

# Family Information Handbook

## Mental Health and Addiction Program



St. Joseph's  
Healthcare  Hamilton

[www.stjoes.ca](http://www.stjoes.ca)

**Mental Health and Addiction Program**

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# Welcome

## From the MHAP Family Advisory Council

The members of the Family Advisory Council are proud to have participated in the development of this newly revised Family Information Handbook. We are confident this resource will provide you and your family with helpful information and strategies to address a range of issues that we know as families and caregivers you might experience in the months ahead.

As family members ourselves, we are on the same journey as you, so we appreciate and understand the difficult issues associated with helping a loved one who struggles with a mental illness and/or addiction. We recognize how the road ahead for both the patient and family can often seem quite daunting. You are not alone. We are here to help.

The mandate of St. Joseph's Mental Health and Addiction Program (MHAP) stresses the importance of a strong family-centred care philosophy. The Family Advisory Council shares the belief that the family plays a vital role in supporting a loved one during the recovery process and that such involvement has proven to be beneficial for individuals, their family and friends, and the healthcare team.

The Family Information Handbook has been carefully designed to help guide your understanding on many topics during an outpatient visit or hospital stay with the MHAP, such as: who the members of the healthcare team are; what you can expect during an admission to a unit or from an outpatient visit; what rights and responsibilities do you and your family member have; what resources are available to you; and many other topics we believe you will find helpful.

In our continuing efforts to learn how to help families more, the Family Advisory Council welcomes your comments or participation to help us in our mission and partnership with the Mental Health and Addiction Program. We want to provide you and your family with the important knowledge and assistance needed for all of you to live a better quality of life during a very challenging time, and, in the future.

To learn more about the Family Advisory Council please contact 905-522-1155 ext. 36446.

Sincerely,

**Members of the Family Advisory Council, Mental Health and Addiction Program**

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We want to provide you and your family with the important knowledge and assistance needed for all of you to live a better quality of life during a very challenging time

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# Welcome

## From St. Joseph's Healthcare Hamilton

Welcome to St. Joseph's Healthcare Hamilton and the Mental Health and Addiction Program.

The Family Information Handbook has been developed to help introduce you to our program and to the services and supports that we offer. You will find that there is a great deal to learn about how care is provided in the hospital and then continued in the community. The Family Handbook will help to familiarize you with our model of care and our hospital processes. We are deeply committed to providing care that is both client/patient-centred and family-centred. Family members and friends are critically important in helping their loved ones recover from mental illness and addiction. Our goal is to keep you involved and informed so that we can best meet the needs of all of our clients and their families.

Our understanding of how to best help those affected by mental illness has changed dramatically over the past generation. We have a much greater appreciation of the potential for recovery and of the approaches that can best help to achieve and sustain a return to health. The involvement, understanding and support of family members is extremely important. The Mental Health and Addiction Program at St. Joseph's Healthcare is closely integrated with the Department of Psychiatry and Behavioural Neurosciences at McMaster University. We believe that the services that will provide the best care to our clients and their families are those that are striving to advance our understanding of mental illness and addictions, and to educating our students in the latest evidenced-based approaches. By achieving excellence in care, research and teaching, we aim to help our clients achieve their fullest level of recovery.

We hope that you find the information in the Family Information Handbook to be helpful. We are very much looking forward to working with you and your family members and welcome feedback and suggestions for improvement at any time.

On behalf of all SJHH staff;

**Peter Bieling**

Vice President (Interim)  
Mental Health and Addiction Program  
St. Joseph's Healthcare Hamilton

**Dr. Maxine Lewis**

Psychiatrist in Chief (Interim)  
St. Joseph's Healthcare Hamilton

# St. Joseph's Healthcare Hamilton

## Mental Health and Addiction Program

The Mental Health and Addiction Program has over 300 inpatient beds and a large outpatient program. We also work closely with many community agencies to help our clients with their recovery.

We believe in the importance of mind, body and soul in the healing process. Our healthcare professionals are dedicated and realize that each person has a unique set of needs and goals. Our delivery of care is personalized for each of our clients and their families.

## Teaching Facility

SJHH is a teaching hospital. We welcome students from all healthcare programs. This means your family member may have one or more healthcare professional students involved in their care, under the direction of the healthcare team.

## Research

Many new treatments and changes in healthcare practice have originated from research done here. Your family member may be asked to take part in a research study. If they agree, a consent form must be signed. If your family member does not want to be in a research study, the decision will have no impact on the quality of care provided.

## Services

### Anxiety Treatment and Research Clinic

The Anxiety Treatment and Research Clinic's (ATRC) mission is to provide excellence and leadership in evidence based clinical service, education and research for anxiety disorders.

"Anxiety Disorder" is an umbrella term that covers several different presentations of anxiety characterized by irrational and excessive fear, apprehensive and tense feelings, difficulty managing daily tasks and/or distress related to these tasks.

Our team of experts offer comprehensive evaluations and proven treatments for anxiety-related conditions. Treatments at the ATRC include both medications and effective psychological treatments.

## Developmental Dual Diagnosis Program

The Developmental Dual Diagnosis Outpatient Program is an integrated, shared-service model providing specialized care to youth and adults (17+ years) with an intellectual developmental disability, including autism and complex mental health needs for residents of Hamilton, Niagara, Haldimand, Norfolk, Brant, and City of Burlington. Our clients have a Global IQ of 70 or less (i.e., below 3rd percentile) and/or exceptionally low range of adaptive ability. We strive to not duplicate services that are currently providing psychiatric care for the individual or available in the client's home area. The Developmental Dual Diagnosis Outpatient Program is a community-based mental health service. The program provides assessment, treatment planning, and education to clients, families and other support services using a team-based approach. Our team members include psychiatrists, nursing, and occupational therapy. Our staff is able to provide assessment in the client's home setting if needed (within the HNHB LHIN). We strive to collaborate with other service providers connected to our clients and family. We have the ability to provide translation services when needed.

## Eating Disorders Program

The Eating Disorders Program treats adults suffering from an eating disorder who are capable of making independent change to their eating, activity and eating symptoms. Treatment is provided in an outpatient setting.

The Eating Disorders Program offers comprehensive evaluation and proven treatments to help individuals with eating disorders that may include both psychological treatment and medications. Staff is available to consult with your family doctor, psychiatrist and other professionals who are involved in your care.

## Forensic Psychiatry Program

The Forensic Psychiatry Program is part of a Provincial Interest Program (PIP) required to accept patients from anywhere in the Province of Ontario.

The Forensic Psychiatry Program provides court ordered assessments, as well as treatment and detention of persons found unfit to stand trial or those found to be not criminally responsible due to a mental disorder. The Forensic Psychiatry Program also provides court ordered assessments for pre-sentence psychiatric assessments pursuant to Section 22 of the Mental Health Act of Ontario.

The Forensic Psychiatry Program has recently undergone an extensive expansion, and as of April 2018 operates 114 specialized inpatient beds (22 Assessment, 24 Secure, 44 General and 24 undesignated/hybrid). The Forensic Psychiatry Program offers a range of evidence based treatments for the rehabilitation of patients to support their successful return to community living. The Program provides community focused forensic services for high need patients under the jurisdiction of the Ontario Review Board (ORB), through the Forensic Intensive Case Management team and outpatient services. The Forensic Psychiatry Program also offers a range of clinics focusing on aggression, sexual behaviours, brief assessment, and consultations. The Forensic Psychiatry Program is also actively involved in a range of research initiatives focusing on risk, risk mitigation, and the understanding of mental illness and resulting criminal behaviour.

There is no referral process for the Forensic Psychiatry Program. All patients are court ordered into the care of the Forensic Psychiatry Program.

# General Psychiatry and Addiction Service

The Acute Psychiatry Program is comprised of a continuum of services spanning from community based addiction treatment programs, crisis services, 4 inpatient units, and outpatient programming. Within the out-patient program, specific programming based on Dialectical Behavioral Therapy (DBT) is offered to support individuals who have a diagnosis of Borderline Personality Disorder.

The Concurrent Disorders Program was the first fully integrated hospital based program in Canada to provide service to individuals with both addiction and mental health concerns in Canada. Comprised of a 22 bed specialized acute unit, an outpatient component and a capacity building team that provides specialized consults for patients with addictions and concurrent disorders across all programs at Charlton and West 5th sites. A family education night specifically related to Concurrent Disorders is offered monthly and is open to anyone to attend. The Concurrent Disorders program works closely with the Boris Research Centre, which provides bench to bedside application of research into clinical practice.

## Mood Disorders Program

The Mood Disorders program provides treatment that is uniquely tailored to meet the needs of each individual – the program focuses on all aspects of the disorder and works with individuals to achieve a full recovery.

The Mood Disorders program operates both inpatient and outpatient programs. A 24-bed inpatient unit provides clinical care and treatment and prepares patients for their return to the community.

The services also include outreach programs with our regional partners.

## Schizophrenia and Community Integration Services

The Schizophrenia and Community Integration Service's (SCIS) mission is to provide expert, specialized mental health care for individuals with schizophrenia and related psychotic disorders to achieve their personal goals through symptom reduction, better management of their health, and meaningful participation in life. SCIS has expert inter-professional teams providing inpatient, transitional, outpatient and outreach care serving the communities of the HNHB-LHIN.

SCIS operates three 24 bed inpatient units and a wide range of outpatient and outreach programs including: Schizophrenia Outpatient Clinic; Transitional Outpatient Team; four Assertive Community Treatment Teams (ACTT); and Cleghorn Early Intervention of Psychosis Clinic.

Services available to individuals, regardless of mental health diagnosis, include: Centralized Rehabilitation Resource Clinic (Therapeutic Recreation and Vocational Counselling); Homes for Special Care Program; Community Treatment Order (CTO) Program; and Patient and Family Collaborative Support Services.

## Seniors Mental Health Service

The Seniors Mental Health Service is a regional leader in providing the most current, knowledgeable care to seniors with severe mental illness and the families, caregivers and providers who support them.

The Service delivers specialized service to seniors with complex mental health, dementia, addiction and/or behavioural complications, in both inpatient and outpatient programs. The service will see community-based seniors in a clinic or office-setting, or in their own home.

## Women’s Health Concerns Clinic

The Women’s Health Concerns Clinic (WHCC) provides assessment, consultation and treatment for women 18 years of age or older who are experiencing physical and/or emotional symptoms related to the reproductive milestones (i.e. menstrual cycle, pregnancy/postpartum, and menopause). The WHCC offers evaluation and treatment for premenstrual syndrome (PMS), premenstrual dysphoric disorder (PMDD), changes in mood related to pregnancy and the postpartum period, and symptoms related to the menopausal transition.

In addition to clinical practice, The WHCC also conducts a variety of basic and clinical research.

## Youth Wellness Centre

The Youth Wellness Centre (YWC) is a unique service that provides expert mental health care by appointment including counselling, support and navigation services for young people aged 17 to 25. This service is covered by OHIP and is confidential.

The centre accepts self- and family/friend referrals in order to decrease barriers and make services more accessible. Medical professionals and service providers can also refer their clients.

The YWC offers confidential clinical care for:

- Young people who are experiencing emerging mental health and addiction concerns. This stream is called Early Intervention.
- Young people who are looking for support transitioning from child and adolescent mental health services to adult mental health and addiction services. These services are delivered by St. Joseph’s Healthcare Hamilton’s adult Mental Health and Addiction Program and our community partners. This stream is called Transition Support.
- Young people who are students of Mohawk College, McMaster University, or Redeemer University College, and/or who are facing significant barriers to accessing care for their mental health and addictions concerns. This support is provided by our Mobile Team.



# General information



## Visiting

Visitors are welcome at any time on all Inpatient Units at each campus location. Ask your family member when the best time to visit is, as they will likely have a schedule of activities, group work and therapies. Please check with a member of your family member's treatment team about what is allowed or restricted before you visit. For further information on our visiting policies, please visit our website at:

**[www.stjoes.ca/patients-visitors/your-visit-or-stay/visiting-hours](http://www.stjoes.ca/patients-visitors/your-visit-or-stay/visiting-hours)**

## Smoke-free environment

Smoking is prohibited on all Campuses and hospital-owned properties including gardens, parking lots, in parked cars on our sites and within 9 metres (approximately 29 feet) of hospital entrances and exits. This policy applies to all persons on hospital property including staff, physicians, learners, volunteers, contractors, patients and visitors. This also includes St. Joseph's community based programs and services throughout province.

This is a recreational marijuana free facility. Marijuana, like alcohol cannot be brought in or used within the facility. Employees, patients, visitors, volunteers and learners are not permitted to smoke, vape or use in any way recreational marijuana.

## Alcohol and illegal drugs

Our goal is to provide an environment that is free of alcohol and illegal drugs. Such substances interfere with and complicate treatment and recovery.

# Patient and family centred care

We believe in patient and family centred care. The needs and goals of each person are important and are at the centre of the plan of care. We will work with you and your loved one to help to work towards achieving the best possible outcome for both inpatients and outpatients.

Our vision for patient and family centred care means that we uphold the following core principles:

## Respect and dignity

Healthcare providers listen to and honour patient and family perspectives and choices. Patient and family knowledge, values, beliefs, and cultural backgrounds are incorporated into the planning and delivery of care.

## Information sharing

Healthcare providers communicate and share complete and unbiased information with patients and families in ways that are affirming and useful. Patients and families receive timely, complete, and accurate information in order to effectively participate in care and decision-making.

## Participation

Patients and families are encouraged and supported in participating in care and decision-making at the level they choose.

## Collaboration

Healthcare leaders collaborate with patients and families in policy and program development, implementation, and evaluation; in health care facility design; and in professional education, as well as in the delivery of care.

# Anti-stigma



Through the organization-wide Anti-Stigma initiative, our goal is to enhance the care and work experience at St. Joseph's Healthcare Hamilton by creating an environment free of stigma and discrimination against individuals with mental illness and addiction. We do this in a number of ways including:

- Monthly orientation of all new staff on creating a stigma free environment.
- Regular workshops and special events about mental health, addiction and recovery.
- Supporting individuals with lived experience and their families in sharing their personal experiences of stigma and advising us on how we can provide more inclusive, respectful and dignified care.

Recruitment and performance standards, reflected in our Standards of Behaviour, support a stigma free environment.

## Words we use

We want everyone to feel welcome and cared for by our staff. We make sure that we use words that promote health, wellness, and recovery. We do not use words like "crazy", "schizophrenic" or "addict". Words like these are negative.

Using the right words helps people see themselves in positive ways. It helps people take control of their lives, make healthy decisions, and learn to live with their illness and to make healthy changes.

We would also like you to think about the words you use. Here are some guidelines that we follow at SJHH:

<b>Words to use</b>	<b>Never use</b>
Person with a mental illness	Crazy, insane, mental patient
Person with schizophrenia	Schizophrenic
Person with a diagnosis of a developmental disability	Mentally retarded
People with a diagnosis of a disability/mental illness	The disabled or mentally ill
Living with	Normal or abnormal
Diagnosed with	Suffering from; Victim of
Person with an alcohol addiction	Alcoholic
Person with a drug addiction	Addict, junkie, crackhead

Always remember that many people live with mental illness and addictions. This includes family members, friends, co-workers, professionals, leaders, and Nobel and Pulitzer Prize winners. (STOP© 1993 Canadian Mental Health Association)

# Our philosophy of care and values



## Recovery

We believe in the concept of Recovery. Research has shown that people can and do recover from mental illness. Dr. Patricia Deegan, an international expert on recovery, was diagnosed at age 17 with schizophrenia. Today she is a “voice” for people with mental illness. Dr. Deegan reminds us that:

- Recovery does not mean cure.
- Recovery is an attitude and a way to approach the challenges of each day.
- Recovery does not happen in a straight line. There are times when you may feel you are gaining and progressing and times when you feel down and disappointed. This is all part of recovery. Each person’s journey of recovery is unique.
- Each person must find what works for them.

Many things contribute to and affect recovery such as:

- Support from relationships such as family, friends, healthcare professionals and others
- Hope
- Education and knowledge
- Self-help
- Empowerment
- Spirituality
- Living environment
- Employment and meaningful activities
- Financial resources

# The role of the family in recovery

We know that family members have special knowledge and expertise when it comes to the care and support of a family member living with a mental illness and/or addiction. With the client's permission, members of the healthcare team will involve family in a care plan that has input from many professionals. They will also give you information and support your needs and your role in your family member's recovery process.

Family members can also share information with the healthcare team at any time. Permission or "consent" from the person receiving care is not required for healthcare staff to listen to your thoughts and concerns.

Good communication and relationship building with the client and their family can be an important factor in a successful recovery.

## Here are some helpful hints to promote recovery:

- Be positive and encouraging. Remember that people can and do recover.
- Learn about the illness, treatment options and services available. This helps you take an active part in your family member's recovery process.
- Be supportive and understanding even though you may disagree with your family member's goals.
- Share information about your family member's history with a member of the healthcare team.
- Help develop the plan of care when invited by your family member.
- Take an active role in planning your family member's discharge when invited by your family member.
- Look after yourself and stay healthy.
- You may want to contact our **Family Resource Centre** at **extension 39075** or visit to obtain information pamphlets, books, and other resources related to mental illness and supporting a loved one with their recovery. The Family Resource Centre is located on Level 2 above the Main Entrance at West 5<sup>th</sup>.
- You can also receive direct one on one support from our **Family Liaison Support Worker** who can help you in various ways along your journey. Call **extension 35599** to book an appointment.

# Taking care of you

It can be hard to support a family member when they are ill.

## Remember to:

- Look after your emotional and spiritual health.
- Keep in contact with friends who can support as well as distract you.
- Attend family support groups.
- Maintain work if possible or take up a volunteer activity.
- Allow yourself occasional indulgent pleasures.
- Remain hopeful and expect success.



# Rights and Responsibilities

As part of Patient and Family Centred Care at St. Joseph's a number of documents that represent our values and practice have been created that outline the rights and responsibilities that both those receiving care and those supporting them can expect.

The Family Charter and the Patient Declaration of Values are corporate documents that guide us in our day to day practice and support you as you engage with staff. The Patient Bill of Rights was developed for and by individuals who received care in our Mental Health and Addiction Program. These three documents are consistent with Mental Health legislation, hospital policies and general practice guidelines. Finally, the "Your Right to Self Care" has been summarized from a popular, public document and is included here as a reminder that families also have the right to take care of themselves as part of this journey.

## Your Right to Self Care

### I have the right to:

- Take care of myself. This is not an act of selfishness. It will give me the capability to take better care of my relative.
- Seek help from others, even if my family member objects. I recognize the limits of my own endurance and strength.
- Maintain facets of my own life that do not include the person I care for, just as I would if they were healthy. I have the right to do things for myself and my health.
- Get angry, be depressed and express other difficult feelings occasionally.
- Set and practice healthy boundaries for myself to avoid unnecessary conflict.
- Receive consideration, affection, forgiveness and acceptance when I offer these qualities in return.
- Take pride in what I am accomplishing and applaud the courage it sometimes takes to meet the needs of my family member.
- Protect my individuality and my right to make a life for myself that will sustain me when my family member no longer needs my full-time help.
- Add your own statement of rights to this list. Read this list to yourself every day.

Horne, Jo. *Caregiving: Helping an Aging Loved One*. Amer Assn Retired Persons, 1986.Horne, Jo.



# Mental Health & Addiction Program Family\* Charter of Rights

St. Joseph's Healthcare Hamilton is committed to partnering with patients and families in order to improve health outcomes and patient experience. This will be achieved within provincial legislation, practice guidelines and standards.

## Families have the RIGHT to:

Mental health and addiction care that values and encourages family input.

Respect and understanding.

A healing and safe environment free of stigma.

Caring staff who understand that mental illness and addiction affects the whole family.

The best treatments, practices and therapies that maximize recovery and rehabilitation for their loved one.

Be included through each step - diagnosis, treatment and discharge planning of their loved one.

Education about their loved one's diagnosis.

Feedback between family and professionals.

Receive an orientation on Hospital and program specific resources.

Receive information on Community resources and how to access them

\*Family is defined as anyone identified by the person living with mental illness or addiction as being a significant support in their life.

**If this is not your experience, please contact: The Health Care Team or Patient Relations at 905-522-1155 ext. 33838 or [patientrelations@stjoes.ca](mailto:patientrelations@stjoes.ca)**





# Mental Health & Addiction Program Patient Bill of Rights

The Patient Bill of Rights was developed by and for individuals who use the services of the Mental Health and Addiction Program (MHAP) of St. Joseph's Healthcare Hamilton. The Patient Bill of Rights reflects St. Joe's commitment to partnering with patients and families in order to improve health outcomes and the patient experience.

## Summary of the KEY AREAS below:

Every patient has the right to care based on Support, Healing and Equality

Every patient has the right to be treated with Respect

Every patient has the right to Freedom from Harm

Every patient has the right to Dignity and Independence

Every patient has the right to Quality Health Care that Complies with Standards

Every patient has the right to Complain

Every patient has the right to be Fully Informed

Every patient has the right to Make an Informed Decision, and Give Informed Consent to Treatment

Every patient has the Freedom and Right to Have Supports

Every patient has rights in Respect of Research or Teaching

Every patient has the right to Communication, Information and Education

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### Be a Partner in Your Healthcare – Patient Responsibilities

It is important, when able, that you and/or your representatives:  
Participate ~ Communicate ~ Treat Others with Dignity and Respect

Copies of the full, 13 page, MHAP Patient Bill of Rights are available from any unit or clinic; the Mental Health and Wellness Resource Centre, and the Family Resource Centre. It can also be found online at <https://www.stjoes.ca/patients-visitors/patient,-family,-community-engagement>

**If this is not your experience, please contact: The Health Care Team or Patient Relations at 905-522-1155 ext. 33838 or [patientrelations@stjoes.ca](mailto:patientrelations@stjoes.ca)**

# Patient Declaration of Values

In keeping with our mission, vision and values; and the Sisters of St. Joseph Legacy, SJHH is dedicated to providing compassionate, sensitive care to our patients and their families and to achieving excellence in health care through our on-going commitment to education and research.

We believe that the following Rights and Responsibilities are paramount in the establishment of a relationship of mutual respect and understanding with our patients, family members and substitute decision makers. We recognize that patient's clinical conditions may sometimes compromise or alter a persons' ability to fully participate in their care and take responsibility for their actions.

## DIGNITY AND RESPECT

### *You have the RIGHT to:*

- Be treated with dignity and respect.
- Be listened to and to get a satisfactory and timely reply to your requests for services that we can reasonably obtain.

### *You are RESPONSIBLE for:*

- Treating all members of your health care team, other patients and visitors with dignity and respect.
- Respecting hospital property and complying with hospital policies and regulations as they apply to you.

## PRIVACY

### *You have the RIGHT to:*

- The privacy and safekeeping of your personal health information as per hospital policy.

### *You are RESPONSIBLE for:*

- Respecting the privacy and confidentiality of others, including patients, families, visitors and staff.

## EXPLANATION OF YOUR EXPENSES:

### *You have the RIGHT to:*

- An explanation of any charges not covered by a provincial health care plan.

### *You are RESPONSIBLE for:*

- Ensuring your hospital bills are paid in a timely manner.
- Providing accurate information on your health care coverage.

## YOUR HEALTH CARE

### *You have the RIGHT to:*

- High quality and evidence based care delivered by professional staff in a facility that meets safety standards.
- Know and understand the risks and benefits of any medicine, treatment, or decisions about your health care.
- Make informed decisions about your care, including refusing care.
- Know when something goes wrong with your care.
- Ask for a second opinion
- Share your concerns.
- Have your care plan periodically reviewed with you.
- Consideration of your emotional and spiritual needs as well as physical needs.
- Continuity of the care plan throughout your hospital stay.
- Effective discharge planning to assist in the transition to other levels of care.

### *You are RESPONSIBLE for:*

- Being an active member of your health care team; ask questions and be involved in decisions about your care.
- Following the agreed upon treatment plan.
- Notifying your health care team of any changes in your health.

## INFORMATION & COMMUNICATION

### *You have the RIGHT to:*

- Ask questions and receive information, in terms and language you understand, about your health care.
- Know the names, positions, and professional relationships of those on your health care team, including learners.
- Review or receive copies of your health record in accordance with hospital policies and legislation (i.e. Personal Health Information Act).

### *You are RESPONSIBLE for:*

- Giving the caregivers accurate information about your health.
- Asking questions until you feel you have all the information you need to make informed health care decisions.

## PERSONS ACTING ON YOUR BEHALF:

### *You have the RIGHT to:*

- Have someone act for you if you cannot act for yourself.

### *You are RESPONSIBLE, when able for:*

- Choosing someone in advance to act for you, should the need arise.

## RESEARCH

### *You have the RIGHT to:*

- Receive adequate information to make an informed decision about whether or not to participate in research studies.
- Withdraw your consent from participating in research at any time and not have your care compromised.

# Be a partner in health care

## Patient responsibilities

It is important to recognize that the guarantee of rights also assumes people have certain responsibilities. It must also be recognized that at times it may be difficult to fulfil some of these responsibilities – this does not mean patients lose any of their rights. The role of staff is not only to uphold patient rights but to also support each patient in their understanding and ability to work towards fulfilling their responsibilities.

The responsibilities outlined are in keeping with our mission, vision, and values.

With this in mind it is important, when able, that you and/or your representatives participate, communicate, and treat others with dignity and respect.

Detailed Copies of the Patient Bill of Rights are available through a member of your healthcare team; Patient and Family Collaborative Support Services; or the Psychiatric Patient Advocate office.



# Family services and supports

All of our inpatient and outpatient clinics/programs are able to provide support and resources to family members. Family specific services are available as described below.

## Patient and Family Collaborative Support Services

Family Support is part of our **Patient and Family Collaborative Support Services** department which is comprised of a number of peer run and driven initiatives in the Mental Health and Addiction Program. All staff and volunteers have the lived experience of mental illness and/or addiction and/or as family members. The model of service is based on recovery oriented care and peer support values and principles, providing peer support to individuals experiencing mental illness and/or addiction and their families. Services are available, but not limited to, to individuals and family members involved in inpatient and outpatient services of the Mental Health and Addiction Program. Self-referrals and drop-ins are welcome.

### **What is Peer Support?**

Peer Support acknowledges that individuals living with mental illness and their families can better understand and relate to others who are trying to deal with their own mental illness and/or that of a family member or friend. Drawing from our shared or common lived experience, our goal is to provide the best individualized support which meets the needs of our peers.

### **Family Peer Support**

A range of supports are offered to family and friends of persons living with mental illness who are using, or have used, our inpatient and outpatient services. Drawing on lived experience as a family member, the Family Peer Support Provider can meet with family and friends to discuss their needs, help them to access essential resources and provide one-to-one peer support.

One-to-one and group peer support occurs through role modeling, listening, problem solving, facilitating access to other peer driven services within the program, and supporting transition to the community upon discharge.

# Family Resource Centre

The **Family Resource Centre (FRC)** at St. Joseph's Healthcare Hamilton's West 5<sup>th</sup> Campus exists for family members and loved ones of an individual with lived experience of a mental health or addiction issue.

Here you can find key resources to help family members or loved ones:

- Navigate the mental health and addiction services at St. Joseph's
- Find information about family recovery and self-care
- Access educational materials about different diagnoses
- Learn about additional community resources.

Visitors are welcomed at the Family Resource Centre by a knowledgeable and compassionate volunteer who has lived experience as a family member of person(s) with a mental health/addiction issue. Since the FRC is volunteer-run, please call ahead to confirm a volunteer is available to help you.

**Hours:** Monday-Friday 10:00 am-4:00 pm | Tuesday Evenings 4:00 pm-8:00 pm | Saturdays 10:00 am-12:00 pm

**Location:** Library, Level 2, West 5<sup>th</sup> campus

**Contact:** 905-522-1155 extension 39075

# Mental Health and Wellness Resource Centre

The **Mental Health & Wellness Resource Centre** is committed to providing persons in recovery, their families, and community members with easy access to reliable, user-friendly information about mental health, addictions and related issues. The Resource Centre provides support and educational material that enables informed decision-making and complements care. Resources are available in a variety of formats including print, video, DVD and audio, along with Internet access.

Volunteers are available to assist visitors in finding information that is relevant to their needs and interests. Resource Centre staff can provide information and support to access a variety of resources including, self-help groups, and educational workshops as well as help you use a computer or any other equipment.

**Hours:** Weekdays 10:00 am-12:00 pm & 1:00 pm-4:00 pm

**Location:** Galleria, Level 2, West 5<sup>th</sup> Campus

**Contact:** 905-522-1155 extension 35406

# The Family Advisory Council

The **Family Advisory Council** consists of family members of former and current patients of the Mental Health and Addiction Program (inpatient and outpatient).

This Council provides:

- A vehicle for collaboration and communication between families and staff
- A venue for families to give input into policy and program change
- A safe venue for families to have input where their families have been/are receiving care

For more information, visit/contact:

<http://www.stjoes.ca/patients-visitors/patient-family-community-engagement/becoming-a-patient-and-family-advisor>

**Contact:** Manager, PFCSS

905-522-1155 extension 36446

# Family Education and Support Groups

The Mental Health and Addiction Program offers various **family groups** designed to provide education to family members on illness, medications and treatments. These are open only to family members of those who are patients of the specific program. For example, there is education available for Schizophrenia, Mood Disorders, Concurrent Disorders, Anxiety Disorders, and Borderline Personality Disorder. Ask the specific care team or clinic you are involved with for more information or other opportunities.

Family mutual support groups can be found in the community and here at St. Joes. The Family Resource Centre can provide you with their names and locations. For individual support and other resources, contact the **Family Liaison Peer Worker at extension 35599**.

# Psychiatric Patient Advocate Office

The **Psychiatric Patient Advocate Office (PPAO)** is part of the Ontario Ministry of Health. It was set up to protect the civil and legal rights of psychiatric patients in Ontario hospitals. The Hamilton office is located at the West 5<sup>th</sup> Campus but functions separately from SJHH.

The PPAO promotes patient rights in Ontario by giving any person with mental illness rights advice, advocacy and education. Their goal is to improve the quality of care and life of all people with mental illness.

For more information, contact the **local PPAO office at 905-388-2454**. It is open Monday to Friday, 8:30 am to 4:30 pm or visit their website at [www.ppao.gov.on.ca](http://www.ppao.gov.on.ca).

# Spiritual Care

The **Spiritual Care department** provides spiritual and emotional support for clients and families as well as the team during times of crisis and loss. The spiritual well-being of all clients is important to us no matter what you believe or practice. We can arrange for you to talk to a member of our Spiritual Care department or your own faith group.

For inpatients, the Spiritual Care department has information about the spiritual needs of many faiths. A member of the department can help you find ways to practice your beliefs while you are here.

For more information, please see Appendix F.

# Labyrinth

A **labyrinth** is a spiraling pathway marked on the ground. You “walk” the pattern by following the single path to the centre and back out again. As you follow the path, you slow down, focus your attention inward and often feel a sense of relaxation and connection.

Everyone is invited to use the labyrinths at SJHH. They are located:

- In the Marian Wing courtyard at the Charlton Campus
- On the north side of the West 5th campus just to the east of parking area P6

Anyone may use the labyrinths as part of their personal healing. Walking the path may help you cope with an illness or a life change, or deal with a loss. Some use labyrinths as part of insight-oriented psychological healing from such challenges as grief, trauma, addictions, depression and anxiety.

For more information, contact **Spiritual Care** at **905-522-1155 extension 33263**.

## The ‘healthcare team’

Each member of the healthcare team has special knowledge and skills to help clients make informed choices. We also promote respect and support clients’ and their families’ values, strengths, priorities and recovery.

Members of the healthcare team are professionals with special training. They work together to help the client identify and reach their goals. Some examples of members of the team are psychiatrists, nurses, occupational therapists, dietitians, pharmacists, physiotherapists, psychologists, recreation therapists, social workers, speech and language pathologists, spiritual counselors, addictions counselors, vocational counselors and peer support providers.

Building a therapeutic relationship is a process that occurs between the client, family members and the members of the healthcare team. Information shared with any member of the team or any concern raised is then discussed with the team. A therapeutic relationship involves trust, respect and empathy. This relationship has to be genuine and mutual in order to achieve the goals of both the client and the healthcare team.



# During your visit



## What to expect during a typical admission to an inpatient unit

An admission to an inpatient unit can occur in several ways. These include: a direct admission arranged through an outpatient clinic; through the St. Joseph's Psychiatric Emergency Service (PES) located at the Charlton site; or a transfer from another unit.

After admission, a physician will see your family member within 24 hours. In addition to the attending physician, for every shift, your family member will have a primary nurse who is responsible for monitoring their mental status, providing medication, health teaching, support, and facilitating any other care needs. They may also be involved with other members of the team including social workers, occupational therapists, recreation therapists, psychologists, vocational counsellors, spiritual care, and peer support providers.

If your family member has agreed to include you in their treatment or if they are incapable of consenting to treatment, and require a substitute decision maker, a social worker or nurse will be in contact with you within a few days of admission. Family meetings can be arranged if and as needed. Sometimes the social worker or other clinician may contact you, even without consent from your family member, to gather information and history. In this case, the clinician can ask questions and listen, but is not legally able to disclose any information about your family member's care plan.

Each unit has its own orientation package. Your family member should receive one upon admission, and if you are involved in care, you will also have a copy. If you or your family member has not received one, please speak with someone at the care desk to request a copy.



# Time away from the unit or out of the hospital

Part of an individual's recovery involves having time away or "a pass" from the unit and/or hospital in order to meet their own treatment and rehabilitation goals. Members of the healthcare team and the client decide together when this will happen. The team always considers the health, wellbeing, and safety of the client.

## Passes off the unit

Passes can vary from "grounds" to "off-grounds" passes. The client may be allowed to go with an assigned person or may be allowed to go on their own for some passes.

## Passes away from the hospital

There are many kinds of passes to leave the hospital. The client may be allowed to leave on their own or with an assigned person. The client may leave for a few hours or a full weekend. The client and members of the team arrange the amount of time away in advance.

The pharmacist, nurse or counsellor prepares the medications for the client to take while on the pass. All medications are checked by a nurse and then reviewed with the client and/or the family member before going out on a pass.

The team may also meet with the client and family to talk about a plan for the pass prior to the client going on the pass and afterwards to discuss what happened during the pass.

As per your family member's treatment plan, it is important that they return to the hospital from their pass at the time determined by the healthcare team. Returning at the prescribed time avoids putting patients at risk for missing medication and/or other therapeutic interventions and delaying the discharge plan.

Please note, Forensic inpatient units have an enhanced set of rules regarding passes and belongings. Please check with the unit healthcare team to confirm these rules.

## While on a pass

While your family member is on a pass please be aware of the following:

- If you are your family member have any concerns please call the inpatient healthcare team to discuss
- Your family member can return to the hospital if they feel they need to
- If there is a high need for beds, your family member may return from their pass to a new room on the same unit. We will endeavour, whenever possible, to ensure prior notice is given if there is the potential for your family member's room to be used while away on a pass.

## What to expect during a typical discharge

On most units, there will be a discharge planning meeting held approximately one week before your loved one goes home. Your loved one will need to consent to having you there. If you are the substitute decision maker and your loved one will not consent to you being there, you may have a meeting at a different time or the plan will be reviewed over the phone. During a planned discharge the social worker will help your loved one to obtain follow-up appointments. If medication is required, a prescription will be provided or faxed to a community pharmacy of choice. Medications will need to be picked up on the day of discharge. If possible, it helps the hospital to be able to complete discharge by 11:00 a.m.

At discharge, your family member is usually not fully recovered. A hospitalization is intended to help keep people safe, determine a treatment plan and ensure mental health stability. For the most part, recovery happens as a process at home or in the community. Outpatient clinics and/or the family physician will manage care, once discharged from the hospital.

Upon discharge you will receive a paper copy of an after visit summary. The after visit summary will include information on any medication changes, schedule of medications to be taken at home, crisis resources and follow-up appointments, etc.

## Privacy and Confidentiality

Protecting patient privacy is an important part of the patient experience at St. Joseph's Healthcare Hamilton. We recognize that visiting a hospital as a patient is often an anxious time. Access to personal health information is available to those who need to know to provide care, including: physicians, nurses, technicians, therapists and other health professionals. This is essential in providing your family member with the best possible care.

In the collection and use of personal health information, we take measures to ensure the privacy of the information is protected and confidentiality is maintained. St. Joseph's Healthcare Hamilton's privacy program regulates how we collect, use, disclose, retain, dispose of and protect your personal health information. Please review our Statement of Information Practices for an overview of how we manage personal health information.

Privacy legislation does not prevent families from providing information to the clinical team

## Safety and recovery

On admission, the care team will ask the patient about how they cope with stress. Staff will help the patient develop a plan that promotes family members' participation, safety and recovery. If you or your family has information that may be helpful, please talk to the care team.

We are committed to reducing and eliminating the use of restraint and seclusion (locked room). The team will work with the patient to prevent restraint or seclusion.

In an emergency with risk of harm to self or others, restraint or seclusion may be used. Restraint or seclusion will be used in the safest way possible. The patient will be asked questions about their experience afterwards. This is called debriefing. The team will review and revise the plan of care with the patient. The team may review and update it with the family if appropriate.

Our concern for the safety of our patients is embedded in our clinical practices including assessment, treatment, decisions about passes and discharge, and in our policies and procedures used on inpatient units.

If you have any questions or concerns, please talk to a Nurse Manager or Director.


## Prevention of violence


We expect everyone to treat one another with dignity and respect always. Aggressive behaviour and/or violence are unacceptable practices at SJHH. We are committed to and strive for the prevention of violence in the workplace and will take every precaution reasonable to provide a healthy, safe, secure and violence-free workplace environment for all employees, patients/clients, visitors, members of the professional staff, volunteers, learners, and contractors.

To ensure safety, St. Joseph's encourages staff, physicians, patients, and/or visitors who are victims of serious crimes, or witness an active emergency or crime, to contact police directly (911) and Security Services (7777). Police may also be contacted by the healthcare team for non-urgent matters. For any questions regarding specific behaviours and implications of involving Police, please be in touch with the healthcare team.

## Reporting safety incidents and concerns with care

St. Joseph's Healthcare Hamilton is committed to patient and family-centred care. We welcome you to tell us your compliments or concerns about your health care experience, including any safety concerns. Your perspectives offer us an important way to learn and improve our services.

 **Monday-Friday 8:30 a.m. - 4:30 p.m.**

 **905-522-1155 ext. 33838**

**[PatientRelations@stjoes.ca](mailto:PatientRelations@stjoes.ca)**

# Hospital amenities

## Retail outlets

The Retail Services Department at St. Joseph's Healthcare Hamilton operates a variety of businesses throughout our three campuses to provide goods and services to patients, visitors and staff. Our profits are returned to hospital initiatives supported by St. Joseph's. Each of our campuses provides a unique retail experience.

## Outpatient pharmacies

Our outpatient pharmacies, located at our Charlton and King Campuses meet all of your medication and healthcare product needs including standard prescriptions as well as compound prescriptions for creams, ointments, sterile eye and ear drops, injections and oral liquid medications. The pharmacies are fully accredited, accept all drug plans and offer professional advice, education and fast and friendly service.

## Food & drink

### Coffee shops

#### **CHARLTON CAMPUS**

There are two Tim Hortons coffee shops located at the Charlton Campus, in the main lobby down from the Information Desk, as well as in the Fontbonne building beside the Outpatients Department. Tim Hortons offers a wide range of gourmet coffees, teas, and refreshments as well as hot food, fresh sandwiches, desserts and an assortment of breakfast items.

#### **KING CAMPUS**

The Daily Grind Coffee Service is located in the main entrance lobby area of King Campus. The Daily Grind Coffee Service provides both hot and cold drinks and snacks including cookies, tarts, cheese and crackers, chips, chocolate bars, gum and a variety of candy.

#### **WEST 5<sup>TH</sup> CAMPUS – Colours Café**

Colours Café is located on Level 2, Galleria and offers gourmet coffee and tea, pop, juice, cookies, chips, candy, breakfast, and lunch items. Colours Café accepts cash, debit or credit card.

#### **WEST 5<sup>TH</sup> CAMPUS – Tim Hortons**

Tim Horton's is located on level 0 near the outpatient entrance.

# Cafeterias

## **CHARLTON CAMPUS**

The cafeteria at the Charlton Campus is located on Level 2 of the Sister Mary Grace Wing. Choose from a delicious variety of selected sandwiches, stir fry, salad, soups and more. Vendor machines with a variety of food options are also in the cafeteria for after hours.

## **KING CAMPUS**

The Cafeteria at King Campus is located on the lower level from the main entrance. The morning menu features coffee, fresh omelets and breakfast wraps, with Panini pressed sandwiches, soups, salads, fish & chips and much more available for lunch.

## **WEST 5<sup>TH</sup> CAMPUS**

Rainbow's End Bistro is located within the Cafeteria, Level 0 in the Atrium near the Outpatient Entrance. The Bistro provides meaningful employment opportunities for people with a lived experience of a mental illness or addiction. Open Monday to Friday, the Bistro offers a variety of options such as fresh pastries, eggs and bacon, sandwiches, freshly made coffee and more.

# Hairdressing services

## **WEST 5<sup>TH</sup> CAMPUS**

Patients can arrange hairdressing services through our in-house salon, Studio 100. Studio 100 is located on Level 2 in the Galleria Contact the salon at 905-522-1155 ext. 39559 to find out about hours and to make an appointment.


# Compliments, complaints or concerns

If you have a compliment, complaint or concern, there is a simple process you can follow. Compliments can be shared with any member of the health care team, as well as with our Patient Relations Department (details are below).

If you have a staff, environmental or provision of care complaint or concern, begin by contacting the staff member (if in regards to a specific staff member). If you remain concerned or the concern is regarding an environmental or care issue, please feel free to contact the following in this order: the charge nurse on the unit where your family member is receiving care; the unit nursing manager; the Patient Relations Department.

## The Patient Relations Department will:

- Listen to your comments and feedback in a supportive and respectful way.
- Follow-up with the appropriate manager(s) to inform them of your complaint or compliment.
- Answer your questions about the way we operate at any of our hospital campuses.
- In collaboration with our managers, assist you in resolving any dissatisfaction you may have with the manner in which you were treated.
- In collaboration with our patients, family and staff, St. Joseph's Healthcare Hamilton has developed a Patient Declaration of Values. Please see our website to view our Patient Declaration of Values: Rights and Responsibilities Document.

 **905-522-1155 ext. 33838**

[www.stjoes.ca/patients-visitors/patient-relations/patient/family-feedback-form-pfff-](http://www.stjoes.ca/patients-visitors/patient-relations/patient/family-feedback-form-pfff-)

[PatientRelations@stjoes.ca](mailto:PatientRelations@stjoes.ca)

# Community resources

There are many community resources available in the Hamilton region for people and their families dealing with mental illness and/or addiction. These resources include outpatient clinics, drop in programs, vocational services, recreational programs, housing providers, medical clinics, peer support programs, and many others. The best place to look for information on any community resource is to search the “Red Book of Hamilton” at <https://informationhamilton.ca/redbook>. This is an interactive website that lists all community services within the area. If you do not have access to the Internet, the Family Resource Centre can be of great help in locating and connecting with these services. The social workers at the hospital also have good knowledge of the resources in the community and are always willing to answer questions.



# Mental Health Act and Common Legal Forms

The Mental Health Act is a provincial law that gives healthcare professionals and psychiatric facilities specific rules, forms and guidelines to follow when caring for people who require assessment, treatment and hospitalization for a mental disorder. The Mental Health Act of Ontario can be found at: [www.ontario.ca/laws/statute/90m07](http://www.ontario.ca/laws/statute/90m07)

Several common legal forms are summarized below. These and other forms can be found on the Ministry of Health and Long-Term Care Web site at [www.gov.on.ca/health](http://www.gov.on.ca/health)

## Common Legal Forms

**Form 1 (Application for Psychiatric Assessment)** can be used to bring someone to a psychiatry facility for an assessment that lasts up to 72 hours (three days). To put someone on a Form 1, a doctor must have personally examined the person within the previous seven days and have reason to believe that the person meets certain tests under the Mental Health Act.

**Form 1** also ensures that another doctor will examine the person with the mental health concern. During the assessment, other mental health professionals (e.g., nurses, psychologists and social workers) may meet with the person and their involved family members, friends or caregivers to get additional information.

**Form 2** (Order for Examination) is used under the same conditions as the Form 1 but is issued by a justice of the peace. Typically, the Form 2 is used by a person's family or friends when it is not possible for the person to be examined by a doctor. This form allows the police to bring the person to a hospital for a psychiatric assessment. However, the form does not authorize for the person to be kept at the hospital. If an assessment in hospital is necessary, the examining doctor must then complete a Form 1.



**Form 3 (Certificate of Involuntary Admission)** is used to admit the person to the hospital against their will. A Form 3 cannot be issued by the same doctor who issued the Form 1. The Form 3 means that the person will have to stay in hospital for up to two weeks. The person has a right to have the Consent and Capacity Board quickly review the form.

**Form 4 (Certificate of Renewal)** is used when a doctor determines that the person must remain in the hospital involuntarily for another month. This certificate can later be renewed so that the person has to stay for another two months (second renewal) or up to three months (third renewal or more). The certificate can be renewed indefinitely. Each time it is renewed, the person can apply for a review by the Consent and Capacity Board.

**Form 5 (Change to Voluntary Status)** is used when a doctor determines that the person does not need to be kept involuntarily anymore. This form can be completed at any time to end a Form 3 or a Form 4 before it expires. A patient is automatically considered voluntary once their certificate expires and another one is not completed.

**Form 14 (Consent to the Disclosure, Transmittal or Examination of a Clinical Record)** is used when a patient wants to give another person the permission to see or get a copy of their clinical record.

**Form 28 (Request to Examine or to Copy Clinical Record)** is used by a person who wants to get a copy of their own clinical record.

**Form 47 (Apprehension Orders/Order for Examination)** See Community Treatment Order Section.

## Incapacity to Make Treatment Decisions

Every person is presumed to be capable of consenting to treatment unless the healthcare professional, using specific criteria, determines that they are not capable to consent to treatment. A person is capable of making decisions about a treatment if they are able to understand the information relevant to making a decision about the treatment and able to appreciate the consequences of making or not making that decision about a proposed treatment. In Ontario, the Health Care Consent Act was created to ensure that specific rules were in place for all types of treatment decisions and applies to treatment for patients who are both inside and outside of the hospital.

With the exception of certain emergency situations, any proposed treatment requires informed, capable, voluntary consent. Capable people are entitled to make their own treatment decisions. A person that has been deemed incapable to consent to that treatment requires this decision to be made on his or her behalf by a Substitute Decision Maker (the person who is authorized under the Health Care Consent Act to give or refuse treatment consent on behalf of the patient). Every time a health practitioner proposes treatment, the patient must be assessed and a decision made if the patient is capable to give consent for that treatment. A patient may be capable to consent for one form of treatment but be incapable to consent to another.

When a psychiatric inpatient is deemed to be incapable of consenting to treatment for a mental disorder, they are given an explanation by the health practitioner, and given a Form 33 – Notice to Patient, and a Rights Advisor is notified to explain the significance of the form and to provide assistance if the patient wishes to have it reviewed by the Consent and Capacity Board.

If a patient is in the community or the proposed treatment is of a medical nature, the health practitioner that is proposing the treatment must inform the patient that they are mentally incapable to make this decision. Since there is no rights advisor and no Form 33 for this, the health practitioner must also explain the significance of this finding, notify them that they have the right to challenge this finding with the Consent and Capacity Board, and provide assistance should they wish to.

# Consent and Capacity Board

The Consent and Capacity Board is an independent body created by the provincial government of Ontario. It conducts hearings under the Mental Health Act, the Health Care Consent Act, 1996, the Personal Health Information Protection Act and the Substitute Decisions Act (among others). Board members are psychiatrists, physicians, registered nurses in the extended class, lawyers, and members of the general public. The Board sits as panels of one, three, or five members. Hearings are recorded in case a transcript is required.

## What matters may come before the Board?

The board has authority to hold hearings to deal with the following matters:

### **Health Care Consent Act, 1996**

- Review of capacity to consent to a treatment, admission to a care facility or a personal assistance service.
- Consideration of the appointment of a representative to make decisions for an incapable person with respect to treatment, admission to a care facility or a personal assistance service.
- Consideration of a request to amend or terminate the appointment of a representative.
- Review of a decision to admit an incapable person to a hospital, psychiatric facility, nursing home or home for the aged for the purpose of treatment.
- Consideration of a request from a substitute decision maker or one of a health practitioner (treatment), person responsible for admission to a care facility, or a member of staff

- responsible for the personal assistance service for directions regarding wishes.
- Consideration of a request from a substitute decision-maker or one of a health practitioner (treatment), a person responsible for admission to a care facility, or a staff member responsible for the personal assistance service for authority to depart from prior capable wishes.
- Review of a substitute decision-maker's compliance with the rules for substitute decision making.

## **Mental Health Act**

- Review of involuntary status (civil committal).
- Review of a request for orders under section 41.1 of the Act.
- Review of a Community Treatment Order.
- Review as to whether a young person (aged 12 to 15) requires observation, care and treatment in a psychiatric facility.
- Review of a finding of incapacity to manage property.
- Review of a request from the officer in charge, the Minister or Deputy Minister of Health and Long-Term Care for the transfer of an involuntary patient to another psychiatric facility.
- Review of a request from the officer in charge to vary or cancel orders granted under section 41.1 of the Act.

## **Personal Health Information Protection Act**

- Review of a finding of incapacity to consent to the collection, use or disclosure of personal health information.
- Consideration of the appointment of a representative for a person incapable to consent to the collection, use or disclosure of personal health information.
- Review of a substitute decision-maker's compliance with the rules for substitute decision-making.

## **Substitute Decisions Act**

- Review of statutory guardianship for property.

# **How are applications made to the Board?**

Application forms may be available from health practitioners, Rights Advisers, health or residential facilities. Applications are also available on the Board's website at [www.ccboard.on.ca](http://www.ccboard.on.ca). Completed applications should be faxed to the Board's office at 1-866 777-7273 or sent by email to [ccb@ontario.ca](mailto:ccb@ontario.ca). Health practitioners and officials of health and residential facilities are expected to fax forms to the Board within one hour of completion. If necessary, call 1-866 777-7391 or 1-877 301-0889 (TTY) for application forms, specific information sheets and contact information for the Board.

# **When and where will the hearing be held?**

The parties will receive a notice from the Board with the time and place of the hearing. If you are not a party, you may ask the Board for the time and place. The hearing will usually take place within a week after the Board receives the application and will be held in the facility where the person who is the subject of the hearing resides or receives treatment, or at some other place convenient to the parties.

## How much does it cost?

There is no charge to the participants for the services of the Board. The Board is publicly funded and requests that all participants assist in keeping costs down.

## What will happen at the hearing?

Each party may attend the hearing and invite anyone they want to come. Family members and friends are also encouraged to attend. The presiding member will introduce everyone and explain how the hearing will work, who the official parties are and the order in which people will speak. Each party may have a lawyer, call witnesses and bring documents. Each party and the Board members may ask questions of each witness. At the end of the hearing, each party will be invited to summarize and the presiding member will then end the hearing.

## What happens after the hearing?


The Board will meet in private to make its decision. The Board will issue its decision within one day. The Board may also issue written reasons explaining its decision. Written reasons will be issued if any of the parties request them. This request must be made within thirty days of the hearing.

## Can the Board's decision be appealed?

Any of the parties may appeal the Board's decision to the Superior Court of Justice.

## How can I get more information?

For information sheets, application forms and detailed contact information for the office of the Board:

 **1-866 777-7391 or 1 877-301-0889 (TTY)**

**[www.ccboard.on.ca](http://www.ccboard.on.ca)**

### **Important Internet Resources Concerning Mental Health Legislation:**

<b>Ministry of Health and Long-Term Care:</b>	<a href="http://www.health.gov.on.ca">www.health.gov.on.ca</a>
<b>Mental Health Act:</b>	<a href="http://www.ontario.ca/laws/statute/90m07">www.ontario.ca/laws/statute/90m07</a>
<b>Health Care Consent Act:</b>	<a href="http://www.ontario.ca/laws/statute/96h02">www.ontario.ca/laws/statute/96h02</a>
<b>Substitute Decisions Act:</b>	<a href="http://www.ontario.ca/laws/statute/92s30">www.ontario.ca/laws/statute/92s30</a>
<b>Consent and Capacity Board:</b>	<a href="http://www.ccboard.on.ca">www.ccboard.on.ca</a>
<b>Psychiatric Patient Advocate Office:</b>	<a href="http://www.ppao.gov.on.ca">www.ppao.gov.on.ca</a>

# Community Treatment Orders (CTO)

A doctor can issue a CTO when the client meets specific criteria including:

- The person must have been in a psychiatric facility two or more times or for a cumulative period of 30 days or more in the previous three years or have been on a previous CTO. A Community Treatment Plan (CTP) has been developed in consultation with those named in the CTP.
- The psychiatrist must also examine the person 72 hours prior to entering into the CTO and be of the opinion that:
  - i. the person is suffering from a mental disorder and needs treatment or care and continuing supervision while living in the community
  - ii. if the person is not in a psychiatric facility, they meet the criteria for a Form 1 – Application for Psychiatric Assessment
  - iii. if the person does not receive continuing treatment or care and supervision in the community, the person is likely to cause serious bodily harm to self or others; or suffer substantial mental or physical deterioration or serious physical impairment;
  - iv. the person is able to comply with the plan
  - v. the treatment or care and supervision are available in the community.

The doctor must have consulted with the health practitioners and others named in the Community Treatment Plan (CTP), must be satisfied that the person or the Substitute Decision Maker (SDM) has consulted with a Rights Advisor and when consent has been obtained from the individual or SDM.

## A Form 47

A Form 47 may be issued by the doctor if the client fails to attend appts or take prescribed medications.

Prior to the issuance of a Form 47 – efforts will be made to contact the client and provide assistance to comply

If a Form 47 is issued - the Hamilton Police Services and COAST will be notified jointly- and the client will be taken to the nearest emergency room for assessment.”

## Community Treatment Plan (CTP)

This is developed before a CTO is issued with all those party to the CTP. Each person named in the plan will have a role to play in provision of care and these responsibilities are defined during the development of the plan. A CTP might include such things as:

- Regularly scheduled meetings with the doctor,
- Regularly scheduled meetings with the case manager,
- Assistance with medication and treatment,

## **How can families be involved?**

- If you feel that a CTO would be of benefit, speak to the doctor, nurse or social worker.
- Your role may be as the Substitute Decision Maker for treatment if your relative is incapable to make treatment decisions as defined under the Health Care Consent Act, 1996.

For more information, call the CTO Coordinator at 905-522-1155 ext. 36321 or 36742.

# Hospital Parking

**Disclaimer:** Please note that parking rates/locations may change without notice.

## Charlton Campus

### RAMP 3 – Visitor Parking Ramp:

- Enter off **James Street South**
- Pay stations are located by the Ramp 3 elevators and accept cash and/or credit card
- ½ hr or portion thereof - \$3.50 or daily maximum of \$20.00

### Roof Deck Pay & Display: (Drop off/pick-up only)

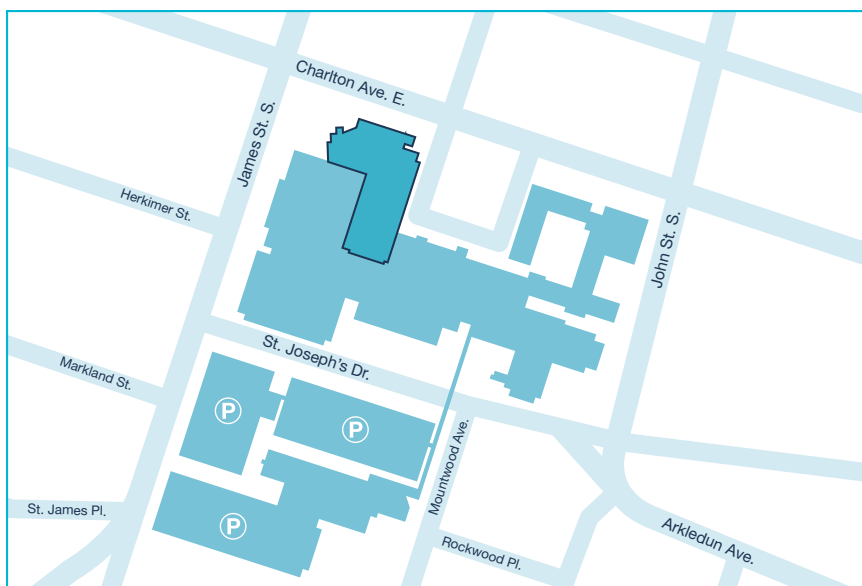
- Enter off of **St. Joseph's Drive**
- every 10 minutes - \$1.00 per 10 minutes
- You must pay in advance at a machine and put the ticket on the dashboard

### Charlton Short Term Lot:


- Enter off **Charlton Street East**
- ½ hr or portion thereof - \$3.50 or daily maximum of \$25.00

### Parking Permits:

- Parking passes (NON-REFUNDABLE) are available for purchase for longer term parking:
- H Pass (Ramp 3) available in 5, 10 or 30 day non-consecutive passes good for one full year from date of purchase
- 1 month pass which is good for 30 consecutive days



For more information on parking at Charlton Campus, please contact the Parking Office

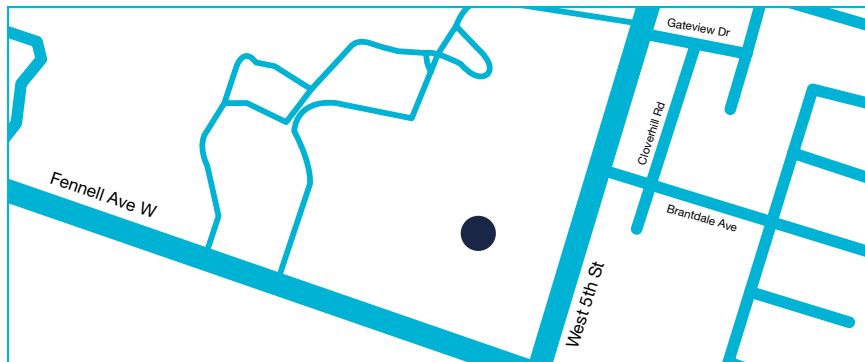
 **905-522-1155**  
**ext. 32750**

# West 5<sup>th</sup> Campus


- P1 & P2 lots (enter off of **Fennell Avenue East**)
- P3 & P4 lots (enter off of **West 5<sup>th</sup> Street**)
- Automated gates: parking by voucher obtained upon entry at each visitor lot
- Pay stations are located on Level 0 across from Tim Horton's and Level 1 across from the Welcome Desk and accept cash and/or credit card.
- ½ hr. or portion thereof - \$3.50 or daily maximum of \$20.00.

## Parking Permits:

- Parking passes (NON-REFUNDABLE) are available for purchase for longer term parking:
- 1 month pass which is good for 30 consecutive days



For more information on parking at West 5<sup>th</sup> Campus, please contact the Parking Office

 **905-522-1155**  
**ext. 32750**  
**or 36304**

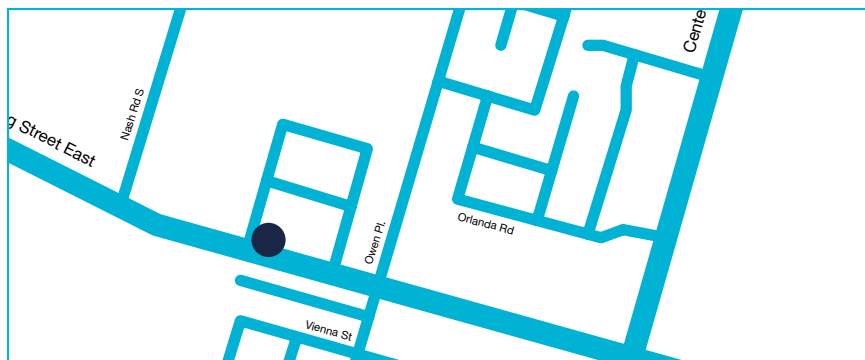
# King Campus

## Front Lot – Automated Gate:


- This lot is located in the front of the building on the east side
- Enter off King Street East
- First ½ hr or portion thereof - \$3.00
- Second ½ hr or portion thereof - \$3.00
- Third ½ hr or portion thereof - \$1.50
- Fourth ½ hr or portion thereof - \$1.50
- Daily maximum of \$10.00
- Pay stations are located by the main entrance door (beside Eye Centre) as well as inside the Urgent Care Centre doors and accept cash and/or credit card.

## Rear Lot – Meter Parking:

- This is for short visits to Urgent Care or Diagnostic Services



For more information on parking at King Campus, please contact the Parking Office

 **905-522-1155**  
**ext. 34807**



# Inpatient Unit Contact List

Main Number 905-522-1155 then dial extension

Unit		Reception Extension
<b>Mountain 1</b>	Concurrent Disorders	36435
<b>Mountain 2</b>	Forensic Program	36263
<b>Mountain 3</b>	Forensic Program	39290
<b>Orchard 1</b>	Acute Mental Health	36400
<b>Orchard 2</b>	Schizophrenia Unit	36421
<b>Orchard 3</b>	Forensic Program	39286
<b>Waterfall 1</b>	Mood Disorders	36344
<b>Waterfall 2</b>	Schizophrenia Unit	36200
<b>Waterfall 3</b>	Forensic Program	36674
<b>Harbour North 1</b>	Seniors Mental Health	36202
<b>Harbour North 2</b>	Schizophrenia Service	36294
<b>Harbour North 3</b>	Forensic Service	39294
<b>Harbour East 1</b>	Seniors Mental Health	39901
<b>Forest 1</b>	Seniors Mental Health	39353
<b>9T Charlton</b>	Acute Mental Health	34370
<b>10 T Charlton</b>	Acute Mental Health	32377

# Mental Health Clinic Contact List

Main Number 905-522-1155 then dial extension

Department	Reception Extension
Anxiety Treatment Research Clinic (ATRC)	35377
Centralized Rehabilitation Resource Clinic	36407
Cleghorn Early Intervention Clinic	36263
Community Internal Rapid Assessment	39290
Community Psychiatry	36040
• Borderline Personality	
• Bridge to Recovery	
• Rapid Consultation	
Concurrent Disorders Outpatient Clinic	39207
Dual Diagnosis Outpatient Team	36610
East Region Mental Health Clinic	34801
Eating Disorders Clinic	33433
Forensic Outpatient Clinic	36262
Mood Disorders Clinic	35419
Neuropsychology	36371
Patient and Family Collaborative Support Services	39559
Psychotherapy Centre	39881
Schizophrenia Outpatient Clinic	39021
Seniors Mental Health Clinic	39663



