

## Helpful Information

- The main doors to the unit are locked. Anyone entering or exiting the unit must call the desk from the phones on the wall outside and inside the main doors to have them unlocked.
- Meals are eaten in the Dining Room located across from the Central Care Desk. Snacks are limited and you are encouraged to bring your own. Food needing refrigeration must be in a plastic container labeled with your name. The fridge is in the Dining Room area.
- The lounge is open from 6:30 a.m. - 11:00 p.m. TV programs must be suitable for all patients.
- A DVD player is available with a small selection of DVD's. You may bring your own if it is appropriate for general viewing. Books and magazines are also available.
- Laundry facilities including soap are available on the unit.
- There is a pay phone for local or long distance calls and a courtesy unit phone for local calls. Family and friends can call the unit phone at 613-969-7400 ext. 2598.
- If you answer the phone please find the person the caller wishes to speak to. Phone calls are recommended from 7 a.m. -11 p.m.
- Lights on the unit are "out" at 11 p.m.

## Passes off the Unit

Your physician may write a pass for you to leave the unit with discussions with you and the care team. The length of passes and times restrictions will be indicated by your physician. Apart from overnight passes, all other passes (even to smoke) apply between 8 a.m. and 8 p.m.

Sign out at the Central Care Desk each time you leave. You must also have a nurse sign prior to your departure and report to staff when you. If you have an overnight pass pharmacy will have your medications ready by 4 p.m. If you are being picked up, inform them of this time.

## Visiting patients

There are no prescribed visiting hours however we suggest visitors avoid times when therapeutic activities are planned. We also recommend no more than 2 visitors at a time. Visits from children should be discussed with the care team and appropriate area will be provided for their visit.

Visitors bringing in items for patients must stop at the Central Care Desk for a safety search. Visitors attempting to bring in alcohol or illegal substances will be asked to leave.

Pet visits may be arranged in advance with the charge nurse and must be on a leash with up to date vaccinations.

## Important information

QHC is committed to providing a safe, healthy, and supportive environment for patients, visitors, staff, volunteers and physicians. There is no place for aggression or violence in our environment For this reason the following behaviours are not acceptable: harassment, bullying, verbal abuse, threats of violence, attempted violence or acts of violence, and viewing TV, DVD's or web sites that contain content that is violent or sexually explicit.

Alcohol and illicit drugs are not allowed on hospital property. Any use of alcohol or other drugs not prescribed by your physicians can be dangerous to your health.

**Remember, smoking is not permitted on hospital property.**

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**Welcome to Quinte  
Health Care's  
Inpatient Mental  
Health Unit**

**Patient and Family  
Handbook**



### **Groups activities**

The support and treatment provided by the care team can include both individual and group sessions. Group activities are an integral part of treatment and you are encouraged to participate in order to meet others, learn and build a support system.

### **Privacy and confidentiality**

- Your privacy is important. We cannot share patient information, even to family, without your consent.
- The care team is obligated by law to reveal information if there is concern someone may be at risk of harm.
- Confidentiality is to be respected. We ask you and your visitors to respect the privacy of other patients and not reveal names or information of other patients.
- Use of wireless devices such as cell phones, are not permitted in any patient areas at QHC to control unauthorized photography, video and noise.

### **Safety and wellness**

- Inform the care team of all medications you are taking - prescription and over the counter. Please send your medications home with your family, if not sent home they will be labeled and held for safe keeping until your discharge.
- Ensure your identification armband can be clearly read. If damaged please inform the care team for a replacement.
- Electronic devices can be used if battery operated. As a safety precaution cords of any kind are not allowed on the unit.
- Items that could cause harm/risk to your safety or co-patients are locked up at night e.g. belts, headphones.
- Items such as razors, scissors, plastic bags, pop cans, lighters, tobacco products etc. must be kept at the Care Desk between use.
- QHC has a reduced scent policy to protect those with scent sensitivity. As you are expected to bring your own toiletries to hospital, please keep in mind.

### **Information for patients and families**

Welcome to the Quinte Health Care mental health inpatient unit. This pamphlet is designed to help you and your family understand what to expect during your stay. Your nurse will familiarize you with the environment, as well as address any questions you may have. Sills 5 is a 22 bed unit which includes an Intensive Treatment Area (ITA), Step Down and General Inpatients Unit.

### **Intensive Treatment Area (ITA)**

The ITA is separated from the rest of the unit by locked doors and allows staff to provide a more intensive observation and care. If you arrive in ITA you will be asked to change into hospital night attire which is worn for the first 24 hours. Attire will be re-evaluated by your care team and it may be decided that it would be best for you to wear your cloths or street wear. This area is audio and video monitored.

### **Step Down Unit**

This area may be at times part of the general unit or closed off by the doors to become part of the ITA. These beds are also audio and video monitored.

### **General Inpatient Unit**

This is the remainder of the unit and a nurse will show you the various areas discussed in the pamphlet. The corridors of the unit have video monitoring.

### **Admission**

As part of the admission process all patient belongings are searched to ensure any items that may pose a risk to you, other patients or staff are removed and held for safe keeping. Similarly on return from a pass additional belongings brought in will be checked.

- Do not keep more than \$20.00 with you.
- Send all valuables home if possible as we cannot guarantee their safety.
- QHC does not assume responsibility for lost, damaged or stolen property.
- If unable to send your belongings home the care team will lock them up for safety.
- On discharge all items will be returned. Do not forget to pick them.

### **Discharge planning**

At the earliest opportunity the care team will begin discussions with you to identify the supports you may need once you leave hospital. There is a Social Worker on the unit dedicated to helping access the support you need while in hospital and once you return home.