

## Contact Information

Staff at the Mental Health and Addiction Program function as an interprofessional team. Each team member will have a specific role to play in your family member's care. If you wish to speak to a specific team member please refer to the contact information listed below:

Nursing Staff: 3NC Inpatient Unit  
Ext. 47250

Social Workers: (Inpatient Unit)  
Ext. 47247 & 47232

Occupational Therapists:(Inpatient Unit)  
Ext. 47249 & 47271

3SC Acute Outpatient Services  
Ext. 47210

Addiction Specialist Ext. 47210

Withdrawal Management Services  
Ext. 24100

Mental Health Support Services (MHSS)  
Ext. 24300

Community Treatment Order (CTO)  
Ext. 24311

Program Manager Ext. 47200

Patient Representative (RVH) Ext. 44510

## ADDITIONAL INFORMATION

Additional information can be obtained from the following community resources:

### **Canadian Mental Health and Addiction Services**

705-726-5033 or 1-800-461-4319  
[www.cmha.ca](http://www.cmha.ca)

### **Family Mental Health Initiative Program**

705-725-0363 or 1-800-324-3252  
[www.fmhi.ca](http://www.fmhi.ca)

### **Centre for Addiction and Mental Health**

416-535-8501 [www.camh.net](http://www.camh.net)

### **Psychiatric Patient Advocacy Office**

416-327-7000 or 1-800-578-2343  
[www.ppao.gov.on.ca](http://www.ppao.gov.on.ca)

**Note to contact patients while on 3NC please call the patient telephone:**

**705-739-5666 Ext. 49999**

**Phone calls are discouraged during group times 10-11.30 am – 1-3.30 pm**

### **VISITING HOURS**

Monday to Friday: 6 pm - 8 pm  
Week-ends and holidays: 2 pm - 8 pm

## Information for Families

**“As treatment ends support continues”**



## Mental Health and Addiction Program

Royal Victoria Regional Health Centre  
201 Georgian Dr.  
Barrie, Ontario L4M 6M2  
Tel: 705-728-9090



# HOW CAN FAMILY MEMBERS HELP?

As a family member you can provide valuable information to the team that will assist in providing the most appropriate care. It is important to designate one person to be the main contact with the team to enhance effective communication. Some important information that the team will find helpful includes:

- ◆ Your family member's daily routine & normal level of function
- ◆ Past medications that have helped and a list of all present medications; prescription, over-the-counter and herbal
- ◆ Events that may have led to this hospitalization
- ◆ Previous hospitalizations.
- ◆ Any family history of mental illness
- ◆ On admission there is a family questionnaire that staff may ask you to complete for further information.

## WHAT ELSE CAN YOU DO?

- ◆ Become informed and ask questions about illness, treatment options, and concerns you may have with regards to the Mental Health Act, if relevant.
- ◆ Participate in a family meetings as requested. Bring in toiletries, clothes and other personal items to maintain the patient's self esteem.
- ◆ Be patient, your loved one may not want you involved initially.
- ◆ Obtain information about additional community resources as appropriate.
- ◆ As a family member, take care of yourself.

## PRIVACY ISSUES

Due to privacy legislation staff members may only share health information concerning your loved one if they have **received consent** to do so. This legislation must be adhered to by all members of our team.



## SAFETY/INFECTION CONTROL

**Note safety of all is very important within the unit. Please be aware of safety or infection control regulations implemented by the unit and adhere to them. You can contribute to this by observing and reporting to staff any behaviours of which you have concerns.**

- ◆ For safety reasons you will be asked to show any items that you have brought for your family member. Items such as cigarettes, lighters, and/or electrical equipment must be given to staff for safe storage. Illegal substances are strictly prohibited.
- ◆ Restraints may need to be used for the safety of the individual, staff and other patients. If needed they will be used as a last alternative to maintain safety and for the shortest duration possible
- ◆ At times additional safety requirements may be necessary such as infection control please adhere to protocols identified by staff when visiting your loved one.

## IMPORTANT INFORMATION IF YOUR FAMILY MEMBER IS HOSPITALIZED

- ◆ Discharge planning starts on admission and families are encouraged to be actively involved in this process. This may include assisting with transportation, housing arrangements, and external appointments etc.
- ◆ There may be times when staff need to limit the number of visitors or visiting needs to be postponed until your family member is more settled. Family visits during group time are discouraged as groups are recognized to be an important part of the treatment offered.
- ◆ If your family member is deemed not capable of making decisions regarding their treatment by the Doctor, you may be asked if there is an identified Power of Attorney (POA) or if you would consider acting as a Substitute Decision Maker (SDM). Information is available regarding both roles.
- ◆ It is important for the team to know how your family member did while out on any granted passes. Sharing your thoughts helps the team determine readiness for discharge.
- ◆ Remember the road to recovery is a process and hospitalization may be a first step. Additional recovery time may be required after discharge from hospital
- ◆ If you have concerns about the care and treatment of your loved one, please speak to the treatment team. If not resolved contact the Program Manager. The Patient Representative is available if this does not resolve the issue.