



Acute Mental Health Inpatient Unit

Patient & Family Information Handbook

*Leading, Learning,
Caring For You*

Introduction

Our Acute Mental Health Unit offers a supportive and safe environment for individuals requiring short term treatment for acute mental health problems. Admission is designed to stabilize your symptoms and begin the process of recovery. During your stay staff will work with you to achieve reasonable short term goals and will assist you to link with community resources that will continue to support your recover upon discharge.

We recognize the important role that visitors play in your care. Your presence during a loved one's hospitalization supports healing and recovery. We encourage your involvement. Together we are partners in care.

As a support person, please:

- Introduce yourself and tell us how you would like to participate
- Alert staff if you notice a change in your loved one
- Prepare for your loved one's discharge home

About this Handbook

People with mental illness often call their recovery a personal journey.

Each person's experience with mental illness is different.

On Acute Mental Health, we believe in working with you as partners in your care. As much as possible, we work with you to make your own choices about which services, treatments and supports are right for you.

Being in hospital can be difficult. This handbook was created to answer some of the questions most often asked about our unit. We hope it will make your stay with us more comfortable.

Please talk to a staff member or our unit manager if you have any questions or concerns about your care here.

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What to Expect When you are Admitted

Your nurse will greet you and help you through the admission process which will include the following steps:

Initial Assessment: This includes taking your blood pressure, measuring your height and weight and asking questions about your reason for coming to hospital.

Allergy Assessment: Your nurse will ask if you have any allergies to medication, food, or the environment. You will be given a red allergy band that you should wear at all times if you have allergies.

Belongings Check: Your nurse will search your belongings with your consent in your presence. Any items that could be a threat to the safety of patients, staff or visitors are labelled with your name and securely stored. These items are returned on discharge. We ask that you send home all valuables (i.e. money, jewellery, credit cards, etc.).

Antibiotic Resistant Organism Screening: We screen for infections in hospital. Your nurse may take swabs for this reason. Please ask your nurse if you would like more information. We have brochures for your reference.

Unit Orientation: Your nurse will show you around to help you to become familiar with the layout of our unit.

Your Mental Healthcare Team

You are the most important member of your recovery team. You are encouraged to:

- Discuss your needs, ideas, problems, concerns and goals
- Provide complete and accurate information about your background
- Actively participate in your treatment

Family & Friends: We encourage you to consider who can support you in your recovery, including family, friends, professionals, and other community supports. The participation of family/significant others in your overall planning is valued.

Upon admission you will be assigned to a psychiatrist, a nurse, and other health care providers as needed. Do not hesitate to identify others who may be helpful in your recovery.

Psychiatrist: Assesses, diagnoses and treats mental health disorders. The psychiatrist checks your progress and works with you and the team to make decisions about your treatment.

Medical Doctor: Provides physical health assessment and medical treatment.

Nurse: Works with you to develop your recovery plan with the rest of the team. A specific nurse works with you each shift.

Clinical Resource Nurse: Oversees the care of all patients on the unit.

Social Worker: Identifies and assists you and your family with concerns regarding:

- Being in hospital and away from your loved ones, friends and job
- Financial and housing issues
- Liaison with community resources
- Discharge planning and follow-up appointments

Recreation Therapist: Helps you build skills to take part in meaningful activities that can help you regain confidence and live a healthier life.

Spiritual Care Provider: Making sense of life's challenges is an important aspect of recovery. Upon request we can facilitate you being connected with a spiritual care provider.

Peer Support Workers: Are individuals with personal experience with recovery. Their role is to accompany you in your process of recovery by sharing wellness strategies, tools and information.

Service Navigator: Supports transition from the hospital to home with follow-up in the community.

Other professionals who may be involved in your care:

- Physiotherapy
- Occupational Therapy
- Respiratory Therapy
- Pharmacy
- Dietary

What to Bring for your Hospital Stay

As storage is limited and some items are not allowed for safety and infection control purposes. Please consider bringing minimal belongings.

We recommend:

- Two or three changes of clothes
- Toiletries (such as soap, shampoo, toothbrush and toothpaste, shaving supplies and sanitary products)
- Slippers, walking shoes

We expect your loved ones to address your laundry needs.

Please note that we are a scent free environment.

Safety & Security

An important part of being in hospital is having a safe environment for patients, staff and visitors. We have several guidelines we ask you to follow

- Belongings that you or your family/friends bring to AMH will be searched by staff with consent
- Some belongings may be sent home or securely stored such as electronic devices, razors, belts, cords, corded devices, sharp objects, glass, scissors, wires, plastic bags, craft supplies, etc.
- Cellular phones, cameras, laptops, and any other personal devices capable of recording are not to be used on the unit by patients or visitors for reasons of confidentiality.
- Drugs and alcohol are strictly prohibited in the hospital.
- **Pembroke Regional Hospital is a smoke/vapour-free environment. Nicotine replacement therapy is provided.**

Passes

We recommend that an initial assessment be conducted by your psychiatrist/physician prior to be granted passes.

- **Grounds pass:** on the hospital grounds (1 hour duration from 8 a.m. - 8 p.m.)
- **Patio pass:** on the patio outside the unit with staff accompaniment
- **Day pass:** during the day (8 a.m. - 8 p.m.)
- **Overnight pass:** to support a trial / transition home
- **Weekend pass:** Friday to Sunday (departure pre-determined, return by 8 p.m.)

Daily Routine

During your stay, try to do as much for yourself as possible. This will help you to stay independent and will prepare you for discharge. If you need help with your everyday activities, talk to your health care team. Regular sleep, eating and routine activity is important for recovery.

Showers

There are three shower rooms (one with a tub). If you wish to have a shower in the morning we encourage you to do so before groups start at 9:30 a.m.

Meals

Meals are delivered to the unit three times a day with the approximate times of 8:30 a.m. for breakfast, 12:30 p.m. for lunch and 5:30 p.m. for dinner. Please inform your nurse of any allergies or dietary restrictions. Patients are encouraged to eat meals in the patient lounge.

Snacks

Juice, milk, decaffeinated tea and coffee and fresh fruit are available. Sandwiches are available on request.

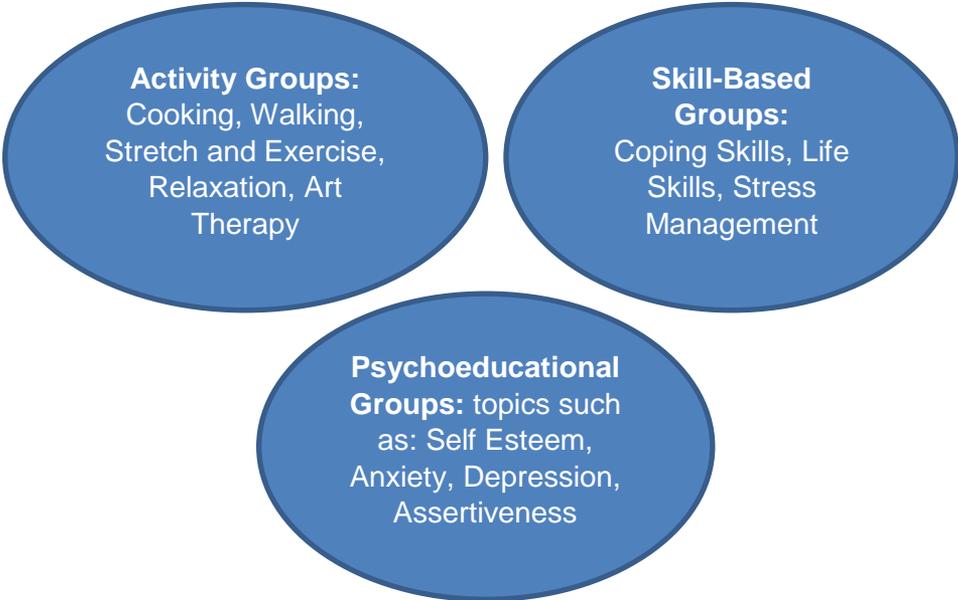
Medications

Medication management is an important part of your recovery plan. We will work with you to understand benefits, side effects and precautions. Your assigned nurse provides the medication prescribed by your physician. Medications are dispensed by the hospital pharmacy and provided at the medication door by the front desk. Certain medications may not be readily available and you may be requested to bring in your own supply.

Therapeutic Program/Groups

We hope that you will benefit from the wide range of groups/activities offered. Activity calendars are posted in the patient lounge and in your room. Discuss with staff which groups are a good fit for you as you work towards your recovery.

Groups offered include:



Activity Groups:
Cooking, Walking,
Stretch and Exercise,
Relaxation, Art
Therapy

**Skill-Based
Groups:**
Coping Skills, Life
Skills, Stress
Management

**Psychoeducational
Groups:** topics such
as: Self Esteem,
Anxiety, Depression,
Assertiveness

General Guidelines

To promote a private and healing environment please use the lounge areas for socialization rather than a patient room. The lounge is open from 6:00 a.m. to 10:30 p.m. Ensure the TV programs and movies on in the lounge are appropriate and sensitive to the needs of all individuals.

The Quiet Room is also available for patients and families. This is a space for quiet relaxation, reflection, reading, meditation, and study. Staff can assist you to access the Recovery Library.

Rooms are assigned by staff according to clinical/administrative need. Patients should only access their assigned rooms. Please keep doors and bedside curtains open for safety purposes.

It is important that you focus on **your own recovery**. We encourage patients to communicate their personal concerns/needs with staff members rather than each other.

Family and Visitor Information

Visiting hours are from 11:30 a.m. to 8:30 p.m. daily. All visitors should identify themselves at the Nursing Station and ensure any belongings brought in for patients are checked.

Our phone number is **(613) 732-2811**.

- Extensions for nursing station: 6144 and 6145

There are three phones available for patient use between 8:00 a.m. and 10:00 p.m.

- Extensions for patient phones: 6154 (in patient lounge), 6133 (end of hallway), 6198 (outside kitchenette)

Privacy and Confidentiality

We respect your privacy and confidentiality. Personal information obtained will only be shared within the circle of care. Inform your nurse who you wish your care team to communicate with as part of your circle of care. This consent will be noted in your chart.

The information that you and other patients share during individual or group interactions must not be shared outside the hospital.

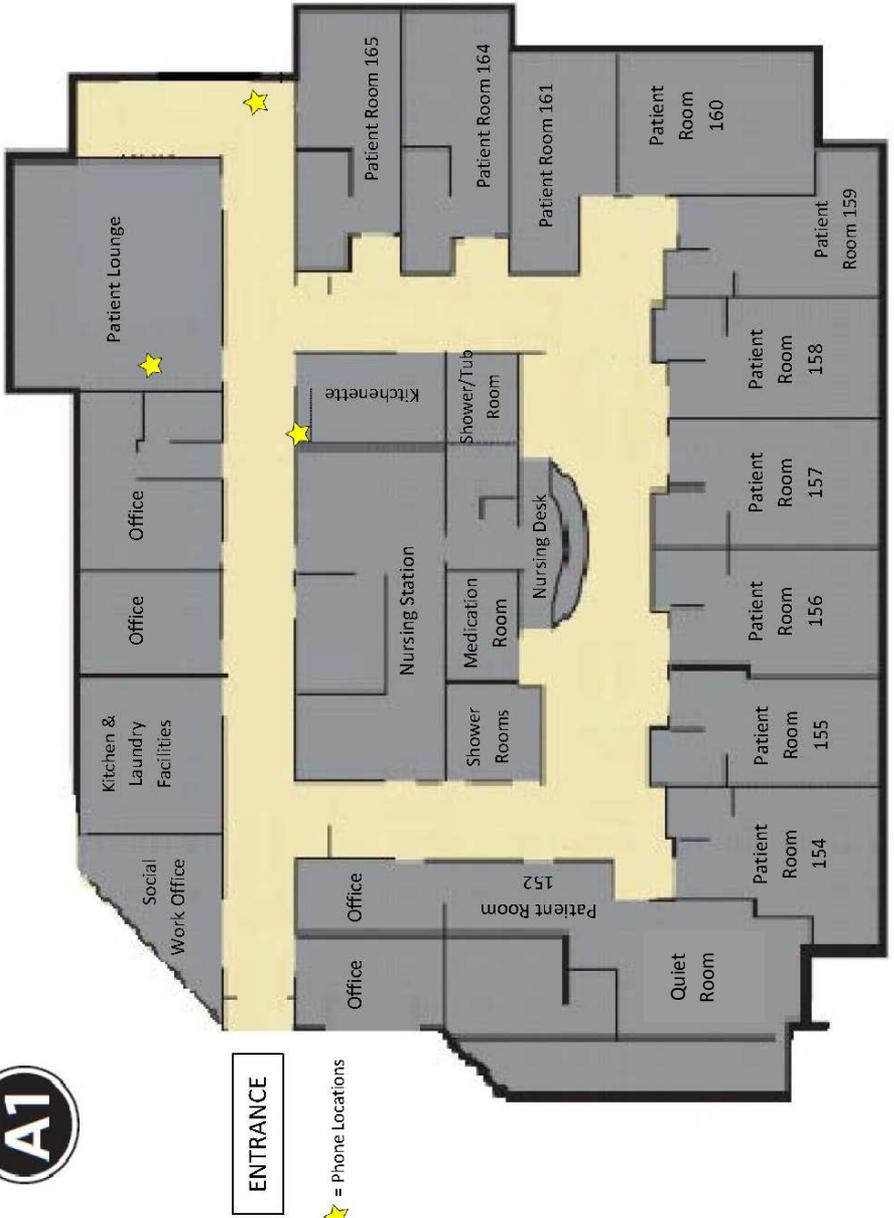
A video surveillance system is installed in common areas and some patient rooms to assist the care and monitoring of patients.

Code of Conduct

The Pembroke Regional Hospital values mutual respect. Please take the time to familiarize yourself with the Bill of Rights and Responsibilities posted in the hallway on the unit.

Map of AMH Unit

Tower A, Acute Mental Health



ENTRANCE

★ = Phone Locations

Resources

Learning as much as possible about your condition is important. We welcome you to use our library of resources to better understand and manage your illness.

Some Helpful Websites:

www.pembrokeregionalhospital.ca (Mental Health Services)

www.ementalhealth.ca

www.choicesinrecovery.com

www.getselfhelp.co.uk

www.cmha.ca

www.nimh.nih.gov

www.canada.ca

www.ontario.ca

www.pembrokeaa.org/

www.renfrewcountyaddictiontreatment.ca

www.renfrewlegalclinic.org

www.healthcareathome.ca/champlain/en

www.communitylivingupperottawavalley.ca

Community Resources:

Community Mental Health Programs

Central Intake Referral Line: 613-732-8770 or

Toll free: 1-800-991-7711

Mental Health Crisis Line

1-866-996-0991 (24/7, Bilingual)

Adult Counselling Services

North Renfrew Family Services: 613-584-3358

Pembroke Regional Hospital Adult Counselling Services
613-732-8770 or Toll-free 1-800-991-7711

Women's Services:

Bernadette McCann House
613-732-3131 or Crisis Line: 1-800-267-4930

Women's Sexual Assault Centre of Renfrew County
1-800-663-3060
24 Hour Support and Crisis Line, Main Office: 613-735-5551

Addiction Programs:

Addictions Treatment Service
613-432-9855 or 1-800-265-0197

Pathways

613-432-8573 or 613-732-0151 or 1-888-241-1135

Mackay Manor

613-432-4946 or 1-877-819-4181

Renfrew County Community Withdrawal Management Services

613-432-7620

Child & Youth Services:

Child, Youth & Family Crisis Line for Eastern Ontario
1-877-377-7775 (Bilingual)

Family & Children's Services of Renfrew County

613-735-6866 or 1-800-267-5878

Phoenix Centre for Children & Families

613-735-2374 or 1-800-465-1870 or Crisis Line: 1-877-377-7775

KIDS Help Line

1-800-668-6868

Robbie Dean Family Counselling Centre

613-629-4243

Assault Services for Adults and Children:

Regional Assault Care Centre at Renfrew Victoria Hospital

1-800-363-7222 (24/7)

Income Maintenance Programs:

Ontario Works

- Pembroke: 613-732-2601 or 1-866-897-4849
- Renfrew: 613-433-9846 or 1-888-281-7526
- Arnprior: 613-623-5426 or 1-844-623-5426
- Killaloe: 613-757-0770

Ontario Disability Support Program (ODSP)

- Pembroke: 613-735-1073 or Toll-free 1-800-267-0112
- Renfrew: 613-432-4886 or Toll-free 1-800-267-5872

Canada Pension Plan

- 1-800-277-9914

Housing Services:

Renfrew County Housing Corporation

- Pembroke: 613-735-0782 or 1-888-256-0063
- Renfrew: 613-432-3679
- Arnprior: 613-623-7951

Homelessness Prevention Program

613-732-2601 or 1-866-897-4849

Legal Services:

Renfrew County Legal Clinic

613-432-8146 or 1-800-267-5871

Senior Services:

Elder Abuse Response Services

1-800-363-7222

Community Care Access Centre

1-888-421-2222

Carefor Health and Community Services

613-732-9993

