



Mental Health - Care & Research  
Santé mentale - Soins et recherche

# **FAMILY AND FRIENDS INFORMATION GUIDE**

# Brockville Mental Health Centre Family & Friends Information Guide








The Royal serves communities across eastern Ontario through a variety of inpatient and outpatient programs, as well as community outreach services. The Royal is comprised of two main campuses: one in Ottawa and one in Brockville. This booklet provides information for family members and friends of clients receiving care at the Brockville Mental Health Centre.

All programs encourage clients to take control of their own recovery, and they are aided by a team approach to treatment. The client, family, and friends, are important members of the care team and their input is valued, respected and encouraged.

For additional information please visit our website at [theroyal.ca](http://theroyal.ca).

You may also ask any member of the treatment team for more information about any program or service offered at The Royal.

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## General information

### How to reach your family member or friend at the Brockville Mental Health Centre

At the Brockville Mental Health Centre there are two primary program units in which clients are engaged in their recovery: Riverview B4 and Pineview B3. To contact Riverview or Pineview please call +1 (613) 345-1461 and ask switchboard to transfer you to the specific unit. You can also call +1 (800) 987-6424 (toll-free) and ask to be transferred to the Brockville switchboard.

### Confidentiality and privacy

Family support is vital to the recovery of our clients, which is why family and friends are valuable members of the care team. We may not always be able to share information with families because clients must consent to the sharing of their personal health information (PHI). This can cause distress and frustration to anyone who is desperate to know how their loved one is doing. Please know that it is our experience that as clients progress in their recovery, they become more open to having their loved ones involved in their care. We can, however, provide general information regarding the court process, the forensic system, and mental health diagnosis and treatment in general.

For clients in the Integrated Forensic Program (IFP) who are subject to a disposition order under the Ontario Review Board (ORB), there are some limitations to the extent to which clinicians can maintain confidentiality. For instance, all information stored in clinical records may be shared with the court for court-ordered assessments and with the Ontario Review Board during a client's annual ORB hearing. We encourage you to have a discussion with the treatment team to understand how this legislation and our policies protect PHI. Even if we can't share PHI, we are open to receiving information that will help us care for your

loved one.

The Royal places a high value on the privacy, confidentiality, and security of each client. We follow the Government of Ontario's Personal Health Information Protection Act (2004) and our own strict policies regarding the collection, use, and disclosure of information.

Please call The Royal's Chief Privacy Officer at +1 (613) 722-6521, ext. 6328 if you have any questions or concerns about the privacy of health information. You can also contact the Office of the Information Privacy Commissioner of Ontario at +1 (800) 387-0073.

### Visiting hours

The care and support of friends and family benefits the recovery process, and clients at the Brockville Mental Health Centre are encouraged to invite friends and family to visit them during their time here.

The treatment team can help clients connect or reconnect with family, friends, and other supporters in the community if needed.

It is best to confirm visiting hours and regulations with each individual unit because there are specific guidelines and security procedures that must be followed to ensure everyone's safety. Children under the age of 16 must be accompanied and supervised by a responsible adult.

### Client curfew

The Royal recognizes the need to provide a safe environment for all clients, staff and visitors. Unless clients are authorized for extended leave, they must be present on their unit between 9 p.m. and 7:30 a.m. Certain situations or safety procedures may alter curfews, so it is best to consult with treatment team members prior to accompanying clients on any pass or visit off-unit.

### Monitored items

Some items may be brought to the Brockville Mental Health Centre but will be monitored. Monitored items must be stored in a secure location and used under supervision. Examples of monitored items include: razors and scissors, matches and lighters, nail files and clippers, polish and remover, mirrored compacts, ties, belts, scarves, and shoelaces.

### Prohibited items

In the interest of promoting a safe environment, the Brockville Mental Health Centre reserves the right to search all personal belongings. Items that staff believe may cause harm to yourself or others – or encourage violence or illegal activities – are prohibited. Examples include:

- Glass and metal or sharp objects.
- Pornographic materials.
- Inhalable substances, alcohol, e-cigarettes, illicit drugs or drug paraphernalia.
- CDs, movies, video games or clothing that would impede clinical progress.
- Guns, knives or weapons of any kind, including any item that has been adapted to cause injury.
- Electrical items not bearing the Canadian Standards Association's safety sticker of approval.
- Small appliances, including butane-fueled hairdryers and curling irons.
- Over-the-counter medications, including pain relievers, herbal remedies and/or vitamins. Nursing staff will store these medications securely.
- Candles, incense or aromatherapy products.
- Personal pillows, linens, or duvets (due to fire regulations).
- Expensive personal items, large amounts of money, or credit cards. The Royal is not responsible for lost or stolen items.
- Excessive amounts of clothing or personal items. Storage in rooms is limited.
- Scented products (e.g. colognes, soaps, deodorants), because The Royal is a scent-free facility.

Procedures differ within each unit. Prior to bringing items to clients of the Brockville Mental Health Centre it is best to consult with treatment team members on each specific unit. For example, clients on the assessment unit of the Integrated Forensic Program are not permitted to receive toiletries from visitors.

### Smoking

A healthy lifestyle is important for everyone. Smoking is not permitted anywhere inside the facility or on the grounds of the Brockville Mental Health Centre. Clients who would like to reduce or quit smoking can speak with their treatment team for assistance.

### Illicit drugs

The Brockville Mental Health Centre is committed to providing a safe environment for all patients, staff, and visitors. The following policies outline The Royal's process

for dealing with prohibited items. These policies are available from your treatment team upon request.

- Searching patients, visitors and/or their property
- Illicit drug use, possession and trafficking: including storage and disposal of illicit drugs and unidentified substances.

All patients and visitors are informed through posted signage which items are prohibited. Your belongings may be searched in order to maintain a safe and secure environment. The clinical implications and consequences of drug and alcohol use will be discussed with you.

### Emergency codes

From time to time you may hear a building-wide announcement of an emergency code. If staff require additional assistance in any part of the facility, they can call for help and summon other staff to lend support/assistance. The code, which is always linked to a colour, identifies one of 11 types of incidents. For example, a “code blue” signals a medical emergency; a “code white” is a behavioural emergency. If any action is required on your part, treatment team members will assist you.

## Caring for the caregiver: Bill of rights and responsibilities

### Caregivers have the right to:

- Be treated with empathy, dignity and respect in a safe, healing environment free of stigma.
- Caring staff who understand that mental health challenges impact the whole family.
- Flexibility for visiting the person you are supporting to meet treatment and emotional needs.
- Be involved in the person you are supporting’s care as well as transitions in care with the understanding that patients also have the right to decide who to involve in their care and to what degree health care information may be shared.
- Share relevant and accurate information, insights, opinions and observations about the person you are supporting’s history, care and progress with the understanding that it may be included on the patient’s health record.
- Ask questions and receive clear responses to queries you make providing the person you are supporting has provided consent. Where consent is not given, every attempt will be made to answer questions in a general way so as to uphold patient confidentiality.
- An interpreter.
- A reliable and competent contact person to assist with systems navigation, information and guidance on symptom management and crisis intervention, and information on community resources and how to access them.
- Education and supports, including peer support that can assist in coping with mental health challenges.
- Express concerns and have them pursued in a safe and fair manner. Be informed of outcomes.
- Apply to be a member of the Family Advisory Council.
- Express all of your feelings, both positive and negative, in a manner that will not harm others; this includes grieving.

**Caregivers have the responsibility to:**

- Cooperate with investigation of any complaint you make.
- Consider and respect others.
- Respect confidentiality – this means clear boundaries are in place regarding caregiver involvement. Communication between caregivers and the care team is in accordance with the wishes of the patient. Caregivers can still receive information about: what services are available, how they work, and how to access them – especially in a crisis.
- Refrain from bringing any alcohol or other harmful substances into the hospital.
- Collaborate with the care team’s direction in matters of safety and visits.
- Abide by other hospital policies made known to you.

**Roles and responsibilities of clinicians****Psychiatrist**

Each client has an assigned attending psychiatrist. The psychiatrist is a doctor who specializes in mental health. Psychiatrists diagnose and treat mental health disorders. The psychiatrist will work with the client to develop a treatment plan including medication management and therapy. The psychiatrist is also responsible to write reports to submit to the Review Board about the clients’ rehabilitation progress.

**Medical physician and nurse practitioner**

There is a physician and nurse practitioner available to our clients to address physical health needs. The medical physician and nurse practitioner are responsible for diagnosing and treating physical health concerns as well as offering education about healthy living and preventing disease.

**Nursing**

The nursing team consists of registered nurses and registered practical nurses. Each client will be assigned a nurse every 12 hours and the assigned nurse will be responsible for client care during that time. Nurses complete assessments, dispense medications as prescribed, ensure client safety, facilitate activities, and provide support as needed to clients.

**Program nurses**

Program nurses assess and discuss with clients the opportunities for education in order to work towards rehabilitation and recovery. Program nurses provide psychoeducational and skill-building groups as well as individual sessions if needed. There are many groups offered on a rotating basis including: readiness for rehab, stress management, anger management, symptom and medication management, dealing with addictions, healthy relationships, and many more.

**Behavioural therapists (BTs)**

BTs use the evidence-based principles of Applied Behavior Analysis (ABA) to assess, modify, and monitor behaviour. BTs are accountable to the Behavior Analysts’ Certification Board (BACB) that provides ethical guidelines and standards of practice for anyone using ABA or behaviour modification techniques. Our behaviour therapists provide function-based, socially acceptable alternative behaviours to replace maladaptive behaviours while respecting the client’s needs and wishes. To access a behavioural therapist please ask your physician for a referral.

**Occupational therapists**

Occupational therapists work with clients to resume or maintain their ability to function in their daily activities. These activities vary based on the clients’ needs and goals

and include a variety of tasks such as meal preparation, budgeting, volunteering, working, caring for themselves or their home, getting around, or any other activity that is meaningful to the person. Occupational therapists assess the needs of the person, their environment, and their occupation, to help them do as much as they can safely and effectively.

### **Occupational therapy assistants**

Occupational therapy assistants work under the supervision of an occupational therapist to assist with leisure and life skills groups, completing 1:1 sessions, and overseeing vocational placements. For example, at the Brockville Mental Health Centre, occupational therapy assistants supervise clients who work at the River Café.

### **Pharmacists**

Pharmacy team members are medication experts who evaluate medications to ensure they are needed, effective, safe and accurate. Medication assessments are based on individualized information and current evidence. Pharmacists and registered pharmacy technicians are regulated by the Ontario College of Pharmacists. Patients admitted to an inpatient unit at The Royal will meet with a pharmacy team member on admission and at discharge. To speak with a pharmacist, please ask your doctor, nurse or other health care provider.

### **Psychologists and psychological associates**

Psychologists and psychological associates have extensive training in how people think, feel, and behave, and apply this knowledge to help people understand, explain, and change their behaviour. They are regulated health professionals, governed by the College of Psychologists of Ontario. Psychologists and psychological associates use clinical

interviewing techniques, behavioural observation, and psychometric tests to help patients identify problems or issues and to work on solutions using a variety of treatments or psychotherapies. They are uniquely qualified to use certain kinds of tests to assess intelligence, as well as emotional, personality and behavioural problems, and neuropsychological impairment.

### **Therapeutic recreation professionals**

Therapeutic recreation professionals work with individuals who are experiencing disability, illness, or other limitations, teaching the skills, knowledge and behaviours to live the best life possible. Therapeutic recreation is a process that utilizes treatment, education, and recreation to enable people with physical, cognitive emotional and/or social limitations to acquire and or maintain the skills, knowledge and behaviours that will allow them to enjoy their leisure optimally and function independently with the least amount of assistance and participate as fully as possible in society.

### **Registered dietitians**

Registered dietitians are trained food and nutrition experts. Registered dietitians fall under the Regulated Health Professions Act and professional practice is governed by The College of Dietitians of Ontario. The dietitian is the expert in translating medical and nutrition information into practical healthy meal plans and helping clients access nutrition for health. To access a dietitian's services, please ask for a referral from your doctor.

### Social workers

Social workers help individuals, families, groups and communities to enhance their individual and collective well-being. Social workers help people develop their skills and their ability to use their own resources and those of their community to resolve problems. Social work is concerned with individual and personal problems but also with broader social issues such as poverty, unemployment, homelessness and domestic violence. Social workers are regulated by the Ontario College of Social Workers and Social Service Workers.

### Spiritual care associates

Spiritual care associates have master's degrees with a focus on counselling (e.g., Master of Divinity, Master of Arts in Counselling and Spirituality, Master of Education), and often are affiliated with a faith community. They develop partnerships with community faith groups, perform ritual services, promote cultural awareness regarding religious beliefs and practices, and offer spiritually-integrated counselling. In addition, they provide crisis intervention and grief support and engage in research. Many spiritual care associates are members of the College of Registered Psychotherapists of Ontario, although they are not required to be regulated professionals.

While developing this guide, clients and family members suggested that we include information about forensic-specific terms and processes. This is a brief list of the most requested

## Understanding clinical language and processes

### Ontario Review Board (ORB) hearings

ORB hearings are held once a year and are used to discuss the client's progress over the year, assess level of risk, and consider changes in status. Hearings are attended by members of the Ontario Review Board, representatives of the Crown, the client and their defense counsel, and the attending physician. Family members and members of the general public are allowed to attend hearings unless the board decides against opening the hearing to the public. Questions about the Ontario Review Board and how to support your family member can be answered by the treatment team.

### Treatment team conferences

Conferences are meetings that are held every six to eight weeks with the entire treatment team to discuss client progress, assess risk, review and grant privileges, and update the plan of care. Clients also attend conferences, which is an important opportunity to share feedback and play an active role in directing their care. Families are also invited to join conferences. The family's perspective is a critical part of the plan of care, and also in regards to planning for discharge to ensure loved ones are supported when they leave the hospital.

### Approved person

Family members or individuals may become "approved persons" in order to supervise clients outside the secure perimeter (on the grounds and/or within the community) for the purposes of specific activities. Anyone interested in becoming an approved person is required to apply as a candidate and go through an assessment process. The Royal's CEO or a delegate will approve applications based on the treatment team's recommendations. Further information on becoming an approved person may be obtained from the unit social worker.



## Client and visitor services

### Discharge planning for families

The treatment team looks at a variety of different factors when considering discharge. This includes, but is not limited to, ensuring the client is stable, engaged both within the hospital and community, follows their functional prescription, and has identified both short and long term goals. The treatment team, composed of a variety of different disciplines, meets with the client to determine their “readiness” to begin to discuss discharge planning. The social worker will reach out to you early in this process to make sure your input is shared with the team and that the process and timeline is understood. It has been shown that the more support there is surrounding the discharge planning process, the more successful the individual will be in the community.

### Housing discharge options

Within Brockville, there are a number of housing options, which range from independent living to 24-hour supervision. Where a client lives after discharge, depends on their needs and recovery goals. The treatment team works with the client and family to determine the most appropriate discharge option to ensure continued success in the future.

Most group homes in Brockville are considered transitional. This means they help clients develop their skills so they can eventually live in the community as independently as possible. Clients from the Brockville Mental Health Centre are supported in this transition by a specialized outreach team.

### FITT outreach teams

The Brockville Mental Health Centre’s outreach team, otherwise known as the Forensic Intensive Treatment Team (FITT) is composed of three registered nurses, one occupational therapist, one recreation therapist, one social worker, and two vocational counsellors. The FITT team works together to assist the client’s transition to the community and achieve their recovery goals.

### River Café

The River Café is a client-run enterprise at the Brockville Mental Health Centre that gives participants a unique opportunity to acquire competitive employment skills. The café is open Monday to Friday from 12:30 p.m. to 2 p.m. and is closed on statutory holidays. The menu includes a wide variety of food and drink options such as sandwiches, muffins, cookies, fresh baked goods (which are made by a café baking group), smoothies, coffee, tea, hot chocolate and sparkling water. Payment is cash only.

### Mental health community library

The library provides information about:

- Mental illness, including treatment and management options
- Mental health legislation and policies
- Community and family support resources
- Upcoming workshops and meetings

Information is available in many different formats, including books, video cassettes, brochures, pamphlets, newsletters, magazines, and journals. Access to the internet is also available for those who wish to search for additional resources. The community library is staffed by trained volunteers who are familiar with the resources and can help find the information you need.

Both the River Café and library are located on the second floor of the Forensic Treatment Unit of the Brockville Mental Health Centre. It is open Monday to Friday from 12:30 p.m. to 2 p.m. The library is closed on statutory holidays.

## Brockville Patient Advisory Council

The role of the Brockville Patient Advisory Client Advisory Council (BPAC) is to provide input from the lived experience perspective with the purpose of improving the care and overall experience of clients at The Royal.

Speak with a treatment team member if you require further information on the role of the BPAC.

## Client and Family Relations

Client and Family Relations is a service for clients and families receiving care at The Royal. The coordinator of Client and Family Relations acts as a liaison between clients/ families and The Royal.

Suggestions, compliments and complaints may be reported by:

- Speaking with your treatment team.
- Completing the Ontario Perception of Care survey for patients in May and/or November.
- Completing a family satisfaction survey found in all waiting rooms, inpatient units or on The Royal's website.
- Filling out and depositing a "Suggestions, Compliment or Complaint" form in any suggestion box.
- Calling switchboard (pick up an internal phone and press 0) and asking for the Client and Family Relations Coordinator.

Concerns will be investigated by the appropriate individuals and may include the coordinator of Client and Family Relations.

## Family Advisory Council

As a campus of The Royal, we share certain supports and services between sites. One of which is the Family Advisory Council. Family Advisory Council represents family members of The Royal's clients. The council's role is to advocate for policies and practices that will benefit clients and families, both in and outside the health centre setting. The council also acts as advisors to The Royal's management and the Board of Trustees. To contact council members, or become one yourself, call +1 (613) 722-6521, ext. 6919 or email [family.council@theroyal.ca](mailto:family.council@theroyal.ca)

## Access to interpretation services

The Royal provides mental health assessment and treatment services in both official languages, English and French. The Royal is aware of the impact that language barriers can have on clients and their families' access to care. The Royal has an agreement for professional cultural interpretation services with Cultural Interpretational Service Ottawa Carleton (CISOC) or Languages of Life for clients and families who require services in a language other than English or French.

Some clients and families express concerns about the confidentiality of information shared in the presence of an interpreter. When working with one of these highly skilled interpreters you can be assured they will provide confidential and accurate interpretation. They will remain impartial and objective. Please see [www.cisoc.net](http://www.cisoc.net) or [www.languagesoflife.org](http://www.languagesoflife.org) for more information. If you would like obtain this service or have concerns about interpretation services you have received, please contact your treatment team.

## Groups and programming offered

Staff in the Integrated Forensic Program strive to provide our clients with opportunities to gain knowledge and develop skills in individual and group settings, within the hospital and the wider community. The purpose of these groups and individual meetings is to help our clients achieve

their personal recovery goals and increase self awareness, independence, and personal growth. We provide these opportunities so that our clients can gain a better understanding of their diagnosis and symptoms and develop ways to successfully manage them. These opportunities are provided by a diverse multidisciplinary team which works directly with the client to reduce the risk of relapse while at the same time promoting safety for all: client, family and community. Our goal is the client's goal, which is a successful return to a life in the community that is fulfilling and rewarding.

### Public transportation

For detailed information about public transit services please go to [brockville.com/transit](http://brockville.com/transit) or contact the City of Brockville at:

1 King Street West  
P.O. Box 5000  
Brockville, ON K6V 7A5

Phone: +1 (613) 342-8772  
Fax: +1 (613) 342-8780

### City bus service hours of operation (conventional and Para Transit service)

Monday to Friday  
6:45 a.m. to 6:15 p.m.

Monday to Friday (*evening service only, one conventional and one Para Bus*)  
6:00 p.m. to 9:00 p.m.

Saturday  
8:45 a.m. to 6:15 p.m.

No service on Sundays or statutory holidays

## Useful contact information

### Brockville Mental Health Centre

1804 Highway 2 East, Brockville ON K6V 5V8  
website: [theroyal.ca](http://theroyal.ca)  
Phone: +1 (613) 345-1461  
Pineview 3rd floor nursing station, ext. 2633  
Riverview 4th floor nursing station, ext. 2652

### Lanark, Leeds and Grenville Addictions and Mental Health

25 Front Ave. W., Brockville ON  
website: [llgamh.ca](http://llgamh.ca)  
Phone: +1 (613) 342-2262  
Toll-free: +1 (866) 499-8445  
Fax: +1 (613) 342-0884

### Mental Health Crisis Line

Toll free: +1 (866) 281-2911 or dial 911

### Developmental Services of Leeds and Grenville

61 King Street E., Brockville ON  
website: [developmentalservices.com](http://developmentalservices.com)  
Phone: +1 (613) 345-1290  
Toll-free: +1 (866) 5445614  
Fax: +1 (613) 345-1394

### Ontario Disability Support Program

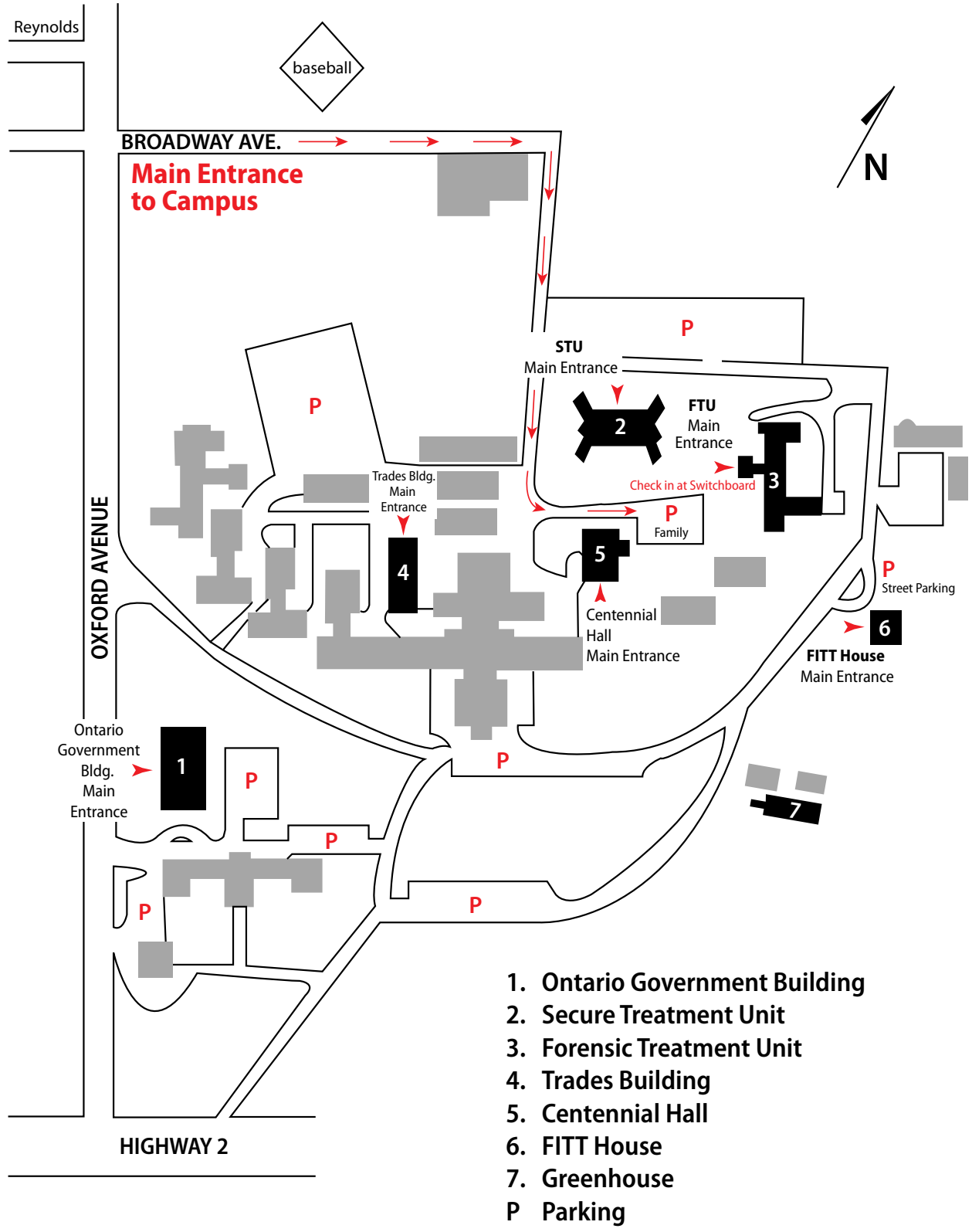
website: [mcss.gov.on.ca](http://mcss.gov.on.ca)  
Phone: +1 (613) 345-1200  
Toll-free: +1 (866) 267-0834

### Ontario Works

Phone: +1 (613) 342-3840 ext. 2119

### Brockville General Hospital

75 Charles St., Brockville ON  
website: [brockvillegeneralhospital.ca](http://brockvillegeneralhospital.ca)  
Phone: +1 (613) 345-5649  
Fax: +1 (613) 345-3529 or dial 911



- 1. Ontario Government Building
- 2. Secure Treatment Unit
- 3. Forensic Treatment Unit
- 4. Trades Building
- 5. Centennial Hall
- 6. FITT House
- 7. Greenhouse
- P Parking