



Queensway Carleton
Hospital

Mental Health Inpatient Unit

Patient Information Handbook

Patient safety is very important to Queensway Carleton Hospital. This information is provided to patients and families to help inform you of your essential role in your own safety and recovery.

The information contained in this booklet is not specific to medical advice, nor a substitute for medical advice. For your safety, it is advised that you speak with your doctor and healthcare team about your health care needs.

Protect yourself! Clean your hands frequently and ask your healthcare providers and visitors to do the same. Clean hands save lives.

MHIP 3056-25-11

Helping you from hospital to home

On behalf of the Queensway Carleton Hospital mental health team, we welcome you to the inpatient unit. You have been admitted to receive short-term treatment to support your mental health recovery. We are located on the third level of the Queensway Carleton Hospital, 3045 Baseline Road, Ottawa, Ontario – Section C3.

You are the most important member of your recovery team. You are encouraged to discuss your needs, ideas, problems, and goals to actively participate in your treatment planning with support from the mental health team.

From the time of admission, the mental health team will be helping you to plan for when you leave the hospital so that you can feel well and continue your recovery journey. In planning your discharge, you will want to think about things like coping strategies, housing, sleep, nutrition, medication, valued activities, and fun/leisure. We encourage you to consider who can support you in your recovery, including family, friends, professionals, and other community support.

The participation of family/significant others in your overall planning is valued. Inform staff if you do not want it to be known that you are in hospital. Formal consent to release information is required for any member of the treatment team to share information with others about you or your care.

Your **Nurse** will introduce you to the unit and to the treatment program as part of your admission. You will have contact with your nurse throughout the day to monitor and guide your progress.

Your **psychiatrist** will meet with you on a regular basis to provide information about your medication and your condition, discussing issues relevant to your hospitalization and treatment.

You will have a physical examination by a **Family Medicine Doctor** (or GP). This doctor may prescribe medication for your physical needs.

Your **Social Worker** will meet with you to talk about your living circumstances, your relationships, and any environmental stressors that you may be experiencing. Community resources will be reviewed to support you upon your discharge. Your social worker will ask for your permission to speak with family members or friends who have information that could be helpful in your treatment and recovery.

An **Occupational Therapist** assesses function and addresses how you can improve your engagement in everyday activities by coping more effectively with your symptoms. The **Recreation Therapist** facilitates meaningful participation to help overcome barriers to leisure and improve quality of life. Both the Occupational Therapist (OT) and Recreation Therapist offer individual and group support. Ask for a referral if you feel you would benefit from an individual session to work on the goals that are important to you.

Peer and family support workers have their own experiences with mental health challenges. QCH has partnered with Psychiatric Survivors Ottawa (PSO) to offer support, as well as bridging peer and family resources in the hospital and the community. These individuals are not QCH staff but employed by the PSO. For additional information, visit <https://www.pso-ottawa.ca/>

Queensway Carleton Hospital offers many additional specialty services that may be consulted to assist in investigating your health concerns. **Clinical Dietitians** may recommend changes to your meals and provide nutritional counseling. A non-denominational **Spiritual Care Provider** is available for support upon request. **Personal Care Attendants** and/or **Security Personnel** may be involved in physical care and safety issues as needed.

What to have for your hospital stay

Please consider only having your minimum basic requirements. Storage space is limited. Some items are not allowed for hospital safety and infection control reasons. Staff can assist with labelling your personal items.

An inventory of belongings is completed on admission only. Any valuable items brought in after admission are the responsibility of the patient. **The hospital is not responsible for lost or stolen items.**

- Two or three full changes of clothes and appropriate footwear (walking shoes and slippers or sandals). Consider comfort for physical activity groups. You are expected to dress daily in your own clothes as soon as you can do so. *Laundry facilities are available for patient use.*
- Toiletries, such as soap, shampoo, toothbrush and toothpaste, deodorant, shaving supplies, and sanitary products. If you require shaving supplies, razors are limited to 1 time to use and will be discarded. **No scented products are allowed due to the risk of allergic reactions.**
- Reusable plastic water bottle.
- Personal electronic devices are allowed at the discretion of the care team. As cords are not allowed on the unit, you are encouraged to bring your device to charge at the nursing station by 10pm. Charge cords less than 6 inches in length may be allowed.
- Small items that can be comforting or soothing to aid your recovery and help pass the time.

Safety and Security

An important part of being in a hospital is having a safe environment for patients, staff, and visitors. To ensure your safety while in our care, there are a number of practices that are followed.

All patients admitted to the Mental Health Unit will have their belongings checked. Items that may be potentially harmful to anyone on the unit will be removed and locked up or sent home. All medications or supplements are to be kept at the nursing station. Illicit drugs, cannabis products, and alcohol are strictly prohibited. Any patient or belongings search that is done will be documented in your patient record.

Some items may be used only with the supervision of staff if there is potential for injury. Access to items is at the discretion of the care team. Please do not share or give your personal belongings or money to other patients. Something that may be safe for you to use may not be safe for another patient, putting others at risk.

Staff will check on you throughout the day while you are in the unit, in activities, or in your room. Staff will need to make visual contact during these checks. If you are in the bathroom and do not verbally respond, staff will need to enter the room to check on you.

While you are on the unit, there may be times when you are feeling overwhelmed by your thoughts or feelings. To cope safely and effectively, we suggest that you talk with staff, request medication, and/or go to your room to decrease stimulation. If these measures do not help you calm yourself and you become verbally or physically aggressive or threatening, staff may use medication and/or restraints to help you regain control. Please tell staff what you would find most helpful when you are experiencing distress.

This hospital values mutual respect. Threatening and disrespectful actions or language is not acceptable. It is always our goal to keep you safe and provide everyone with a therapeutic environment.

Doors leading into the unit are locked. Please be careful that the door closes behind you. Do not let others out without permission. When outside the unit, ring the doorbell and the staff will let you in. You may then pull on the door as after a moment it should be unlocked.

Patient Identification

Our staff, physicians and volunteers will be asking you to identify yourself by stating your name and your date of birth or address (or they'll check your arm band) at the following points of care, prior to:

- Beginning any assessment, procedure, or treatment.
- Administration/dispensing of medication.
- Any therapy or diagnostic procedures at the point of transfer of care.
- Sharing health information with other healthcare professionals.

Your safety is important to us. Checking your identity every time is simply safe for your own protection!

Protecting Privacy - Your Personal Health Information

We understand that your health information is personal and must be protected. For these reasons we will:

- Provide the best possible level of confidentiality around the collection, use and disclosure of your personal health information.
- Collect only necessary information and use that information solely for the care and treatment you are seeking.
- Disclose only information necessary for the delivery of your care and the management of the healthcare system. This could include sharing information with your family doctor, a laboratory, another health care provider, your health insurance plan, or regional/provincial electronic patient records system. This could also mean disclosing information to comply with legal and regulatory requirements (i.e. the Mental Health Act), research requests, patient satisfaction surveys, QCH fundraising and teaching or statistical requirements.
- Recognize your right to access your health information when you request it and provide copies for a fee.

Please visit the hospital's webpage on Privacy and Confidentiality for more detailed information at www.qch.on.ca/PrivacyConfidentiality

Clean Hands Prevent Infections

It is important that you, your health care providers, and your visitors have clean hands.

Please ensure to clean your hands by washing thoroughly with soap and water.
As a patient, you have the right to ask your health care providers to wash their hands.

Unit Programming

The unit schedule typically operates as follows:

| Time | Monday to Friday |
|-------------------------|--|
| 7:30 a.m. – 9:00 a.m. | Breakfast. |
| 8:45 a.m. – 9:15 a.m. | Personal time. May go off the unit with full privileges. |
| 9:00 a.m. – 11:30 a.m. | Therapeutic program. |
| 12:00 p.m. – 12:30 p.m. | Lunch. *Order your meal preferences from the Clinical Dietary Technician around 12:00 in the dining room* |
| 12:30p.m – 1:15 p.m. | Personal time. May go off the unit with full privileges. |
| 1:30 p.m. – 4:00 p.m. | Therapeutic program. |
| 5:00 p.m. – 5:45 p.m. | Dinner. Trays will be removed after this time. Ensure you are present in the dining room to receive your tray. |
| 4:00 p.m. - 8:00 p.m. | Personal time and visiting hours. |
| 10:30 p.m. | All patients to be in their rooms (lights out). Lounge closes. |

The nursing shift change is at 7:15 a.m., 3:15 p.m., and 11:15 p.m. Please share your progress with your assigned nurse.

You are expected to remain on the unit during therapeutic program times. All groups run by the occupational therapist and recreation therapist are voluntary; however, participation in groups may be an important component of your treatment and recovery. Discuss with staff which groups are a good fit for you. The schedule is posted on the daily assignment board. Groups may be cancelled based on the availability of staff. Groups do not run on weekends or on statutory holidays. The T.V. is to be off during programming time when groups are in the lounge, and personal devices are turned off or silent. We recommend that you take a break from your personal device to engage with other patients and focus on building meaningful interactions.

*We **strongly encourage** you to follow the structure of the unit schedule for your personal wellness. An important aspect of recovery from a crisis situation is respecting your physiological need for regular sleep, meals, and activity. Balancing your basic needs contributes to regulating your emotions.*

Levels of responsibility

Patients whose level of responsibility permits them to leave the unit may do so during personal time on the schedule. Please speak with your doctor to determine when you will be ready to have time off-unit. Levels of responsibility are determined by a physician's order and are individualized based on your treatment plan.

Ward: You may not leave the mental health unit.

Accompanied Grounds: You may leave the unit (but remain on the hospital grounds) when accompanied by outside family, friends, or staff (other patients do not qualify). You need to sign out, return within 60 minutes, and then sign back in/out.

Unaccompanied Grounds (Full Grounds): You may leave the unit unaccompanied (but remain on the hospital grounds) during personal times. You need to sign out, return every 60 minutes, and then sign back in/out.

Leave of Absence: You may leave the hospital grounds for specific purposes that need to be managed as part of your recovery process. This would be discussed with your physician, social worker, and nursing staff.

You are responsible for taking your prescribed medication on time. Please be on the unit for these times. When returning from a pass, please return any unused medication to your nurse.

Family and visitor information

Visitors must check in at the nursing station each time they arrive. Children need to be supervised at all times. If you have concerns about visiting, speak with your nurse to see what arrangements can be made to best accommodate your needs.

Staff can only provide information about your care if you provide consent. Support people are encouraged to provide information to staff that may assist in the provision of care and recovery.

Patients must arrange transportation before their discharge. The hospital recommends patients plan a ride home with family or friends. If this is not possible, the hospital will assist a patient in arranging transportation.

| Visiting Hours are as follows: | |
|---------------------------------------|-------------------------------|
| Monday to Friday | Saturday, Sunday and Holidays |
| 4:00 p.m. – 8:00 p.m. | 12:00 p.m. – 8:00 p.m. |

| Common phone number for patients: | Nursing station phone number: |
|---|--------------------------------------|
| 613-721-2593 This phone is answered by patients. | 613-721-2000 ext. 2860 |

Patient and Family Advisory Council (PFAC)

Input from patients and their families is key to improving patient experience. If you're interested in becoming a PFAC member, please visit our website to learn more and apply: www.qch.on.ca/PFAC

If you would like to comment on your experience at QCH, you may contact Patient Relations Ombudsman at 613-721-2000, ext. 5655 or patientrelations@qch.on.ca

The information in this handbook is a supplement to the Queensway Carleton Hospital Patient Handbook. Please refer to it for more detailed information.

Declaration of Patient Values

I have the right to:

- Receive all facts about my diagnosis and prognosis in a language I understand, so I can make informed decisions on all aspects of my care.
- Ask questions freely.
- Make decisions in collaboration with my family/Care Partner and health care providers.
- Be listened to, have my views heard and actively participate in my care.
- Refuse treatment and/or get a second opinion (except as directed by Public Health).
- Be treated with dignity, respect, and receive equitable, compassionate treatment.
- Be treated in a safe environment.
- Have my privacy and confidentiality protected and know my information will not be shared without my permission or discussed in public places.

I am responsible for:

- Providing my healthcare team with accurate information about past and present illnesses, my current health and medications, as well as any changes in my condition.
- Being respectful and courteous and refraining from verbally or physically abusing others.
- Respecting the rights, property, privacy, and diversity of all.
- Comply with the rules and practices of the hospital.
- Paying for costs not covered by insurance.
- My personal belongings.
- Protecting personal healthcare information when using the patient portal or in virtual meetings.

Frequently Asked Questions

Can I have my cell phone/personal electronic device?

Cell phones and other devices are permitted at the staff's discretion, but we encourage you to turn them in at night to promote good sleep habits. Your charging cables must be kept at the nursing station, where staff can charge your devices for you. Headphones are required to listen to the sound. Recording images, sound, or video is **not permitted** on the unit for reasons of confidentiality. While in groups, it is expected that cell phones are turned off out of respect for the facilitators and other participants.

Can I have food brought in for me?

You are welcome to have food brought in at your own expense. Staff cannot pick up ordered/delivered food. Only use this service if you have the privilege to go off the ward during the designated times. All food placed in the patient's fridge must be labeled and dated plastic containers. There is a risk that food left in the common fridge may be taken by other patients.

What happens if I am being held involuntarily?

If you are an involuntary patient, you are detained in the hospital under Form 1, Form 3, or Form 4 as per the Ontario Mental Health Act. The doctor will give you a form that explains this. This means that you are not allowed to leave the hospital without permission. If you leave without permission, the doctor can have you returned to the hospital by the police. For more information on your legal rights, you will be visited by a rights advisor when placed on Form 3 or Form 4. The rights advisor is independently regulated by the Psychiatric Patient Advocate Office (PPAO), through the Government of Ontario. The PPAO can be contacted at 1-800-578-2343. You are also free to contact a lawyer.

When will I be ready for discharge?

A physician order is required for your discharge. It is best to start talking about discharge as early as possible to plan what supports need to be in place to help you continue on your recovery journey. You are encouraged to work with your team to coordinate your discharge plans. If you have been taking new medications, a prescription will be given. We recommend that you follow up with your family doctor **within 2 weeks** of discharge. Outpatient mental health services may be offered to you if required. We aim to have patients discharged by **10:00am**.

You may speak with your nurse if you have any further questions or ask to speak with the manager if you have concerns that cannot be addressed by your nurse.

