

# CARE and RECOVERY

HANDBOOK FOR CLIENTS and FAMILIES





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# Welcome

The Royal serves communities across Eastern Ontario through a variety of inpatient and outpatient programs, as well as community outreach services. All programs offer a team approach to care. Clients, their families, friends and community supporters are important members of the care team. Client input is valued, respected and encouraged.

This booklet provides information for clients and families of the Royal Ottawa Mental Health Centre, 1145 Carling Avenue). For additional information visit our website at [theroyal.ca](http://theroyal.ca).

Clients may also ask any member of their care team for more information about any program or service at The Royal.

## How to reach clients at The Royal

Each unit has a phone that clients may use. Here is how to call a client:

1. Phone 613.722.6521 or 1.800.987.6424 (toll free) and press 0.
2. Tell switchboard which treatment unit the client has been admitted to and they will transfer the call.

## Bringing food

The Royal appreciates the value of food and drink and the comfort it can bring. Unfortunately, we are not able to accommodate the storage of food in clients' rooms or on the units. Before bringing in any food or drink, please discuss this with staff to ensure it is safe to do so.

## Flower/gifts

The Royal is a scent-free facility – when flowers and/or gifts are brought in or sent to the facility, they should be low or no fragrance. Artificial arrangements are encouraged.

## Can I have visitors while I am at The Royal?

There is a therapeutic value to involving your family members, significant others, friends and supporters, so visitors are encouraged during your treatment at The Royal. Your treatment team can assist you to connect or reconnect with family, friends and community supports.

It is best to confirm visiting hours and regulations with your program. The number of visitors allowed at one time will be assessed according to your individual needs. Children under 16 years of age must be accompanied and supervised by a responsible adult.

## Parking information

Pay parking is available at the main entrance and along the ring road that circles the campus at 1145 Carling Avenue.

Parking passes are available from the cashier's office, located off the Winter Garden (atrium area) on the second floor or the Winter Garden Cafe. Packs of 5-visit or 16-visit passes are available. The cashier's office is open Monday to Friday from 9 - 11:30 a.m.

Clients requiring longer-term parking during an inpatient stay can speak with the care team who will contact the parking department on their behalf.

For client pick up and drop off, there are four spots at the main entrance with a 15 minute time limit.

## Accessible parking

There are 10 accessible parking spots available at main entrance and three on Ring Road near the Operational Stress Injury Clinic. These are part of the pay parking.

## Family presence (visiting)

The Royal recognizes the important role care partners, families and friends play in the client's care, quality of life and well-being. To that end, The Royal encourages visits from family and anyone identified by the client as a support at any time during an inpatient stay.

Visiting hours are flexible - there are no prescribed hours. The Royal will make efforts to facilitate virtual connections when possible. Visiting may be restricted if there is a unit-wide, facility-wide or community event that introduces a risk to identified clients, visitors or staff (e.g. outbreak, emergency code).

## Access by bus

OC Transpo bus stops are located on Carling Avenue in front of the Royal Ottawa Mental Health Centre. Bus routes serving the building include 55, 80 and 85. Contact OCTranspo for more information: [plan.octranspo.com/plan](http://plan.octranspo.com/plan) or 613-560-1000

## Access by bicycle

Bicycle racks are available at the main entrance.

## Site maps

There are clearly marked signs and colour coded butterflies that will assist individuals in navigating through the facility. Please ask for assistance from any staff member.

## Will I get better?

Evidence shows that people living with a mental health diagnosis can live full and meaningful lives.

A realistic recovery plan, created with the help of our care team, can help you successfully manage your illness outside of the hospital.

The important components of recovery are:

- Hope.
- Advocating for your own wellness.
- Being an active participant in your care plan.
- Learning about your illness and treatment options.
- Engaging in the treatment and recovery process by following a care plan created through a partnership between yourself and your care team. This care plan may include participating in therapy and group activities, creating healthy routines, and/or taking medications.
- Accessing the support resources available to you.
- Taking responsibility, where able, for your own mental and physical health and well-being.
- Re-establishing your meaningful roles (parent, partner, volunteer, worker, etc.).
- Engaging your informal support network (friends, family, caregivers) in your recovery process.
- Identifying and working towards your own personal goals.

## A typical day as an inpatient

Clients of The Royal are generally encouraged to participate in the daily routines of the unit to which they are admitted. Clients will usually take meals as a group, and all food is prepared onsite at the hospital.

During the day, clients may attend group meetings, and will meet regularly with members of their interprofessional care team. Clients will also have opportunities to participate in recreational activities and exercise.

Clients should expect to receive medications at scheduled times throughout the day, and will be asked questions about their mental health on a regular basis. If needed, clients will also receive assistance with self-care and hygiene.

## Client Statement of Values

### The Royal's Core Values and Vision for Client & Family-Centred Care

As a leader in specialized mental health care, The Royal believes in including the client and family voice at the decision-making table. We have embedded that philosophy into decisions on care, treatment and research.

Clients can become members of the Client Advisory Council that supports, advises and partners with staff in the interests of clients. [theroyal.ca/cac](http://theroyal.ca/cac)

Family members of clients can become members of the Family Advisory Council which

provides feedback, recommendations, and guidance about issues pertaining to family engagement, care, and research at The Royal. [theroyal.ca/fac](http://theroyal.ca/fac)

The Royal believes that true client and family engagement and consultation is key to providing quality, client and family centred - care.

The Royal is proud and committed to delivering on our Client Statement of Values.

#### Core Value One: Being Heard

Clients and families are provided with a way to safely and respectfully express their opinions, positive or negative, about their health care without fear of repercussion.

#### Core Value Two: Dignity and Respect

Clients and families are treated with dignity, compassion and respect.

#### Core Value Three: Engagement and Participation

Clients are active participants in their safety, health care and health care decision-making.

#### Core Value Four: Informed Decision Making

Clients have access to reliable and current information about their health care options in order to support informed decision making and active participation in care.

#### Core Value Five: Quality Care

Clinical care is evidence-based, high quality and meets or exceeds legislative, regulatory and professional standards.

#### Core Value Six: Privacy and Confidentiality

Clients have the right to privacy and confidentiality as well as security of their personal health information.

#### Core Value Seven: Recovery

Clients receive care in a therapeutic environment that supports hope and recovery.

If you have any questions or if you would like further information, please contact the manager of Patient Care Services of your program or call The Royal's main reception and ask to speak with the Manager, Client and Family Relations.

## Caring for the Caregiver:

Family caregivers can be an integral part of the team supporting a loved ones' recovery. :

### Caregivers have the right to:

- Follow The Royal's policies and procedures.
- 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.
- Involvement in the care of the person you are supporting, as well as transitions in care with the understanding that clients 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 experiences of the person you are supporting with the understanding that it may be included on the client's health record.
- Ask questions and receive clear responses to queries you make as long as the person you are supporting has provided consent. When consent is not given, staff will continue to communicate with the family to provide:
  1. Access to support services and community resources for family members
  2. Aid with systems navigation
- Generalized information about mental health, mental illness, symptom management, and crisis intervention
- Information about The Royal's policies, procedures, and resources
- An interpreter.
- A reliable and competent contact

person to assist with systems navigation, information and guidance on symptom management, 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, have them acknowledged and addressed safely and fairly, and to be informed of the outcomes of any investigation into the concerns.
- 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 the investigation of any concern you bring forward
- 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 client. Caregivers can always 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.

### Essential Care Partners

At The Royal all clients (or their Substitute Decision Makers [SDM]) may designate up to four individuals as their Essential Care Partner (ECP). It is important to distinguish between visitors and essential care partners. An ECP is someone who may provide a range of individualized supports, including but not limited to: support with



feeding, mobility, personal hygiene, cognitive stimulation, communication, meaningful connection, relational continuity, etc. They are part of the care team.

Only one ECP may be with a client at a time, unless there are extenuating circumstances. Not every client will want or need an ECP and it is each client's decision to make.

ECPs are important members of the client's care team and are not subject to visitor restrictions. There may be certain instances where ECPs may not be permitted for safety reasons.

### What is an Essential Care Partner?

An ECP is a support person to whom the client/SDM has consented, and whose presence is considered essential to the emotional, psychological and physical wellbeing of the client while they are in the hospital. This can include, but is not limited to:

- Providing team members with valuable context and observations to support the

client's care, recovery and wellbeing.

- Supporting decision-making, care coordination, continuity of care and physical care.
- Advocating for their loved one.
- Informing the care team when a change in the client's status is observed.
- Providing emotional and cognitive support.
- Participating in planning the client's care while in the hospital and transitioning back into the community to support adherence to the care plan, continuity of care and sustained wellness.
- Helping the client use technology to connect with friends or loved ones.
- Helping the client eat, move around, bathe, communicate etc. as needed.
- Providing supports to the client in meaningful ways that are defined by the client. i.e. support decision-making and in achieving their recovery and wellness goals.
- Participating in client and family education.

## Admission Information

### Client Responsibilities

If you are a client of an inpatient program, you are responsible for:

- Actively participating in developing and implementing your care plan.
- Communicating concerns and disclosing relevant information to staff.
- Asking questions about your care to any of your health care providers.
- Informing your health care providers if you experience any unusual physical symptoms (e.g. chest pain, dizziness, blurred vision, lightheadedness, constipation, diarrhea, etc.) or suspected side effects of medication.
- Speaking to staff immediately if you find yourself in an unsafe situation or if someone approaches you in a manner that makes you feel uncomfortable.
- Talking to your health care provider about ways to reduce your distress if feelings such as sadness, anxiety, anger or fear make you feel unsafe.
- Actively participating in planning for discharge.
- Following The Royal's policies. Some policies are posted on The Royal website. Should a policy not be available there you may request a copy of it from your care team..

For your personal care and safety and to help prevent the spread of infections, you are responsible for:

- Washing your hands and using the hand sanitizer that is available throughout the hospital..
- Coughing and sneezing into your sleeve or a tissue.
- Showering and bathing regularly.
- Not sharing food or drinks.

#### **What you should bring for your stay:**

- All prescribed medications in their original containers. Nursing staff will store your medications securely.
- A recent list of your medications from your pharmacy including pain medication, stomach medication, vitamins, creams/ ointments as well as any herbal or natural supplements or remedies
- Comfortable clothes, shoes, pajamas, slippers and a house coat. There is a washer and dryer on each unit, please ask a member of your care team for any necessary supplies.
- Athletic shoes and clothes for use in the gym.
- Toiletries such as a toothbrush, toothpaste, shampoo, soap, towel and antiperspirant. Sharp objects like razors and nail clippers will be stored by nursing staff, except when needed.
- Phone numbers and other contact information of friends and family.
- Reading materials like books or magazines.
- Writing paper and pen (may be restricted in some programs).
- Hobby materials.
- Small amounts of cash for coffee, tea or snacks. Any additional money can be held in the Accounting Department for safekeeping. Any money you keep on the unit is the your responsibility.
- Reusable water bottle.
- Electronic devices (including music players, TVs, laptops, tablets, cellphones and devices that access the internet) may or may not be permitted, depending on your individual care plan. Please speak with your care team before bringing any devices to The Royal. The safekeeping of any of these devices will be your responsibility.

## Monitored Items

Some items brought to The Royal may be monitored. A monitored item is anything that must be stored in a secure location and used under supervision. Examples of monitored items include:

- Razors and scissors.
- Matches and lighters.
- Nail files, clippers, polish and remover.
- Mirrored compacts.
- Ties, belts, scarves and shoe laces.

## Items not allowed

In the interest of promoting a safe environment, The Royal reserves the right to search all personal belongings. A prohibited item is anything that staff believes could cause harm to oneself or others. Anything that encourages violence or illegal activities is also considered a prohibited item. Examples of prohibited items include:

- Glass and metal or sharp objects.
- Pornographic materials.
- Inhalable substances, alcohol, e-cigarettes, cannabis, illegal drugs or drug paraphernalia.
- CDs, movies, video games or clothing which 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.
- Scented products including colognes, perfumes, soaps, candles, incense, aromatherapy products. The Royal is a scent-free facility.
- Personal pillows, linens, or duvets – due to Fire Safety and Infection Prevention & Control Guidelines.

- 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.

This may differ for clients in the forensic program. Please check with the care team.

## Prohibited and/or illegal items

The Royal is committed to providing a safe and therapeutic environment for all clients, families, staff and visitors. The Royal's process for dealing with prohibited and/or illegal items "(such as those mentioned above) and the searching of clients, visitors and/or their property, are outlined in policies which are available from your care team upon request.

## Cannabis

Medical cannabis use may be considered as part of treatment - however it may only be used if oral or topical and ordered by a physician at The Royal.. Non-medical cannabis cannot be used on The Royal property - even if it is from a legal source - and will be disposed of.

## Smoking

A healthy lifestyle is important for everyone. Smoking (tobacco, e-cigarettes/vapes and tobacco like products and cannabis) is not permitted anywhere inside the facility or on the grounds of The Royal. Resources will be made available to any client considering reducing or quitting smoking. Your care team can provide nicotine replacement therapy such as a patch or gum that can ease cravings.

An addiction treatment plan booklet is available for everyone and can aid with techniques to reduce cravings and resources for reducing or quitting smoking altogether.

The Royal is also partnered with the Ottawa Heart Institute and a referral to their smoking cessation program can be provided upon discharge from The Royal.

## Recovery Plan of Care

The Royal is a mental health centre focused on care and recovery. Care transition planning begins upon admission. Care transition planning is a collaborative process including clients, families, community supports and members of the care team.

## Healthcare Disciplines

**At The Royal, many health care professionals support clients along the recovery journey.**

**Addiction Counsellors** are clinicians who are specifically trained on substance use and concurrent disorders. Addiction counsellors are not required to be regulated professionals although many members of the team at The Royal are registered psychotherapists. The addiction counsellor is educated and informed on the use of substances and the impact on an individual's physical and mental health. They offer support as members of the interdisciplinary care team and assist in connecting individuals to community support services upon discharge.

**Behavioural Therapists** (BTs) use the evidence-based principles of Applied Behavior Analysis (ABA) to assess, modify, and monitor behaviour. The Royal's BTs provide function-based, socially acceptable alternative behaviours to replace maladaptive behaviours while respecting the client's needs and wishes. Any client wishing to access a behavioural therapist can ask their physician for a referral.

**Child & Youth Counsellors** (CYCs) are a part of interdisciplinary teams in the Youth Program. CYCs create and maintain a safe and therapeutic milieu and specialize in the development and implementation of

programming to address the unique needs of this age group. Their role includes individual counselling, group work relating to social and life skill development, problem solving and crisis management, as well as activity and leisure planning. The CYCs have adopted the Code of Ethics of the International Leadership Coalition of Professional Child and Youth Care.

**Nurses** (Registered Nurses or RNs and Registered Practical Nurses or RPNs) are the primary day-to-day healthcare team contact for clients on each unit. Nurses are trained in physical and mental health assessment and treatment and are able to provide immediate support for mental illness symptoms or physical distress, educate clients and families about mental illness and treatment options, and help connect clients and families with other members of the care team. Nurses will check in with clients on a regular basis throughout the day. They are also responsible for administering medications and monitoring for side effects.

**Nurse Practitioners** (NPs) are registered nurses who have additional education and nursing experience, which enables them to: autonomously diagnose and treat illnesses, order and interpret tests, prescribe medications and perform medical procedures.

**Occupational Therapists** (OTs) 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. OTs explore areas of the person, the environment and the occupation to develop strategies to regain skills, learn new skills, use equipment or materials to make daily tasks easier, or adapt the environment so that a person can do the things they want to do. OTs are regulated by the College of Occupational Therapists of Ontario.

**Orderlies** provide client-centred care as directed by a nurse. Nurses may delegate elements of client care to orderlies. Orderlies may be assigned additional duties and responsibilities by the nurse

**Peer Support Workers** are people who have been successful in the recovery process who help others experiencing similar situations. Through shared understanding, respect, and mutual empowerment, peer support workers help people become and stay engaged in the recovery process and reduce the likelihood of relapse.

**Personal Care Attendants** (PCAs) take primary responsibility for a client's personal care in settings where the client is unable to perform these tasks on their own - typically in Long Term Care and Geriatric settings. PCAs facilitate meaningful daily activities for clients.

**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. Clients admitted to an inpatient unit at The Royal will meet with a pharmacy team member on admission and at discharge. If a client needs to speak to a

pharmacist at any other time, they can ask a doctor, nurse, or other member of the health care team to connect them.

**Psychiatrists** complete a comprehensive client assessment, leading to a diagnosis and a treatment plan for the care and recovery of clients with mental illness, emotional and/or behavioural disorders. Psychiatrists use a combination of biological, psychological and social treatment modalities. They work with the client, as opposed to working on the client. They work with and lead a team that includes the client, their family and other mental health professionals and agencies.

**Physiotherapists** assess patients then plan and carry out individually designed treatment programs to maintain, improve or restore physical functioning and mobility, alleviate pain and prevent physical dysfunction. Physiotherapists are regulated by the Ontario College of Physiotherapists.

**Psychologists** are regulated health professionals governed by the College of Psychologists of Ontario. Psychologists study how we think, feel and behave from a scientific viewpoint, and apply this knowledge to help people understand, explain and change their behaviour (Canadian Psychological Association). A Psychologist is trained to assess and diagnose difficulties in thinking, feeling, and behaviour. This can help people understand how these factors impact their daily life and well-being and contribute to ongoing difficulties. Psychologists are uniquely qualified to use certain kinds of tests (e.g., to assess intelligence, neuropsychological impairments, personality characteristics as well as emotional and behavioural problems).

**Registered Dietitians** (RDs) are trained food and nutrition experts. RDs fall under the Regulated Health Professions Act and their professional practice is governed by The College of Dietitians of Ontario. Dietitians are experts the expert in translating medical and nutrition information into practical healthy meal plans and helping clients access nutrition

for health. To access Dietitian services, please ask for a consult from your doctor.

**Research Staff.** Some research projects are conducted by scientists of The Royal. Clients or family members may be asked to participate in research projects. Participation is optional; care will not be impacted for anyone who chooses not to participate. Anyone who chooses to participate will receive information about the research project and support from research staff during participation.

**Social Workers** help individuals, families, groups and communities to enhance their individual and collective well-being. Social workers help people develop their skills as well as 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** 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.

**Therapeutic Recreation Professionals** work with individuals who are experiencing disability, illness, or other limitations. They teach the skills, knowledge and behaviours to live the best life possible. Therapeutic recreation is a process that utilizes treatment, education, and recreation participation to enable persons 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, function independently with the least amount of assistance, and participate as fully as possible in society.

## Therapeutic Engagement & Assessment (TE)

Therapeutic Engagement and Assessment (TE) means that care team members will regularly connect with and check on the wellbeing of inpatients. TE was previously known as Routine, Intermittent and Constant Observation. The purpose of TE is:

- To actively interact with the client and assess their mental and physical state, behaviour and whereabouts.
- To monitor changes in the client's mental and physical state to guide further therapeutic interventions.

- To engage with the client in creating and following their plan for recovery.

Therapeutic engagement and assessment may range from being therapeutically present with the client at all times (continuous therapeutic engagement - CTE) to intermittent therapeutic engagement and assessment (ITE) based on the your clinical requirements.



## Routine therapeutic engagement & assessment

All inpatients are provided a minimum of routine therapeutic engagement. This means that assigned staff ensure at a minimum there is hourly sight contact of the client to assess well-being and whereabouts.

Clients must notify their nurse should they be off the unit/facility grounds on an approved leave.

## Levels of activity & authorized passes/leave of absence

All inpatients will be prescribed levels of activity and/or authorized passes/leaves of absence based on their individual clinical assessment. Levels of activity include: Unit Activity (restrict to unit); Facility and Grounds Activity (able to leave the unit but not the hospital grounds) and; Community Activity (able to leave the hospital grounds).

Activity orders will specify accompaniment restrictions, if any. If a client is ordered any unaccompanied level of activity (Facility/Grounds/Community) unit staff will inform the client and family (as applicable) about the scope of the level of activity before the client departs.

## Why are some units locked or occasionally locked?

Unit doors are locked for the safety of our clients. As a Schedule 1 facility The Royal cares for some clients under the Mental Health Act who are admitted involuntarily, as well as clients who require close monitoring due to severe symptoms of mental illness or dementia.

## At what times are clients expected to be on the unit (is there a curfew)?

The Royal recognizes the need to provide a safe environment for all clients, families, staff and visitors. Unless authorized for extended leave, clients must be present on their unit between 9 p.m. and 7:30 a.m.

## Emergency codes

From time to time staff overhead paging system. Staff will tend to these calls as required in a prompt and safe manner. Clients will be notified by staff if there is anything they are to do. From time to time the overhead paging system will be used to announce 'codes'. If staff require additional assistance in any part of the facility, they can call for help and summon other staff to come to the area and lend support/assistance. A code is announced overhead that identifies the type of assistance required. If any action is required of clients or visitors, care providers will assist them.

## Emergency codes at The Royal

<b>Medical Emergency</b>
<b>Psychiatric/Behavioural Emergency</b>
<b>Fire</b>
<b>Evacuation</b>
<b>Hazardous Materials Spill/Leak</b>
<b>Bomb Threat/Suspicious Package</b>
<b>Hostage Situation</b>
<b>Disaster</b>
<b>Missing or Wandering Patient</b>
<b>Infrastructure Failure</b>
<b>Person with a Weapon</b>

## Client and Family Services

### Services available in the lobby

- Pay phone
- Direct phone line to Blue Line taxi
- Bank machine
- Needle drop-off boxes (in the bathrooms near the auditorium)

### Services available outside the main entrance

- Canada Post mailbox
- Needle drop-off box

### Cafeteria

The cafeteria is located on the main floor of The Royal in the atrium. Hot and cold water machines, a microwave and vending machines are also available.

### Free WiFi

Free WiFi is available anywhere you see these signs



### Shops of the Winter Garden

The Winter Garden area on the second floor of the hospital features several shops are operated by the volunteers of The Royal. These are social enterprises that raise important funding that directly supports client and family centered care at The Royal. The shops are managed

professionally and supported operationally by our valued volunteers. They include the following services:

- **Winter Garden Boutique:**  
A second hand clothing store can be found on the 2nd floor, in the Winter Garden area and sells gently used clothing and a variety of toiletry items in a boutique-like environment.
- **Winter Garden Hair Salon:**  
The hair salon offers a variety of hair-care services. Staffed by a professional hair stylist, and supported by volunteers, The Winter Garden Hair Salon provides cuts, colour, highlights, perms and waxing.
- **Winter Garden Café:**  
The cafe is open weekdays and offers a diverse selection of food and beverage items

### Client & Family Resource Hub

Known as The Hub, this virtual and in-person resource hub provides clients and families with access to resources spanning the client journey including:

- Client and family centered fact sheets and information brochures.
- Client portal onboarding, internet, research, and client/family feedback mechanisms
- Warm-handoffs and connections to more resources and supports in the community
- A selection of leisure reading material and DVD lending library
- Computers with internet access

The Hub is located on the first floor, near the main entrance of the Royal Ottawa Mental Health Centre and can be found online at [theroyal.ca/thehub](http://theroyal.ca/thehub).

*Please note that The Hub is a new initiative and its services may change as it evolves and grows.*



## The Royal Library

Located on the 2nd Floor, the library is available to clients, families and staff.

## Telephone

There is a telephone available in the northeast end of the Winter Garden, it is free for local calls.

## Women's Mental Health Program

The Women's Mental Health Program is an initiative within The Royal that acknowledges the specific biological needs, and common societal roles of women. It focuses on, and celebrates women's wellness in all formats. Through a peer led, and feminist approach, it offers virtual and/or in person groups to facilitate connection and learning, resources, and community partnership. Some areas of focus includes birth and wellness, violence against women, and women's mental health. The Women's Mental Health page on The Royal's website provides helpful information on upcoming groups, conferences, and resources. For more information, or inquiries about Women's Mental Health at The Royal, contact KJ Thomas at [krystal-jyl.thomas@theroyal.ca](mailto:krystal-jyl.thomas@theroyal.ca), or (613) 722.6521 ext. 6680.

The Shirley E. Greenberg Resource Centre for Women is located in the Winter Garden on the second floor of The Royal. It is designed to be a safe and comfortable place for women and their children. The Women's Resource Centre offers books to loan on women's mental health, magazines and children's books. The centre also has two computers with Internet access, a play area for children, and a baby change area. The Women's Resource Centre is staffed by volunteers to assist clients in finding the information they need. This space is also available for inpatients to visit with their children. To use the centre for supervised visits, please contact Michelle Jackson-Brown at [michelle.jackson-brown@theroyal.ca](mailto:michelle.jackson-brown@theroyal.ca) to make arrangements.

The Resource Centre for Women is open Monday to Friday, 9 a.m. to 4 p.m. The centre is sometimes closed for some groups during these times.

## Spiritual and Cultural Health

The Spirituality Centre is located on the 2nd floor at the end of the Winter Garden. It is a multi-faith centre that everyone is welcome to use as a quiet place for devotions, prayer and meditation. Some religious services are offered on a regular basis and there is weekly ecumenical service.

Spiritual and Cultural Health services are available to clients and families. To contact a Spiritual and Cultural Care Advisor/Associate, clients or family members can speak with a member of their care team or phone the main health centre number at (613) 722.6521 and ask for Spiritual and Cultural Care.

## Client Advisory Council

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

The CAC suggests ways to improve the client care experiences in alignment with The Royal's Strategic Plan.

Client members have an opportunity to act as advisors on various committees throughout The Royal, including the Board of Trustees. There are also opportunities to share personal experiences with many audiences and attend monthly CAC meetings. To apply to become a volunteer member of the CAC please forward a letter of interest to [cac@theroyal.ca](mailto:cac@theroyal.ca).

If you are interested in helping to make real change, you won't want to miss out on this exciting opportunity.

To contact the CAC: [cac@theroyal.ca](mailto:cac@theroyal.ca) or (613) 722-6521 ext. 6767

## Family Advisory Council

Family advisors are representatives of families of clients of The Royal and the broader community. The Royal's Family Advisory Council (FAC) provides input from families in order to improve and enhance client and family experiences across The Royal and within the community.

To contact the FAC: [fac@theroyal.ca](mailto:fac@theroyal.ca) or (613) 722-6521, ext. 6919 .

To learn more about how to become involved with the Family Advisory Council, please visit [www.theroyal.ca/fac](http://www.theroyal.ca/fac) and click on Application Form .

## Client and Family Relations

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

Feedback (suggestions, compliments, concerns and complaints) may be reported by:

- Speaking with the treatment team.
- Completing the Ontario Perception of Care (OPOC) survey for clients.
- Completing the OPOC for Caregivers..
- Filling out an online Suggestion, Compliment, Concern or Complaint form [theroyal.ca/thehub](http://theroyal.ca/thehub)
- Calling the manager, Client and Family Relations at (613) 722-6521 ext. 6710.

Concerns will be investigated by the appropriate individuals and will include the manager-client and family relations.

### Family Engagement and Experience Coordinator

The Family Engagement and Experience (FEE) coordinator is responsible for supporting leadership and front line staff across all Royal sites to implement family experience improvement initiatives and engage families in the design and

implementation of services they provide. Through the collection of data from families (e.g. Ontario Perception of Care Caregiver survey), the coordinator will navigate and analyze data to identify opportunities to improve family experience and engagement. The coordinator supports the Family Advisory Council and engages families to ensure that the voice of families/caregivers is heard and brought to various hospital initiatives and committees. The coordinator also undertakes program development and coordinates the Family Information and Support Groups.

### Information and support groups at The Royal.

The Royal offers various information and support groups to family and friends of people who have a mental illness. These sessions are free of charge. Learn more about our family education and support groups by speaking with program staff or by visiting [theroyal.ca/family-services](http://theroyal.ca/family-services)

## How will The Royal protect my privacy and confidential health information?

The Royal places a high value on the privacy, confidentiality and security of each client and your personal health information. 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 about you.

For information, please call The Royal's chief privacy officer at 613.722.6521, ext. 6339 for any questions or concerns about the privacy of health information, or contact the Office of the Information Privacy Commissioner of Ontario at 1.800.387.0073.

## My Health, My Way

*My Health, My Way* is a health care portal that supports The Royal's vision to empower clients to participate more fully in their health care. This powerful online tool gives clients easy and secure access to information about their mental health care at The Royal.

*My Health, My Way* contains important information that can help empower clients as they work in collaboration with their clinical team to achieve their recovery goals.

Using *My Health, My Way* clients can to review information about their health, prepare for appointments, keep track of medications and certain appointments, and share information with the friends or family who help support their health. Because *My Health, My Way* is an online portal, this information is simple to access, and always available and up to date. Clients can sign up for *My Health My Way* by visiting [www.theroyal.ca/myhealthmyway](http://www.theroyal.ca/myhealthmyway)

## Recovery Plan of Care

Creation of a Recovery Plan of Care begins when clients are admitted to The Royal. The client and their family are invited to actively participate in the development of this living document, as a part of the care team. The plan of care explains what to expect, different services required and resources that are available to help, both while at The Royal and at home.

Practices on specific units may vary slightly - so clients should speak with the care team for details.

A Care Transition Form will be completed and reviewed with the client and family at time of discharge. The client and family will be provided with a copy, and with consent from the client, a copy will be provided to community agencies and care partners.

The Royal's goal is to collaborate with clients and families to ensure active participation in care transition planning. Please ensure that questions and concerns are shared with the care team.

### Recovery continues at home

Recovery is an ongoing journey that enables the client and their family to have meaningful involvement in the community. The Royal recognizes the community as the best environment for recovery. With the client's (or substitute decision maker's) consent, the team will work with family, caregivers and community partners to develop a transition/discharge plan that meets their individual needs, and promotes independence and well-being in the community..

## Supports available

The Royal is committed to partnering with the community to support individuals in need of mental health care. There is a range of options available, including emergency/ crisis services, peer support initiatives, information and support for families and caregivers, and community-

based counseling and information resources. Some of these resources may have wait times, and some resources may be on a fee-for-service basis. Accessible support options do, however, exist to meet the needs of most clients.

## Discharge Process

### When will I go home?

Within the first week of admission, you will have a conversation with your care team about your estimated length of stay. Together, you will begin the process of planning care transition.

When planning care transition, an important component is ensuring that you will be safe wherever you go. The care team will ask information about the situation at the planned destination and the supports available. The more involved you and, if you want, your family are in the process, the better your care transitions will be. Please ensure that the care team is aware of any concerns or difficulties you may have related to returning home.

### Managing medications at home

A care transition prescription will be provided to the client/family, which can be faxed to their pharmacy. A team member will explain any medication instructions that need to be followed.

Clients are not provided with a supply of medication to take home with them, unless this has been previously arranged with their treating physician. Clients should speak with the care team should they have any medication concerns.

A pharmacist at The Royal will provide the client with a list of current medications and review any concerns they may have.

Medications brought on admission will be returned to the client/family if it is appropriate to do so.

### Care Transition Summary

To ensure continuity of care, a summary of the client's admission will be prepared and sent to their family doctor and the physician who referred them to The Royal. This summary outlines progress made during hospitalization and the next steps in the client's treatment plan. If there are additional medical professionals that the client or family would like the summary sent to, the care team can do so.

### Follow-up appointment

Every effort will be made to provide a follow-up appointment with the client's regular treating physician/nurse practitioner in the community in a timely manner (typically within a few weeks of discharge). If The Royal is unable to book this appointment, the client will be provided with instructions to make an appointment once they are discharged.

Clients are encouraged to discuss any concerns about renewal of prescriptions or interim support with the care team prior to discharge.

## Alternative housing options

Sometime clients are unable to return to their home due to changes in care requirements. Alternative options will be discussed with the client and family. The care team will work with the client and family to reach an appropriate decision about care transition plans.

Some of these options may be:

- Spending time in a convalescent care facility prior to returning home.
- Placement in a care home (supported group home, retirement home or long-term care facility).
- Community placement in a rooming house or other housing, or
- Living with a family member or other caregiver.

## What will happen on the day of my discharge?

Congratulations! You are ready to leave the hospital and continue on with the next steps in your recovery plan.

The first thing you need to do is arrange for how you will get home or to your next care location. If you need help with this, please speak with your treatment team.

Next, be sure to pack up all your belongings and don't forget the ones that we have been keeping secure for you - those will be returned to you by our staff.

If you sent any money for safekeeping in our accounting department, please note that 24-hours' notice is needed to withdraw any amount over \$100. Amounts less than \$100 as well as any valuable belongings, can be obtained Monday to Friday before 11:30 a.m. Ask a staff member to accompany you to complete this withdrawal.

Please note that, while we treat your belongings with care, The Royal is not responsible for any lost or damaged items.

Before you leave, make sure you have all the information that the care team has provided to you regarding the next steps in your recovery plan (for example: information about your medications, follow up appointments, and community supports). Check out the My Discharge Plan document at the end of this booklet for a helpful checklist of important information related to your discharge.

## What to expect once home?

Often people may experience challenges immediately after their discharge, as they are moving from a highly supportive and structured environment to one where they are the person who is most responsible for managing their recovery. Seeking assistance from the supports available, will be the best way to move through setbacks and progress in your recovery and reintegration into your community.

The more clients do to access the community supports discussed with them while in hospital the better. We encourage clients to meet with their supports soon after discharge. It may also be helpful to have a plan outlining a weekly schedule and routine. This can help continue the benefits of the structured hospital setting at home.

It is important for clients to be aware of options should they experience a crisis or are in need of additional services that were not in place at discharge. If you are in a crisis where your safety or the safety of another person is in jeopardy, call 911.

Should clients require re-assessment, they can request an urgent appointment with their outpatient psychiatrist. Clients and families can also visit [AccessMHA.ca](https://www.accessmha.ca) for help accessing additional mental health and substance use supports. If urgent care is needed, they can go to one of the local emergency departments.

**PLEASE NOTE** - The Royal does not have an emergency department.

## Information for families & support persons

Finding the right balance of expectations and accommodation is important for a mutually supportive relationship. If too many expectations are in place too soon, it can be overwhelming and have a negative impact on recovery. At the same time, working slowly

to return to a reasonable level of functioning is a necessary and beneficial part of the recovery process. At all times, try to partner as much as possible in the recovery process.

### Lived Experience from a Royal Client

*“Upon discharge from The Royal, I felt very alone as I did not have a support network outside of the people who were paid to care for me. I was introduced to Psychiatric Survivors of Ottawa through my care team at The Royal. They had all kinds of events going on, so I started going there on Fridays to watch recently released movies, and I'd go on social outings to Lac Philippe, etc. This was great, as I didn't have a car and transportation was provided for a very small fee. Eventually, I took free peer support and facilitation training. That enabled me to become a volunteer. Likewise, at Mood Disorders Ottawa, for a small annual fee, I participated in Christmas dinners, Speaker Nights, Peer Support Groups, and Tell Your Story workshops, to name a few. The best part of these organizations was that I was able to be myself, and make friends with my peers. These places helped me enormously with my recovery. I'm still friends with people I met over 10 years ago. Don't be shy, check them out. You'll be glad you did.”*

Anita Manley (former client of The Royal)



## My Discharge Plan

This optional reference page has been included for your convenience and to help you keep track of information and questions you have about your discharge. There is also a place for a family member or support person to be included in your plans. We encourage you to share your plans with the people who are supportive of your recovery. If you choose to complete this page, please ensure you keep your personal information private and confidential.

<b>Planning for Discharge</b>	✓
I know who my discharge social worker is. <ul style="list-style-type: none"> <li>I have talked to my discharge social worker about what I need to do</li> <li>I am aware that I may sign consent for my caregiver to talk to the social worker about my care</li> </ul>	
I have made plans for my care after I leave the hospital <ul style="list-style-type: none"> <li>I have made arrangements with my employer, if needed</li> <li>I have made arrangements for follow-up services, if needed</li> <li>I have made arrangements for medication coverage, if needed</li> </ul>	
<b>Health Information</b>	✓
I know what my diagnosis is: <ul style="list-style-type: none"> <li>I know what symptoms, side effects or other problems to expect</li> <li>I know what my options for treatment are</li> </ul>	
I understand my medications: <ul style="list-style-type: none"> <li>I know what medications I am taking</li> <li>I know which medications are new, which medications have changed, and which ones I have to stop taking</li> <li>I know what side effects to watch for, and what to do if I experience these</li> <li>I know how to get my medication and how to dispose of any old medication at home</li> <li>I have asked any questions I have about my medications</li> </ul>	
I know what my follow-up care will be: <ul style="list-style-type: none"> <li>I know who my psychiatrist is and how to contact them</li> <li>I know who else I will be seeing (if applicable) and how to contact them</li> <li>I know about any issues that require follow-up, and what I need to do for this</li> <li>I have information about community supports which are available to me</li> </ul>	
<b>Getting Help at Home</b>	✓
I know who to call if I have questions, and how to access support if I need it	
I know my coping strategies and how to deal with stress	
I know that the Mental Health Crisis Line is available 24 hrs/7 days per week: 613.722.6914 / 1.866.996.0991	
I know that my caregiver may need a break, and that they may need support in their role as my caregiver	
<b>My Discharge</b>	✓
I have reviewed the Care Transition Form with my social worker and received a copy	
I have a copy of my prescription (or it has been faxed to my pharmacy)	
I have a follow-up appointment with my psychiatrist and/or family physician	
I have had the opportunity to discuss my discharge plan with the clinical team	
My caregiver / support person is aware of my discharge plan	



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