

*exceptional people  
exceptional care*  
We will improve the health and  
well-being of the people we serve  
by leading the development of a  
sustainable fully integrated rural  
healthcare system.



HURON PERTH  
HEALTHCARE  
ALLIANCE

## INPATIENT MENTAL HEALTH SERVICES

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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 Compassion, Accountability and Integrity.

To support you during your admission to this unit, we have outlined some information which will guide you during your treatment.

Should you have any questions in regard to your hospital admission please discuss these with your Psychiatrist, assigned Nurse, Team Lead, or the Inpatient Unit Manager.

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

In the event that you would like to discuss your experiences as a patient on the unit you are welcome to share your comments with the Inpatient Unit Manager, who can be reached at 519-272-8210 ext. 2283 or with the Program Director, who can be reached at 519-272-8210, ext. 2482.

## WHITE BOARDS

A white board is placed in your room. This will be filled out each day with you and your staff. It will include: your goals, the date, psychiatrist, medical doctor, assigned staff and appointments for the day.

## GROUPS

In-Patient Mental Health Group Schedule:

This unit offers an interdisciplinary team approach with your active participation. Our team consists of Psychiatrists, Nurses, and a Social Worker. We provide both individual support and group programming which has been designed to promote your recovery. Groups are offered Monday to Friday. Please see programming schedule for details.

At the beginning of your stay, you may find you tire easily and experience difficulty with concentration. Don't be discouraged; this is a normal stage of your recovery. It is recommended that you participate in programs as they have been designed to promote your recovery. Participating in sessions will also help you to:

- Achieve and maintain an optimum level of functioning in preparation for discharge
- Experience quality of life that is meaningful to you
- Develop realistic goals and expectations

Please arrange cigarette breaks, pass times and visiting outside of scheduled group times. If you have questions or concerns feel free to speak to your doctor or staff member.

## DISCHARGE

We believe that planning for discharge starts on admission. While receiving treatment you may be introduced to staff members from our Out-patient mental health services. This may include staff from the Psychiatric Day and Evening Program; Pastoral Care; Eating Disorders Program; Sexual Assault Program; Peer Support; Canadian Mental Health Association; Intensive Case Management; Choices for Change and the Huron Perth Helpline and Crisis Response Team.

If you have any difficulties upon discharge we encourage you to contact the Huron Perth Helpline and Crisis Response Team. The phone number is 1-888-829-7484

## DURING ADMISSION

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## What to expect and bring, during your admission at Huron Perth Healthcare Alliance

Your admission to the inpatient mental health unit has several steps. Usually the following will occur:

1. **Registration** – We will ask for your address, health card, and other registration information. Direct admission will be discussed with your doctor.
2. **Arrival to the Inpatient Unit** – All items brought in by you must be reviewed by the nursing staff. Razors, scissors, glass objects or any other item deemed to be unsafe for access will be kept in lockers. We will give you information about confidentiality and your rights and responsibilities as a client.
3. **Assessments** – On your arrival to the unit, your nurse will conduct an interview where you will be asked about:
  - What issues you are having
  - A brief history
  - Family information
  - How you've tried to manage
  - What you hope to achieve by your hospital stay

Your nurse will check your blood pressure, weight, height, pulse and temperature. You will receive a general explanation of the unit (orientation) and your nurse will show you your room and bed.

Your doctor will spend time with you and conduct a more detailed interview. Your nurse and doctor will work with you to establish a treatment plan that will speak to your goals during your admission. Your discharge planning begins on admission to ensure a successful transition back to the community where supports are in place to support you with your recovery. 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 your assigned nurse about this.

### How to make your admission the best for you:

1. Please answer all questions honestly, so we may better serve you
2. Ask questions if you don't understand something.
3. Be patient. Sometimes it may seem that your recovery is not happening as fast as it should. The team will be happy to support you during this time.

### For your comfort, we suggest you bring the following items to the hospital:

- Pajamas or nightgowns
- Slippers
- Housecoat
- Toiletries
- Street clothes for daytime wear, indoor & outdoor shoes

## CLEAN HANDS HEAL

Here at Huron Perth Healthcare Alliance we are very committed to good hand hygiene and we promise that we will work very hard to protect you from germs that can be spread in a hospital setting and we are very proud that our staff and Physicians recognize the importance of washing their hands. Everyone will be washing their hands before they touch you or your belongings.

We ask that you and your visitors also take the opportunity to use the hand sanitizer that is provided on a regular basis. One of the most important things you can do is wash your hands. Germs that have the potential to make you sick are everywhere – at home, at work, and even at the hospital.

Thank you for your commitment to hand hygiene.

## MEAL TIME SCHEDULE (APPROXIMATE) Breakfast: 08:30 Lunch: 11:30 Supper: 17:30

**Light refreshments** are available to you and you are welcome to obtain these from our unit kitchen. Should you have any special needs these will be discussed between you and your nurse.

Meals are served to clients by dietary staff in our unit dining room. To protect you, we will ask you to clean your hands before receiving your food tray. After you have eaten your meal we ask that you return the tray to the diet cart.

**Kitchen Facilities** are available for patients and their families. We would ask that you support our attempts at keeping our kitchen area neat and tidy if you are using this area. We traditionally close the kitchen facilities at 11pm each night. After this time please approach the night staff if you would like a drink or a light snack to help you settle for the night. We will attempt to provide you with your request as we are able.

There is refrigeration available for personal food items. These items can be labeled with your name and given to the nursing staff for appropriate storage. We would ask that no food items be kept in your room.

## CLEAN HANDS HEAL & MEAL SCHEDULE

# UNIT PASSES & VISITORS

## PASSES OFF THE UNIT:

Throughout your admission the health care team will discuss with you, your need for assistance in maintaining safety. Passes are determined depending on these continuing discussions. Although your independence is very important to us, HPHA clinicians do retain the legal right to decline passes if they decide this is in your best interest. On admission, privileges will be determined after you have been assessed by a psychiatrist. Our current pass structure is as follows:

Level I – Client must remain on the unit.

Level I + Smoking – Hourly passes for 15 minutes

Level II – Clients can have access to the ward program activities in other parts of the hospital and on hospital grounds. Accompaniment by friends/family may be required for this level.

Level III – Clients can have access to activities outside of the hospital generally unaccompanied and evening pass time after the in-patient program or as arranged with staff. Accompaniment by friends/family may be required for this level. You must return to the hospital by 9:00pm. Please note that should you return to the unit after 9pm, you will need to gain access to the hospital through the emergency department.

Pass time during groups will be granted on an individual basis. We would ask on your return from pass time that you check in with the staff at the Communication Station.

We would ask that clients going on pass please inform their assigned staff when they are leaving the unit and notify them of expected time of return. You may be required to take medications while away from the hospital. Your assigned nurse will discuss this with you prior to you commencing your pass.

## TELEPHONE CALLS

There is a portable phone for patient use. Local calls only. If a long distance call needs to be made, you will have to call collect. In order to support the needs of other patients who are attempting to settle for the night, we would ask for your assistance in restricting use of the phone from 10pm until 7am. Your help is most appreciated. Staff would ask that you limit your calls to 10 minutes to allow all patients to use the phone. Personal cell phones are restricted while on the unit by patients and family.

## SMOKING

As of June 2006, the smoke-free Ontario Act went into effect. Smoking is not permitted anywhere on the property of Huron Perth Healthcare Alliance (the “Hospital”). Smoking cessation counselling and Nicotine replacement therapy will be offered to all patients. For patients who smoke, this must occur off the hospital grounds between 7am and 9pm. Staff will not accompany patients who go outside to smoke. The hospital assumes no responsibility for any injuries that may occur as a result of your decision to smoke while a patient at the hospital. Smoking pass time will not occur during group time. Pass time to smoke must be taken prior to and after groups. Smoking pass time will occur hourly as determined by staff.

## USE OF TELEVISION

To assist you in your treatment we are requesting that you honour that the use of the television will be restricted to outside program times. As the unit only has access to one television set; program choices will be determined by the majority and at the discretion of the staff. In an attempt to support all of the patients who are on the unit television times may vary. Please discuss this with your nurse.

## USE OF HOSPITAL FACILITIES

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## SETTLING FOR THE NIGHT

Bedtime medications are generally given to you by your nurse between 9pm and 10pm. If you are having difficulty sleeping, please approach your assigned nurse for assistance. We encourage you to be in bed and trying to sleep within 1 hour of receiving your bedtime medication so that you get sufficient rest and are able to participate fully in working towards your goals.

## CLOTHING AND LAUNDRY FACILITIES

Please wear your street clothes while on the unit. Clients are requested to have covered feet at all times when on the unit. Slippers are available. Should you require them, please see your staff. On rare occasions, for safety reasons only, you may be required to wear hospital gowns or jogging suits.

Laundry facilities are available on the unit. There is no cost for this. Staff will provide laundry detergent. Please speak with your staff should you require assistance. Clean towels and face cloths will be provided to you each morning by the housekeeping staff.

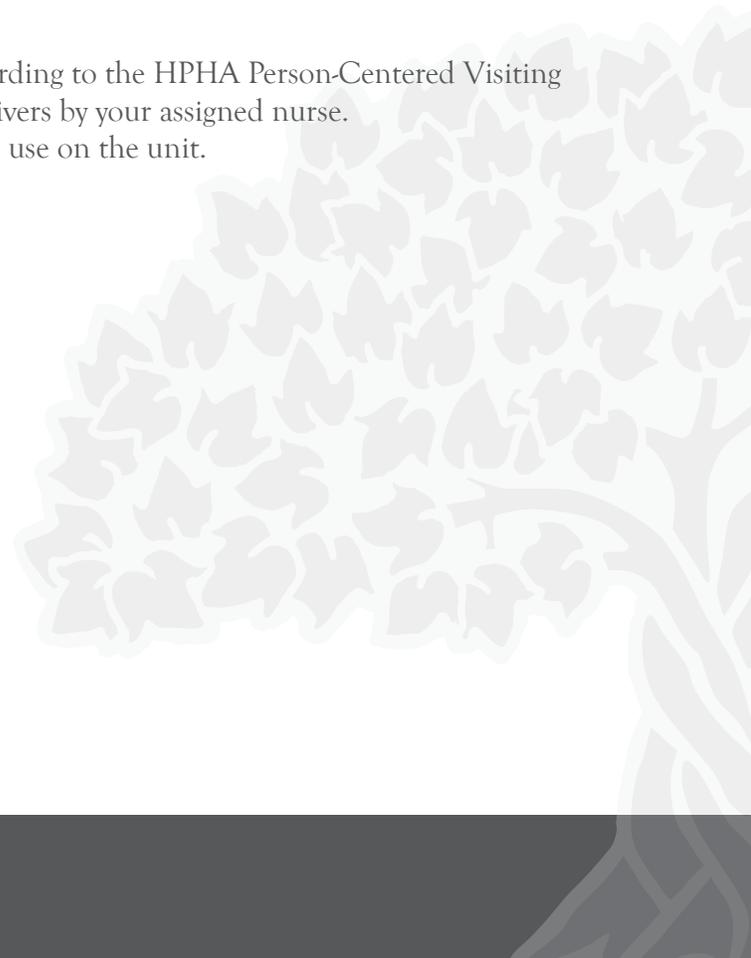
## USE OF SHOWERS AND LINEN

The shower areas on the unit are locked. We would ask that you approach your assigned staff to request that the shower area be opened for your use. Linen is available for your use and your assigned staff will show you where you may obtain these. We would ask for your assistance by placing dirty linens in the laundry hampers.

## VISITORS

Visitors to the inpatient mental health unit are welcome, according to the HPHA Person-Centered Visiting Guidelines. Visiting will be discussed with you and your caregivers by your assigned nurse.

Visitors are asked to refrain from cell phone and/or computer use on the unit.



# SAFETY

## ALCOHOL AND NON-PRESCRIPTIONS DRUGS

Because most medications interact negatively with substances, we strongly recommend that you refrain from their use while under treatment. To respect the treatment being provided on the inpatient mental health unit, we ask that alcohol and drugs not be brought to the unit by clients, family or visitors. In the event that such items are brought onto the unit, you will be asked to give them to the nursing staff. Clients and visitors who do not support this request will be spoken to by nursing staff and determination made, in consultation with the attending psychiatrist, the ability to maintain hospitalization at this time.

## SHARPS/AGGRESSIVE/PROHIBITED MATERIALS

Safety is a necessary condition for effective treatment. Aggressive or violent behaviour will not be tolerated. In the event that an item brought by you to the hospital is deemed to be a prohibited item, these will be removed and either discarded or sent to our local police department for safe keeping. You may retrieve items at the local police department on your discharge.

For safety reasons, all electrical appliances used in the hospital must have a CSA or ULC approval sticker on them. Staff will ask to check your appliances on admissions. Any recharging cords must be locked up in your locker and staff approached to unlock when wanting to use.

## CONFIDENTIALITY/PRIVACY

For reasons of privacy and confidentiality, patients will not be able to use personal cell phones or computers on the unit. Please make arrangements to have these items taken home; otherwise staff will be happy to keep these safely stored for you during your admission.

If you wish to use your cell phone/computer, you may do so when off the unit on pass. In certain circumstances, you may be permitted to use your cell phone or computer under the supervision of staff, in non-patient care areas on the mental health unit.

Personal information obtained will only be shared with team members within the circle of care, to facilitate the best treatment possible to enhance your well being. We would ask that you review the Personal Health Information Privacy "it's your right and your obligation" poster on the unit. Should you have any questions feel free to discuss this with your nurse.

A video surveillance system has been installed in common areas throughout the inpatient mental health unit. In keeping with the HPHA Video Surveillance policy, and in accordance with the Personal Information Protection and Electronic Documents Act (PIPEDA), Personal Health Information Protection Act (PHIPA), and the Freedom of Information and Protection of Privacy Act (FIPPA), video surveillance is used to assist in the monitoring of care and treatment of patients on this unit. The video surveillance system on the inpatient mental health unit will not monitor the inside of areas where individuals generally have a higher expectation of privacy (eg. washrooms).

## LOSS OR DAMAGED PROPERTY

Huron Perth Healthcare Alliance assumes no responsibility for loss or damage to personal property. Please send valuables home. If this is not possible, they will be locked up by nursing staff. If you happen to leave any belongings behind on discharge we will keep them on the inpatient unit for 48 hours only. Special arrangements can be made; otherwise these items will be disposed of.