

\*Due to the COVID-19 pandemic, some of the information in this handbook is subject to change and may not reflect current restrictions, processes, or guidelines. Please speak to your care team if you have any questions.

## Southwest Centre for Forensic Mental Health Care Patient and Family Handbook



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## COVID-19 Prevention

St. Joseph's has taken all courses of action to proactively limit the spread of COVID-19.

Our primary concern is always the health and well-being of our patients/and their families as well as our staff, physicians and volunteers.

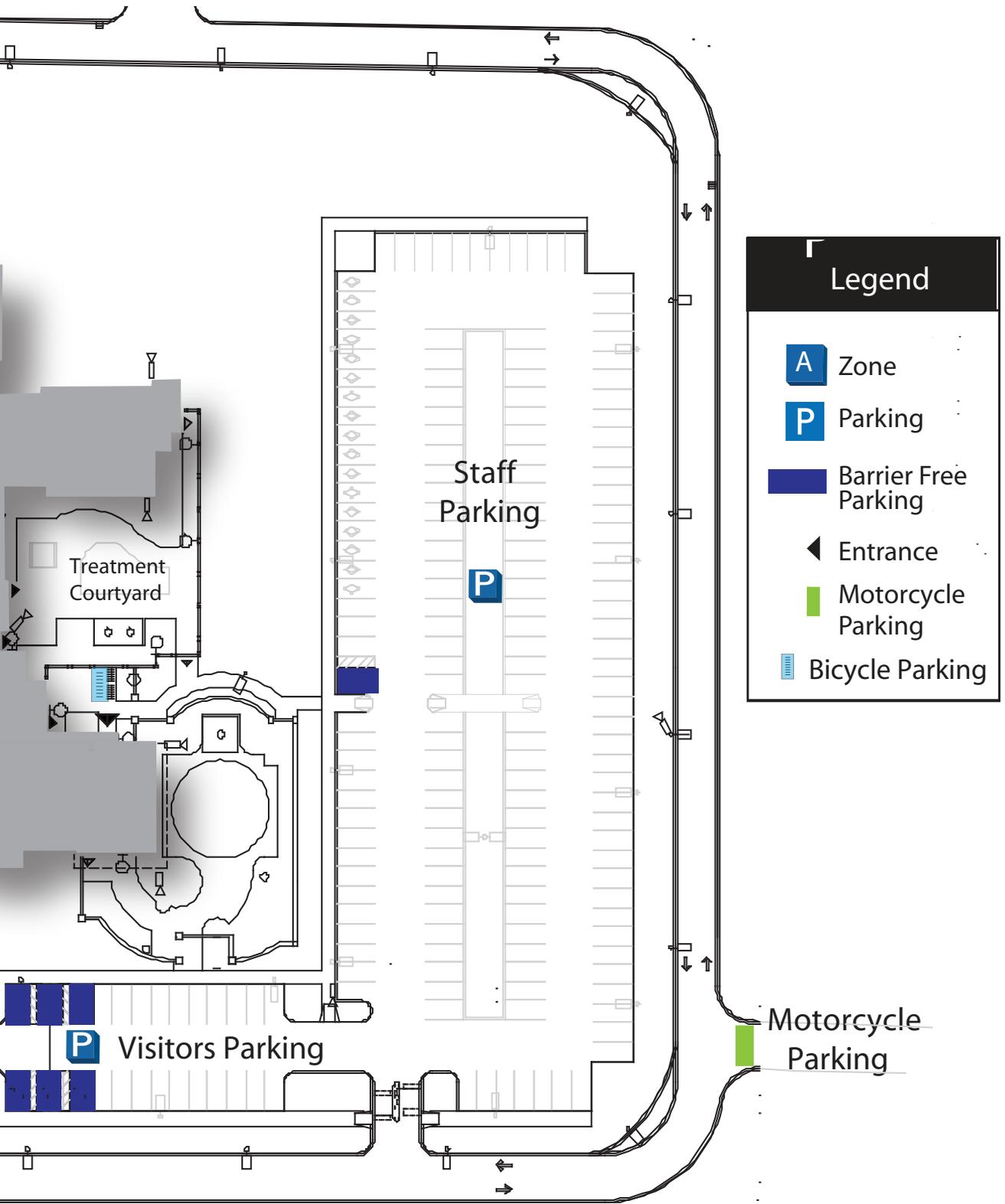
Various measures have been put in place at Southwest Centre in accordance with guidance from the Ministry of Health and the Ministry of Long-Term Care. COVID-19 screening is done at entrances, all patients and essential visitors are provided with masks to wear while in our buildings, physical distancing is being maintained throughout our facility, and specialized cleaning is being done.

Due to COVID-19, we have limited the number of people coming into our buildings. Our visiting hours and processes have been updated to protect everyone from possible exposure to COVID-19, while balancing the well-being of our patients. In addition, some services where possible, are being provided through virtual care.

**For more information on the latest updates related to COVID-19 prevention measures and processes implemented within St. Joseph's facilities, visit our website at [www.sjhc.london.on.ca](http://www.sjhc.london.on.ca)**

# Map of Southwest Centre for Forensic Mental Health Care





### Legend

- A Zone
- P Parking
- Barrier Free Parking
- ◀ Entrance
- Motorcycle Parking
- Bicycle Parking

# Message from our President and CEO



## *“Welcome to St. Joseph’s Health Care London’s Southwest Centre for Forensic Mental Health Care (Southwest Centre)”*

We hope the care you receive while at St. Joseph’s Southwest Centre surpasses your expectations. We strive to provide a positive and culturally sensitive environment that respects the unique story of every individual.

Health care teams within the Forensic Psychiatry Program at Southwest Centre assist patients toward their personal recovery. Through intensive work with our teams, patients are able to develop the new skills and supports needed to successfully reintegrate back into their communities.

The spirit of mental health care in the Elgin and St. Thomas communities is longstanding.

The region first welcomed mental health care in 1939, and has been very involved in supporting patients and staff ever since. Forensic mental health care has been provided in Elgin County by St. Joseph’s since 2001. In all we do, we hope to achieve our vision of earning your complete confidence in the care we provide and make a lasting difference in your quest to live fully.

We strive to ensure the best patient care possible. If at any time you or your family have questions or feedback about how to improve your care, please do not hesitate to speak to your care team.

We want you and your family to feel comfortable and welcome here and we hope this handbook will help.

I wish you all the best as you journey toward recovery.

Dr. Gillian Kernaghan, President and CEO  
St. Joseph’s Health Care London

# St. Joseph's Health Care London

## Vision, Mission and Values

### Vision

From the shortest visit to the longest stay, we earn complete confidence in the care we provide, and make a lasting difference in the quest to live fully.

### Mission

We help all who come to us for care to maintain and improve their health.

We work with people to minimize the effects of injury, disease and disability.

We do this by pursuing excellence in care, research and education in a wide range of hospital, clinic, long term and community-based settings.

In the spirit of our founders, we care in the example of Jesus Christ and in keeping with our values. We attend to the wholeness of each person – body, mind and spirit. We are a life-affirming community, nurturing a living spirituality through all stages of life, health, suffering and death. We ensure on-going ethical reflection.

We advocate for those who are vulnerable and without a voice. We actively pursue and build partnerships to create a better health care system.

### St. Joseph's Health Care London Values

#### Respect

Honour the people we serve

Appreciate the work of others

Welcome the contributions of all

Celebrate diversity

Be truthful, honest and open

#### *Listen*

#### Excellence

Give our best each day

Be creative and resourceful with our gifts, skills and talents

Build on our proud past

Work as a team to seek the new, the undiscovered

#### *Learn*

#### Compassion

Be with others

Understand their needs, realities and hopes

Give from the heart

Sustain the spirit

Make a difference

#### *Care*

# Welcome to St. Joseph's Southwest Centre for Forensic Mental Health Care

The Forensic Psychiatry Program at Southwest Centre for Forensic Mental Health Care offers both inpatient and outpatient programs and services.

Five inpatient units provide unique interventions throughout each individual's journey of recovery, including different levels of security and privileges which balance autonomy and manage risk.

The program's mission is to enable persons with mental health disorders who have been in conflict with the law, to improve functioning so they may be successful in the community. Through longer term treatment, individuals receive the supports necessary to ensure the safety and security of themselves, staff members and the public at large. We support our patients in developing the skills and supports they need to live, socialize and work in their environment of choice. We believe that everyone has the capacity to learn, grow and recover.

Recovery, in terms of mental illness, does not always mean the absence of the illness itself. As defined by the Mental Health Commission of Canada, "Recovery means living a satisfying, hopeful, and meaningful life, even when there may be ongoing limitations related to mental health problems and illnesses."

This Patient and Family Handbook is dedicated to providing you with information that you or your family members may need. If you have questions or concerns that we have not addressed, please feel free to ask any staff member.

To view a virtual tour of Southwest Centre, including patient rooms visit St. Joseph's Website: [www.sjhc.london.on.ca/areas-of-care/mental-health-care/mental-health-care-forensic-program/services](http://www.sjhc.london.on.ca/areas-of-care/mental-health-care/mental-health-care-forensic-program/services)



## What is Forensic Psychiatry?

Forensic psychiatry is devoted to caring for people with a mental illness who have also come into contact with the criminal justice system. Staff and physicians within various forensic programs assist patients towards their personal recovery journeys and the realization of their hopes and goals. Through intensive work with our care teams, patients are able to develop the skills and supports needed to successfully reintegrate back into the community.

## How Does the Forensic Mental Health System Work?

Forensic patients are individuals who have been declared either unfit to stand trial, have been found not criminally responsible on account of a mental health issue, or are referred for assessment by the criminal justice system. Forensic beds are managed under the jurisdiction of the Ontario Review Board (ORB).

## What Happens When Patients Leave the Hospital?

Individuals who have made a transition back to community continue as outpatients and are followed by the forensic outreach team while remaining under the disposition of the ORB. Rehabilitation continues within the community and is individualized to support each patient's successful reintegration into the community.

Our team works closely with other community agencies across the region to link individuals with on-going supports once no longer under the jurisdiction of the ORB.

If you are concerned about housing upon discharge, please reach out to your health care team to discuss options and resources available.

## What You Can Expect

We will assist you by providing opportunities that will help you get well. We are committed to working with you in a mutually respectful and honest partnership as you move forward through your recovery.

Treatment, rehabilitation and support plans will be developed with you to reach your identified goals. A member of your care team will review with you our admission process, what to expect during your stay and what a general day is like at Southwest Centre. Mealtimes, overall expectations, code of conduct, activities and any other questions you may have will also be discussed with you. Please bring a minimal number of belongings with you as storage space is limited.

# The Forensic Psychiatry Program at Southwest Centre

## Inpatient Units

Individuals who are inpatients of the Forensic Program reside in one of the below secure units:

- **Forensic Assessment Unit:** A secure environment which focuses on providing consultation and specialized assessments regarding fitness to stand trial, criminal responsibility and sentencing to the justice system.
- **Forensic Treatment Units:** Two treatment units provide psychiatric stabilization and initiate longer-term integrated treatment, rehabilitation, and support to patients on Ontario Review Board dispositions. The units operate under a model of psychosocial rehabilitation. Patient privileges are introduced gradually depending on each individual's illness status, security needs/risk, and tolerance for less structure.
- **Forensic Rehab Readiness Unit:** A unit that allows for increasing levels of privileges within a structured environment. Progress to this unit reflects improvement in the clinical status of patients and their changing Ontario Review Board dispositions. Intensive engagement and initial rehabilitation take place on this unit with a focus on developing personal goals and initial steps toward community reintegration.
- **Forensic Rehabilitation Unit:** On this unit the primary focus is on community re-integration, as well as building the skills and supports necessary for a successful transition out of hospital.

## Forensic Outreach Program

The Forensic Outreach Team plays a crucial role in the safe and successful transition of forensic patients back into the community.

Patients who have made a transition to the community are managed as outpatients through the Forensic Outreach Team and remain under the disposition of the ORB. The ORB annually reviews the status and progress of each patient as the individual transitions from an inpatient setting back to community living.

Intensive rehabilitation efforts continue within the community setting where skill training and ongoing risk assessment and management take place. The team works closely with other community-based agencies across Ontario to link individuals with the appropriate on-going supports (e.g. ACT teams, residential treatment, group homes.) The outreach team provides ongoing forensic monitoring and risk management for these individuals and uses its forensic knowledge and expertise to assist the ORB in determining an individual's suitability for absolute discharge from the forensic mental health care system.

# For Your Stay

## Our Philosophy of Care

The St. Joseph's Health Care London family upholds values of respect, excellence and compassion. At Southwest Centre, these values guide our efforts, direct our actions and support our mission. In everything we do, our goal is to help you to improve your health and quality of life.

We believe that quality of life embodies physical well-being, personally meaningful activities, maintaining links with friends and family, and looking ahead to the future.

It is important for us to understand your values and wishes so that we can best assist you with making choices about your care. We encourage you to discuss this openly with your treatment team upon admission, during your stay, and before discharge.

## Recovery Oriented Care

Our programs strive to provide a positive, respectful, culturally sensitive environment that understands the unique needs of every individual. Our care providers assist patients in their personal journey beyond the limitations of illness and toward recovery.

*Recovery oriented care* is grounded in a treatment program which focuses on helping each patient live a full and meaningful life. St. Joseph's works closely with patients and their families to identify goals and learn what is important to them on their journey to recovery.

Recovery, in mental health care, is not defined by the absence of the illness (as an individual may always live with mental illness) instead it describes the ongoing management of the illness and symptoms. Management involves coping with mental illness and continuing to thrive in the community.



## Your Rights and Responsibilities

Southwest Centre programs operate under the Ontario Mental Health Act and the Ontario Public Hospitals Act, as governed by St. Joseph's Health Care London.

### Patient's Bill of Rights

The Patient's Bill of Rights has been developed to help promote the dignity and worth of all Southwest Centre patients.

The patients, families and staff who have worked together to develop the Patient's Bill of Rights wish it to be a living document which will grow, evolve and continue to create an organizational culture of mutual respect and trust.

A full copy of the Patient's Bill of Rights is also available upon request. Please speak to the staff on your unit or to your Patients' Council representative.

#### The Ten Rights are:

- Every patient has the right to be treated with respect
- Every patient has the right to freedom from harm
- Every patient has the right to dignity and independence
- Every patient has the right to quality services that comply with standards
- Every patient has the right to effective communication
- Every patient has the right to be fully informed
- Every patient has the right to make an informed choice, and give informed consent to treatment
- Every patient has the right to support
- Every patient has rights in respect of research or teaching
- Every patient has the right to complain

### Statement of Patient and Resident Values

At St. Joseph's Health Care London, we are diligent about finding new ways to improve the care we provide to patients. When you walk through our doors we want you to know we value you as an individual - and hope our care surpasses your expectations.

Below you will find the Statement of Patient and Resident Values which was developed through discussion and input with those we serve:

#### Respect

- for my privacy
- that I am part of my own care team along with the family support I see fit
- for my time – waiting for appointments; waiting for call bells to be answered; not rushing my time with the doctor and team; receiving results in a timely way

#### Compassionate, Caring People

- who demonstrate genuine caring, recognizing that I am a person, not a diagnosis, case or number
- who work as well-coordinated teams
- with my best interests at the heart of all they do

## Quality, Safe Care

- provided by highly qualified staff supported by the best technology
- with the capacity to be flexible and act quickly when needed
- and the information I need before, during and after my visit or stay
- continuity across St. Joseph's teams and the health care system

## Family Charter of Rights

We value the role of families and essential caregivers at all St. Joseph's sites and uphold the value of these individuals as partners in care, and the importance of the family voice.

It is our wish to attend to issues of consent as an ongoing dialogue with our patients, and to work in collaboration with families at every juncture in the provision of care.

The following statements are intended to reflect the needs and rights of families as partners in the delivery of mental health care for their loved ones at St. Joseph's.

### Families have the right to:

- A mental health care program in which family involvement is valued and encouraged
- Respect and understanding
- Inclusion in the process of diagnosis, treatment and discharge planning of their loved one
- Education about their loved one's diagnosis
- The best treatments, practices and therapies that maximize recovery and rehabilitation for their loved one
- Feedback between caregivers and professionals
- Information on community resources and how to access them
- A healing environment free of stigma
- Caring staff who understand that the whole family is impacted by their loved ones' mental illness



## Civility in the Workplace Policy

This policy establishes guidelines to foster an environment which reflects the St. Josephs values of respect, excellence and compassion in all relationships. All those who receive, provide and support patient care deserve to be treated with honesty, courtesy, respect and dignity.

This policy encompasses bullying, disrespectful and abusive behaviour.

### How Staff Members Treat Patients, Family Members and Visitors

Patients, family members and visitors have the right to:

- Be treated with respect
- Be in an environment free from harm
- Quality service that complies with this policy
- Dignity and independence
- Bring a complaint under this policy forward without fear of reprisal

Patients have a right to bring forward issues or concerns regarding their care or experience while in the facility. Once an issue or complaint is brought to a leader's attention, he/she has an obligation to follow up by meeting with all affected parties in order to gather information to determine the facts, and to take any necessary action.

### How Patients, Family Members and Visitors Treat Staff

Patients, family members and visitors have the responsibility to:

- Treat others with respect
- Actively partner in their care
- Protect personal property and financial obligations

If a staff member feels they are being treated disrespectfully by a patient, family member or visitor, a leader should be informed of their concern. The leader investigates the situation, decides on appropriate action, and meets with the parties involved to resolve the situation.



# Helpful Information

## Accommodation

Patient rooms are private and include a bed, wardrobe, desk and bathroom with shower. In most situations it is possible for you to bring in a few items to help make your space more comfortable (e.g. a favourite pillow). For safety, please have the staff on your unit check these items before taking them to your room.

## Clothing and Laundry

Patients can wear their own clothes and each unit has laundry facilities. For those who are not able, staff will assist them with their laundry.

## Meal Selections

Food and Nutrition Services is pleased to provide a 21-day menu for inpatients at Southwest Centre that has been carefully designed for nutrition and enjoyment of breakfast, lunch and dinner, with the option to request additional menu choices upon request. In addition, a morning fruit bowl and an evening snack are available for all patients.

The menu may include specials to celebrate major occasions and often reflects seasonal offerings such as local strawberries and asparagus when available. Food offered is also appropriate for a variety of diet needs including modified textures.

Patients are encouraged to report food and nutrition requests to their nurse or ask for a consultation with the Registered Dietitian. A nutritional assessment can be completed, including diet customization to address your personal nutritional goals and needs. If you have any questions regarding your diet or nutritional needs, please contact the Registered Dietitian on your unit.

Patients are able to eat in a communal dining room to promote companionship. Meal times vary; your nurse can provide you with a schedule upon request.

We welcome feedback on meal items, which can be provided through periodic surveys or by passing your feedback along to a member of your care team.

## Gifts

Family members are welcome to bring gifts for you. When they do, please make sure the staff are aware, so they can ensure gifts are safe for both you and others on the unit. Please be aware that there is the possibility of items disappearing. Therefore, gifts of significant monetary or sentimental value should be stored at home.

## Storage

Storage space in our facility is very limited. If you have belongings that need to be moved or stored at the time you come into hospital it is your responsibility to ensure that you or your family members make arrangements ahead of time.



## Valuables and Cash

It is advisable that valuable belongings you are unable to care for be left at home. For security reasons, it is advised that large sums of money be deposited in the Business Office. The Business Office is open Tuesday and Thursday between 8:30 am to 12 pm. Please speak to the care team if you have further questions.

## Facility Guidelines

### Alcohol

Alcohol can significantly interfere with a patient's treatment and rehabilitative efforts. Southwest Centre maintains a no-alcohol policy.

### Cell Phones/Electronic Devices

Check with your care team for your specific electronic device guideline.

Visitors - no cell phones are allowed on the units. If there is a special need (e.g. to take a photo of your loved one) please contact the unit leader

### Photography/Videography

St. Joseph's is committed to protecting the privacy of patients, visitors, staff and affiliates in accordance with Personal Health Information Protection Act (PHIPA) and the Freedom of Information and Protection of Privacy Act (FIPPA). Photography/ recording of patients by other patients and/or their visitors is strictly prohibited. If there is a special need (e.g. to take a photo of your loved one) please contact the unit leader.

### Prohibited Items

The safety and well-being of all patients, staff and visitors is of utmost importance at St. Joseph's. All patients and family members entering Southwest Centre will be searched at security to ensure they are not in possession of prohibited items that present a hazard to personal safety of patient or staff or to the therapeutic environment.

#### **The following items are not permitted to be brought into the facility:**

- Alcohol, alcohol-based products/solvents
- Illicit or illegal drugs, drug paraphernalia, unlabeled/unidentified medications or supplements
- Weapons, ammunitions or objects that are intended to be used as a weapon or ligatures
- Glass or metal containers (including vases or glass or metal food or beverage containers)
- Sharp objects such as knives or scissors
- Aerosols, flammable, corrosive or explosive liquids, substances or devices
- Pornographic materials including publications, film and images

Other items may also be prohibited depending on your unit. As part of routine safety protocols, belongings are checked on admission and again when returning from passes. Belongings brought in by family or friends are also checked.

In the event that an item brought into hospital is deemed to be a prohibited item, these will be removed, sent home with family, discarded, or sent to our local police department for safe keeping. You may retrieve the items upon discharge

## **Illegal Substances**

The use of any illegal substance or other drugs not prescribed by your doctor can be dangerous; therefore, it is a Southwest Centre policy for patients to refrain from the use of illegal or non-prescribed substances. Possession of illegal substances may result in legal action.

## **Staff ID Badges**

All staff and volunteers are required to wear a photo ID badge that includes a title description of their position and unit/department. If you are unsure if an individual is authorized to be on site, please check with your care team.

## **Personal Attire**

As a part of the recovery process it is important to be active each day. We encourage each person to be awake and dressed by 10 am and we ask that nightclothes are not worn in public areas.

## **Passes and Leaves of Absence (LOA)**

Passes to leave the unit/grounds and facilities are available on a case-by-case basis and depend on one's ORB disposition and assessment by the clinical team. Discuss these options with your care team.

## **Patient Bracelet**

All patients will be assigned a bracelet to wear during their stay. This bracelet is an important part of your care experience. Each bracelet will be programmed to provide access to areas of the building, based on your pass level. If your pass level allows you to leave your unit, and you find yourself at the unit entrance with another patient who does not have passes, the door will remain locked for the safety of the other person. If this happens, please notify a member of your care team to assist you.

As with all hospital property, it is important to treat the bracelet with care as they can be easily damaged. The bracelet will be removed by your care team upon discharge, or for an approved extended leave of absence, when a member of your care team will assist you. Please do not attempt to remove the bracelet without the assistance of your care team.

If you have any questions about your pass level or bracelet, please do not hesitate to speak to a member of your care team.

## **No Latex**

Allergic reactions to natural rubber latex range from mild to life-threatening. Please help to keep Southwest Centre safe for patients, staff and visitors by not bringing in balloons, gloves or other products made with latex.

## **Scent Free Policy**

In recognition of the potential health concerns associated with scented products, we are committed to promoting a scent-free environment. Please refrain from using products containing fragrance such as perfume, aftershaves and hairspray.

## Smoke Free Policy



As a health care agency, St. Joseph's Health Care London is committed to providing a safe and smoke free environment to all of its patients, staff and visitors. St. Joseph's has established a non-smoking policy, which governs this facility and grounds. There are many clinical reasons to not smoke including smoking can interfere with some medications. St. Joseph's is focused on patient health and well-being and supports your right to make choices but while you are in care at Southwest Centre please note it is a smoke free environment which includes the building, grounds and parking lot. Your health care team will discuss with you and assess your individual needs and can discuss any smoking addiction aids you may need. Inpatients who smoke are encouraged to give tobacco products to a friend or family member for safekeeping. As well there will be storage available for patients who have community passes. Outpatients and patients attending day programs will be asked not to bring any tobacco products for their appointments and treatment. These products may be left in vehicles on hospital property, but may not be used on hospital property.

The non-smoking policy applies to tobacco in any processed or unprocessed form that may be smoked, inhaled, or chewed, including but not limited to snuff, chewing tobacco, snus, cigarettes, contraband cigarettes, cigarillos, cigars, pipe tobacco, hookah pipe, herbal cigarettes, or any products which can be smoked legally or otherwise (i.e. marijuana). Vapes and e-cigarettes are also prohibited on hospital property.

### Smoking compliance (Visitors)

Visitors are expected to abide by the policies and restrictions on tobacco use including not smoking on the Southwest Centre hospital grounds. Visitors are not to bring any tobacco products to patients at St. Joseph's. If the visitor fails to comply, he/she will be escorted off the St. Joseph's property by security services.

### Smoking Compliance (Inpatients and Outpatients)

Patients who do not comply with St. Joseph's smoke free policy are to be respectfully reminded of the policy and requested to extinguish the tobacco product immediately. A member of the patient's clinical team will review the smoke free policy with the patient and the patient will be offered appropriate counselling, therapies and support following each occurrence:

- **First Occurrence:** The patient will have unescorted grounds passes removed for a minimum of 24 hours and will be advised that subsequent violations will result in a longer suspension of passes.
- **Second Occurrence:** The patient's unescorted grounds passes will be suspended for a minimum of three days. The patient will be advised that in the event of a subsequent violation, the hospital will need to consider greater consequences for repeat occurrences.
- **Third Occurrence:** The patient will have his/her unescorted grounds passes suspended for a minimum of seven days and until the team is confident the patient will follow the policy. The clinical team will decide what access to the grounds the patient will have when the set period has lapsed, and will gradually expand these passes based on compliance with the policy.

Discussions and events related to any tobacco issues will be documented in the patient's clinical record.

# Visiting

Visits from family members are encouraged and anticipated by patients. To support patient/resident and family-centered care, St. Joseph's does not have specified visiting hours. Family caregivers are welcome based on patient/resident wishes balanced with the care needs, well-being, safety and security for all.

## Quiet hours

Quiet Hours are in place from **10 pm to 7 am** to promote rest and well-being of all patients. Family caregivers are asked to connect with a member of the health care team on the unit ahead of time to make arrangements if they plan to be with a patient/resident during Quiet Hours.

**During these hours, in order to help us create a calm space, please:**

- Speak in hushed tones
- Silence electronic devices
- Dim overhead lights

## Family caregivers are welcomed as partners in care

**At St. Joseph's, we believe in working together to provide the best patient/resident care possible. Family caregivers are important members of our team. As a family caregiver:**

- you are a valuable partner in planning for care and transitions, often adding key details about a patient/resident's medical history or situation; and
- your presence can reduce anxiety and provide comfort for you and the patient/resident.

Your input is valuable and can help to maintain consistency and safety of care.

### Who is a family caregiver?

A **family caregiver** is someone – a family member, friend or neighbour – who provides important personal, social, psychological and physical support,

## Calling ahead

It is a good idea for visitors to call the unit before visits (24 hours), as your loved one may be on a community outing, or temporarily not feeling well enough for visitors. Advanced planning will also allow staff to ensure your visit is well-timed and a private space booked if available. If visitors are unable to keep a scheduled visit, please call the unit so patients are notified.

## Designated Visiting Areas

Whether you prefer a private location or a setting in the downtown area, there are many places throughout the hospital for visits. Please refer to the map for locations.

### **\*Please Note: Temporary Visitor restrictions due to COVID-19:**

The information in this section regarding visiting, may not be applicable during the pandemic. Due to COVID-19, we have limited the number of people coming into our building. Our visiting hours and processes have been updated to protect everyone from possible exposure to COVID-19, while balancing the well-being of our patients. Please speak to your care team or visit [www.sjhc.london.on.ca](http://www.sjhc.london.on.ca) for the most up to date information on visiting and family presence during the pandemic.

## General Visiting Policies

For the health of our patients, staff and volunteers please **DO NOT VISIT** if you are feeling unwell (i.e. those who are experiencing any of the following within the last 48 hours: fever, cough, runny nose, sore throat, skin rash, vomiting or diarrhea).

## Video Surveillance and Metal Detection

For your personal safety and protection video surveillance is used within Southwest Centre. In rare cases a serious incident may be recorded for legal purposes. All visitors and patients coming into the centre will walk through a metal detector. Visitors will be asked to lock up their personal belongings at the front entrance in a locker.

## Visitor Access Card

Visitors will be provided an access card that will allow them access to the areas where they are visiting.

## Right to Search

Visitors and patients may be asked to empty their pockets upon arrival. Staff members on the units also have the right to search patients returning to the units if there is any concern that contraband may be entering. The safety of everyone is of utmost importance. During all searches, the privacy of the patient is paramount.

## Prohibited Items

Unsafe items are not permitted inside the hospital. Items such as but not limited to include: glass, bottles, cans, all contraband including cigarettes, illegal substances, lighters and weapons of any kind. (Please review the section on prohibited items and illegal substances pg: 16-17)



## Patient Safety

Patient safety is always in the forefront of the care provided at St. Joseph's Health Care London. Providing a safe patient care experience is reflected in our organization's strategic plan. Specific patient safety initiatives are in place across the organization, with the goal to continually improve efforts in this area.

Please be advised that in order to maximize confidence in the safety of patients, visitors and staff, random hospital-wide searches may take place while you are a patient or visitor in our facility.

One of our priorities is to inform patients and families about the important role they play in their own safety during their care. If you would like more information about patient safety initiatives at our facilities, please don't hesitate to speak to your care team.

### Emergencies

Southwest Centre has an emergency management program that addresses how we plan, prepare for, respond to, and recover from internal and external emergencies.

#### **In the event of an emergency, patients and visitors are asked to:**

- Listen to direction of staff
- Support any requests of staff if possible

In emergencies that affect Southwest Centre, occupants are alerted by an overhead announcement. First responders, including security, are notified and attend the affected area. Additional support if required by external emergency services is provided in an organized, systematic fashion.

#### **If you are Involved in or Observe an Emergency:**

If you observe or are involved in an emergency, please remain calm and look for the closest staff member to assist you. You may also pick up any phone located within the facility and dial 55555. This line is a direct line for emergencies at all the hospitals in London.

### Admission Photo

At St. Joseph's the correct identification of patients is vital for security and safety purposes. During your admission process, the admitting nurse will obtain verbal consent from you for a head and shoulders photo to be taken, which will be placed in your personal health record. This photo can be used for patient identification such as administering medications and for your safety.

### Searching of a Patient and/or Their Belongings

A search of a patient and/or their belongings may sometimes be necessary to maintain a therapeutic environment in which treatment may take place and/or when the purpose is to retrieve an item that places the safety of the patient or others at risk such as weapons, unapproved medications, narcotics etc. St. Joseph's corporate policy Searching of a Patient and/or Their Belongings is in effect at all sites, and provides clarity surrounding when, where and why a patient search may be conducted and by whom.

## **Obtaining consent to conduct a search**

In all cases, attempts will be made to obtain consent by the patient or Substitute Decision Maker (SDM).

### **What if a patient refuses to be searched?**

If consent is not given and there are reasonable grounds to believe a search needs to be conducted for the safety of the patient and others, the search will proceed. The situation will be documented in the patient's health record

### **What happens in an emergency, if the patient is unable to give consent?**

An emergency search may be conducted without the consent of the patient/SDM in an emergency situation (i.e. the patient is unconscious, is suspected of suffering from an overdose/harmful drug reaction.)

### **Who will conduct a search?**

A consensual or emergency search may only be carried out by a member of the health care team and/or a security guard with another health care team member present. A search will be carried out by a staff member of the same gender wherever possible and respect for cultural diversity will be given with the utmost regard.

If you would like more information on the corporate search policy, please speak to a member of your health care team.

## **Security Services**

The security services office at Southwest Centre is located inside the main entrance and is staffed 24 hours a day, seven days a week. If security staff are not visible, please use the intercom provided. Security services' primary responsibility is for the personal safety of everyone that has access to the facility and the security of all hospital property.

Our security staff are trained individuals who work compassionately using de-escalation techniques. Safety interventions are applied to maximize the mental, physical and spiritual health of all patients, visitors and staff.

Emergency code response, foot/vehicle patrols, issuing of hospital ID, alarm monitoring and response, access control, escorts, after hours first aid and monitoring of surveillance cameras (some areas are equipped with cameras for the safety of patients, visitors and staff) at each site are just a few examples of the services that are provided by security services.

## **Safety, Protection and Privacy**

St. Joseph's strives to ensure the safety, protection and privacy of individuals and the security of equipment and property. Our building has several security measures, including patient wandering systems, security patrols, alarms and emergency response procedures. Internal and external environments are monitored by video surveillance cameras (CCTV).

The personal information collected by the use of the CCTV at this site is collected under the authority of the Public Hospitals Act R.S.O. 1990, Chapter P.40

Questions about this collection can be directed to 519-646-6100, ext. 65591 or [privacy@sjhc.londonon.oca](mailto:privacy@sjhc.londonon.oca).

## COVID-19 Prevention

St. Joseph's has taken all courses of action to proactively limit the spread of COVID-19. Our primary concern is always the health and well-being of our patients and their families as well as our staff, physicians and volunteers.

Various measures have been put in place at Southwest Centre in accordance with guidance from the Ministry of Health and the Ministry of Long Term Care. COVID-19 screening is done at entrances, all patients and essential visitors are provided with masks to wear while in our buildings, physical distancing is being maintained in our clinics and throughout our facilities, and specialized cleaning is being done.

For more information on the latest updates related to COVID-19 prevention measures and processes implemented within St. Joseph's facilities, visit our website at [www.sjhc.london.on.ca](http://www.sjhc.london.on.ca)

## Infection Safety

Hand washing is the most important means of preventing the spread of germs. Please remember to wash your hands with soap and water or with alcohol base hand rub:

- When you enter or exit your care area
- Before eating
- After using the washroom
- After being in contact with another person
- After touching something that is soiled
- Before and after using therapy equipment
- Before and after using the TV channel changer



If your hands are visibly dirty, wash your hands well with soap and water for 15 seconds.

Your health care providers are required to wash or sanitize their hands before and after caring for you. Staff will welcome your reminder to clean their hands. If you see a care provider not cleaning their hands before caring for you, please contact the unit leader or coordinator in your area.

Please do not attend outpatient appointments if you are feeling unwell. If you must attend an appointment and are unwell, we ask that you call ahead. You may be asked to reschedule your appointment.

Visitors are asked to wash or sanitize their hands as well. Please ask your visitors to abide by the guidelines found in the "Visitor Information" section of this handbook to prevent the spread of germs.

## Outbreaks

An outbreak means there is an increase in the number of patients with the same type of infection such as a cold, diarrhea or vomiting.

### What will happen during an outbreak?

- Signs will be placed at the main entrances to the facility and at the entrance to the unit with the outbreak. The sign will state the type of outbreak as well as instructions for family members and visitors.

- If you have symptoms you will stay in your room to prevent the spread of the infection.
- Care providers will wear personal protective equipment, such as gowns, gloves and masks to prevent the spread of infection to patients, residents, visitors and staff.

**If you are on the same care unit that has an outbreak but do NOT have symptoms:**

- You can move around the care unit.
- You cannot leave the care unit to go to other parts of the hospital until the outbreak is resolved (ask your health care provider when the outbreak is declared over.)

## Falls Prevention

Based on your fall risk your care team will add interventions to your care.

### Preventing falls - tips for patients:

- Call the nurse if you are weak or dizzy before you get up. Change your position slowly. When standing up use both hands for support.
- When sitting down, back up to the chair until you feel your legs touching the seat or bed. Reach for the armrest before sitting.
- Do not use a walker or tables with wheels as a support to help you stand up.
- Use the call bell in the bathroom at any time.
- Wear non-skid footwear for walking.
- Wear clothing that does not drag on the floor.
- Have your telephone, call bell and table placed within easy reach.
- Ask for walkers, hearing aids and glasses to be placed close to you

### Preventing falls - tips for families:

- Tell the nurse about your family member's medical history or of any changes in their condition.
- Tell the nurse if your family member complains of being weak, dizzy or seems confused
- Always leave the bedside table, telephone and call bell within easy reach.
- Tell the nurse when you are leaving if your family member is at risk of falls.



# Your Care Team

Your care team is comprised of the following highly trained and qualified professionals to help meet your needs and achieve your goals.

## Dietitian

Registered dietitians provide individual and group counselling in all aspects of nutrition including diabetes education, healthy eating and weight management. Dietitians have an excellent understanding of the impact of mental health on nutrition. They will work with patients and families to answer questions and plan nutritional care.

## Nurse

Nurses are an integral part of your health care team. During your stay, you, your family and support system will partner with registered nurses, registered practical nurses, clinical nurse specialists and/or nurse practitioners. A nurse provides skilled support, a safe environment, medication management, proactive interventions and treatments with patients and their families, while advocating for the unique needs, preferences and rights of those entrusted to their care. Nurses join with patients and families to support them in their journey toward recovery and optimal functioning, using best practices.

## Occupational Therapist

Occupational therapy is about helping people do activities that are important for them - looking after themselves and their homes, working and being involved in their communities. Occupational therapists support people in doing activities (occupations) so they can be healthy, feel good about themselves, and manage daily life. Your occupational therapist can also help you with any assistive devices that you may need, for example a walker, wheelchair, or hearing aid.

## Pharmacist

Pharmacists are medication experts - they are extensively trained in the appropriate use of medications, including herbal supplements, prescription and non-prescription medications. They work with the patient's care team to regularly review medication orders and provide drug information to ensure safe and effective medication use for each patient.

## Physiotherapist

The role of the physiotherapist is to maximize the independence of a patient's physical function. The physiotherapist also educates patients and staff in the proper use of mobility equipment and in the performance of exercises in a safe manner. Exercise programs are done in either an individual or in a group setting. Patients are assessed and a treatment plan is implemented with ongoing reassessment.



## Psychiatrist

A psychiatrist is a doctor who specializes in assessing, diagnosing and treating mental disorders. A psychiatrist may use a variety of psychotherapies including facilitating psychiatric rehabilitation to treat patients as well as administering medication.

## Psychologist

Psychologists are experts in human behaviour. In a mental health setting, they provide assessments, treatment and rehabilitation. Psychologists also offer consultation to other team members, and contribute in the areas of applied research and education related to mental health issues.

Psychological associates are practitioners of psychology who deliver similar services as psychologists. Psychological services are sometimes provided by non-regulated practitioners called psychometrists. Psychometrists work under the professional supervision of a psychologist, and are often employed to do testing, or to provide structured forms of psychological therapy.

## Social Worker

Sometimes our problems with family, relationships, illness/mental illness, or practical issues like finances and housing, cause concern and worry that may affect our physical and mental health and well-being. A social worker can help you with these concerns. Social workers in mental health have specialized skills in counselling, psychotherapy, family work, group work, crisis intervention, community liaison and discharge planning. Often, the social worker is the main contact person for the patient, family or community.

## Spiritual Care Provider

A chaplain provides a number of services including emotional and spiritual support and counselling, crisis intervention, grief and bereavement counselling, weekly meditation sessions, spirituality groups, worship and sacramental ministry. Chaplains work with patients as well as their friends and families to find spiritual care and support within their hospital experience.

Spiritual care supports people from any religious or non-religious background. Feel free to ask your care provider to connect you with spiritual care, if you wish.

## Therapeutic Recreationist

Participating in leisure activities provides structure to one's day. Therapeutic recreation professionals assist individuals with exploring, resuming and pursuing leisure interests with an optimal level of independence. Therapeutic recreationists provide a supportive setting in which to practice and apply skills related to leisure interests of choice in both the hospital and community.

# Activities and Services

## Cafeteria

Patients and visitors are welcome to use the hospital cafeteria *Nourish*. The operating hours are Monday to Friday 6:30 am to 2 pm.

## Silhouette Shop

Southwest Centre offers a clothing shop accessible to patients. Donated items are sorted, laundered and displayed by volunteers and made available at no cost to patients. The shops are set up for patients to enjoy a shopping experience as volunteers provide assistance.

Hours are dependent on availability of volunteers. The Silhouette Shop, is located at C1-526.

## Sunset Variety

Sunset Variety is operated by the Volunteer Association. They sell items such as snacks, drinks, magazines and cards. Hours of operation are: Monday, Tuesday, Thursday and Friday from 10 am to 2 pm-dependent on the availability of volunteers.

## Spiritual Care

Regular weekly spirituality groups are provided for patients. Worship services are also offered throughout the year. Should you require spiritual support, staff chaplains are available for both patients and family members. Arrangements can be made for a visit by clergy or representative of a particular faith group from the community.

## Chapel and Multi-faith Prayer Room

The chapel and prayer room at the Southwest Centre are available to all patients, visitors and staff. The chapel is used for traditional religious services and the prayer room is available for meditation and relaxation. Also included within the prayer room space is a labyrinth which can be used by everyone. There is also dedicated space for the use of incense and smudging ceremonies.

## Outdoor Chapel Courtyard

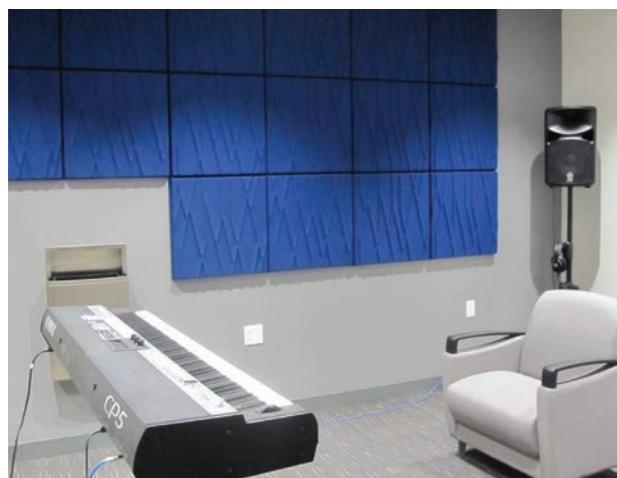
Adjacent to the chapel is a beautiful garden space that also includes a fully accessible labyrinth.

## Hair Shop

If patients would like to access hair services, please contact your unit leader.

## Music Room

This space offers patients opportunities for music appreciation. A sound proof room also allows for learning, recording and practice.



## Wellness Centre

This is a multi-use space available for a wide range of recovery-oriented activities and is located in the downtown area in room C1-206.

The wellness centre was created to encourage social interaction and engagement in meaningful activity among patients, which is an important part of the recovery journey. The centre is a place where patients can take part in various activities of their choice, such as arts/crafts, games, cards, video games, movie nights and painting. Patients are encouraged to help one another learn a new skill or activity, through both peer and staff support.

## Rehabilitation Centre

This room is equipped with multiple computer stations to enable patients to pursue both educational and vocational goals.

## Recreation Activities

Therapeutic recreation professionals provide leisure opportunities which are based on patient interests, abilities and needs. Please check with your unit staff or your therapeutic recreation specialist for times and dates for recreation opportunities.

## Relaxation Room

The relaxation room is a comfortable space that includes an anti-gravity chair and water feature that creates a soothing environment.

## Gym

A gym is available for physical activities and a variety of sports. There is also a fitness room that is fully equipped with equipment.

## Libraries

There is a patient and family library available at Southwest Centre. Audio books and CDs are also available for use in the library (CD player provided). There is a large collection of fiction and non-fiction books which can be borrowed from the library for a period of three weeks.

The library is open Monday to Friday 8:30 am to 4:15 pm. There is a comfortable, quiet reading area for patients and their families. The library subscribes to two daily newspapers which can be read in the library. There is a small collection of DVDs that are available for a one week loan period.

There is an excellent consumer health collection available to help patients and their families learn more about various health issues, specializing in mental health.

Computers are available for patients to do word processing, resumes, play games, etc. Currently, Internet access is available to patients if they have staff from their unit with them. This is subject to change.

Families and their loved ones can access the Tillmann Family Resource Centre (located at the London site) for books and information on mental health. For more information, contact a care provider or go on St. Joseph's website at [www.sjhc.london.on.ca](http://www.sjhc.london.on.ca).



## Dental Services

A wide range of dental services are available and encouraged for all inpatients and some registered outpatients of Southwest Centre, including examinations, cleanings, fillings, denture work and tooth extractions. Dental Services are provided in the dental clinic on the second floor in room C2 – 275. Unit staff will assist inpatients with booking dental appointments. For registered outpatients, a completed referral form is required for the initial visit and can be filled out by any member of your care team.

Emergency dental care is available to all patients regardless of length of stay and financial status. For more information, contact the dental team at ext. 49323.

## Volunteers

Volunteers contribute valuable time to patients and patient programs. Volunteers visit with patients, participate in recreational activities and run the onsite variety store and clothing shop. If you wish to have a regular volunteer visitor, please discuss this with a member of your care team. For further information on volunteer services please call ext. 44050.

## General Practitioner, Nurse Practitioner and Medical Specialist

A full time nurse practitioner and part time general practitioner and internist are available in the hospital to address non-psychiatric medical needs, by referral from the psychiatrist. Where necessary, referrals can also be similarly made to specialists (e.g. surgeons) in the community.

## Transportation to and from Southwest Centre

Transportation is available through taxi service. Although there is no city transit to Southwest Centre the hospital has van service to downtown St. Thomas returning to the hospital. This service is available for patients and families Monday to Friday, except on holidays. Check with your care team for further information about pick-up areas and times.

## Interpreters

If there is a language barrier please contact a care provider who will make the appropriate arrangements.

## Mail

You may send and receive mail. Mail delivery to your unit is available Monday through Friday. Please include postal codes on your outgoing mail. Anyone wishing to send you mail should direct it to you at:

**Southwest Centre for Forensic Mental Health Care**  
**C/O: (Name, Unit Name)**  
**PO BOX 5777, STN B**  
**London, ON, N6A 4V2**

## E-cards

E-cards are a free service offered by St. Joseph's Health Care London, enabling you to send a personalized message to your loved one or friend. Volunteer Services will colour print your E-card and a volunteer will deliver it to the nursing station. Greetings will be delivered Monday through Friday, between 9 am and 3 pm, holidays excluded. To send an E-card go to the St. Joseph's Internet Homepage <http://www.sjhc.london.on.ca>. From the main menu, click on the "patients and visitors" tab and you'll see the "Send and E-Card" link in menu bar on the left.

## Psychiatric Patient Advocate Office (PPAO)

The PPAO is part of the Emergency Health Services Division, Ministry of Health. It provides free, confidential independent advocacy, rights advice and education services.

### Advocacy services for patients

Advocates can help patients who have concerns about their care, treatment or quality of life and provide services that are free, confidential and are independent from the hospital.

#### You can request an advocate to help you with any of the following:

- Navigating the hospital system
- Resolving concerns and negotiating with hospital staff
- Providing referrals to community agencies and resources, if necessary
- Assistance in making informed decisions
- Maintaining responsibility for your wellness and recovery
- Staying involved in all decisions which affect your care, life and treatment

The Patient Advocate can be reached at **ext. 49451**.

### Parking

The parking fee for visitors is \$5.00 per day. Pay upon entry. The payment machine accepts loonies, toonies and credit card. Press start and then insert payment.

**Please note:** to ensure our patients, visitors, staff and physicians have adequate parking, Standard Parking (SP+), our parking management company, is enforcing parking regulations across all of our St. Joseph's sites. All users of our parking facilities are asked to pay attention to parking regulations and how you park your vehicle. Vehicles taking up more than one spot will now be ticketed by SP+. As well, those who park for more than 10 minutes in patient drop-off designated areas, in handicapped parking without a permit, at loading docks, and other restricted areas will also find their vehicles being ticketed. If you have any parking questions please contact SP+ at [sjlondonparking@spplus.com](mailto:sjlondonparking@spplus.com).

### Telephones

Portable cellular phones will be available on the units at staff discretion. There is also a payphone in the front lobby.



# Patients' Council

As people who have experience living with a mental illness, council members are happy to lend you a hand during your stay. You are welcome to visit us in room C2-413 at Southwest Centre, or contact the Patient Council Facilitator at ext. 49646.

## Mission Statement

The Patients' Council is a voice for the on-going improvement of the quality of life and care of people receiving services at Southwest Centre.

## Who are we?

- The Patients' Council is a group of current and former patients who work in partnership with staff, family members and other patients to ensure the best possible quality of life and standard of care is available.
- The Patients' Council is also made up of general members who volunteer their time, skills, and experience to serve their peers during various social and peer support activities.
- The Patients' Council is supported by a staff facilitator who works with patients to advocate for improvements in care, serves as a link between staff/administration and patients' council members, and assists in the implementation of various projects and peer support services and activities.
- The council members elect a Chair and Vice Chair to coordinate work and projects and to communicate with staff and administration.

## What do we do?

- Gather information about issues of concern arising in the hospital or any of St. Joseph's mental health care programs or services.
- Hold regular monthly meetings
- Hold weekly social/peer support activities, for example weekly coffee day
- Represent patients on many of the hospital committees, ensuring the patient point-of-view is taken into account
- Strive to erase the stereotypes and discrimination associated with mental illness through education of patients, families, caregivers, media, and the general public
- Publish a newsletter called the Patients Voice that is written for and by patients

# The Family Advisory Council

The Family Advisory Council welcomes you to the Southwest Centre. As you and your family member journey together toward recovery, we invite you to contact the Family Liaison staff at ext. 49692 or ext. 47440 for information and services available to you.

St. Joseph's Mental Health Care Family Advisory Council understands that families are essential to maximizing the recovery of their ill family members and that the entire family is often impacted by the illness of one's loved one.

Our goal is to help facilitate effective and on-going communication between family members and staff, while ensuring family members are engaged as full partners in treatment as well as discharge/transition planning for their loved one.

We advocate for the best quality of life, care and treatment for both inpatients and outpatients.

We expect professional caregivers to treat each patient as they would want their own family members treated.

We remind others that people with severe and persistent mental illness come from families just like theirs and mine.

The Family Advisory Councils is part of a provincial body of family councils. To learn more visit: [www.ofcan.org](http://www.ofcan.org)

## Mission Statement

Promote a cooperative, mutually supportive, and caring environment from which people with mental illness will benefit... a voice for all family members.

### Services for families include:

- Membership on the Family Advisory Council
- The opportunity to meet one-to-one with staff or other family members who have had personal experience with mental illness and the mental health care system
- Registration in family education courses facilitated by staff and experienced family members
- Advocacy for improving quality of care and encouraging the use of best practices within the mental health care system
- Support and navigation advice for family members in communicating with their loved one's health care team.
- Literature and information on mental illness. There is a small amount of literature available at the Southwest Centre and an extensive library resource available to borrow from the Family Resource Centre at Parkwood Institute's Mental Health Care Building in London. Families can view literature at the Patient and Family Library on site but if you wish to borrow material contact the extension below.

For further information, please call ext. 49692 or 47440 to make an appointment. The Family Advisory Council office is located in room C2-413. You are encouraged to contact the Family Liaison for hours of operation.

# Complaints/Concerns/Compliments

Our organization sponsors committees and work groups which regularly review our quality of care to ensure we are effectively meeting patient needs. Part of our commitment in being guided by the people we serve is receiving and responding to concerns and compliments. There are several ways that you can provide us with your input. If it is related to the care team associated with you and your family, you can address it with them directly. Input is also welcomed by the director or coordinator responsible for your unit. If it is not related to the care team they can still assist you in bringing your input forward. You may, at times, wish to have input addressed outside of your program. If this is the case, you may access any of the following:

- Patient Advocate at ext. 49451 (see PPAO information on page 30)
- Patient Relations at ext. 61234 or [patientrelations@sjhc.london.on.ca](mailto:patientrelations@sjhc.london.on.ca)
- Patients' Council at ext. 49646 or ext. 47064
- Family Advisory Council at ext. 49692 or 47440
- Vice President of Mental Health Services at ext. 47202

We also like hearing good news. If you have a compliment or story to share please connect with the services above or call Communication and Public Affairs at 519 646-6034.



# Protecting Your Privacy is Important

St. Joseph's Health Care London is responsible for protecting all personal health information under its custody and control and is committed to maintaining the highest standard of privacy and confidentiality with the information in its possession.

## Collection of Personal Health Information

We collect personal health information about you in order to provide you with health care or assist in the provision of healthcare to you by other healthcare providers. We may collect this information either from you directly or, in some circumstances, from a person designated to make care decisions on your behalf. The information that we collect may include your name, date of birth, address, health history, and other records of your visits and the care that you received either at St. Joseph's or from other healthcare providers.

### Your information is used to:

- provide you with quality health care and to share with others who care for you outside St. Joseph's such as your family physician or family health team;
- receive payment for your treatment and care (e.g. from OHIP, WSIB, your private insurer, or other payors);
- conduct risk management activities;
- review the care we provide for quality improvement activities;
- educate our health care practitioners;
- conduct research to develop new treatments and technologies for the future;
- to ask your opinion regarding our care on patient satisfaction surveys;
- fundraise to improve our programs and services e.g. for equipment;
- compile statistics for health system planning; and
- to comply with legal and regulatory requirements.

Your permission is required if your information is to be used for any other purpose.

You may get to know other patients while in hospital - please treat their personal health information as confidential and respect their privacy. Taking photographs of other patients and staff is not permitted while in hospital. All patients, staff and affiliates have a fundamental right to have their personal health information and personal information treated in confidence.

### At St. Joseph's we pledge to:

- take steps to protect your personal health information from theft, loss or unauthorized access, copying, modification, use, disclosure or disposal;
- take steps to ensure that anyone who performs services on St. Joseph's behalf respects your privacy rights and only uses or discloses your personal health information for permitted purposes; and
- promptly investigate all complaints regarding our compliance with PHIPA. All privacy complaints will be treated in a confidential manner.

For more information, contact Privacy and Risk at St. Joseph's Health Care London at 519 646-6100 ext. 65591.

# Clinical Ethics Consultation

It is often difficult to make health care decisions for yourself or for someone you love. It can be especially hard for families entrusted with making decisions for another person who does not have the capacity to decide for him or herself.

Ethics consultation may help with a process to work through a difficult ethical decision and provide support or assistance if needed.

## How Does an Ethics Consultation Help?

- Helps patients and families, staff and physicians identify, analyze and resolve moral conflicts that occur in the hospital
- Provides an opportunity to discuss the conflicts that occur in making decisions about health care in a safe, reflective place

People who help with an ethics consultation do not tell you what to do. They are a resource to help you clarify your own thoughts, feeling and concerns. They help to resolve conflicting values and feelings, and to achieve the best possible outcome in difficult circumstances.

## When should I ask for an Ethics Consultation?

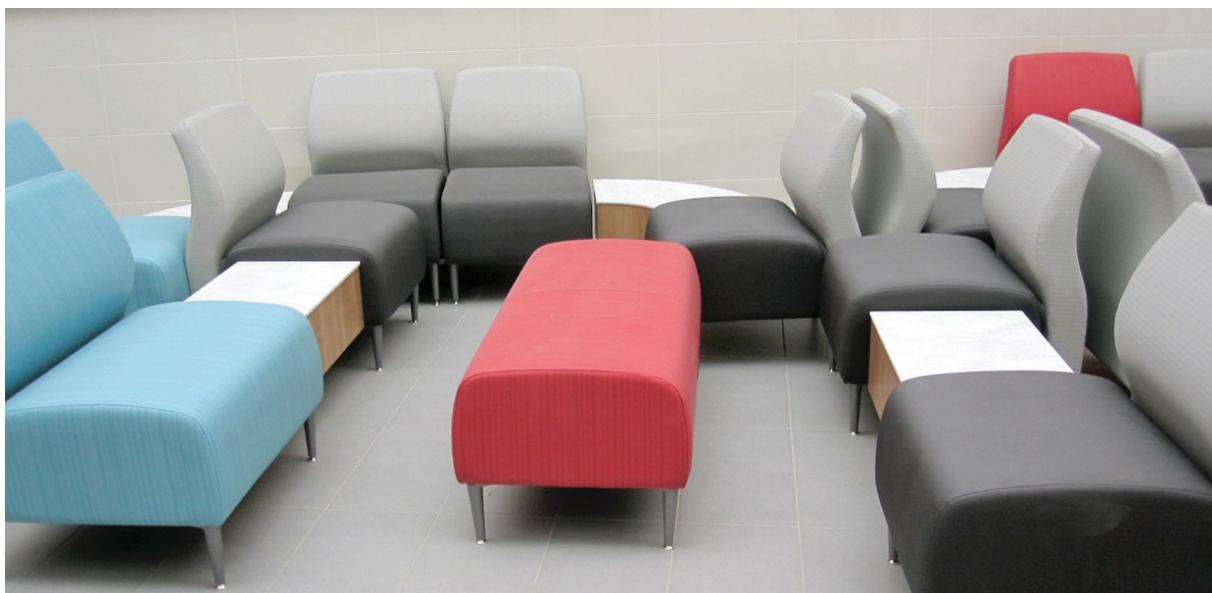
If there is conflict, uncertainty about whether an issue is an ethical one, an ethical dilemma where there appears to be two or more ‘right things to do’, or a situation causing moral or ethical distress, first talk to your health care team to problem-solve. If more help is needed, request an ethics consultation.

## Who do I Contact?

The clinical ethicist at ext. 42251

## Discussions Around Medical Assistance in Dying

For information on Medical Assistance in Dying, please speak with your care team.



# What to expect while in a LEED® Gold Certified building

Leadership in Energy and Environmental Design (LEED®) has recognized Southwest Centre for Forensic Mental Health Care (Southwest Centre) as leader in environmental sustainability. From low-flow faucets, to drought tolerant landscaping, occupants of the Southwest Centre can expect to live in a healthier, cleaner environment, while minimizing their carbon footprint.

## Questions and Answers

### Q – What is LEED?

A – Leadership in Energy and Environmental Design (LEED) is a nationally accepted certification program for design, operation and construction of high performance green buildings. This ensures the buildings are environmentally compatible and provide a healthy work environment.

### Q – What makes the Southwest Centre a LEED Gold Certified building?

A – LEED construction buildings are awarded sustainability points for energy-efficient lighting, low-flow plumbing fixtures and collection of water etc. Southwest Centre has achieved the highest standards of sustainable construction in these areas resulting in the greatest level of LEED accreditation.

### Q – Can I bring my own appliances and plants?

A – Appliances such as coffee and ice machines, microwaves, toasters and kettles will be provided on-site in the buildings serveries and lunch rooms. Outside appliances are not to be used in the facility to ensure energy consumption is being reduced. Patients are also not permitted to bring plants into the building as it would affect the regulated air quality.

### Q – How can I contribute to minimizing my carbon footprint?

A – Recycle, Reuse, Reduce – practicing these three steps in the Southwest Centre will help conserve energy and reduce pollution. Specific bins will be provided for recycling paper, bottles, cans, and cardboard.



## Community Services

After your stay at Southwest Centre there are a number of internal programs to assist you in your return to the community, as well as a number of external community services and resources. Please talk to your care team about options that will most effectively meet your needs before discharge.

# St. Joseph's Health Care Foundation

St. Joseph's Health Care Foundation, with the support of a giving community, invests in healthcare innovation and discovery at St. Joseph's Health Care London that would otherwise not be possible. This support allows St. Joseph's to continue its proud tradition of providing excellence in care, teaching and research.



The foundation, which represents all main caregiving locations of St. Joseph's, is committed to giving donors a personally fulfilling giving experience, confident they are improving the lives of people touched by St. Joseph's in our community.

## You may support the work of St. Joseph's through:

### **Annual Giving,**

where donations can be directed to support any program or service with special meaning to you or it can be directed to support the most urgent patient care needs.

### **Commemorative Giving,**

where you may wish to remember someone who has touched your life or a loved one's life in a special way or where you may wish to make a gift in honour of a caregiver or program area.

### **Legacy Giving,**

is a means to leave a lasting legacy. Gifts may be made during your lifetime or through your estate.

Donations can be made online at [www.sjhc.london.on.ca/foundation](http://www.sjhc.london.on.ca/foundation) or call the foundation at 519-646-6100 for more information.

**Is there anything we have missed that would have been valuable to know? Please let us know!**

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