

Patient & Family Handbook for the Mental Health Department



**WINDSOR
REGIONAL
HOSPITAL**

OUTSTANDING CARE – NO EXCEPTIONS!

Table of Contents

The Patient Experience

Welcome to the Mental Health Department at WRH	3
What you can Expect	3
Patient Bill of Rights & Responsibilities	3
The Patient Journey	5

Helpful Information

Admission	5
Discharges	6
Voluntary vs. Involuntary Admission	6
Common Mental Health Forms	7
Accommodation	8
Clothing & Laundry	8
Food	8
Storage	8
Valuables & Cash	8

Facility Guidelines

Drugs & Alcohol	9
Cell Phones/Electronic Devices	9
Photography & Videography	9
Passes and Leaves	9
Patient Bracelet	9
Scent-free Policy	10
Smoke-free Policy	10

Visiting Guidelines

General Visiting Policies	10
-------------------------------------	----

Safety & Security

Patient Safety	11
Searching of a Patient and/or belongings	11
Security Services	11
Falls Prevention	11

Table of Contents continued:

Windsor Regional Hospital Mental Health Care Team

Psychiatrist 12
Hospitalist 12
Medical Residents & Students 12
Psychiatric Assessment Nurse 12
Registered Nurse & Registered Practical Nurse 12
Social Work 13
Occupational Therapy 13

Intervention and Multi-Disciplinary Care

Individual/Group Therapy 13
Family Meetings 13
Leadership Rounds 13
Comfort Rounds 13
Multi-Disciplinary Care Rounds 13

Complaints/Concerns/Compliments

WRH Patient Advocate Office 14

Management Team 14

Community Services 15

Community Services (Continued) 16



The Patient Experience

Welcome to the Mental Health Department at Windsor Regional Hospital

This patient and family handbook is dedicated to providing you with information that you or your family members/friends/visitors may need. If you have any questions or concerns that have not been addressed in this handbook, please connect with a staff member or management team and we will be happy to assist you through your journey and care plan.

What you can Expect

At Windsor Regional Hospital we are committed to providing opportunities that will help you improve. We will work with you and your support network as you progress through your own recovery and achieve your goals.

Upon arrival, a member of your care team will review our admission process and procedures, the patient bill of rights, patient responsibilities and what to expect during your stay. In addition, your health care team will meet with you to discuss length of stay in hospital, therapeutic options, discharge planning and any further support that you may require.

Patient Bill of Rights & Responsibilities

The Patient's Bill of Rights & Responsibilities have been developed to help promote the dignity, well-being, worth and safety of all Windsor Regional Hospital patients while on the Mental Health Unit. This document is intended to continue growing to ensure that an organizational culture of compassion and respect is achieved.

Patient Bill of Rights

We believe that Patients have the right to:

- Be treated with consideration, courtesy and respect in a way that fully recognizes your dignity, individuality and cultural background.
- Privacy in care for your personal needs.
- Receive information concerning your medical condition, in terms you can understand and participate in decisions regarding your care.
- Receive an explanation about your treatment and tests including: benefits, risks and alternatives.
- Give or refuse consent to treatment, including medication and to be informed of the consequences of giving or refusing consent for treatment.
- Confidentiality of all information.
- Know the identity and profession of those responsible for your care.
- Express any concerns without fear of negative results.
- Reasonable accommodation if you have special needs or handicaps, in accordance with the law.
- Be heard and receive a response should you want to express your opinion about the care you have received.

Patient Responsibilities

We believe that Patients have the responsibility to:

- Participate with all caregivers in their treatment and rehabilitation.
- Provide accurate information regarding their care.
- Accept responsibility for the consequences of refusing treatment.
- Be considerate to all those providing care and to other patients.
- Observe and respect hospital rules and regulations.
- Be responsible for all personal property.
- Actively participate in discharge planning.
- Accept the responsibility for all uninsured financial obligations.
- Abstain from sexual intercourse and sexually inappropriate behavior or actions.
- Voice any concerns first to the health care provider or the Patient Representative, if necessary.

The Patient Journey

Your journey with the Mental Health Department may begin in the Emergency Department at Triage. At triage you will be assessed to determine if your needs are medical, psychiatric or both. You will consult with an Emergency Room Physician and Nurse who will assess whether you will be either discharged, or assessed by one or more of the following:

- A **Psychiatric Assessment Nurse** will complete a psychiatric assessment and make recommendations to the physician and psychiatrist regarding admission versus discharge. If discharged, the Psychiatric Assessment Nurse will complete a discharge plan, providing referrals and recommendations.
- A **Psychiatrist** in the Emergency Department will complete an assessment and will determine if you will be discharged home or require admission to the Mental Health Department (3rd Floor-Ouellette) for further assessment and/or treatment.
- A **Crisis Worker** from Hotel Dieu Grace Healthcare will complete a psychosocial assessment and offer community resources for support.

If hospitalization is required, you will be transferred to the Mental Health Unit where you will be assigned a room and a care team. Patients may be required to remain in the Emergency Room Department for an extended period of time while waiting for test results and due to in-patient bed unavailability. If this occurs, you will be cared for by the Emergency Room team until you are admitted.

Helpful Information

Admission

On admission, please hand in or send home all medications, including prescription creams, vitamins, herbal medicines and any other medication. Bring copies of Power of Attorney, advance directives and any other relevant information for your care.

Patients are encouraged to send home all personal belongings, including valuables, cell phones, laptops and cash as there is limited amount of storage on the unit. Valuables cannot be securely stored on treatment units and may be sent to the Cashier's office which is located in the Ouellette Avenue lobby within the hospital. Cashier's office is open Monday to Friday from 8:00am to 4:00pm. Luggage cannot be stored in our inpatient units. Please do not bring blankets or pillows from home.

Patients will be responsible for items that remain in their rooms.

Your clothing and personal belongings will be itemized and some items may be stored. These measures are intended to ensure patient safety while promoting patient care.

Discharges

Prior to discharge a family meeting is offered to discuss discharge supports and resources available for a successful discharge and transition to community and/or home.

At discharge, you will receive a written discharge plan that may include community partner appointments that have been pre-scheduled, a list of resources that may be useful on your recovery to wellness, and prescription(s) for medication.

Please arrange for transportation once the physician has provided a discharge date. If there are any transportation difficulties, please notify your care team for further support.

Voluntary vs. Involuntary Admission

Voluntary Admission

A patient may be admitted to the Mental Health Department with a voluntary status. A voluntary patient agrees to be in hospital. There are four ways to become a voluntary patient:

- You are admitted to the hospital as a voluntary patient if a physician determines you are in need of observation, stabilization and treatment that can be provided in hospital.
- You are detained in the hospital on an Application for Psychiatric
- Assessment (**Form 1**) or you are an involuntary patient with a certificate of involuntary admission or a renewal (**Form 3 or 4**) and the Form expires. (Please see below on information regarding forms).
- A psychiatrist changes your status while on the Mental Health Unit from involuntary to voluntary.
- You are admitted to hospital as a medical patient; however, the physician believes you should be transferred to the psychiatry unit.

Guidelines for admission under involuntary status include:

- The person may be a harm to themselves
- The person may be a harm to others
- The person cannot take care of themselves
- The person has a history of mental illness, discontinued treatment and is experiencing severe mental health symptoms again

Common Mental Health Forms

Form 1:

Provides detention to allow assessment of a person's mental state. This can occur when a physician reasonably believes the person is at risk of self-harm, harm to others, or unable to care for self without psychiatric treatment. A Form 1 is valid up to 72 hours.

Form 42

Notification to the patient that they are now on a Form 1 and the reason why. This is completed by the physician who is detaining the patient at the psychiatric facility.

Form 2

Completed by a Justice of the Peace based on the information presented by other members of the public, family members and others. A Form 2 is valid for 7 days.

Form 3

Certificate of involuntary admission. A Form 3 can last up to 14 days. To be completed after a Form 1.

Form 4

A Form 4 is the renewal of a Form 3.

Form 5

Cancellation of Form for involuntary status.

Form 9

A Form 9 is an order for return to the Hospital.

Form 30

Notification to the patient that they are on a Form 3 and why. A Form 30 is completed by the physician who completed the Form 3 and is given promptly to the patient. Patient will receive rights advice about right to appeal.

Accommodation

On the Mental Health Unit we have private and semi-private rooms. Rooms are assigned by staff and may change during your stay. Patients are **not** to enter other patients' rooms. Visiting with other patients are to take place in the unit lounges.

There are shower rooms on each unit. Showers are individual use only. They are secure/private and monitored by nursing staff.

Clothing & Laundry

Patients who are admitted to the psychiatric unit are provided hospital gowns for their stay. Personal clothing privileges may be provided after admission at the discretion of the psychiatrist and treatment team. There is a laundry facility on the psychiatric unit.

Staff will assist patients with their laundry if needed. Families are encouraged to take their loved ones clothes home to assist with laundry if possible.

Food

Meals and snacks are offered within inpatient dining rooms. Patients are not permitted to eat or store food in their rooms. Patients are able to order their meals in advance. Dietary restrictions are considered. Meals are monitored by nursing staff at all times.

Storage

Storage space in our facility is very limited. If you have belongings that need to be moved or stored at the time you are admitted, it is your responsibility to ensure that arrangements are made in advance.

Valuables & Cash

It is advised that valuable belongings are not brought to the hospital. If patients do present with valuables such as money, they will be held in the Cashier Department at Windsor Regional Hospital. Cashier offices are open from 8:00am-4:00pm Monday to Friday.

Facility Guidelines

Drugs & Alcohol

Drugs and alcohol can significantly interfere with a patient's treatment and rehabilitation. As a result, recreational drugs and alcohol are not permitted on the units and are not prescribed by your physician.

Cell Phones/Electronic Devices

Cell phones, cameras, tablets, etc. are not permitted on the psychiatric unit due to safety and privacy concerns. Please check with your care team for specific electronic devices allowed on your unit. For visitors- no cell phones or recording devices are allowed on our units.

Photography & Videography

Windsor Regional Hospital is committed to protecting the privacy of our patients, visitors, staff and affiliates in accordance with Personal Health Information Protection ACT (PHIPA) and the Freedom of Information and Protection of Privacy Act (FIPPA). Photography, videography or any other recording is strictly prohibited.

Passes and Leaves

Passes support individual treatment plans and are determined by physicians in collaboration with the treatment team. Times for starting and ending passes are set by your treatment team. Details about the terms of your pass must be discussed with your psychiatrist and nurse prior to leaving the unit.

To ensure your safety, you will be required to sign in and out at the nursing station when on a pass. A Patient Passport to Success will be completed prior to going on a pass. Upon returning from a pass, all patients will be required to go to Security and will go through security protocols before returning to the unit. Patients who are on a Form are not provided opportunities for passes.

Patient Bracelet

All patients will be required to wear a patient bracelet while admitted to the psychiatric unit. Each bracelet will have your identifying information. All patients are required to wear their bracelet while on pass and upon return to the unit.

Scent-free Policy

The Mental Health Department is a scent-sensitive/safe and latex-free environment. Please refrain from wearing scented products. Please consult with your treatment team before bringing any objects onto the unit that may contain scents or latex.

Smoke-free Policy

Windsor Regional Hospital is committed to providing a safe and smoke-free environment to all patients, staff and visitors. Windsor Regional Hospital has established a non-smoking policy, which governs this facility and is in accordance with the law.

Visiting Guidelines

General Visiting Policies

Visiting hours are from **4:00pm to 8:00pm daily**. A maximum of two adults per patient are allowed inside the unit at any one time. No children under the age of 16 will be allowed on the units. However, visits may be arranged off the unit, if this supports the patients' treatment plan. These visits must be arranged in advance. Please consult with your treatment team for further information.

Visitors must check in with Security prior to visiting. Visitors will sign in and out and store ALL personal belongings in a locker. To ensure safety, security guards will assist with checking any personal items that are brought onto the unit for the patient. Items may be sent home if they are considered contraband. No food or drink is permitted to be brought into the unit.

Please be mindful of the length of visit to allow all visitors a chance to visit their family and friends on the unit. Space may be limited.

Visitation may be restricted for some patients. Management, security and the patients care team discuss all visitation rights for all patients.

Safety & Security

Involuntary Admission

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.

Patient Safety

Patient safety is a priority for Windsor Regional Hospital. Providing a safe patient care experience while patients are receiving treatment within our department is paramount. Safety protocols and procedures are reviewed between the Security department and Mental Health department. If you would like more information about our safety initiatives at our facility, please do not hesitate to contact your care team.

Searching of a Patient and/or belongings

Security searches on the in-patient unit are periodically scheduled to ensure that a safe and therapeutic environment is maintained. At this time, patient belongings will also be searched at which time patients will congregate into the unit lobby until the search is over. Searches are conducted by Security, Nursing Staff and Management.

Security Services

Security at Windsor Regional Hospital is present 24 hours a day, seven days a week. The Security services office is located in the parking garage on the first floor.

The Mental Health Department has a designated security staff 24 hours a day, seven days a week. Routine rounding and support is offered by security personnel. Additional security staff are present, if needed. There is video surveillance on the Mental Health Units and monitored by security personnel.

Falls Prevention

Patients fall risk is assessed by our nursing team. Fall risk prevention is discussed with the care team at daily clinical rounds. Interventions will be incorporated to patient's care.

As a team, we encourage families and friends to inform our staff about your loved one's medical history, fall history and fall risk. This collateral information will assist with the safety and security of our patients.

Windsor Regional Hospital Mental Health Care Team

Psychiatrist

A psychiatrist is a physician specializing in the assessment, diagnosis and treatment of mental health disorders. With a medical degree and five years post-graduate training in psychiatry, a psychiatrist may use a variety of medication and/or psychotherapeutic interventions to treat their patients.

Hospitalist

Hospitalist's are physicians who oversee the general medical/physical care of hospitalized patients. Patients are referred to the Hospitalist's through our care team.

Medical Residents & Students

At Windsor Regional Hospital we train and teach medical residents and students in various disciplines. If there is a student involved in your care, you will be notified and introduced to him/her. You have the right to decline having a student involved in your care and that choice will not affect your care in any way.

Psychiatric Assessment Nurse

Our Psychiatric Assessment Nurses (PAN) are assigned to the Emergency Department. PANs complete their assessment and work directly with the psychiatrist, Emergency Department and the psychiatric floor. They assist with admissions, discharges and safety planning.

Registered Nurse & Registered Practical Nurse

Registered Nurses (RNs) and Registered Practical Nurses (RPNs) are your primary care providers during your stay in hospital. Our nursing staff provide skilled support, medication management, health teaching and proactive interventions to patients and their families.

Social Work

Social Workers provide assessment, discharge planning and safety planning while a patient is in hospital. They assist in addressing individual's interpersonal and social concerns and are intended to enhance a patient's social functioning. The Social Worker is often the main contact for the family and community support worker.

Occupational Therapy

Occupational Therapists provide assessment and group therapy on the Mental Health Unit. They support patients in completing activities for independence, health and daily management.

Intervention and Multi-Disciplinary Care

Individual/Group Therapy

Individual and/or group therapy is offered to our patients Monday-Friday. We encourage all patients to ask their care team about therapies/activities offered.

Family Meetings

Family meetings are offered to assist with the care planning and discharge planning for our patients. Family meetings are scheduled with the patient's care team.

Leadership Rounds

Management completes leadership rounding with our patients weekly. The management team consults with patients and address any concerns that may arise with the patient's treatment or hospitalization.

Comfort Rounds

Comfort Rounds are completed every 2 hours by nursing staff with the focus on assessing and addressing specific patient needs. Comfort Rounds are completed above and beyond nursing care/treatment.

Multi-Disciplinary Care Rounds

Multi-disciplinary care rounds are completed Monday-Friday with our care team. During care rounds, our team discusses each patient's progress, treatment, barriers, complaints, discharge plans, etc.

Complaints/Concerns/Compliments

WRH Patient Advocate Office

Windsor Regional Hospital has a Patient Advocate Office. The Patient Advocate works to resolve issues associated with patient rights.

The Patient Advocate at the Windsor Regional Hospital-Ouellette Campus can be reached at 519-973-4411 extension 34404.

Management Team

Director Mental Health

519-973-4411 ext. 33894

Manager Mental Health

519-973-4411 ext. 33790



Community Services

As an organization we work closely with our community partners to assist with discharge planning, rehabilitation and outpatient programming. Below are a list of community partners. Should you or your loved one request further information about these community partners or other resources, please do not hesitate to connect with your care team.

Canadian Mental Health Association

1400 Windsor Ave., Windsor, ON. N8X 3L9
519-255-7440

Community Outreach and Support Team (COAST)

519-255-6700 ext. 4203

Community Crisis Centre (CCC)

744 Ouellette Ave., Windsor, ON. N9A 1C3
519-973-4435

Downtown Mission

664 Victoria Ave., Windsor, ON N9A 4N2
519-973-5573

Family Services Windsor

1770 Langlois Ave., Windsor, ON. N8X 4M5
519-966-5010

Hotel Dieu Grace Healthcare (HDGH)

1453 Prince Rd., Windsor, ON. N9C 3Z4
519-257-5111

Maryvale Adolescent & Family Services

940 Prince Rd., Windsor, ON. N9C 2Z5
519-258-0484

Mental Health Connections

370 Erie St. East, Windsor, ON. N9A 4L9
519-256-4854

Mental Health Response Unit (MHRU)

519-723-4600 or 519-324-0123

Sexual Assault Crisis Centre

1770 Langlois Ave., Windsor, ON. N8X 4M5
519-253-3100

Street Health

711 Pelissier St., Windsor, ON. N9A 4L4

Teen Health Centre

1361 Ouellette Ave., Windsor ON. N8X 1J6
519-253-8481

Transitional Stability Centre (TSC)

744 Ouellette Ave., Windsor, ON. N9A 1C3
519-257-5224

Welcome Centre Shelter for Women

263 Bridge Ave., Windsor, ON. N9B 2M1
519-971-7595



COMPASSION is our PASSION

Ouellette Campus
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N9A 1E1
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www.wrh.on.ca

For information about the new
Windsor-Essex Hospital System
www.windsorhospitals.ca