

# Adult Mental Health Units & Mental Health Short Stay Unit

Irene and Leslie Dubé  
Centre for Mental Health  
Adult Inpatient Mental Health  
Mental Health & Addiction Services

*Royal University Hospital  
Irene and Leslie Dubé Centre for Mental Health  
Adult Mental Health Unit  
103 Hospital Drive  
Saskatoon, Saskatchewan  
S7N 0W8*

Main Floor – (306) 655-0703  
Second Floor – (306) 655-0704  
Short Stay Unit – (306) 655-3510

## Patient & Family Handbook



**Saskatchewan  
Health Authority**

Mental Health & Addiction Services  
Saskatoon Area

*Co-Created with the Client & Family Advisory Council*

Revised – October 2021

Patient Name: \_\_\_\_\_

Emergency Contact

Name: \_\_\_\_\_

Number: \_\_\_\_\_

Relationship: \_\_\_\_\_

Diagnosis: \_\_\_\_\_

***Royal University Hospital / Irene and Leslie Dubè Centre for Mental Health is a teaching hospital and students may be a part of your health care team.***

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# Welcome!

Welcome to Inpatient Mental Health Services! We know that this is likely new to you. This book is to explain to you our service and to answer some of the more basic questions that patients and families have about our service.

The Adult Mental Health Unit is a 54-bed space with 27 beds on each floor (*made up of private and semi-private rooms*) for patients older than 18 years of age. We are a short-term care unit providing assessment, stabilization and crisis intervention for patients with mental health and addiction concerns.

The Mental Health Short Stay Unit is a 7 bed unit for patients older than 18 years of age. We are an acute care unit providing assessment, stabilization and crisis intervention for patients with mental health and addiction concerns for stays up to 7 days. If your treatment plan requires a stay longer than 7 days, you may be transferred to the Dubé Centre.

We will be working together to find ways that you can use to improve your quality of life before you leave. This will include pills, talks, and therapies. Your help is needed.

If you have any questions, please ask a member of your health care team. Feel free to ask questions of any member of your health care team about your care, so that you can make the best choices by knowing what to do when you leave or when there is a need move you.

## **What you should know:**

You should understand:

- What are my health needs right now?
- What can I do to improve my health?
- What tools do I need to improve my health?

## Here are some good ways to ask questions:

- Can you tell me about my diagnosis or reason for entry?
- What does taking this test mean? ie. a CAT scan, etc.
- What is the purpose of the test?
- What are the results of my tests?
- What should I tell my family about my care?
- What are my pills and why am I taking them?
- What can I do to stay safe?

## Who Is Your Health Care Team?

There are many people here to help you. Choices about treatment are made in discussion with yourself and the other members of the health care team.

Royal University Hospital is a teaching hospital. There are a number of students who may participate in your care: Residents (doctors training to become psychiatrists), Clerks (senior medical students), student nurses, student social workers and different therapists.

Please note that Protection Services officers are present on the Unit to help keep patients, staff, and the environment safe.

Your health care team may consist of:

Inpatient Psychiatrist: \_\_\_\_\_

Resident: \_\_\_\_\_

Community Mental Health Nurse: \_\_\_\_\_

Dietitian: \_\_\_\_\_

Nurses (RN/RPN/LPN): \_\_\_\_\_

Occupational Therapist: \_\_\_\_\_

Pharmacist: \_\_\_\_\_

Social Worker: \_\_\_\_\_

Therapeutic Recreation Staff: \_\_\_\_\_

Other health care professionals, caregivers, students:

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## **Making the Most of Your Stay Here...**

Open, honest communication with your health care team will help you get better. We hope you feel free to talk about any part of your care, goals, issues, or anything else you think is important.

The health care team will meet often to talk about your progress and fix any worries you may have. Take this chance to ask questions or concerns, by writing them down and giving them to your nurse to take to the meeting. This meeting is where changes to your treatment may be talked about.

### **Tell them if:**

- You are feeling sick right now or have been sick lately
- You are taking pills
- Who else is your doctor or other health care workers
- You have a past of tobacco, drug or alcohol use
- Any injury or safety concern within the unit
- You have had a recent fall
- You feel hopeless, helpless or depressed
- You have had any thoughts, wants or actions of hurting yourself
- You have recently done any wild things to do with hurting yourself
- Have things been so bad lately you have thought you would rather not be here
- You are thinking of suicide
- You have a current plan to hurt yourself
- You are able to act on your plan

## **Privacy**

Being in the hospital is private. Your health care team will keep information about your health private. We ask you to respect others and not share what you have heard on the unit to others.

Please use the common areas (lounge, dining room) to visit with other patients. We request that you respect the privacy and “space” of other patients and do not visit in their room. There is a room available to have private conversations, please speak to your nurse about accessing that space.

## What Happens Here?

- Provide a safe place for your mind and body to rest/re-set
- We are here to provide medical support and stabilization during this time of crisis
- We help you find new ways of coping
- We help you learn how to name your feelings, thoughts and behaviors
- We help adjust medications
- We help find counseling services
- We help plan your discharge by making referrals to community support programs
- We will do our best to support you in your efforts to meet your own physical, emotional, spiritual and mental health needs while in hospital
- We are here to provide support and care during this time of crisis
- We offer you an opportunity to better understand the emotional pain that you are experiencing and to help you explore new ways of coping
- We can help you to identify your feelings, thoughts, and behaviors in a constructive manner
- Our goal is to make your hospital stay a productive, worthwhile, positive experience

There are groups and activities every day at the Dubé Adult Inpatient Units. Your health care team will help you be involved

- Each morning daily groups are posted on the white board next to the nursing station are for patients who have been assessed and are ready for these groups
- Your attendance is requested but not mandatory
- Groups help you to learn how to manage difficult thoughts and emotions.
- Groups provide opportunities to learn and practise skills to help manage stress and anxiety. Some examples are physical activities (walks) and social opportunities (movies)
- Referrals may be made to the community for individual and family therapy after discharge
- The Wall of Engagement offers patients self-help modules to work on during their inpatient stay
- Groups may be a part of your treatment plan

## What Can I Bring to the Hospital?

- Tops (4 max)
- Bottoms (3 max)
- Socks (3 Pair Max)
- Shoes (1-2 pair max)
- Jackets (1-2 max)
- Pajamas (1 pair)
- Undergarments: Bras (2 max), Underwear (4 max)
- Toiletries:
  - Makeup (1 small bag)
  - Shampoo/Conditioner
  - Brush/Comb
  - Deodorant
  - Lotion
  - Razor (Staff will lock up)
  - Tweezers (Staff will lock up)
  - Toothbrush
- Distraction Materials:
  - Books/Journals
  - Art and craft supplies (1-2 projects)(fit in grocery size bags)
- Having valuables in the hospital is not advised. If one has valuables they must keep them in lock up; your Nurse will assist you with accessing your valuables.
- Money exceeding over \$20 will need to be put into safe keeping through RUH Financial Services.
- We ask that jewellery be removed and locked up safely or sent home with a family member.

### ***Lost / Missing Items***

Royal University Hospital is not responsible for lost or stolen property that you keep in your room or on your person. Please report any missing items immediately to your nurse. We will do our best to assist you in locating lost/missing items.

### **Items Provided During Your Stay**

- Blankets, pillows
- Slippers/robe/pajamas
- Comb
- Towels
- Shampoo/body wash
- Toothbrush/toothpaste

## **What Can I Not Bring to the Hospital?**

Some items are not allowed on the unit because they can be dangerous, threaten patient privacy, and/or may become lost or stolen.

- tobacco
- drawstring clothing
- shoelaces
- medication (unless otherwise instructed)
- spray cans/products, like hairspray
- alcohol based products
- illegal drugs/alcohol
- plastic bags
- knitting needles/crochet hoods/yarn
- hair dryers/curling irons/or any other items with cords
- any items that staff assess to be a risk to you or others
- sharp items/glass
- cords
- belts
- lighters/matches
- mirrors/glass products
- weapons of any kind

### ***Safety Checks***

A staff member will do a safety check, either in your room or at the front desk, of your stuff and room often. These checks will happen upon admission, on return from passes, and anytime there are reasonable grounds to believe that items have been brought back to the hospital that are a safety concern.

Frequent safety checks promote a safe environment and protect patients, visitors and staff. All harmful objects will be removed, labelled and stored in a safe area or sent home with your family, or locked in the valuables room.

### ***Family/Team Discharge Planning***

Patients need to know that on their Patient Discharge Plan we will ask about the following:

- What will be your discharge address?
- How will you get home?
- Which pharmacy do you use?
- Can you pay for your meds? Are they covered?
- Are there other service providers?
- Who needs to know about your Safety Plan?

## **What Are the Expectations of the Unit?**

### ***Appropriate Behaviour***

We expect that you treat our unit, the staff and other patients with respect. Please speak with staff about how you are feeling before your feelings are too much for you to handle.

Certain kinds of behaviour will not be allowed on the unit. These include:

- Violence or threats toward anyone such as patients, visitors, and staff
- Damage to hospital property
- Sexually suggestive or provocative behaviour
- Swearing
- Intimate relationships with co-patients

Consequences for such behavior will result in meeting with your health care team to discuss how your behaviour can be changed.

### ***Hospital Attire***

All newly admitted patients (certified and voluntary) are required to wear hospital pajamas for a minimum of 72 hours to assist with their physical and mental assessment.

### ***Cellular Phones***

We will remove personal cell phones from patients if the health care team assess your cell phone use is undermining your own or others' treatment progress, well-being, privacy, or confidentially.

If maintaining your phone is part of your treatment, charging stations are available on each unit. Please inquire at the nursing station if you would like to charge your device.

### ***Allergies***

If you get sick, the health care team may have to act fast. Before they give any medication, they need to know if you could have a bad reaction to it. That's why you should tell them in advance about any allergy or reaction you have ever had to any medicine or food. An *Allergy Intolerance Record* will be completed upon admission.

Reactions can include rashes, headaches, breathing trouble, and feeling sick. Because some medicines have food in them (such as the eggs used in flu shots), be sure to talk about your food allergies too. Tell a member of your team right away if a new medicine makes you feel unwell. If you do not know if you have allergies, you can get tested.

### ***Medications***

Your psychiatrist might prescribe new medication for you. If you have any questions or concerns about your medication, please write them down or speak to your nurse or psychiatrist. There are some medication patients will be responsible to provide and not covered by SHA and the Saskatchewan Formulary, ie. Birth control, vitamins and some prescription medications.

### ***Passes***

Passes for medical appointments and to assist with facilitating placements into supportive housing will be considered.

### ***Bedtime***

All patients are to be in their room between 10:30 - 11pm with lights out at 11pm. During the night, a staff member will check on you at least once per hour. If you are unable to sleep, please make the staff on duty aware and they can provide you with suggestions to help sleep.

### ***Smoking***

Saskatchewan Health Authority facilities are 100% tobacco free. Cigarettes, cigars, or any tobacco-related products cannot be brought or used on our premises. If you smoke, and are concerned about the effect this policy may have on your experience, please speak to a member of your health care team about options such as Nicotine Replacement Therapy.

### ***Spiritual and Cultural Care***

Saskatchewan Health Authority offers visits, support and worship service in different faith traditions. To speak with a spiritual care provider call 306-655-1000 and switchboard will connect you.

### **Visitors**

We recognize that friends and family can play an important role in your recovery. Visiting hours on the units are 8am to 10am, 12pm to 1pm, and 3pm to 8pm. All visitors are to check-in at the nursing station. If you want to restrict who visits, please provide the list to your health care team. There are times when visitors may be restricted by your health care team. Family/friends will need to respect that you will be participating in assessments and programming throughout your hospital stay. Please tell your visitors where public washrooms are located.

### **Laundry**

A washer and dryer are available on the unit. If you would like fresh linen, please ask your nurse.

### **Housekeeping**

Housekeeping staff cleans your room daily, and you are expected to keep your room tidy. Everyone uses the lounges and dining room; please clean up after yourself.

### **Telephones**

There is a telephone for your use from 8:00 a.m. to 10:00 p.m. across from the central station desk. Please be courteous to your fellow patients and limit your conversations to 10 minutes. If you need to make a private call, please discuss with your health care team.

Family members may contact you by calling:

Main Floor: 306-655-0717

Second Floor: 306-655-0723

MHSSU: 306-655-3510

Patients are expected to answer the phone and staff will page patients to the incoming calls.

### **Television**

A timer restricts viewing hours between 11:00 p.m. and 6:00 a.m. Please be mindful of content and volume.

### **Computer**

A computer is available from 6:00 a.m. to 11:00 p.m. for you to use for specific reasons such as searching for housing and employment.

Please be mindful of the amount of time you spend on the computer, as other patients may need access to it.

### ***Patient Courtyard***

Patients are able to use courtyard privileges once they are assessed by the care team and have orders for off unit passes. Patients must be accompanied by a staff member in the courtyard at all times.

### ***Meals and Snacks***

We announce all meals and snacks by overhead page. Please tell your nurse if you might be late for a meal so we can provide you with an alternative meal tray when you return. There are expanded menu options available to patients with food allergies, restrictions and preferences. Ask your nurse for that information.

*\*Please do not store food in your room*

*\*Snacks are available*

### ***Bed Transfers***

Due to unit and patient needs, you may be asked to move to a different room/bed/floor. Bed transfers can be upsetting; however, staff are here to provide support.

### ***Good Hand Hygiene***

Did you know that hand washing can reduce gastrointestinal illness (vomiting and diarrhea) and respiratory illness (cold and flu)?

Suggestions for good hand hygiene:

- Use the hand sanitizers available in the reception area and throughout the building
- Follow the posters in the washrooms on how to wash your hands
- Sneeze into your arm or elbow and not your hands
- Wash your hands before and after each meal and after using the bathroom
- Ask your health care provider to use the hand sanitizer
- If you notice that a bathroom needs attention, let a health care team member know

***If you have any concerns regarding the services received:***

First, please talk to your health care provider. They should be made aware of how you are feeling and be able to answer any questions about the concerns you may have. If you do not feel comfortable speaking with your health care provider about your concerns, please ask to speak to the manager of the unit. If you still feel like your questions and concerns aren't being addressed, please contact Saskatoon & Area Client Representatives at

306-655-0250 or 1-866-655-5066

or by email at [client.rep@saskatoonhealthregion.ca](mailto:client.rep@saskatoonhealthregion.ca)

**Dubè Centre for Mental Health Managers:**

**Main Floor:** 306-655-0894

**Second Floor:** 306-655-0734

**MHSSU:** 306-655-0894 / 306-655-0734

***A Final Word from the  
Irene and Leslie Dubé Centre for Mental Health Team***

Please remember your hospital stay is only one part of your recovery. We can provide you with guidelines for change, help you to understand your problems and support you in your growth, but your recovery will continue at home with your family, friends, and supports.

