



WELCOME GUIDE

FOR PATIENTS AND
THEIR FAMILIES

Douglas
INSTITUT UNIVERSITAIRE EN SANTÉ MENTALE MENTAL HEALTH UNIVERSITY INSTITUTE

www.douglas.qc.ca

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Douglas

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THE DOUGLAS INSTITUTE'S WELCOME GUIDE

WELCOME TO THE DOUGLAS INSTITUTE

You are here either for an inpatient stay or to visit one of our outpatient clinics. In either case, you will receive specialized treatment and services. We sincerely hope that the care you are given here will help you recover and have a good quality of life.

We have written this **Welcome Guide** in order to make your trip here easier by giving you some general useful information.

IF YOU ARE HOSPITALIZED...

This guide will be given to you along with a **Welcome Guide** for your care unit.


It is important that you have both guides because they contain different information.

In the **Welcome Guide for your care unit**, you will find more specific information about your stay. You can read information on the care team, how the unit operates, its schedules, rules, activities, special services that are offered, etc. If you have not received this welcome guide for your care unit, please ask a staff member for it!

IF YOU ARE VISITING AN OUTPATIENT CLINIC...

You will receive information on the clinic. It will contain the clinic's schedule, address, and services it offers.

We hope that this **Welcome Guide**, as well as all other documents that come with it, provide you with information that you find valuable. If this is not the case, do not hesitate to speak to your care team.



At the Douglas Mental Health University Institute, we offer specialized mental health care and services. We also do research in this field and train future doctors, nurses, psychologists, and other professionals.

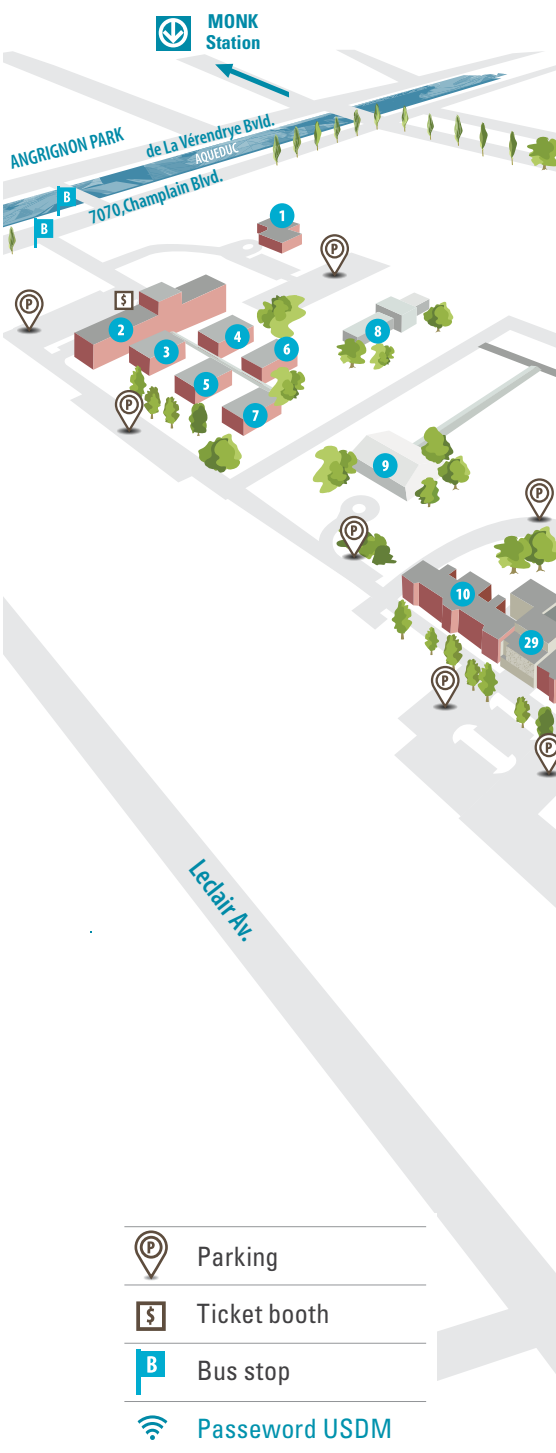
We believe in recovery. To help each patient recover, we think it is essential to establish partnerships with them. While respecting patient confidentiality, we hope to also establish partnerships with people who are close to the patient and with the community.

THE DOUGLAS INSTITUTE IS A HEALTH ESTABLISHMENT IN QUEBEC. THAT'S WHY WE WILL ASK FOR YOUR HEALTH CARD WHEN YOU ARRIVE. YOU DO NOT HAVE A HEALTH CARD?

SPEAK TO A STAFF MEMBER AND THEY CAN TALK TO YOU ABOUT POSSIBLE OPTIONS.

FIND A BUILDING

- 1 Funville Early Childhood Centre
- 2 Bond Pavilion
- 3 Ward Pavilion
- 4 Burland Pavilion
- 5 Finley Pavilion
- 6 Wilson Pavilion 
- 7 Lyall Pavilion
- 8 Stearns Pavilion
- 9 Roberts Recreation centre
- 10 Newman Pavilion
- 11 Lehmann Pavilion
- 12 Frank B. Common Pavilion (FBC) 
- 13 Perry Pavilion 
- 14 Burgess Pavilion
- 15 Reed Pavilion / Emergency
- 16 Greenhouses
- 17 Porteous Pavilion
- 18 Douglas Hall 
- 19 Dobell Pavilion 
- 20 CPC Pavilion / Moe Levin Centre
- 21 L'Envol
- 22 Day Hospital / Eating Disorders program
- 23 Le Tremplin
- 24 Eating Disorders Out-Patient Clinic
- 25 6601 LaSalle Blvd.
- 26 McGill Centre for Studies in Aging
- 27 Levinschi House (7075 LaSalle Blvd.)
- 28 7105 LaSalle Blvd. / L'Étape
- 29 Brain Imaging Centre



DOUGLAS INSTITUTE MAP



OUR COMMITMENT: OFFER MENTAL HEALTH CARE IN PARTNERSHIP WITH YOU

At the Douglas, we hope to offer the best care, support, and solutions possible to our patients.

This is why we wish to make you our partner. How do we do this? By involving you in all our discussions about your care and treatment as well as in activities. We do this while following four main principles:

1 – Dignity and respect for the patient.

We listen to your opinion and your choices. We always take into account your values, beliefs and the culture you were raised in.

Example: culture, religion, lifestyle choices, personal opinions, preferences or beliefs...

2 – Sharing information.

We keep you informed of what's going on. We share information with you in a reassuring and useful way. To help you make decisions, you will receive complete and accurate information when you need it.

Example: information about your health, treatment plan, medications and their side effects, available resources, your rights and responsibilities, etc.

3 – Shared decision-making.

You are encouraged to participate in decision-making related to your care.

Example: you will be consulted when a decision regarding your treatment is made.

4 – Collaboration with the patient.

You will be considered as an essential team member when it comes how healthcare is organized at the Institute. You will be able to work with our staff to create, improve, and spread policies and programs at the Douglas Institute.

Example: You could be invited to participate in various committees, the Board of Directors, meetings on your care unit, surveys, user's committee, etc.



Your friends and family can be a great support. We encourage you to share useful information with them and include them in decision-making. This will help them be of even more support to you.

RESOURCES TO HELP YOU

All the care and services offered at the Douglas Institute respect your dignity, well-being and safety.

The Douglas Institute will give you a copy of our Code of Ethics. If you do not receive it, do not hesitate to ask for it. You can also see the Code of Ethics on posters throughout the Institute as well as online at:

www.douglas.qc.ca/ethics

Users' Committee

Burgess Pavilion, office D-0104

Tel: 514 761-6131, ext. 2286

Fax: 514 888-4089

comusagers@douglas.mcgill.ca

www.douglas.qc.ca/page/users-committee

Residents' Committee for Burgess 2, CPC 3, and Porteous 1A care units

Burgess Pavilion, office D-0104

Tel: 514 761-6131, ext. 3682

Fax: 514 888-4089

com.residents@douglas.mcgill.ca

<http://www.douglas.qc.ca/page/users-committee>

If you feel your rights are not being respected, please do not hesitate to speak to the person in charge of your care unit or clinic. If you are not satisfied with what they tell you, you can speak to the Users' Committee, Residents' Committee, or the local service quality and complaints commissioner (ombudsman).

Local service quality and complaints commissioner (ombudsman)

Tel: 514 762-3010 or 514 761-6131, ext. 3287 or 2255

Fax: 514 888-4059

www.douglas.qc.ca/page/ombudsman

francine.bourassa@douglas.mcgill.ca

USEFUL INFORMATION FROM A TO Z

In this section, you will find general information for all patients and visitors of the Douglas Institute. The information is sorted in alphabetical order.

I Alcohol

You cannot possess or drink alcohol when you are at the Douglas Institute. Your friends and family are also not allowed to drink or to bring you alcohol. Any alcohol that we find will be confiscated and thrown out.

I Auxiliary volunteers

Auxiliary volunteers work to improve the quality of life of patients.

This group of people collect money and goods in order to help out patients. They finance special projects and sometimes help patients directly.

I Cafeteria

The Douglas has a cafeteria located in the Perry Pavilion. The cafeteria opening hours are from 7:30 a.m. to 2:00 p.m., Monday through Friday. For more information, contact the Foodservice and Nutrition at **extension 2451** or ask a staff member.

I Clothing store

The “clothing store” with new and used clothing is located in the basement of the Burgess Pavilion (office D-0152). In this store, patients can find clothing and shoes at low prices. It is open during week days and is run by the auxiliary volunteers.

I Change machine

You will find a change machine in the main entrance of the Perry Pavilion.

I Cost of stay

In most cases, there is no fee for staying at the hospital when you require inpatient care for short period of time.

Has your period of inpatient care finished but you must stay at the Douglas? The care you receive from then on is considered long-term care. In this case, there is a price to pay for staying. It is calculated by the Quebec Health Insurance Board (RAMQ).

You are no longer covered by provincial health insurance because you did not renew your health card? In this case, we will help you renew it, if it is possible.

You are not eligible for health insurance in Quebec? We invite you to contact the Patient Cashier, Trust, and Accounts Receivable at **extension 2560** to make a financial arrangement. The cost of stay is determined by the Quebec Health Insurance Board (RAMQ).

Courtesy telephone

You can use a courtesy telephone on all care units to make a local or toll-free call or to have someone reach you. Ask a staff member for the number.

Dangerous objects

Objects that are dangerous (or could be considered dangerous) will be confiscated during the length of your hospital stay. All weapons will be destroyed. Certain personal items (scissors, nail clippers, razor, etc.) will be returned to you at the end of your stay.

Drugs and non-prescribed medication

Possession and use of street drugs or medication which has not been prescribed to you is forbidden at the Douglas Institute. Any such illegal substance will be confiscated and destroyed.

Hygiene and prevention of infections

The most simple and effective way to protect yourself against infections is to wash your hands with soap and water. There are also stations with hand sanitizer in all pavilions.

Information screens

Television screens are found in the different pavilions of the Institute. These screens contain information on the services we offer, how to protect your rights, how to prevent infections, as well as on activities and other topics of interest to patients.

Disclosure of accidents

Despite our best efforts, accidents can occur. These events can sometimes affect your health or the care you receive.

When this happens, you have the right to be informed. You have the right to know what happened but also:

- what are the consequences on your health;
- what are the next steps we recommend to improve your situation; and
- what we will do to stop the event from happening again.

When we give you this information, you can be accompanied by the person of your choice. We also encourage you to ask questions.

Douglas Institute Foundation

The Douglas Institute Foundation collects donations from all over Canada and invests in mental health care and research.

Thanks to donor support, the Foundation supports the Douglas' recognized strengths in the following areas: Alzheimer's Disease, depression and bipolar disorder, eating disorders, youth services, and improving access to care. Every donation counts. It brings us closer to a future where mental illness is prevented and treated more easily.

To make a donation or to learn more about what the Foundation does to improve the lives of Douglas patients, please visit www.douglasfoundation.qc.ca or contact us at **514 762-3003**, by e-mail: foundation@douglas.mcgill.ca

Inspection of your possessions

For everyone's safety and when we have serious suspicion, we reserve the right to check your clothing, your possessions, or your room while you are staying at the Douglas Institute. You will

be present during this inspection. It will be a collaborative and respectful process.

Interactive screens

Several interactive screens offer information to help you find your way around the Douglas Institute. These screens are found in the entrances of several pavilions, namely Bond, Newman, Dobell, and Perry.

Mail service for hospitalized patients

If you are hospitalized at the Institute, you can send and receive personal mail. Mail will be distributed on your care unit and is kept confidential. To have access to this service, ask a member of your care team to help you.

Meals for hospitalized patients

Patients hospitalized on the care units will receive meals. The food on your plate is adapted to your personal nutritional needs. It can also be adapted to fit your personal choices.

Parking

All parking at the Douglas is paid parking. Payment meters are indicated on the campus map that you will find at pages 4 and 5 of this booklet. If you are hospitalized, we recommend

that you ask a friend or relative to move your car off the Douglas grounds so that you avoid paying fees. If this is impossible, you must let the Security Service know as soon as possible.

■ Patient Cashier

Douglas patients are able to open a temporary account at the Patient Cashier. It is located on the ground floor of the Perry Pavilion. To know the working hours, please call **extension 2561** or ask a staff member.

If you have an account at the Patient Cashier, all cheques that are mailed or delivered to you at the Institute will automatically be deposited into your trust account.

What is a trust account? It's an account which allows the Institute to deposit your cheques. Only you (or someone that you designate to legally represent you) are able to make withdrawals or other transactions from this account. Feel free to call the **extension 2516**, for more information.

■ Patient sexuality

At the Douglas Institute, we have a policy about the patient's right to sexuality. Mainly, it says that sexuality must be expressed in manner that is always respectful to oneself and others. Intimacy between two people must be consensual and safe.

Your care team can speak to you about this policy. Don't be shy to ask them questions!

■ Peer support workers for patients and family members

Peer support is when people who have had similar experiences help and support each other. At the Douglas Institute, there are two types of peer support workers: those for patients and those for families.

A peer support worker for patients is a person who is recovering from a mental health problem who can be a role model for other patients, as well as offer support and hope. To learn more about this service, speak to your care team.

A family peer support worker is a caregiver to someone suffering from a mental health problem. They can show a patient's family members how to be a good support to them while still respecting their autonomy. To learn more, ask a member of your care team.

■ Public transportation

The Douglas is accessible by three different STM bus lines (www.stm.info)

- **58** (from/to De l'Église Metro);
- **107** (from/to Verdun Metro);
- **112** (from/to Jolicoeur Metro).

You can also walk to the Institute from Monk Metro. The distance is approximately 2.1 kilometers (1.25 miles).

I Registration/Check-in

You must present your health card and sign a consent form to allow our doctors and other health professionals to treat you.

If you are hospitalized, it is possible that we will ask you to wear an identification bracelet. A photograph might also be taken with your permission. This is done to ensure your safety.

I Research

The Douglas Institute is a university institute. In addition to being a hospital, we are also a research centre. The role of our centre is to improve knowledge about and treatment for mental illnesses. This is why you may be asked to participate in research projects. You get to decide whether you want to participate and we will respect your choice. Your decision will have no negative consequences on the services you receive.

I Security

You can contact the Security Service at anytime by calling **extension 2444**. The offices of security are located at the main entrance of the Perry Pavilion.

I Spiritual needs

The Douglas Institute has several chapels and other religious spaces for our patients and their loved ones. We also offer pastoral services. Do not hesitate to contact the Pastoral Services Department, **extension 2447**, to see how they can help you.

I Survey

To offer quality care and services, we continually evaluate your experience as a patient and your satisfaction with the care you are receiving. This is why you may be asked to respond to a confidential survey. You do not have to respond but, if you do, it will greatly help us improve our services. We thank you in advance for your help.

I Taxis

There is a taxi station close to the Institute. These taxis will come quickly when you call **514 767-6666** or **514 363-5111**. If you do not have access to a phone, please go to the reception desk in the main entrance to the Perry Pavilion.

I Theft

Theft is not acceptable and will never be tolerated at the Douglas Institute. We do everything in our power to prevent it from happening. Help us help you by being careful with your own valuable items.

I Tobacco

You must respect the laws regarding tobacco.

If you have privileges to go outside to smoke (or, if you are a visitor), you must smoke outside at least nine metres from the entrance to the pavilion. This “smoking area” is marked by a blue line on the ground.

Hospitalized patients are allowed to smoke in the smoking rooms found on certain care units. Your family and friends do not have the right to use these smoking rooms or to accompany you to them.

Above all else, we care for your well-being. That is why care teams at the Douglas are always there to help you quit smoking. If you are not allowed to smoke, they can help you through nicotine withdrawal. Don't hesitate to speak to them.

I Valuable personal items

We recommend that you do not bring valuable personal items or electronic devices with you to the hospital. The Douglas Institute is not responsible for lost or stolen items.

However, if you do bring your valuable personal items with you, you can store them in a secure place on the care unit (if space is available).

I Vending machines

There are vending machines in almost every pavilion. The staff can tell you where they are located. In these machines, we have healthy snack and beverage options. There are also vending machines in the Perry Pavilion with sandwiches, soups, salads, etc. Two micro-waves are also available. A part of the money collected from vending machine sales is donated back to patient for activities, through auxiliary volunteers.

I Violence: zero tolerance

Verbal and physical violence are not tolerated at the Douglas Institute or in any of its services.

Violence is defined as any language or action that can harm or threaten to harm another person. It can also mean using force or bullying to make a person act against their own will.

I Volunteers

The Volunteer Service helps send people or groups to help with projects or activities. Volunteers can offer services to our patients, both at the Institute and in the community.

Wi-Fi and Internet

A Wi-Fi network is available in certain pavilions of the Institute (which are shown on the map). Find out how you can access the Wi-Fi network by speaking to a Douglas Institute staff member. What's more, computers with Internet access are available on certain care units.

TO CONCLUDE...

We hope you find this guide useful. If you have comments or wish to make a suggestion, please contact Quality Directorate at **514 761-6131, ext. 2731**.

We will be happy to hear from you.

