

Patient & Family Guide  
2021

# Welcome to Community Mental Health and Addictions

Halifax area, Eastern  
Shore and West Hants

Aussi disponible en français : *Bienvenue aux Services communautaires de santé mentale et de traitement des dépendances : Régions d'Halifax, d'Eastern Shore et de West Hants (FF85-1903)*



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

# Welcome to Community Mental Health and Addictions

Mental health is important for everyone. Many people have mental health concerns from time to time. Mental wellness is about how you cope with the ups and downs of everyday life. It is not the same thing as mental illness.

Mental illness refers to a range of mental health conditions that can affect your mood, thinking, and behaviour. It can cause problems with how you manage work, school, and/or your relationships.

We are a team of mental health and addiction professionals. We can help you and your family manage your mental illness and/or addiction, and work towards recovery.

Your treatment plan may include individual and/or group treatment, medication management, information/education, and/or connecting you with resources in the community or online.

Our services are offered in a safe and respectful way. There is no cost to you.

## **You are the expert on your experiences**

- Treatment is a process of change. It is very important that you actively take part.
- **We will work together to set goals for you to work on between sessions.**
- Your family and friends can help support you. We encourage them to take part in your treatment. We will ask you what information you are comfortable sharing with your supporters.
- You can choose someone to act on your behalf if you are not able to make decisions about your health care. Talk to your health care team about choosing a substitute decision maker.
- For more information on confidentiality and sharing of personal health information, please ask for these patient pamphlets:
  - › *Circle of Support and Circle of Care: Sharing Information and Working Together*
  - › *Privacy of Your Health Information at NSHA*
  - › *Your Rights and Responsibilities*

**Please ask questions about your treatment at any time. We are here to help you.**

## **We value your safety**

- Tell a member of your health care team if you have concerns about your own safety and well-being, or those of a loved one.
- Talk to us about any changes in your medication(s) or any allergies you may have.
- Nova Scotia Health is a substance-free environment. This includes tobacco, vaping, marijuana, alcohol, and gambling products.
- Nova Scotia Health is a scent-free environment. Please do not wear perfume or scented products in any of our facilities.
- Washing your hands is the best way to prevent the spread of infection.
- Please tell us if you have any mobility (movement) concerns or are having a hard time walking. We will help you while you are in the clinic. We can give you more information about how to avoid falls at home.
- We are a teaching facility. We may ask you if you would like to work with a student or be part of a research project. It is your choice to participate. You can change your mind at any time. **Your decision will not affect your care.**

## Resources

**If it is an emergency, call 911 or go to the nearest Emergency Department.**

### **Provincial Mental Health and Addictions Crisis Line**

- › Phone: 902-429-8167
- › Phone (toll-free): 1-888-429-8167

### **Mental Health and Addictions Program**

- › [www.MHAhelpNS.ca](http://www.MHAhelpNS.ca)

### **Nova Scotia 211**

- › Phone: 211
- › [www.ns.211.ca](http://www.ns.211.ca)

**Note:** If your request is urgent, please **call** 211. Email is not monitored 24/7, but the phone line is.

## **Feedback**

We would love to hear your compliments and/or concerns. Every day we learn from patients, clients, and families. This helps us improve our services. You can:

- share your feedback with your clinician.
- call the clinic and ask to talk to the manager.
- contact Patient Relations:
  - › Phone (toll-free): **1-844-884-4177**
  - › Email: [healthcareexperience@nshealth.ca](mailto:healthcareexperience@nshealth.ca)
- fill out a comment card in one of our waiting rooms.

**Please fill out a survey about your experience. Surveys can be found in our waiting rooms or online at:**

- › [www.nshealth.ca/mha-surveys](http://www.nshealth.ca/mha-surveys)

**Your feedback is important.**

