



## Southwest Centre for Forensic Mental Health Care Patient and Family Handbook

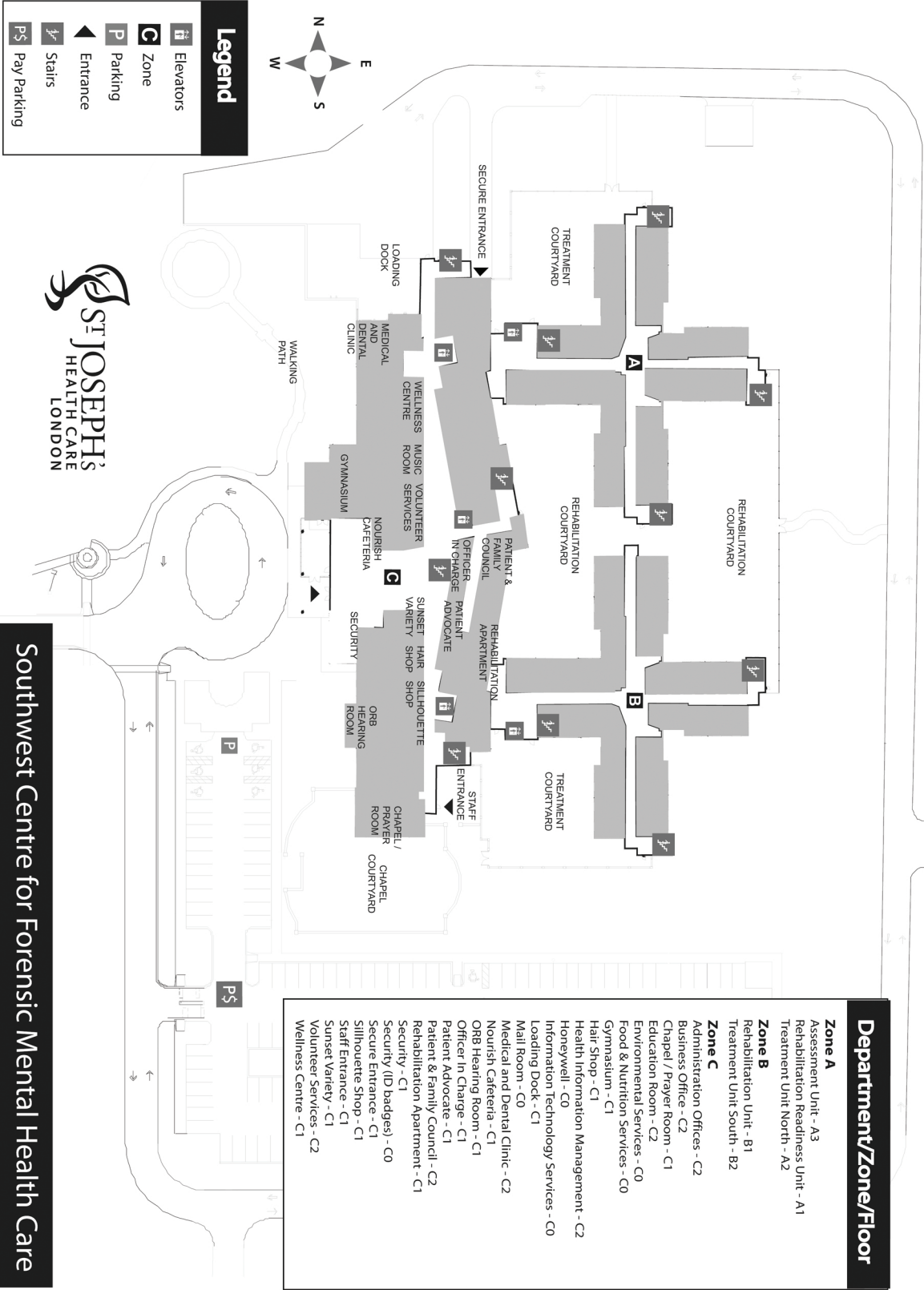


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# Map of Southwest Centre for Forensic Mental Health Care



## Message from our President and CEO

*Welcome to St. Joseph's Health Care London and Southwest Centre for Forensic Mental Health Care (Southwest Centre)*

We hope St. Joseph's care surpasses your expectations. We strive to provide a positive and culturally sensitive environment that respects the unique story of every individual and assists them in their personal journey toward recovery. At Southwest Centre we follow the Psychosocial Rehabilitation (PSR) care model. This model promotes individual healing - rooted in achieving goals, family involvement, support and community interaction. PSR helps people lead full, meaningful lives while living with a mental illness.

Many years of work went into the preparation of Southwest Centre which is a responsive, dignified purpose-built facility. Southwest Centre boasts the highest status for Leadership in Energy and Environmental Design (LEED) and as such patients, visitors and staff have a responsibility to help maintain the gold status of the building (please see page 22 for more information). As well, if you would like to orient yourself to the building you can view a virtual video tour of the facility here: [www.sjhc.london.on.ca/mental-health-care/programs/forensic-program](http://www.sjhc.london.on.ca/mental-health-care/programs/forensic-program)

The spirit of mental health care in the Elgin and St. Thomas communities is longstanding. The region first welcomed mental health care in 1939, and has been very involved in supporting patients and staff ever since. Forensic mental health care has been provided in Elgin for 35 years and by St. Joseph's since 2001.

In all we do, we hope to achieve our vision of earning your complete confidence in the care we provide and make a lasting difference in your quest to live fully.

We strive to ensure the best patient care possible. If at any time you or your family have questions or feedback about how to improve your care, please do not hesitate to speak to your care team.

We want you and your family to feel comfortable and welcome here and we hope this handbook will help.

I wish you all the best as you journey toward recovery.

Dr. Gillian Kernaghan

President and CEO

St. Joseph's Health Care London

*Your comments about care may also be emailed to [askgillian@sjhc.london.on.ca](mailto:askgillian@sjhc.london.on.ca)*





# St. Joseph's Health Care London

## Vision, Mission and Values

### Vision

From the shortest visit to the longest stay, we earn complete confidence in the care we provide, and make a lasting difference in the quest to live fully.

### Mission

We help all who come to us for care to maintain and improve their health.

We work with people to minimize the effects of injury, disease and disability.

We do this by pursuing excellence in care, research and education in a wide range of hospital, clinic, long term and community-based settings.

In the spirit of our founders, we care in the example of Jesus Christ and in keeping with our values. We attend to the wholeness of each person – body, mind and spirit. We are a life-affirming community, nurturing a living spirituality through all stages of life, health, suffering and death. We ensure on-going ethical reflection.

We advocate for those who are vulnerable and without a voice. We actively pursue and build partnerships to create a better health care system.

## St. Joseph's Health Care London Values

### Respect

Honour the people we serve

Appreciate the work of others

Welcome the contributions of all

Celebrate diversity

Be truthful, honest and open

### Listen

### Excellence

Give our best each day

Be creative and resourceful with our gifts, skills and talents

Build on our proud past

Work as a team to seek the new, the undiscovered

### Learn

### Compassion

Be with others

Understand their needs, realities and hopes

Give from the heart

Sustain the spirit

Make a difference

### Care

## Welcome to St. Joseph's Southwest Centre for Forensic Mental Health Care

This Patient and Family Handbook is dedicated to providing you with information that you or your family members may need. If you have questions or concerns that we have not addressed, please feel free to ask any staff member. Our programs embrace a model of care that is based on the principles of psychosocial rehabilitation and recovery.

We support our patients in developing the skills and supports they need to live, socialize and work in their environment of choice. We believe that everyone has the capacity to learn, grow and recover.

*“Mental health is a state of well-being in which the individual realizes his or her own potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to her or his own community.”*

Mental Health Commission of Canada.



## Information on Forensic Psychiatry

### What is Forensic Psychiatry?

Forensic psychiatry is devoted to caring for people with a mental illness who have also come into contact with the law. Staff and physicians within various forensic programs assist patients towards their personal recovery journeys and the realization of their hopes and goals. Through intensive work with our team, patients are able to develop the skills and supports needed to successfully reintegrate back into the community.

### How Does the Forensic Mental Health System Work?

Forensic patients are individuals who have been declared either unfit to stand trial, have been found not criminally responsible on account of a mental health issue, or are referred for assessment by the criminal justice system. Forensic beds are managed under the jurisdiction of the Ontario Review Board (ORB).

### What Happens When Patients Leave the Hospital?

Individuals who have made a transition back to community continue as outpatients and are followed by the forensic outreach team while remaining under the disposition of the ORB. Rehabilitation continues within the community and includes supports such as vocational skills training.

Our team works closely with other community agencies across the region to link individuals with on-going supports.

### What You Can Expect

We will assist you by providing opportunities that will help you get well. We are committed to working with you in a mutually respectful and honest partnership as you move forward through your recovery.

Treatment, rehabilitation and support plans will be developed with you to reach your identified goals. Your nurse will review with you our admission process, what to expect during your stay and what a general day is like at Southwest Centre. Your nurse will also discuss mealtimes, expectations, code of conduct, activities and any other questions you may have. Please bring a minimal amount of belongings with you as storage space is limited.



## For your Stay

### Our Philosophy of Care

The St. Joseph's Health Care London family upholds values of respect, excellence and compassion. At Southwest Centre, these values guide our efforts, direct our actions and support our mission. In everything we do, our goal is to help you to improve your health and quality of life.

We believe that quality of life embodies physical well-being, personally meaningful activities, maintaining links with friends and family, and looking ahead to the future.

It is important for us to understand your values and wishes so that we can best assist you with making choices about your care.

### Recovery Oriented Care

Our programs strive to provide a positive, respectful, culturally sensitive environment that understands the unique needs of every individual. Our care providers assist patients in their personal journey beyond the limitations of illness and toward recovery.

*Recovery oriented care* is grounded in a treatment program which focuses on helping each patient live a full and meaningful life. St. Joseph's works closely with patients and their families to identify goals and learn what is important to them on their journey to recovery.

Recovery, in mental health care, is not defined by the absence of the illness (as an individual may always live with mental illness) instead it describes the management of the illness and symptoms. Management involves coping with mental illness and continuing to thrive in the community.

### Your Rights and Responsibilities

Southwest Centre programs operate under the Ontario Mental Health Act and the Ontario Public Hospitals Act, as governed by St. Joseph's Health Care London.



## Patient's Bill of Rights

The Patient's Bill of Rights has been developed to help promote the dignity and worth of all Southwest Centre patients.

The patients, families and staff who have worked together to develop the Patient's Bill of Rights wish it to be a living document which will grow, evolve and continue to create an organizational culture of mutual respect and trust.

A full copy of the Patient's Bill of Rights is also available upon request; please speak to the staff on your unit or to your Patients' Council representative.

### The Ten Rights are:

- Every patient has the right to be treated with respect
- Every patient has the right to freedom from harm
- Every patient has the right to dignity and independence
- Every patient has the right to quality services that comply with standards
- Every patient has the right to effective communication
- Every patient has the right to be fully informed
- Every patient has the right to make an informed choice, and give informed consent to treatment
- Every patient has the right to support
- Every patient has rights in respect of research or teaching
- Every patient has the right to complain



## Statement of Patient and Resident Values

At St. Joseph's Health Care London we are diligent about finding new ways to improve the care we provide patients. When you walk through our doors we want you to know we value you as an individual - and hope our care surpasses your expectations.

Under the Excellent Care for All Act, Bill 46, all hospitals must have a patient statement of values to help hospitals continue to put patients first by declaring what patients can expect from their health care organizations.

Below you will find the Statement of Patient and Resident Values which was developed through a thoughtful process of listening to insight from those we serve. From there, feedback was used to help St. Joseph's identify what patients and residents value most.

### Respect

- for my privacy
- that I am part of my own care team along with the family support I see fit
- for my time – waiting for appointments; waiting for call bells to be answered; not rushing my time with the doctor and team; receiving results in a timely way

### Compassionate, Caring People

- who demonstrate genuine caring, recognizing that I am a person, not a diagnosis, case or number
- who work as well-coordinated teams
- with my best interests at the heart of all they do

### Quality, Safe Care

- provided by highly qualified staff supported by the best technology
- with the capacity to be flexible and act quickly when needed
- and the information I need before, during and after my visit or stay
- continuity across St. Joseph's teams and the health care system

## Standards for Relationships

The Standards for Relationships policy establishes guidelines to foster an environment which reflects the St. Josephs values of respect, excellence and compassion in all relationships. All those who receive, provide and support patient care deserve to be treated with honesty, courtesy, respect and dignity.

This policy encompasses bullying, disrespectful and abusive behaviour.

### How Staff Members Treat Patients, Family Members and Visitors

**Patients, family members and visitors have the right to:**

- Be treated with respect
- Be in an environment free from harm
- Quality service that complies with this policy
- Dignity and independence
- Bring a complaint under this policy forward without fear of reprisal

Patients have a right to bring forward issues or concerns regarding their care or experience while in the facility. Once an issue or complaint is brought to a leader's attention, he/she has an obligation to follow up, to meet with all affected parties to gather information and understand the facts involved, and to take the necessary action.

*If you have a concern about how you are being treated by a staff member, please draw it to the attention of the leader of your care unit.*

## How Patients, Family Members and Visitors Treat Staff

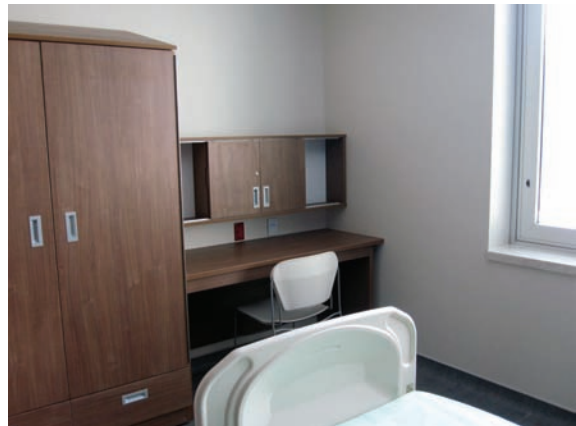
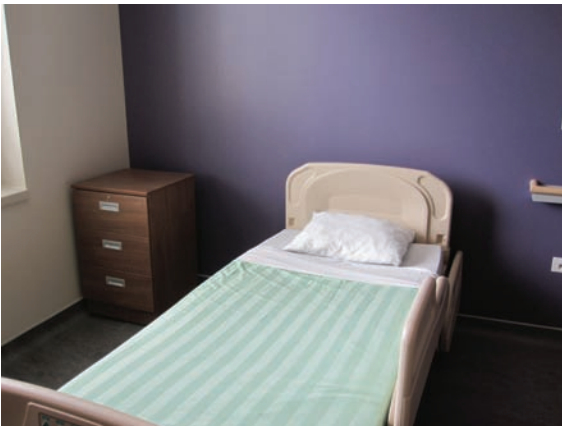
Patients, family members and visitors have the responsibility to:

- Treat others with respect
- Actively partner in their care
- Protect personal property and financial obligations

If a staff member feels they are being treated disrespectfully by a patient, family member or visitor, they should inform their leader of their concern. The leader investigates the situation, decides on appropriate action, and meets with the parties involved to resolve the situation.

## Accommodation

Patient rooms are private and include a bed, wardrobe, desk and bathroom with shower. In most situations it is possible for you to bring in a few items to help make your space more comfortable (e.g. a favourite pillow etc.) For safety, please have the staff on your unit check these items before taking them to your room.



## Clothing and Laundry

Patients can wear their own clothes and each unit has laundry facilities. For those who are not able, staff will assist them with their laundry.



## Meal Selections

**Patients at Southwest Centre have two options when it comes to meal selections:**

**1) Selecting a personal menu**

Patients who wish to make their own meal selections will be provided with a menu five days a week (Sunday through Thursday) with the opportunity to check off which items they prefer for each meal, allowing for personal choice. If an entrée is not selected on the menu, one will be automatically chosen. All other items will be sent as marked. Nursing staff or a delegate, such as a family member, can assist patients who may require assistance with marking their menu.

**2) Automatic menu**

Patients who prefer not to mark menus will receive meals consisting of the first choice items on the menu, in every category, according to their diet and preferences. With either option, nurses can indicate a patient's food preferences, or any dietary restrictions, which will be recorded.

## Gifts

Family members are welcome to bring gifts for you. When they do, please make sure the staff are aware, so they can ensure gifts are safe for both you and others on the unit. Please be reminded that there is the possibility of items disappearing. Therefore, gifts of significant monetary or sentimental value should be stored at home.

## Storage

Storage space in our facility is very limited. If you have belongings that need to be moved or stored at the time you come into hospital it is your responsibility to ensure that you or your family members make arrangements ahead of time.

## Valuables and Cash

It is advisable that valuable belongings you are unable to care for be left at home. For security reasons, it is advised that large sums of money be deposited in the Business Office. The Business Office is open Monday to Friday between 8:30 am to 12 pm. Please speak to the care team if you have further questions.

## Alcohol

Alcohol can significantly interfere with a patient's treatment and rehabilitative efforts. Southwest Centre maintains a no-alcohol policy.

## Cell Phones/Electronic Devices

Check with your care team for your specific electronic devices guideline. Visitors - no cell phones are allowed on the units.

## Illegal Substances

The use of any illegal substance or other drugs not prescribed by your doctor can be dangerous; therefore, it is a Southwest Centre policy for patients to refrain from the use of illegal or non-prescribed substances. Possession of illegal substances may result in legal action.



## **Staff ID Badges**

All staff and volunteers are required to wear a photo ID badge that includes a title description of their position and unit/department. If you are unsure if an individual is authorized to be on site, please check with your care team.

## **Personal Attire**

As a part of the recovery process it is important to be active each day. We encourage each person to be awake and dressed by 10 am and we ask that nightclothes are not worn in public areas.

## **Passes and Leaves of Absence (LOA)**

Passes to leave the unit/grounds and facilities are available on a case-by-case basis and depend on one's ORB disposition and assessment by the clinical team. Discuss these options with your care team.

## **Scent Free Policy**

In recognition of the potential health concerns associated with scented products, we are committed to promoting a scent-free environment. Please refrain from using products containing fragrance such as perfume, aftershaves and hairspray.

## **Smoke Free Environment**

As a health care agency, St. Joseph's Health Care London is committed to providing a safe and smokefree environment to all of its patients, staff and visitors. St. Joseph's has established a non-smoking policy, which governs this facility and grounds. There are many clinical reasons to not smoke including smoking can interfere with some medications. St. Joseph's is focused on patient health and well-being and supports your right to make choices but while you are in care at Southwest Centre please note it is a smoke free environment which includes the building, grounds and parking lot. Your health care team will discuss with you and assess your individual needs and can discuss any smoking addiction aids you may need. Inpatients who smoke are encouraged to give tobacco products to a friend or family member for safekeeping. As well there will be storage available for patients who have community passes. Outpatients and patients attending day programs will be asked not to bring any tobacco products for their appointments and treatment. These products may be left in vehicles on hospital property, but may not be used on hospital property.

## **Visitors**

Visitors are expected to abide by the policies and restrictions on tobacco use including not smoking on the Southwest Centre hospital grounds. Visitors are not to bring any tobacco products to patients at St. Joseph's. If the visitor fails to comply, he/she will be escorted off the St. Joseph's property by security services.

## **Tobacco:**

The non-smoking policy applies to tobacco in any processed or unprocessed form that may be smoked, inhaled, or chewed, including but not limited to snuff, chewing tobacco, snus, cigarettes, contraband cigarettes, cigarillos, cigars, pipe tobacco, hookah pipe, herbal cigarettes, or any products which can be smoked legally or otherwise (i.e. marijuana). E-cigarettes are also prohibited on hospital property.

## **Compliance (Inpatients and Outpatients)**

Patients who do not comply with St. Joseph's smokefree policy are to be respectfully reminded of the policy and requested to extinguish the tobacco product immediately. A member of the patient's clinical team will review the smokefree policy with the patient and the patient will be offered appropriate counselling, therapies and support following each occurrence:

*First Occurrence:* The patient will have unescorted grounds passes removed for a minimum of 24 hours and will be advised that subsequent violations will result in a longer suspension of passes.

*Second Occurrence:* The patient's unescorted grounds passes will be suspended for a minimum of three days. The patient will be advised that in the event of a subsequent violation, the hospital will need to consider greater consequences for repeat occurrences.

*Third Occurrence:* The patient will have his/her unescorted grounds passes suspended for a minimum of seven days and until the team is confident the patient will follow the policy. The clinical team will decide what access to the grounds the patient will have when the set period has lapsed, and will gradually expand these passes based on compliance with the policy.

Discussions and events related to any tobacco issues will be documented in the patient's clinical record.

# Visiting

## Visiting Hours

Visits from family members are encouraged and anticipated by patients. Visiting hours are generally from 12 pm to 9 pm. We also take into consideration the need for many families who travel long distances to visit loved ones. It is a good idea to have visitors call the unit before visits (24 hours), as your loved one may be off the unit, on a community outing, or temporarily not feeling well enough for visitors. Advanced planning will also allow staff to ensure your visit is well-timed and a private space booked if available. If visitors are unable to keep a scheduled visit, please call the unit so patients are notified.

## Designated Visiting Areas

Whether you prefer a private location or a setting in the downtown area, there are many places throughout the hospital for visits. Please refer to the map for locations.

## General Visiting Policies

For the health of our patients, staff and volunteers please **DO NOT VISIT** if you are feeling unwell (i.e. those who are experiencing any of the following within the last 48 hours: fever, cough, runny nose, sore throat, skin rash, vomiting or diarrhea).

## Video Surveillance and Metal Detection

For your personal safety and protection video surveillance is used within Southwest Centre. In rare cases a serious incident may be recorded for legal purposes.

All visitors and patients coming into the centre will walk through a metal detector. Visitors will be asked to lock up their personal belongings at the front entrance in a locker.



## Patient Access

Patients will be issued a bracelet which will be programmed to a privilege level (pre-determined by care plan) and patients will be able to access areas within the privilege level allowed.

## Visitor Access Card

Visitors will be provided an access card that will allow them access to the areas where they are visiting.

## Right to Search

Visitors and patients may be asked to empty their pockets upon arrival. Staff members on the units also have the right to search patients returning to the units if there is any concern that contraband may be entering. The safety of everyone is of utmost importance. During all searches, the privacy of the patient is paramount.

## Unpermitted Items

Unsafe items are not permitted inside the hospital. Items such as but not limited to include: glass, bottles, cans, all contraband including cigarettes, illegal substances, lighters and weapons of any kind.



# Safety and Security

## Patient Safety

Patient safety is always in the forefront of the care provided at St. Joseph's Health Care London. Providing a safe patient care experience is reflected in our organization's strategic plan. Specific patient safety initiatives are in place across the organization, with the goal to continually improve efforts in this area.

One of our priorities is to inform patients and families about the important role they play in their own safety during their care. If you would like more information about patient safety initiatives at our facilities, please don't hesitate to speak to your care team.

## Emergencies

Southwest Centre has an emergency management program that addresses how we plan and prepares for, respond to and recover from internal and external emergencies.

### Patients and Visitors are Asked to:

- Listen to direction of staff during an emergency
- Support any requests of staff if possible during an emergency

In emergencies that affect Southwest Centre occupants are alerted by an overhead announcement. First responders, including security, are notified and attend the affected area. Additional support if required by external emergency services is provided in an organized, systematic fashion.

### If you are Involved or Observe an Emergency:

If you observe or are involved in an emergency, please remain calm and look for the closest staff member to assist you. You may also pick up any phone located within the facility and dial 55555. This line is a direct line for emergencies at all the hospitals in London.





## Searching of a Patient and/or Their Belongings

A search of a patient and/or their belongings may sometimes be necessary to maintain a therapeutic environment in which treatment may take place and/or when the purpose is to retrieve an item that places the safety of the patient or others at risk such as weapons, unapproved medications, narcotics etc. St. Joseph's corporate policy *Searching of a Patient and/or Their Belongings* is in effect at all sites, and provides clarity surrounding when, where and why a patient search may be conducted and by whom.

### Obtaining consent to conduct a search

In all cases, attempts will be made to obtain consent by the patient or Substitute Decision Maker (SDM).

### What if a patient refuses to be searched?

If consent is not given and there is reasonable grounds to believe a search needs to be conducted for the safety of the patient and others, admission may be refused or the patient may be discharged. If the patient cannot be discharged and refuses to consent to a search or give up the item in question, the situation will be documented in the patient's health record. At this point a non-consensual search shall be carried out.

### What happens in an emergency, if the patient is unable to give consent?

An emergency search may be conducted without the consent of the patient/SDM in an emergency situation (i.e. the patient is unconscious, is suspected of suffering from an overdose/harmful drug reaction.)

### Who will conduct a search?

A consensual or emergency search may only be carried out by a member of the health care team and/or a security guard with another health care team member present. A search will be carried out by a member of the same gender wherever possible and respect for cultural diversity will be given with the utmost regard.

**If you would like more information on the corporate search policy, please speak to a member of your health care team.**

## Security Services

The security services office at Southwest Centre is located inside the main entrance and is staffed 24 hours a day, seven days a week. If security staff are not visible please use the intercom provided. Security services' primary responsibility is for the personal safety of everyone that has access to the facility and the security of all hospital property.

Emergency code response, foot/vehicle patrols, issuing of hospital ID, alarm monitoring and response, access control, escorts, after hours first aid and monitoring of surveillance cameras (some areas are equipped with cameras for the safety of patients, visitors and staff) at each site are just a few examples of the services that are provided by security services.

## Infection Control

We wish to promote a healthy environment for our patients, staff, and visitors. Good hand hygiene is the single most important factor in preventing the spread of infections. Disease causing bacteria can frequently be found on our hands; therefore we ask that you clean your hands upon entering the facility by using the hand sanitizer stations or by using the sinks available throughout the building. Everyone should also frequently clean their hands while in the Southwest Centre and upon entering and exiting patient rooms.

We ask that if you are feeling unwell that you delay your visit. If you must attend an appointment and are unwell, we ask that you call ahead. You may be asked to reschedule your appointment or to wear a mask on arrival.

These healthy behaviours are encouraged in order to reduce the spread of infections. We wish to encourage you in becoming an active participant in promoting a healthy care environment. If you see a care provider not cleaning their hands before caring for you, please contact the unit leader or coordinator in your area.

## Falls Prevention

People undergoing medical care have different risks for falling. Based on your fall risk, your clinical team will add individualized interventions to your care plan. We encourage people to ask for help when getting up or walking.



## Your Care Team

Your care team is comprised of the following highly trained and qualified professionals to help meet your needs and achieve your goals.

### Dietitian

Registered dietitians provide individual and group counselling in all aspects of nutrition including diabetes education, healthy eating and weight management. Dietitians have an excellent understanding of the impact of mental health on nutrition. They will work with patients and families to answer questions and plan nutritional care.

### Nurse

Nurses are an integral part of your health care team. During your stay, you, your family and support system will partner with registered nurses, registered practical nurses, clinical nurse specialists and/or nurse practitioners. A nurse provides skilled support, a safe environment, medication management, proactive interventions and treatments with patients and their families, while advocating for the unique needs, preferences and rights of those entrusted to their care. Nurses join with patients and families to support them in their journey toward recovery and optimal functioning, using best practices.

### Occupational Therapist

Occupational therapy is about helping people do activities that are important for them - looking after themselves and their homes, working and being involved in their communities. Occupational therapists support people in doing activities (occupations) so they can be healthy, feel good about themselves, and manage daily life.

### Pharmacist

Pharmacists are medication experts - they are extensively trained in the appropriate use of medications, including herbal supplements, prescription and non-prescription medications. They work with the patient's care team to regularly review medication orders and provide drug information to ensure safe and effective medication use for each patient.



## Physiotherapist

The role of the physiotherapist is to maximize the independence of a patient's physical function.

The physiotherapist also educates patients and staff in the proper use of mobility equipment and in the performance of exercises in a safe manner. Exercise programs are done in either an individual or in a group setting. Patients are assessed and a treatment plan is implemented with ongoing reassessment.

## Psychiatrist

A psychiatrist is a doctor who specializes in assessing, diagnosing and treating mental disorders. A psychiatrist may use a variety of psychotherapies including facilitating psychiatric rehabilitation to treat patients as well as administering medication.

## Psychologist

Psychologists are experts in human behaviour. In a mental health setting, they provide assessments, treatment and rehabilitation. Psychologists also offer consultation to other team members, and contribute in the areas of applied research and education related to mental health issues.

Psychological associates are practitioners of psychology who deliver similar services as psychologists. Psychological services are sometimes provided by non-regulated practitioners called psychometrists. Psychometrists work under the professional supervision of a psychologist, and are often employed to do testing, or to provide structured forms of psychological therapy.

## Social Worker

Sometimes our problems with family, relationships, illness/mental illness, or practical issues like finances and housing, cause concern and worry that may affect our physical and mental health and well-being. A social worker can help you with these concerns. Social workers in mental health have specialized skills in counselling, psychotherapy, family work, group work, crisis intervention, community liaison and discharge planning. Often, the social worker is the main contact person for the patient, family or community.

## Spiritual Care Provider

A chaplain provides a number of services including emotional and spiritual support and counselling, crisis intervention, grief and bereavement counselling, weekly meditation sessions, spirituality groups, worship and sacramental ministry. Chaplains work with patients as well as their friends and families to find spiritual care and support within their hospital experience. Spiritual care supports people from any religious or non-religious background. Feel free to ask your care provider to connect you with spiritual care, if you wish.

## Therapeutic Recreationist

Participating in leisure activities provides structure to one's day. Therapeutic recreation professionals assist individuals with exploring, resuming and pursuing leisure interests with an optimal level of independence. Therapeutic recreationists provide a supportive setting in which to practice and apply skills related to leisure interests of choice in both the hospital and community.



## Activities and Services

### Cafeteria

Patients and visitors are welcome to use the hospital cafeteria *Nourish*. The operating hours are Monday to Friday 6:30 am to 2 pm.

### Silhouette Shop

Southwest Centre offers a clothing shop accessible to patients. Donated items are sorted, laundered and displayed by volunteers and made available at no cost to patients. The shops are set up for patients to enjoy a shopping experience as volunteers provide assistance. Hours are dependent on availability of volunteers. The Silhouette Shop, is located at C1-526.

### Sunset Variety

Sunset Variety is operated by the Volunteer Association. They sell snacks, pop, magazines and cards. Hours of operation are from Monday to Friday 9 am to 2 pm. Hours will be extended with additional volunteers.

### Spiritual Care

Regular weekly spirituality groups are provided for patients. Worship services are also offered throughout the year. Should you require spiritual support, staff chaplains are available for both patients and family members. Arrangements can be made for a visit by clergy or representative of a particular faith group from the community.

### Chapel and Multi-faith Prayer Room

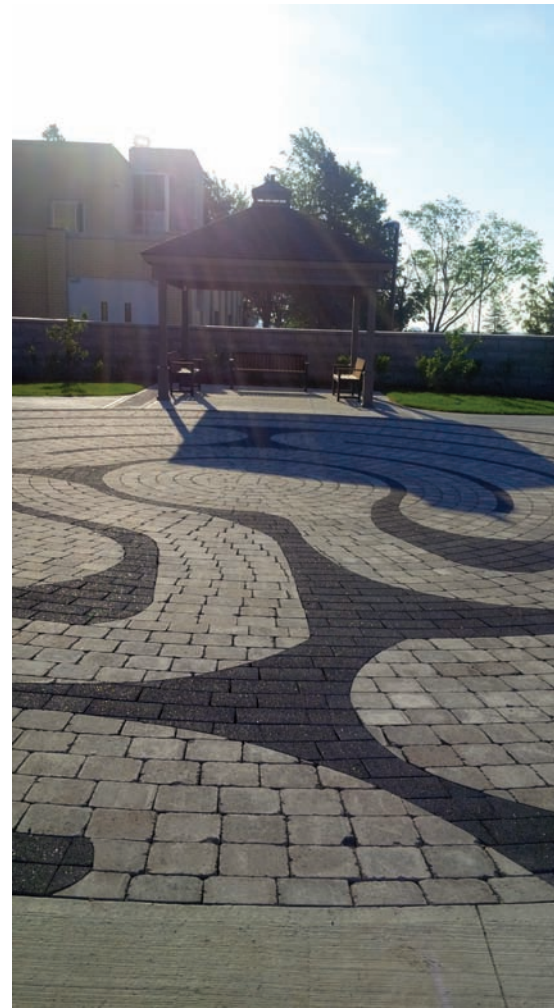
The chapel and prayer room at the Southwest Centre is available to all patients, visitors and staff. The chapel is used for traditional religious services and the prayer room is available for meditation and relaxation. Also included within the prayer room space is a labyrinth which can be used by everyone. There is also dedicated space for the use of incense and smudging ceremonies.

### Outdoor Chapel Courtyard

Adjacent to the chapel is a beautiful garden space that also includes a fully accessible labyrinth.

### Hair Shop

If patients would like to access hair services please contact your unit leader.





## Music Room

This space offers patients opportunities for music appreciation. A sound proof room also allows for learning, recording and practice.

## Wellness Centre

This is a multi-use space available for a wide range of recovery-oriented activities.



## Patient Drop-in Centre

The patient drop-in centre was created to encourage social interaction and engagement in meaningful activity among patients, which is an important part of the recovery journey. The centre is a place where patients can come to take part in various activities of their choice, such as arts/crafts, games, cards, video games, movie nights and painting. Patients are encouraged to help one another learn a new skill or activity, through peer support. The drop-in centre is open through registered volunteers. Please see the drop-in centre's hours posted on the units and outside of the centre which is located in the Wellness Centre, room C1-206.

## Rehabilitation Centre

This room is equipped with multiple computer stations to enable patients to pursue both educational and vocational goals.

## Recreation Activities

Therapeutic recreation professionals provide leisure opportunities which are based on patient interests, abilities and needs. Please check with your unit staff for times and dates for recreation opportunities.

## Relaxation Room

The relaxation room is a comfortable space that includes an anti-gravity chair and water feature that creates a soothing environment.



## Gym

A gym is available for physical activities and a variety of sports. There is also a fitness room that is fully equipped with equipment.

## Libraries

There is a patient and family library available at Southwest Centre. Audio books and CDs are also available for use in the library (CD player provided). There is a large collection of fiction and non-fiction books which can be borrowed from the library for a period of three weeks.

The library is open Monday to Friday 8:30 am to 4:15 pm. There is a comfortable, quiet reading area for patients and their families. The library subscribes to two daily newspapers which can be read in the library. There is a small collection of DVDs that are available for a one week loan period.

There is an excellent consumer health collection available to help patients and their families learn more about various health issues, specializing in mental health.

Computers are available for patients to do word processing, resumes, play games, etc. Currently, Internet access is available to patients if they have staff from their unit with them. This is subject to change.

Families and their loved ones can access the Tillmann Family Resource Centre (located at the London site) for books and information on mental health. For more information, Contact a care provider or go on St. Joseph's website at [www.sjhc.london.on.ca](http://www.sjhc.london.on.ca).

## Dental Services

Long stay patients (those who have been a resident for at least 120 successive days) are eligible for a limited range of elective dental services including examinations, cleanings, basic restorative care, simple extractions and dentures. Emergency dental care is available to all residents regardless of length of stay and financial status. Dental appointments must be made through unit staff.

## Volunteers

Volunteers contribute valuable time to patients and patient programs. Volunteers visit with patients, participate in recreational activities and run the onsite variety store and clothing shop. If you wish to have a regular volunteer visitor, please discuss this with a member of your care team. For further information on volunteer services please call ext. 49301.

## General Practitioners and Medical Specialists

General practitioners are available both in the hospital and in the community to address non-psychiatric medical needs, by referral from the psychiatrist. Where necessary, referral can also be similarly made to specialists (e.g. surgeons) in the community.

## Transportation to and from Southwest Centre

Transportation is available through taxi service. Although there is no city transit to Southwest Centre the hospital has van service to downtown St. Thomas returning to the hospital. This service is available for patients and families Monday to Friday, except on holidays. Check with your care team for further information about pick-up areas and times.

## Interpreters

If there is a language barrier please contact a care provider who will make the appropriate arrangements.

## Mail

You may send and receive mail. Mail delivery to your unit is available Monday through Friday. Please include postal codes on your outgoing mail. Anyone wishing to send you mail should direct it to you at:

**Name**  
**Unit**  
**Southwest Centre for Forensic Mental Health Care**  
**401 Sunset Drive**  
**St. Thomas, ON**  
**N5R 3C6**

## E-cards

E-cards are a free service offered by St. Joseph's Health Care London, enabling you to send a personalized message to your loved one or friend. Volunteer Services will colour print your E-card and a volunteer will deliver it to the nursing station. Greetings will be delivered Monday through Friday, between 9 am and 3 pm, holidays excluded. To send an E-card go to the St. Joseph's Internet Homepage <http://www.sjhc.london.on.ca>. The "Send an E-card" link is in the middle of the page.

## Psychiatric Patient Advocate Office (PPAO)

The PPAO is an arm's length program of the Ministry of Health and Long-Term Care. It provides free, confidential independent advocacy, rights advice and education services. [www.ppa.gov.on.ca](http://www.ppa.gov.on.ca)

**Patient Advocate** works to resolve problems related to patient rights and entitlements regarding legal, therapeutic and social issues including quality of care and life issues at ext. 49451.

**Rights Advisor** meets with you to explain your rights when your doctor changes your legal status under the Mental Health Act. The Rights Advisor will assist you in obtaining legal services and applying to the Consent and Capacity Board. You can reach the Rights Advisor at ext. 49447.

## Parking

The parking fee for visitors is \$4.00 per day. You will see signs directing you to the visitor parking lots upon your arrival.

## Telephones

Portable cellular phones will be available on the units at staff discretion. There are payphones in the front lobby.

## Patients' Council

Welcome to Southwest Centre. We hope your stay here will help you on your journey to recovery. As people who have experience living with a mental illness, council members will be happy to lend you a hand during your stay. Please visit us in room C2-413 at Southwest Centre.

### Mission Statement

The Patients' Council is a voice for the on-going improvement of the quality of life and care of people receiving services at Southwest Centre.

### Who are we?

- The Patients' Council is a group of current and former patients who work in partnership with staff, family members and other patients to ensure the best possible quality of life and standard of care is available.
- The Patients' Council is also made up of general members who volunteer their time, skills, and experience to serve their peers during various social and peer support activities.
- The Patients' Council is supported by a staff facilitator who works with patients to advocate for improvements in care, serves as a link between staff/administration and patients' council members, and assists in the implementation of various projects and peer support services and activities.
- The council members elect four executive members to coordinate work and projects and to communicate with staff and administration.

### What do we do?

- Gather information about issues of concern arising in the hospital or any clinics
- Hold regular monthly meetings
- Hold weekly social/peer support activities
- Represent patients on many of the hospital committees, ensuring the patient point-of-view is taken into account
- Strive to erase the stereotypes and discrimination associated with mental illness through education of patients, families, caregivers, media, police and the general public
- Publish a newsletter called the Patients Voice that is written for and by patients

## The Family Advisory Council

The Family Advisory Council welcomes you to the Southwest Centre. As you and your family member journey together toward recovery, we invite you to contact the Family Liaison staff at ext. 49692 for information and services available to you.

### Mission Statement

Promote a cooperative, mutually supportive, and caring environment from which people with mental illness will benefit... a voice for all family members.

### Services for families include:

- Membership on the Family Advisory Council
- The opportunity to meet one-to-one with staff or other family members who have had personal experience with mental illness and the mental health
- Participation in a support group with family members affected by mental illness
- Registration in a family education course facilitated by staff and experienced family members
- Advocacy for improving quality of care and encouraging the use of best practices within the mental health care system
- Quarterly newsletter, “The Family Forum”
- Literature and information on mental illness. There is a small amount of literature available at the Southwest Centre and an extensive library resource available to borrow from the Tillmann Family Resource Centre in London. Families can view literature at the Patient and Family Library on site but if you wish to borrow material contact the extension below.

For further information, please call ext. 49692 to make an appointment. The Family Advisory Council office is located in room C2-413 and is open two half-days per week, with some flexibility in the hours. For more information <http://www.sjhc.london.on.ca/mental-health-care/tillmann-family-resource-centre-and-family-advisory-council>



## Complaints/Concerns/Compliments

Our organization sponsors committees and work groups which regularly review our quality of care to ensure we are effectively meeting patient needs. Part of our commitment in being guided by the people we serve is receiving and responding to concerns and compliments. There are several ways that you can provide us with your input. If it is related to the care team associated with you and your family, you can address it with them directly. Input is also welcomed by the director or coordinator responsible for your unit. If it is not related to the care team they can still assist you in bringing your input forward. You may, at times, wish to have input addressed outside of your program. If this is the case you may access the Patient Advocate (see PPAO information), Patients' Council at ext. 47654, Family Advisory Council at ext. 49692, or the Vice President of Mental Health Services at ext. 47202. As well you can reach the Patient Relations Coordinator at ext. 64727.

We also like hearing good news. If you have a compliment or story to share please connect with the services above or call Communication and Public Affairs at 519 646-6034.

## Because Protecting Your Privacy is Important

St. Joseph's Health Care is responsible for all personal health information under its custody and control and is committed to maintaining the highest standard of privacy with the information in its possession.

### **The information we collect from you is used:**

- to provide you with quality health care and to share with those providing you care outside St. Joseph's Health Care London, e.g your family physician
- for quality assurance purposes
- for patient satisfaction surveys
- to comply with legal and regulatory requirements
- for fundraising towards equipment and facilities that allow us to provide you with the latest health care services
- for research to help us develop new treatments and technologies for the future
- for educational purposes to keep our health care teams up to date and to train new health care practitioners

Your permission is required if your information is to be used for any other purpose.

You may get to know other patients while in hospital - please treat their personal health information as confidential and respect their privacy. Taking photographs of other patients and staff is not permitted while in hospital.

Please contact us at 519-646-6100 ext. 65591 if you have any questions or concerns about your privacy.

## Clinical Ethics Consultation

It is often difficult to make health care decisions for yourself or for someone you love. It can be especially hard for families entrusted with making decisions for another person who is unable to decide for him or herself.

Ethics consultation may help with a process to work through a difficult ethical decision and provide support or assistance if needed.

### How Does an Ethics Consultation Help?

- Helps patients and families, staff and physicians identify, analyze and resolve moral conflicts that occur in the hospital
- Provides an opportunity to discuss the conflicts that occur in making decisions about health care in a safe, reflective place

People who help with an ethics consultation do not tell you what to do. They are a resource to help you clarify your own thoughts, feeling and concerns. They help to resolve conflicting values and feelings, and to achieve the best possible outcome in difficult circumstances.

### When should I ask for an Ethics Consultation?

If there is conflict, uncertainty about whether an issue is an ethical one, an ethical dilemma where there appears to be two or more ‘right things to do’, or a situation causing moral or ethical distress, first talk to your health care team to problem-solve, but if more help is needed, request an ethics consultation.

### Who do I Contact?

The clinical ethicist at ext. 42251, the Ethics Education and Consultation Team at ext. 47160.



## What to expect while in a LEED® Gold Certified building

Leadership in Energy and Environmental Design (LEED®) has recognized Southwest Centre for Forensic Mental Health Care (Southwest Centre) as leader in environmental sustainability. From low-flow faucets, to drought tolerant landscaping, occupants of the Southwest Centre can expect to live in a healthier, cleaner environment, while minimizing their carbon footprint.

### Questions and Answers

#### **Q – What is LEED?**

A – Leadership in Energy and Environmental Design (LEED) is a nationally accepted certification program for design, operation and construction of high performance green buildings. This ensures the buildings are environmentally compatible and provide a healthy work environment.

#### **Q – What makes the Southwest Centre a LEED Gold Certified building?**

A – LEED construction buildings are awarded sustainability points for energy-efficient lighting, low-flow plumbing fixtures and collection of water etc. Southwest Centre has achieved the highest standards of sustainable construction in these areas resulting in the greatest level of LEED accreditation.

#### **Q – Can I bring my own appliances and plants?**

A – Appliances such as coffee and ice machines, microwaves, toasters and kettles will be provided on-site in the buildings serveries and lunch rooms. Outside appliances are not to be used in the facility to ensure energy consumption is being reduced. Patients are also not permitted to bring plants into the building as it would affect the regulated air quality.

#### **Q – How can I contribute to minimizing my carbon footprint?**

A – Recycle, Reuse, Reduce – practicing these three steps in the Southwest Centre will help conserve energy and reduce pollution. Specific bins will be provided for recycling paper, bottles, cans, and cardboard.



## Community Services

After your stay at Southwest Centre there are a number of programs to assist you in your return to the community within our facility; as well as a number of community services. Please talk to your care team about options that will most effectively meet your needs before discharge.

## St. Joseph's Health Care Foundation

St. Joseph's Health Care Foundation, through community philanthropy makes it possible for St. Joseph's Health Care London to continue its proud tradition of providing excellence in care, teaching and research.



The foundation, which represents all main caregiving locations of St. Joseph's is committed to directing your charitable gifts to the programs and causes important to you.

### You may support the work of St. Joseph's through:

**Annual Giving**, where donations can be directed to support any program or service with special meaning to you or it can be directed to support the most urgent patient care needs.

**Commemorative Giving**, where you may wish to remember someone who has touched your life in a special way or where you may wish to make a gift in honour of a caregiver or program area.

**Legacy Giving**, is a means to leave a lasting legacy. Gifts may be made during your lifetime or through your estate.

Donations may be made online at [www.sjhcfoundation.org](http://www.sjhcfoundation.org) or call the foundation at 519-646-6085 for more information.

E-Mail: [sjhcfoundation@sjhc.london.on.ca](mailto:sjhcfoundation@sjhc.london.on.ca)

For more information about St. Joseph's and mental health care:  
[www.sjhc.london.on.ca/mentalhealth](http://www.sjhc.london.on.ca/mentalhealth)

Is there anything we have missed that would have been valuable to know? Please let us know!

Contact: Communication and Public Affairs at 519 646-6034

*We are constantly changing to meet your needs.  
The information presented in this handbook  
may be subject to change.*





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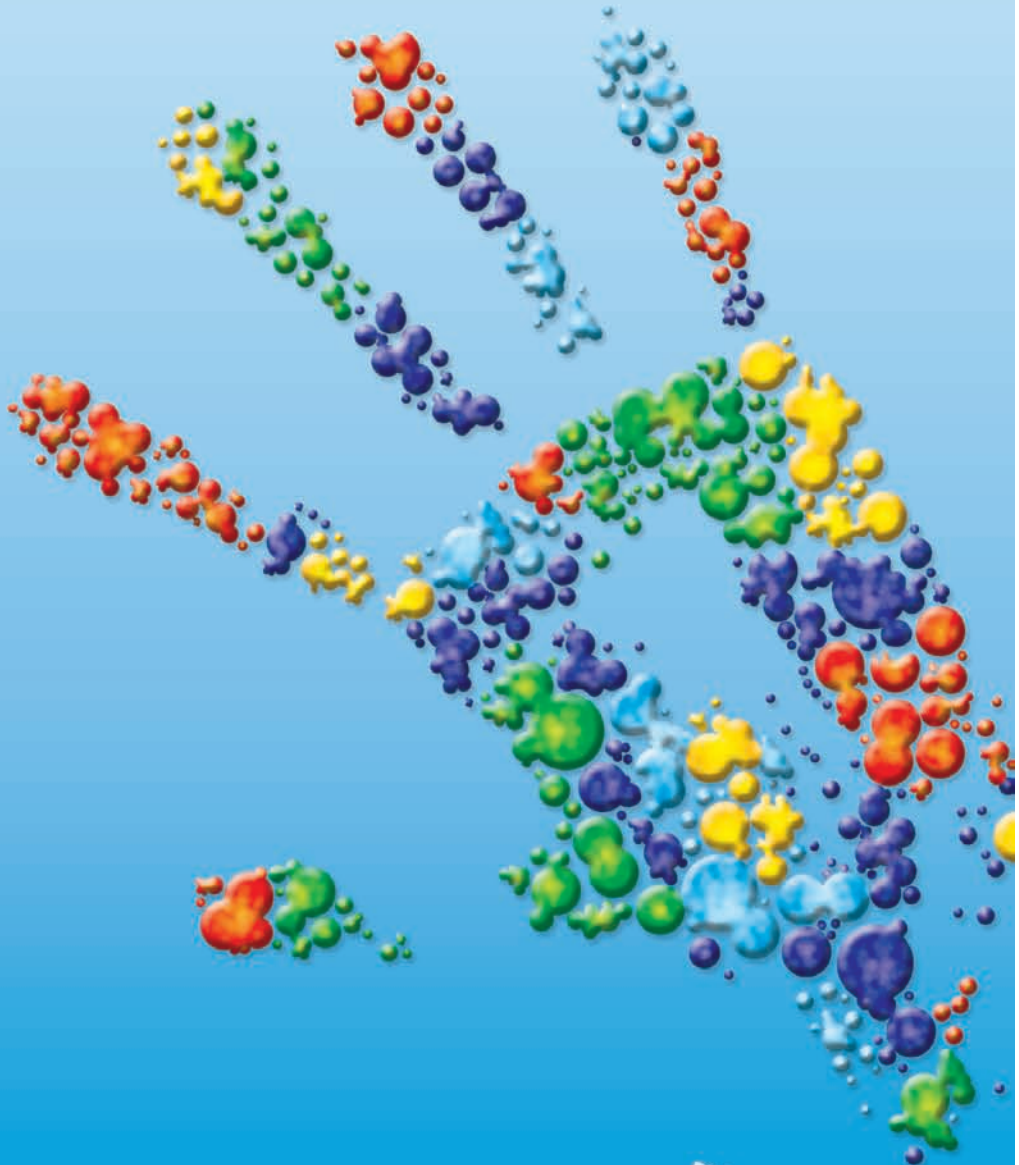


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# Your Health Care Be Involved



Be involved in your health care. Speak up if you have questions or concerns about your care.



Tell a member of your health care team about your past illnesses and your current health condition.



Bring all of your medicines with you when you go to the hospital or to a medical appointment.



Tell a member of your health care team if you have ever had an allergic or bad reaction to any medicine or food.



Make sure you know what to do when you go home from the hospital or from your medical appointment.

Funding for this project was provided by  
the Ontario Ministry of Health and Long-Term Care

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