her thoughts and opinions without fear of retribution
- To have spiritual and/or ethical needs met in a timely manner
- To language translation services when necessary
- To information contained within their medical record including having the information interpreted by a knowledgeable and qualified medical person or delegate.

### RESPONSIBILITIES:

- To be aware and abide by the hospital rules, regulations and policies as they pertain to his/her care and treatment while in hospital
- To conduct oneself in a manner consistent with maintaining the safety of oneself, other patients, staff and visitors
- To appoint a person(s) to act as Power of Attorney for both personal and financial matters
- To cooperate as much as possible with members of the health care team in addressing his/her treatment program based on informed consent
- To provide accurate information to the health care team
- To endeavor to follow up with discharge planning issues (such as medical appointments, taking appropriate medications, et cetera) concerning his/her care.

# PATIENT'S BILL OF RIGHTS & RESPONSIBILITIES

# WHAT YOU NEED TO KNOW

In the interest of keeping our patients and staff safe, we ask that you perform hand hygiene regularly during your family member's admission. In particular, remember to perform hand hygiene before eating and after using the washroom.

Our staff must identify our patients through the use of their hospital identification band before they undergo any special procedures such as blood withdrawal or any treatments. As well, nurses will be asking patients to state their name and birth date before they are given medications. These are steps we take to make sure the right patient is getting the right medications and treatments each and every time!

We ask patients to take care to prevent falls during your stay. Patients are asked to bring suitable shoes or slippers that fit well and are secure on their feet. Since the hospital environment is new to patients and medications may change while your family is here, their risk of slipping/tripping and falling is greater.

You will see staff using gloves or other personal protective equipment during some types of care. This is done to make sure both patients and the staff are protected from germs that may be spread. You may also see special infection control directions posted on doorways. We ask that you read the directions carefully and follow them. Ask a nurse if you have questions or concerns.

- Laundry facilities, including detergent, are available on the unit, at no charge.
- Any electrical devices need to be checked by our hospital maintenance department. We ask that you inform staff if you are bringing in any electrical items.
- Snacks and drinks may be brought in for your family members to enjoy. There is a refrigeration unit in the storage area for patient food.
- Light snacks are available to patients. Patients are welcome to obtain these from our unit kitchen. Should your family member have any special needs these will be reviewed by your family member's nurse.
- We request that you not bring any drugs, medications or alcohol onto the unit. In the event that items are brought in, you will be asked to take these home or they will be discarded and not returned.
- For reasons of privacy and confidentiality, patients will not be able to use personal cell phones or computers on the unit.
- We ask that you not bring any sharp items including cans and glass. Please review with nursing staff upon arrival to the unit.
- Visitors are welcome on the inpatient mental health unit according to the HPHA Person-Centered Visiting Guidelines. Visiting will be discussed with your family member by his/her assigned nurse when admitted to the unit.
- Visitors on the unit are asked to refrain from cell phone and/or computer use.
- Patient pass time is ordered by the doctor:
  - Level I: all admitted patients to the unit are a level I and must remain on the unit until assessed by a psychiatrist. (This includes smoking.)
  - Level II: patient can have access to the ward program activities in other parts of the hospital and on hospital grounds
  - Level III: patient can have access to activities outside of the hospital generally accompanied and evening pass time after the inpatient program, or as arranged with staff. Patients must return to the hospital by 9 p.m.
- Your family member's nurse's name is noted on the white board in the patient's room. Sharing of information about your family member by staff requires client consent. Please do not hesitate to speak with a nurse about this.

# WHAT YOU NEED TO KNOW