

# **Tertiary Mental Health and Substance Use Services**

## **Client and Family Handbook**

## Table of Contents

---

Welcome Message .....	4
About Tertiary Mental Health and Substance Use Services .....	4
Your Care Team .....	5
<i>See “Meet the Team” brochure for information on how to contact members of the team.</i>	
What happens after you arrive? .....	6
Care planning .....	6
Rehab activities .....	6
Passes .....	7
Discharge planning .....	7
General Information .....	8
Medication Safety.....	8
Drugs and Alcohol.....	8
Language Services.....	8
Mental Health Act/Certification .....	8
What you should know about the collection of your personal information .....	9
Protecting your Privacy.....	9
<i>See “Unit Information” insert for additional information specific to your unit.</i>	
Supports and Resources for Families .....	10
Who to Speak to if You Have Concerns .....	10
Client and Family Involvement.....	10

## A Welcome Message to New Clients from Past Clients...

---

*You may be going through a difficult time right now but there are people here who can help.*

*When it comes to recovery, each of us is different and we never really know what's going to work, until we try it. What works for other people may or may not work for you, so try as many things as you can and find what works.*

*Do your best, but remember that sometimes it is enough to just get through the day in the best way you can.*

*Recovery is not always going to be a positive experience; it may get worse before it gets better but if you work at it, things will get better.*

Recovery is a process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential.

## About Tertiary Mental Health and Substance Use Services

---

Tertiary Mental Health and Substance use Services are specialized, inpatient psychiatric services for individuals who are experiencing acute and complex psychiatric conditions. We provide comprehensive assessment, treatment, stabilization, and rehabilitation.

Each of our units has a different specialization and length of stay, ranging from a few months to a few years and based on the needs of the individual. Some units are secured (locked), while others are open. All of our services are person-centered and recovery focused. The goal of tertiary care is to help people achieve a level of wellness that will allow them to carry on their recovery in a community setting.

## Your Care Team

---

Shortly after coming to the unit you will meet your team of caregivers. The team will include nurses, a psychiatrist, a social worker, an occupational therapist, rehab workers, and more.

You, the Client, are the most important member of your care team. You can help direct your care by telling us about your goals and needs, and sharing your history with us.

Family and social supports are welcomed as members of your care team. Please let us know who you would like to be involved in your care.

**“Family”** describes anyone the client identifies as being important to them and who provides support or care on a regular basis.

Your family/supporters can be involved by:

- Talking to staff about your health history, personal needs and preferences
- Attending meetings with you and the team to ask questions, share concerns, and provide support
- Accompanying you to events and activities outside the hospital for example; church, family gatherings, cultural events
- Giving you feedback about your recovery; how it is progressing, and/or any concerns that arise

The team may need consent from you to release certain types of information to family/supporters. Staff will discuss this further with you.



## What happens after you arrive?

---

When you arrive on the unit, you will be greeted by members of the care team, shown to your room and given a tour of the facility. Over the next few days you will meet with members of your care team. A doctor and/or pharmacist will meet with you to discuss medications and answer any questions. These first meetings give you a chance to get to know each another and help the team become familiar with your goals and health journey.

### Care Planning

Once you have settled on the unit, you and your team will make a plan to help you stabilize your mental health and work towards your recovery goals. Family members and support people are encouraged to participate in the plan. Please let the team know if there are cultural practices or spiritual beliefs that are important to you.

Planning will focus on your strengths, wellness, personal goals, social supports, housing, finances, education, employment, recreation, daily routines, and connection to community.

### Rehab Activities

Your care plan will include activities to help you feel better and work towards your goals. Activities might include: wellness and recovery groups, exercise, music, community outings, cooking, art, recreation, volunteering, education and work experience.

The World Health Organization defines health as  
*“A state of complete physical, mental, and social well-being and not merely the absence of disease...”*

Participating in rehab activities can help you:

- improve your physical and mental health
- learn about your interests, values, and goals
- address any harms from substance use
- develop your personal strengths
- learn new skills
- improve your relationships
- feel good about yourself
- build healthy routines
- develop community connections

### Passes (time off the unit)

You and your care team will discuss passes to spend time away from the unit. Passes have many purposes; to attend groups, access community resources, visit friends and family, and prepare for discharge. Please speak with staff and sign in and out each time you go off the unit.

Naloxone kits will be offered to clients going off hospital grounds. Training for Naloxone use will be provided to clients on site. Family members interested in receiving Naloxone training should speak with staff for information about training resources.

As you progress with your recovery, overnight passes to stay at home or with family may be an option for you. Please provide the team with as much notice as possible when requesting an overnight pass. Planning for medications requires at least 48 hours.

### Discharge Planning

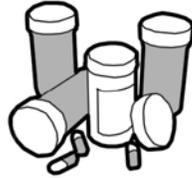
Discharge planning will begin early on and will involve you and your team. The team will recommend specific services and/or types of housing for you based on your needs and preferences, and will help you access those resources.

## General Information

---

### Medication Safety

While you are on the unit, the unit doctor will prescribe all of your medication. Medications are provided daily by the nursing staff. Vitamins and supplements are considered to be medication and will need to be reviewed by your unit doctor before you can take them. A doctor and/or pharmacist will meet with you to discuss medications and answer any questions.



### Drugs and Alcohol

Non-prescribed drugs and alcohol, including marijuana, are not allowed on site. They may interfere with treatment. If substance use is a specific problem for you it will be considered in your care plan. For information about smoking, please see your Unit Information Sheet.

### Language Services

Sign and spoken language interpreters are available for clients and their families when language barriers exist. Please let the care team know if you or your family member wishes to have an interpreter.

### Mental Health Act/Certification

Sometimes a person must be treated on an “involuntary” basis. This means the person is required to stay in the hospital to receive treatment and care, and cannot leave without the permission of their doctor. This is called “certification”. The B.C. Mental Health Act is the law that governs certification. If a person disagrees with certification, they can speak to their nurse to apply for a “review panel.” The Mental Health Act informs you of your rights and is posted on each unit. The Community Legal Assistance Society (604-685-3425) can also help.

## What You Should Know About the Collection of your Personal Information

When you receive care and services from our organization, we will collect personal information about you. Sometimes we may ask your family, friends, other organizations to give us information about you, (e.g. copies of records, medication information or test results) or confirm your identity and personal health number with the Ministry of Health.

We collect, use and share your personal information for these reasons:

- Your ongoing care and services
- To keep in contact with you and to help us improve our care and services
- Teaching and education (e.g. training medical students)
- Research (as permitted)
- As required by law (e.g. court order, reportable conditions, etc.)
- To know your eligibility for benefits and services
- To arrange payment

We do this under the Health Authorities Act, Hospital Act, and other legislation (e.g. Hospital Insurance Act, Community Care and Assisted Living Act, Health Act and the Mental Health Act).

### Protecting your Privacy

We will take all reasonable steps to make sure that your personal information is treated confidentially, is only used for the purposes described above and is securely stored as directed by the BC Freedom of Information and Protection of Privacy Act (FOIPPA).

If you are a patient in the hospital or residential care, it is standard practice to provide people who phone and ask about you with information confirming your admission and location. If you do not wish us to release this information, please inform a staff member within your care area.

*If you have any questions about this information, please contact [privacy@vch.ca](mailto:privacy@vch.ca) or 604-875-5568.*

## **Resources and Support for Families**

---

The unit social worker can provide information about resources for family members. These might include support groups, counselling, and information on mental health and health care planning. Family members are encouraged to contact the social worker to discuss further.

## **Questions or Concerns about Care**

---

If you have questions about your care, or the care of your loved one, please speak to your nurse, psychiatrist or unit coordinator. If you have further concerns (or compliments), you can also contact the Patient Care Quality Office at 1-877-993-9199 or email them at [pcqo@vch.ca](mailto:pcqo@vch.ca)

## **Client and Family Involvement**

---

We value your perspective and feedback.

You and your family supporters will be invited to complete a survey about the care we provide. We use this feedback to inform quality improvement.

We also invite client and family representatives to join program planning committees to ensure that client and family perspectives are included in our decision making.

If you would like information about opportunities to participate or to provide us with your feedback, please contact the Coordinator of Client and Family Involvement at 604-313-1918.

For more copies, go online at <http://vch.eduhealth.ca> or  
email [pchem@vch.ca](mailto:pchem@vch.ca) and quote Catalogue No. **CD.200.T12**  
© Vancouver Coastal Health, October 2018

The information in this document is intended solely for the  
person to whom it was given by the health care team.  
[www.vch.ca](http://www.vch.ca)