

# **Mental Health Inpatient Unit**

**Patient & Family Information  
Booklet**



Queensway Carleton  
Hospital

## **Your Health Care - Be Involved**

- **Be involved in your health care. Speak up if you have questions or concerns about your care.**
- **Tell a member of your health care team about your past illnesses and your current health condition.**
- **Bring all of your medicines with you when you go to the hospital or to a medical appointment.**
- **Tell a member of your care team if you have ever had an allergic or bad reaction to any medicine or food.**
- **Make sure you know what to do when you go home from the hospital or from your medical appointment.**

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

*The information contained in this booklet is not specific 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 particular health care needs.*

**Protect Yourself! Clean your hands frequently and ask your health care providers and visitors to do the same. Clean Hands Saves Lives.**

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## Introduction

On behalf of Queensway Carleton Hospital Mental Health Team, we welcome you to our inpatient unit. You have been admitted to provide short-term treatment towards your recovery.

## Your Mental Healthcare Team

You are the most important member of your recovery team. Your role is to:

- discuss your needs, ideas, problems, concerns and goals.
- provide complete and accurate information about your background.
- actively participate in your treatment.

Upon admission you will be assigned to a Psychiatrist, a Nurse, and other health care providers as needed. You are encouraged to be proactive in your care and assist in identifying who may be helpful for your recovery.

**Psychiatrist:** A medical doctor with a specialty in the diagnosis and treatment of mental illnesses.

**Medical Doctor:** Will provide physical health assessment.

**Nursing Staff:** Will provide nursing care and is your primary contact for addressing concerns and receiving medication.

**Social Work:** Assists with obtaining personal history and collateral information, provides supportive counseling to you and your family, and links to community resources.

**Occupational Therapist:** Assesses function and addresses how you can improve your engagement in everyday activities.

**Recreation Therapist:** Enables individuals to achieve quality of life through meaningful participation in group programming and individual leisure.

**Psychologist:** Provides group and individual psychotherapy, and assists with diagnostic clarification, as required.

**Spiritual Care:** Can be requested for support if desired.

## **Peer support and family peer support services**

Trained individuals, with experience living with mental health and/or substance use challenges, or of providing support to a loved one in the recovery process, are available for you and your family. Peer and Family Support Workers offer individual and group support, as well as bridging to peer and family resources in hospital and the community.

These individuals are not QCH staff, but employed by Psychiatric Survivors Ottawa. For additional information visit: [www.psychiatricsurvivors.org](http://www.psychiatricsurvivors.org)

Peer Support: 613-721-2000. ext. 3968

Family Support: 613-721-2000. ext. 3978

## **Our expectations of you during your Hospital stay**

With the support of the team, you will be encouraged to build on your strengths and to identify goals you want to work on. Queensway Carleton Hospital values mutual respect, threatening and disrespectful behavior or language is not acceptable.

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 better and stay well. In planning for 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 supports. The participation of family/significant others in your overall planning is valued.

## **What to bring for your Hospital stay**

Please consider only having your minimum basic requirements. Storage space is limited and some items are not allowed for hospital safety and infection control purposes. Please label your personal items.

- Two or three full changes of clothes (including underwear and socks); consider comfort for physical activity groups. Laundry facilities are available for patient use.

- Toiletries (such as soap, shampoo, toothbrush and toothpaste, shaving supplies, and sanitary products). **No scented products please.**
- Slippers, walking shoes, reusable water bottle.
- You may be requested to bring in your own medication.

## What NOT to bring

- Personal bedding items or stuffed animals.
- Items that may cause harm such as sharp objects, glass, scissors, wires, plastic bags, craft supplies and corded devices.
- We ask that you send home all valuables when you are admitted to the hospital or at the earliest possible moment (i.e. money, jewelry, credit cards, etc.).

## 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:

- On admission, your belongings will be searched by staff.
- Some belongings may be sent home or kept behind the nursing station, such as, electronic devices, razors, belts, cords, etc.
- If family or friends bring belongings in for you, these belongings must be brought to the Nursing Station immediately for review. We reserve the right to restrict any visitor and the items they bring.
- Small battery powered devices such as clock radios and media players are permitted as long as they do not disturb others.
- 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. Remember when you are out on a pass, alcohol and drugs can interfere with many medications and may jeopardize your recovery.
- Queensway Carleton Hospital is a smoke/vapour-free environment. Nicotine Replacement Therapy is provided.

## Levels of responsibility

These require a Physician's order, and are individualized based on your treatment plan. Passes may be used to facilitate progress toward your recovery.

**Ward:** You may not leave the Mental Health Unit.

**Accompanied grounds:** You may leave the unit (not the hospital grounds) when accompanied by family or friends (not other patients). You need to sign out, return within 30 minutes, and then sign back in.

**Full grounds:** You may leave the unit (not the hospital grounds) during personal times. You need to sign out, return within 30 minutes, and then sign back in.

**Constructive passes:** You may leave the hospital grounds before 2:00 p.m. or after 5:00 p.m. for planned purposes, until 9:00 p.m.

**Day passes:** 9:00 a.m. to 9:00 p.m. Saturday and/or Sunday.

**Overnight passes:** You may leave the Hospital overnight.

**Weekend /Holiday pass:** You may leave the Hospital for a weekend pass.

- The terms of all passes are to be discussed with your Nurse prior to departure and check-in upon return.
- All belongings are to be searched upon return from passes.

## Unit programming

The unit schedule typically operates as follows:

<b>Time</b>	<b>Monday to Friday</b>
7:00 a.m. - 9:15 a.m.	Breakfast and personal time
9:15 a.m. - 11:30 a.m.	Therapeutic program
11:30 a.m. - 1:00 p.m.	Lunch and personal time
1:00 p.m. - 4:00 p.m.	Therapeutic program
4:00 p.m. onward (2:00 p.m. on Friday)	Personal time Dinner served around 5:00 p.m
4:00 p.m. - 8:00 p.m.	Visiting hours
9:00 p.m.	Return to unit from passes
10:00 p.m.	All patients are to be on the unit No phone, shower or laundry use after this time
11:00 p.m.	All patients in their room (lights out) Lounge closes

Patients are expected to remain in the unit during therapeutic program times. The T.V. is to be off during programming time. Patients whose level of responsibility permits them to leave the unit may do so during the personal time on the schedule. You are responsible for taking your prescribed medication on time. Please be on the unit for these times.

We strongly encourage you to follow the structure of the unit schedule for your personal wellness. An important aspect when recovering from a crisis situation is to respect your physiological needs for regular sleep, eating, and activity routine. Regaining balance of your basic physiological needs contributes to regulating your emotions.

## Therapeutic program

A variety of groups are offered to help you to work toward your recovery. Discuss with staff which groups are a good fit for you. Refer to the group schedule posted on the unit for the group times.

## **Family and visitor information**

The unit door is locked. There is a door bell on the left. Please ring and gently pull on the door until it opens. Visitors are expected to check in at the nursing station when they arrive. There is no visiting in patient rooms. Visitors are limited to two people at a time. Children need to be supervised.

### **Visiting hours are as follows:**

Monday to Friday  
4:00 p.m. – 8:00 p.m.

Saturday, Sunday and Holidays  
11:30 a.m. – 8:00 p.m.

Common phone number for contacting patients:  
613-726-9877

Nursing Station phone number:  
613-721-2000 ext. 2860

The information in this handbook is a supplement to the Queensway Carleton Hospital Patient Handbook. Please refer to it for more detailed information. You may speak with your Nurse if you have any further questions.



# MY RECOVERY PLAN

Recovery is a way of living a satisfying, hopeful, and contributing life even with limitations caused by the illness. Recovery involves the development of new meaning and purpose in one's life as one grows beyond the effects of mental illness.

This is a plan you will develop with your care team over the duration of your stay to help you move forward in your recovery process. You are encouraged to seek assistance from your close social supports for feedback, and modify the plan as you gain more insight into what works best for you.

**I would like to achieve the following goal(s) while in Hospital:**

(e.g. To find a medication that works well to manage my symptoms; To develop a better understanding of my symptoms and effective coping skills to manage them; To shower daily before 9am; to sleep at least 6 hours/night)

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**My goal(s) for discharge:** (e.g. To achieve stability of my emotions/mood, To establish a daily structured routine; To get connected with a community support to work on my issues)

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**These are the qualities and strengths I have that will help me recover:**

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**What does wellness look like to me? This is how I look, feel and behave:**

(e.g. Socializing with people; feel happy, hopeful; have energy to do things; regular sleep; healthy appetite)

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It is important to balance activities to look after myself, to be productive, to be around other people, and to have fun. I will take the following steps to maintain my wellness on a regular basis:

<b>Activity</b>	<b>Details (frequency, kinds, types, who, etc.)</b>
<b>Sleeping</b> (going to bed/getting up at the same time every night/day)	
<b>Eating</b> (breakfast, lunch, dinner, snacks)	
<b>Exercise</b>	
<b>Hobbies</b>	
<b>Productive time</b> (work, cleaning, care giving, volunteering)	
<b>Social network</b> (regular contact with friends, family)	
<b>Other</b> (Personal care, Spirituality, meditation)	

The following are signs of relapse that are warning signals for me:

Situations that can “trigger” my relapse (e.g. conflicts; not getting enough sleep/sleeping too much; miss medication):

- \_\_\_\_\_
- \_\_\_\_\_

Physical symptoms (e.g. racing heart; tired; low energy; low concentration):

- \_\_\_\_\_
- \_\_\_\_\_

Thinking style or common thoughts I have (e.g. negative; racing; worrying; hearing voices; thinking people are against me):

- \_\_\_\_\_
- \_\_\_\_\_

Behaviour changes (e.g. sleep habits; appetite; motivation; withdrawing; substance use):

- \_\_\_\_\_
- \_\_\_\_\_

These contribute to feelings of (e.g. sadness; anger; fear):

- \_\_\_\_\_
- \_\_\_\_\_

When I notice these warning signs, I will take time to step back – review, re-evaluate and choose an appropriate response to cope more effectively with the issues (e.g. call a friend; use music; relaxation; challenge negative thoughts; recreation activities). The following are things I can do to help myself when I am

Stressed out:

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In full blown crisis:

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Getting closer to a crisis:

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New coping skills I am developing or trying to learn more about are:

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My current medications are:

Name	Dose	Times	Reason	Side effects reviewed with team member?

## My discharge supports and appointments are:

Family Doctor: \_\_\_\_\_ Next appointment: \_\_\_\_\_

Psychiatrist: \_\_\_\_\_

Other health professional: \_\_\_\_\_

Community supports: \_\_\_\_\_

The following people are available to support me in different ways (friends, family, and community):

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

What do I need from others if I ask for help? It's important to tell a support person how they can help. (e.g. just listen and let me vent, give me specific directions, or reassure me)

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This is what I have learned about myself during my Hospital stay:

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If I plan to make any changes after I leave the Hospital, they will be:

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I will take these steps to improve my wellness because:

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I will share this plan with \_\_\_\_\_  
to help support me in my recovery.

If my supports are not available, and my coping skills are not working, I can call the Crisis Line any time at 613-722-6914 in Ottawa, or 1-866-996-0991.

# COMMUNITY RESOURCES

## 24 HOUR CRISIS LINES

FIRE, POLICE, AMBULANCE EMERGENCIES .....	911
Mental Health Crisis Line of Eastern Ontario .....	613-722-6914
.....	1-866-996-0991
Lanark, Leeds & Grenville Distress Centre .....	1-800-465-4442
Distress Centre of Ottawa & Region .....	613-238-3311
Tel-Aide Outaouais–Urban Area.....	613-741-6433
Kids Help Phone (up to age 20).....	1-800-668-6868
Child, Youth, and Family Crisis Line of Eastern Ontario .....	613-260-2360
.....	1-877-377-7775
Ottawa Rape Crisis Centre .....	613-562-2333

## NEED A DOCTOR?

Health Care Connect.....	1-800-445-1822
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## FINANCIAL AID

Employment Insurance .....	1-800-206-7218
CPP / OAS .....	1-800-277-9914

## Ontario Works:

Ottawa Intake .....	613-560-6000
Ottawa (After Hours/Weekends/Holidays) .....	311
Arnprior and Killaloe .....	1-844-623-5426
Lanark .....	1-888-952-6275
Leeds and Grenville .....	1-800-267-8146
Renfrew.....	1-888-281-7526
Pembroke.....	1-866-897-4849

## Ontario Disability Support Program:

Ottawa.....	613-234-1188
Brockville.....	1-800-267-0834
Pembroke.....	1-800-267-0112
Renfrew.....	1-800-267-5872
Smiths Falls.....	1-800-267-7911

Essential Health & Social Supports (EHSS) .....	613-560-6000
Trillium Drug Program/ Drug Benefits Program (over age 65) .....	1-800-575-5386
K3C Credit Counselling .....	613-728-2041

## HOUSING

City of Ottawa Supportive Housing/ Domiciliary Hostels .....	613-580-2424, ext. 26586
Housing Help.....	613-563-4532
Ottawa Rooms.....	613-567-3503
Social Housing Registry of Ottawa .....	613-526-2088

## **EMERGENCY HOUSING & SHELTERS**

- Between 8:30 a.m. and 4:30 p.m., call the City of Ottawa Emergency Housing Worker or your OW/ ODSP Worker (if applicable) ..... 613-560-6000
- Between 4:30 p.m. and 8:30 a.m., and on weekends ..... 311

### **For Families:**

City of Ottawa Emergency Housing ..... 613-560-6000

### **For Men:**

Salvation Army ..... 613-241-1573

Shepherds of Good Hope ..... 613-241-6494

Union Mission ..... 613-234-1144

YSB Young Men's Shelter (16-21 years) ..... 613-907-8975

### **For Women:**

Cornerstone ..... 613-237-4669

Shepherds of Good Hope – Women's Outreach Shelter ..... 613-789-4179

YSB Young Women's Shelter (16-21 years) ..... 613-789-8220

### **For Women/Children Leaving Family Violence:**

Chrysalis House ..... 613-591-5901

Interval House ..... 613-234-5181

Nelson House ..... 613-225-3129

La Présence ..... 613-241-8297

Maison d'Amitié ..... 613-747-0020

## **BASIC NEEDS**

Ottawa Food Bank. <http://ottawafoodbank.ca/get-help> ..... 613-745-7001

Ottawa Neighbourhood Services (10 Rideau Heights Drive) ..... 613-728-3737

Tools for School, Christmas Exchange, Snowsuit Fund, Toy Mountain ..... 211

## **LEGAL SERVICES**

Legal Aid ..... 1-800-668-8258

Ottawa District Office (for existing Legal Aid Clients) ..... 613-238-7931

### **Community Legal Clinics:**

Ottawa ..... 613-241-7008

South Ottawa ..... 613-733-0140

West End Legal Services ..... 613-596-1641

Law Society Lawyer Referral Service ..... [www.lawsocietyreferralservice.ca](http://www.lawsocietyreferralservice.ca)

Ottawa Family Law Information Centre ..... 613-239-1274

Psychiatric Patient Advocacy Office ..... 1-800-578-2343

## **PARENTING**

Crossroads Children's Centre ..... 613-723-1623

Parent Resource Centre ..... 613-565-2467

## **EMPLOYMENT / VOCATIONAL**

Causeway .....	613-725-3494
Community Employment Resource Centre.....	613-828-2123
Employment Ontario.....	<a href="http://www.ontario.ca/employmentontario">www.ontario.ca/employmentontario</a>
Volunteer Ottawa.....	<a href="http://volunteerottawa.ca">http://volunteerottawa.ca</a>

## **ADDICTIONS**

Alcoholics Anonymous .....	613-237-6000
Amethyst Women's Addiction Centre .....	613-563-0363
Dave Smith Youth Treatment Centre.....	613-594-8333
Gamblers Anonymous .....	613-567-3271
Lifestyle Enrichment for Senior Adults (LESA).....	613-233-5430
Narcotics Anonymous.....	1-888-811-3887
Ottawa Addictions Access and Referral Service (OAARS) .....	613-241-5202
Ottawa Withdrawal Management Centre .....	613-241-1525
Overeaters Anonymous.....	613-820-5669
Renfrew County Alcohol & Drug Assessment.....	1-800-265-0197
Rideauwood Addictions and Family Services .....	613-724-4881
The Royal Mental Health Centre .....	613-722-6521
Sandy Hill CHC Addictions Services.....	613-789-8941
Serenity Renewal for Families .....	613-523-5143
SMART Recovery.....	<a href="http://www.smartrecovery.org">www.smartrecovery.org</a>
Tri-County Addictions Services	
• Smiths Falls .....	1-800-361-6948
• Brockville .....	1-800-563-0062

## **COMMUNITY HEALTH AND RESOURCE CENTRES**

<http://coalitionottawa.ca/en/find-your-chrc.aspx>

Carlington Community Health Centre .....	613-722-4000
Centretown Community Health Centre .....	613-233-4443
Eastern Ottawa Resource Centre.....	613-741-6025
Lowertown Community Resource Centre .....	613-789-3930
Nepaan, Rideau, Osgoode Community Resource Centre.....	613-596-5626
Orleans-Cumberland Community Resource Centre.....	613-830-4357
Pincrest-Queensway Community Health Centre.....	613-820-4922
Rideau-Rockliffe Community Resource Centre .....	613-745-0073
Sandy Hill Community Health Centre .....	613-789-1500
Somerset West Community Health Centre .....	613-238-8210
South East Ottawa Community Health Centre.....	613-737-5115
Vanier Community Service Centre.....	613-744-2892
Western Ottawa Community Resource Centre .....	613-591-3686

## **SEXUALITY AND SEXUAL HEALTH**

PFLAG (Parents and Friends of Lesbians and Gays) .....	<a href="http://www.pflagcanada.ca">www.pflagcanada.ca</a>
Pink Triangle Services .....	<a href="http://www.pinktriangle.org">www.pinktriangle.org</a>
Planned Parenthood.....	613-226-3234
Sexual Health Centre .....	613-234-4641

## **SERVICES FOR ABORIGINAL PEOPLE**

Kagita Mikam Employment Centre .....	613-565-8333
Métis Nation of Ontario.....	613-798-1488
Minwaashin Lodge .....	613-741-5590
Odawa Friendship Centre.....	613-722-3811
Tungasuvvingat Inuit .....	613-565-5885
Wabano Centre for Aboriginal Health .....	613-748-0657

## **MISCELLANEOUS SERVICES**

City of Ottawa .....	311
Community Information Ottawa .....	211
Children's Aid Society (CAS).....	613-747-7800
Community Care Access Centre (CCAC) .....	613-745-5525
Sandy Hill CHC Identification Clinic.....	613-789-6309
Youth Services Bureau (Employment, Housing, Justice).....	<a href="http://ysb.on.ca">http://ysb.on.ca</a>

## **COUNSELLING SERVICES**

Catholic Family Services Ottawa .....	613-233-8478
Family Services Ottawa.....	613-725-3601
Jewish Family Services of Ottawa .....	613-722-2225
Lanark County Mental Health .....	613-283-2170
Leeds Grenville Mental Health.....	1-866-499-8445
Men's Project.....	613-230-6179
Renfrew County Mental Health.....	613-732-8770
St. Paul University Centre for Counseling.....	613-782-3022
University of Ottawa Centre for Psychological Services.....	613-562-5289
Walk-In Counseling Clinic.....	<a href="http://www.walkincounselling.com">www.walkincounselling.com</a>
Youth Services Bureau-Mental Health (Ages 12-18) .....	613-562-3004

## **MUTUAL SUPPORT ASSOCIATIONS**

AIDS Committee of Ottawa.....	613-238-5014
A Post Psychiatric Leisure Experience (APPLE) .....	613-238-1209
Alzheimer Society of Ottawa and Renfrew County .....	613-523-4004
Anxiety Disorders Association of Ontario.....	613-729-6761
Arthritis Society (including support for Fibromyalgia) .....	613-723-1083

Bereaved Families of Ontario .....	613-567-4278
Canadian Cancer Society .....	613-723-1744
Canadian Diabetes Association .....	613-521-1902
Hopewell Eating Disorders Support Centre .....	613-241-3428
Mental Health Support Project-The Link (Lanark County) .....	613-284-4608
Mood Disorders Ottawa .....	613-526-5406
Multiple Sclerosis Society of Canada .....	613-728-1583
Ottawa OCD Support Group .....	<a href="http://www.ocdottawa.com">www.ocdottawa.com</a>
Parkinsons Society of Ottawa .....	613-722-9238
Psychiatric Survivors of Ottawa (PSO) .....	613-567-4379
Recovery Academy .....	<a href="http://www.recoveryacademy.ca">www.recoveryacademy.ca</a>
Schizophrenia Society of Ontario .....	1- 800-449-6367, ext. 251
Stroke Survivors Association of Ottawa .....	613-237-0650

### **FAMILY SUPPORT SERVICES**

Al-Anon .....	613-860-3431
National Alliance on Mental Illness Family-to-Family Education .....	613-737-7791
Oasis Kanata .....	613-435-1100
Ottawa OCD Parent/Family Support Group .....	<a href="http://www.ocdottawa.com">www.ocdottawa.com</a>
Ottawa Network for Borderline Personality Disorder .....	<a href="http://on-bpd.ca">http://on-bpd.ca</a>
Parents Lifeline of Eastern Ontario (PLEO) .....	613-321-3211
Recovery Connections (Psychiatric Survivors of Ottawa) .....	613-567-4379
The Royal-Family Education/Support Groups .....	613-722-6521





# Mission, Vision & Values

## OUR VISION

We will be the hospital of choice, recognized for our exemplary patient care, people and performance in an environment of innovation and strategic partnerships.

## OUR MISSION

As a patient and family-centred hospital:

- We provide a broad range of acute care services to the people of Ottawa and the surrounding region.
- We respond to the needs of our patients and families through our commitment to exemplary performance, accountability and compassion.
- We partner with other health care and community service organizations to ensure coordinated and integrated care.
- We actively promote a learning environment in which our staff, physicians, students and volunteers are progressive and responsive.
- We are an active teaching partner with colleges, universities and other healthcare programs.

## Our Cornerstone Programs are:

- Acute Rehabilitation Services
- Childbirth Services
- Critical Care Services
- Emergency Services
- Geriatric Services
- Medical Services
- Mental Health Services
- Surgical Services

## OUR VALUES

- Accountability
- Innovation
- Respect

