Patient Rights and Responsibilities

The Patient Rights and Responsibilities was developed for and with patients who use the services of Ontario Shores Centre for Mental Health Sciences (Ontario Shores). It reflects Ontario Shores’ mission, vision and values and supports our commitment to each patient’s unique recovery goals in a therapeutic and respectful manner.

**Patient Rights**
- Right to be Treated with Respect
- Right to Dignity and Independence
- Right to Effective Communication, Information and Education
- Right to be Fully Informed about All Treatment Options
- Right to Make an Informed Choice, and Give Informed Consent to Treatment
- Right to a Safe Environment and Freedom from Harm
- Right to Quality Services that Comply with Healthcare Standards
- Right to have Support Person(s) as Part of Treatment
- Right to make a Formal Compliment or Complaint

**Patient Responsibilities**
- Participate in your care
- Communicate with your healthcare team
- Treat Others with Dignity and Respect
- Keep Yourself and Others Safe
Recovery

While you are here at Ontario Shores, you will hear your staff refer to your recovery plan when you meet with them.

A recovery plan is your plan for areas that you feel you will need the most help in starting and continuing on your journey to recovery. Your recovery plan could include: therapy with your psychiatrist; therapy with nursing; participation in groups, recreational activities, and any other activities that you feel would be meaningful for you and your care. The plan is geared to you and your needs.

There are many groups available. The groups are both skills based and recreational. Many are offered daily. The groups available include managing anger, cooking groups, understanding my medication, solving everyday problems just as a few examples. If there is an area you need more support in but there is no group offered for that area then we encourage you to speak to your staff or to use the Patient Feedback Form that is available to you on your unit and in the hospital.

The recovery plan is developed by you and your staff during your time here and can be taken with you when you are discharged from the hospital.
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Welcome to Ontario Shores
Centre for Mental Health Sciences

This booklet was developed with you and your family in mind. It is a resource to you and your family. Our programs and services are designed to provide a safe, healing and caring environment. We combine medical, rehabilitation and psychosocial practices to meet your needs.

Your journey to recovery began when you arrived. In the next few days you will start to develop your personal recovery plan. Our staff will help you to develop your recovery plan and are here to support you in reaching your goals.

You are the expert. We encourage you to be open with your care team about your goals, values and strengths. We encourage you to involve those who are significant in your life to help you on your recovery journey. We want you to ask questions. We will provide you with the tools necessary for you to achieve your goals, discover your potential, and hope for a brighter future.

A Note to Family and Friends

Your involvement in your friend or relative’s recovery is important but our patients decide whether they would like you to share in their recovery plan. We must respect their wishes. If the patient would like you to be involved they must give their consent. You can be involved in a variety of ways. For example, you might be asked to attend team meetings or a case conference.

Family and friends can find support and information at the Family Resource Centre. It’s available Monday to Friday from 9:00 a.m. to 4:30 p.m. (Closed from 12-1pm) or you can call
extension 6970. There is someone there that you can speak with.

We are interested in your views on the care provided here at Ontario Shores. To share your views you can complete one of our Feedback Forms, join the Family Council, become a volunteer, or join a hospital committee. Please call extension 6770 if you are interested.

**Your Recovery Plan**

Your recovery plan is developed and followed by you. Your team is here to help support you in that journey. Your team will provide you with tools that will help you in reaching your goals and objectives. When you are ready to discuss your goals and objectives, please approach your staff to discuss these with them. We encourage you to include your family in your Recovery Plan.

**My Supports and Plans for Recovery**

(If you choose to complete this page, please ensure you keep your personal information private and confidential. Speak to a member of your clinical team if you require assistance securing your book and only use initials to protect your identity if you misplace your book).

**Case Conferences**

This is an opportunity for you and the care team to come together and share what is happening with your recovery plan and discuss any concerns that may be arising. Discharge will also be discussed in these meetings. This takes place once a month.
My Recovery Plan Checklist:

1. My Inpatient Support Team:
   Manager_______________________________________
   Contact__________________
   Psychiatrist_____________________________________
   Contact__________________
   Nurse__________________________________
   Contact__________________
   Social Worker___________________________________
   Contact__________________

2. My Treatment Goals (groups, activities, etc.):

3. My Daily Routine:

4. My Medications:

<table>
<thead>
<tr>
<th>Medication Name</th>
<th>Dose</th>
<th>Time of Day</th>
<th>Side Effects</th>
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Maps of Ontario Shores

Ontario Shores is a two story building. The main hallway is known as Main Street. The hospital is divided into 8 buildings. Most of the inpatient areas face Lake Ontario. The north side of Main Street is where you will find outpatient areas, offices, recreation areas, Main Street Café, etc.

The Main Hospital Entrance is located in building 5. You will also find the CEO, Vice-Presidents, Physician-in-Chief, Business Office, Communications and Human Resources in this area.

Please see the maps on the following pages for more information.
Building 5, Level 3
- Administration
- Board of Directors

- Communications and Public Affairs
- Business Office / Finance
- Payroll

- Human Resources
- Decision Support
Visiting Hours
Visiting hours are between 9:00 a.m. to 9:00 p.m. These times may vary in some patient care areas.

Remember: It is your decision to receive visitors. Your guests may be asked to leave if the visit is interfering with your recovery.

Information Desk & Switchboard

<table>
<thead>
<tr>
<th></th>
<th>Location</th>
<th>Hours of Operation</th>
<th>Ext.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information Desk</td>
<td>Building 5, Level 2</td>
<td>Mon to Fri 8:00 a.m. - 4:00 p.m.</td>
<td>6631</td>
</tr>
<tr>
<td>Switchboard</td>
<td>Building 1, Level 2</td>
<td>Open 24 hours</td>
<td>0</td>
</tr>
</tbody>
</table>

Public Transportation
Durham Regional Transit’s (DRT) Whitby Shores 308 Bus picks up and drops off passengers at both the Main and Admitting entrances. Please ask your Primary Clinician for more information about bus routes and schedules. Or visit the Information Desk to receive a copy of the bus schedule.
Parking
You can have your keys and driver’s license secured in the hospital vault. Your doctor will let you know if you should drive while receiving care at Ontario Shores. The Business Office offers parking passes at a reduced rate.

Parking Options for Family Members
There are various different options for family members, 5, 10 or 30 usage passes or pay per visit parking. Application packages are available from the parking office located in Building 1 Level 2 or from switchboard. For more information please call extension 6806.
What’s Available on My Unit

Patient Care Unit
Each patient care unit consists of a common area, kitchen and dining area, patient rooms, laundry room, washroom and shower, visitor meeting room and nursing station. Each patient care unit may be slightly different. Please look around your unit to learn its layout. See the map below for an example.

Leaving the Patient Care Unit
Your ability to leave the patient care unit depends on a number of factors. These factors include your mental and general health, your privilege level and your legal status. Some patients may not be able to leave the Patient Care unit at all while others may have ground or town privileges.

On admission to hospital, you will need to stay on the inpatient care unit for a period of time. During this time your care team will get to know you and do the assessments that are needed to determine your treatment plan.

Talk to your care team regarding your off-unit privileges. If you have any questions, ask your care team for more information.
Leave of Absence and Off Site Pass (evenings / weekends)
While you are an inpatient at Ontario Shores, it is an understanding that you will be here until you are discharged. However, there may be times when you will need to be away from the hospital for a variety of reasons. Each request for a pass is considered on an individual basis. We understand that circumstances may arise and a request may be submitted with short notice, however when the Leave of Absence is planned, please submit your request 48 hours in advance to ensure adequate preparation and to avoid waiting on the unit.

Approved Persons in the Forensic Program Only
If you are a patient in the Forensic program, you may need to have an “Approved” person accompany you on any passes or Leave of Absences from Ontario Shores.

An Approved Person is a person who has been approved by the Administrative Director of the Forensics Program, based on the clinical team’s recommendation, as being suitable to provide the required accompaniment/supervision, of a patient, as a condition of a Disposition Order under the Ontario Review Board. For more information about approved persons please contact your care team.

Mealtimes
Breakfast, Lunch, and Dinner are served daily in the dining area of your unit. Meal times vary across the hospital. Please ask your staff for the times meals are served on your units. Menus are provided for you to choose which items you would like to order for the week. Please ask staff about the menus and the day that you need to fill them out. If you require a special diet, a
dietitian will visit you on your unit. If you have other enquiries about your diet please discuss with your staff to arrange for a visit by a dietitian.

Evening Snacks are provided. If you would like to have an item for snack please discuss with your staff

**Personal Items**
You will be able to have some personal items with you while you are here. These items cannot be large as the room space is limited. Some personal items you may wish to have with you may include:

- Clothing (please put your name on each item)
- Personal hygiene products (shampoo, soap, tooth paste, toothbrush, hair brush, comb and other personal items).
- Pictures (no glass or metal frames for safety reasons)

*Note: Each unit is unique. Please speak with staff about what items you can keep.*
# Important Telephone Numbers

<table>
<thead>
<tr>
<th>Department</th>
<th>Telephone Number / Extension</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main Line</td>
<td>905-430-4055</td>
</tr>
<tr>
<td>Crisis Services</td>
<td>800-263-2679</td>
</tr>
<tr>
<td>Switchboard</td>
<td>0</td>
</tr>
<tr>
<td>Business Office</td>
<td>6360</td>
</tr>
<tr>
<td>Drop In Centre</td>
<td>6200</td>
</tr>
<tr>
<td>Durham Transit</td>
<td>1-866-247-0055</td>
</tr>
<tr>
<td>Ethics</td>
<td>6779</td>
</tr>
<tr>
<td>Family Resource Centre</td>
<td>6970</td>
</tr>
<tr>
<td>Fire Department</td>
<td>911 or 5555</td>
</tr>
<tr>
<td>Foundation</td>
<td>6027</td>
</tr>
<tr>
<td>Gift Shop</td>
<td>6630</td>
</tr>
<tr>
<td>Film and Fashion Boutique</td>
<td>6625</td>
</tr>
<tr>
<td>Hair Salon</td>
<td>6230</td>
</tr>
<tr>
<td>Health Information Services</td>
<td>6854</td>
</tr>
<tr>
<td>Information Desk</td>
<td>6631</td>
</tr>
<tr>
<td>Interpreter Services</td>
<td>1-888-990-9014</td>
</tr>
<tr>
<td>Library Services</td>
<td>4015</td>
</tr>
<tr>
<td>Mail Room</td>
<td>6222</td>
</tr>
<tr>
<td>Medical Clinic</td>
<td>6164</td>
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<tr>
<td>Patient Advocate</td>
<td>6812</td>
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<tr>
<td>Patient Council Coordinator</td>
<td>6260</td>
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<tr>
<td>Recovery College</td>
<td>6435</td>
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<tr>
<td>Patient Feedback</td>
<td>6703</td>
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<tr>
<td>Rights Advisor</td>
<td>6814</td>
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<tr>
<td>Security Office</td>
<td>6645</td>
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<tr>
<td>Spiritual Care</td>
<td>6286</td>
</tr>
<tr>
<td>Volunteer Services</td>
<td>6592</td>
</tr>
<tr>
<td>Patient Care Unit</td>
<td>Nursing Station</td>
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<td>-------------------------------------------------------</td>
<td>-----------------</td>
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<tr>
<td>Adolescent Services (ADOL)</td>
<td>6040</td>
</tr>
<tr>
<td>Complex General Psychiatry- A (CGP- A)</td>
<td>6564</td>
</tr>
<tr>
<td>Complex General Psychiatry-B (CGP-B)</td>
<td>6070</td>
</tr>
<tr>
<td>Complex General Psychiatry – C (CGP- C)</td>
<td>6408</td>
</tr>
<tr>
<td>Complex General Psychiatry- D (CGP- D)</td>
<td>6253</td>
</tr>
<tr>
<td>Dual Diagnosis Service (DDS)</td>
<td>6689</td>
</tr>
<tr>
<td>Eating Disorder Unit (EDU)</td>
<td>6430</td>
</tr>
<tr>
<td>Forensic Assessment and Rehabilitation Unit (FARU)</td>
<td>6844</td>
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<tr>
<td>Forensic Assessment Unit (FAU)</td>
<td>6568</td>
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<tr>
<td>Forensic Community Reintegration Unit (FCRU)</td>
<td>6672</td>
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<tr>
<td>Forensic Psychiatric Rehab Unit (FPRU)</td>
<td>6746</td>
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<tr>
<td>Forensic Rehab Unit (FRU)</td>
<td>6752</td>
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<tr>
<td>Forensic Transitional Unit (FTU)</td>
<td>6730</td>
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<tr>
<td>Geriatric Dementia Unit (GDU)</td>
<td>6308</td>
</tr>
<tr>
<td>Geriatric Psychiatric Unit (GPU)</td>
<td>6295</td>
</tr>
<tr>
<td>Geriatric Transitional Unit (GTU)</td>
<td>6595</td>
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</tbody>
</table>
Patient Phones
Each patient care unit has a telephone available for the use of all patients.

Please limit the time you are on the phone. Others may want to use the phone.

Activity Calendar
Groups and activities are available each day. Please look at the Activity Calendar on your unit.

Internet and Guest WiFi
Access to the Guest WiFi at Ontario Shores is a self-registration process that requires an email address. Simply connect to the Guest network and follow the registration steps. Internet access lasts 2 weeks after which you can re-register.

Note: Speak to your clinicians about Internet access on your units

T.V.s
All the units have TVs. They are there for the entertainment of all of the patients. If there is a special program you would like to watch please ask staff or bring this item up at a community meeting.

Valuables
Items that are of value to you and you want to keep safe can be stored in the cash (business) office. You will be given a list of items you have put away for safe keeping. These items will be returned to you when you discharge from the hospital. If you require an item from the cash (business) office before you are discharged please speak to your staff about this item.
**Ontario Disability Support Program (ODSP)**

Your cheques are delivered once per month. The money will be put into an account at the hospital. You can access the money by visiting the Business office.

**Medication Times**

Medication times are different from one unit to another. Please ask your staff for medication times and write the times in the space on page 10. If you have off-unit privileges and you receive medications, please return to your patient care unit to receive your medications.

**Laundry Services**

Each unit is equipped with a washer and dryer for your use. Please note that the washers and dryers are frequently used. Some units have a schedule posted for easier access.

**Interpreters**

Interpreters are available should you or your family member need one. They are available by telephone. Please let your care team know if you require an interpreter.

**Spiritual Care**

Spiritual Care is available to all of our patients and families. We want to meet your spiritual needs. Christian Chaplains, Muslim Imam, and Hindu Priests are available on a regular basis. Access to other faith groups can be arranged. Call extension 6286 for help. In the evenings and on weekends, please ask your staff to contact the shift manager.
Groups
Groups are available on all the units. A calendar of activities offered by recreational therapy is posted within the unit. Recovery College courses are also available. See page 40 for more information. Participation in groups will assist you in your recovery.

Unit Guidelines
Each unit has guidelines that patients and their families should be aware of. These guidelines are discussed during community meetings.

Community Meetings
Each week your unit will have a community meeting. This is your opportunity to discuss any concerns you may have with staff and other patients.

My Community Meeting is on ______________ (Day of the week) at ________ (time)

Mail Service
Mail is delivered to your unit daily. Let staff know if you are expecting an item in the mail. Your friends and families may wish to contact you via mail. The hospital mailing address is:

700 Gordon Street
Whitby, Ontario
L1N 5S9
Policies Impacting You and Your Family

**Smoking**

Ontario Shores values your health. As a result, we are a smoke-free environment. This means that smoking is not allowed in the hospital or on the hospital grounds. You can speak with your staff or look at the map to see where it is ok to smoke. Please do not smoke at any of our entrances.

We encourage everyone to attempt to reduce or quit smoking. It’s one of the best things you can do for your health. With the right support everyone can quit smoking and we want to help. Using smoking cessation medications along with counseling will increase your chances of success.

If you are not ready to quit that is OK but know that we are here for you when you are ready.
Sometimes, you may not be able to smoke as often or regularly as you usually would. This means you could experience nicotine withdrawal.

Some of the signs of nicotine withdrawal include: cravings, irritability, anger, lack of concentration, depression and increased appetite. Using something like the nicotine patch, gum or inhaler can help keep these discomforts to a minimum. Using nicotine replacement does not mean you have to quit smoking; it is just a way to keep you comfortable when you aren't smoking.

Nicotine Replacement is offered free of charge to all inpatients of Ontario Shores.

Other things you can do instead of smoking include walking, talking to someone about quitting, joining in arts, music or recreational activities.

Speak with your nurse, doctor, peer support specialist, pharmacist or contact the Smoking Cessation Coordinator (ext. 6072) for more information on how we can help you take steps towards becoming smoke free.

**Safety**

Safety is one of our Core Values. We strive to provide a safe and healing environment for you and a sense of security for your family, our employees and the community.

We are all dedicated to enhancing health and safety. Here are some things you can do to stay safe:

- Wear your ID bracelet at all times
- Make sure staff check your identity before procedures, tests, or giving out medications.
• Learn about your medication. Tell us about any allergies or bad reactions you may have had to medications.
• Prevent falls
• Protect yourself from infection
• Maintain a healthy body
• Protect your valuables
• Let staff know immediately of unsafe situations
• Participate in monthly fire drills
• Speak up about questions or concerns you have

**Clean Hands**
Hand Hygiene is the easiest and best way to reduce the spread of disease and to keep you from getting sick.

You should clean your hands:

• Before and after entering the hospital and/or your unit
• Before, during and after preparing food
• Before eating
• After using the bathroom
• Before and after a Pet Therapy session
• After sneezing, coughing or blowing your nose
• After handling garbage
• Before and after contact with bodily fluids such as blood, saliva or secretions
• More frequently when you are sick
Follow the steps below to make sure your hands are clean:

1. Use warm water.
2. Moisten hands and apply soap.
3. Rub hands together for 20 seconds.
4. Rinse thoroughly.
5. Dry hands.

Always use soap and water to wash your hands when they feel sticky or dirty.

Other tips to stay healthy:

- Practice safe coughing and sneezing - cough or sneeze into your sleeve, not your hands.
- Get your flu shot - Ontario Shores provides flu shots. If you haven’t had your flu shot and would like one, let your staff know. They will arrange for you to get the flu shot.
- Social Distancing:
  If you have symptoms of fever, cough, vomiting or diarrhea don’t participate in group activities until you feel better. Ask your friends and families not to visit if they feel unwell and have signs of colds or flu.
- Self-Reporting - If you are feeling unwell, tell your care team about your symptoms. Some symptoms to let your staff know about are:
  - Coughing
  - Vomiting
  - Sneeze
  - Rashes
  - Sore Throat
  - Diarrhea
  - Runny Nose
Code of Behaviour

Ontario Shores will take every reasonable precaution to ensure the safety of staff, volunteers, patients and visitors.

Ontario Shores expects everyone:

1. to consider the rights, safety and dignity of others
2. to speak appropriately
3. to act in a respectful non-aggressive manner

We reserve the right to take action if the code of behaviour is violated.

Harassment
Harassment is not acceptable at Ontario Shores. Harassment is defined as offensive or unacceptable comments, conducts or gestures on the part of one individual or group towards another individual or group that are abusive, intimidating or threatening and can be related to any of the prohibited grounds of discrimination defined by the Ontario Human Rights Code. It is considered harassment if the individual knows, or should reasonably know, that such behavior is unwelcome.

If you are being harassed report the incident immediately to your care team.

Sexual Harassment
Sexual harassment is further defined as unwelcome sexual advances, requests for sexual favours or other verbal or physical conduct of a sexual nature expressed or implied to a person of any gender or sexual orientation, that creates intimidation or hostility. You have the right to refuse sexual advances. If you’re solicited for sexual favours report the incident immediately to your treatment team.
Privacy Notice

How We Protect your Health Information and Keep It Safe

We commit to keeping your personal health information (PHI) private. We make sure that all staff know this and use your PHI only for the reasons you have agreed to and those allowed by law. We make sure it is safe and secure by having rules in place. Then, we follow those rules.

What We Collect

We gather PHI about you, either from you or from the person acting on your behalf. The PHI that we collect may include your name, date of birth, address, health history, or records of your care. When you permit us, or the law lets us, we gather PHI about you from others such as your family doctor.

Why Do You Have A Computer Health Record?

An electronic health record means:
- People who look after you will be able to access your health record more quickly
- Your record will be safe and secure
- Only those people who should have access to your health record will have the right to access it
- You will receive better health care
- Patient safety will be improved
- Your care will be better managed as you move from an inpatient to an outpatient
- You won’t have to wait as long for care or treatment

How We Use Your Health Information

- To provide you with better care
- To improve our programs and services
• To help reduce risk
• To receive payment for your treatment and care
• To improve our quality practice, like doing surveys
• To teach
• To do research
• To fundraise
• For statistics
• For legal reasons

What Are Your Rights?
• Read and receive copies of my health record and to ask us to correct something if you think it is wrong
• Take away your consent for some of the above uses and sharing of your health information by writing to us
• Change your mind if you do not want us to use or share your health information
• Be told if your information is lost, stolen or shared without consent from you or the law
• Ask us for a list of how we use or share your health record

What If You Have A Question?
• Speak with your doctor
• Call Health Information Management at 905-430-4055 ext. 6859
• Call the Privacy Office at 905-430-4055 Ext. 6896
What If You Have A Complaint?

- Call the Privacy Office first at 905-430-4055 Ext. 6896
- Or Call the Information and Privacy Commissioner of Ontario at 416-326-3333 or toll-free at 1-800-387-0073
Or visit their website at www.ipc.on.ca

Services Available at Ontario Shores

Ethics
Sometimes your values may be different from the values of others. When this happens, you and your care team may wish to talk to an Ethicist. The Ethicist will guide the discussion using ethical principles to help come to a solution.

If you, your family or your substitute decision maker would like to speak with the Ethicist please let your care team know or contact the Ethicist at extension 6046 or email: ethics@ontarioshores.ca

Family Resource Centre
The Family Resource Centre (FRC) is for families. It is a place for families to share their knowledge, get resources and talk with other families for support and encouragement.

<table>
<thead>
<tr>
<th>Location</th>
<th>Hours of Operation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family Resource Centre</td>
<td>Building 7, Level 2</td>
</tr>
<tr>
<td></td>
<td>Mon to Fri</td>
</tr>
<tr>
<td></td>
<td>9:00 a.m. to 4:30 p.m.</td>
</tr>
<tr>
<td></td>
<td>Closed 12-1</td>
</tr>
<tr>
<td></td>
<td>Thursday Night Drop-In : 6:30-8:00pm (unless otherwise indicated)</td>
</tr>
</tbody>
</table>
For more information about FRC services, please contact the Family Resource Coordinator at 905-430-4055 ext. 6970

**Family Council**
Family Council is made up of family members and significant others who have a loved one affected by a mental illness. It aims to educate, support and empower families. It looks for ways to increase the involvement of families to our patients. Family Council meets each month. For more information call ext. 6970

**Patient Advocate and Rights Advisor**
The Patient Advocate is employed by the Psychiatric Patient Advocate Office (PPAO). The PPAO is an independent program under Ontario’s Ministry of Health and Long-Term Care. Its role is to assist you with your concerns and answer your questions.

The PPAO also employs the Rights Advisor who will visit you to explain the Mental Health Act and the Health Care Consent Act and other applicable laws. If your legal status changes in the hospital with respect to treatment, involuntary status, property, CTO (Community Treatment Orders), please contact your Right’s Advisor.

Both the Patient Advocate and Rights Advisor can be reached at ext. 6812 / 6814.

<table>
<thead>
<tr>
<th><strong>Location</strong></th>
<th><strong>Hours of Operation</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient Advocate / Rights Advisor</td>
<td>Building 2, Level 1</td>
</tr>
<tr>
<td></td>
<td>Monday to Friday 8:30 a.m. to 4:30 p.m.</td>
</tr>
</tbody>
</table>
Patient Feedback (Complaints / Compliments)
Ontario Shores welcomes comments from patients and families. If you have a compliment, complaint, suggestion or inquiry, fill out the Feedback Form which you can find at your nursing station or speak with your clinical team for a feedback form.

If you need advice, support or help in mediation to address your needs, please contact the Patient Experience line at Ext. 6703. Feedback forms can be mailed, emailed, faxed, given to Peer Support Specialists or dropped off at the Patient Experience Office (Building 3, Level 1).

By Mail:
Ontario Shores Centre for Mental Health Sciences
C/O Quality and Patient Experience
700 Gordon Street
Whitby, ON L1N 5S9
Email: PatientExperience@ontarioshores.ca
Fax: 905.430.4059

Patient Advisory Recovery Council (PARC)
PARC is made up of patients who volunteer their time to advise on enhancing services at Ontario Shores. PARC meets monthly, 10 times a year. For more information please contact the Patient Advisory Recovery Coordinator Office at Ext. 6260.

Business Office / Patient Accounts
You are encouraged to leave your money in your personal bank account or with a guardian. The Business Office maintains Trust accounts for inpatients who wish to deposit small amounts of funds for safekeeping. Ontario Shores is not responsible for money held by you or the patient care unit.
<table>
<thead>
<tr>
<th>Location</th>
<th>Hours of Operation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Office</td>
<td>Mon to Fri: (OPEN) 10:00 a.m. - 3:00 p.m. (CLOSED) 12:00 p.m. – 1:00 p.m.</td>
</tr>
<tr>
<td></td>
<td>CLOSED: Weekends and Statutory holidays and Remembrance Day</td>
</tr>
<tr>
<td></td>
<td><em>Any changes to the schedule will be posted one week in advance.</em></td>
</tr>
</tbody>
</table>

**Bank Machines (ATMs)**

There are two bank machines located at the hospital. They are conveniently available for public use. The minimum amount of money that can be withdrawn is $10. Amounts that can be withdrawn are in increments of $10. (So you can withdraw $10, $20 or $30, etc. but not $15, $25, $35, etc.)

Deposits are not accepted. These machines are maintained by the bank. They are not the responsibility of Ontario Shores.

<table>
<thead>
<tr>
<th>Machine</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bank Machines</td>
<td>Building 5, Level 2 (in front of the Gift Shop) or Building 1, Level 2 (across from switchboard)</td>
</tr>
</tbody>
</table>

**Bills/ Coins**

Change machines for bills and coins are available.

<table>
<thead>
<tr>
<th>Machine</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change/Coin</td>
<td>Building 1, Level 2 (Main Street Café) and Building 2, Level 1</td>
</tr>
</tbody>
</table>
Food Services
Ontario Shores has two cafeterias:

Main Street Café (Canteen)

Hours of Operation
Monday – Friday
11:30am-6:00pm
Closed for Lunch 2:30pm-3:00pm
Grill closes at 5:30pm
Saturday/Sunday/Statutory Holidays – 12:00pm-3:00pm (unless otherwise posted)

Lakeview Marketplace

Hours of Operation
Monday – Friday (excluding Statutory Holidays)
8:00am-3:00pm
Lunch Service – 11:30am-1:30pm
Saturday/Sunday/Statutory Holidays - Closed
Vending machines are available in both cafeterias.

**Gift Shop**
Ontario Shores’ Gift Shop is run by Volunteer Services in partnership with Vocational Services. You may purchase gifts, cards, snacks, stamps and personal care items there.

<table>
<thead>
<tr>
<th>Location</th>
<th>Hours of Operation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gift Shop</td>
<td>OPEN</td>
</tr>
<tr>
<td></td>
<td>▪ Mon to Thurs: 9:30 a.m. - 3:00 p.m.</td>
</tr>
<tr>
<td></td>
<td>▪ Friday: 9:30 a.m. - 2:00 p.m.</td>
</tr>
<tr>
<td></td>
<td><strong>Closed on Statutory Holidays</strong></td>
</tr>
</tbody>
</table>

**Film and Fashion Boutique**
The Film and Fashion Boutique is run by Volunteer Services in partnership with Vocational Services. Clothing items in the shop are 25 cents, and volunteers are available to help you select items. You are allowed 3 items per purchase.
If you require clothing when the shop is closed, please contact Volunteer Services.

<table>
<thead>
<tr>
<th>Location</th>
<th>Hours of Operation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Film and Fashion Boutique</td>
<td>Mon to Fri: 1:00 p.m. - 3:00 p.m.</td>
</tr>
</tbody>
</table>

**Our Place – Intimacy Recovery**
You, your family or your significant other has the opportunity to meet privately to help recover intimacy and strengthen a relationship. “Our Place” is located in Building 8, Level 1 and is available for this purpose.

Sexual health requires a positive respectful approach to sexual relations as well as having a safe sexual experience that is free from coercion, discrimination and violence. For more information on how to book the room, please speak with your staff.
Public / Check In Phones
There are 2 locations of public phones:
Building 1, Level 2
Building 5, Level 2 (across from the Information desk)

Check in phones is located in Building 5, Level 2 (beside the men’s washroom)

Central Recreation – What’s available?
Families and/or caregivers, 18 years of age or older, can access the recreation facilities with their loved ones. Family members will have to complete a ParQ health form, sign a general release as well as go through an orientation of the area. Complete packages for family members are available at the Central Recreation Office as well as copies are available on each unit. (See “Red Star” in diagram for Central Recreation Office).

What is offered at Central Recreation?
Gym - The gymnasium is equipped for basketball, floor hockey, volleyball, badminton and other activities.

Games Room / Bowling - includes a bowling alley, billiard

<table>
<thead>
<tr>
<th>Recreation Services</th>
<th>Location</th>
<th>Hours of Operation</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Building 2, Level 1</td>
<td>General Hours Of Operation</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Monday to Friday from 9:00 a.m. to 4:00 p.m.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Monday and Thursday evenings from 6:00 p.m. to 8:00 p.m.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Weekends from 12:30 p.m. to 4:30 p.m.</td>
</tr>
</tbody>
</table>

Tables, air hockey, foosball tables, and a games area.
Conditioning Room - equipped with a universal machine, free weights, step climbers, elliptical machines, treadmills and exercise bicycles.

Personal Training – Recreation Therapists certified in Personal Fitness Training can design an individualized exercise program for you to maximize your wellness and help you achieve your goals. If interested, please have your physician or nurse complete a Personal Training referral in Meditech (Ontario Shores electronic medical record)

For more information on how to access the amenities or programs of Central Recreation, contact a Recreation Therapist at Ext. 6444 or Ext. 6134.

Drop-In Centre (Ext. 6200)

The Drop-In Centre provides a family room environment for patients, with friendly conversation, books and magazines, games and refreshments. Patients are welcome to sit and talk to a volunteer, borrow a book or stay and play cards, colour or work on a puzzle. Volunteers keep the room tidy and clean and serve hot chocolate to patients upon request.

<table>
<thead>
<tr>
<th>Location</th>
<th>Hours of Operation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drop-In Centre</td>
<td>Monday to Friday (based on volunteer availability):</td>
</tr>
<tr>
<td></td>
<td>10:00 – 12:00 pm</td>
</tr>
<tr>
<td></td>
<td>1:00 – 8:00 pm</td>
</tr>
<tr>
<td>Building 5, Level 2</td>
<td></td>
</tr>
</tbody>
</table>
**Movie Nights** - Every Thursday evening at 6:00 p.m. and Sunday afternoon at 1:15pm, Central Recreation hosts movie nights for patients in the Lecture Theatre. Watch for the flyer sent weekly to your unit.

**Physiotherapy** - The Physiotherapy Department provides services to patients on referral from a physician or nurse practitioner. The team provides individualized treatment programs. Programs may include a supervised exercise program, fall prevention, education and promotion of healthy living and physical well-being.

**Vocational Services** - Vocational Services provides support with Career Counseling, Employment, Individual Work Placements and Adult Education Services including Grove School. Located in Building 3 level 1, there are many programs designed to help you achieve your recovery goals and get ready for work, learn new skills or help with academic upgrading, access to high school credit courses, English as Second Language, post-secondary or life skills such as Safe Food Handling. If you are interested in Vocational Services ask your physician or primary clinician to submit a referral in Meditech.
Recovery College - is available to all registered inpatients and outpatients to provide an opportunity for learning and discovery. Courses will provide education about mental illnesses, treatment options, wellness and ultimately discovering or rediscovering passions, hope, and meaning. The Recovery College complements professional assessment and treatment by helping people to understand their challenges and learn how to manage them better to pursue their aspirations. It is a place where "lived experience" is blended with the expertise of mental health practitioners to help participants develop meaningful goals for recovery. Focus is on hope, empowerment, possibility and connection. Additionally, family members are also eligible to enroll in our Recovery 101 course.

<table>
<thead>
<tr>
<th>5 Domains of Recovery College Courses</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Learning and Understanding</td>
<td>Sharing information that will help empower you to manage your mental health condition. This includes information on recovery, different diagnoses as well as available treatment options.</td>
</tr>
<tr>
<td>Skill Development</td>
<td>Developing practical skills which can lead to enhancing one's life and managing mental health challenges.</td>
</tr>
<tr>
<td>Vocational</td>
<td>Assists with developing goals &amp; preparing for employment. This includes career &amp; education information, skills training, &amp; preparing one for community employment opportunities in a welcoming and recovery-oriented environment.</td>
</tr>
<tr>
<td>Leisure, Health and Wellness</td>
<td>Uses meaningful activities to enhance positive health, quality of life and sense of well-being in many different areas. These can include social, spiritual, physical, emotional, and mental wellness.</td>
</tr>
<tr>
<td>Self-Discovery and Identifying Strengths</td>
<td>Provide participants with the opportunity to explore meaningful roles related to dreams and aspirations. To provide the chance to share one's story to receive and give support as well as celebrate successes and strengths.</td>
</tr>
</tbody>
</table>

For more information about Recovery College, you can contact the Recovery College Registrar, Erica Francis at ext. 6309, or the Recovery College leader, Allison Stevens at ext. 6435.
**Library Services** - The Library is open to staff, volunteers, patients and their families, community members, and students. There is a librarian that can provide research assistance and is available for consultation and support.

Materials may be borrowed from the library for a three-week loan period.

Computers with web access are available to library clients for education, wellness and research purposes. Microsoft Office Programs are available on the library computers. In-Library use headphones and iPads are available for internet access and to listen to music or watch movies.

<table>
<thead>
<tr>
<th>Location</th>
<th>Hours of Operation</th>
<th>Ext.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Library</td>
<td>Monday - Friday 8:00 a.m. to 4:00 p.m. (unless the librarian is unavailable due to meetings)</td>
<td>4015</td>
</tr>
</tbody>
</table>

**Ontario Shores Medical Clinic**

The Medical Clinic offers a variety of services to inpatients and outpatients. These services include foot care, electroconvulsive therapy (ECT), specialist consultations (in-house and community), immunizations, Electroencephalograms (EEG), Electrocardiograms (ECG) and Radiology (x-ray) as well as minor surgery, consultation and follow up when required. Our Team consists of Nurses, Nurse Practitioners and Physicians. To access these services, all that is needed is a referral by your care team.
**Metabolic Clinic**
The Metabolic and Weight Management Clinic is a patient-focused program that focuses on long-term lifestyle changes and cardiovascular risk management. An interprofessional healthcare team helps patients manage their physical health issues, including obesity, diabetes, high blood pressure, and high cholesterol. Referrals can be made by any clinician.

**Clinical Dietitians**
The Clinical Dietitians provide referral-based nutrition services to all patient care units. Services include planning and implementing therapeutic and special diets, providing individual nutrition education, facilitating group-based nutrition programs, and completing feeding assessments as part of the Dysphasia Management Team. Referrals can be made by a clinician.

**Patient Portal / Ontario Shores’ HealthCheck**
Ontario Shores’ HealthCheck is an online tool that helps you manage your health information easily and securely. Patients can have access to their own health record and view appointments. You can access discharge instructions, educational materials, and view and request prescription renewals for current medications. You can exchange messages with your provider between visits and if you choose to, you can give authorized family members access to your health information.

Ontario Shores’ HealthCheck is available for both inpatients and outpatients. It is accessible from anywhere where there is internet access. You can access HealthCheck from your smartphone or tablet, 24-7 without waiting.
To enroll in HealthCheck:

1. Visit our website [www.ontarioshores.ca](http://www.ontarioshores.ca)
2. Click on the “Ontario Shores’ HealthCheck” link
3. Complete Self Enrollment Questionnaire
4. Access your e-mail for your one-time user name, password and link to Ontario Shores’ HealthCheck
5. Enter your one-time user name, password, security question and click “Log-On”
6. Enter your new user name and password

For more information or if you have any questions about Ontario Shores’ HealthCheck, please contact 905-430-4061 or speak to your clinical team.

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**Research and Academics**

**Academics** - We want to expand our knowledge in teaching and education in mental health. We provide hands-on skills training for students in their area of study. All students are supervised by our experienced clinical staff. You will benefit from the fresh outlook the students have to offer. You decide if you will allow students to provide your care. If you choose not to have a student provide your care it will not affect the care you receive. Please feel free to contact us for more information by calling the Leader, Education and Student Affairs at ext. 6704.

**Research Services** - Research helps us to deliver better healthcare to you and your family. Our researchers are trying to identify better treatments, more helpful assessments and increasing access to the care you need.

All the research done here is approved by our Research Ethics Board. The Research Ethics Board makes sure that each study
is ethical and will be helpful. You might be asked to participate in one of our research studies. It’s your decision whether or not to participate. If you decide not to participate your care will not be affected in any way.

Our Clinical Programs

We offer many inpatient programs and outpatient services. See below for Information about our Inpatient Programs:

**Adolescent and Eating Disorders Program**
The Adolescent Inpatient Unit and the Adolescent Eating Disorders program offers an inclusive assessment, treatment and individualized care plan to address your special needs. Both programs offer help as you move from inpatient to outpatient as you continue the recovery journey.

**Dual Diagnosis Services**
The Dual Diagnosis Service (DDS) provides an inclusive assessment, treatment and individualized care plan to people with a serious mental illness and an intellectual disability and associated behavioural challenges. DDS is committed to a bio-psychological, holistic approach that supports you and your family in an environment that is least disruptive and assists in an optimal level of recovery. DDS offers full outpatient supports to the Central East region.

**Assessment and Reintegration Program**
The Assessment and Reintegration Program provides assessment and treatment services to adults (18-64) living with complex and serious mental illnesses. Our recovery-oriented environment is built on compassion, inspiration and hope. We
are committed to providing excellent patient care in a safe, respectful and positive environment.

**Forensic Program**
The Forensic Program provides assessment, treatment, rehabilitation and community reintegration services to patients who have come in contact with the law. With individual recovery plans, patients can progress to a less restrictive environment and return to the community, consistent with public safety and within the limits of their defined Ontario Review Board (ORB) Dispositions.

The Forensic Program provides a General and Secure Forensic Service and follow up care for individuals living in the community. It is comprised of six inpatient Care Units and one Forensic Outpatient Service.

**Geriatric Program**
The Geriatric Program provides a broad range of services to meet the mental health needs of seniors and individuals who require neuropsychiatry services. You will receive a complete assessment and development of a care plan designed for you to help address and treat your complex needs.

GNP has three inpatient units: Geriatric Psychiatry (GPU), Geriatric Dementia (GDU), and Geriatric Transitional (GTU). In addition, there are several outpatient services for those individuals living within long term care or the community.

The largest Outpatient program we offer is:

**Integrated Community Access Program (ICAP)**
ICAP offers a central access point for most in and outpatient services. Our services include triage, intake, system navigation and outpatient services. We offer a range of expert services such as assessments, consultations, behavioral support, shared
care and follow up. Our services can be provided in a traditional office based setting, in the community or via Telemedicine.

About Ontario Shores

Ontario Shores Centre for Mental Health Sciences (Ontario Shores) is a public hospital that provides a range of specialized assessment and treatment services to those living with complex and serious mental illnesses. Exemplary patient care is delivered through safe and evidence-based approaches where successful outcomes are achieved using best clinical practices and the latest advances in research. Patients benefit from a recovery-oriented environment of care built on compassion, inspiration and hope. Staff are committed to providing excellent patient care, ongoing learning and maintaining a safe, respectful and positive environment.

As advocates, Ontario Shores champions and supports the efforts of patients, professionals and policy makers to ensure
individuals with mental illness have access to care and the opportunity to fully participate in society.

Employing more than 1,300 staff, Ontario Shores is accredited by Accreditation Canada. The facility operates with the support of the Ministry of Health and Long-Term Care and local health integration networks (LHINs), and is regulated by the Public Hospitals Act, the Mental Health Act and other provincial and federal legislation.

Mission, Vision and Values

Mission
We provide leadership and exemplary mental health care through specialized treatment, research, education and advocacy.

Vision
Our vision is bold and transforming. Ontario Shores Centre for Mental Health Sciences is recognized by many as having an approach to mental health care and unique services that are focused on recovery, hope and inspiration through discovery.

Recovering Best Health
Our specialized care focuses on individual paths to recovery and mental wellness. Our highly skilled staff are leaders in promoting optimum well-being. Our comprehensive services and innovative practices are integrated with our community partners.
Nurturing Hope
Our advocacy with the community eliminates the stigma of mental illness. Our commitment to care extends beyond the scope of client recovery to educating and informing our families and communities. We proudly embrace diversity and offer individualized care.

Inspiring Discovery
We are avidly leading new developments and research in collaboration with other organizations. We lead the international mental health care community in safety and innovative practices. Our relationships with the private sector provide unique opportunities to be innovative.

Values
We aim for Excellence – through leadership and learning, we achieve exceptional performance in all we do, while fostering an environment of optimism, hope and recovery.

We encourage Innovation – through research and creative approaches, we support the advancement of mental health care.

We value Safety – we provide a safe and healing environment for our clients and a sense of security for our patients’ families, our employees and the community at large.

We Respect all individuals – encouraging diversity and treating everyone with dignity, while embracing the rights, beliefs, opinions and contributions of others.

We are a Community – we work together as one team, and with families, providers and the public as our partners, while
maintaining mutual trust, transparency and shared purpose to enhance our patients’ quality of life.

**Strategic Plan 2017 - 2022**

Be Bold, Be Inspiring, Be Caring and Be Extraordinary form the pillars of our 2017-2022 Strategic Plan. We look forward to working side-by-side with our patients, families, staff, volunteers and partners to advance these directions and make a meaningful difference in the communities we serve.

**Be Bold**

Revolutionize the way we work with our partners to develop a coordinated mental health and addictions system to provide greater access to the life-saving treatment and supports our patients need.

Strategic Goals:
- Enhance partnerships to deliver and advocate for a coordinated health and social care system
- Enable new ways to engage with patients, families and partners
- Explore and implement leading models of care that leverage innovative technology solutions to advance and address the unique needs of our patients
- Maximize our Research and Academic enterprise to support system transformation
Be Inspiring

Give our people the freedom to be innovative. Transform what we know about mental illness and share our learnings with others.

Strategic Goals:
- Demonstrate to our people that everyone has the ability to innovate and inspire, and regularly celebrate stories from all corners of our organization
- Develop a multi-channel platform with our people to exchange knowledge and stimulate inventive thinking
- Deepen our relationships with partners and work together to achieve breakthroughs in quality of care, research and education

Be Caring

Seize every moment to care about the people around us. Weave recovery into the fabric of our organization so it can be seen, felt, heard and experienced every day.

Strategic Goals:
- Enable our teams to engage and work closely with our patients and their families to improve their recovery-oriented care experiences
- Advance the science and practice of recovery in mental health
- Equip our people with the necessary experience and tools to deliver the best care possible
- Encourage the growth, development, safety and wellness of our people
Foundation

Ontario Shores Foundation for Mental Health was established in 2009 to raise funds in support of the strategic priorities of Ontario Shores and its partner organizations that help care for and serve its patients.

Donations support program innovation, research and education; mental health promotion, building awareness of mental illness and stigma-reduction; and creating a recovery-focused environment. Contact the Foundation at extension 6096; Fax: 905-665-4455 or visit ontarioshoresfoundation.ca for more information or to make a donation.
My Discharge and Recovery Supports

(If you choose to complete this page, please ensure you keep your personal information private and confidential. Speak to a member of your clinical team if you require assistance securing your book and only use initials to protect your identity if you misplace your book).

My Discharge Checklist:

My Discharge date is on ________________________________

☐ Did I fill out a Patient Experience Survey to provide feedback on my experience?

☐ Have I signed consents to release information?

☐ Are my Finances in order?

☐ Do I have a current Health Card?

☐ Are my Housing arrangements finalized?

☐ Are all my medication needs covered?

☐ Have I told my family that I am being discharged?

☐ Other?

______________________________________________

______________________________________________

______________________________________________

______________________________________________

Your team will be talking about discharge from the day you are admitted. We want to ensure that your transition from hospital back into your home community is well planned.
<table>
<thead>
<tr>
<th>My Community Outpatient Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Psychiatrist Name</td>
</tr>
<tr>
<td>Family Doctor</td>
</tr>
<tr>
<td>Nurse Practitioner Name</td>
</tr>
<tr>
<td>Clinician (s)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Housing Arrangements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provider</td>
</tr>
<tr>
<td>Address</td>
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</table>

<table>
<thead>
<tr>
<th>Crisis Supports</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ontario Shores Contact</td>
</tr>
<tr>
<td>Crisis Contact</td>
</tr>
<tr>
<td>Crisis Contact</td>
</tr>
</tbody>
</table>

**Important information from my Crisis Plan:**

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

**Medications:** You will be provided with a list of your medications at discharge. Your nurse, social worker, or
psychiatrist can get you a copy. Arrange to speak with the pharmacist prior to discharge.

My prescription renewal date:

Appointments: Your social worker may help you schedule any community appointments you may require at discharge, primarily to your psychiatrist, a family doctor, or your mental health outpatient team.

<table>
<thead>
<tr>
<th>My next Bloodwork Date is on:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address:</td>
</tr>
<tr>
<td>What is it for?</td>
</tr>
<tr>
<td>Your next appointment is with:</td>
</tr>
<tr>
<td>On Date:</td>
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<tr>
<td>Address:</td>
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<tr>
<td>Things to bring:</td>
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</tbody>
</table>

<table>
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<tr>
<th>Your next appointment is with:</th>
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<tr>
<td>On Date:</td>
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<td>Address:</td>
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<td>Things to bring:</td>
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<td>Your next appointment is with:</td>
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<td>On Date:</td>
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<td>Time:</td>
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<tr>
<td>Address:</td>
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<tr>
<td>Phone #:</td>
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<tr>
<td>Things to bring:</td>
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<table>
<thead>
<tr>
<th>Your next appointment is with:</th>
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<tr>
<td>On Date:</td>
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<td>Time:</td>
</tr>
<tr>
<td>Address:</td>
</tr>
<tr>
<td>Phone #:</td>
</tr>
<tr>
<td>Things to bring:</td>
</tr>
</tbody>
</table>
Please notify the Quality, Recovery, Patient Experience Department for any changes @ Ext. 6072