



Patient & Family Guide
2022

Short Stay Unit

Abbie J. Lane Memorial
Building, QEII



www.nshealth.ca

Short Stay Unit

Where is the Short Stay Unit?

The Short Stay Unit is located in the Abbie J. Lane Memorial Building of the QEII Health Sciences Centre.

Address

Abbie J. Lane Memorial Building
5909 Veterans Memorial Lane
Halifax, NS
B3H 2E2

Phone numbers

- › Nursing Station: 902-473-4771
(available 24 hours a day, 7 days a week)
- › Patient line: 902-473-8339
(8:30 a.m. to 10 p.m.)
- › Hospital switchboard: 902-473-2700

Visiting hours

- › 10 a.m. to 8:30 p.m. (This is subject to change).

Your hospital health care team

Primary nurse: _____

Psychiatrist: _____

Medical doctor: _____

Social worker: _____

Psychiatric resident: _____

Medical student: _____

Manager: _____

Ward clerk: _____

What is the Short Stay Unit?

- The Short Stay Unit is a 5-bed psychiatric inpatient service with 24-hour nursing care. As an inpatient, you will stay overnight in the unit while receiving treatment. Most people stay in the unit for 24 to 72 hours (1 to 3 days).
- The unit is a safe place that provides:
 - › Emotional and psychological support for your mental well-being
 - › Treatment choices to help you through the problems you are dealing with
 - › Access to and help navigating other services and resources

- Working with your strengths and supports, we will help you:
 - › stabilize during a crisis.
 - › make short-term and long-term health goals.
 - › plan for your future.
 - › learn new ways to cope.
- You have been admitted so we can help you get well. This may include learning new ways to cope, getting emotional support, and helping you set up supports in your community.

What will happen when I am admitted to the unit?

- Your loved ones will be asked to take any valuables home with them. This includes medications. Please limit how many personal items you keep with you.
- We encourage you to share important past or current health information with your treatment team.
- With your consent, your support network can share information with the treatment team.

- Please tell the treatment team if you would like family or any other support person(s) to be involved in your care plan. Your identified support person is welcome to contact nursing staff for updates.

What can I expect on the unit?

- Your health care team will work with you to come up with a list of your needs and make a care plan. You will meet with the team each day.
- Nursing staff are available 24 hours a day to answer any questions you or your loved ones may have.
- When you are discharged, you will have a plan for outpatient treatment in the community, if needed.

Meals

- Soon after you are admitted, you will be given a menu form with your supper tray. It is important to check off everything that you would like, including drinks.
- The menu form is used to choose your meals ahead of time. For example, the form you fill out on Monday is for your meals on Wednesday.

Meal times:

- › Breakfast: 7:45 a.m.
- › Lunch: 11:45 a.m.
- › Dinner: 4:45 p.m.
- Snacks and hot or cold drinks are available in the kitchen area any time of the day.

Scent-free policy

- All Nova Scotia Health buildings are scent free. Please do not use scented products.

Smoking

- Smoking is not allowed on the unit or on any part of the hospital grounds. You can smoke on the sidewalks just past the hospital grounds.
- If you do not have a pass to leave the unit, ask your nurse about nicotine replacement therapies (patch, gum, inhaler).

Parking

Parking is available at meters and lots (hourly rate):

- › Parkade off Robie Street
- › Underground parking off Veterans' Memorial Lane
- › Street parking on most streets near the hospital (limited)

Safety, respect, and privacy

- For your safety, the main door to the unit is locked. There is a member of the Security team at the door to let you in and out, as needed.

For privacy:

- **Do not** talk about other patients.
- **Do not** take pictures or videos while in the hospital.
- Physical and verbal abuse is disrespectful and is a safety risk to patients and staff. If this happens, the treatment team will talk with you about how it will be handled.

- Your belongings will be searched when you are admitted to the hospital, and whenever items are brought in. Please send home any personal items that you will not need during your stay, including valuable or sharp items. Items like medication and razors will be held at the nursing station. Medications will be provided while you are in the hospital. If you need a razor, please tell your nurse. Any personal belongings held at the nursing station will be returned to you when you are discharged.

Do not bring alcohol, cannabis, illegal or non-prescription drugs or supplements, or sharp objects to the hospital.

Passes to leave the unit

- Your health care team will work with you to find out your pass level. Passes start at 8:45 a.m. and end by 8:15 p.m. Each pass has a time limit (for example, 15 minutes, 30 minutes, 1 hour, or more).

Leaving the unit

- When you leave the unit, you must sign out in the pass book at the security desk located at the main entrance to the unit. This will help staff find you if they need to meet with you or in case of an emergency.
- When you return to the unit, you must sign in with Security at the main entrance to the unit.

What services are available on the unit?

Personal items

- If you need personal items (like a toothbrush, soap, etc.), please ask your nurse.

Sitting area

- This is a place where you can relax on your own or with others.
- There is a TV, video games, board games, books, puzzles, and art supplies available.
- Please keep the area clean and tidy.

Relaxation

- There are also items you can use in your room (for example, a yoga mat, radio/CD player). Please ask your nurse.

Phone

- There is a phone for patient use in the common area. Dial 9, then the phone number.
- Local and long distance calling is available.

Laundry room

- There is a washer and dryer just outside the doors to the unit. Ask staff to unlock the door when you are ready to do your laundry. Laundry soap is provided.

Language and Translation Services

- Nova Scotia Health offers free:
 - › Language interpretation over the phone or in person
 - › Mi'kmaq Interpreter's Liaison Program
 - › Sign language interpretation
- Please ask your nurse.

What services are available at the QEII?

Shoppers Drug Mart

- › Halifax Infirmary site, use Robie Street entrance

Cashier/Business office

- › Halifax Infirmary site, main floor just before the stairwell on the right
- › Hours: Monday to Friday, 8:30 a.m. to 4 p.m.
- › Phone: 902-473-8960
- The Business Office is like a bank. You can deposit personal cheques, and withdraw cash or money orders while in the hospital. You will get a receipt for your deposit, and you can take your deposit out at any time while you are in the hospital or when you are discharged. You can also make a deposit after hours, using a provided envelope.
- **Please ask a loved one to take any valuables home as soon as possible. Staff are not responsible for any personal items.**

Clothes City (free, secondhand clothing and shoes)

- › 2nd floor of Abbie Lane Building (turn left when coming off the elevator)
- Ask your nurse when it is open.

Coffee shops

- **Summer Savory Restaurant**, Halifax Infirmary site, 2nd Floor
 - › Hours: Monday to Friday, 7 a.m. to 7 p.m.
 - › Weekends and holidays, 8 a.m. to 7 p.m.
- **Veterans' Memorial Building**, 1st floor
 - › Hours: Monday to Friday, 7:30 a.m. to 2:30 p.m.
- **Starbucks®**, Halifax Infirmary site, 4th Floor, Robie Street Lobby
 - › Hours: Monday to Friday, 6:30 a.m. to 1 a.m.
 - › Weekends and holidays, 7 a.m. to 1 a.m.

Spiritual Services

- **Halifax Infirmary Chapel**, 1st floor, Room 1221
 - › This a quiet space available at any time.
 - › Non-denominational services take place on Tuesday, Wednesday, and Thursday at noon.
- **Veterans' Memorial Building Chapel**, 1st floor
 - › This a quiet space available at any time.
 - › Worship: Sunday at 9:45 a.m.
 - › Roman Catholic Service: Sunday at 10:30 a.m.

How can I help myself?

- Meet regularly with your health care team and work on your treatment plan.
- Treat all patients and staff with respect.
- Follow unit rules and hospital policies.
- Respect the privacy and personal belongings of others.
- Each day we ask that you:
 - › Look after your personal care (shower, brush your teeth, comb your hair, etc.)
 - › Eat meals at the dining table with other patients
 - › Help keep your area clean and tidy
 - › Get fresh air and exercise (when passes are available)
 - › At night, focus on sleep and rest

Discharge planning

- **Your health care team starts planning for your discharge as soon as you are admitted to the unit.**
- It is important to follow the discharge plan that you and your health care team created. This is important to your recovery and overall mental health.
- Your health care team can help you move back into the community. Before you are discharged, your health care team will:
 - › make an appointment for you with the outpatient community teams in your area.
 - › help you find what community resources you will need and give you the contact numbers.
- **Medications:** Your prescriptions will be sent directly to the pharmacy where you usually get your medication(s). Talk with the social worker if you need help paying for your medication(s).

How can my loved ones help?

- Your loved ones are an important part of your health care team. Your loved ones can support you by:
 - › Sharing background and care information that they think would be helpful with the health care team
 - › Telling the health care team if you have tried to harm yourself or others
 - › Staying positive and trusting you will recover
 - › Learning about mental illness and taking part in education programs
 - › Building a support network of family, friends, and support groups
 - › Taking part in your treatment discussions
 - › Helping with discharge planning
 - › Taking care of themselves by keeping up the activities they enjoy

Remember:

Each person's experience of illness, response to treatment, and recovery is different.

You are not alone. We are here to help you.

Common words used in the hospital

Being in the hospital can be confusing, especially when you hear new words or abbreviations. Some of the words you might hear include:

Interdisciplinary team

- The interdisciplinary team is a health care team made up of people with different specialties. It includes a psychiatrist, a nurse, and a social worker. It may also include students. If you do not want a student as part of your health care team, please tell your nurse.

Involuntary assessment

- An involuntary assessment is when your health care team observes you to assess your safety, diagnosis, and/or treatment needs. This is done for 72 hours (3 days).
- At the end of the 3 days, you may be discharged, offered a voluntary (you are willing) admission, or need an involuntary (you are not willing) admission.

Patient Rights Advisor

- › Phone: 902-404-3322
- › Phone (toll-free): 1-866-779-3322
- If your health care team decides that you need an involuntary admission to the hospital, they will contact a Patient Rights Advisor. The Advisor will meet with you and contact your Substitute Decision Maker (the person who can legally act for you) to give them information and answer any questions they may have about the Involuntary Psychiatric Treatment Act.
- For more information, please ask for the pamphlet:
 - › *Your Rights Under the Involuntary Psychiatric Treatment Act*
 - › www.nshealth.ca/sites/nshealth.ca/files/patientinformation/1146.pdf

Involuntary admission

- This is when a person is admitted to the hospital because the health care team has found:
 - › they are a danger to themselves or others.

OR

- › their mental health will get worse if they do not receive inpatient treatment.
- A person may also be admitted involuntarily if they are not able to make safe and/or good decisions about their treatment because of their condition.
- Usually, patients on the Short Stay Unit who need involuntary admission will be transferred when a bed becomes available on 6 Lane or 7 Lane at the Abbie J. Lane Memorial Hospital, or on the Mount Hope Acute Care Unit at the Nova Scotia Hospital.

Seclusion

- If a patient's behaviour puts themselves or others in danger, they may be placed in a secluded (away from others) room until it is safe for them to be out on the unit.

Feedback

If you have concerns or feedback at any time during your stay, please tell your health care team. There are also other ways to give feedback:

- Comment cards on the unit
- Patient Relations:
 - › Phone: 902-473-2133
 - › Phone (toll-free): 1-844-884-4177, option 4
 - › Email: healthcareexperience@nshealth.ca

This pamphlet is just a guide. If you have questions, please talk to your health care provider. We are here to help you.

