Person & Family Centred Care

When Your Family Member Comes to Hospital for Mental Health or Substance Use Treatment

Information for Family Members, Friends & Caregivers

Developed by the VCH-Richmond Mental Health and Substance Use Services Family Advisory Committee

Resources

VCH Community Resources

VCH Mental Health and Substance Use Resources
- For more information about services for adults: Central Intake for Adult Mental Health & Substance Use 604-244-5488
- Children & Youth: Child & Youth Mental Health 604-207-2511
- Crisis Response: Mental Health Emergency Services (MHES) 604-244-5562
- Older Adults with Dementia: Older Adult Mental Health 604-675-3975

For more information about Richmond resources, Healthy Together is a directory of health and mental health services (in English and Chinese): www.vch.ca/healthytogether

Richmond Resources

- Chimo Community Services 604-279-7077
  English Crisis Line: 604-279-7070
  www.chimoserVICES.com
- Pathways Clubhouse 604-276-8834
  www.pathwaysclubhouse.com
- Richmond Addiction Services Society (RASS) 604-270-9220
  www.richmondaddictions.ca
- Richmond Mental Health Consumer and Friends’ Society (RCFC) 604-675-3977
  www.rcfc-society.org
- SUCCESS Cantonese Help Line: 604-270-8233
  Mandarin Help Line: 604-270-8222
  www.successbc.ca
- Turning Point Recovery Society 604-279-7169
  www.turningpointrecovery.com

Provincial Resources

- Anxiety BC
  www.anxietybc.com
- BC Schizophrenia Society (BCSS)
  604-270-7841
  www.bcss.org
- Monthly Family Support Meetings:
  www.bcss.org/monthly-meetings-calendar
- HealthLinkBC
  Non-emergency Health Line: 811
  www.healthlinkbc.ca
- Here to Help Distress Line: 310-6789 (no area code needed)
  www.heretohelp.bc.ca
- Institute of Families for Child and Youth Mental Health
  604-878-3400
  www.familysmart.ca
- Kelty Dennehy Mental Health Resource Centre
  www.hopementalhealth.ca
- MindHealthBC
  www.mindhealthbc.ca
- Mood Disorders Association of BC
  www.mdabc.net
- Red Book Online
  redbookonline.bc211.ca

Information Links

- Mental Health Act – BC Ministry of Health
- The Freedom of Information and Protection of Privacy Act (FIPPA) - BC Laws
  http://www.bclaws.ca/civix/document/id/consol26/consol26/96165_00

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The information in this document is intended solely for the person to whom it was given by the health care team.

www.vch.ca
**What happens when your family member is admitted?**

- Your family member will be welcomed to the unit by a care provider, usually a nurse.
- Your family member will be shown to their room. After settling in, they will be given a unit tour and will be able to call family and friends from the unit phone.
- During the hospital stay, care providers will work with you and your family member to develop a plan for treatment and discharge, including connection to community supports and aftercare if needed.

**Location:**

**Richmond Hospital**

7000 Westminster Hwy (at Gilbert Road) Richmond, BC V6X 1A2

1 **Psychiatric Emergency Unit (PEU)**

Provides short-term assessment and treatment in a secure setting.

Blue Zone, accessible through the South Entrance. Phone: 604-244-5475

2 **Mental Health Inpatient Unit (IPU)**

Provides longer term treatment and team approach to care coordination in a secure setting.

Green Zone, second floor, north end of the hospital, accessible by elevator off the atrium. Phone: 604-244-5504

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**What Information Can You Expect to Give and Receive?**

**The Care Team Will:**

- Ask how you would like to be involved.
- Collect your contact information.
- Give you the name of a primary team contact and how to reach them.
- Develop a support plan with you that includes visits on and, where possible, off the unit.
- Work with you to schedule family meetings.
- Give you information about the monthly family support options.

The team may need your family member's consent to share health information with you. However, they will do their best to answer any general questions you may have and can always receive information from you.

More information, such as the Mental Health Act and Family Involvement Policy, is available from the team or on information boards in the unit.

**Languages:**

Please let staff know if you or your family member are most comfortable speaking a language other than English, as there are team members and interpreters who can help.

**Valuables:**

When an individual is admitted to the unit, their valuables are securely stored, including their cell phone and other electronic devices. If you prefer to take these home with you, please leave a list of the items that have gone home plus your name and contact information.

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**The Care Team:**

**Mental Health Nurse**

Nurses work with you and your family member to develop a plan of care and goals for treatment. Nurses provide 24 hour care, medication administration and monitoring, supportive counselling, and education.

**Occupational Therapist**

An occupational therapist provides individual rehabilitative assessments in order to build or restore life skills impacted by illness.

**Psychiatrist**

A psychiatrist will conduct a detailed assessment, offer diagnostic information, provide individual therapy, and/or prescribe and adjust medications as needed.

**Social Worker**

Social workers help with financial and housing solutions, referrals to community resources, discharge planning, and often facilitate family meetings with the care team.

Other team members may include professionals such as music or recreational therapists, dieticians, and pharmacists.

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**WHAT DOES IT MEAN TO BE “ADMITTED INVOLUNTARILY UNDER THE MENTAL HEALTH ACT?”** The person is believed to suffer from a mental illness and there is a concern that their safety may be at risk or that they may suffer significant physical or mental deterioration, such that admission and treatment is required even if it is without their consent.

**WHAT DOES IT MEAN TO BE “ADMITTED VOLUNTARILY?”** The person gives their own consent to enter the hospital and receive mental health treatment.