



Mental Health - Care & Research
Santé mentale - Soins et recherche

WELCOME AND CARE HANDBOOK

*Mental health care transformed through
partnerships, innovation and discovery.*

*Delivering excellence in specialized mental
health care, advocacy, research and education.*

theroyal.ca

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Welcome

The Royal serves communities across eastern Ontario through a variety of inpatient and outpatient programs, as well as community outreach services. All programs offer a team approach to treatment. You, your family, friends and community supports are important members of the care team. Your input is valued, respected and encouraged.

This booklet provides information for patients of the Royal Ottawa Mental Health Centre, 1145 Carling Ave. For additional information visit our website at theroyal.ca.

As a patient, you may also ask any member of your treatment team for more information about any program or service at The Royal.

Your Treatment Team

The Royal uses a team-based approach to care. Your assessment and treatment will involve several different types of dedicated mental health care professionals with specialized experience and training.

How People Reach You at The Royal

Each unit has a phone that you can use. From outside The Royal, people can reach you by:

1. Phoning 613.722.6521 (Ottawa) or 1.800.987.6424 (toll free) and pressing 0.
2. Telling switchboard which treatment unit you've been admitted to and they will transfer the call.

Visiting Hours

There is a recognized therapeutic value to involving your family members, significant others, friends and supporters, so visitors are encouraged during your treatment at The Royal. Your treatment team can help you connect or reconnect with family, friends and community supports.

It is best to confirm visiting hours and regulations with your program. The number of visitors at one time will be assessed according to your individual needs. Children under 16 years of age must be accompanied and supervised by a responsible adult.

Bringing Food

In consideration of food safety and storage, food or drink cannot be brought in and stored for future consumption. Food or drink is not permitted in your room.

Parking Information

- Pay parking is at the main entrance and along the ring road that circles the campus at 1145 Carling Ave.
- Parking passes are available from the Cashier's Office, located off the Winter Garden (atrium area) on the second floor. Packs of 5-visit or 16-visit passes are available. The Cashier's Office is open Monday to Friday from 9 - 11:30 a.m.
- For longer-term inpatient parking, please speak with your treatment team, who will contact the parking department on your behalf.
- Geriatric client pick up and drop off: two spots at main entrance, 15 minute time limit.

- Patient pick-up and drop-off: two spots at main entrance, 15 minute time limit.
- Accessible parking: 10 spots available at main entrance and three on Ring Road near the Operational Stress Injury Clinic. These are part of the pay parking.

Access by Bus

- There are OC Transpo bus stops on Carling Ave. in front of the Royal Ottawa Mental Health Centre. Bus routes serving the building include 80, 85, 101, and 103.

Access by Bicycle

Ottawa: Bicycle racks are available at the main entrance.

Site Maps

Ottawa: Maps of the building are available from the Information Desk at the front entrance. There are also clearly marked signs at the main entrance and you can ask for help or directions from the staff at the Information Desk or any other staff member.

Client Statement of Values: The Royal's Core Values and Vision for Client & Family-Centered Care

As a leader in specialized mental health care, The Royal believes in including the client voice at the decision-making table. As a result, we are one of the few organizations in Canada that has embedded that philosophy into decisions on care, treatment and research since 2006. Patients are represented by the Client Advisory Council, which supports, advises and advocates with management and clinicians in the interest of clients.

We at The Royal believe that true client engagement and consultation is key to providing quality, person-centered care. The Royal is proud and committed to delivering on our Client Statement of Values.

Core Value One: Being Heard

Clients and families are provided with a way to safely and respectfully express their opinions, positive or negative, about their health care without fear of repercussion.

Core Value Two: Dignity and Respect

Clients and families are treated with dignity, compassion and respect.

Core Value Three: Engagement and Participation

Clients are active participants in their safety, health care and health care decision-making.

Core Value Four: Informed Decision Making

Clients have access to reliable and current information about their health care options in order to support informed decision making and active participation in care.

Core Value Five: Quality Care

Clinical care is evidence-based, high quality and meets or exceeds legislative, regulatory and professional standards.

Core Value Six: Privacy and Confidentiality

Clients have the right to privacy and confidentiality as well as security of their personal health information.

Core Value Seven: Recovery

Clients receive care in a therapeutic environment that supports hope and recovery.

If you have any questions or if you would like further information, please contact the Manager of Patient Care Services of your program or call The Royal's main reception and ask to speak with the Client and Family Relations Coordinator.

Caring for the Caregiver: Bill of Rights and Responsibilities

Caregivers have the right to:

- Be treated with empathy, dignity and respect in a safe, healing environment free of stigma.
- Caring staff who understand that mental health challenges impact the whole family.
- Flexibility for visiting the person you are supporting to meet treatment and emotional needs.
- Be involved in the person you are supporting's care as well as transitions in care with the understanding that patients also have the right to decide who to involve in their care and to what degree health care information may be shared.
- Share relevant and accurate information, insights, opinions and observations about the person you are supporting's history, care and progress with the understanding that it may be included on the patient's health record.
- Ask questions and receive clear responses to queries you make providing the person you are supporting has provided consent. Where consent is not given, every attempt will be made to answer questions in a general way so as to uphold patient confidentiality.
- An interpreter.
- A reliable and competent contact person to assist with systems navigation; information and guidance on symptom management and crisis intervention; and information on community resources and how to access them.
- Education and supports, including peer support that can assist in coping with mental health challenges.
- Express concerns and have them pursued in a safe and fair manner. Be informed of outcomes.

- Apply to be a member of the Family Advisory Council.
- Express all of your feelings, both positive and negative, in a manner that will not harm others; this includes grieving.
- Discounted parking passes available through the volunteer coffee shop located on the 2nd floor of the Royal Ottawa Mental Health Centre.

Caregivers have the responsibility to:

- Cooperate with investigation of any complaint you make.
- Consider and respect others.
- Respect confidentiality – this means clear boundaries are in place regarding caregiver involvement. Communication between caregivers and the care team is in accordance with the wishes of the patient. Caregivers can still receive information about: what services are available, how they work, and how to access them – especially in a crisis.
- Refrain from bringing any alcohol or other harmful substances into the hospital.
- Collaborate with the care team's direction in matters of safety and visits.
- Abide by other hospital policies made known to you.

Admission Information

Client Responsibilities

As a client of an inpatient program, you are responsible for:

- Actively participating in developing and implementing your care plan.
- Communicating concerns and disclosing relevant information to staff.
- Remaining as independent as possible.
- Asking questions about your care to any of your health care providers.
- Ensuring your health care providers check your identity before giving you any medicine.
- Telling your health care providers if you experience dizziness, blurred vision, feel lightheaded or any other discomfort.
- Speaking to staff immediately if you find yourself in an unsafe situation or if someone approaches you in a manner that makes you feel uncomfortable.
- Talking to your health care provider about ways to reduce your distress if feelings such as sadness, anxiety, anger or fear make you feel unsafe.
- Actively participating in planning for discharge.
- Following The Royal's policies.

For your personal care and safety and to help prevent the spread of infections, you are responsible for:

- Washing your hands and using the hand sanitizers.
- Coughing and sneezing into your sleeve or a tissue.
- Showering and bathing regularly.
- Not sharing food or drinks.

What you should bring for your stay:

- All prescribed medications in their original containers. Nursing staff will store your medications securely.

- A recent list of your medications from your pharmacy including pain medication, stomach medication, vitamins, and herbal or natural supplements or remedies.
- Comfortable clothes, shoes, pajamas, slippers and a house coat. There is a washer and dryer on each unit.
- Athletic shoes and clothes for use in the gym.
- Toiletries such as a toothbrush, toothpaste, shampoo, soap, towel and antiperspirant. Sharp objects such as razors and nail clippers will be stored by nursing staff, except when needed.
- Phone numbers and other contact information of friends and family.
- Reading materials such as books or magazines.
- Writing paper and pen.
- Hobby materials.
- Small amounts of cash for coffee, tea or snacks. Any additional money can be held in the Accounting Department for safekeeping. Any money you keep is your responsibility.
- Reusable water bottle.
- Electronic devices (including music players, TVs, laptops and devices that access the internet) may or may not be permitted, depending on your individual treatment plan. Please speak with your treatment team before bringing any devices. The safekeeping of any of these devices is your responsibility.

Monitored Items

Some items may be brought to the health centre but will be monitored. A monitored item is anything that must be stored in a secure location and used under supervision. Examples of monitored items include:

- Razors and scissors.
- Matches and lighters.
- Nail files, clippers, polish and remover.

- Mirrored compacts.
- Ties, belts, scarves and shoe laces.

Items not allowed

In the interest of promoting a safe environment, The Royal reserves the right to search all personal belongings. A prohibited item is anything that staff believes may cause harm to yourself or others. Anything that encourages violence or illegal activities is also considered a prohibited item. Examples of prohibited items include:

- Glass and metal or sharp objects.
- Pornographic materials.
- Inhalable substances, alcohol, e-cigarettes, illicit drugs or drug paraphernalia.
- CDs, movies, video games or clothing which would impede clinical progress.
- Guns, knives or weapons of any kind, including any item that has been adapted to cause injury.
- Electrical items not bearing the Canadian Standards Association's safety sticker of approval.
- Small appliances, including butane-fueled hairdryers and curling irons.
- Over-the-counter medications, including pain relievers, herbal remedies and/or vitamins. Nursing staff will store these medications securely.
- Candles, incense or aromatherapy products.
- Personal pillows, linens, or duvets (due to fire regulations).
- Expensive personal items, large amounts of money or credit cards. The Royal is not responsible for lost or stolen items.
- Excessive amounts of clothing or personal items. Storage in rooms is limited.

- Scented products (e.g. colognes, soaps, deodorants), because The Royal is a scent-free facility.

Procedures differ in the Forensic Program. For example, clients on the Assessment Unit of the Integrated Forensic Program are not permitted to receive toiletries from visitors.

Smoking

A healthy lifestyle is important for everyone. Smoking is not permitted anywhere inside the facility or on the grounds of the Royal Ottawa Mental Health Centre. For help reducing or quitting smoking, speak with your treatment team.

Illicit Drugs

The Royal is committed to providing a safe and therapeutic environment for all patients, staff and visitors. The following policies outline The Royal's process for dealing with prohibited items. These policies are available from your treatment team upon request.

- Searching patients, visitors and/or their property
- Illicit drug use, possession and trafficking: including storage and disposal of illicit drugs and unidentified substances.

All patients and visitors are informed through posted signage which items are prohibited. Your belongings may be searched in order to maintain a safe and secure environment. The clinical implications and consequences of drug and alcohol use will be discussed with you.

Discharge Planning

The Royal is a mental health centre for short-term stays focused on treatment and recovery. Your discharge planning begins upon your admission. Discharge planning is a collaborative process that includes you, your family, community supports and members of your treatment team.

Allied Health Professional Practice

You probably know the role of your physician and nurse, but what do the other professionals offer?

Addiction Counsellors are clinicians who are specifically trained on substance use and concurrent disorders. Addiction counsellors are not required to be regulated professionals although many members of the team at The Royal are Registered Psychotherapists. The addiction counsellor is educated and informed on the use of substances and the impact on the individual's physical and mental health. They offer a supportive role as members of the interdisciplinary team and assist in connecting individuals to community support services upon discharge.

Behavioural therapists (BTs) use the evidence-based principles of Applied Behavior Analysis (ABA) to assess, modify, and monitor behaviour. BTs are accountable to the Behavior Analysts' Certification Board (BACB) that provides ethical guidelines and standards of practice for anyone using ABA or behaviour modification techniques. Our behaviour therapists provide function-based, socially acceptable alternative behaviours to replace maladaptive behaviours while respecting the client's needs and wishes. To access a behavioural therapist please ask your physician for a referral.

Child & Youth Counsellors (CYC's) are a part of interdisciplinary teams in the Youth Program. CYC's create and maintain a safe and therapeutic milieu and specialize in the development and implementation of programming to address the unique needs of this age group. Their role includes individual counselling, group work relating to social and life skill development, problem solving and crisis management, as well as activity and leisure planning.

The CYC's have adopted the Code of Ethics of the International Leadership Coalition of Professional Child and Youth Care.

Occupational Therapists work with clients to resume or maintain their ability to function in their daily activities. These activities vary based on the clients' needs and goals and include a variety of tasks such as meal preparation, budgeting, volunteering, working, caring for themselves or their home, getting around or any other activity that is meaningful to the person. Occupational therapists explore areas of the person, the environment and their occupation to work with the client to help them do as much as they can safely and effectively.

Pharmacy team members are medication experts who evaluate medications to ensure they are needed, effective, safe and accurate. Medication assessments are based on individualized information and current evidence. Pharmacists and registered pharmacy technicians are regulated by the Ontario College of Pharmacists. Patients admitted to an inpatient unit at The Royal will meet with a pharmacy team member on admission and at discharge. To speak with a pharmacist, please ask your doctor, nurse or other health care provider.

Psychologists and **psychological associates** have extensive training in how people think, feel, and behave, and apply this knowledge to help people understand, explain, and change their behaviour. They are regulated health professionals, governed by the College of Psychologists of Ontario. Psychologists and psychological associates use clinical interviewing techniques, behavioural observation, and psychometric tests to help patients identify problems or issues and to work on solutions using a variety of treatments or psychotherapies. They are uniquely qualified to use certain kinds of tests to assess intelligence, as well as emotional, personality and behavioural problems, and neuropsychological impairment.

Therapeutic Recreation Professionals

work with individuals who are experiencing disability, illness, or other limitations, teaching the skills, knowledge and behaviours to live the best life possible. Therapeutic recreation is a process that utilizes treatment, education, and recreation participation to enable persons with physical, cognitive emotional and/or social limitations to acquire and or maintain the skills, knowledge and behaviours that will allow them to enjoy their leisure optimally and function independently with the least amount of assistance and participate as fully as possible in society.

Registered Dietitians (RDs) are trained food and nutrition experts. Registered dietitians fall under the Regulated Health Professions Act and professional practice is governed by The College of Dietitians of Ontario. The dietitian is the expert in translating medical and nutrition information into practical healthy meal plans and helping patients access nutrition for health. To access Dietitian services, please ask for a consult from your doctor.

Social Workers help individuals, families, groups and communities to enhance their individual and collective well-being. Social workers help people develop their skills and their ability to use their own resources and those of their community to resolve problems. Social work is concerned with individual and personal problems but also with broader social issues such as poverty, unemployment, homelessness and domestic violence.

Social workers are regulated by the Ontario College of Social Workers and Social Service Workers.

Spiritual Care Associates have master's degrees with a focus on counselling (e.g., Master of Divinity, Master of Arts in Counselling and Spirituality, Master of Education), and often are affiliated with a faith community. They develop partnerships with community faith groups, perform ritual services, promote cultural awareness regarding religious beliefs and practices, and offer spiritually-integrated counselling. In addition, they provide crisis intervention and grief support and engage in research. Many spiritual care associates are members of the College of Registered Psychotherapists of Ontario, although they are not required to be regulated professionals.

Levels of Observation

While on an in patient unit, you will be under observation for changes in your clinical presentation as part of your care.

The purpose of observation is:

- To decrease risk for patients, staff and visitors;
- To monitor changes in a patient's status and provide input into the appropriate therapeutic interventions; and
- To have knowledge of a patient's whereabouts in order to maintain continuity of care.

Routine Observation

All inpatients are on a minimum level of routine observation. This means that monitoring is on an hourly basis by the assigned team member.

At times, some patients may require more frequent and intensive observation. Depending on clinical presentation, intermittent observation or constant observation may be initiated. This status will be reviewed on a daily basis by members of the team, to ensure clinical needs are being met.

Authorized Passes

Authorized passes are granted by the physician based on individual clinical assessment.

Why are some wards locked or occasionally locked?

All units have an entrance door that may be locked. Doors may be locked during programming or as needed for clinical care. Forensic unit doors are locked at all times.

What are the curfew times for patients and why?

The Royal recognizes the need to provide a safe environment for all clients, staff and visitors. Unless you are authorized for extended leave, you must be present on your unit between 9 p.m. and 7:30 a.m.

Emergency codes

From time to time you may hear overhead paging used to announce 'codes'. If staff require additional assistance in any part of the facility, they can call for help and summon other staff to come to the area and lend support/assistance. A code is announced overhead that identifies one of 11 types of help required. For example, a code blue is a medical emergency where someone needs medical attention. A code white is a behavioural emergency. If any action is required on your part, your care providers will assist you.

Client and Visitor Services

Services available in the lobby

- Pay phones
- Direct phone line to Blue Line taxi
- Bank machine
- Needle drop-off boxes in the male and female bathrooms near the auditorium

Services available outside the main entrance

- Canada Post mailbox
- Needle drop-off box

Cafeteria

Located on the main floor, in the atrium.
Open 7 a.m. to 2 p.m., Monday to Friday.

Winter Garden Café

Located on the second floor in the Winter Garden atrium.
Open 7 a.m. to 4 p.m., Monday to Friday.

Snack Kiosk

Located in the lobby
Monday to Friday: 4 p.m. to 8 p.m.
Saturday and Sunday: 9 a.m. to 1 p.m.

Telephone

There is a telephone available in the Winter Garden that is free for local calls.

Suits Me

Suits Me helps women in need to get their first business suit as they enter or re-enter the workforce.

Monday & Thursday: 11:30 a.m. to 1:30 p.m.
or as posted on room 3375

Winter Garden Boutique

Second floor in the Winter Garden. Gently used clothing, professional attire through My First Suit, stationery and toiletries for sale.

Monday to Friday: 9 a.m. to 3 p.m.

Winter Garden Unisex Hair Salon

Haircuts, colour, highlights, perms and waxing

Monday to Friday: 9:30 a.m. to 3 p.m.

Appointments after 3 p.m. available on request.

613.722.6521, ext 6722

Mental Health Community Library

The library provides information about:

- Mental illness, including treatment and management options
- Mental health legislation and policies
- Community and family support resources
- Upcoming workshops and meetings

Information is available in many different formats, including books, video cassettes, brochures, pamphlets, newsletters, magazines and journals. Access to the internet is also available for those who wish to search for additional resources. The Community Library is staffed by volunteers who have been trained to be familiar with the resources and to assist you in finding the information you need.

Hours of operation: Monday to Friday,
9:30 a.m. to 4:30 p.m. and 6 p.m. to 9 p.m.
Located across from the switchboard at the main entrance.

Women's Resource Centre

The Shirley E. Greenberg Resource Centre for Women is designed to be a safe and comfortable place for women and their children. We have books to loan on subjects related to mental health, women's mental health, magazines and children's books. The centre also has two computers with internet access. We have a play area for children with toys, crayons and colouring books and a baby change area. The Women's Resource Centre is staffed by volunteers and a student who are there to assist you in finding the information you need. This space is also available for inpatients to visit with their children. To use the centre for supervised visits, please contact Ann-Marie O'Brien at ext. 6879 to make arrangements.

Hours of operation:
Monday to Friday, 9 a.m. to 5 p.m.

The centre is closed for some groups during these times. See the schedule on the door.

The Women's Resource Centre is located across from the Winter Garden Café on the 2nd level.

Spiritual and Cultural Health

The Spirituality Centre is located on the second floor at the end of the Winter Garden. It is a multi-faith centre that everyone is welcome to use as a quiet place for devotions, prayer and meditation. Some religious services are offered on a regular basis and there is weekly ecumenical service.

Spiritual and Cultural Health services with The Royal are available to you, your family and staff. To contact a Chaplain, please speak with a member of your treatment team or phone the main health centre number (613.722.6521) and ask for Spiritual and Cultural Care.

Support for family and friends of clients

The Royal Ottawa Mental Health Centre offers various information and support groups to family and friends of people who have a mental illness. These sessions are free of charge. Learn more about our family education and support groups by speaking with program staff or by visiting theroyal.ca

Client Advisory Council

The role of the Client Advisory Council (CAC) is to provide input from the lived experience perspective with the purpose of improving the care and overall experience of patients at The Royal.

The CAC suggests way to improve the patient care experience that are aligned with The Royal's Strategic Plan.

If you are interested in being a member of the CAC, please forward a letter of interest to cac@theroyal.ca. To contact the Client Advisory Council:

- Visit the CAC at 1145 Carling Avenue, Ottawa, room 1349 or call 613.722.6521, ext. 6767

Client and Family Relations

Client and Family Relations is a service for clients and families receiving care at The Royal. The Coordinator of Client and Family Relations acts as a liaison between clients/families and The Royal.

Suggestions, compliments and complaints may be reported by:

- Speaking with your treatment team.
- Completing the Ontario Perception of Care survey for patients in May and/or November.
- Completing a Family Satisfaction Survey found in all waiting rooms, inpatient units or on The Royal's website.
- Filling out and depositing a Suggestion, Compliment or Complaint form in any suggestion box.
- Calling switchboard (pick up an internal phone and press 0) and asking for the Client and Family Relations Coordinator.

Concerns will be investigated by the appropriate individuals and may include the Coordinator of Client and Family Relations.

Family Advisory Council

The Family Advisory Council represents family members of The Royal's clients. The Council's role is to advocate for policies and practices that will benefit clients and families, both in and outside the health centre setting. The council also acts as advisors to The Royal's management and the Board of Trustees.

To contact council members, or become one yourself, please call 613.722.6521, ext. 6919 or email to family.council@theroyal.ca.

Confidentiality and Privacy

The Royal places a high value on the privacy, confidentiality and security of each client and your personal health information. We follow the Government of Ontario's Personal Health Information Protection Act (2004) and our own strict policies regarding the collection, use and disclosure of information about you.

For information, please call The Royal's Chief Privacy Officer at 613.722.6521, ext. 6328 for any questions or concerns about the privacy of health information, or contact the Office of the Information Privacy Commissioner of Ontario at 1.800.387.0073.

Research

Some research projects are conducted by clinicians of The Royal. You may be asked to participate in research projects. If you choose not to participate, it will not impact the care you receive. If you consent to participate, research staff will provide information about the research project and support during participation.

Discharge Planning

This information is intended to help us plan, together, for your upcoming discharge from hospital. It explains what you can expect, different services you may need and what resources are available to help you, both now and once you go home.

Please note that practices on your specific unit may vary slightly (especially in the Forensic Program). Please speak with your treatment team for details.

If you would like help keeping track of things you want to discuss with the team, services that have been arranged and any questions you may have, please ask the team for assistance. A Discharge/Transition Form will be completed and reviewed with you on or at discharge. You will be provided with a copy, and with permission from you or your substitute decision maker a copy will be sent to caregivers and community agencies.

Our goal is for you to be informed and involved in your discharge planning. There are several principles which guide discharge planning at The Royal:

Home First Philosophy

The Royal has adopted an evidence-based, client and family-centered approach focusing on keeping individuals safe in their homes for as long as possible with community supports. This means that when you are admitted from “home” (whatever environment you were living in prior to admission) all efforts will be made to support a safe return to that “home”.

Recovery Continues At Home

Your recovery continues after you leave The Royal. It is an on going journey that enables you to have meaningful involvement in the community, despite challenges that may be imposed by your mental health status. The Royal supports the community as the best environment for your recovery. With you, or your SDM’s consent, the team will work with family members, caregivers and community partners to develop a discharge plan that meets your individual needs, and promotes independence and well-being in the community.

Support is Always Available

The Royal is committed to partnering with the community to support individuals in need of mental health care. There is a range of options available, including emergency/crisis services, peer support initiatives, information and support for families and Caregivers, and community-based counseling and information resources. Some of these resources may have waitlists, and some resources may be on a fee-for-service basis. Accessible support options do, however, exist to meet the needs of most clients. Some of these are listed in this booklet; feel free to discuss them with any member of your treatment team.

Discharge Process

When Will I Go Home?

Within the first week of your admission, you will engage in a conversation with your treatment team about your estimated length of stay. We recognize that this timeline may need to be changed; however, it is important to have an idea of how long your admission will be so you can start the process of planning your discharge.

When planning your discharge with you, we need to make sure that you will be safe wherever you go. This means the team will ask information about the situation at your planned discharge destination and the supports available. **The more involved you and your caregivers/support people are in the discharge process, the better your discharge plan will be.** Please let the team know of any concerns you have or difficulties you think you may have at home.

What You Will be Given to Take Home

Medications

- If you brought medications in with you, these will be returned to you if it is appropriate to do so.
- You will be given a discharge prescription, which can be faxed to your pharmacy if you wish. A team member will explain any medication instructions that you need to follow.
- You will NOT be given a supply of medication to take with you on discharge, unless previously arranged with your treating physician. Please speak with the treatment team if you have concerns about this.

Discharge Summary

- The Discharge/Transition Form will be completed and reviewed with you at discharge. You will be provided with a copy, and with permission from you or your SDM, a copy will be sent to caregivers and community agencies.
- To ensure continuity of care, a summary of your admission will also be prepared and sent to your family doctor and the referring physician, outlining progress during hospitalization and next steps in your treatment. If you have additional medical professionals you would like this summary sent to, please let your treatment team know.

Follow-up Appointment

- Every effort will be made to provide a follow-up appointment with your regular treating physician in a timely manner (typically within a few weeks of discharge). If we are unable to book this appointment, you will be instructed to do so once you get home. Please discuss any concerns about renewal of your prescription or interim support until your appointment with your treatment team.

List of current medications

- The pharmacist here at The Royal can provide you with a list of your current medications and review any concerns you may have.

What if I Cannot Return Home?

Keeping in mind the Home First philosophy, every effort will be made to discharge you to your home (the place from which you were admitted), with additional supports in place as needed.

If you are not able to return to your home for whatever reason, members of the treatment team will discuss your care requirements with you and your caregivers/family. The available options will be considered and we will work to reach an appropriate decision about discharge plans.

Some of these options may be:

- Spending time in a convalescent care facility prior to returning home
- Placement in a care home (supported group home, retirement home or long-term care facility)
- Community placement in a rooming house or other housing
- Living with a family member or other caregiver

Please be advised that, while every reasonable discharge option will be explored, it may not be possible for you to remain in hospital while waiting for the most ideal placement. In that case, an interim option will be discussed and the discharge will move forward in a safe and timely manner.

What Will Happen on the Day of Discharge?

It is expected that you will arrange transportation for your discharge. Please make sure that a friend or relative can pick you up at the appropriate time, unless you feel you can travel alone. Bus tickets and taxi fare will NOT be provided. If you require assistance, please speak with your treatment team.

If you are unable to arrange transportation until later in the day, you may be asked to clear your room out. Your belongings will be stored in a secure area of the unit. You may be asked to wait in the common areas of the unit/hospital.

All belongings which have been kept secure by the staff will be returned to you. If any valuables have been sent for safekeeping in accounting, please note that 24-hours' notice is needed to withdraw any amount over \$100. Any monetary amount beneath this, as well as any valuable belongings, can be withdrawn Monday to Friday before 11:30 a.m. You will need to be accompanied by a unit staff member to complete this withdrawal. If belongings (sharps, etc.) have been stored by security, unit staff will contact the appropriate person to have this returned to you on the day of discharge.

Please note that, while we treat your belongings with care, The Royal is not responsible for any lost or damaged items.

What Can I Expect Once I Get Home?

It is important to realize that recovery from mental health difficulties is an on-going process. It is common to experience ups and downs within this process. Many people experience difficulty immediately after their discharge, as you are going from a highly supportive and structured environment to one where you are the person who is most responsible for managing your recovery. This can be overwhelming, and is often interpreted as a sign that you were not ready for discharge. However, knowing what your discharge and recovery plan is, and seeking assistance from the supports available, will be the best way to move through setbacks and progress in your recovery.

The more you can do to access the community supports discussed with you while in hospital, the better (see contact sheet for information). We encourage you to meet with your supports soon after discharge. Follow-up appointments may be arranged independently or with the help of the treatment team. It can also be helpful to have a plan around weekly schedule and routine, to continue the benefits of the structured hospital setting at home.

Will I Get Better?

Evidence shows that individuals living with a mental health diagnosis live full and meaningful lives. When there is a realistic recovery plan, your illness can be managed successfully in the community. The important components of recovery are:

- Learning about your illness and treatment options.
- Engaging in the treatment and recovery process, including taking medication as prescribed.
- Accessing the support resources available to you.
- Being responsible for your own mental and physical health and well-being.
- Re-establishing your meaningful roles (parent, partner, volunteer, worker, etc.).
- Engaging your informal support network (friends, family, caregivers) in your recovery process.
- Identifying and working towards your own personal goals.

Once Home, What If...?

I need an earlier follow-up appointment?

If you think you need an earlier follow-up appointment than what was booked for you on discharge, you will need to contact your treating outpatient psychiatrist to arrange this.

My medication supply is running out?

Every effort will be made to ensure your discharge prescription will last until your scheduled follow-up appointment. If your medications are running out and you have not yet seen your outpatient psychiatrist, you can ask your pharmacists to call for a renewal. You can also try to see your outpatient psychiatrist sooner in order to renew the prescription.

My recovery is not going as expected?

It is important to be aware of your options if you are experiencing a crisis or are in need of additional services that were not in place at discharge.

- There are several 24-hour, bilingual crisis lines in the eastern Ontario region that you can access.
Mental Health Crisis Line
613.722.6914 or 1.866.996.0991 and
Sexual Assault Crisis Line
613.562.2333.
- If you feel you require re-assessment, you need to request an urgent appointment with your treating psychiatrist. Alternately, you can go to one of the local emergency rooms.

If you are in a crisis where your safety or the safety of another person is in jeopardy, call 911.

- If you require less urgent additional support, there are several self-referral options for community resources (see contact sheet).

In all cases, if you need direction you can contact the social worker responsible for discharging you. Please note that an inpatient social worker may not be able to meet with you after discharge, but they will be able to speak with you on the telephone and refer you to the appropriate resource.

Information for Caregivers & Support People

It is important to realize that recovery can be a slow process, and it is a unique journey for each person. Finding the right balance of expectations and accommodation is important for a mutually supportive relationship. If too many expectations are in place too soon, it can be overwhelming and have a negative impact on recovery. At the same time, working slowly to return as much as possible to a reasonable level of functioning is a necessary and beneficial part of the recovery process.

Routine can be useful for recovery, especially immediately after discharge. While in hospital, there is a structured day with regular meal times and a regular sleep schedule. Carrying this structure forward after discharge can help minimize the effects of the transition and can help maintain stability.

At all times, try to partner as much as possible in the recovery process. Whatever supports you can offer (practical, emotional, advocacy) will be useful as long as it is in partnership with the person in recovery.

If you would like additional information or support for yourself, there are various family education and support groups available through The Royal. Please contact switchboard at 613.722.6521 or see our website (theroyal.ca) for more information.

My Discharge Plan

This optional reference page has been included for your convenience and to help you keep track of information and questions you have about your discharge. There is also a place for a caregiver or support person to be included in your discharge plans. We encourage you to share your plans with the people who are supportive of your recovery. If you choose to complete this page, please ensure you keep your personal information private and confidential.

Planning for Discharge	✓
I know who my discharge social worker is. <ul style="list-style-type: none"> I have talked to my discharge social worker about what I need to do I am aware that I may sign consent for my caregiver to talk to the social worker about my care 	
I have made plans for my care after I leave the hospital <ul style="list-style-type: none"> I have made arrangements with my employer, if needed I have made arrangements for follow-up services, if needed I have made arrangements for medication coverage, if needed 	
Health Information	✓
I know what my diagnosis is: <ul style="list-style-type: none"> I know what symptoms, side effects or other problems to expect I know what my options for treatment are 	
I understand my medications: <ul style="list-style-type: none"> I know what medications I am taking I know what medications are new, and which ones I have to stop taking I know what side effects to watch for, and what to do if I experience these I know how to get my medication and how to dispose of any old medication at home I have asked any questions I have about my medications 	
I know what my follow-up care will be: <ul style="list-style-type: none"> I know who my psychiatrist is and how to contact them I know who else I will be seeing (if applicable) and how to contact them I know about any issues that require follow-up, and what I need to do for this I have information about community supports which are available to me 	
Getting Help at Home	✓
I know who to call if I have questions, and how to access support if I need it	
I know my coping strategies and how to deal with stress	
I know that the Mental Health Crisis Line is available 24 hrs/7 days per week: 613.722.6914 / 1.866.996.0991	
I know that my caregiver may need a break, and that they may need support in their role as my caregiver	
My Discharge	✓
I have reviewed the Discharge Form with my social worker and received a copy	
I have a copy of my prescription (or it has been faxed to my pharmacy)	
I have a follow-up appointment with my psychiatrist and/or family physician	
I have had the opportunity to discuss my discharge plan with the clinical team	
My caregiver / support person is aware of my discharge plan	

Useful Contact Numbers

Canadian Mental Health Association	613.737.7791	ottawa.cmha.ca
Catholic Family Services	613.233.8487	cfsottawa.ca
Centre for Counselling Services (St. Paul University)	613.782.3022 1.800.637.6859	ustpaul.ca
Centre for Psychological Services (University of Ottawa)	613.562.5289	socialsciences.uottawa.ca/psy/cpsr
Centre Psychosocial (francophone)	613.789.2240	centrepyschosocial.ca/
City of Ottawa <ul style="list-style-type: none"> • Community Information • City Services 	2-1-1 3-1-1	ottawa.ca ottawa.ca
Coalition of Community Health and Resource Centres of Ottawa	N/A	coalitionottawa.ca
Community Care Access Centre	613.310-2222 1.800.538.0520	healthcareathome.ca/champlain/
CPP – Disability Pension	1.800.277.9914	servicecanada.gc.ca
Distress Centre Crisis Line (24/7, English only)	613.238.3311	dcottawa.on.ca
Emergency Rooms <ul style="list-style-type: none"> • The Ottawa Hospital • The Queensway Carleton Hospital • Hôpital Montfort 	613.722.7000 613.721.2000 613.746.4621	ottawahospital.on.ca qch.on.ca hopitalmontfort.com
Family Services Ottawa	613.725.3601	familyservicesottawa.org
Jewish Family Services	613.722.2225	jfsottawa.com
Meals on Wheels	613.233.2424	mealsonwheels-ottawa.org
Mental Health Crisis Line (24/7)	613.722-6914 1.866.996.0991	crisisline.ca
Montfort Renaissance (francophone)	613.742.0988	montfortrenaissance.ca
Ontario Disability Support Program	613.234.1188 1.800.267.5111	mcss.gov.on.ca
Ontario Works	613.580.2400 or 3-1-1	ottawa.ca/en/residents/social-services
Ottawa Community Immigrant Services Organization	613.725.0202	ociso.org
Psychiatric Survivors of Ottawa	613.567.4379 1.877.550.4879	pso-ottawa.ca
The Royal	613.722.6521	theroyal.ca
Rideauwood Addiction and Family Services	613.724.4881	rideauwood.org
Sexual Assault Crisis Line (24/7)	613.562.2333	orcc.net

*All services are bilingual unless otherwise noted

Family Satisfaction Survey

For services received within the last year

The Royal strives to provide the highest quality, patient-centred mental health care. We recognize that the support families and caregivers provide significantly impacts recovery.

We value your opinions as they will help us to improve our care delivery. Therefore we are asking you to spend a few minutes to complete this short survey. The questions for this survey were developed through research regarding what families value in mental health care and in conjunction with the members of the Family Council.

Participation in this survey is voluntary and all responses will be kept anonymous.

If you have questions about this survey, please contact Jackie Desrochers, Coordinator of Client and Family Relations, 613.722.6521, ext 6710.

1. What program is your family member / friend involved in at The Royal? Please check:			
	Inpatient	Outpatient	
Forensics - Ottawa			
Geriatrics			
Mood & Anxiety			
OSI			
Recovery			
Schizophrenia			
Substance Use and Concurrent Disorders			
Youth			
2. I was given an admissions booklet.	<input type="checkbox"/> yes	<input type="checkbox"/> no	<input type="checkbox"/> n/a
3. I was informed about the Family Council.	<input type="checkbox"/> yes	<input type="checkbox"/> no	<input type="checkbox"/> n/a
4. My family member / friend gave consent for me to be involved in his/her care plan.	<input type="checkbox"/> yes	<input type="checkbox"/> no	<input type="checkbox"/> n/a

Please circle all that apply for each question

	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	n/a
5. The staff introduced themselves and described their roles						
• Physician	1	2	3	4	5	6
• Nurse	1	2	3	4	5	6
• Social Worker	1	2	3	4	5	6
• Other (OT, Psychologist, etc) Specify:	1	2	3	4	5	6
6. Useful information about medication was provided.	1	2	3	4	5	6
7. I was able to communicate with the staff when I needed to:						
• Physician	1	2	3	4	5	6
• Nurse	1	2	3	4	5	6
• Social Worker	1	2	3	4	5	6
• Other (OT, Psychologist, etc) Specify:	1	2	3	4	5	6

Family Satisfaction Survey

For services received within the last year

Please circle all that apply for each question

	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	n/a
8. I was satisfied with the information that I received from the physician	1	2	3	4	5	6
6. I felt involved in my family's treatment / care	1	2	3	4	5	6
7. I felt involved in my family member's care discharge plan	1	2	3	4	5	6
11. I received information about community resources/support groups and follow-up care.	1	2	3	4	5	6
12. I was told what to do and who to call in case of a crisis.	1	2	3	4	5	6
13. I would recommend this mental health centre to others who need help.	1	2	3	4	5	6

Comments

14. What was most helpful about the services you received?

15. What do you believe the opportunities are for The Royal to improve?

16. Please share any additional thoughts or comments about your experience at the Royal:

Please return to:

Jackie Desrochers, MSW

The Royal, 1145 Carling Avenue, Ottawa, ON K1Z 7K4



Thank you for taking the time to complete this survey!