

COMPASSION is our PASSION

Ouellette Campus
1030 Ouellette Ave
Windsor, ON
N9A 1E1
519-254-5577

www.wrh.on.ca  

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



Welcome to the Mental Health Department



OUTSTANDING CARE – NO EXCEPTIONS!

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.

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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.

