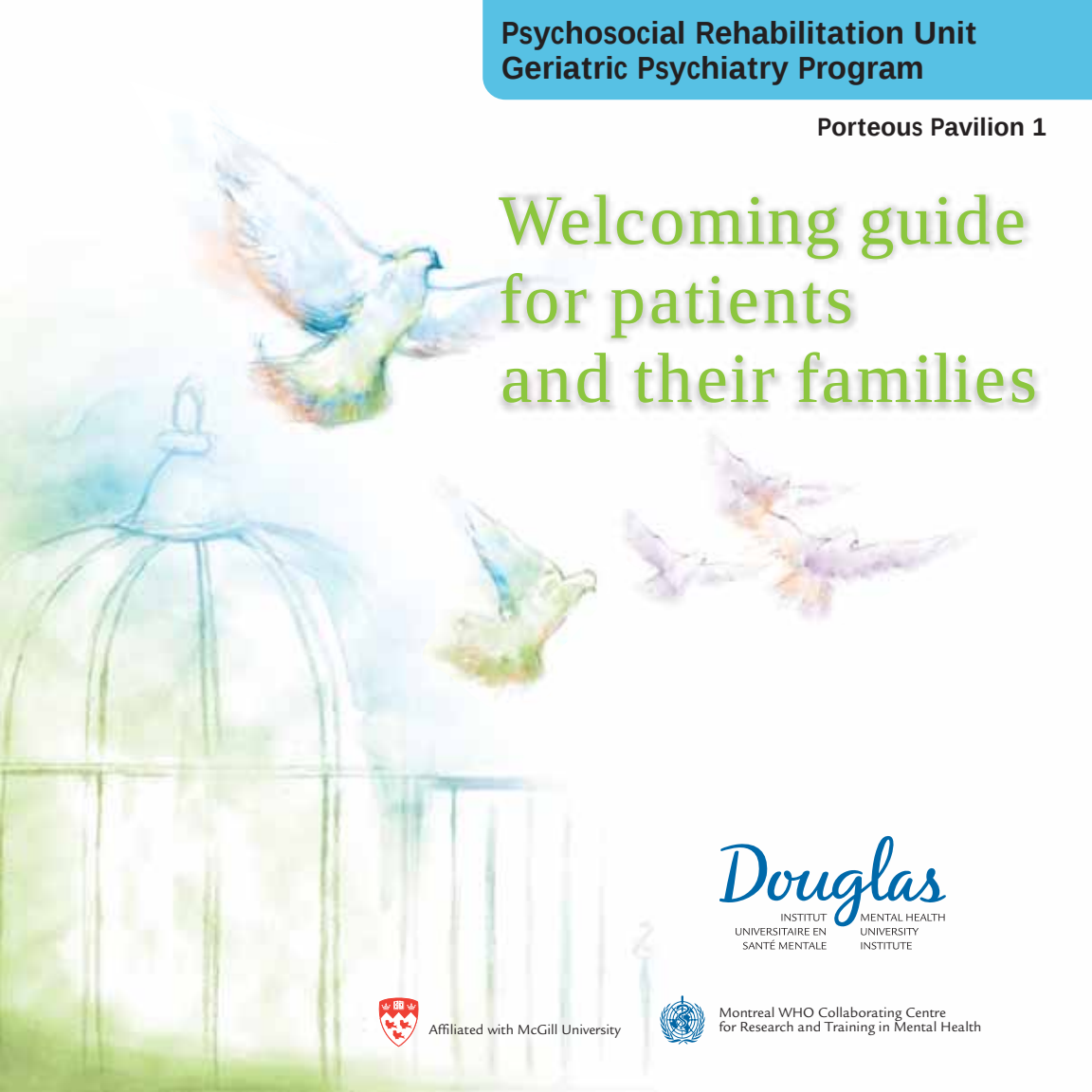


A watercolor illustration of a birdcage with a domed top. Several birds are shown in flight, emerging from the cage. The birds are painted in soft, blended colors of blue, green, yellow, and purple. The cage itself is drawn with light blue and green lines, and the background is a mix of these colors, creating a sense of light and freedom.

Welcoming guide for patients and their families

Douglas
INSTITUT
UNIVERSITAIRE EN
SANTÉ MENTALE
MENTAL HEALTH
UNIVERSITY
INSTITUTE



Affiliated with McGill University



Montreal WHO Collaborating Centre
for Research and Training in Mental Health

Welcome to the Geriatric Psychiatry Program Psychosocial Rehabilitation Unit



This guide was written to provide you and your loved ones with an overall view of the medical care and services offered on our unit in order to help ensure that your stay is as pleasant as possible.



Douglas Mental Health University Institute

6875 LaSalle Blvd., Porteous Pavilion, 1st Floor

Verdun, Quebec H4H 1R3

514-761-6131, ext. 2192

www.douglas.qc.ca

Psychosocial rehabilitation

Psychosocial rehabilitation takes into account the interaction between various biological, social and environmental factors. In addition to fulfilling basic needs (housing and food), it aims to satisfy other fundamental patient needs, including the need for a sense of belonging, growth and achievement, and the need to feel useful. Interventions by our multidisciplinary team are designed to provide individuals with support in order to reinforce competencies, help them regain their abilities and encourage their will to act, and ensure their integration in the community.

We offer medium-term care and services to a clientele 65 years of age and over, or adults under 65 years of age who present a psychogeriatric profile, i.e. have a psychiatric disorder and physical health problems linked to aging.

Our caring team is composed of psychiatrists, a general practitioner, nurses, and nursing assistants, an occupational therapist, a dietician, a pharmacist, a social worker, beneficiary attendants, a physio-therapist and an educator. We are also privileged to receive trainees from diverse disciplines and educational institutions. In addition, we may call upon the services of a psychologist and other professionals, as required.

Your itinerary

Upon arriving at the unit

- * A nurse will greet you, take you on a tour of the premises and introduce you to the team;
- * A beneficiary attendant will make a list of your clothing, and the items will be identified with your name;
- * A unit psychiatrist and a nurse will be assigned to you for every work shift.



Your personal belongings

- * A nurse will make a list of your personal effects;
- * You must give your health insurance card to the staff;
- * You must supply toiletry articles such as facial tissue, a toothbrush, toothpaste, deodorant, and a comb and a hairbrush, during your stay at the Douglas;
- * If you prefer to do your laundry yourself, please advise us, and a laundry room will be made available for your use; your family may also choose to wash your clothes;
- * You must leave all potentially dangerous objects and your medication with your nurse. Your valuables must be given to your family or they will be placed in the Douglas safe and returned to you upon your official discharge.

Your treatment

- * A physical and mental evaluation of your condition will be conducted by the nurse, with your cooperation, and with the cooperation of your family, if required;
- * In collaboration with the occupational therapist, your nurse will evaluate your functional autonomy;
- * You will receive personalized care in creating your *Individualized Psychosocial Rehabilitation Activity Plan*. Depending on the situation, and with your authorization, we may ask for participation from your family, and from professionals from external services and/or from other health institutions, in order to prepare for your discharge;
- * If you wish to meet your psychiatrist outside your regular appointments, please inform the nurse, who will pass on your request to the psychiatrist.

Your discharge

- * Preparing for your discharge is part of your treatment, and is therefore planned with the team during your stay on the unit. We will ensure that you will receive external follow-up when you are discharged.

Your stay: Useful information

Rooms

Bedroom doors are closed from 10:00 a.m. to 12:00 p.m. and from 2:00 to 4:00 p.m. in order to encourage your mobility and participation in psychosocial rehabilitation activities.

Siesta period

- * 12:30 to 2:00 p.m.

Psychosocial rehabilitation activities

Therapeutic activities are offered according to your individualized activity plan (exercise groups, fall prevention, self-esteem, community meetings, relaxation, cooking, gardening, Tai Chi, bingo, sewing, multi-sensory stimulation, games, pet therapy, health training, etc.)

Monday to Friday

* 10:00 to 11:30 a.m.

* 2:00 to 4:00 p.m.



Meal hours

All meals are taken in the Porteous 1B dining room at the following hours:

* **Breakfast:** 8:15 a.m.

* **Lunch:** 12:00 p.m.

* **Dinner:** 5:00 p.m.

Telephone

- * You may receive or make local telephone calls at no charge between 9:00 a.m. and 9:00 p.m. at 514-761-6131, ext. 2189;
- * The nurse will assist you in making long-distance calls;
- * If your family wishes to inquire about your condition, you may direct the call to your nurse at 514-761-6131, ext. 2192. At any time, you may contact the unit clinical-administrative chief at 514-761-6131, ext. 2193.



Smoking room

The smoking room is available at all times.

In order to avoid unfortunate incidents, all lighters and matches must be given to a staff member by 8:30 p.m.



Visiting hours

You may receive visitors any day between 10:30 a.m. and 8:30 p.m.

Two rooms are available for you and your visitors.

Closed treatment

When you are under closed treatment, you may be asked to wear a hospital gown. You may move about the unit, but may not leave without permission.

Chaplaincy services

Mass is celebrated every Sunday from 10:00 to 11:00 a.m. in the chapel, located in Room K-2319 on the second floor of Porteous Pavilion.

Code of ethics

We follow the Douglas's Institute Code of Ethics.

You may consult a copy on the unit at any time, or ask for a copy from the Beneficiaries' Committee.

If you feel that your rights are not being respected, we invite you to first notify the chief of the unit at 514-761-6131, ext. 2193.

If you do not obtain complete satisfaction, please contact the Beneficiaries' Committee at 514-761-6131, ext. 2286, or the Ombudsman (Service Quality Commissioner) at 514-761-6131, ext. 3287.

This service is free of charge and completely confidential.

Outings

- * You must always inform your nurse before leaving the unit;
- * All outings taking place off the Douglas grounds need to be authorized by a psychiatrist. You must inform your nurse when you are planning such an outing in order that proper authorization can be obtained.



Mental Health Information

To learn more about
Douglas services
and mental illness, visit

www.douglas.qc.ca/mental-health-info

Financial contribution: Accommodations

You will not be asked to financially contribute towards your accommodations as long as your condition requires acute care or during the first 45 days of your hospitalization. Your physician will determine when acute care ends. At that point, long-term care charges will apply. The financial contribution is determined by the Régie de l'assurance-maladie du Québec and is established according to your income. For additional information, please call the Hébergement Service at 514-761-6131, ext. 2560.