



Welcome

to intensive care

Douglas
INSTITUT UNIVERSITAIRE EN SANTÉ MENTALE / MENTAL HEALTH UNIVERSITY INSTITUTE

www.douglas.qc.ca

Welcome

to intensive care

The Intensive Care team welcomes you, listens to you, and treats you in a respectful environment. Our goal is to provide you with psychiatric care in a safe setting while ensuring that your rights are respected. We also need to make you aware of your responsibilities regarding your treatment.

This brochure provides information about the care philosophy developed at this unit and describes how you can actively participate in your care. It is also a tool to ensure everyone's safety.

The Intensive Care Unit is composed of eight private rooms. Consultation requests are made for patients of all ages from in-patient units or our external partners. Our patients require particular care in light of their high degree of mental disorganization, meaning they present a level of dangerousness that poses a risk towards themselves or other people.

**Douglas Mental Health
University Institute**

6875 LaSalle Blvd.
Verdun, Québec
H4H 1R3
514 761-6131, ext. 2225 or 2226
www.douglas.qc.ca

Our goals

Our department admits and treats anyone requiring intensive psychiatric care along with supervision and safety measures for a specific period of time.

OUR CARE PHILOSOPHY AND OUR MISSION

Our health care team employs therapeutic measures that aim to:

- Relieve your suffering and the symptoms that result from your disorder.
- Protect you and ensure the safety of your friends and family.
- Reduce disruptive behaviour and decrease stimuli.
- Increase receptive attitudes towards therapeutic approaches and interpersonal relations.
- Help you play a role in your care by allowing you to measure the progression of your symptoms.
- Establish an individual therapy plan after talking with you or your family during your stay in order to guide and support you in your recovery process.

THE INTENSIVE CARE *Team*

The **PSYCHIATRIST** performs psychiatric evaluations and decides on pharmacotherapy, therapy, or the treatment direction.

The **NURSE** evaluates, observes and educates patients and ensures the continuity of therapeutic approaches.

The **OCCUPATIONAL THERAPIST** organizes activities and therapeutic and evaluation workshops twice a week.

The **SOCIAL WORKER** informs you about existing services or assists you in fulfilling your financial, social, and emotional needs during your hospital stay. He or she can also refer you to the appropriate resources in your community.

Your behaviour

We ask you to engage in discussions with your health care team, as we consider you to be an active partner in your own care. As a result, we expect there to be a relationship of mutual respect between the members of the care team, between patients, and between patients and the care team.

THE DOUGLAS INSTITUTE DOES NOT TOLERATE VERBAL VIOLENCE OR PHYSICAL VIOLENCE.

SMOKING

A smoking room is available between 6:30 a.m. and 10:00 p.m.

The room must remain clean and the door must be closed.
Drinks or food are not allowed in the smoking room.

NOISE

To maintain a calm, restful, and relaxed therapeutic environment, we ask that the level of noise in the unit be kept to a minimum.



SAFETY

There are a number of important rules that everyone must follow to guarantee both your safety and our safety.

Any object deemed to pose a risk or danger is **prohibited** in the Intensive Care Unit, e.g., knives, belts, jewellery, drugs, alcohol, glass cups or mugs, medication, etc. For this safety reason, a staff member will perform a search upon each admission and each visit.

A member of the care team may also perform a search at any time to ensure everyone's safety.

During your hospital stay, visits from other Douglas patients are not allowed. You may only receive visitors in the lounge.

We may ask you to wear a hospital gown while your state stabilizes.

Meals

- BREAKFAST is served at 7:00 a.m.
- LUNCH is served at 12:00 p.m.
- DINNER is served at 5:00 p.m.

You may order **supper** from a restaurant or have it brought in from home on Fridays and Sundays only.

SNACKS

Snacks (fruit, cookies and beverages) are served at 10:00 a.m., 2:00 p.m. and 8:30 p.m.

You may have your own snacks from home, but these may only be eaten at snack time.

HYGIENE

The schedule for baths or showers is as follows:
From 8:30 a.m. to 10:00 a.m. and from 8:30 p.m. to 9:30 p.m.

Visits

Visits are restricted to two people per patient at a time. Children under the age of twelve are not allowed to visit unless authorized by the treating psychiatrist.

Visiting privileges may also be removed or restricted according to your doctor's instructions.

VISITING HOURS

- 10:00 a.m. to 11:30 a.m.
- 2:00 p.m. to 3:30 p.m.
- 7:00 p.m. to 8:30 p.m.

PHONE

You may access the unit phone. The phone must be used appropriately, and conversations must not exceed 15 minutes per patient.

The phone is available between 8:00 a.m. and 10:00 p.m.

Cell phones, laptops or radios are not allowed. These will be locked in a safe at the nurse's station.

MONEY

We recommend that patients keep some money on hand to pay for personal expenses. Large sums of money will be placed in the Institute's vault.

Small sums of money will be labelled and placed in the safe at the nurse's station. If you need to take out money, please inform your assigned nurse.

OUTINGS

If you are under **protective custody**, you may not leave the unit under any circumstances.

When the protective custody order is lifted (if applicable in your case), certain outings may still require authorization from your treating psychiatrist, e.g., walks on the Institute grounds three times a day for thirty minutes at a time, a few hours of supervised leave, a weekend away from the Institute, etc.

OUTINGS IN THE COURTYARD OF THE INTENSIVE CARE UNIT

Outings in the courtyard are only granted if you are accompanied by a member of the care team and according to his or her availability. The outing will be granted based on the clinical status of the patient, e.g., risk of wandering, degree of mental disorganization, etc.

Have a good stay

MY SUPPORT NETWORK

Writing Team: Martin Jolin, Nurse; François Lapierre, Nurse;
Karen Blumhoff, Nurse; and Julie Lavigueur, Nurse Clinician.

February 2009

10

Writing Team: Martin Jolin, Nurse; François Lapierre, Nurse;
Karen Blumhoff, Nurse; and Julie Lavigueur, Nurse Clinician.

February 2009

10