



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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WELCOME MESSAGE FROM THE DIRECTOR GENERAL

This Welcome Guide includes all sorts of information that we hope you will find helpful throughout your treatment at the Douglas Institute.

Included are the details on our Institution, your rights and responsibilities, the services we offer, help or support you may receive, various types of activities, and all sorts of other useful information. The guide also includes information on what to do if you feel you have not been given all the support you are entitled to receive or if you have questions about your diagnosis or treatment. Please feel free to ask your interveners.

The Douglas Institute accords great importance to the various facets of respect: respecting your rights and your responsibilities; mutual respect between our interveners and you; respect for addressing you in your language and providing appropriate documentation in French or English, as you choose.

The Douglas Institute believes in your recovery. That's why we invite you to play an active role in your treatment and get the information you need and make enlightened decisions. You are the essential partner in your successful treatment. To maximize your chances for success, that partnership also includes your family and friends, doctors in the community, other hospitals, community groups and support groups.

The Douglas Institute is proud to offer excellent care. We are committed to research and teaching. Your participation enables the Institute to contribute to the advancement of knowledge and improve the care and services we offer by training a new generation of experts. New discoveries bring new hope, and help make dreams come true.

ABOUT THE DOUGLAS INSTITUTE

Vision

Recovery through the integration of care, teaching and research – from neighbourhood to neuron.

Mission

A University Institute in mental health, the Douglas is affiliated with McGill University and the World Health Organization. It is an international leader in care, research and teaching in mental health. As a centre of excellence, it:

- provides specialized and superspecialized services within a continuum of care together with first-line partners;
- contributes to destigmatizing mental illness, in keeping with prevention and recovery principles;
- contributes to the advancement of knowledge and best practices through state-of-the-art research and teaching.

The Douglas Institute is renowned for innovation, multiculturalism and bilingualism. It reflects humanism and openness, and can count on solid philanthropic support. Founded by the Montreal community, it has a proud collaborative tradition with numerous partners.

Values

The Douglas values excellence and innovation, based on commitment, collaboration and education.

• Excellence

To apply best practices with rigour.

• Innovation

To be a stimulating and dynamic environment, where new knowledge is developed to improve understanding and care.

• Commitment:

To be dedicated to achieving our mission.

• Collaboration

To work within interdisciplinary teams, and with internal, community, university, and international partners.

• Education

To be a learning organization that values its human resources and evolves through knowledge exchange and continued education.

Mandate

As a University Institute in mental health, the Douglas has a triple mandate – to care, discover and teach within a knowledge exchange environment:

• Care

Our interdisciplinary teams provide services to all age groups. Specialized and superspecialized services are provided for the population of the entire McGill University network and to Health and Social Services Centres of South-West - Verdun and LaSalle and Old Lachine.

• Discover

Our scientists are dedicated to discovering better treatments and the causes of mental disorders – whether the cause is genetic, environmental, cultural, social or psychological in nature. We contribute to the advancement of knowledge on the functioning of the brain, the organization of service delivery, developing diagnostic tools, treatment and technology evaluation, and identifying prevention methods.

• Teach

Affiliated with McGill University and other teaching institutions, we train new recruits and provide a state-of-the-art mental health curriculum for all professional disciplines involved. We also contribute to progress in best practices by consolidating training programs, which also support first-line services.

For further details, please visit the Douglas website at www.douglas.qc.ca

CODE OF ETHICS

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

Dr. Thomas Burgess, 1893

The Code of Ethics included in the Welcome Kit with this guide provides information on your rights and responsibilities. The code consists of guidelines for the behaviour and practices expected of all staff members. If you do not already have a copy of the Code of Ethics, please ask for one.

Violence: zero tolerance

Violence is any act, in words or gestures, that is likely to harm the dignity or physical or psychological integrity of a person or make a person act against his or her own wishes through the use of force or intimidation. No form of violence will be tolerated. For further information on your responsibilities, please see the Code of Ethics.

Douglas Institute Foundation

The vision of the Douglas Institute Foundation is a world without mental illness. Make a donation to help eliminate mental illness and nourish hope for a cure. For further information, please see the brochure for the Foundation.

ESSENTIAL INFORMATION

Participating in your treatment

You know best when it comes to your condition and your state of health. It is essential for you to play an active role in your treatment. It is also important to establish a connection with a member of your caregiving team to facilitate communication and the flow of information. To make enlightened choices, you need to have the right information. That is your right. Ask questions. You are a member of the team, just as much as your main interveners, in developing your individualised treatment plan and providing follow-up. You are the key to your own success; we are only here to facilitate.

Consent to care

You will be asked to give your consent in writing when you visit the emergency room and when you are hospitalized at the Douglas Institute. After that, as long as you stay, while your treatment plan is being developed, if you need to have specific treatments such as anesthesia, sismotherapy treatment or restraints, you will be asked to sign another written consent form before receiving your treatment. You may ask for any information you believe is relevant before signing a consent form.

Consent to care is an ongoing process, and you may withdraw your consent at any time without prejudice.

Confidentiality

Douglas Institute staff members are required to keep all files confidential and preserve professional secrecy. They are not allowed to reveal the content of files, verbally or otherwise, unless authorized to do so by the patient, the court or the law. Please advise the staff of your preferences in this regard.



If you are admitted

• Rules of conduct

1. The Institute is a site for temporary treatment. Taking responsibility for following our rules of conduct and playing an active role in your program with the goal of making progress towards recovery will mean you can be discharged sooner.
2. It is important for you to develop new skills and problem-solving methods with the goal of returning to the community. We encourage you to participate in individual or group social rehabilitation activities, which are part of your program.
3. No trafficking, possession or consumption of illicit drugs or alcohol will be tolerated at the Douglas Institute. Members of your family and friends do not have the right to bring you any illicit drugs, alcohol or medication.
4. We strongly recommend that you keep your personal possessions to yourself. Do not share them with other patients in your unit, and never leave your things unsupervised.
5. Taking pictures or making videos or sound recordings on any type of device in Douglas Institute facilities is strictly prohibited.
6. Theft will not be tolerated. If you have lost something or you are suspected of having a stolen item in your possession, an inquiry will be conducted. In that case,

you will probably be subject to a personal search and your room will also be searched.

7. Everything in the unit is the property of the Douglas Institute. Your personal items and possessions are treated with respect by staff members, and we expect you to behave in the same way. If you break or steal an item that belongs to the Institute, an inquiry will be conducted. If you are found to be responsible, you will be required to pay the cost of replacing the broken or stolen item.

• Preventing infections

The objective of infection prevention is to improve the safety of patients. Nosocomial infections are infections contracted while in the hospital. They are caused by microorganisms (bacteria, viruses, parasites or fungi), which a patient may contract through contacts in the hospital environment, or may carry prior to admission. For further information, please see the brochure on hand-washing.

• On your admission

When you are admitted you will be asked to present your health insurance card and sign a consent form giving physicians and other professionals permission to provide treatment. During your stay, you may be asked to sign consent forms for other tests or treatments. Information relating to consent procedures will be provided on request. For your safety and security after you are admitted to your unit, you may be asked to wear an ID bracelet or have your picture taken.

We strongly advise that you not bring any of the following items to the Douglas Institute:

- electronic equipment such as a TV, radio, computer, camera or video camera, laptop computer, etc. However, patients in some units are allowed to have a walkman or MP3 player;
- credit cards, large sums of money, jewellery or other valuable objects.

The Institute assumes no responsibility for the breakage, loss or theft of any personal items or possessions that you have chosen to keep with you despite the advice given above.

• Newspapers

Newspapers may be available in the unit. Please ask staff members.

• Leaving the hospital and follow-up appointments

Depending on how your state of health has progressed at the time you are discharged, and to help you receive the support you need, you may be followed at one of our specialized clinics or you may return to your community for follow-up.

Satisfaction

In order to ensure the provision of quality care and services, the Douglas Institute is committed to evaluating the satisfaction level of our clients. You may be asked to complete a satisfaction survey during or after your stay at the Douglas Institute on a voluntary and confidential basis. We invite you to take this opportunity to express your opinion on the care and services you have received at the Douglas, in complete confidence. Your cooperation is essential so that we can continue to improve the quality of our care and services.

OTHER RESOURCES

Auxiliaries-volunteers

The auxiliaries-volunteers' objective since 1959 has been to continue to help people with mental-health problems to preserve their dignity and enjoy a sense of well-being through improved quality of life.

Volunteers

Volunteers are everywhere in the Institute, working in groups or individually on a variety of projects and activities. You will meet volunteers in every sector of the Institute.

Spiritual needs (pastoral services)

The services of a spiritual advisor are available for the observance of religious rites and ceremonies. If the services you request require bringing in an external resource, our Pastoral Services department may take the necessary steps; however, you will have to pay for any costs that may be involved. Wherever possible, the Douglas offers quiet places for prayer and contemplation within the institution, as well as pastoral services.

Beneficiaries' committee (users' committee)

Among other responsibilities, the Beneficiaries' Committee defends the rights and collective interests of patients. On request, the committee helps patients with any steps they take and fosters the improvement

of patients' living conditions. For further information, please see the Code of Ethics.

Local Complaints and Service Quality Commissioner (Ombudsman)

The Ombudsman is here to help you.

The Ombudsman's role is to examine your complaints and make sure that your rights are respected and that you are satisfied, while at the same time improving service quality. For further information, please see the Code of Ethics.

Peer assistance

Peer assistants are hired under a service agreement between the Institute and the Association québécoise pour la réadaptation psychosociale. Assistants, who are recovering from mental-health problems themselves, apply their own experience to support patients on their journey to recovery. Peer assistants also help patients to regain control of their own lives. If you would like to have the support of a peer assistant, please go to the Wellington Centre.

Centre d'assistance et d'accompagnement aux plaintes (CAAP)

The Centre d'assistance et d'accompagnement aux plaintes (CAAP), a community-based organization, has a mandate from the Ministry of Health and Social Services to assist and support, upon request, patients who wish to file a complaint against an institution in the Health and Social Services Network, or a council of physicians, dentists and pharmacists, a Health and Social Services Agency, or the Public Protector regarding a health or social services matter.

The CAAP can help you by:

- providing information and guidance as required;
- listening and helping you to focus your complaint;
- providing information on your rights and the complaint procedure;
- helping to build your case and compose your complaint if required;
- providing assistance and coaching at every step in the process (e.g. meetings regarding your complaint), facilitating the conciliation process with the party involved.

There are CAAPs in every region of Quebec. Contact information for the Montreal-region CAAP is included in the Welcome Kit.



ADDITIONAL INFORMATION

Activities

The Douglas offers a wide range of activities to suit various needs and preferences:

- adapted physical activities (gym, pool, weight room, Wii room, etc.);
- art, rehabilitation and vocational activities (workshops, gardening);
- therapeutic activities such as animal-assisted therapy.

If you are interested in any of these activities, please speak to your main intervener.

In addition, the Douglas Institute invites you to enjoy the beauty of our grounds. We all share responsibility for keeping the grounds and equipment clean and safe.

Mail

Personal mail addressed to hospitalized patients is distributed to the units by the Douglas mail department in complete confidence. Douglas Institute patients may also use the service to deliver mail to outside addresses.

Parking

Parking lots are available to everyone for a set daily rate. If you are admitted, we suggest that you ask a family member or friend to move your vehicle in order to avoid any inconvenience or unnecessary charges. If this is not possible, please contact Douglas security.

Patients' bank

You have the right to open an account at the patients' bank. Any personal cheques sent to you at the Institute will automatically be deposited in trust, at a preferential interest rate, in your account at the patients' bank.

Meals and nutrition

Meals are served in the dining room in your unit. Individual trays are prepared to meet your nutritional requirements, and the services of professional nutritionists are available as needed. As much as possible, the Douglas is committed to respecting the eating habits of patients, whether they are derived from religious practices or personal choices (eg: vegetarianism).

You may purchase snacks from vending machines located in the main buildings of the Douglas Institute. A portion of sales goes to the Douglas Institute auxiliaries-volunteers.

Lost or stolen objects

Many people come through the doors of the Douglas Institute every day. As it is impossible to keep tabs on everyone, the Douglas Institute assumes no responsibility for the breakage, loss or theft of personal possessions and items that patients bring on a visit to one of our facilities or keep with them while staying at the Douglas Institute.

Smoking

All patients are required to respect the law on smoking. Smoking is only permitted in special smoking rooms on

the units, and only for resident patients. Patients with privileges who are allowed to smoke outside the unit must remain outside a nine-metre perimeter of the entrance to the building.

Accommodation costs

In most cases, there is no charge for the first 45 days of your hospitalization. After 45 days, your physician will decide whether you still require active treatment. If your active treatment period is not extended but you still need to stay with us for a while, charges will be calculated based on your income under the Financial Contribution Program for Accommodated Adults (Régie de l'assurance-maladie du Québec - RAAQ).

Furthermore, you will be billed hospital fees and external services if you are not covered by Quebec health insurance. In this case, we would ask that you ask for the list of current fees in order to know the exact pricing of costs established by the Quebec Health and Social Services Ministry.



