HAND HYGIENE
Cleaning your hands is the most important step to prevent the spread of germs

ADDITIONAL SERVICES
For more information about all other available services, please visit our website at www.hdgh.org
PARKING
All visitors in parking lots A, B, D and M must display a “pay and display ticket” or a monthly parking pass/tokens.

For patients in the Toldo Neurobehavioural Institute,
» Park in Lot A or B
# Table of Contents

**Mission, Vision, Values**.................5  
**Welcome to TNI**............................6  
**Mutual Respect & Acceptance**.......7  

## Our Code

- Individual Bill of Rights..................................................8  
- Individual Responsibilities................................................8  
- Caregiver Bill of Rights....................................................9  
- Caregiver Responsibilities................................................9  

## Patient Rights and Advocacy

- HDGH Patient Advocate..................................................10  
- Ministry of Health and Long-Term Care  
  Psychiatric Patient Advocate Office..................................10  

## Privacy and Confidentiality.........11

## Our Services

- Admission and Settling In.............................................12  
  - Activities of Daily Living............................................12  
  - Activities and Group.................................................12  
- Bank Machine...............................................................13  
- Clothing and Laundry....................................................13  
- Consent to Treatment.....................................................13  
- Cultural/Language Interpreters........................................14  
- Donations.........................................................................14  
- Electronic Devices..........................................................14  
  - Cell Phones...................................................................14  
  - Televisions.....................................................................15  
- Environmental Services..................................................15  
- Ethics and Consultation Services......................................15  
- Facilities.............................................................................15  
- Financial Arrangements....................................................16  
- Fire Alarms and Exits.......................................................16  
- Food Services.....................................................................16  
  - Cafeteria Food Services.................................................16  
  - Vending Machines.........................................................17  
- Gift Shops.........................................................................17  
- Mail..................................................................................18  
- Parking..............................................................................18  
- Patient to Staff Recognition.............................................19  
- Pharmacy Services............................................................19  
- Power of Attorney for Personal Care...............................19  
- Recreation and Wellness Centres.....................................20  
- Scents................................................................................20  
- Security..............................................................................20  
- Smoking.............................................................................20  
- Special Highlights of TNI..................................................21  
- Specialized Treatment Focus..........................................21  
- Spiritual Care Services.....................................................22  
- TNI Teams..........................................................................22  
- Visiting Hours....................................................................24  

## Extension Directory..................25

*We are constantly changing to meet your needs.  
The information presented here may be subject to change.*
OUR MISSION

The mission of Hôtel-Dieu Grace is to serve the healthcare needs of our community including those who are vulnerable and/or marginalized in any way be it, physically, socially, or mentally. As a Catholic sponsored healthcare organization, we provide patient-centred care treating the body, mind, and spirit. We do this by providing holistic, compassionate and innovative care to those we serve.

OUR VISION

A trusted leader transforming healthcare and cultivating a healthier community.

OUR VALUES

Respect • Teamwork
Compassion • Social Responsibility
Welcome to Hôtel-Dieu Grace Healthcare’s Toldo Neurobehavioural Institute

The Toldo Neurobehavioural Institute (TNI) is a specialized mental healthcare facility located in the heart of Hôtel-Dieu Grace Healthcare (HDGH). We specialize in helping people in their recovery from severe forms of mental illnesses that are complex or resistant to treatment. This includes mood disorders, schizophrenia and psychotic disorders, dual diagnoses of developmental disabilities in combination with a psychiatric diagnosis, mental illnesses associated with older ages, or severe disorders in which the exact diagnosis is unclear.

At TNI, we understand that mental illnesses have biological roots and our Psychiatrists play a key role in directing patient care. However, family life, social functioning, and patterns of thoughts and behaviour are all impacted by mental illness. To treat all of these aspects of mental illness, we have an inter-disciplinary team consisting of doctors, nurses, neuropsychologist, psychometrist, social workers, occupational therapists, recreational therapists, rehabilitation therapist, dietitian, and clinical pharmacist. All of our team members work with you to create an individual plan of care that guides your treatment and recovery.

At HDGH, we strive for excellence in the care we provide to every patient. As part of our commitment to excellence in care, we provide many educational and placement opportunities for staff and students. Ongoing education, research, and training in evidence-based practices form the foundations of our care. We believe that every person has the capacity to learn and grow, and we pledge to partner with each individual we serve to achieve their highest potential.

This Patient and Family Information Guide will provide you and your family with the information for your stay at TNI. If you have questions about your admission to TNI you can call the Intake nurse at (519) 257-5111 ext. 77835.

Your TNI Team

Your TNI team
Mutual Respect and Acceptance

At Hôtel-Dieu Grace Healthcare we commit to treating patients and staff in a dignified manner that conveys respect for the abilities and differences of each other and a willingness to work as a team of equally valued partners. We promote an atmosphere of collegiality, cooperation, kindness, and professionalism. We demonstrate empathy, compassion and respect in our interactions with others and are always polite and courteous. We consistently adhere to all the rules and regulations of our healthcare system. We wish to be held accountable for our commitment and we expect the same dedication from all members of our healthcare community.

HDGH is committed to providing an environment that is inclusive of all individuals. We respect all persons as unique and dignified regardless of race, culture, creed, religion, economic status, etc. Discrimination in any form is not tolerated.

To this end, and in keeping with the principles of the Ontario Human Rights Code and the Occupational Health and Safety Act, behaviour that is in contravention of these Acts and/or is deemed to be outside the accepted standards of conduct, will be dealt with in an expedient manner.

ZERO TOLERANCE FOR VIOLENCE

HDGH strongly believes that all patients and staff deserve to feel safe and be in an environment that has no harassment and violence. Violence, including threats of violence, in the form of physical or verbal abuse of patients, family members, visitors and staff is not tolerated at our organization. We enforce a zero tolerance approach to violence, harassment, and any other disrespectful conduct. Any person who verbally or physically abuses another person, or threatens to do so, will be held accountable or responsible, with possible consequences including being temporarily or permanently removed from the property, and if warranted, reported to the police.
Our Code

Every individual receiving care at TNI is entitled to know about their rights and responsibilities. We place a very high importance on the dignity and self-worth of each patient we care for, and our Patient Bill of Rights and Responsibilities is designed to provide you with information about your rights as a patient as well as some things that will be expected of you during your treatment.

INDIVIDUAL BILL OF RIGHTS

• You have the right to be treated with consideration, courtesy and respect in a way that fully recognizes your dignity, individuality and cultural background.
• You have the right to privacy in care for your personal needs.
• You have the right to information concerning your medical condition, in terms you can understand.
• You have the right to participate in decisions regarding your care.
• You have the right to an explanation about your treatment and tests including benefits, risks and alternatives.
• You have the right to give or refuse consent for treatment, if you have the capacity or are capable, including medication and to be informed of the consequences of giving or refusing consent for treatment.
• You have the right to confidentiality of all information.
• You have the right to know the identity and profession of those responsible for your care.
• You have the right to express any concerns without fear of negative results.
• Persons with special needs or handicaps have the right to reasonable accommodation in accordance with the law.
• You have the right to be heard and receive a response should you want to express your opinion about the care you have received.
• You have the right to have your family with you and involved in your care.

INDIVIDUAL RESPONSIBILITIES

We believe that patients have the responsibility to:
• Participate with all caregivers in their treatment and rehabilitation. Provide accurate information regarding their care.
• Accept the responsibility for the consequences of refusing treatment. Be considerate to all those providing care and to other patients. Observe healthcare rules and regulations.
• Be responsible for all personal property.
• Actively participate in discharge planning.
• Accept the responsibility for all uninsured financial obligations.

Voice any concerns first to the healthcare provider or HDGH’s Patient Advocate if necessary.
CAREGIVER BILL OF RIGHTS

• You have the right to be treated with consideration, courtesy and respect in a way that fully recognizes your dignity, individuality and cultural background.
• You have the right to expect that all personal information be confidential.
• You have the right to receive clear directions.
• You have the right to participate in decisions directly affecting professional performance.
• You have the right to expect feedback regarding your performance.
• You have the right to a complete job description and to receive skills training where required.
• You have the right to a safe work environment.
• You have the right to express any concerns without the fear of negative results.
• You have the right to a supportive environment in all issues of dispute.

CAREGIVER RESPONSIBILITIES

• To give clear directions
• Participate with all disciplines in identifying the most effective and appropriate treatment plan for each patient.
• Treat all workers with respect and continually strive towards a collaborative outcome on all issues with patient care.
• Use a team approach to problem solving that focuses on improvement.
• Report safety issues promptly to prevent injuries to patients and workers.
Patient Rights and Advocacy

HDGH PATIENT ADVOCATE

HDGH’s Patient Advocate provides support to you and your family, and can be reached at extension 74404 or by email at Patient.Advocate@hdgh.org. Any suggestions or comments are welcomed. You may also leave a comment or suggestion online at www.hdgh.org/yourexperiencematters. Please feel free to contact your healthcare team about this service.

MINISTRY OF HEALTH AND LONG-TERM CARE
PSYCHIATRIC PATIENT ADVOCATE OFFICE (PPAO)

In addition to the Patient Bill of Rights, the Psychiatric Patient Advocate Office (PPAO) is a resource available to all patients receiving mental health treatments in a hospital setting. The PPAO is a program through the Ministry of Health and Long-Term Care. It provides free and confidential advocacy, rights advice and education services. The PPAO is independent of HDGH and provides objective, non-biased assistance.

PPAO Patient Advocate: PPAO’s Patient Advocate helps to resolve issues related to your care, including quality of care, life issues, or conflicts.

Rights Advisor: The rights advisor will meet with you to explain your rights when your doctor changes your status under the Mental Health Act. Your advisor can help you obtain legal services and apply to the Consent and Capacity Board.

Contact Information for the PPAO is listed below and can be found on every unit near the patient telephones.

1.800.578.2343
Psychiatric Patient Advocate Office
5700 Yonge Street, 5th Floor
North York, Ontario, M2M 4K5
Website: www.ppaao.gov.on.ca
Email: ppaao.moh@ontario.ca
Privacy and Confidentiality

We are committed to protecting your privacy and we take confidentiality seriously at TNI.

Please understand that information provided to your HDGH healthcare providers is considered to be confidential and will only be shared with those providing healthcare to you. This includes all healthcare providers who give you care and assistance, both within and outside HDGH through Ontario’s shared electronic health record systems. Your information will only be used for coordinating services and delivering quality care.

Please understand that in certain circumstances your information can be shared legally without your permission. This includes when your healthcare provider believes you pose an immediate or serious risk to another person’s life or your own, in response to a court order, or when the law requires disclosure of suspected child abuse or a communicable disease.

SHARING INFORMATION WITH FAMILY

We encourage family members to be actively involved in your care; however it is your right as a patient to decide whether or not to share any information with family. With your written consent, we will talk with your family about your treatment and progress, and encourage family members to provide information about your health history.

THE PRIVACY OF OTHER PATIENTS

During your stay you will get to know other patients and participate in various therapy groups. We ask that you respect the privacy of other patients and keep any information you might learn about them confidential.
Our Services

ADMISSIONS AND SETTLING IN

When you arrive at TNI, you will meet with a nurse who will carefully review and assess your care needs, help you settle into your room, and help you get to know your new surroundings.

Your nurse will help you through the admission process which includes:

• **Initial assessment** – This will include taking your blood pressure, measuring your height and weight, and asking questions about what brought you into the hospital. Your nurse will also ask if you have any allergies to food and medication. If you have allergies, you will be given a red allergy band to wear on your wrist. It is important to wear this band at all times.

• **Identification (ID) picture and wristband** – We will ask our security department to take your picture as part of our safety program to properly identify you before giving medications or doing tests. You will be given an ID wristband with your name, date of birth, and medical record number. You must wear this ID band at all times.

• **Belongings check** – A staff member will do an inventory and safety review of your belongings. Any items that can be considered dangerous or a threat to fellow patients, staff or visitors will be stored in the nurses’ station with your name. All personal belongings will be returned upon discharge from the hospital.

• **Unit orientation** – Staff will show you around the unit and help you get to know it better.

During your stay, you will have your own private room with bathroom and shower. Rooms are bright and spacious with large windows, and have a small personal closet and small desk. Each unit has comfortable common areas including a television lounge, games room, and dining room.

• **Storing valuables** – We encourage you to send your valuables home with family, friends, or your substitute decision maker (SDM). If you cannot do so, we can store items for you in a locked cabinet in the nurses’ station. **We are not responsible for any lost or stolen items if you choose to keep them in your room.**

Activities of Daily Living

We promote independence by encouraging you to do as much as possible for yourself. This will help you prepare to return to the community. If you need assistance during daily living, talk to your nurse and they will work with you to develop a care plan.

Activities and Groups

Participation in activities and groups is an important part of your treatment plan. You will meet...
with Occupational and Recreational Therapy as part of your admission to select programs and group activities that are enjoyable and beneficial to your recovery.

There is a white board in every room. This will be filled in with the name of your nurse, Social Worker, psychiatrist and your scheduled activities.

**BANK MACHINE**

There is a cash machine in the first floor Ken Lewenza Sr. lobby (main lobby) of the Dr. Fouad Tayfour Regional Rehabilitation Centre (Tayfour Tower Building) as well as the Dr. Y. Emara Centre for Healthy Aging and Mobility (Emara Building). A user fee is applicable.

**CLOTHING AND LAUNDRY**

During your stay at TNI, you will wear your own every-day clothing. Bring comfortable, loose fitting clothing that is appropriate for the weather. Plan to bring about five changes of clothes, but remember not to bring too much because storage space is limited. Also, remember to bring pajamas, or other suitable sleeping wear.

Shoes should be comfortable, non-slip and safe to participate in some light physical activity – running shoes are a great option.

Laundry facilities and detergent are available. During your stay, you will be expected to do your own laundry or have a family member take your laundry to do at home. If you or your family are unable to do your laundry, a laundry service will be available to you at a cost. A laundry schedule is available on your unit.

*Personal Items and Toiletries*

If possible, we encourage you to bring necessary toiletries and hygiene products, such as soap, shampoo, solid deodorant/antiperspirant, brush and comb, toothbrush and toothpaste, basic styling and cosmetic products, and shaving products.

Toiletries that might potentially be dangerous will be kept safely at the nursing station and may be accessed when needed (curling irons, blow dryers, tweezers, spray cans, razors, nail clippers, etc.).

You are responsible for keeping your room and bathroom tidy and free of clutter so that the housekeeper can clean your room.

**Do not bring valuables or expensive jewelry.** Personal items such as pictures of friends and family, books, and journals may be brought in to help you feel more at home.

**CONSENT TO TREATMENT**

Your inter-professional healthcare team, consisting of Doctors, Nurse Practitioners, Psychologists,
and all members of the Allied Health Therapy team, require your consent and/or that of your designated care partner or substitute decision maker (SDM), to perform certain tests, procedures and treatments. Before providing your consent, ensure you understand the nature of the treatment, the benefits and risks of receiving that treatment, if there are any material side effects or alternative courses of action, and what would be the likely consequences of not having the treatment. In order for your consent to be informed you must receive information regarding the elements listed above and have the opportunity to ask your healthcare team for any additional information you may require to make your decision. You have the right to refuse treatment.

CULTURAL/LANGUAGE INTERPRETERS

It is important for you to understand your care and treatment. If you require an interpreter or have a hearing impediment, please speak with a member of the healthcare team for assistance. A telephone translation service, through Access Alliance Multi-Cultural Health and Community Services, is also available for those who require direct translation. Patient and families may ask a member of the healthcare team for information on this service.

DONATIONS

The Changing Lives Together Foundation raises funds in support of HDGH’s programs and services. Donations can be designated to a specific area. Donors will receive a tax receipt for donations of $20 or more. For your convenience there are many ways to contribute. Donor cards are available at the Cashier’s Office; credit card donations can be made by calling the Foundation office at extension 76910; and cheques can be mailed to:

Changing Lives Together Foundation
1453 Prince Road
Windsor, ON N9C 3Z4

Please do not send cash in the mail. Cheques are to be made payable to CLTF or Changing Lives Together Foundation. Donations can also be made only by visiting www.changinglivestogetherfoundation.org

ELECTRONIC DEVICES

Cellular Phones

Many people find music a great way to relax or cope with stress. You may bring small MP3 players or music devices. You may be granted permission to utilize these devices after an assessment by the team and an order from the physician. The cords from headphones will be monitored by staff.
Cell phones and any electronic devices that take pictures or access the internet are not allowed on the units. If you have grounds privilege and passes your cell phone will be stored behind the nursing station, signed out for use while on pass and signed back in on your return to the unit.

Battery operated radios and clocks are recommended for use in patient rooms.

**Television**

There are large screen televisions in the patient lounge and dining room on each unit. Note that the television will be turned off during the hours of all scheduled programs and group activities.

**ENVIRONMENTAL SERVICES**

Environmental Services takes great pride in providing you with a clean and sanitary environment. Should you have any questions or concerns, please call Switchboard who can connect you to the appropriate Supervisor.

**ETHICS CONSULTATION SERVICES**

HDGH provides Ethics Consultation Services to our staff, patients, and their families. We have an Ethics Committee comprised of frontline employees and managers with a purpose of raising ethical issues from organizational experiences so as to optimize ethical decision-making and patient-focused care. Ethics Consultation Services assist patients, families, hospital staff, physicians, volunteers, and students on a wide range of ethical issues across the lifespan. Frequently encountered issues include value conflicts around decisions such as withholding or withdrawing treatment, consent and capacity, substitute decision-making, DNR orders, patient discharges, resource allocation, and organizational ethics. For additional information, please visit: http://www.ccethics.com/index.html.

The purpose of an ethics consult is to identify, understand and analyze ethical issues and to facilitate and support the decision-making process and the decision-makers. The goals are to enhance the ethical decision-making process, to mediate value conflicts, and ultimately to improve patient care. A request for an ethics consult may be initiated by anyone (including patients or family members) who has an ethical concern about a particular situation. Ethics consults can also remain confidential and private, unless disclosure is required by law. If you have questions or concerns that you feel would benefit from an ethics consult, please contact our Patient Advocate at extension 74404 or Patient.Advocate@hdgh.org to arrange services.

**FACILITIES**

Please contact a member of your healthcare team if you have questions or concerns about buildings/grounds issues.
**FINANCIAL ARRANGEMENTS**

Each unit has a safe that can store small amounts of personal spending money. Your nurse will tell you about the times you can access your money from the safe. You will not be allowed to keep money in your room.

Ontario Disability Support Pension (ODSP) payments may be sent to HDGH and stored in the unit safe. If you are collecting ODSP, your worker must be made aware that you are in the hospital.

If you are working with a Public Guardian and Trustee (PGT) to manage your finances, we will work with the PGT office to assist you in financial management.

**FIRE ALARMS AND EXITS**

Fire exits are clearly marked throughout the buildings. During a fire alarm, elevators are shut down. All fire doors automatically close until there is an ‘All Clear’ announcement on public speakers. During a fire alarm, everyone is asked to stay in your area. Do not move to another place unless a member of the Fire Department or HDGH staff directs you. Those entering HDGH at the time of an alarm will be asked to remain in the lobby until the ‘All Clear’ is given.

**FOOD SERVICES**

You will receive a menu on your meal tray every day to select meal options for the next day. Menu guidelines and time of pickup will be posted in each dining room. Our dietitian is available to meet with you to discuss dietary concerns or preferences.

Breakfast, lunch and supper are served in the dining room every day, and snacks, coffee and refreshments are available at times throughout the day.

Meals are delivered to the unit three times a day:

- **Breakfast:** 8:15 a.m.
- **Lunch:** 12:30 p.m.
- **Dinner:** 4:30 p.m.

Note: Food and beverages are only allowed in the dining room. Families are not allowed to bring food into TNI. If you purchase food while on a pass, it must be consumed before you return to the unit.

**Cafeteria Food Services**

Enjoy our fresh soups, salads, sandwiches and daily specials in the Courtyard Café located on the first floor of the Tayfour Tower Building, and the In Honour Café located on the first floor of the Emara Building.
Courtyard Café Hours of Operation:

Weekdays 6:30 a.m. to 3:00 p.m.
Closed Weekends & Holidays

In Honour Café Hours of Operation:
Weekdays 8:00 a.m. to 2:00 p.m.
Closed Weekends & Holidays

Please note that hours of operation are subject to change. Contact extension 75145 for more information.

Outside of regular cafeteria hours, two coffee bars operated by Volunteer Services offer a variety of hot and cold beverages and light snacks:

Courtyard Café Coffee Bar Hours of Operation:
Weekdays 4:00 p.m. to 7:00 p.m.
Weekends 9:00 a.m. to 7:00 p.m.

In Honour Café Coffee Bar Hours of Operation:
Weekdays 4:00 p.m. to 7:00 p.m.
Weekends 9:00 a.m. to 7:00 p.m.

Please note that hours of operation are subject to change due to volunteer availability.

Vending Machines

For your convenience vending machines offering a variety of food and snack items, with a selection of beverages, are available on the first floor of both the Emara and Tayfour Tower buildings.

GIFT SHOPS

Two Gift Shops are operated by the HDGH Volunteer Association. One is located on the first floor of the Tayfour Tower Building and the other on the first floor of the Emara Building. They offer a full range of gift ware, plush toys, dolls, sundries, confectionery items, purses and more. All profits raised in the Gift Shops are donated to HDGH to purchase new equipment and improve services. Please call the Gift Shop located at the Tayfour Tower Building at extension 76686 or the Gift Shop located at the Emara Building at extension 75448.
MAIL

Please ask your family and friends to send mail clearly marked to:

**Your Name, Patient**  
**Room Number**  
Hôtel-Dieu Grace Healthcare 1453 Prince Road  
Windsor, Ontario N9C 3Z4

Advise friends and family to write a return address on the envelope.

Mail is delivered once a day. Outgoing patient mail can be given to any member of the healthcare team. Stamps are available for purchase in both HDGH Volunteer Association Gift Shops.

**PARKING (MAP ON FIRST PAGE OF PATIENT GUIDE)**

All visitors in parking lots A, B, D and M must display a “pay and display ticket” or a monthly parking pass. This applies to all designated Accessible Parking Permit spots as well. View a campus map on the last page of this Patient Guide. Make payment at any machine located in the lot, take the receipt and place it on the vehicle dash so as to be easily seen by enforcement officers. These machines accept coins or credit cards (Visa or Master Card only) or parking tokens. Monthly parking passes and individual tokens are also available at the Cashier’s Office in the Tayfour Tower Building. The Cashier’s Office hours of operation are Monday to Friday 8:30 a.m. to 4:30 p.m. Any unused parking tokens can be returned to the Cashier’s Office for refund.

**HDGH Public Parking Lot Guide:**

<table>
<thead>
<tr>
<th>IF YOU ARE COMING TO:</th>
<th>PARK IN:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Casgrain Building (AC)</td>
<td>Lot M or Lot A</td>
</tr>
<tr>
<td>Tayfour Tower Building (TR)</td>
<td>Lot A or Lot B</td>
</tr>
<tr>
<td>Toldo Neurobehavioural Institute (SMH)</td>
<td>Lot B</td>
</tr>
<tr>
<td>Emara Building (MP)</td>
<td>Lot D</td>
</tr>
<tr>
<td>Regional Children’s Centre (RCC) Glengarda Building (GL)</td>
<td>Lot G*</td>
</tr>
<tr>
<td>RCC Albert George Huot Building (HU) or W.E. Care for Kids Residence (WR)</td>
<td>Lot F*</td>
</tr>
<tr>
<td>Withdrawal Management Centre (WM)</td>
<td>Lot K*</td>
</tr>
</tbody>
</table>

*Please note that parking at the Regional Children’s Centre Lot F, Glengarda Lot G, and Withdrawal Management Lot K properties is complementary and is only permitted to clients of
those agencies; unauthorized use by others will result in ticketing and/or towing.

Patients and visitors are reminded to lock your vehicles. HDGH cannot assume responsibility for loss through theft, fire or collision. Discounted parking is available for long-term visitors through the Cashier’s Office.

The City of Windsor provides parking enforcement services on HDGH property 24 hours per day, 7 days per week. Provincial offence notices (parking tickets) will be issued to vehicles not properly displaying paid parking receipts, parked improperly or parked in handicapped spaces without the appropriate permit. HDGH also enforces by towing, under City of Windsor by-laws.

PATIENT TO STAFF RECOGNITION

There are many staff at HDGH that go above and beyond to ensure patients and their families have a positive experience while in our care. To recognize the efforts of these staff, we have introduced the patient to staff recognition award. This award will recognize an individual who has provided exceptional care to a past or present patient at HDGH. At any time, patients can visit www.hdgh.org/patientpraise to recognize the outstanding member of our HDGH team.

PHARMACY SERVICES

For your medication needs during your stay at HDGH, Pharmacy Services provides the most appropriate drugs including intravenous medication, chemotherapy, clinical trial drugs, and others as required to best treat your medical condition. Our Pharmacy Technicians are expertly trained to prepare your medications in consultation with your pharmacist.

Your Pharmacy team will review and assure that all medications you are taking while at HDGH are appropriate for you. Together with your nurse and physician, your pharmacist will check and resolve any drug related problems and any medication related concerns. When coming to HDGH, please bring a current list of your medications from your pharmacy. This will ensure that your healthcare team knows exactly what medications you have been taking prior to admission.

If you have any questions about your medications, you can contact us at extension 76802.

POWER OF ATTORNEY FOR PERSONAL CARE

If applicable, please bring with you a copy of your Power of Attorney for Personal Care (POAPC) documents. A POAPC is a legal document in which one person gives another person the authority to make personal care decisions on their behalf if they become mentally incapable. Personal care decisions include those that involve healthcare, nutrition, shelter, clothing, hygiene, and safety. An advance directive may be part of the POAPC. A Continuing Power of Attorney for Property document is for financial decisions, which is a distinct document from the POAPC. For more information, please visit:
RECREATION AND WELLNESS CENTRES

Families are welcome to enjoy our beautiful campus and grounds by visiting HDGH’s Recreation and Wellness Centres. The LiUNA!625 Recreation and Wellness Centre is located at the North-West corner of our campus, next to the Emara Building. The second Recreation and Wellness Centre is located at the front of our campus in the courtyard of the Tayfour Tower Building.

The Recreation and Wellness Centres serve as a therapy option and unique exercise experience for all in a bright atmosphere.

SCENTS

HDGH is a scent-safe organization. Scented products can cause allergic reactions and respiratory distress for other patients, visitors and staff.

We ask that you please do not use any scented products, such as perfume, cologne, aftershave, scented body sprays, lotions, or powders, hair sprays, gels, mousse, hair conditioners or shampoos, or deodorants/antiperspirants during your visit or stay and that instead you use fragrance-free or scent-free alternatives.

SECURITY

Security Officers are on site 24 hours a day, 7 days a week. Security can be reached at extension 72030 or by visiting the Switchboard in the main lobby of the Tayfour Tower Building. Security performs routine patrols of the entire property and is equipped with two-way radios and a golf cart to expedite emergency response.

Public entrances are secured outside of normal visiting hours. After hours entry to the Tayfour Tower Building and Emara Building is restricted to the main entrances at either building; access requires authorization from Security via intercom.

NO SMOKING OR VAPING ON CAMPUS

As a leader in healthcare, HDGH is committed to the Smoke-Free Ontario Legislation and to our vision to “cultivate a healthier community.” As a result, HDGH has adopted a “Breathe Easier” policy which is a smoke-free and tobacco-free campus for all patients, families, community members, staff, physicians, volunteers and students. The use of tobacco or nicotine products such as cigarettes, cigars, cigarillos, pipes, chewing tobacco as well as any device used to smoke or vaporize
tobacco or non-tobacco product including cannabis is prohibited on any HDGH property.

This includes all buildings, grounds, in any previously designated areas, parking lots, sidewalks, and walkways or in vehicles parked or moving on HDGH property.

**SPECIAL HIGHLIGHTS OF TNI**

**Courtyards and Healing Garden:** Our courtyards and Healing Garden were created specifically to promote peace and relaxation, and to promote healing processes.

**Atrium and Horticulture:** The atrium houses a range of plants and flowers, and outdoor flower beds provide the opportunity for you to garden and care for plants.

**Music Therapy and Other Supportive Therapies:** Special programs funded through grants, volunteers, students, and donations complement the range of treatment programs we offer at TNI. Music therapy, arts and crafts, community outings and special events are examples of some of our special initiatives.

**Electroconvulsive Therapy (ECT) Treatment:** TNI has developed an ECT program, servicing regional outpatients and inpatients. ECT is a well researched, safe, and effective treatment for a variety of psychiatric illnesses. We have a group of highly specialized ECT nurses and psychiatrists who provide both treatment and follow-up services.

**Inclusivity:** TNI offers treatments and services that are available and sensitive to culture, ethnicity, and gender.

**SPECIALIZED TREATMENT FOCUS**

TNI offers a range of treatment approaches to assist people with the symptoms of their illness, promote personal growth, and enhance quality of life. We understand that each person comes with unique challenges, and we are committed to using best practices.

**Plan of Care**

Each patient at TNI receives a specialized plan of care crafted to suit their unique needs. All team members participate in creating the plan, and your social worker will assist you in tracking your treatment and updating the plan.

**Treatment Activities**

A range of treatments are offered at TNI. Programs are scheduled throughout the mornings and afternoons. This includes psychotherapy groups, individual counselling and therapy, structured
rehabilitation activities, recreational groups, pet therapy, and light exercise. You are expected to participate in your treatment during your stay at TNI and we will support you in your treatment step by step.

SPIRITUAL CARE SERVICES

Spiritual Care Services are provided in many different ways at HDGH. Chaplains are available to offer respect, dignity and compassion to patients and families in both inpatient and outpatient programs. Chaplains also provide religious celebrations upon request through prayer and rituals appropriate to the patient’s faith orientation. They can also facilitate a connection to faith groups within the community for anyone requiring conversation with a Spiritual Advisor of their own faith. To contact a Chaplain, inform a member of your healthcare team. The Spiritual Care Office is located in Room 1067 in the Emara Building. For information on services provided, please call Spiritual Care Services at extension 74817 or 74083.

Chapel

HDGH recognizes the importance of religious, spiritual and emotional support for patients, families, visitors and staff. The chapel is located on the second floor of the Emara Building, to the left when getting off the elevators. The Chapel is open 24 hours a day for quiet reflection, prayer and Multi-faith rituals.

Multi-Faith/Quiet Rooms

To further support the spiritual needs of our patients and their families, HDGH has two multi-faith/quiet rooms on our campus at the following locations. These rooms are available for use 24 hours a day.

• Emara Building, 1st floor, to the right when first entering the building.
• Tayfour Tower Building, 1st floor, directly across from the Gift Shop.

TNI TEAM

During your stay at TNI, a team of healthcare professionals will work with you. These professionals will include:

Dietitian or Clinical Nutritionist – Advises you on what to eat in order to lead a healthy lifestyle.

Neuropsychologist – Provides assessment, diagnosis, and treatment for psychological and neuropsychological conditions.

Occupational Therapist (OT) – Works with you to help achieve tasks for everyday living.
OT’s can help you:
• Organize and manage your day
• Set goals
• Develop coping skills

**Pharmacist** – Will help you keep track of your medication.

**Psychiatrist** – A specialized medical doctor who assesses, diagnoses, and treats mental illnesses. The psychiatrist will work with you and the team to make decisions regarding your treatment.

**Psychometrist** – Carries out the administration and scoring of psychological and neuropsychological tests under the supervision of the clinical Neuropsychologist.

**Recreation Therapist (RT)** – Works with you to help build the skills to take part in activities that will help you regain confidence and live a healthier life.
RT’s can help you:
• Get involved in the community
• Find your interests
• Find meaningful activities
• Develop coping skills
• Build confidence

**Registered Nurse (RN/RPN)** – Develops and carries out your plan of care with the rest of the team.
Your nurse will:
• Monitor, assess and report your symptoms and see if there are any changes
• Prepare you for tests
• Administer medications and treatments

**Social Worker** – Helps you develop skills and the ability to use your own resources and those of the community to resolve problems.
Social workers can help you with:
• Planning family meetings
• Financial situations
• Housing situations
• Support groups
• Counselling

**Unit Clerk** – Will help answer general questions.

**Volunteers** – Take part in activities and spend time with you and other patients.
VISITING HOURS

HDGH welcomes family and friends to come and spend time with their loved one.

As part of our Patient and Family Centered Care Philosophy, HDGH and TNI recognizes that family and friends are integral to patients’ healing process.

Family and designated care partners are welcome to visit during the following hours a day as essential members of the healthcare team, taking into consideration the patient care needs, staff and patient safety, and the privacy of all patients.

**Weekdays Monday to Friday: 6:30 p.m. – 8:00 p.m.**
**Weekends and Holidays: 2:00 p.m. – 3:00 p.m. and 6:30 p.m. – 8:00 p.m.**

Children under 16 years of age are not permitted during these visiting times; however special considerations can be made to set up a specific time for patients to visit with their children. You can speak with your nursing staff to make these arrangements.

For additional information on Visiting Hours at HDGH, please visit our website at **www.hdgh.org/visitinghours.**

**What is a Family?**
Families are big, small, extended, nuclear, multi-generational, with one parent, two parents, and grandparents. We live under one roof or many. A family can be as temporary as a few weeks, as permanent as forever. We become part of a family at birth, adoption, marriage, or from a desire of mutual support.

We hope that this booklet has provided you with some of the important information you need to prepare for your stay with us. We hope that your stay with us will be a positive and productive one.

On behalf of all of us, welcome to the Toldo Neurobehavioural Institute!
Extension Directory

C
Community Crisis Centre...................................................................................................519.973.4435

D
Donations..................................................................................................................................ext. 73345

E
Environmental Services............................................................................................................ext. 72311

F
Food & Nutrition Services........................................................................................................ext. 76525

G
Gift Shop:
Tayfour Tower Building.......................................................................................................ext. 76508
Emara Building.....................................................................................................................ext. 75448

L
Lost and Found....................................................................................................................(See Security)

O
Outpatient Mental Health Services......................................................................................519.257.5125
Concurrent Disorders Program..................................................................................................ext. 1
Dual Diagnosis Consultation Outreach Stabilization...............................................................ext. 2
Geriatric Mental Health Outreach Team..................................................................................ext. 3/ext. 75105
Mood & Anxiety Treatment Program.....................................................................................ext. 1

P
Parking.......................................................................................................................................ext. 72030
Patient Advocate....................................................................................................................ext. 74404
Pharmacy Services..................ext. 76802

S

Security.........................................................ext. 72030
Spiritual Care Services..............................ext. 74817/74083

T

Toldo Neurobehavioural Institute..................ext. 77801/77901
  PS 1 Nursing Station..............................ext. 77803
  PS 2 Nursing Station..............................ext. 77804
  PS 3 Nursing Station..............................ext. 77903

Patient Phones:
  PS 1.......................................................ext. 77817
  PS 2.......................................................ext. 77819
  PS 3.......................................................ext. 77917