



Welcome to the Inpatient Psychiatric Program

Royal Columbian Hospital

Sherbrooke Centre (Yellow Zone)
260 Sherbrooke Street,
New Westminster, BC V3L 3M2

Visiting

Our visiting hours are flexible. We recognize that your family and friends can give important support to your recovery.

Because you are involved in therapy programs during the day, we suggest your visitors come between these times:

Monday to Friday **4:00PM to 8:00PM**

Weekends and Holidays **11:00AM to 8:00PM**

** If a visitor would like to come outside of these hours, ask them to call the Care Station to arrange it.

Telephone numbers

Care Station

SC1 604-520-4665

SC2 604-520-4667

Patient Phone

SC1 604-528-5345

SC2 604-528-5346



Welcome

Our Adult Psychiatry Services has two-15 bed units.

Our goal is to create an environment that is patient and family-centered where your health care needs are addressed with dignity and respect.

Your care team works with you to:

- Identify your mental health and/or substance use issues and help you manage them.
- Stabilize any initial crisis.
- Make a treatment plan that meets your specific needs.
- Identify coping strategies and skills you can use when you go home.
- Make a plan for when you are discharged from the hospital.

Our services are based on mutual respect, compassion, integrity, and accountability.

The Royal Columbian Hospital: the place to learn, to grow, to heal

Your care team

You are a key member of your care team. We work with you and help you to move through this time of illness.

People on your care team:

Nurse(s)	Patient Care Coordinator
Psychiatrist	Medical Resident
Social Worker	Psychologist
Medical Doctor	Occupational Therapist
Addictions Doctor	Recreational Therapist
Pharmacist	Mental Health Care Worker
Peer Support Worker	Manager
Unit Clerk	Clinical Nurse Educator

Our hospital is a teaching hospital. We often have students or trainees from various health professions working with us. If they are involved in your care, they always do so under supervision.

Your health care – be involved. It's a partnership.

To feel you are having the best health care experience, we encourage you to be an active member of your healthcare team.

Ways to be involved and things you can do:

- ✓ Ask questions and talk about your concerns.
- ✓ Learn the medications you take and why to take them.
- ✓ Carry a current list of medications and herbal products you take and share this list with all healthcare providers.
- ✓ Carry a list of your current medical conditions, allergies, past health problems, and surgeries.
- ✓ Make sure you know what to do when you leave the hospital.

Things we do for you:

- ✓ Work with you on a plan of care.
As soon as you come into the hospital, we work with you, your family, and community supports to plan for your going home. It is always specific to your needs, strengths, and wishes.
- ✓ Keep you safe.
It is important that all patients and visitors check in with nursing staff when they leave the unit and when they enter the unit.
Please check in and out every time.
- ✓ Keep you informed.
Every day we work with you on the plan for your care and check to see how you feel you are progressing.

When you are involved, you can make better decisions about your treatment plan.

Admission to Hospital

It can be very traumatic to be admitted to the hospital.

Perhaps it involved a severe crisis. You might have been brought against your will under the Mental Health Act.

If you were brought in here 'against your will' (an involuntary patient), you have certain rights and the hospital has certain obligations.

Your nurse reviews your rights with you.

A full copy of the Mental Health Act is available at the care Team Base as well as online.

BC's Mental Health Act in Plain Language

www2.gov.bc.ca

Health / About B.C.'s Health Care System /
Partners / Colleges, Boards and Commissions/
Mental Health Board / Related Links

QR Code



Scan to access

or

<http://bit.ly/2tq67Uk>

If a care team feels a patient should stay in the hospital but a patient feels they should be released, the patient may wish to appeal their care team's decision to the Mental Health Review Board.

Daily Program

Meals



Meal trays arrive around these times:

Breakfast	7:15AM
Lunch	11:15AM
Dinner	4:15PM

Please let us know if you have any dietary restrictions or food allergies.

Snacks are available between meals. The evening snack is at 8:00PM. If you would like to know more about what is available, ask your nurse.

Other food services	Location
Cafeteria	Basement Health Care Centre (Green Zone)
Tim Horton's	In the Cafeteria

Therapy Program

We have a daily therapy program, coordinated by our Occupational Therapist and Recreation Therapist. This could involve groups, relaxation, exercise, talk therapy, and other activities.

Personal Care

You have the opportunity to wash every day. We can give you toiletry items, or you can bring in your own (such as soap, toothpaste, and shampoo). Please check with us about razors and other sharp objects.

It is up to you to look after your bedroom and keep it tidy.

Useful Information

Personal Belongings and Valuables

We suggest you leave at home any personal items you value.



Your personal electronic devices are your responsibility. We cannot be responsible for lost, damaged, or stolen items.

We check your belongings when you arrive on the unit and every time you return from therapeutic leaves. Items such as mirrors, cigarettes, lighters, and medicines are placed into safe keeping and returned when you are discharged (or sooner as needed).

Wallets, identification, and small amounts of cash can be **sent home** or placed in the unit safekeeping. Cash amounts of more than \$100 will be transferred to the hospital Cashier's office for safekeeping. Arrange with your nurse to pick-up this money before being discharged.

Falls Prevention

Falls can happen to anyone in new surroundings or sometimes when taking medication.



To help prevent falls:

- Wear non-slip footwear at all times.
- Use your mobility aid (cane, crutch, walker, or wheelchair) at all times if you usually use one.
- If you notice any safety concerns, report them to us.

If you want to learn about other ways to prevent falls, ask your nurse.

Laundry Room

We have a washer and dryer on the unit. These can be used from 8:00AM to 8:00PM each day. Laundry detergent is supplied.



Sacred Space (Chapel)

The Sacred Space is located in the Columbia Tower (Blue Zone), 2nd floor, to the right of the public elevators. Everyone is welcome. It is always open as a place of prayer, quiet, and peace for people of all faiths and traditions.



Patient Resource Centre

The Patient Resource Centre is located in the Health Care Centre (Green Zone). It has information on a variety of health topics, computers, and Wi-Fi.



Hospital Policies

Levels of Observation

This refers to how closely a person is supervised and how often they are checked by their nurse. It is based on a person's mental status as well as their safety and the safety of others.

Your care team reviews with you your Level of Observation each day.

The various levels are outlined in this table:

Level	Patient Restrictions and Privileges
Constant	<ul style="list-style-type: none"> • Staff person constantly with patient • Hospital pyjamas • Restricted to unit • Can leave unit for diagnostic procedures or treatment, but only if with a nurse or an assigned staff person • No access to sharp objects, unless used under supervision • No 'therapeutic leaves'
Level 1	<ul style="list-style-type: none"> • Hospital pyjamas • Restricted to unit • Can leave unit to attend program activities, and for diagnostic procedures or treatment, but only if with a nurse or an assigned staff person • No access to sharp objects, unless used under supervision • No 'therapeutic leaves'
Level 2	<ul style="list-style-type: none"> • Hospital pyjamas or own clothes • Restricted to unit • Can leave unit, but only if with a nurse, an assigned staff person, or other responsible adult (such as a family member or friend) • No access to sharp objects, unless used under supervision • Can have 'therapeutic leaves' (accompanied or supervised)

Level	Patient Restrictions and Privileges
Level 3	<ul style="list-style-type: none"> • Own clothes • Can leave the unit, unaccompanied, for up to 1 hour at a time • Care team might limit how often you leave the unit if they need to assess and treat you. • Can have ‘therapeutic leaves’ (not accompanied)

Therapeutic Leave

A ‘therapeutic leave’ is an absence from the hospital that your doctor approves as part of your overall plan of care. A Leave can be a few hours away from the hospital to as long as overnight.

To learn more about therapeutic leaves, look for the ‘Therapeutic Leave’ pamphlet at the Care Station.

Prevent Infections
Protect Yourself and Others
Please wash your hands



The simplest way to prevent the spread of germs is to clean your hands often.

Smoke-Free Policy



All our buildings and surrounding property are smoke-free, inside and outside. No one is allowed to smoke in hospital buildings, on stairs, or outside on hospital property. This includes electronic cigarettes and marijuana.

We encourage you to stop smoking. However, we know for some people this might be a challenge. We can offer Nicotine Replacement Therapy to keep you comfortable. Ask us about the options available.

Scent-Free Policy



Many people are sensitive or have allergies to scented products.

We ask everyone who comes into the hospital to not wear or use any scented products. This includes patients, visitors, staff, doctors, volunteers, etc.

Examples of scented products:

- perfumes
- aftershave
- scented lotions and creams
- scented shampoo
- hair spray
- colognes
- scented shaving lotion
- scented deodorants
- scented conditioner
- some flowers

Tell us how we are doing

Your Experience

We welcome your feedback about the care you receive. When you are discharged from the hospital, we might ask if you would like to complete a short survey. Your feedback is our chance to improve our care and helps us in planning for the future.

Patient Care Quality

If you have questions or concerns about your care, please talk about it with the person caring for you or that person's manager.

If you are not comfortable talking with the manager or you are unhappy with how your concerns were handled, you can talk to the Patient Care Quality Office. They can help resolve complaints about care.

To contact the Patient Care Quality Office:



Phone (toll-free): 1-877-880-8823



Fax: 604-463-1888



Mail: 4th Floor, 11762 Laity Street,
Maple Ridge, BC V2X 5A3



By email: pcqoffice@fraserhealth.ca

www.fraserhealth.ca

This information does not replace the advice given to you by your healthcare provider.

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To order: patienteduc.fraserhealth.ca