



Patient & Family Guide  
2018

# 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

We will work with you to address your mental health needs and to lessen or stop your use of alcohol, tobacco, drugs and/or gambling.

We also work with family and friends who are impacted by mental illness and/or addiction. You do not need to be receiving treatment in order for your family and friends to get support.

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

Our goal is to help you improve your health.

Think about what brings you here today.  
What do you think needs to change?  
What supports do you need to make these changes?

**We are here to help.**

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

- Your active participation is very important. You will set goals for change to work on between sessions.
- We will work together so you have the information and supports you need and want.
- You can choose someone to act on your behalf if you become unable to make decisions about your health care. Talk to your health care provider about choosing a substitute decision maker.
- We teach students and are involved in research. You can choose not to have a student work with you or be part of research. It is your choice and you can change your mind at any time. This decision will not affect your care.
- 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*

**Please ask questions about your treatment at any time.**

## **We value your safety**

- Tell your health care provider 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 or any allergies you may have.
- We are a substance-free environment. This includes tobacco, vaping, alcohol, and gambling products. Please do not come to the office if you are intoxicated.
- We are a scent-free environment. Please do not wear perfume or scented products in our space.
- Washing your hands is the best way to prevent the spread of infection.
- Please tell us if you have any mobility concerns or are having a hard time walking. We will help you while you are in the clinic and give you information about how to avoid falls at home.

## Helpful resources

**If you have an emergency, call 911 or go to your nearest Emergency Department.**

### Mental Health Mobile Crisis

- › Phone: 902-429-8167 or toll-free: 1-888-429-8167

### Mental Health and Addictions Program

- › [www.nshealth.ca/mental-health-addictions](http://www.nshealth.ca/mental-health-addictions)

### Nova Scotia 211

- › [www.ns.211.ca](http://www.ns.211.ca) (If your request is urgent, please **call** 211, as email is not monitored 24/7, but the phone line is.)

## For more information

### Canadian Mental Health Association

- › Halifax phone: 902-455-5445
- › Dartmouth phone: 902-463-2187
- › <http://novascotia.cmha.ca>

### Centre for Addictions and Mental Health

- › [www.camh.ca](http://www.camh.ca)

## **Feedback**

We'd love to hear your compliments and/or concerns. Every day we learn from patients, clients, and families — it helps us improve services. You can:

- Share your feedback with your clinician.
- Call the clinic and ask to talk to the manager.
- Contact Patient Relations:
  - › Call toll-free: **1-844-884-4177**
  - › [healthcareexperience@nshealth.ca](mailto:healthcareexperience@nshealth.ca)
- Fill out a comment card in our waiting rooms.

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

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

**Your feedback is important.**

