



WELCOME GUIDE BURGESS 1 CARE UNIT

FOR PATIENTS AND
THEIR FAMILY

Douglas

INSTITUT
UNIVERSITAIRE EN
SANTÉ MENTALE

MENTAL HEALTH
UNIVERSITY
INSTITUTE

www.douglas.qc.ca

WELCOME

On behalf of the entire treatment team, welcome to the Burgess 1 Care Unit of the Douglas Mental Health University Institute. Our team has created this Welcome Guide to help you become familiar with our care, services and activities. This manual is yours to keep. It contains valuable information that you will find useful during your stay on Burgess 1.

General Acute Short-Term Care Unit - Psychosis Program

We provide short term psychiatric care to adults experiencing psychosis as well as individuals who are being hospitalized for their first psychotic episode. Burgess 1 is a 32 bed admission unit. Five of these beds are individual rooms reserved for the PEPP program (*Programme d'évaluation, d'intervention et de prévention des psychoses*).

The members of our treatment team will work directly with you to develop an Individual Intervention Plan (IIP). This plan is based on a thorough assessment of your skills and strengths. It serves as a blueprint for your successful return to the community when discharged.

Our Vision

Our vision is to provide all patients with psychotic disorders who require a short-term hospital stay with quality care that:

- is focused on the individual
- meets the needs of the patients, the immediate family and the community
- is based on best practices
- stimulates recovery
- is administrated by a trained and multidisciplinary staff
- is delivered in a timely fashion

Our Mission

As the admission unit for the psychosis program, our mission is to provide care and services based on best practices and to integrate clinical care, teaching and research.



TREATMENT TEAM

The multidisciplinary treatment team responsible for providing the services you will receive while at Burgess 1 is made up of a:

- primary nurse
- patient support worker (PAB)
- occupational therapist
- specialist in clinical activities
- social worker
- General practitioner
- CEPI (a candidate for the profession of nursing)
- Psychiatrist
- and staff members from other disciplines, based on your needs (e.g. nutritionist, pastoral services, peer assistance, etc.)

The primary nurse has a very specific role. This person is responsible for working with you to create, develop and refine your IIP, The IIP is an extension of your goals and objectives. Your nurse is available to answer any questions or concerns you may have about your recovery plan.

You will undergo a process of assessment when you arrive on Burgess 1, and throughout your stay. You will likely be asked certain questions about your lifestyle, your habits, your support system and other factors contributing to your current situation. This information helps the treatment team to develop and modify your IIP, to monitor your progress, and to determine when you are ready to reintegrate into the community. These evaluations take many forms: staff observations, data from individual and group meetings, and questionnaires completed by both you and staff members.



PROGRAM COMPONENTS

Psycho-educational activities

- Budgeting (individual)
- Hygiene and room care
- Cooking
- Discharge planning
- Creative art
- Pet therapy
- Horticulture

Recreational and leisure activities

- Weekly movie night
- Exercise (Thursday)
- Nintendo Wii games
- Daily walk
- Access to Roberts
Recreational Centre's
scheduled programming

Psychosocial therapy

- Cognitive behavioural
therapy
- Drug awareness
- Motivational interviewing
- Multi-family therapy

Weekly community meeting

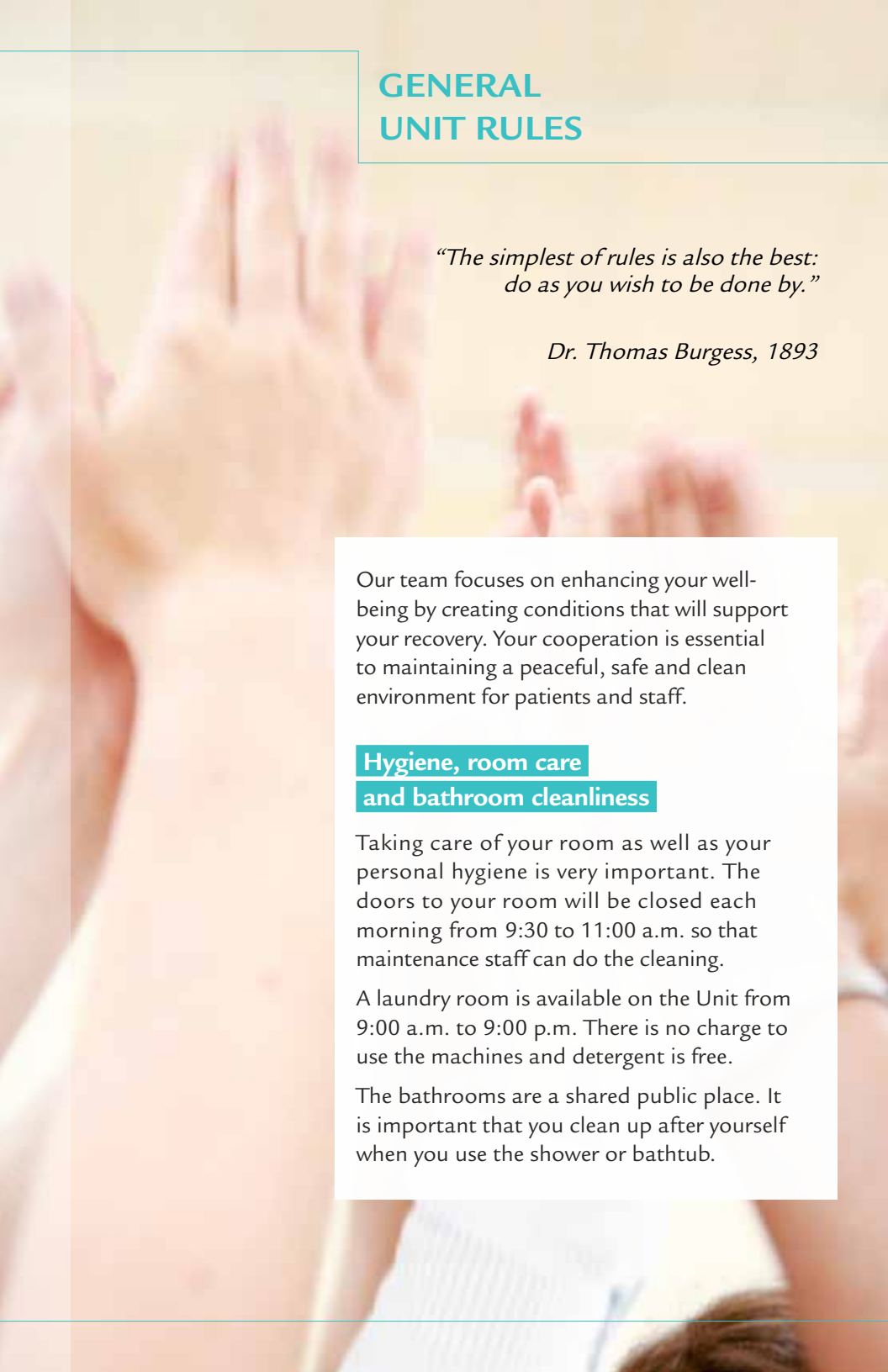
Every Friday at 9:45 a.m.

This meeting provides you a time and a place to voice your concerns to members of the treatment team and to other patients. It is also a forum for sharing news. Your attendance is essential.

Individual sessions

In addition to group therapy, you will participate in individual sessions, which may include counselling, specialized therapy or interviews with a member of the multidisciplinary team.





GENERAL UNIT RULES

*“The simplest of rules is also the best:
do as you wish to be done by.”*

Dr. Thomas Burgess, 1893

Our team focuses on enhancing your well-being by creating conditions that will support your recovery. Your cooperation is essential to maintaining a peaceful, safe and clean environment for patients and staff.

Hygiene, room care and bathroom cleanliness

Taking care of your room as well as your personal hygiene is very important. The doors to your room will be closed each morning from 9:30 to 11:00 a.m. so that maintenance staff can do the cleaning.

A laundry room is available on the Unit from 9:00 a.m. to 9:00 p.m. There is no charge to use the machines and detergent is free.

The bathrooms are a shared public place. It is important that you clean up after yourself when you use the shower or bathtub.

GENERAL UNIT RULES

Personal belongings

When you arrive on the Unit, a member of the treatment team will ask you to hand over your medication as well as any objects in your possession that could be harmful (lighters, pocketknife, razor, etc.). We encourage you to leave valuable objects with your family or friends. You can store your personal items in an individual locker in your room. The key is available with a \$2 deposit. The Unit assumes no responsibility for the breakage, loss or theft of items you have chosen to keep with you.

Medication

Medication is generally distributed by your nurse at the following times:

7:00 a.m.

12:00 p.m.

5:00 p.m.

9:00 p.m.

Your nurse will regularly monitor your vital signs and check for possible side effects of your medication. If you have any concerns in this regard, please talk to your nurse. The weekly medication information session is strongly recommended. This group meeting is a chance for you to learn about medications and their potential side effects.

Meals

Breakfast	7:00 a.m.
Lunch	12:00 p.m.
Dinner	5:00 p.m.
Snacks	8:00 p.m.

Punctuality is important: please do not be late for mealtimes.

Food and drinks

In order to keep the Unit clean, food and beverages are not allowed to be taken out of the cafeteria, nor can you have any food or beverage in your room. You may purchase food or beverages, but they will be stored in the cafeteria fridge.

We reserve the right to refuse to store any food or beverage brought to the Unit by visitors if there is a shortage of space.

Take-out orders from local restaurants can be made between 11:00 a.m. and noon and between 4:00 and 5:00 p.m. Your order will be kept in the cafeteria until meal time.



Smoking

Smoking is permitted in the designated smoking room only. Cigarettes are distributed to patients following a smoking management program every two hours from 5:30 a.m. to 11:00 p.m. Please respect the schedule.

Self-management of cigarettes is a decision that will be taken in collaboration with your treatment team. Matches and lighters **MUST** be handed in to the nursing station before bedtime. This is a safety measure required by the Douglas Institute.

Alcohol and other drugs

The consumption of alcohol and other drugs is not allowed. These substances can limit the speed of your recovery and negatively affect your general well-being. Staff have the right to search your room if they have a reason to believe that you have consumed alcohol or other drugs on the Unit.

Curfew

For those who have the right to go off the Unit on the Douglas Institute grounds or in the city, the curfew is 9:00 p.m. You must inform your nurse ahead of time if you are planning to return after 9:00 p.m. (special outings).

Bedtime

Bedtime is 11:00 p.m. Appropriate nightwear must be worn.

Money

An account will be opened for you at the Douglas Institute patients' bank, located in Perry Pavilion, Room E-1152.

You will work with your primary nurse to establish a budget that meets your needs and that encourages you to meet the goals outlined in your treatment plan.

STAYING CONNECTED

Visiting Hours

Monday to Friday	3:00 p.m. to 9:00 p.m.
Saturday and Sunday	9:00 a.m. to 9:00 p.m.

You must plan your visits with your family and friends around your scheduled activities. Please advise your visitors that they must check in at the nursing station (extension 2639) upon their arrival. A member of the Unit team can then guide you to a visiting room.

Please be advised that staff reserve the right to ask visitors to leave the Unit if circumstances justify it. Exceptions to these hours can be made in collaboration with your primary nurse.

Telephone

7 days a week	8:00 a.m. to 9:00 p.m.
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A telephone for your personal use is near the nursing station. You can make and receive local calls free of charge; long distance calls can be arranged with your primary nurse.

The telephone number is **514 761-6131, extension 3630.** People wanting to communicate with you must use this number and not the nursing station number.

This is the only telephone available to clients on the Unit, so please keep your calls brief. If the phone rings and you answer it, please find the person being requested and advise them they have a call.

Internet

The Unit has a computer with an Internet connection. You can use the Internet to:

- send Email (family, friends, employer, etc.)
- search for an apartment
- bank online
- obtain online application forms, monthly statements (social assistance, etc.)
- search for resources, etc.

A sign-up sheet is posted at the nursing station. Please stick to the schedule and limit your use of the Internet.

The Unit is also equipped with WiFi access for laptop users. Your primary nurse will give you an access code.

R-E-S-P-E-C-T

Living in an environment with 32 patients and a number of staff members can present certain challenges. By following the golden rule of “do unto others as you would have them do unto you”, it helps make the environment more pleasant for everyone. Verbal and physical abuse will not be tolerated. We ask you to respect the Unit’s physical environment and to keep it clean and tidy.

The Douglas Institute Code of Ethics, posted opposite the nursing station, outlines the clients’ rights and responsibilities as well as the code of conduct that the staff are required to follow.

Another document entitled Restrictive Measures and Exceptional Measures is posted alongside the Code of Ethics.

Please take the time to familiarize yourself with these two documents.

If you require any further information about your rights and responsibilities, please contact the Complaints Commissioner or the Beneficiaries’ Committee of the Douglas Institute at 514 761-6131.

TO ENSURE YOUR SAFETY

Upon admission, you will be asked to wear an identification bracelet or have your picture taken so that the staff will be able to identify you at all times. This ensures that you will receive the appropriate treatment that has been prescribed for you (such as your medication). In case of an emergency, we may be required to contact your family or someone close to you. Under other conditions, we will respect your decision with regard to our communications with family members or friends.

CONCLUSION

Once again, on behalf of the entire treatment team, welcome to the Burgess 1 Care Unit. We will be pleased to work in partnership with you to develop your rehabilitation plan and we look forward to your successful re-integration into the community. We encourage you to read the Douglas Welcome Guide for more information.

A background image of a modern office interior. It features a large glass wall on the left, a wooden desk in the center, and a white chair. The image is faded and serves as a backdrop for the lined paper.

Burgess 1 Care Unit team
Ina Winkelmann
Lyna Morin
Jessy Ranger
Louise Sasseville

Bivouac Studio
Ghislain Milette

Bivouac Studio