



WELCOME TO YOU AND YOUR FAMILY

Page 1 of 10

Inpatient Mental Health Services

WELCOME! You have been admitted to the Woodstock Hospital Inpatient Mental Health Unit. We are doing our utmost to make your time here as comfortable as possible, and will provide top-level care throughout your stay.

This facility is a 16-bed unit with 3 seclusion rooms. Safety is our top priority, and measures are in place that equally apply to everyone staying on the Inpatient Mental Health Unit. Your care is managed and directed by policies and procedures governed by the Mental Health Act.

Woodstock Hospital is devoted to challenging the stigma associated with mental health by understanding, educating and examining those perceptions. Stigma results from fear and misunderstanding about mental health issues. It can lead to feelings of hopelessness, helplessness and shame, which can in turn create barriers for treatment.

The occurrence of mental illness may be linked to: genetic or biological factors; a history of childhood trauma; significant stress at school, work or home; it could also be the result of experiences with environmental injustice or violence. Sometimes, however, we simply do not know.

Our goal at Woodstock Hospital is to reduce stigma by utilizing a person-centred approach to care and providing a safe environment for recovery. Feedback about your stay on the Inpatient Mental Health Unit is important to us. Please reach out to hospital staff with any thoughts and ideas about how your stay could be improved.

Visiting Hours and Guidelines

We recognize how important family and friends are, and how spending time with loved ones can contribute to both comfort and healing.

Please know that patients determine if and when they wish to receive visitors. Access to visiting hours are determined based on the patient's safety and treatment plan. Please call in advance to ensure the admitted individual is able/willing to receive visitors.

Visiting Hours

Visiting hours occur every day at the following times:

2:30 p.m. - 4:30 p.m.

6:00 p.m. - 8:00 p.m.

Visitor Guidelines

The following restrictions have been implemented for your safety and the safety of others:

- Each patient is permitted a maximum of two (2) visitors at a time.
- Children aged 12 years or under are not permitted on the Inpatient Mental Health Unit at any time.
- All visitors aged 13 - 16 years old must be accompanied by an adult and remain with the adult throughout the entirety of the visit.
- Visitors must be able to show proof of age. Failure to do so may result in the visitor being denied access, until proof of age is provided.



WELCOME TO YOU AND YOUR FAMILY

Page 2 of 10

Visiting Hours and Guidelines continued

When arriving at the Inpatient Mental Health Unit, please press the buzzer to the left of the entranceway door. State your name and the name of the patient you are visiting. Staff will notify you when access has been granted, and the entry doors will be unlocked.

All guests are required to sign in prior to visiting with a patient, and you may be asked to leave personal belongings at the nursing station. If possible, please bring only necessary items during your visit. Also, for the safety of patients and visitors alike, please refrain from wearing clothing with drawstrings and/or sharp objects.

Due to potential allergies and/or sensitivities of patients, staff and visitors, Woodstock Hospital is a scent-free facility. Please refrain from wearing perfume, cologne, essential oils and/or scented hygiene products.

Visitors are not permitted access to patient rooms. This restriction applies to all visitors, as well as co-patients. Please utilize community spaces (*patient lounge, observation room and/or dining and kitchen area*) for patient visits. During warmer weather, access may also be granted for outdoor visits in the courtyard. Please be aware that smoking and/or vaping is not permitted on hospital property, including all outdoor courtyards.

Food and Beverages

Visitors are welcome to bring food and/or beverages when visiting patients. However, these items can only be consumed during patient visits and cannot be saved for future consumption. The following restrictions apply when bringing refreshments onto the Inpatient Mental Health Unit:

- Glass items (i.e. bottles, food containers etc.) and plastic bags are not permitted and must be removed before entering.
- Please ensure that all food and beverages are brought in paper or plastic packaging.

Additional Items

Please be advised that all medications, vitamins and/or herbal supplements must be approved and prescribed by a Woodstock Hospital physician. Please do not bring medications, vitamins or herbal supplements with you.

Alcohol and drugs of any kind are not permitted on the Inpatient Mental Health Unit. Anyone found to be in possession of drugs and/or alcohol while visiting a patient will be asked to leave hospital property and the Director of Mental Health and Addiction Services will be notified.

In order to ensure the privacy and confidentiality of all patients, cell phones, iPads, computers and/or recording devices of any kind are not permitted on the Inpatient Mental Health Unit. Taking pictures and/or videos is prohibited. Visitors will be asked to leave if they engage in these activities, and the Director of Mental Health and Addiction Services will be notified.

Please do not bring balloons, money or items of personal and/or monetary value.

Please do not hesitate to connect with Woodstock Hospital staff if there are questions or concerns regarding your visit to the Inpatient Mental Health Unit.

Please Note:

Restrictions have been implemented with the purpose of providing ongoing safety and security to yourself and the individual admitted to The Unit



WOODSTOCK HOSPITAL

Woodstock, ON

WELCOME TO YOU AND YOUR FAMILY

Page 3 of 10



Daily Routine

8:00 a.m. ☐ Breakfast

12:00 p.m. ☐ Lunch

5:00 p.m. ☐ Dinner

There is a patient communication whiteboard located in the main hallway, across from the Medication Room. Hospital staff update the board on a daily basis to include:

- The name(s) of patients' assigned nurse(s)
- Group programs - including start time, duration and location
- Any pre-arranged special activities or events

Please Note:

There are various inpatient groups, some of which differ from day-to-day.

It is advised to check the communication board on a daily basis.

Safety

Patient safety is our top priority at Woodstock Hospital. As such, specific safety measures have been implemented. There are cameras and microphones in the halls and common areas of the Unit. There are no cameras or mics in the patient rooms or bathrooms/showers. Unit Staff are required to complete safety checks on patients on a regular basis. Unit Staff work closely with security to ensure safety while ensuring patient privacy is always respected.

The Inpatient Mental Health Unit is a locked unit. When patients and/or visitors are entering or leaving the Unit, staff must be informed in order to unlock the doors. There is a secured courtyard with fence sensors to ensure staff and patient safety in the locked courtyard. If a person tries to jump over the fence, the alarm will sound.

Due to Infection Control Policies at Woodstock Hospital, bedding from home is not permitted on the Inpatient Mental Health Unit. This includes sheets, blankets, comforters, pillows and/or stuffed animals.

When admitted to the Inpatient Mental Health Unit, ALL personal belongings will be searched. Prohibited items will be removed, and they will be locked in the nursing station for safekeeping until discharge. Please note that access to any removed items may be limited and/or restricted to ensure ongoing patient safety.

Curling irons, hair straighteners, hair dryers and electric razors are also prohibited on the Inpatient Mental Health Unit. However, there is a hair dryer available for patient use, and can be requested at the nursing station.

Access to high risk items required to maintain good personal hygiene is dependent on patient safety and nursing clinical judgment. Ask Unit Staff to sign out any items that can be stored in the nursing station. Specific high risk items that patients are not permitted to keep in their possession include:

- Razors of any kind
- Tweezers
- Scissors
- Mirrors
- Keys
- Cigarettes, vapes, or electronic smoking devices
- Lighters or matches
- Glass items including bottles and vases
- Personal electronic devices
- Nail clippers and nail files



Safety continued

Due to advances in technology and the necessity of maintaining the privacy and confidentiality of all patients, we are no longer allowing the use of any personal electronic devices. This includes (but is not limited to):

- Cell phones
- Music players
- Headphones
- Laptops and/or tablets
- DVD players
- Gaming devices
- Cameras

Alcohol and drugs are not permitted on the Inpatient Mental Health Unit.

- If any illicit substances are found, they will be confiscated and destroyed, and may result in police intervention.
- Hospital staff will search the patient's belongings upon returning from any pre-approved hospital leaves, and any necessary articles will be removed.
- If a patient uses illicit drugs and/or alcohol while on the Inpatient Mental Health Unit, it may result in a hospital discharge.

All visitors must visit the nursing station when bringing items onto the Inpatient Mental Health Unit.

- Visitors are not to use electronic devices of any kind while visiting.
- Any visitor bringing unauthorized materials and/or illegal substances will be asked to leave and no longer allowed on the Inpatient Mental Health Unit.

Caffeine is a stimulant and is limited to patients on the Inpatient Mental Health Unit. Caffeine is an ingredient found in coffee, tea, chocolate, energy drinks and pop. Please refrain from bringing caffeinated products onto the Inpatient Mental Health Unit.

There is a piano in the patient lounge and a guitar in the activity room. These are the only musical instruments permitted on the Inpatient Mental Health Unit.

Privacy and Confidentiality

Woodstock Hospital aims to create and maintain a safe environment for all patients staying on the Inpatient Mental Health Unit. This includes respecting ones own privacy as well as the privacy of others. We ask that you refrain from discussing other patients with family, friends and/or other support persons.

If family, friends or other support persons call the Inpatient Mental Health Unit, hospital staff cannot disclose any personal information without patient consent. The patient will be asked for verbal and/or written permission before any personal information is disclosed to anyone outside of the treatment team.

However, there are times when patient confidentiality cannot be guaranteed. This includes:

- Situations involving a threat to the safety of oneself and/or someone else.
- Disclosure of a child being harmed and/or neglected, or being at risk of harm and/or neglect.

All hospital staff are required to disclose such information as part of their Duty to Report under the Mental Health Act (R.S.O., 1990) and the Child, Youth & Family Services Act (R.S.O., 2017).

To further ensure patient privacy, all unauthorized filming (including sound recording, video recording and/or photography) of any patient or staff member is strictly prohibited on hospital premises.

Please respect all persons, their privacy and their property. This includes refraining from verbal and/or physical harassment, making threats, intimidating, bullying or using violence of any kind.



WELCOME TO YOU AND YOUR FAMILY

Page 5 of 10

Code of Conduct

Woodstock Hospital takes every reasonable precaution to ensure a safe, secure and respectful environment for patients, visitors and staff alike.

- Foul and/or aggressive language will not be tolerated.
- Verbal threats will not be tolerated
- Aggressive behaviour and/or acts of violence will not be tolerated.
- Damage to personal and/or hospital property will not be tolerated.
- The rights, safety and dignity of others must be respected at all times.

Any violation to the Woodstock Hospital Code of Conduct is unacceptable and will not be tolerated. If violations occur, the patient's treatment team will take actionable steps. This may include contacting Woodstock Hospital security, asking visitors to leave, restricting a patient's access to future visitors and/or calling the police.

If there are any questions or concerns regarding the Woodstock Hospital Code of Conduct, please speak with your nurse and/or other members of your treatment team.

Mental Health Act

The Mental Health Act outlines the powers and obligations of psychiatric facilities in Ontario, including the admission process and directives around inpatient assessment, care and treatment. The Woodstock Hospital Inpatient Mental Health Unit is considered a psychiatric facility and must therefore follow all rules and regulations outlined in the Mental Health Act (R.S.O., 1990).

Under the Mental Health Act, a licensed physician can issue a "Certificate of Involuntary Admission" if an individual is believed to be at serious risk of causing imminent harm to themselves and/or others. This means that an individual may be required to stay in the hospital even if they did not wish to be admitted, or want to remain in hospital.

Involuntary Admission

An involuntary admission means that a patient is required to remain in hospital for a designated period of time while their mental health status is assessed and treatment is provided. Patients who are admitted involuntarily cannot leave the hospital until permission is granted by a physician. It is important to note that a patient's status can change throughout their admission, depending on their condition and overall state of well-being.

Voluntary Admission

A voluntary admission means that patients can decide whether they wish to remain in hospital or to leave, and they have decided to stay.

As a voluntary patient, the individual can decide if/when they wish to leave. However, if staff are concerned for the patient's safety, it may be recommended that they remain in hospital until assessed by a doctor. If the patient chooses to leave the hospital before being assessed, their doctor may complete a "Certificate for Involuntary Admission". This means that police may involuntarily return the patient to the hospital for assessment.

Patients who are voluntary and decide to leave before the physician discharges them are considered to be leaving against medical advice. This means that the patient will have to sign a release of responsibility form. Follow-up care including prescriptions and referrals are not guaranteed; discharge planning is not confirmed when patients leave earlier than anticipated.

Additional Information

For more information on the Mental Health Act, please reach out to Inpatient Mental Health Unit staff and/or your healthcare providers.

**WOODSTOCK HOSPITAL**

Woodstock, ON

WELCOME TO YOU AND YOUR FAMILY

Page 6 of 10

REVIEWED BY
**PATIENT
& FAMILY**
ADVISORY COUNCIL**Mental Health Act continued**

Additional information is available through the Psychiatric Patient Advocate Office (PPAO), an organization existing outside of Woodstock Hospital. The PPAO protects and promotes the rights and entitlements of residents of Ontario living with mental illness through advocacy, rights advice and education.

To access legal information and advocacy under the Mental Health Act and related concerns, contact the PPAO via:

Telephone: 1-416-327-7000

Toll-Free: 1-800-578-2343

Website: www.sse.gov.on.ca/mohlhc/ppao/default.aspx

Lost or Damaged Property

Woodstock Hospital assumes NO responsibility for loss or damage to personal property. Please do not bring valuables onto the Inpatient Mental Health Unit, or send valuables home for safekeeping.

If personal belongings are left behind following hospital discharge, please contact the Inpatient Mental Health Unit to arrange for pickup at 519-421-4209. If personal items are not collected within 72 hours of discharge, they will be discarded.

Dress Code

The Inpatient Mental Health Unit has a dress code in order to ensure the ongoing safety and comfort of our patients. Patients and their visitors are requested to wear clothing that is not overly revealing and/or potentially offensive to others. This includes apparel containing harsh language, obscenities or discriminatory words and/or images. If necessary, patients will be asked to change their clothes, or be provided with alternate attire as needed. Visitors may be asked to leave if their clothing does not align with Woodstock Hospital's dress code guidelines.

Patients may be required to wear hospital attire while on the Inpatient Mental Health Unit, if determined necessary by their treatment plan team. Shoes, slippers or socks must be worn at all times.

Hygiene and Housekeeping

We kindly ask that patients keep their rooms clean and tidy, and that beds be made on a daily basis. Also, please do not leave clothing or personal belongings on the floor. Hospital staff will show patients where clean linen (i.e. sheets, pillow cases, towels, wash cloths etc.) are stored. We also ask that patients kindly refrain from taping, tacking or attaching objects to the walls or windows.

Please maintain daily hygiene practices and bring your own toiletries and hygiene products. Showers are available for use daily between 7 a.m. - 10 p.m. Patients are expected to be fully dressed every day.

As Woodstock Hospital is a fragrance-free facility, you are reminded to refrain from using perfume, aftershave, cologne and/or scented products. We are obligated by Woodstock Hospital guidelines to remove potential allergic triggers.

Medication

A physician must order all medications used by patients admitted to Woodstock Hospital. Informational handouts are available for most medications upon request. Patients may ask their nurse to review their medication with them.

Absolutely NO medication is to be kept in patient rooms. Herbal and homeopathic medications including vitamins will not be issued, as per hospital policy.



Psychiatric Intensive Care Unit Rooms (PICU)

The Inpatient Mental Health Unit has three (3) Psychiatric Intensive Care Unit (PICU) rooms, also sometimes referred to as 'seclusion' or 'safe' rooms. The PICU is located in a separate locked area of the Unit, and provides intensive psychiatric patient care. PICU is a recognized therapeutic intervention to support mental health stabilization when a patient's mental health status puts their own safety or the safety of others at risk. PICU care may be initiated by a physician or at a nurse's discretion. Patients in these rooms are ensured close observation by a Registered Nurse in accordance with Woodstock Hospital policies.

Patients are provided with hospital attire for the entirety of their stay in the PICU. Visitors and telephone calls are restricted in the PICU to ensure ongoing safety of patients, their visitors and hospital staff. Outside of hospital staff, only the Psychiatric Patient Advocacy Office and legal counsel can communicate with patients while they are in the PICU.

The PICU is used for the shortest possible duration of time based on continuing clinical assessments by the patient's treatment team. Usage of the PICU is consistent with Woodstock Hospital's Clinical Practice Policy regarding the use of patient restraints. It is understood that from time to time, a patient's mental health status will require PICU treatment in order to ensure the safety of patients, staff and visitors. The use of the PICU will ensure close observation and care to support the management and stabilization of acute patient needs.

Dining and Kitchen Area

The Inpatient Mental Health Unit is committed to ensuring the dining and kitchen area is clean and friendly. We have implemented guidelines to help maintain cleanliness and support our staff and patients. We ask for each patient's assistance in maintaining these standards during mealtimes.

Due to infection control, outside food cannot be stored on the Inpatient Mental Health Unit. This includes dry goods, snacks of any kind, refreshments, takeout meals, etc.

Please let Unit Staff know of any dietary requirements upon admission; the team, including a dietician if needed, can work with you to create a plan that accommodates your needs.

All meals will be served at designated times. If a patient chooses not to eat during these allotted times, they will have to wait until the next designated mealtime. The dining area will be open at the specified time and will remain open, allowing patients enough time to enjoy their meals.

Dietary staff will be using a cafeteria-style system and will need to see patient hospital ID bracelets at every meal.

All meals and snacks are to be eaten in the patient dining area. No food, dishes, cutlery or cups are to be removed from the dining area. We ask that patients keep their tables neat and tidy while eating, and return their meal trays once they have finished. Staff will be present in the dining area during mealtime, if needed.

The dietary staff will provide decaffeinated tea and coffee as well as light snacks between meals. These snacks are for patient use only.

Please discard unfinished food/drink. For infection control reasons, please do not place opened items back in the dining room fridge for later use. Only water is permitted in patient rooms.

Telephone

A public telephone is located in the main hallway across from the medication room for patient convenience. There is a 10-minute limit on telephone calls to ensure that patients can access the telephone as needed. Please dial 9 before all telephone numbers (9-519-421-4209).



Activity Room

The activity room is occupied every day at **9:30 a.m.** by Inpatient Mental Health Unit staff for treatment team meetings.

If common areas are full during visiting hours, the activity room can be used, if permitted by hospital staff. Staff will monitor patients and visitors who access this room.

Patient equipment and activities are stored in the Activity Room. Items include exercise weights, games, arts and crafts, yoga mats, etc. Please ask Unit Staff to sign items out.

Smoking

In June 2006, the Smoke-Free Ontario Act took effect. Since then, smoking and/or vaping is **NO LONGER PERMITTED** on hospital property. This includes hospital courtyards and all parking lots. There are designated smoking areas at both the front and back of Woodstock Hospital.

Smoking on the Inpatient Mental Health Unit, or elsewhere on hospital property, could result in a fine from the City By-Law Officer. Fines for smoking on hospital property begin at \$200. If you are a smoker, please speak with hospital staff about the various nicotine replacement therapy options and staff support available to you.

Sleep

A good night's sleep is important in recovering from and coping with mental health concerns. Patients need their rest while staying on the Inpatient Mental Health Unit as this will ensure they feel alert and prepared each morning to participate in planned therapeutic activities.

We kindly ask all patients to retire to their rooms by 11 p.m. on weeknights and 11:30 p.m. on weekends.

Please note that Unit Staff are required to complete safety rounds / checks on patients inside their rooms at night. Unit Staff may use a flashlight to ensure patients are medically stable. Unit Staff will do their best to not disrupt patients.

If patients use medically-required cPAP machines, please ask Unit Staff to ensure safe set up of medical devices.

Patients should let their nurse know if they cannot sleep. Please respect the sleep and environment of other patients.

Group Programs

Group programming is an important element of mental health treatment, and attendance is mandatory for patients. Inpatient Mental Health Unit staff will review group participation during daily morning treatment team meetings. There are multiple groups available on a daily basis. The group program schedule is posted daily on the patient communication whiteboard located in the main hallway across from the Medication Room.

It is each patient's responsibility to be dressed and ready to participate in all group programs. Groups take place in common areas of the Inpatient Mental Health Unit. Everyone is asked to be respectful of noise and distractions while group programming is in progress in order to minimize disruptions. Thank you in advance for your cooperation.

Town Hall Meeting

Community is an important part of our treatment process. The Inpatient Mental Health Unit host weekly Town Hall meetings every Wednesday at 12:30 p.m. These meetings are designed to address suggestions, concerns and questions brought forward by patients and/or staff. It is expected that participants are polite and respectful when voicing concerns, and provide others with an equal opportunity to share their thoughts and feelings. There is also a suggestion box available on the Unit to provide opportunity for confidential feedback. Your input and voice matters!



L500 Electronic Devices and Leisure Activities

Woodstock Hospital strives to provide all patients with safe and effective treatment, as well as the opportunity to engage in leisure activities. Please note the following multimedia allowances:

- TV, including Netflix, can be viewed in the patient lounge and observation room.
- There is an Xbox available for use throughout the day.
 - *Games are downloaded to the Xbox system by Woodstock Hospital staff; they cannot be added by patients.
- Patients can use hospital laptops for treatment and discharge planning only.
- Patients can use hospital iPads to access email, treatment apps and housing support as well as for personal use. iPads cannot be used to record audio and/or video, or to take photographs. No violent or sexual content is permitted.
- Social media sites are blocked on hospital iPads, and not permitted. **If you access social media, your privileges will be revoked.**
- iPads can be accessed daily between the hours of 2:30 – 10 p.m. and must be signed out by a staff member. Patients may use iPads for 1-hour increments only. Please be respectful of others.

Religious and Cultural Activities

Woodstock Hospital provides multi-faith pastoral care for any patient wishing to access such services. Patients have the right to:

- Request a visit from their faith leader.
- Receive religious rites, sacrament and/or prayer.
- To attend worship services, when physically able.

The patient, relative and/or advocate can request that nursing staff schedule a visit with the Woodstock Hospital Volunteer Chaplain, on-call clergy or community-based faith leader.

Woodstock Hospital has an interdenominational chapel located on the third floor. Worship services occur in the chapel Sunday from 9:30-10 a.m., and attendance can be requested by the patient, relative and/or advocate. Printed faith-based literature can be provided upon request by the volunteer chaplain.

Worship rituals of other religions can also be held in the chapel, multi-faith room or other designated room. Services/rituals may be led by a Muslim Imam, Hindu Purohit, Jewish Rabbi or other leader as requested by patient, relative and/or advocate.

Indigenous Ceremonies

Woodstock Hospital strives to ensure availability of culturally and spiritually appropriate care to Indigenous patients and their families. The patient, relative and/or advocate can request that nursing staff schedule a smudging or cedar bathing ceremony. These ceremonies are conducted in the outdoor courtyard or designated indoor locations throughout the hospital. Woodstock Hospital will look to the patient's family to provide all necessary elements required for smudging or cedar bath ceremonies.

Please note that traditional burning smudges cannot be performed in a patient room where:

- a) Oxygen is present and cannot be turned off;
- b) There are severe smoke or scent allergies

As a last case resort, the following options could be considered:

- a) Smokeless alternatives can be considered, such as cedar bath, oils or sprays.
- b) Alternative ceremonies approved by staff, patients, families and/or advocates.



Translator/Interpreter Resources

English is the primary language used at Woodstock Hospital. If any patient has difficulty understanding and/or communicating in English, interpreters are available for over 20 languages including American Sign Language (ASL). If translator or interpreter services are required in a language that is not offered at Woodstock Hospital, the patient’s treatment team will access community-based interpreter services.

Breastfeeding

At Woodstock Hospital, we strive to reduce barriers to successful breastfeeding, and we are continually working to ensure that optimal supports are in place for breastfeeding families.

Woodstock Hospital is a designated ‘Baby-Friendly’ environment, meaning that any patient accessing hospital services will be supported in their infant feeding choices. While children under the age of 12 are not permitted on the Inpatient Mental Health Unit, treatment teams will develop a plan to support a patient’s need and right to breastfeed. This plan will ensure the safety of the patient, their family, other patients and hospital staff.

When creating a breastfeeding plan, treatment teams will consider:

- Medication safety in lactation
- Mental health symptoms
- Staffing requirements
- Patient mode of feeding

Patient and Family Feedback

If there are any questions or concerns, please contact the Unit Charge Nurse. The Charge nurse can be reached on the Unit or by telephone: 519-421-4209 ext. 2555.

The Director of Mental Health and Addictions can be reached by telephone: 519-421-4211 ext. 2366.

The Patient Experience Office can be reached by telephone: 519-421-4233 ext. 3667 or email: patientfeedback@woodstockhospital.ca