

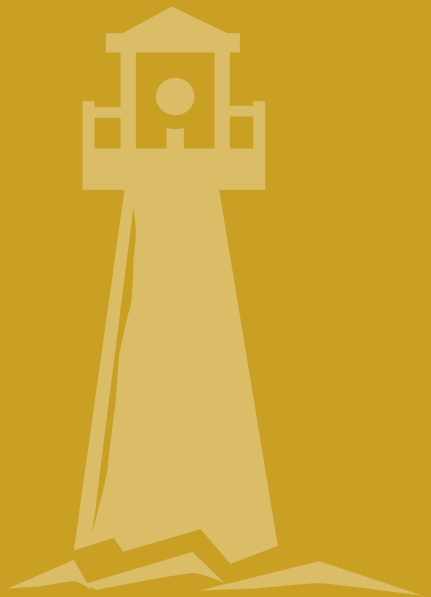


Eastern
Health

PATIENT HANDBOOK

**Mental Health & Addictions Program
Acute Care Psychiatry-W3A**

WATERFORD HOSPITAL
www.easternhealth.ca



Welcome To W3A

W3A is an acute care teaching psychiatric unit that includes a multidisciplinary team of Psychiatrists, Residents, Clinical Clerks, nurses, Social Worker, Occupational Therapist, Psychologist, Dietician, General Practitioner, Pastoral Care, and Discharge Liaison Nurse.

- During your admission, your treatment, management and progress will be discussed and reviewed by the team.
- You will be assigned to a nurse who will ensure your participation in the decision making regarding your care and treatment during your stay.

Unit Setting

- Client rooms are mostly 4-6 bed ward rooms. There are four single rooms that are assigned based on psychiatric and medical needs as determined by the team.
- Please respect the privacy of each client. We ask that you visit with each other in the lounge and not in your room.
- You are encouraged to visit with co-clients in the main lounge area.
- All clients are responsible and expected to clean up after themselves. Please keep your area tidy.

- No clothing is to be left on floor or walking area to your room as it creates safety risks for trips and falls.
- Please minimize belongings on the unit and only bring what is necessary.
- Our team members are here to help you. Please ask for assistance if needed.

Visiting Hours

- We encourage family members and close friends to support you during your admission.
- Visiting Hours: 11 - 9pm.
- Children under the age of 12 are not permitted to visit.
- Former clients who wish to visit someone specifically on the unit must wait one month after discharge to visit.
- You may receive two (2) visitors at a time during your admission.

Meal Times

Breakfast - 9 am **Lunch** - 12 noon **Dinner** - 5 pm

- Healthy snacks and beverages are provided at bedtime.

Laundry Room

- Laundry facilities are available on the unit. You are encouraged and supported to do your own laundry.
- Hours of use 8am-9pm daily. Please ask staff to unlock the laundry room when you wish to use it within these hours.

Shower/Bathtubs

- There are two showers and two bathtub rooms available for use from 9am-11am and 9pm-10:30pm.
- Supervision may be required for you during showers and baths based on your care needs.
- Keeping good personal hygiene routines during admission is helpful in your recovery process.

TV Room

- From Sunday – Thursday, television is available up to 11pm and is available up to midnight Friday and Saturday.

Smoke Free

- All facilities of Eastern Heath are smoke free.
- We have Nicotine Replacement Therapies (NRTs) to assist you in managing any with drawl symptoms you may be experiencing.
- Please speak with your Nurse, General Practitioner or Psychiatrist if you would like to avail of NRTs during your admission.

Public Phones

- There is one phone available to you on the unit. The number is 777- 3969.
- Please limit your phone calls to 15 minutes per call, as other clients may be waiting to use the telephone.
- A private phone is available for clients certified under the Mental Health Care and Treatment Act if needed.

Pastoral Care

- The focus of pastoral care is caring for the human spirit. A visit can be arranged during your hospital stay.
- We have multi-faith pastoral care providers.
- Please speak with your nurse if you would like pastoral care to visit.

Activities/Crafts

- We encourage clients to make use of our crafts, books, and magazines that are available on the unit.
- Please ask staff to open the craft storage area so you may choose what you would like to do.
- Therapeutic Recreation provides weekly activities that will enhance your recovery.

Groups

- W3A promotes a *Recovery Model* approach to their care. To ensure that you benefit fully from your admission we encourage you to participate in the groups that are available on the unit. This will provide a daily routine that will aid in your recovery and wellness.
- Please speak with your nurse and see the sign-up board on the wall in corridor for an explanation of groups and times.

Security Items

- In order to ensure the safety of everyone on the unit there are a number of items that you are not permitted to keep with you during your admission on the unit.
- These include cigarettes, illicit drugs, alcohol, medications, knives, scissors, glass bottles, razors, charging cords, and other items that may pose a risk to you or others safety on the unit.
- Please do not bring valuables to the hospital. Electrical equipment such as radios, DVD players, MP3 players, etc, must be checked by staff prior to use.
- To ensure your privacy and the privacy of others on the unit we do not permit cameras or video recording equipment on the unit. This includes the use of a camera on a cell phone.

Money

- You are advised to not keep a large amount of money in your possession during your admission.
- The hospital is not responsible for lost or stolen money or items.
- Patients Trust is available where your money can be safely kept until you are ready for discharge. You are able to withdraw money from your Patient Trust account during admission.

Eastern Health Staff are required to safeguard the health and safety of clients in their care.

Some points to remember:

- Respectful interactions – with your clinical team, other hospital staff, co-clients and visitors during your admission. Episodes of violent/aggressive behavior will be discussed with you by your clinical team.
- All items brought onto the unit must be checked upon entering the unit at the main desk.
- There are various levels of observation that may apply to you during your admission based on your care needs. If you have off ward privileges you may leave the unit for one hour at a time.
- You are required to sign out prior to leaving the unit and sign in on return to the unit on sheets provided at the main desk.
- Vending machines are located on the second floor next to the cafeteria.
- The Waterford Hospital is a scent free environment.

Notes:



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