COMPASSION is our

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www.wrh.on.ca



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



Welcome to the **Mental Health Department**



9219-D (Rev: 10/29/2024)

ATTENTION PATIENTS & VISITORS

OUR HOSPITAL IS A HEALING ENVIRONMENT. AGGRESSIVE BEHAVIOUR WILL NOT BE TOLERATED.

EXAMPLES OF AGGRESSIVE BEHAVIOUR INCLUDE:

- Physical assault
- Verbal harassment
- Abusive language
- Sexual assault harassment
- Threats
- Failure to respond to staff instructions

There is a **zero tolerance** for all forms of aggression. Incidents may result in removal from this facility and prosecution.

Administration supports staff in pressing charges for aggressive behaviour they encounter while caring for patients.





Our Policies:

Patient Rights and Responsibilities, #390.00.
Disruptive Patient Policy, #944.75.
Workplace Violence Prevention Plan, #554.00

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This booklet is a guide for patients and their loved ones who have come to Inpatient Mental Health for care.

We, as your multi-disciplinary team, are dedicated to providing a compassionate environment to assist in your journey to recovery. If you have questions or concerns that have not been addressed in this handbook, please connect with a staff member or a member of the management team.

In keeping with Windsor Regional Hospital's vision, we will do our best to provide outstanding care.

Introducing Your Healthcare Team	
Psychiatrist : A psychiatrist is a physician specializing in the assessment, diagnosis, and treatment of mental health disorders. A psychiatrist may use a variety of medication and/or psychotherapeutic interventions to treat their patients.	
Nurse : The RN and RPN assigned to you will be your primary care provider during your stay in hospital. Our nursing staff provide skilled support, medication management, health teaching and proactive interventions to patients, and their loved ones.	
Occupational Therapist: Occupational Therapists provide assessment and group therapy on the mental health unit. They support patients in completing activities for independence, health, and daily management.	
Social Worker: Social Workers provide assessment, discharge planning, and safety planning while the patient is in the hospital. They assist in addressing individual, interpersonal, and social concerns intended to enhance a patient's social functioning.	
Rehab Assistant: In collaboration with the occupational therapist, rehab assistants facilitate numerous groups on the inpatient unit to encourage positive patient interaction and develop healthy coping mechanisms.	
Hospitalist: Hospitalists are physicians who oversee the general medical/physical care of hospitalized individuals. Patients are referred to the hospitalist through our care team.	
Personal Supports: May include family and friends of the patient.	
All members of your multi-disciplinary team will work together to develop an appropriate treatment plan that fits your needs	

Patient's Rights

Voluntary Patient

A person who has agreed to be admitted to and/or agreed to stay on the inpatient mental health unit for care, observation, and treatment.

Examples;

- A patient brought to hospital and agrees with the psychiatrist's decision for admission.
- A patient admitted involuntarily, may have their status changed to voluntary when their condition improves and they agree to remain in hospital.
- A patient admitted to hospital as a medical patient; however, the physician believes the patient should be transferred to the mental health unit for care, observation, and treatment.

Involuntary Patient

A person who has been assessed by a psychiatrist and found to meet a certain criteria set out by the Mental Health Act, following which the person is admitted and detailed as an involuntary patient (person subject of a Form 3 or Form 4).

- 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 police.

See next page for summary of common Mental Health Forms.

Common Mental Health Forms

Tifle	<u>a</u>	Notes
Application by Psychiatric As	Application by Physician for Psychiatric Assessment	Form 1 authorizes apprehension and detention for up to 72 hours in a psychiatric facility for the purpose of a psychiatric assessment.
		Form 42 (notice to patient) is required.
Order for examination	ination	Form 2 is an order from a Justice of the Peace that authorizes police officers to bring in an individual for psychiatric examination.
		Valid for up to 7 days.
Certificate of Involantary Admission	olantary	Form 3 is completed on an involuntary admission to a psychiatric facility and provides authority to detain the patient for up to 2 weeks.
		Form 30 (notice to patient) is required. Form 50 (confirmation of rights advice) is required.
Certificate of Renewal	newal	Form 4 renews involuntary admission, if completed prior to expiry of Form 3. Provides authority to detain the patient for up to one, two, or three months, depending on whether it is a first, second, or third renewal.
		Form 30 (notice to patient) is required. Form 50 (confirmation of rights advice) is required.

Form	Title	Notes
Form 33 Form 50	Notice to Patient	Form 33 written notice to the patient of a finding of: Incapacity with respect to treatment of a mental disorder Incapacity to manage property, or Incapacity with respect to collection, use or disclosure of personal health information
		Form 50 (confirmation of rights advice) is required.
Form 45 Form 50 Form 47	Community Treatment Order	Form 47 issued for a violation of the terms of a CTO; authorizes police officers to apprehend patient and return him or her to psychiatric facility.

A Practical Guide to Mental Health and the Law in Ontario, OHA (2016)

Our Inpatient Mental Health Unit	
While admitted to the inpatient mental health unit, there are specific policies and procedures in place to maintain the safety of our patients, staff, and family members.	
General Guidelines	
 Visiting Hours: 4:00 pm to 8:00 pm daily. A maximum of 2 adults allowed on the visitation list for the duration of stay. A maximum of one adult per patient per day is allowed inside the unit at any one time. No children under the age of 16 years are permitted to visit. We highly encourage participation of family/friends in the plan of care and with family meetings. 	
Meal Times:(approximate) • 800 am - 9:00 am: Breakfast • 11:30 am - 1:30 pm: Lunch • In between Snack • 4:30 pm - 6:30 pm: Dinner • Bedtime Snack	
Showers: May be permitted between 8:00 am to 9:00 pm.	
Phones: No personal phones are allowed on the unit. Patients can utilize the hospital telephone to call local numbers. If phone calls are inappropriate or aggressive, staff have the ability to revoke phone privileges.	
Lounge/Common Areas: Are available for activities, games, music, visiting, etc. Patients must display appropriate behaviour and respect towards others in the common area.	

Personal Items

Permitted on Unit

- Hearing aids/assistive devices
- Books –soft cover only
- Undergarments- socks, underwear, sports bras only
- Music/MP3 players can be used provided they do not have recording capabilities and follow the guidelines of being safe to use on the unit
- Female Sanitary products permitted if in an unopened package

Prohibited on Unit

- Jewellery
- Outside food items
- Cell phones, laptops, tablets
- Shoes/slippers/sandals- exceptions can be made
- Toiletries- these items are supplied by the hospital
- Valuables/Cash- we advise these items not to be brought to hospital. If patients do present with valuables such as cash, these items will be held in the Cashier Office Department at Windsor Regional Hospital. Cashier offices are open from 8:00 am to 4:00 pm, Monday through Friday.

Personal clothing and belongings will be collected and stored in a locked space for the duration of stay.

Storage Space is limited, therefore excessive items that are not required for the duration of your stay are strongly encouraged to be brought home by family or friends*

Medications	
While on the Inpatient Mental Health Unit, your assigned physician will prescribe you medications appropriate for your	
treatment and your nurse will administer them. It is important that you are aware of the medications you are taking, why you are taking them, and when you should be taking them. Please ask	
your doctor and or nurse if you have questions regarding your medication prescribed.	
Questions you have about your medication?	

Free Journal Space

The following pages have been set-aside for you to use for your own personal reflection. In these pages, you can write whatever it is you feel like journaling about.

Remember, this journal is your personal booklet, and no one will be looking at it other than yourself (unless you have given permission otherwise).

You can also add the date of your entry as you are writing in your journal space:

Questions for the Treatment Team

Being a leader in your treatment means that you have the right to ask questions that you feel are important. Record any questions or concerns you might have for your healthcare team. (Note: Once you have gotten your questions answered, you might want to go back and comment on what you learned in relation to each question.)

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Questions y	ou have for your Nurse?
Questions y	ou have for your Nurse?
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Questions y	ou have for your Nurse?

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Questions you have for your Social Worker?	Contacts	
	Management Team	
	Director of Mental Health 519-254-5577 ext 33790 Manager of Mental Health 519-254-5577 ext 31316	
	WRH Patient Advocate	
	Ouellette Campus 519-254-5577 ext 34404 Phone Numbers	
Questions you have for your Dietician?	Name	Number
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