

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
4:00 p.m. to 8:00 p.m.

Weekends and Holidays
11:00 a.m. to 8:00 p.m.



If a visitor would like to come outside of these hours, ask them to call the unit you are staying in to arrange it. You can find each unit’s contact information here:

| | |
|--|--------------|
| Outpatient Department 1 st Floor | 604-520-4662 |
| ECT Nurse 1 st Floor | 604-527-2903 |
| Inpatient Unit 1 2 nd Floor | 604-527-2906 |
| Inpatient Unit 2 2 nd Floor | 604-520-4667 |
| Inpatient Unit 3 3 rd Floor | 604-520-4665 |
| Psychiatric High Acuity Unit 3 rd Floor | 604-527-2907 |
| Older Adult Unit 4 th Floor | 604-527-2909 |

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 cannabis products.



We can offer Nicotine Replacement Therapy during your hospital stay. Please speak to your doctor or nurse if you are interested.

Mental Health and Substance Use
Wellness Centre
330 East Columbia St
New Westminster, BC V3L 3W7
604-527-2900

www.fraserhealth.ca

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

Catalogue #266445 (March 2020) English
To order: patienteduc@fraserhealth.ca

Welcome to the
Mental Health
Inpatient Program

Royal Columbian Hospital



Our Goal

Our goal is to provide you with a safe and structured environment to support you during your hospital stay.

You are a key member of your care team. We work 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.

Your team might include:

- psychiatrists
- nurses
- medical doctors
- social workers
- occupational therapists
- recreational therapists
- unit clerks
- psychologists
- mental health workers
- pharmacists
- family and friends

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 your 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.

Therapeutic Leave

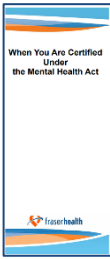
A ‘therapeutic leave’ is an absence from the hospital that your doctor approves as part of your care. A leave can be a few hours away from the hospital to as long as overnight. For more information, refer to the ‘Therapeutic Leave’ pamphlet, or speak to your doctor or nurses.



Mental Health Act

If you were brought here ‘against your will’ (as an involuntary patient under the Mental Health Act) you have rights and the hospital has certain obligations. Patients have the right to challenge an involuntary admission.

For more information, refer to the ‘When You Are Certified Under the Mental Health Act’ pamphlet, or speak to your doctor or nurses.



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. You can see the restrictions and privileges of each level on the next panel.

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