

## Contacting you at the hospital

Please notify your family and friends to use the following address when sending you mail:

C/O Providence Care, Mental Health Services site  
(name of unit)  
752 King Street West  
Kingston, ON  
K7L 4X3

E-mails may also be sent through our website:

[www.providencecare.ca](http://www.providencecare.ca)

Follow the links - Patients & Visitors - send a patient a message.

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## Our Mission Statement

*Providence Care* is committed to compassionate care and excellence in the provision of complex continuing care, longer-term mental health care, long-term care, palliative care, geriatric and rehabilitation programs and forensic services for the people of southeastern Ontario.

*Trusting in Providence* and strengthened by the spirit and tradition of our founders, the Sisters of Providence of St. Vincent de Paul, we strive to meet the physical, emotional, social and spiritual needs of each person. We believe in treating each person with respect, dignity and compassion.

*As a Teaching Centre*, we work together with the regional community to provide and advocate for wellness, and innovation and excellence in care delivery, education and research.

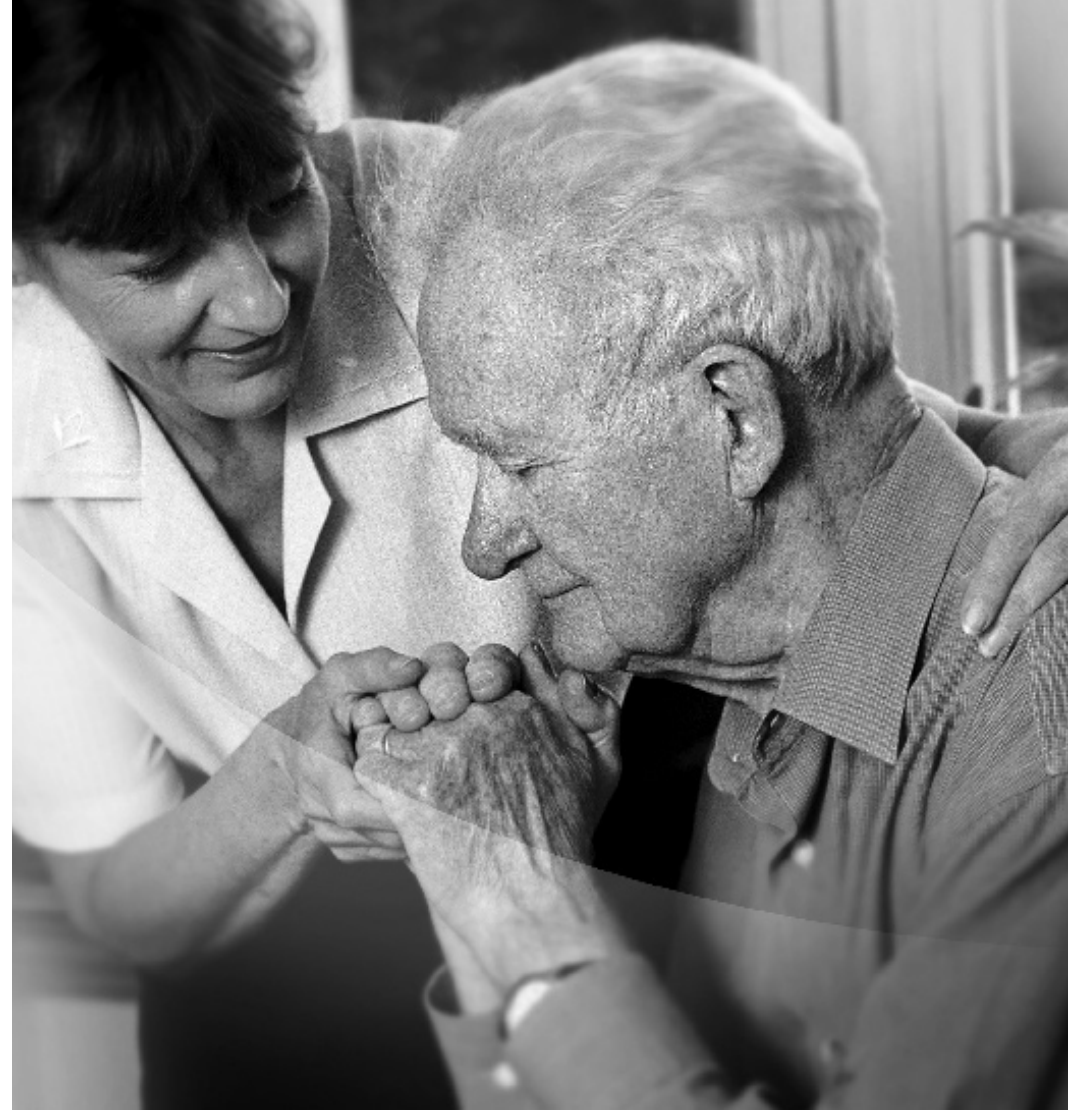
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Providence Care is funded by the Ministry of Health and Long-Term Care, governed by a volunteer board of directors and sponsored by the Catholic Health Corporation of Ontario.

Providence  
Care

Mental Health Services  
St. Mary's of the Lake Hospital  
Providence Manor  
Plus over 15 community locations

April 2008



Providence  
Care



Mental Health Services site  
Geriatric Psychiatry Service  
752 King Street West  
Kingston, ON

[www.providencecare.ca](http://www.providencecare.ca)

## Welcome to Providence Care, Mental Health Services Geriatric Psychiatry Inpatient Services

Our Geriatric Psychiatry Service provides you with specialized assessments and treatment in a safe, caring environment. Our goal is to work with you, your family and significant others to stabilize your condition and help you return home or prepare you for a longer-term placement of your choosing.

Our Program Manager is: \_\_\_\_\_

Our Ward Clerk is: \_\_\_\_\_

Your Attending Psychiatrist is: \_\_\_\_\_

Your Physician is: \_\_\_\_\_

Your Social Worker is: \_\_\_\_\_

Your Leisure Life Skills Instructor is: \_\_\_\_\_

Your Spiritual Care Advisor is: \_\_\_\_\_

Your Clinical Dietician is: \_\_\_\_\_

Your Occupational Therapist is: \_\_\_\_\_

Your Physiotherapist is: \_\_\_\_\_

Your Psychologist is: \_\_\_\_\_

### Meals

Meals are served on the unit at the following times:

Breakfast: 7:30 a.m.

Lunch: 11:30 a.m.

Afternoon Nourishment: 2:30 p.m.

Supper: 4:30 p.m.

Evening Nourishment: 8:00 p.m.

Your DIETICIAN can help with choosing menu items.

Family members who wish to assist or visit over meal times are welcome in our solarium. Please, for safety, do not share food with other patients as food allergies and choking may be an issue.

There is a cafeteria open to visitors for meals between the hours of 11:30 a.m. and 1:00 p.m. Monday through Friday, excepting holidays. Staff will be glad to give you directions.

### Smoking

Our patients can smoke only in designated areas. Smoking for all others is not permitted on our hospital grounds.

### Telephones

Pay telephones are located in the hospital corridors and direct line lift phones for taxis are located inside the main entrance.

### Bathing and Care

Bathing and care times occur daily between 8:00 and 11:30 a.m. Please plan your visits to help us ensure as much privacy and dignity as possible at this time for all of our patients.

## Hair Care

Hairdressing and barber services are available. Haircutting is available monthly on the ward. Our Ward Clerk will book an appointment at our Hairdressing Salon located off-unit.

You can also make appointments at your preferred hairdresser. Please make staff aware of your arrangements regarding transportation and appointment time to avoid conflicts with other existing unit activities or appointments.

## Language Assistance

There are staff members at this site available to speak a variety of languages with our patients and their families. Please contact our staff if there is the need.

## Leave of Absence from Hospital

You or your family can arrange a Leave of Absence (LOA) from the hospital. An order from your Attending Psychiatrist is required for passes off the ward of short or longer duration. This can be discussed with your Attending Psychiatrist or staff Charge Nurse. Please note if it is necessary to arrange medications, you or another person (family member) will need to be responsible for taking the medications as ordered. Your staff will explain the proper administration of the medications prior to the leave or pass.

## Pet Visits

Your pet(s) may visit on the unit. To protect you and all other patients, please make your intention known to staff and ask for a copy of the hospital's Pet Visitation Policy so you are prepared to abide by the requirements in advance of the visit.

## Parking

Free parking is available at the front of the hospital and across from the Geriatric entrance. Handicap parking is also available.

## Your Care

Our Registered Nursing staff, specializing in care for the Geriatric Psychiatry population, will be on duty to provide a broad range of services around the clock. Each shift you will be under the care of one of these professionals.

While you are with us, it is our intention to recognize your individuality and your ability to make choices that are right for you.

As our patient you can expect to:

- ◆ know the name of the nurse responsible for your care, each day.
- ◆ have personal belongings in your room as space allows.
- ◆ participate in social, cultural, religious and other interests.
- ◆ be informed, in a timely fashion, of any changes affecting your care.
- ◆ receive assistance if it becomes necessary to make a complaint.

Please participate as fully as possible when decisions involving your care are required. You have the right to:

- ◆ have someone of your choosing (Power of Attorney for Care or Substitute Decision Maker) accompany you or represent you.
- ◆ refuse treatment once you have and are able to fully weigh the consequences of that decision.
- ◆ seek a second opinion on clinical decisions.

We will offer as much privacy as is possible regarding:

- ◆ personal cares and medical treatments.
- ◆ communicating with and receiving visitors.

## Visitors

Visitors are always welcome. Their support plays a central role in the your well being. We ask that you help us keep a healthy environment by following the guidelines posted at the entrances and on our website. Please discuss possible precautions and optimum visit times with the Charge Nurse or Ward Clerk.

## Clothing

You and your significant other(s) are encouraged to bring in personal clothing that is suitable for your needs and mobility. Staff cannot wash personal clothing on the unit so it is advisable to make arrangements to wash them at home. Otherwise, personal clothing is washed at the Regional Laundry and due to infection control requirements, fabrics are exposed to a much harsher handling than at home.

Clothing considerations:

- ◆ Request prepared labels from the unit to label clothing clearly.
- ◆ Must be able to withstand frequent washing.
- ◆ Be comfortable and loose fitting so they are easy to put on and take off either by you or your nurse, i.e. roomy slacks or tracksuits are frequent choices.
- ◆ Include soft, warm, stretchy socks which do not cut off circulation.
- ◆ Supply pajamas, nightgowns or other clothing that open at the back when flexibility, mobility and cares are important issues. (Please ask staff for more information about this.)
- ◆ Footwear should be non-slip, sturdy or supple according to mobility and needs.
- ◆ Supply comfortable outdoor clothing, according to the season, for recreational outings or outside appointments.

## Adaptive aids

- ◆ Bring with you any aids which you require such as canes, walkers, wheelchairs, hearing aids and/or eyeglasses.
- ◆ Label them clearly.

Providence Care cannot be responsible for maintenance or replacement of these articles. Staff will provide reasonable care and safe use of them. If during your stay you experience changes in ambulation or seating requirements, our Occupational Therapist or Physiotherapist can temporarily provide the required equipment. A referral may be made to our Seating & Wheelchair Clinic for a prescription. Government or other funding is usually available to assist with the purchase.

## Personal items

Please supply favourite toiletries such as tooth care products, soaps, hair care products, deodorants and lotions, tissues and sunscreen. The hospital can only supply standard products.

You may bring in personal articles to help personalize your space. A corkboard is at each bedside for pictures and cards. For safety, please choose unbreakable vases and picture frames. All electrical items must be safety checked by our maintenance staff.

Please advise staff if leaving snacks or treats. There is a "Nourishment Fridge" where they can be labeled, safely stored and are readily available.

## Valuable items

It is strongly recommended not to leave valuables such as expensive jewelry, watches or other possessions on the unit. They are much safer at home. If necessary, they can be secured in the Pin-money office in the hospital. Please advise staff regarding your decision.

## Spiritual care

Spiritual care is available around the clock. Our Spiritual Care Advisor visits the unit daily and is also available at your request. There are regular worship services in our hospital Chapel:

- ◆ Sundays: Roman Catholic at 1:30 p.m.
- ◆ Tuesdays: Anglican at 1:30 p.m.
- ◆ Fridays: Ecumenical at 1:30 p.m.

Other worship services will be announced. Staff and volunteers will assist you to attend.

## Recreational activities

Your Leisure Life Skills Instructor offers a number of activities, which take place on the unit, in other areas of the hospital or in the community. Examples may include: movies, bingos, lunch groups, baking, seasonal socials, music and therapeutic pet visits.