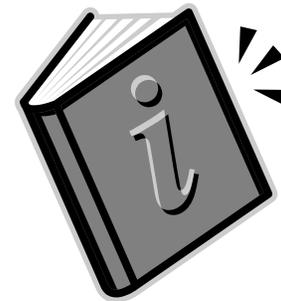


**Welcome to  
Acute Mental Health  
Orchard 1  
West 5th Campus**



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Visiting Hours: 9:00 a.m. to 9:00 p.m. daily

Discharge Time: 11:00 a.m.

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100 West 5<sup>th</sup> Street  
Hamilton, Ontario

First Floor - Orchard Wing  
West 5<sup>th</sup> Campus

Telephone: 905-522-1155 ext. 36400

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



## Trillium Gift of Life Network – Organ and Tissue Donation Program



Trillium Gift of Life Network is a not-for profit agency of the Government of Ontario. It looks after planning, promoting and coordinating organ and tissue donation across Ontario.

As of January 2014, a member of the health care team must call the Trillium Gift of Life Network for any patient who is 79 years of age or younger and:

- meets the criteria for high risk of imminent death
- has died – this call must be made within 1 hour of the patient’s death

If the patient is eligible for tissue donation, the Trillium Gift of Life representative will ask to speak with the next of kin.

### Important facts:

- One donor can save up to 8 lives and enhance as many as 75 more.
- Everyone has the potential to be an organ and/or tissue donor regardless of age or health.
- To learn more or to register, visit ‘BeADonor.ca’ or call 1-800-263-2833.

**beadonor.ca**

## Welcome

Acute Mental Health at St. Joseph’s Healthcare Hamilton, West 5th Site is a 20-bed unit. The goal of the health care team is to provide a comfortable client centered environment where your health care needs are met with dignity and respect.

### The health care team will work with you to:

- Identify and help you with your mental health and/or addiction issues
- Develop a treatment plan that meets your specific needs
- Identify coping strategies and skills you can use when you go home
- Develop a plan for discharge and follow-up care

## Research and Teaching Centre

St. Joseph’s Healthcare is a teaching and research centre. During your stay you may be asked to take part in a research project. Please be fully informed of the purpose of the research project before agreeing and remember that participation is voluntary.

Also, because St. Joseph’s is a teaching organization, you may have students from a variety of health care professions involved in your care.

## Violence in the Workplace

St. Joseph's Healthcare is working to prevent violence in the workplace. The goal is to provide a healthy, safe, and violence free place for clients, staff and visitors. Violent or abusive behaviour is not tolerated.

## Your Health Care Team

During your stay, you meet with members of your health care team. Each member has a different role in your care, but they all work together to create a personal treatment plan that benefits you most.



The **Psychiatrist** is a doctor with special training in the area of psychiatry. You meet with your psychiatrist each day from Monday to Friday to monitor your progress, discuss your symptoms and concerns and adjust your treatment plan when needed.

The **Charge Nurse** is the coordinator of daily activity on the unit. If you have any questions during your stay, please feel free to ask to speak to the Charge Nurse.

The **Nurse Manager** is responsible for all aspects of client centred care and nursing care provided on the unit. If you have any questions or concerns you feel have not been resolved by the Charge Nurse, you may ask to speak to the Nurse Manager.

## Galleria

The Galleria is located on the 2nd Level. It has a gymnasium, wellness centre, resource library, beauty salon and clothing store.



## Your Health Care – Be Involved

In order to have the best health care, become an active member of your health care team. Here are some ways to be involved:

- Ask questions and talk about your concerns
- Know the medications you take and why to take them
- Carry a current list of medications and herbal products you take to share with all health care providers
- Carry a list of your current medical conditions, allergies, past problems and surgeries
- Make sure you know what to do when you leave the hospital

When you are involved, you can make better decisions about your treatment plan. For more information there is a booklet called, 'Your Health Care-be Involved' published by the Ontario Hospital Association. You can download this book in many languages from [www.oha.com](http://www.oha.com).

## Comments, Compliments and Complaints

At St. Joseph's Healthcare Hamilton we expect everyone will treat each other with dignity and respect.



We invite you to contact our Nursing Manager at 905-522-1155 extension 36771 if you have comments, compliments or complaints.

You can also decide to contact our Patient Relations Department at 905-522-1155 extension 33838:

- When you call with a compliment, we will pass your message on.
- When you call with a complaint, we will work with you and your health care team to try and resolve the problem using respect, compassion, confidentiality and fairness for all involved.

If no one is available when you call, please leave a message

## Parking

Visitor and client parking is located on the south side of the building off Fennell Avenue.



Accessible parking is also available.

You pay at the machine in advance. Be sure to put the receipt on the dash of the vehicle.

## Registered Nurses (RNs) and Registered Practical Nurses (RPNs)

coordinate all of your day to day care needs as they arise. Your needs may change throughout your stay. This is identified as you talk to your Nurses every day. Nurses work together with other members of your health care team and update the health care team about your progress. RNs and RPNs work 8 and 12 hour rotating shifts. Each day, your Nurse's name is posted on the Daily Assignment Board in the hall by the Dining Room.



The **Pharmacist** meets with you if you have any questions about your medications. If you would like to talk to a Pharmacist, please let your Nurse know so this can be arranged.



The **Occupational Therapist** may become involved in your care to assess or help with mobility concerns and/or daily living skill issues.

A **Social Worker** may meet with you and your family to identify concerns you may have about:

- Being in hospital and away from your loved ones, friends or job
- Finances
- Supports in the community such as housing and recreational groups
- Discharge planning and follow up appointments

The **Recreation Therapist** provides client centered care through assessment, group programs and one-to-one intervention and evaluation. Programs offered on the units may include Mindfulness, Tai Chi, Dialectical Behaviour Therapy (DBT) and Creative Arts.

The Recreation Therapist can also help you find leisure activities to take part in based on your strengths, interests and resources. Please talk to the Recreation Therapist on your unit if you are interested in this service.

The **Spiritual Care Specialist** provides spiritual, religious and emotional support for you and members of your family. If you would like to speak to someone from Spiritual Care, talk to your Nurse. If you would like support from your own clergy or faith leader, the Spiritual Care Specialist can help you arrange this.



The **Unit Clerical Clerk (UCC)** is the person of contact for all people entering and leaving the unit. The UCC also helps arrange appointments after discharge.

**Volunteers** often help with recreational activities and activities that improve quality of living for clients.

## Isolation and Visitors – Patient Safety

If you are in isolation there will be a special sign on your door. The sign will show your visitors what they need to do to visit with you safely. Your Nurses will help you and your visitors as well.

People should not visit if they do not feel well or have:

- chills or fever
- diarrhea in the last 48 hours
- nausea or vomiting
- signs of infection such as a rash and or open sores

## Discharge Plans

Discharge planning is an ongoing process and involves you, your family and your health care team.



Discharge plans are based on your specific needs.

## Washrooms

Washrooms in client rooms are for client use only. There are public washrooms across from the lounge.

## Visiting

Visiting hours are from 9:00 a.m. to 9:00 p.m. daily.

## Infection Control – Protect Yourself and Others

Each time you enter and leave the hospital use the hand pumps to clean your hands.



Before you enter and when you leave the unit follow the hand cleaning directions posted and clean your hands well.

If you are visiting a client in isolation, please speak with a Nurse, before you enter the room. The Nurse will show you what to do before you visit.

## Why are clean hands important?

- Clean hands reduce the spread of germs.
- Germs, like cold or flu, can make you and others sick.
- Clean hands can save lives.

## The Mental Health Act and Mental Health Act Forms

When you are admitted to Acute Mental Health your stay is either on a voluntary or involuntary basis. If you are admitted on an involuntarily basis, you were assessed and a Mental Health Act Form was completed by your doctor.

Here is a short summary of what the Forms are. You can talk to a member of your health care team to learn more about these forms:

Form#	Duration*	Description
1	72 hours	Application by doctor for a Psychiatric Assessment
3	14 days	Certificate of Involuntary Admission
4	1 month This form may be repeated	Certificate of Renewal

**\*Note:** Your Psychiatrist may cancel any form if your clinical status improves before the date of expiry.

## Rights Advisor

If you have been placed on a Form 3 or 4, the Patient Advocate Office is sent a notice. A Rights Advisor then talks to you to advise you of your rights and options.

If at any time you would like to speak to the Rights Advisor from the Psychiatric Patient Advocate Office about your involuntary status, please speak to a member of your health care team who can inform the Rights Advisor of your request. You can also contact the Rights Advisor directly toll free at 1-800-578-2343.

## **Personal Belongings and Valuables**

Basic personal care items such as toothbrushes, toothpaste, soap, and feminine hygiene products are available free of charge during your stay. If you prefer to use your own products from home, please have a family member or friend bring these items to the hospital for you.

Please leave any personal items you value at home. If needed, you can have personal items you value locked in the Patient Account Office however you cannot get them back until you are discharged.

There are locked closets and cupboards for storage in your bedroom. There are small lockers outside the Unit also available for you.

## **Contraband Items**

Your belongings are searched on Admission and when you return from Passes. All contraband items such as mirrors, cigarettes, lighters and medications are removed and returned at Discharge or as needed.

- Wear non-slip footwear at all times.
- Use your assistive devices such as a walker, cane and wheelchair if you use these.
- Report any safety concerns you have to a staff member.



Speak to your Nurse if you are interested in educational material about fall prevention strategies.

## **Telephones**

There are 2 public telephones available for clients; one in the dining room and one in the lounge at no charge. These are only for placing local calls or receiving incoming calls. Please limit your calls to 10 minutes if others are waiting.

## **Television**

There are 3 televisions on the unit for client use. The television in the lounge has a DVD/VCR player. There are many movies available for you to view at your leisure. Movies brought from home must be cleared by a member of the health care team before viewing.

## **Laundry Room**

There is a washer and dryer on the unit for client use from 8:00 a.m. to 10:00 p.m. daily. Laundry detergent is automatically dispensed into the washing machine.

## Smoking Policy

St. Joseph's Healthcare Hamilton West 5th Campus is a smoke free environment. You may not smoke inside or outside of any of the buildings.

We encourage all patients to quit smoking. We can offer a variety of nicotine replacement options to help in this process.



Please speak to a member of your health care team if you would like to discuss these options.

## Fragrance Free Environment

Many staff, visitors and clients have allergies to perfumes and scented products. Please do not use scented products in the hospital. Please tell your visitors to do the same



## Client Safety – Preventing Falls

When you arrive on the unit your Nurse will assess your risk for falls.



One goal is to make sure that you are safe at all times. A fall can happen anytime, but there are ways to prevent falling:

- Make sure your bed is in the lowest position and your room is kept free of obstacles.
- If you feel dizzy or unwell ask for help.

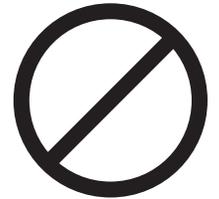
## Cell Phones, Laptops and Electronic Devices

Your personal electronic devices are your responsibility. St. Joseph's Healthcare Hamilton cannot be held responsible for lost, damaged, or stolen items. Inappropriate use will be addressed right away. Please remember the importance of privacy and confidentiality of yourself and other clients. If you need an internet connection, please ask the Unit Clerk for a temporary username and password.



## Remember

St. Joseph's Healthcare Hamilton cannot guarantee the safety of your belongings. St. Joseph's Healthcare Hamilton does not provide replacement or reimbursement for any loss of or damage to any items that are not locked up in the vault. This includes clothing, jewellery, valuables, mobile and electronic devices, games etc. Thank you for helping us to care about your things.



## Therapeutic Levels and Passes

During your stay, your Psychiatrist and members of your health care team talk to you about this during your treatment sessions. These are explained on the next page.

## **Therapeutic Level 1**

This level means that you must stay on the unit for more assessment by the team.

## **Therapeutic Pass Level 2\***

Generally you can may leave the unit and go to places such as the Galleria and Colours Café. There are places you can go to and places you cannot. This type of pass is explained to you in detail if you get one.

## **Therapeutic Pass Level 3\***

You may leave the unit with a Therapeutic Pass Level 3, but must stay on hospital property.

## **Therapeutic Pass Level 4\***

You may leave the unit, hospital property and/or have overnight passes in the community with a Therapeutic Pass Level 4.

\*Therapeutic Pass Levels 2, 3 and 4 may also include special conditions such as you must be with another person and the name of this person, time to return, how often you can leave etc.

## **Leaving the Unit**

**Remember you must have a Therapeutic Pass Level 2, 3 or 4 to go off the unit.**

Please speak to your Nurse before leaving the unit.

## **Clinical Monitoring**

Your clinical wellbeing, whereabouts and plan of care are assessed often by your health care team. Nursing staff also conducts safety checks to identify any safety concerns throughout the day and night.

## **Meals**

Meals are served cafeteria style in the lounge. Breakfast is at 8:00 a.m.; lunch is at noon; dinner is at 5:30 p.m. Please let the staff know if you have any dietary restrictions. Snacks are available between meals. The evening snack is at 8:00 p.m. You can talk to your Nurse if you would like to know more about what is available.



There is also a coffee shop called Colours Café located on the 2nd floor. They offer a variety of snacks, meals and beverages. There is also a Tim Hortons in the main lobby.



## **Chapel**

The chapel is located on Level 1 and everyone is welcome. Services are posted outside the chapel door.

