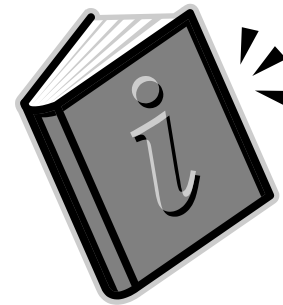


**Welcome to
Acute Mental Health
Charlton Campus
9th and 10th Floor Juravinski Tower**



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

Discharge Time: 11:00 a.m.

50 Charlton Avenue East
Hamilton, Ontario

Telephone: 905-522-1155

9th Floor extension: 34370

10th Floor extension: 33277

For Your Reference

Your Nursing Manager: _____

Your Psychiatrist: _____

Your Social Worker: _____

Your Pharmacist: _____

Your Recreational Therapist: _____

Your Spiritual Care Specialist: _____

Other Health Care Professionals: _____

Notes

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 eight 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 to Acute Mental Health – Charlton Site

Acute Mental Health at St. Joseph's Healthcare – Charlton Site consists of 2 units located in the Juravinski Innovation Tower on the 9th and 10th floors. Each unit has 30 beds for inpatients. 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

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. Violence or abusive behaviour is not tolerated.

Your Health Care Team

During your stay, you will 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 treatment plan that benefits you most.



Your **Psychiatrist** is a doctor with special training in the area of psychiatry. You meet with your psychiatrist regularly during the week to monitor your progress, discuss your medical concerns and symptoms and adjust your treatment plan.

The **Resource 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 this Resource Nurse.

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 you 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.

Sherman Library

The library is on the 2nd floor of the Juravinski Tower. You can ask the librarian for help finding information. You can read the information in the library or may be able to pay for a copy to take home.



The hours are:

- 8:00 a.m. to 6:00 p.m. Mondays, Wednesdays, Fridays
- 8:00 a.m. to 8:00 p.m. Tuesdays, Thursdays
- Closed weekends and holidays
- Hours may change

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 Resource Nurse, you may ask to speak to the Nurse Manager. The extension for the Nurse Manager is posted in the elevator lobby.

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 daily as you interact with your Nurses. 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 on both units.



The **Pharmacist** meets with you if you have any questions about your medications. There is a weekly medication group on the unit for you to attend to learn about the different types of psychiatric medications. The date and time of the medication group is posted on the Group and Activity Board in front of the nursing station. If you can, please bring your home supply of medications to the unit for the pharmacist to review.



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

- Being in hospital and away from your family, friends, work or school
- Finances
- Supports in the community such as housing and recreational groups
- Discharge planning and follow up appointments
- Caretaker stress

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), Creative Arts and Growing Gratitude.

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

Occupational Therapy services are offered on a one-to-one basis or in a group setting. The Occupational Therapist can help to identify your skills needed to participate in daily activities such as self-care, household management, work and

Other Services (Times may change)

Pharmacy

The Pharmacy in the main lobby can meet all of your medication and health care product needs. It offers professional advice, education, fast and friendly service. The pharmacy accepts all drug plans. Any patient or visitor can use the pharmacy. The hours are:

- 9:00 a.m. to 5:00 p.m. Mondays, Wednesdays, Thursdays
- 9:00 a.m. to 7:00 p.m. Tuesday, Fridays
- Closed on Saturdays and Sundays

Gift and Flower Shop

Located near the main entrance, the hours are:

- 10:00 a.m. to 7:30 p.m. Mondays to Fridays and closed between 6:00 and 6:15 p.m. so staff can have a break each evening
- 12:00 p.m. to 5:00 p.m. Saturdays, Sundays

Convenience Store

Located near the main entrance, the hours are:

- 10:00 a.m. to 8:00 p.m. Mondays to Fridays and closed between 6:00 and 6:15 p.m. so staff can have a break each evening
- 10:00 a.m. to 5:00 p.m. Saturdays
- 12:00 p.m. to 5:00 p.m. Sundays

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 parking is located off James St. South to the right of the Fontbonne Building. Follow the signs.



The parking lot off Charlton Avenue is Premium Parking. This means it costs a lot to park here. There are no IN and OUT privileges, coupons, passes or validations accepted for this lot.

You can go to the Parking Office to obtain a day pass to come and go all day. You can also buy a 2-week and/or monthly pass at reduced rates.

The Parking Office is located on Level 2 of the Juravinski Tower (Room T-2317). It is open Mondays to Fridays 7:00 a.m. to 8:00 p.m. and Saturdays, Sundays and Holidays from 11:00 a.m. to 5:00 p.m. Times may change.

leisure. The Occupational Therapist works with you to gain skills in these areas to help prepare you for a successful discharge.

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 are often on the units helping with many activities.

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.

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. If you need a longer time in hospital you may be transferred to the West 5th Campus Mountain Site.

Caretaker Stress

We understand that this may be a hard time for family and friends of clients admitted to hospital. There are supports in the community that can help you during this time. Please speak to the Social Worker who can provide you with information about resources.

Comments, Compliments and Complaints

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



First, we invite you to contact the Nursing Manager on your unit at 905-522-1155 extension 33395 if you have comments, compliments or complaints.

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

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.



Why are clean hands important?

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

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

Personal Belongings and Valuables

Basic personal care items such as toothbrushes, toothpaste, soap, and feminine hygiene products are available 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. Personal belongings and valuables brought to the unit will be searched by staff to ensure everyone's safety.

Storage of Personal Belongings and Valuables

Small items of value needed for daily use can be kept in the nursing station in a small box that has been assigned to you. There is also a storage room for one bag of personal items that you may wish to have with you during your stay. All other items must be able to fit into the closet at your bedside.

Cell phones, Laptops and Electronic Devices

Cell phones, laptops and any device with recording capabilities or camera features are not permitted on these units. However, you may store these items in your assigned locker if you have a Level 3 or 4 Therapeutic Pass. These items must be returned to your locker before you return to the unit. Lockers are available in the elevator lobby of both units.

Internet Access

If you need an internet connection, ask the Unit Communication Clerk (UCC) for a temporary username and password.

Hospital Vault

The hospital has a vault that you can have items you value locked in while you are here. However, you cannot take these out until you are discharged. Please talk to your Nurse about using the vault to store items you value but will not be using while you are here.

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 belongings.

Therapeutic Levels and Passes

These are discussed daily with the health care team in collaboration with you.

Television

There are 2 televisions on each unit for client use. The television in the client 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 each unit for your use from 8:00 a.m. to 10:00 p.m. daily. Laundry detergent is available at the Nursing Station.

Washrooms

Washrooms in client rooms are for client use only. There are public washrooms on:

- 2nd floor of the Juravinski Tower
- 1st floor near the Gift Shop
- 1st floor near the Information Desk

Visiting

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

You can only have 2 visitors at one time. Please visit in the common areas of the unit as most rooms are shared.

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.
- Wear non-slip footwear at all times.
- Use your assistive devices such as a walker, cane and wheelchair if you use these items.
- 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 for client use on each unit at no charge. Local calls are free, but please limit your calls to 10 minutes if others are waiting.

Therapeutic Level 1

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

Therapeutic Pass Level 2

This does not apply to the Charlton site units. If you are transferred to the West 5th site this type of pass is explained.

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 3 and 4 may also include special conditions such as how often you can leave, who you can leave with and time to return etc.

Leaving the Unit

You must have a Therapeutic Pass Level 3 or 4 to go off the unit.

Please speak to your Nurse before leaving the unit. You must sign out at the Nursing Station.

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 dining room. Please let the staff know if you have any dietary restrictions.



Snacks are available between meals. You can talk to your Nurse if you would like to know more about snacks.

There is also a cafeteria located on the second floor of the Mary Grace Wing. Other options include Tim Hortons and the Convenience Store located in the main lobby.



Chapel

The chapel is located near the main entrance on Level 1. It is a quiet, peaceful place where everyone is welcome. Daily mass and special services are posted on the chapel door.



Smoking Policy

St. Joseph's Healthcare Hamilton at the Charlton Site is a smoke free environment. You may not smoke in any of the buildings or on hospital property.



We encourage all patients to quit smoking. We can offer a variety of nicotine replacement options to help with 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 patients have allergies to perfumes and scented products.



Please do not use scented products in the hospital. Please tell your visitors to do the same.