

## **Mental Health and Addiction Services Directory**

Supporting Clients and Families in Grey and Bruce Counties with their Mental Health & Addiction Needs



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### **We are pleased to provide you with this Directory of Mental Health and Addiction Programs and Services**

This Directory has been developed to provide you with information about each of the mental health and addiction programs and services offered by Grey Bruce Health Services (GBHS). It describes each of our services and how to access them.

We are committed to working closely with other agencies and organizations in order to provide coordinated, effective mental health and addiction services. GBHS in partnership with the Canadian Mental Health Association Grey Bruce, provides free-of-charge integrated, accessible services via five Community Mental Health Teams throughout Grey Bruce.

The last few pages of this booklet provide additional information regarding the teams operated by Mental Health Grey Bruce.

It is our hope that this Directory will be a useful resource for you and your family.

# Mental Health and Addiction Services Directory

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# Mental Health and Addiction Services Directory

## Inpatient Mental Health Units

### Who are we?

The Inpatient Mental Health Units are located on the 4<sup>th</sup> floor of the Owen Sound Regional Hospital. The care is provided by a multidisciplinary team of professionals from nursing, psychiatry, pharmacy, social work, psychology, occupational therapy, discharge planning and recreation.

### What do we do?

As an acute care Schedule 1 facility, the inpatient unit provides treatment for the acutely ill adult population. The patient and family are considered important members of the treatment team and are encouraged to take an active role in the development of the plan of care.

We work as a team and provide:

- A 20 bed inpatient unit with the capability of establishing and maintaining a secure environment
- A 7 bed psychiatric intensive care unit for patients who require close monitoring and supervision
- A 16 bed unit for older adults age 65+ who require close supervision and assessment
- A focus on short term assessment, stabilization, symptom reduction and active treatment
- A comprehensive range of individual and group interventions that will assist with the patients' coping skills and facilitate discharge
- A multidisciplinary approach in the care and treatment of patients
- Referral services to all health and service agencies if needed

### Who do we serve?

We provide services to adults who are 18 and older who are experiencing acute and serious mental health problems or distress

### Can we help you?

A psychiatric assessment through presentation at an emergency department or through an urgent care clinic consult with a psychiatrist will determine need for a psychiatric admission.

# **Mental Health and Addiction Services Directory**

## **Mental Health Nurse Consultation**

### **Who are we?**

The Mental Health Nurse Consultant is a liaison between non-psychiatric hospital inpatient units and Psychiatry within GBHS

### **What do we do?**

The Mental Health Nurse Consultant provides mental health and addictions assessment, referral, collaboration in care planning and support. The Mental Health Nurse Consultant service is an automatic, collaborative response to requests for Psychiatric Consultation at the Owen Sound site.

The Mental Health Nurse Consultant provides consultation/ information regarding Health Care Legislation (Health Care Consent Act, Substitute Decisions Act) and Mental Health Law (Mental Health Act) to health care professionals, community partners, consumers and family members.

### **Who do we serve?**

Staff and inpatients on non-psychiatric units within Grey/ Bruce.

### **Can we help you?**

This service can be ordered electronically in CERNER where available (orderable = 'Mental Health Nurse Consultation'), via FAX at 519-372-3945, via phone at ext. 2480 or pager #2820. Hours of operation are Monday to Friday from 8:30 am to 4:30 pm

# Mental Health and Addiction Services Directory

## Mental Health Nurse Practitioners

### Who are we?

The Primary Health Care Nurse Practitioner works exclusively with individuals living with mental illness and/or addictions in the Grey Bruce Region on an in-patient and out-patient basis.

### What do we do?

**Out-Patient Services:** Out-patients can be referred by any regulated health worker (hospital or agency) for an initial intake appointment. Comprehensive primary care services include medication monitoring and renewal, preventative health screening, chronic disease management, sexual health, immunizations, episodic illness/injury care, health teaching, and advocacy. Individualized assessment, goals and treatment plans are developed with each client to meet their unique physical, emotional and mental health needs.

**In-Patient Services:** Persons admitted to hospital may be referred to the NP during their stay for consultation and follow-up for medication/medical monitoring and/or physical assessment on MD order.

### Who do we serve?

- Temporary primary health care services are provided to individuals living with mental illness and/or addiction who do not currently have a family physician or a primary care provider and whom also require management of their chronic diseases.
- In order to be considered for temporary outpatient services, all persons must be registered on health care connect, have a valid OHIP card and be working to find a long term primary care provider (Family Doctor or Nurse Practitioner)

### Can we help you?

To learn more about the program or about the role of the Mental Health Nurse Practitioner, please call: 519-376-2121 ext. 2433 (inpatients) or ext. 2568 (outpatients)

# Mental Health and Addiction Services Directory

## Treatment of Major Depressive Disorder

### Who are we?

A team of psychiatrists and nurses who specialize in treatment and care for people living with mental health issues.

### What do we do?

Consultation with a Psychiatrist is available on referral who will assess, diagnose and develop a treatment plan in collaboration with the individual. Treatment may include oral medication, community support and therapy. These first line interventions may be ineffective in bringing about remission for some people. For those people we offer:

- Electroconvulsive Therapy (ECT) which remains the 'gold standard' for treatment
- New pharmacological treatment program with Esketamine as potential alternative to ECT. Talk to your psychiatrist about this treatment if it is right for you.

### Who do we serve?

Adults (18+) living with Treatment Resistant Major Depressive disorder

### Can we help you?

If you would like information about these programs, you can call GBHS at 519-376-2121 ext. 2874 and make an appointment with your Psychiatrist.

# Mental Health and Addiction Services Directory

## Assertive Community Treatment Team (ACTT)

### Who are we?

ACTT is a multi-disciplinary team comprised of Social Workers, Nurses and Psychiatrists who provide assessment, treatment, psychosocial rehabilitation and support for people with a serious mental illness living in our Grey Bruce Community.

### What do we do?

The ACTT team uses a recovery focused model delivered through psychosocial rehabilitation. The ACTT staff can provide the following services based on an individualized treatment plan:

- Complete assessment to identify the strengths, needs and goals of our clients
- Direct practical assistance (budgeting)
- Coordination of care and services for clients
- Individual counselling and support
- Life skills training
- Daily monitoring (if needed) of the mental status of clients and their use of psychiatric medications
- Vocational and recreational activities and programs
- Family education and support
- Referral and advocacy services to other community agencies or partners (shelter needs, ODSP)
- Our team provides assertive outreach; that is we support the client where he/she lives, works and socializes
- We advocate on behalf of the client and the family
- We are available 12 hours a day, 7 days a week, throughout the year

### Who do we serve?

- Individuals who have a significant mental health issue (schizophrenia, depression or bipolar disorder), which has been disabling, of a long duration and diagnosed by a psychiatrist. These individuals often have complex needs related to their severe and persistent mental illnesses and rely heavily on inpatient mental health services and other community agencies to stay well
- Live within 30 km of Owen Sound
- Are 16 years of age or older
- Have a referral from themselves, family members, physicians or community agencies

### Can we help you?

To learn more about the ACTT services, please call Grey Bruce Health Services at 519-376-2121 ext. 2386, Monday to Friday from 8:00 am to 4:00 pm



# Mental Health and Addiction Services Directory

## Brief Counselling

### Who are we?

The Brief Counselling Program provides individual clinical intervention to persons who are experiencing acute mental health concerns that are greatly affecting the individual's quality of life. Grey Bruce Health Services offers this service at our Owen Sound, Wiarton and Meaford sites.

### What do we do?

The Brief Counsellors provide:

- Short-term solution-focused intervention to clients requiring individual support in recovering from mental health challenges
- Skills based treatment (individual and group)
- Referral to other community services, where appropriate, for more specialized services, to aid the individual's recovery

### Who do we serve?

Services are provided to:

- Individuals 16 years of age and over who are experiencing mental health problems of a moderate to severe degree
- Family members of individuals who have been diagnosed with a serious mental illness (schizophrenia, depression, bipolar disorder)
- Residents of Grey or Bruce counties
- Self-referrals are welcome. A referral from a physician is not necessary

### Can we help you?

All referrals are handled by a Central Intake Worker. For more information about Brief Counselling Services, please call: 519-371-8850. Our hours of operation are Monday to Friday from 8:00 am to 4:00 pm

# Mental Health and Addiction Services Directory

## Case Management Services

### Who are we?

Case Management supports are offered through a multidisciplinary team comprised of nurses, social workers and other Allied health professionals designed to meet the complex needs of clients with mental illness who require a high degree of support in their community. These programs assist clients by bringing mental health services into their community and homes to increase an individual's quality of life, allowing them the opportunity to work toward recovery.

### What do we do?

Case Management services use a recovery-focused model delivered through psychosocial rehabilitations. Case Management provides the following:

- Complete assessment to identify the strengths, needs and goals of our clients
- Health education about mental disorders and use of psychiatric medications
- Monitoring mental health status and use of psychiatric medications
- Coordination of care and services
- Individual counselling and support
- Group treatment that is educational and supporting (communication, coping, crisis planning, stress management, life skills, social and recreational)
- Therapeutic social, recreational and vocational planning
- Participation in peer lead community activities
- Referral and advocacy services to other community agencies or partners

### Who do we serve?

- Individuals who have mental health symptoms that are significantly impacting their daily functioning
- 16 years of age or older
- Residents of Grey and Bruce counties- offices are located in Owen Sound, Hanover, Wiarton and Meaford

### Can we help you?

We accept referrals from community services, physicians and individuals seeking help. If you require more information about case management services, please contact the nearest Community Mental Health Team in your area by calling 1-877-888-5855 Monday to Friday from 8:00 am to 4:00 pm

# Mental Health and Addiction Services Directory

## Community Crisis Nurse

### Who Are We?

The Community Crisis Nurse is comprised of a Registered Practical Nurse who works in collaboration with nurses, psychiatrists and other community partners.

### What Do We Do?

- The Community Crisis Nurse conducts follow up calls within a 7 day working time frame to patients discharged from psychiatric inpatient units at Grey Bruce Health Services.
- The Community Crisis Nurse will check in with the client to assess how they have been managing since discharge from the hospital. This may include checking if client has had any difficulty following up with any discharge recommendations, review of medications prescribed and overall sense of well-being since discharge.
- Outpatient support could also include assistance with navigating the system, helping client identifying best fit for community support to meet their mental health needs and assistance in following up with referrals.
- Provide 7 day follow-up of OTN clients

### Who Do We Serve?

Services are provided to clients who have been treated on inpatient psychiatry and/or had contact with outpatient mental health services.

### Can We Help You?

Community Crisis Nurse

Please call 519-376-2121 ext. 2477

Hours of Operation

Monday to Friday from 8:00 am to 4:00 pm, excluding holidays

Located on Unit 4-2

# Mental Health and Addiction Services Directory

## Community Mental Health Service Coordinator

### Who are we?

The Community Mental Health Service Coordinator is a Clinician that has advanced training in mental health law.

### What do we do?

The Coordinator is available for a number of services including:

- Providing education and information regarding the Mental Health Act and the Health Care Consent Act, 1996 to health care professionals, community services, consumers and families
- Liaising between the hospital and agencies that are providing services and support to individuals with serious mental illness to dialogue about our roles and responsibilities
- Participating in the development of protocols with local police, within hospital emergency departments, and mental health departments with the goal of providing high quality service to individuals with serious mental illness
- Answering questions and concerns of families, service providers and consumers that are related to mental health legislation and the use of Community Treatment Orders

### Who do we serve?

The Coordinator provides resource, collaboration, and consultation to service providers, consumers, families, and the legal system regarding mental health legislation and Community Treatment Orders (CTO). A CTO is signed by a doctor to allow a person with a serious mental illness to be treated and supervised in his/her own community instead of being in a hospital.

### Can we help you?

If you would like more information about the role of the Community Mental Health Service Coordinator you can call GBHS at: 519-376-2121 ext. 2430. Service is available Monday to Friday from 8:00 am to 4:00 pm

# Mental Health and Addiction Services Directory

## Community Treatment Order Program (CTO)

### Who are we?

The CTO Program provides individuals with a serious mental illness and/ or repeated hospitalization a structured framework for achieving mental health stabilization within the community. A CTO helps to put an end to frequent and lengthy hospital admissions. For some individuals, it is a treatment option to provide access to community living under medical supervision with a better quality of life.

### What do we do?

In this program we ensure collaborative partnerships and opportunities for people to obtain the supports and services needed to successfully transition to community living.

If you meet the criteria for a CTO, you can expect:

- To have a comprehensive plan for community-based treatment and care and supervision that is less restrictive than being detained in a psychiatric facility
- Education for your family members and all stakeholders about the process, roles and responsibilities

Community Treatment Plans are recovery-based and directed by the complex needs for each individual. A typical Community Treatment Plan developed and delivered by the community mental health team can involve regular physician meetings, weekly case manager meetings, monitoring of medications, supported living environments, attendance at group therapy, skills training or other community activities, and plans for potential crisis/ psychiatric emergency.

### Can we help you?

You will be assigned a Community Treatment Coordinator who will work with you, your family or substitute decision maker, members of our inpatient treatment team and community healthcare providers committed to providing community support and mental health services.

# Mental Health and Addiction Services Directory

## Community Walk-in Supports

### Who are we?

Grey-Bruce Mental Health Walk-in Support is a team of Social Service Workers, Social Workers, Nurses and an Occupational Therapist who provide mental health support as well as resources and referrals to community agencies to anyone in Grey Bruce seeking support and connection to community services.

### What do we do?

The Mental Health Walk-in Support Program, based on recovery principles, provides mental health support and connection to other community services based on the client's identified needs.

### Who do we serve?

Individuals throughout Grey and Bruce Counties who are seeking mental health support services.

### Can we help you?

Clinic Locations	Dates & Times
Hanover The Loft 290 10 <sup>th</sup> Street	Tuesdays 1:00 pm- 3:00 pm
Lion's Head Grey Bruce Health Services 22 Moore Street	Tuesdays 1:00 pm- 3:00 pm
Meaford Bethany Church of Nazarene 34 Trowbridge Street W.	Wednesdays 1:00 pm- 3:00 pm
Owen Sound H.O.W. Grey Bruce 854 2 <sup>nd</sup> Ave. E	Monday- Friday 1:00 pm- 3:00 pm
Owen Sound Safe n' Sound 310 8 <sup>th</sup> Street E.	Tuesdays 1:30 pm- 3:30 pm
Thornbury Beaver Valley Outreach 54 King Street E	Tuesdays 1:00 pm- 3:00 pm
Warton Hospital Allied Health Building 369 Mary Street. Room 111	Thursdays 1:00 pm- 3:00 pm

# **Mental Health and Addiction Services Directory**

## **Crisis Intervention Team (C.I.T.)**

### **Who are we?**

C.I.T. is a group of specially trained mental health professionals from nursing, social work and psychiatry. The Team provides support, assessment and clinical consultation to service providers, individuals and their support person(s) dealing with a psychiatric or psychosocial crisis. The Team provides mental health assessments as well as short term follow-up for acute mental health problems.

### **What do we do?**

The Crisis Team provides urgent and emergent mental health assessment and referral services for individuals experiencing a psychosocial or psychiatric crisis in the Owen Sound emergency room. Individual face to face assessments are conducted 24 hours, 7 days a week.

### **Who do we serve?**

We serve individuals who reside in Grey and Bruce Counties who are experiencing a mental health crisis and feel in need of support and/or direction.

### **Can we help you?**

Requests from service providers for mental health assessment and consultation can be directed to the Crisis Intervention Team. Individuals wishing to access C.I.T. are encouraged to present to their local emergency room where an assessment can be facilitated from any hospital site.

# Mental Health and Addiction Services Directory

## Crisis Support Program

The Crisis Support Program (CSP) is located next to the Owen Sound Emergency Department and is designed to support individuals experiencing a mental health crisis.

### Who are we?

The Crisis Support Program is a short-term outpatient program run by social work and nursing staff in collaboration with other allied health professional within mental health services. We exist to meet the needs of those who present to the Emergency Department in a crisis situation by offering a safe and supportive environment. The staff assist the client with de-escalation and stabilization of the crisis situation and provide connections to other outpatient services and supports needed for long term wellbeing and recovery.

### What do we do?

CSP supports clients who may have complex social issues and cannot be readily connected to services that support their discharge from the Emergency Department. The unit offers a therapeutic environment to allow for psychosocial stabilization and management of their mental health symptoms/ crisis situation including, but not limited to:

- Crisis support and intervention, including risk assessment and safety planning
- Psycho-education on mental health diagnoses, medication and development of healthy coping skills
- Referral and advocacy services to other community agencies or partners
- When appropriate, assessment by psychiatrist to start or follow medication recommendations
- Access to Allied Health, including peer support, family support, and MH Substance Use Specialist
- Provide a safe option for 24hr/ overnight crisis support that is re-evaluated daily

### Who do we serve?

Our admission criteria is as follows:

- >18 years with a mental health concern in immediate crisis
- In need of extra support in a calm and therapeutic environment
- A mental health concern that requires short-term observation
- Willing to participate in a treatment and/ or safety plan
- Would be counter-therapeutic to admit to an in-patient bed

### Can we help you?

The CSP accepts referrals from the Emergency Department via the Crisis Intervention Team, as well as from other areas in Mental Health Services including the inpatient unit and outpatient programs.



## **Mental Health and Addiction Services Directory**

Clients may arrive in the Emergency Department on their own, through mobile crisis or with police. Once medical stability is determined by the emergency physician, and a crisis or psychiatry consultation takes place, clients can be registered to the Crisis Support Program providing they meet the above criteria.

If you are struggling with a situational crisis or have symptoms of a specific mental health issues that is seriously affecting your daily living (i.e. anxiety, depression, suicidal ideation etc.), then please reach out to your local GBHS Emergency Department or call the Crisis Support Program for more information. Hours: Monday to Thursday from 8:00 am to 4:00 pm, Friday to Sunday, 24 hours)

# Mental Health and Addiction Services Directory

## Dialectical Behaviour Therapy (DBT) Program

### Who are we?

The DBT team is a group of nurses, social workers and psychological associates who have taken extensive training in DBT. DBT was developed to help people with Borderline Personality Disorder. The treatment consists of cognitive and behaviour therapy strategies to help people with this problem.

### What do we do?

This DBT program is for individuals who meet diagnostic criteria for Borderline Personality Disorder. Common problems include chaotic relationships, emotional lability and difficulty with a sense of self and/ or impulsive behaviours. Clients with suicidal or intentional self-injurious behaviours are best suited for this therapy. The program is delivered through a skills training group.

### Who do we serve?

We provide service for individuals who have symptoms of Borderline Personality Disorder. All individuals referred to this program will have an assessment to determine if he or she meets the requirements.

### Can we help you?

If you are interested in the DBT program, please call: 519-376-2121 ext. 2460 and ask for a referral form. Office hours are Monday to Friday from 8:00 am to 4:00 pm

# Mental Health and Addiction Services Directory

## Dual Diagnosis Program

### Who are we?

We provide assessment, consultation, treatment and support to hospitals, physicians, service providers, individuals and families living with a dual diagnosis in Grey Bruce.

### Who do we serve?

We provide service to clients over the age of 18 years with a diagnosed developmental disability and experiencing a mental health problem. The mental health problem may be a serious mental illness diagnosis (schizophrenia, depression) or behaviours such as aggression and self-injury.

### What do we do?

The consulting psychiatrist provides assessments for adults with a developmental disability who are living in the community. The consulting psychiatrist provides recommendations for the family physician to consider, and follows a number of people with ongoing psychiatric needs. The consulting psychiatrist also provides occasional educational sessions for families and staff members.

The Dual Diagnosis Case Managers role is to link mental health and developmental services in meeting the needs of this population. This role is also a community resource contact, providing consultation and information for both developmental and mental health services working with this population.

The Dual Diagnosis program also supports individualized planning and service delivery for people in the community or those who are currently inpatients at Owen Sound. If dually diagnosed inpatients require longer-term assessments, the Coordinator facilitates connections to specialized services in London.

We also provide service to their families, and to the agencies that support them (for example, Community Living agencies) in Grey and Bruce counties.

### Can we help you?

If you would like more information about Dual Diagnosis or these services, call GBHS at: 519-376-2121 ext. 2857, Monday to Friday from 8:30 am to 4:30 pm

# Mental Health and Addiction Services Directory

## Family Crisis Support Worker

### Who are we?

Family Crisis Support is a joint venture of CMHA and Grey Bruce Health Services.

### What do we do?

- Provide immediate support for the family while their relative is being assessed by a Crisis Worker
- Provide assistance to understand Emergency Department policies and procedures
- Provide assistance in navigating the mental health system within the hospital and Grey/ Bruce
- Provide information to family members about the Mental Health Act and the Personal Health Information Protection Act
- Provide information and resources regarding the various diagnoses of serious mental illnesses
- Offer educational activities that help equip family members to support a loved one with a mental illness. These activities focus on coping skills, communication techniques and problem solving.
- Provide support for family members during family meetings requested by the psychiatrist.

### Who do we serve?

The Family Crisis Support Worker is available to family or friends of a mental health patient. Support is available in the Owen Sound Emergency Department or for those who are in the mental health services inpatient unit. Referrals are made by GBHS staff and/or Psychiatrist.

### Can we help you?

If you GBHS at: 519-376-2121 ext. 2777. Hours of operation are Monday to Friday from 8:30 am to 4:30 pm

# Mental Health and Addiction Services Directory

## Indigenous Community Support

### Who are we?

GBHS staff work alongside a multidisciplinary team on-site at the health centres located both at Saugeen First Nation and Neyaashiinigmiing (Chippewas of Nawash Unceded First Nation / Formerly Cape Croker) to connect community members to services available through the local First Nation Health Centre, area hospitals and other agencies including M'Wikwedong Indigenous Friendship Centre and the Southwest Ontario Aboriginal Healthcare Access Centre (SOAHAC).

### What do we do?

These support services include:

- Individual and group counselling and peer support groups for mental health and addictions for clients and family members.
- Indigenous Patient Navigators to help clients access available services
- Traditional healing, spiritual support, elders, ceremonies and healing circles
- Harm reduction outreach and connection to Rapid Access Addiction Medicine (RAAM) and Withdrawal Management services (WMS)
- Connections to supports available for housing, financial assistance, employment supports, advocacy, justice workers
- Access to primary healthcare providers and health clinics, nutrition services, diabetes education, indigenous midwifery, dental clinic, care and support for newborns, children, youth, adults and seniors.

### Who do we serve?

- Band members from First Nation communities throughout our region

### Can we help you?

For more information, please contact:

Mino Bimaadsawin Health Centre (Saugeen First Nation) - 519-797-3336

[www.saugeenhealthcentre.ca](http://www.saugeenhealthcentre.ca)

Chippewas of Nawash Health Centre (Neyaashiinigmiing) – 519-534-0373

- Ask for the Wellness Department

# Mental Health and Addiction Services Directory

## The Mental Health Crisis Line of Grey & Bruce

### Who are we?

We are a mental health telephone helpline to serve people in distress or crisis with caring, non-judgmental support. The crisis line is staffed by trained volunteers, with professional supervision.

### What do we do?

The phone line will:

- Offer support to callers in emotional distress as well as to callers experiencing a mental health emergency
- Work to empower callers to seek solutions to the challenges they face
- Offer suicide prevention, crisis intervention, social stabilization, support, information and referrals

### Who do we serve?

Callers in Grey and Bruce who are in emotional distress, or who are experiencing a mental health emergency.

### Can we help you?

The Mental Health Crisis Line of Grey and Bruce is open 24 hours a day, 7 days a week, 365 days a year and can be reached by dialing: 1-877-470-5200.

# Mental Health and Addiction Services Directory

## Outpatient Mental Health Supports

**Outpatient Mental Health Supports are operated by Mental Health Grey Bruce, which is comprised of:**

- GBHS
- Canadian Mental Health Association - Grey Bruce

### There are six Mental Health Supports

- All Teams provide a range of core mental health services
- Standardized intake, information and referral
  - Mental health counselling
  - Case management
  - Housing and community support
  - Social / recreational services
- Team members working in partnership with each other and with community supports and services
- Individualized service planning and delivery

**Grey Bruce Toll Free: 1-877-888-5855**

### Six Outpatient Mental Health Support Locations

<input type="checkbox"/> GBHS Outpatient MH Support (Warton)	519-371-8850
<input type="checkbox"/> GBHS Outpatient MH Support (Hanover)	519-364-7788
<input type="checkbox"/> GBHS Outpatient MH Support (Owen Sound)	519-371-8850
<input type="checkbox"/> GBHS Outpatient MH Support (Meaford)	519-371-8850
<input type="checkbox"/> CMHA Community MH Team (Southampton, Kincardine)	519-797-2880
<input type="checkbox"/> CMHA Community MH Team (Markdale)	519-986-3030

# **Mental Health and Addiction Services Directory**

## **Prevention and Early Intervention Program for Psychosis (PEPP)**

### **Who are we?**

PEPP is comprised of an interdisciplinary team of social work, nursing and family support. The PEPP Team works in collaboration with psychiatrists and other community partners as needed. This program is operated in partnership with London Health Sciences.

### **What do we do?**

PEPP uses a recovery focused model to provide comprehensive case management treatment. Services include; psychoeducation, assessment, treatment planning, individual and/or group counselling, family support and education as well as community education on first episode psychosis. Treatment planning is based on a thorough assessment of the biological and psychosocial aspects of the individual's presentation. The Program is committed to working in partnership with clients and their families.

### **Who do we serve?**

- Individuals between the ages of 14 and 35 who are experiencing the early warning signs of psychosis.
- Individuals between the ages of 14 and 35 who are experiencing, for the first time, symptoms of psychosis (hallucinations, delusions or disorganization of thinking), which may be accompanied by social withdrawal and bizarre behaviour.
- Individuals who are at risk of later development of psychosis.

### **Can we help you?**

If you would like more information, call 1-866-385-6588. Office hours are Monday to Friday from 8:00 am to 4:00 pm



# Mental Health and Addiction Services Directory

## Psychiatric Ambulatory Clinic

### Who are we?

A team of nurses, psychiatrists and administration staff. This service offers a Medication Clinic and time limited follow-up clinics.

### What do we do?

**Urgent Clinic** provides timely comprehensive psychiatric assessment for patients with urgent but non emergent mental health problems. The goal of the Urgent Clinic is to provide to Grey Bruce Family Physicians a psychiatric consultation that assists them in treating and caring for their patients in the community. Family Physicians are able to call the clinic psychiatrist for a telephone consultation as well. An Urgent Clinic referral form must be filled out by the Family Physician prior to a patient consultation.

### We also offer other Psychiatry Specialty Clinics including:

- Dual Diagnoses Clinic
- Child Psychiatry Clinic- Under 16 years old
- RAAM Clinic
- Addiction Clinic
- Forensic Clinic
- Medication Clinic
- Geriatric Clinic

### Who do we serve?

Services are offered to individuals over the age of 16 years (except for Child Psychiatry clinic) who live in Grey and Bruce.

### Can we help you?

For more information please contact the Clinical Secretary for this service at 519-376-2121 ext. 2874. The Psychiatric Ambulatory Service is open Monday to Friday from 8:30 am to 4:30 pm

# Mental Health and Addiction Services Directory

## Sexual Assault & Partner Abuse Care Centre (SAPACC)

### Who are we?

SAPACC is a team of nurses and social workers who are trained to provide emotional support, medical care and counselling for victims of recent sexual assault, adult survivors of sexual abuse and survivors of partner abuse.

### What do we do?

In situations of **partner abuse**, we can provide the following services:

- Medical treatment and collection of evidence, with or without police involvement; this can include photographs for court purposes and documentation of injury
- Emotional support and crisis counselling which includes safety planning and risk assessment
- Follow-up care and individual or group counselling and education
- Referral to other community services when needed

In situations of **sexual assault**, we can provide the following services:

- Medical treatment and collection of evidence, with or without police involvement; this can include photographs for court purposes and documentation of injury
- Emotional support and crisis counselling which includes safety planning and risk assessment
- Information, testing and counselling regarding sexually transmitted infections
- Information and counselling about pregnancy
- Referral to other community services (such as Victim Witness Assistance Program) when needed
- Follow-up medical care
- Court support / information
- Private trauma counselling to women and men over the age of 12 who have experienced a recent sexual assault (within the last year)
- Group therapy for treatment of historical sexual assault/ abuse

In situations of **childhood sexual abuse** we provide education, support and counselling.

### Who do we serve?

- Women and men, 12 years or older who have been recently (within the past 2 years) physically or sexually assaulted.
- Women and men over the age of 16 years who are survivors of childhood sexual abuse / assault.
- Must be a resident of Grey Bruce

# Mental Health and Addiction Services Directory

## Can we help you?

We offer 12 hours / 7 days a week emergency service at the Owen Sound Emergency Department. Counselling services and follow-up are offered during office hours, Monday to Friday from 8:30 am to 4:30 pm. For more information, please contact us at 519-376-2121 ext. 2458.

# Mental Health and Addiction Services Directory

## Geriatric Behavioural Response Team (BSO)

### Who are we?

The Geriatric Behavioural Response Team (GBRT) was formed as part of the Behavioural Supports Systems and the Behavioural Supports Ontario Project to improve the lives of Older Adults with Responsive Behaviours. We are made up of Registered Nurses, Registered Practical Nurses and Social Workers.

### What do we do?

Offer an assessment to gain a better understanding of each person's individualized needs and situation. We assist the client who may be exhibiting responsive or challenging behaviour. This includes aggression (resisting help with personal care or medications), wandering, apathy and agitation. We will provide strategies for the effective management of responsive behaviours.

### Who do we serve?

Services are provided to clients 65 years of age and older who exhibit or at risk of exhibiting a responsive behavior related to Mental Health, Addictions and Dementia related neurological conditions. Clients are seen if they are less than 65 years of age if they have a Dementia. The Geriatric Behavioural Response Team (GBRT) will provide service to the client wherever they may reside, including Long Term Care Homes, Hospital and Community settings.

### Can we help you?

We accept referrals for from Long Term Care Homes, Community Care Providers, Primary Care Practitioners and families. Staff currently work 8:00 am to 8:00 pm, 7 days a week. They can also be paged through switchboard.

If you require further information please call: 519-376-2121 ext. 2436.

# Mental Health and Addiction Services Directory

## Senior Friendly Counselling/ Case Management Services

### Who are we?

Counselling/ Case Management Services are designed to meet the complex needs of our senior population who are experiencing significant mental health issues. This program assists clients by bringing mental health services into their community and homes to increase an individual's quality of life, allowing them the opportunity to work toward recovery.

### What do we do?

Counselling/ Case Management services use a recovery-focused model delivered through psychosocial rehabilitations. Counselling/ Case Management provides the following:

- Complete assessment to identify the strengths, needs and goals of our clients
- Health education about mental disorders and use of psychiatric medications
- Monitoring mental health status and use of psychiatric medications
- Coordination of care and services
- Individual counselling and support
- Group treatment that is educational and supporting (communication, coping, crisis planning, stress management, life skills, social and recreational)
- Therapeutic social and recreational planning
- Participation in peer lead community activities
- Referral and advocacy services to other community agencies or partners

### Who do we serve?

- Individuals who have mental health symptoms that are significantly impacting their daily functioning
- 65 years of age or older
- Residents of Grey and Bruce counties

### Can we help you?

We accept referrals from community services, physicians and individuals seeking help. If you require more information about case management services, please contact the nearest Community Mental Health Team in your area by calling 1-877-888-5855 Monday to Friday from 8:00 am to 4:00 pm

# Mental Health and Addiction Services Directory

## Community Addiction Treatment Services

### Who are we?

Community Addiction Treatment Services offers a voluntary group-based Day Treatment Program and follow-up Structured Relapse Prevention Program delivered by trained Addiction Specialists. These services are available to assist persons looking to develop their skills to manage their addiction and substance use related problems.

### What do we do?

**Day Program** – provides a 3-week, Monday to Friday structured, scheduled program of treatment activities while the client resides in the community or in another setting, including supportive stabilization residential beds on site. This continuous intake group program will assist the individual to develop skills to better manage their addiction and substance use related problems. Individual counselling may be provided to help prepare clients for entry into the Day program.

**Structured Relapse Prevention Group (SRPG)** – After the 3-week Day Program, clients are encouraged to attend SRPG. Clients who have attended other addiction programs may also apply for this group which meets one evening per week.

**Screening and Intake** – Admission to the programs requires completion of the program assessment form and mandatory Provincial Assessment Tools. Upon receiving these, staff will screen your application for service to determine if the programs can help you and next steps to enter the groups.

### Who do we serve?

We serve persons 16 years of age and over who have substance use related problems and wish to make a change.

### Can we help you?

For information on the programs and/ or to request an intake package, please call us at: 519-376-3999.

# Mental Health and Addiction Services Directory

## Rapid Access Addiction Medicine Clinic (RAAM)

### Who are we?

The RAAM clinic seeks to provide quick access to medically assisted, integrative, client centered care for people experiencing urgent addiction and substance related problems. The clinic provides dual consultation with a doctor or nurse practitioner and a counsellor, for clients involved in substance use, relapse or at any stage of recovery.

### What do we do?

- The clinic's physicians/ nurse practitioner offer prescription and management of medications used to prevent or reduce cravings, overdose, and withdrawal symptoms related to alcohol, opiates and other substances.
- Group and individual clinical counselling to support clients' specific, self-identified needs and goals
- Connecting clients with continuing, community-based care through linkages with primary care practitioners, community services, support groups and more
- Directly connect people to Addiction Treatment Services' Withdrawal Management and Community Addiction Treatment programs
- Provide support for primary care practitioners to maintain clients receiving anti-craving medication

### Who do we serve?

- Individuals 16 years of age and over who are experiencing problems related to alcohol, opioid or other substance use
- Emergency Room doctors, social workers, family members, primary care practitioners or a self-referral can access this clinic
- Clients can also attend **without a booked appointment or formal referral note**

### Can we help you?

Inquiries or referrals to the RAAM Clinic can be made by phoning 519-376-3999 Monday to Friday during normal business hours.

# Mental Health and Addiction Services Directory

## Substance Use Counsellor (Emergency Department)

### Who are we?

The outpatient Substance Use Counsellor provides support to individuals presenting in the Emergency Department with substance use related concerns and are not being admitted to hospital.

### What do we do?

- Provide in person assessments for individuals in the Owen Sound Emergency Department and telephone follow ups for individuals who have been discharged from all GBHS, HDH and SGBHC ER's regarding their substance use.
- Screening, assessments and referrals to GBHS Addiction Treatment Services including:
  - Withdrawal Management Service
  - Rapid Access Addiction Medicine Clinic
  - Community Addiction Day Treatment Program
- We also provide information and referrals to other community addiction treatment services in Grey and Bruce or more specialized services if required.
- We will continue to follow the patient until they are connected with services in the community as needed.

### Who do we serve?

We serve persons 12 years of age and over who have substance use or addiction problems.

### Can we help you?

This service is available to all GBHS, HDH and SGBHC ER sites. Appointments are booked through the Provincial Connex Calendar within 48 hours of discharge where possible (weekends excluded). The service is available Monday, Wednesday-Friday from 8:00 am to 4:00 pm and Tuesday from 12:00 pm to 8:00 pm.

### Contact information

(P) 519-376-2121 ext. 2776

(E) [Addictions@gbhs.on.ca](mailto:Addictions@gbhs.on.ca)



# Mental Health and Addiction Services Directory

## Substance Use Counsellor (Inpatient Mental health)

### Who are we?

The inpatient Mental Health Substance Use Counsellor provides consultative and supportive services focusing on substance use and addiction for patients admitted to the Owen Sound site.

### What do we do?

- In response to orderables/ referrals we provide direct substance use related service and support to all department of Grey Bruce Health Services Owen Sound site
- Screening, assessments and referrals to GBHS Addiction Treatment Services including:
  - Withdrawal Management Service
  - Rapid Access Addiction Medicine Clinic
  - Community Addiction Day Treatment Program
- We also provide information and referrals to other community addiction treatment services in Grey and Bruce

### Who do we serve?

We serve persons 16 years of age and over who have substance use or addiction problems

### Can we help you?

This service is available at this time only to admitted patients of the GBHS Owen Sound site. The Counsellor will respond to an orderable submitted by the admitted patient's most responsible medical practitioner. The service is available Monday to Friday from 8:00 am to 4:00 pm or on the next business day.

# Mental Health and Addiction Services Directory

## Withdrawal Management Services (WMS)

### Who are we?

The Withdrawal Management Service provides assistance with voluntary withdrawal from alcohol and/ or other drugs to clients who are under the influence of these substances and/ or in withdrawal or otherwise in crisis directly related to these substances. The non-medical service is open 24 hours per day, 7 days a week. It is often an entry point to the substance abuse treatment system.

### What do we do?

This is a non-medical program and provides:

- A safe place to withdraw from alcohol or other drugs for anyone 16 years of age or over
- Helps clients become aware of their problems and who want to make a positive change to their lifestyle.
- Short-term relapse prevention stays
- Additional support such as discharge planning and early recovery education
- Safe housing and support for clients attending the on-site Community Addiction Treatment Services Day Treatment Program
- Referral to the on-site Rapid Access Addiction Medicine Clinic
- Referrals to community services depending on the needs of the individual

### Who do we serve?

- Anyone who is intoxicated, in withdrawal, or otherwise in crisis due to substance use
- Clients must be conscious, mobile, and medically stable

### Can we help you?

If you would like to explore how we might be able to help you, please give us a call at: 519-376-5666.

# Mental Health and Addiction Services Directory

## Family & Caregiver Frequently Asked Questions & Information

### What to do When Your Loved One Needs Help, but will not Voluntarily Access Services (Form 2- Order for Examination)

#### **What is a Form 2?**

A Form 2 is a document that gets drawn up, on behalf of a loved one, when there are concerns about their wellbeing (e.g. danger to themselves or others). The Form will allow the loved one to be assessed by a physician, if deemed necessary by a Justice of the Peace, for their own safety and wellbeing.

#### **Why would I complete a Form 2?**

A Form 2 is used when there are concerns for your loved one. This could be in a situation where they may be a danger to themselves or others, or where a substitute decision maker needs to step in, as they cannot fully understand their own health situation.

#### **How do I get a Form 2?**

You can get a Form 2 online (link below) or at any Ontario Court of Justice.

#### **What needs to be entered/ determined when completing the Form 2?**

Name and address (yours and your loved ones) and Box A or B must be checked/ filled when completing the Form, as this will show the reason for submission.

Box A is checked to prevent serious harm to your loved one or someone else. Your loved one has threatened to hurt themselves or others, or has been violent with someone or has the potential to be.

Box B is checked if your loved one cannot fully understand their health situation, and needs health care decisions made for them by another. They have been treated in the past for mental health reasons that are still ongoing, treatment helped them in the past but they cannot understand what treatment will do for them now. The consent of their substitute decision maker has been given.

#### **Where do I take a completed Form 2?**

Once complete, take your Form to a Justice of the Peace, with any applicable evidence to support your request. A Justice of the Peace may sign, after a thorough review. You need to show that your loved one or someone else could be hurt on account of their actions, or that their condition will worsen without intervention. If the Justice of the Peace believes a Form 2 is justified, either under box A or box B, they will sign.

#### **What happens after the Form is signed?**

Once a Form 2 is signed you will take it to your nearest police station, or the station nearest your loved one, as soon as possible. The police will have 7 days to bring your loved one to the nearest Emergency department, for an assessment.

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The examining physician will then determine if your loved one should be detained using a Form 1, for a full psychiatric assessment, or if they are able to be discharged into the community.

If the police haven't taken your loved one to a physician within 7 days the Form will expire, and you must begin the submission process over again.

<http://www.forms.ssb.gov.on.ca/mbs/ssb/forms/ssbforms.nsf/MinistryDetail?OpenForm&ACT=RDR&TAB=PROFILE&ENV=WWE&NO=014-6428-41>

# Mental Health and Addiction Services Directory

## Family & Caregiver Frequently Asked Questions & Information (continued)

### Mental Health Services Units 4-4, 4-5 and 4-6

#### **What if my family member (patient) won't give consent to share information with me while in hospital?**

Your loved-one will be asked periodically if their decision to withhold consent has changed. You can try speaking with your loved one to ask if they would consider involving you in their care so that you may be able to better support them. You are still able to provide updates on your concerns or observations (either verbally or written) to the patient's health care team. You may request a family meeting with your loved-one's consent so that you are better prepared of the treatment and prognosis.

#### **When are visiting hours? What can I bring in for the patient?**

As of July 2021 and in response to COVID-19, inpatient visiting hours are limited to 1:00-6:30pm. Two Care Partners may visit per day, and they do not have to be the same two individuals every visit.

#### **Will I be informed or consulted with about patients discharge?**

Direct caregivers (parents, spouses etc. of patient returning to their home) are typically given information regarding discharge. You may also ask to attend the discharge planning meeting, or ask for further information in regards to the patient's discharge plan. This information is contingent on having consent given by the patient.

#### **How do I share a compliment/complaint/concern about my loved ones admission?**

If you have any questions or concerns about your loved-one's care that have not been addressed in the department already, you may call Patient Relations Office at 519-372-3920 ext. 2308.

#### **How long will my loved-one be admitted for? Who will make that decision?**

Recovery differs for every individual. Determining the length of stay of a patient would depend on presenting symptoms. If a patients symptoms have reduced enough that would indicate discharge will be safe, the patient will be provided with a follow-up plan. This may include referrals to case management or community supports. These programs are voluntary. Discharge planning is made by your loved-one's care team, with a final decision being made by their psychiatrist.

#### **What is the difference between a Form 1, 2, and 3?**

FORM 1 - This patient does not receive Rights Advice and is not by definition a "Psychiatric Patient". This patient may be examined, detained, restrained and observed for no more than 72 hours. The overseeing physician must then decide to admit the patient on voluntary status, involuntarily (using a Form 3) or discharge the patient from hospital.

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**FORM 2** - A form 2 is completed by a concerned citizen on behalf of your loved-one (this could be you, their family doctor, neighbour, etc). This application is to be presented to a justice of peace and if criteria is met the justice of peace will issue an order for police to pick up your loved-one. The police have 7 days from the day the order was issued to do so. Your loved-one will be taken to the nearest emergency room for examination. A physician will then determine if your loved-one should be detained using a Form 1, or released into community.

**FORM 3** - This form allows for a patient to be admitted for 14 days, including the date of signature and may be extended or lifted early. The patient may request for their case to be reviewed by the Consent & Capacity Board.

## **I am worried about someone who is under 18 years old. Where can I go for help?**

Keystone Child, Youth and Family Services:

Individual & family counselling for ages 0-17

Residential crisis assessment & stabilization for ages 12-17

519-371-4773 or 1-800-567-2384

## **Will my loved-one have access to a telephone or computer as an inpatient?**

Your loved one is able to accept phone calls and make calls. If your loved one does not have their personal cell-phone on unit, you can call the nursing station and ask to speak with the patient. Computer access is available in Occupational Therapy between 1:00 pm to 3:00 pm, Monday to Friday.

## **What programs will be offered to my loved-one while in hospital?**

On Unit 4-5 patients will have the opportunity to participate in groups led by Social Workers and Peer Workers. These groups include topics on distress tolerance, coping mechanisms and preparing for life outside of hospital.

Occupational Therapy is available for patients (including patients on Unit 4-4 who have been granted passes). Occupational Therapy is run Monday-Friday from 1pm to 3pm. This group provides an introduction to leisure activities and includes activities such as leather work, arts and skill-based activities such as chess and the use of a computer.

## **As a family member, who can I talk to?**

While your loved-one is in hospital, please call Shannyn Osborn at 519-376-2121 ext. 2777 for support.

If your loved one is no longer in hospital but within Grey-Bruce, please call Colleen Watson at 519-371-4802.

## **How can I get involved in advocating for Mental Health services and Family Support?**

If you have any suggestions or feedback from your loved-one's stay at Grey Bruce Health Services specific to family support and mental health - please call Shannyn Osborn at 519-376-2121 ext. 2777 or email [sosborn@gbhs.on.ca](mailto:sosborn@gbhs.on.ca)

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# Mental Health and Addiction Services Directory

Your feedback will help shape how our program is run and what services we may be able to offer in future.

## **When my loved-one is admitted to GBHS Inpatient Mental Health what information should I have about my rights and responsibilities?**

Here are some tips:

- Take time to learn about the illness, treatment option and services available
- Share relevant information about your loved one to their health care team
- Look after yourself

# Mental Health and Addiction Services Directory

## Family & Caregiver Frequently Asked Questions & Information (continued)

### Patient Education- Welcome to the Psychiatric Intensive Care Unit (4-4) (PICU)

The Psychiatric Intensive Care Unit (PICU) is a locked acute care unit designed to provide a safe and secure environment for individuals experiencing a mental health crisis.

This Unit was designed with safety as a top priority for all patients and staff. The lack of furnishings is deliberate in order to limit stimulation and allow patients to focus on rest and recovery. We hope the following information will help you understand the environment and health care provided here.

### Patient Expectations

Patients can expect a psychiatric assessment by a psychiatrist within 24 hours of admission to PICU however; they may not be the treating psychiatrist. Room assignment is based on patient need and not on insurance coverage. Changes in levels of observation including passes are individually assessed by the team.

All patients are required to wear hospital pajamas and bathroom & tub room facilities are shared with other patients. There will be no physical contact between patients. Please help us ensure a safe and comfortable environment for all by adhering to these rules.

### The following items are not permitted on the unit without exception:

- Shoes, boots or belts
- Cigarettes, lighters, e-cigarettes or other smoking paraphernalia (Nicotine replacement is available on request)
- Cell phones, electronics, laptops
- Valuables, jewelry and piercings
- Razors and other sharp objects

### The following items are permitted with staff discretion:

- Magazines, soft cover books (no wire bindings please)
- Crayons
- Snacks without caffeine
- Basic hygiene items (held at nursing station)

A phone is available from 8:00 am to 9:00 pm at staff discretion. Outgoing long distance calls are limited to the purpose of discharge planning, legal support etc.

### Visitor Information

Every effort is made to include family members during a patient's admission and staff will initiate contact usually within 24 hours. Please check with staff that your contact

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information is correct. Valuables should be sent home and money will be sent to the hospital business office open weekdays 8:30 am to 4:30 pm.

Visitors are required to check with the ward clerk on unit 4-5 before entering PICU. It may be necessary to limit visitations based on any patients needs and children under 16 years of age are not permitted in PICU.

Cell-phone use by visitors is not permitted in PICU as it can trigger other patients. It is common for patients to be easily overwhelmed and overstimulated by frequent and lengthy visits; please communicate concerns to staff.

**Please Note:** Patients may request to refuse visits and staff will respect patient's wishes.

## More Information

For more information, please contact the **Crisis Family Support Worker at (519) 376-2121 ext. 2777.**

All patient information is confidential between the care team members (doctors, nurses, social worker, psychologists, and occupational therapists) except where the Mental Health Act and Health Care Consent Act permit sharing.

# **Mental Health and Addiction Services Directory**

## **Family & Caregiver Frequently Asked Questions & Information (continued)**

### **Patient Education- Welcome to Geriatric Unit 4-6**

Unit 4-6 is a 16 bed Psychogeriatric Assessment Unit. Our main purpose is clinical services relating to disorders of late life. Our greatest concern is for the quality of life for each person on our unit, with respect for dignity, independence and freedom of clients on an individual approach. We attempt to attain the highest level of functioning for the individual and return them to their community, either to their own home or in a nursing home or residential home with the family's involvement. The doors of the unit are locked at all times – please assist us to keep our clients from coming to harm by ensuring that the doors are locked when you enter or leave the unit.

There are various opinions on the subject of death and dying, ranging from death with dignity – i.e. no unnatural intervention to prolong life – to vigorous and heroic efforts to preserve life. Our concern on Unit 4-6 is that the wishes of the patient and his/her family are respected in this area. Please discuss this among your family members and be prepared to advise the staff when they discuss this issue with you.

We ask for copies of the Power of Attorneys for both personal and financial. If the patient is not capable financially then the POA is asked to step in. If the patient does not have a POA for finances in place, we will make a referral to the Public Guardian and Trustee's office.

### **Admission**

The Psychiatrists on the Unit rotate on a 6-month basis, with 2 on at a time. Admission to the Unit is made through these psychiatrists by your family physician. Consultations are available from hospitalists and other specialists, when these are deemed necessary.

### **Staff**

The staff of the unit consists of Registered Nurses and Registered Practical Nurses who work co-operatively with a multidisciplinary team. The Team meets Monday and Thursday of each week. The nursing staff reviews the patient's progress daily and with collaboration of the multidisciplinary team. The nurses working closest with your family member are listed as Primary or Associate Nurse.

### **Multidisciplinary Team**

Unit Director  
Unit Manager  
Psychiatry  
Social Worker  
Psychology  
Occupational Therapy Leisure Aide

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Occupational Therapy  
Unit Coordinator  
Unit Staff RN's and RPN's  
CCAC  
Clinical Pharmacist  
Internist (if required)  
Hospitalist (if required)

## Confidentiality

All information about you and your co-patients is confidential between your team members (doctors, nurses, social workers, pharmacists, occupational therapists and psychologists).

We will endeavour to keep you informed of any changes in your relative's condition. Please do not hesitate to contact your nurse should you have any questions or concerns or need information/requests passed on to your doctor.

You may call the unit anytime: 519-376-2121 ext. 2940. We do request, however, that ONLY ONE family member (usually the Power of Attorney, POA) call the unit for information. The POA can then, in turn, inform the other family members.

## Handwashing

Please use Microsan hand rub on entry and exit to the unit. We also encourage patients to use the hand wash before and after meals.

## Extra Food and Treats

Extra food and treats are acceptable but kindly check with a nurse on the unit prior to leaving or giving any extras to the patient.

## Smoking

This hospital has instituted a no smoking policy. Neither patients nor visitors are allowed to smoke inside the facility or on the hospital grounds. Alternative to smoking can be ordered through the physician.

## Clothing

The patients on the unit are dressed daily in their own clothing. Please mark the clothing with their name with a permanent marker. All clothing should be comfortable and washable. We encourage the family to do their relatives' laundry if possible. We suggest good footwear (i.e. running shoes, walking shoes), 3 sets of clothing (such as track suits) and personal toiletries. Razors electric and disposable are encouraged to be brought in. Electric razors are to be checked by engineering and left at the bedside. Disposable razors are to be locked at the nursing station.

# Mental Health and Addiction Services Directory

## Spending Money

The patients occasionally have an opportunity of making small purchases. If possible, please leave a small amount of spending money (\$5.00 - \$10.00) with the nursing staff/secretary, available to the patients for these outings. We ask that large sums of money not be left. Any large sums of money brought in on admission will be sent to the Business Office for safekeeping. Business Office is only open 8:30 am to 4:30 pm on weekdays.

## Assessment

The assessment process takes approximately 2 weeks, but can be either longer or shorter dependent on the patient. During that time a number of tests will be completed including blood work, chest x-ray, EKG, urinalysis, and CT head. The hospitalist is the physician directing the care of the patient.

## After the Assessment is Complete

The social worker will contact you regarding a Family Conference if one is required. This conference will allow you the opportunity to hear the test results and meet with the multidisciplinary team. This will also provide information on discharge planning and where to go from here. The South West Local Health Integration Network caseworker is also present and will assist in this process.

## Services Available

- Patio, lawn furniture, flowers
- Church service
- Television, radio, tape player, records, piano and lounges
- Volunteer services, entertainment, tea parties, bingo, movies
- Bowling, reality orientation groups, and music entertainment

## Electrical Equipment

All electrical equipment must be checked for safety before it can be used in the hospital. You may bring in radios but music must be played at a reasonable level.

## Telephone

There are no phones in patient's rooms. There is one pay phone located on the unit. Patients may use the phone at the front desk to accept calls and make calls if staff are not utilizing it. No long distance calls shall be made.

## Financial Considerations

When a family member is hospitalized, financial consideration (i.e. ALC co-payment, power of attorney, loss of income) may arise. Our Social Work Department is able to assist you with these. You may call the Social Work Department directly or ask nursing staff to assist you.

Please contact the Unit Coordinator or Manager at any time if you have any concerns. 519-376-2121 ext. 2940.

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# Mental Health and Addiction Services Directory

## Patient & Family Advisory Committee

### Grey Bruce Health Services Patient & Family Advisory Committee

Our Committee encourages wholeness through healing, where people are respected and given opportunities to increase their potential.

Our Committee gives voice and hope to Mental Health patients.

We advocate for Mental Health services to be optimal & supportive for patients, staff & families.

By relating to our own experiences we collaborate with individuals who have Mental Health & Addictions, to provide the tools they need to succeed in life and ultimately reach their recovery.

**Wellness, Encouragement, Compassion, Accountability, Respect, Education**  
The six words spell **We Care!**

To become a GBHS Patient Advisor you must fill out and submit a Volunteer Application Form, which you can access [here](#). Once you have submitted your application a GBHS staff member will contact you for an interview.

If you have any questions related to the application please contact:

### GBHS Volunteer Resources

519-376-2121 ext. 2886