



Cornwall Community Hospital
Hôpital communautaire de Cornwall

OUR VALUES / NOS VALEURS



INTEGRITY • *INTÉGRITÉ*
COMPASSION • *COMPASSION*
ACCOUNTABILITY • *RESPONSABILITÉ*
RESPECT • *RESPECT*
ENGAGEMENT • *MOBILISATION*



Psychiatric Care Unit

Family & Friends Information Guide



Visiting Hours Daily

11:00 a.m. to 1:00 p.m.
and
4:00 p.m. to 8:00 p.m.

For additional Information contact...

Canadian Mental Health
Association

(CMHA) 613-933-5845

www.cmha-east.ca

Cornwall & District Fam-
ily Support Group

613-527-1201

info@listentofamilies.ca

Psychiatric Patient
Advocacy Office

(PPAO) 1-800-578-2343

www.ppao.gov.on.ca

Crisis line

1-866-996-0991

www.crisisline.ca

To call the unit

between 8 a.m. and
10:00 p.m.:

613-932-3300 x4274

VISITING

Visiting is encouraged and we have small lounges, TV rooms or a kitchen for this. Visiting there will offer privacy and rest to other patients in their rooms.

Please be mindful of the other patients on the unit. Be aware of your voice, tone and volume and always respect everyone's privacy. Any information shared or overheard from other patients is confidential, we ask you to respect them by not sharing that information.

FOOD & BEVERAGES

Food and drink that contain caffeine are discouraged. Please do not purchase food or drinks for other patients, there may be specific allergies.

CCH is committed to a safe work environment. Abusive/aggressive behaviours and coarse language will not be tolerated.

PERSONAL BELONGINGS

Take all valuables home; leave only small amounts of money.

In most instances, "street clothes" are encouraged. There is a laundry facility available (for patients to use), so only a couple of changes of clothing are needed. Please label clothing if your loved one is unable to identify what belongs to them.

There may be restrictions on wearing street clothes if your family member is on a Form under the Mental Health Act.

PRIVACY & CONFIDENTIALITY

Due to privacy legislation staff members may only share health information concerning your loved one if they have received consent to do so. We must obey this legislation.

HOW CAN A FAMILY MEMBER HELP?

You can provide valuable information that will assist the team in providing the most appropriate care. Some important information about your family member that staff may ask for includes:

- Usual routine and normal abilities
- Past medications that helped, list of all present medications: prescription, over the counter and herbal remedies
- Events that led to hospitalization
- Previous hospitalizations
- Family history of mental illness

SPOKESPERSON

We would appreciate the name of one person to be the main contact for all communication.



WHAT ELSE CAN FAMILY & FRIENDS DO?

- Become informed & ask questions. Information is available on mental illness
- Participate in family meetings as requested
- Bring in unscented toiletries, clothes and other personal items to maintain the person's self-esteem
- Be patient, your family member/friend may not want you involved at first
- Take care of yourself!

PASSES & APPOINTMENTS

Always check with staff before taking a patient off the unit. Passes are ordered by a doctor. When on a pass with your family member/friend, please ensure that you both are "signed out" appropriately. Please return on time or call if you are delayed.

With your family member/friend's permission we would appreciate you sharing your thoughts on how the pass went. There is a pass report you can help complete.

Remaining on the unit for group and activities, talks with the nurse and being here when the doctor visits is part of the treatment/ care plan; this takes priority over passes. Please inform the team if your loved one had an outside scheduled appointment before coming to the hospital.

SAFETY & INFECTION CONTROL

Safety for everyone is very important to us. You can help by observing and reporting to staff any thing that concerns you.

Personal items from home are permitted, upon approval of the staff. For safety reasons you will be asked to show any items that you have brought in. Items such as cigarettes, lighters, sharps, glass and/or electrical equipment must be given to staff for safe storage. CCH has a policy around illegal substances these are strictly prohibited. There is a list of restricted items posted at the nursing station.

For your safety please sign in & out at the nursing station when you visit.

Restraints may need to be used for the safety of an individual, staff and other patients. If needed, restraints will be used as a last resort for the shortest time to maintain safety and according to policy and legislation. Other safety requirements may be necessary e.g. wearing a face mask or postponing visits until your loved one is more settled.

There are many Purell dispensers located around the unit for your use. You can ask us to clean our hands too!



DISCHARGE PLANNING: starts on admission, you are encouraged to be actively involved in this process. This may include assisting with transportation, housing arrangements, and external appointments etc.

To support discharge from the hospital we have offer a "wellness check-in" service with the crisis line as part of a discharge plan. Ask a nurse about this.

THE TEAM

Each shift, a specific nurse is assigned to your family member/friend's care. You can share information with or ask questions of this person. Other team members may be able to help you too.

Each team member has a specific role to play in your family member's care.

The Team:

Manager 613-932-3300 x4311 (8-4pm)

Social Worker 613-932-3300 x4238 (8-4pm)

Nursing Station 613-932-3300 x4274

Recreation 613-932-3300 x4297 (8-4pm)

Pastoral Care 613-932-3300 x4263

Please speak to any member of the treatment team if you have concerns about the care and treatment of your family member/friend.

If not resolved contact the Program Manager; the Patient Quality & Risk Director is available if this does not resolve the issue. (x2229)



The usual length of stay varies but can be up to two weeks

DISCHARGE TIME IS
10:00 a.m.

Discharge checklist:

- Collected all personal belongings
- Medication returned/dispensed
- Transportation arranged
- Prescriptions
- Follow-up appointments
- Wellness Check-in

Recovery is Possible!

The road to recovery is a process and stabilization in the hospital is the first step.

Treatment will continue after discharge.

There is a discharge planning group each Friday when other community resources are discussed. Speak to a nurse if your loved one would like you to attend.

DECISIONS ABOUT TREATMENT

If your family member is found not capable of making decisions about their treatment, you may be asked if there is an identified Power of Attorney (POA); or if you would consider acting as a Substitute Decision Maker (SDM).

Speak with the social worker for more information on both of these roles.

QUESTIONS FOR THE TEAM:

We thank you for contributing to a healing environment for everyone here.

Doctor providing care: _____

Patient Rights and Responsibilities

Patients have the right to:

- Receive safe and proper care
- Privacy and dignity
- Confidentiality
- Competent staff and physicians
- Be informed and participate in decision-making and the process of care
- Request a second opinion
- Refuse treatment and be informed of the implications of their actions
- Voice concerns and have them addressed

Patients and/or their representatives have the responsibility to:

- Use health care resources responsibly
- Maintain an accurate history of personal medical information
- Respect the rights and property of others
- Participate in care
- Provide accurate information
- Keep all appointments or notify the appropriate department if unable to do so
- Follow instructions for medications and other treatments
- Make healthy choices about lifestyle and habits