



**Provincial Health
Services Authority**
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**BC MENTAL HEALTH
& SUBSTANCE USE SERVICES**
Provincial Health Services Authority

**Your Role in Patient Safety
at BC Mental Health &
Substance Use Services**

PATIENT SAFETY HANDBOOK

**INFORMATION
FOR PATIENTS
AND FAMILIES**

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ABOUT BC MENTAL HEALTH & SUBSTANCE USE SERVICES

At BC Mental Health and Substance Use Services, we are committed to providing you/your family member quality, ethical, and safe care within a welcoming environment that is supportive of your preferences, privacy, and dignity.

ABOUT THIS HANDBOOK

This handbook provides safety information for you and your family while at BC Mental Health and Substance Use Services. It also contains information about how to partner and communicate with your healthcare providers about your condition and plan of care. With input from patient and family partners, we put this booklet together to provide you with a reference guide that can hopefully answer the questions you may have about your safety while in treatment. It can be shared with your social supports.

You know your specific needs, priorities, and preferences best, and play an important role in planning your care. Please let us know how you would like to be involved in your care at BC Mental Health and Substance Use Services.

Please note that some of the content in this document may not be applicable to, or has been modified for, the correctional health services environment. For example, the rights and responsibilities section of this handbook is not directly relevant to correctional health. Instead, clients of correctional health services can find information about your rights and responsibilities from other materials provided by your care provider, as well as posters located in the healthcare and intake areas that have been adapted to be mindful of what we can deliver on.



WHO WE ARE

BC Mental Health and Substance Use Services provides specialized assessment and treatment services and supports across a range of settings for people with complex care needs. We also engage in province-wide mental health promotion and illness prevention, conduct ground-breaking research, and work in partnership to strengthen the provincial mental health and substance use system of care.

Our services include specialized inpatient, outpatient, and virtual mental health and substance use services, correctional health services, and forensic psychiatric services. In addition, we host a world-class research institute; partner with not-for-profit organizations to address mental health promotion, prevention, and stigma and support government with provincial planning, projects, networks, and training.

BC Mental Health and Substance Use Services operates facilities that are located on the traditional, ancestral, ceded, and unceded territories of many First Nations. We acknowledge and honour all of the First Nations, Inuit, and Métis peoples who call these lands home. In doing so, we reaffirm our commitment to reconciliation and to improve our own understanding of local Indigenous Peoples, their unique histories, homelands, languages, cultural practices, and spiritual beliefs.

OUR PLEDGE TO YOU

We pledge our commitment to:

- > Provide the safest possible care and environment
- > Listen to and address your questions and concerns in a timely manner
- > Actively involve you/your family member in your healthcare

WORKING TOGETHER FOR SAFE CARE

We can work together as a team to provide safer healthcare for you/your loved one. We encourage you to ask questions and get involved in your healthcare.

WHEN YOU...	WE CAN...
Tell us your health history	Discuss care options that are available for you
Ask questions	Give you answers in a timely manner
Tell us who your patient advocate is	Involve them in your care planning
Tell us if you have been harmed or injured during your care	Follow-up to improve the safety of your treatment and care environment
Request a second medical opinion	Assist with arranging for a second opinion
Need help in making healthcare decisions	Provide you will thorough information about your care options
Respectfully ask us about our background	Tell you about our education and experience

YOUR RIGHTS AND RESPONSIBILITIES

AS A PATIENT OR FAMILY MEMBER, YOU HAVE THE RIGHT TO:

Treatment-related rights

- ✓ Adequate and humane care within the least restrictive environment possible.
- ✓ An individualized treatment plan, including support in accessing your spiritual and cultural practices and have a support person involved in your care.
- ✓ Periodic review of your treatment plan, including the opportunity to ask questions, agree or disagree to care options, and/or ask for a second opinion.
- ✓ Actively participate in planning your treatment.
- ✓ Be cared for by an adequate number of competent, qualified, and experienced professional clinical staff.
- ✓ The fair, impartial, and timely investigation and resolution of any complaints or concerns the client may have regarding his/her treatment while a patient/client of BCMHSUS including unencumbered communication with the office of the Provincial Ombudsman, Patient Care Quality Office, and legal counsel.

Privacy-related rights

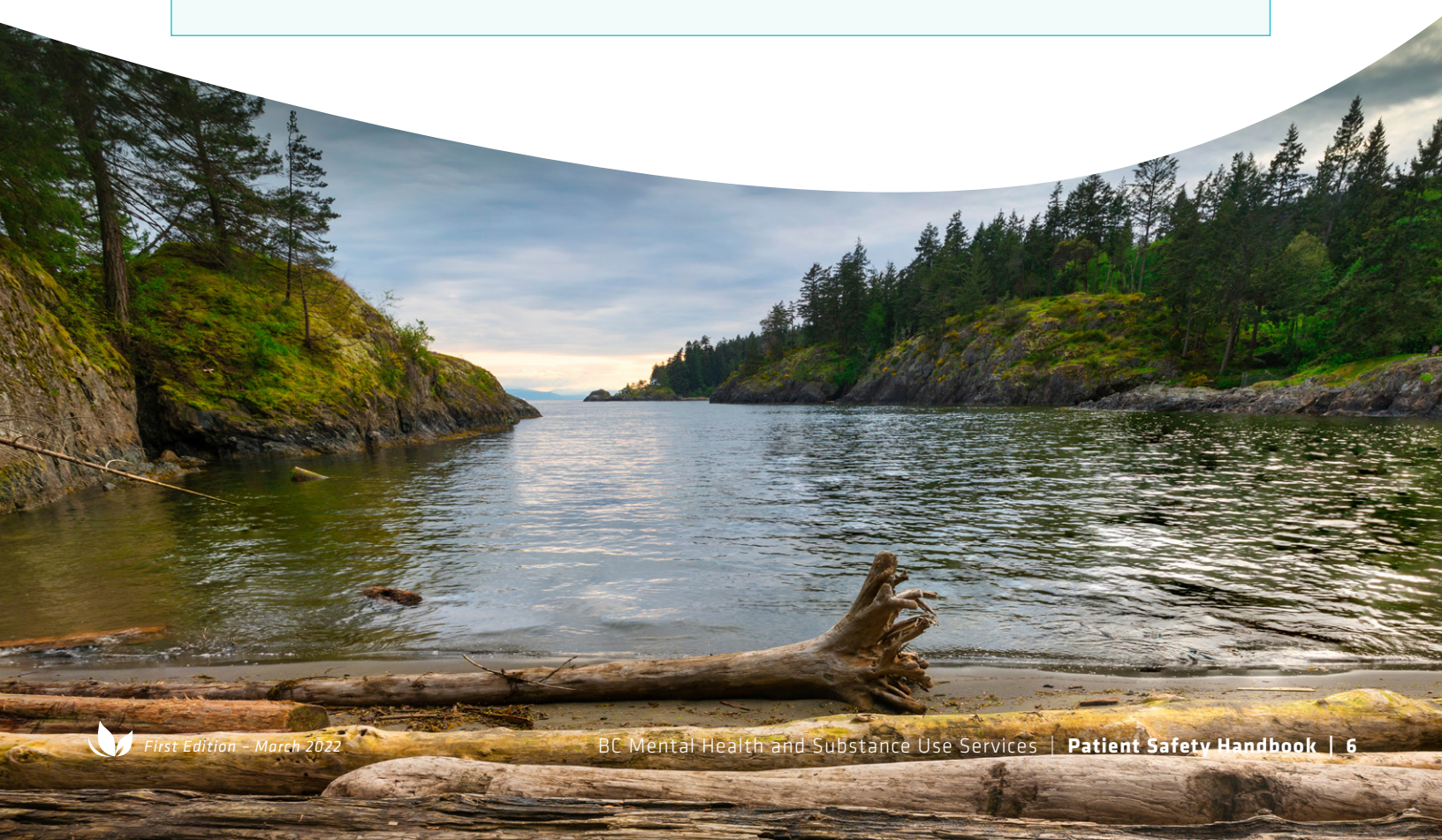
- ✓ Have your privacy and confidentiality protected, within the constraints of your legal status and treatment plan. This includes all communications between patients/clients and staff, as well as all information in your clinical record.
- ✓ Be advised, prior to being interviewed by any member of the staff or consultant, of the Duty to Inform, i.e., that although the discussion is confidential, the staff member or consultant may be compelled to disclose information when there is the risk of harm to self or others, or to attend Court and answer questions regarding statements made by the client to the staff member or consultant, and the client is entitled to choose not to discuss certain topics.

Consent-related rights

- ✓ Be informed, in a language and within circumstances in which you are able to understand.
- ✓ Provide informed consent to treatment, as long as treatment is not involuntary or necessary in an emergency situation. This includes consent to:
 - a) The nature and type of any treatment planned.
 - b) The likely benefits of the treatment.
 - c) The known side-effects, adverse reactions, or risks of the treatment.
 - d) The known and safe alternatives to any proposed treatment.
- ✓ Refuse to participate in any research, clinical trials, or teaching program without fear of reprisal or coercion of any kind.

YOU HAVE THE RESPONSIBILITY TO:

- ✓ Provide accurate information
- ✓ Report safety concerns
- ✓ Follow program policies
- ✓ Treat others respectfully



ACCESSING YOUR HEALTH INFORMATION AND PRIVACY

At BC Mental Health and Substance Use Services, we will make sure that you have access to your health information and that your information is protected by the [BC Freedom of Information and Protection of Privacy Act](#).

You have the right to receive and review a copy of your health information, and we will make it available to you (unless exceptions apply). Talk to your healthcare team about this.

Members of your healthcare team may only look at your personal information when it is necessary for providing you care and other services. Your information will not be shared beyond your care team (i.e., with family, friends, and others) without your consent. This includes your health status, treatment plan, or location in the facility.

However, there are some instances where your care team may have to share your health information without your consent, as required by law. This includes if there is a risk of harm to yourself or others, or if you are not able to decide on your own, in which case your substitute decision-maker would be involved.

IT'S SAFE TO ASK

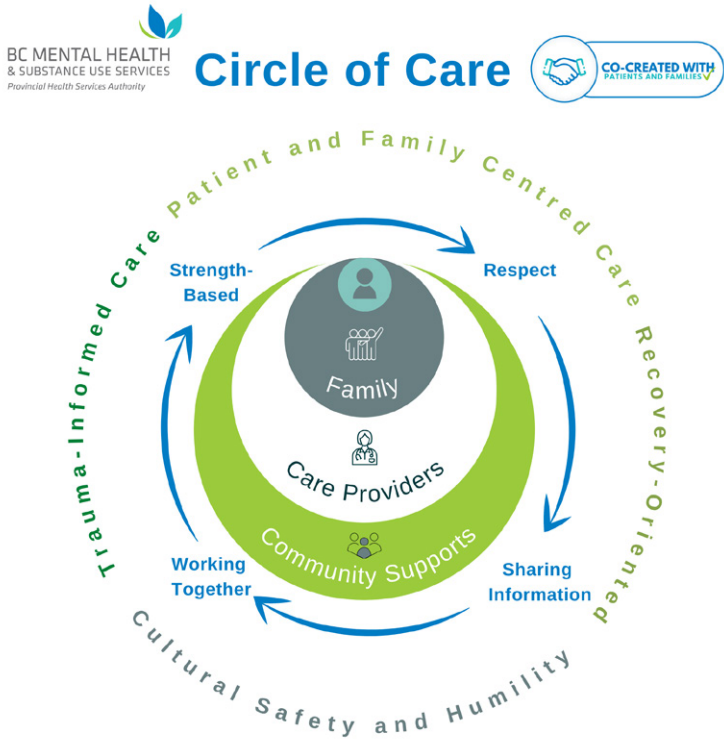
Everyone has questions about their health. Ask your treatment team about how to get well and stay well. Make sure you understand the answers, and if you don't, ask more questions.

FOR EXAMPLE, IT IS SAFE TO ASK:

- ✓ “What is my health problem?”
- ✓ “What do I need to do?”
- ✓ “Why do I need to do this?”

You and your family member are at the centre of your healthcare team and safer care happens when you participate in decisions about your treatment.

Pay attention to the care you are receiving, check that you are getting the right treatment and medicine, and when in doubt – always ask.



YOUR ROLE IN TREATMENT PLANNING

The majority of adverse patient safety events (medical errors) are caused by communication issues. Our goal is to keep you safe and comfortable during your care, and your safety starts with knowing and understanding your plan of care.

LEARN AS MUCH AS YOU CAN ABOUT YOUR CONDITION AND CARE

Throughout this process, it is important to your care team that you understand the diagnosis and treatment plan in order to keep patients safe at BC Mental Health and Substance Use Services.

This includes any medications prescribed for you, your involvement in programs and privileges, your nutrition and rehabilitation, and other activities you may be involved in.

TIPS:

- > Ask your healthcare provider for information about your condition and the latest scientific evidence. Your healthcare provider may have copies of, or links to, research articles that you may wish to review.
- > Ask questions and provide input into the treatment plan at any time.
- > Write down all of your questions ahead of your appointments, whenever possible. This will help you remember the questions you wish to discuss with your healthcare team.

We know that going through treatment can cause additional stress and anxiety, on top of managing your health. It can be common to forget or misremember information given everything you are going through. We understand this and encourage you to continue sharing how you are feeling, your concerns or worries, and your needs and preferences.

SHARE WHAT MATTERS TO YOU

You are the expert on your own needs and experiences. Your care team is encouraged to ask “what matters to you?” each and every time they see you to ensure that your care plan is aligned with what is really important to you. Talking about your wishes, needs, and experiences also helps to build trust between you and your provider.

“I was surprised at how quickly I felt like my work had more meaning just by asking this simple question! It allows you to create relationships with your patients and provide them with tailored, quality care”

– HEALTH CARE PROVIDER

1. PREPARE FOR YOUR APPOINTMENT

Think about what matters most to you. What would you like your care team to know about you? What do you need in order to feel comfortable and safe in your care journey? What is important to you in your care?

2. SHARE WHAT MATTERS

Sometimes it can be hard to share what matters to you – emotions, fear, and lack of time with your care provider might hold you back. Feeling comfortable and ready to share can take time.

Before your appointment, think about what you'd like to say or ask, and write down notes that you can take with you. Try setting a goal for each appointment, such as sharing your greatest joy in life or something that is preventing you from following your care plan. You can also share your fears, hopes, and stories.

3. PARTNER WITH YOUR CARE TEAM

Discussing your treatment options and goals is key to creating a strong partnership with your provider. Having ongoing conversations with your care provider can help make sure that the care you receive aligns with your preferences.

To become more involved in your care, here are some questions you can ask your care provider:

- > How can I keep my quality of life?
- > Do I really need this test or procedure?
- > What are the risks?
- > Are there simpler, safer options?
- > What happens if I don't follow these suggested courses of action?
- > Can you provide me with more information so I can make an educated choice?

You can learn more at: [BCPSQC.ca/WhatMattersToYou](https://bcpsqc.ca/WhatMattersToYou)

KNOW WHO YOU CAN TALK TO

There will likely be many healthcare providers on your/your family member's treatment team. It can be confusing, but there will usually be one person who you can contact.

For inpatients, this person is the primary nurse or treating psychiatrist. If you don't know who your primary nurse is, go to the nursing station on your unit to ask. For outpatients, this person is usually your case manager, who will remain the same. For family members, this person is the social worker assigned to your loved one.

Your healthcare providers will work with you and your family to develop a care plan that is catered to your needs and preferences. They can help you access the necessary resources for your healing.

PROVIDE THE CARE TEAM WITH A HEALTH HISTORY

The treatment team will not know all of the necessary information to ensure that the care is safe. Sometimes you may need to repeat yourself, such as when the treatment team changes, which can be frustrating. We are doing all that we can to prevent this from happening, but it may still happen from time to time.

YOUR HEALTHCARE PROVIDER WILL ASK YOU QUESTIONS ABOUT YOUR HEALTH HISTORY, INCLUDING:

- > Mental health, including past and current mental health challenges and use of substances
- > Physical health, including medication side effects or other symptoms that you are experiencing, risk of falling, nutritional status, and food allergies or limitations
- > Past and current medications, including any allergies to medication
- > Emotional care needs, including factors (i.e., financial, legal, social) that are causing you distress at this time that may inhibit your progress in treatment
- > Whether you are feeling safe in this moment, including thoughts of self-harm
- > Advanced care planning

During discussions with your providers, please also share your needs and preferences. If what is being discussed is not clear to you, let us know. When patients, families, and the healthcare team work together, the best care for you can be achieved.

INVOLVING YOUR SUPPORT NETWORK

You have the right to get help from a trusted friend or family member when you receive healthcare services.

This person can be a second set of eyes and ears to assist you during the treatment and discharge process. Introduce your care team to your support network as early as possible.

YOUR SUPPORT NETWORK CAN...	YOUR SUPPORT NETWORK CANNOT...
<ul style="list-style-type: none">> Attend appointments with you> Be present when a doctor or provider speaks with you> Review your healthcare provider’s handwritten information to help you read and understand it> Ask questions about your healthcare and test results> Access your personal health information, if you consent> Help communicate your needs and requests> Help you stay on your treatment plan, for example, by tracking and reminding you to take your medications	<ul style="list-style-type: none">> Make decisions about your healthcare without you (you choose when to involve them and always have the final say)> Access your personal health information without your consent <div data-bbox="873 850 1325 1255"><p>Please note that there are restrictions to involving your support network within Correctional Health Services. Talk to your support network about how your family member or friend can be involved in your treatment.</p></div>

IF ENGLISH IS NOT YOUR FIRST LANGUAGE

We can provide language services, including interpretation (verbal) services for your in-person or tele-health appointments, as well as translation (written) services to understand resources and materials.

Please tell you healthcare provider and we will book an interpreter or translator for you. We can also access a sign language interpreter. Both spoken and sign language interpretation need to be arranged before your appointments.

EMOTIONAL CARE AND SUPPORT

Every experience with mental health, substance use, incarceration, and forensic psychiatric services is unique. Whatever you are experiencing, we are here to support you.

HERE ARE SOME OPTIONS:

- > **For patients:** Talk to your healthcare team about being connected with a Peer Support Worker or Indigenous Patient Navigator if there is one available. These are people with lived/living experience who are hired as healthcare workers to help clients navigate the healthcare system. Connecting with someone who has been through a similar experience can be empowering and helpful.
- > **For patients and families:** Access [Here to Help](#), an online resource that can connect you with information and resources to help you take care of yourself and support your loved one.
- > **For patients and families:** Reach out to a crisis line, available 24 hours a day, 7 days a week. Find the best crisis line for you at [Crisis Centre BC – Get Help](#).

YOUR ROLE IN PATIENT SAFETY

We want you to be safe while in treatment, programming, and on the unit at BC Mental Health and Substance Use Services. There are specific safety procedures that all staff will follow to ensure patient safety. Below are some safety topics for you to be aware of and ways you can help to make sure the care environment is safe for you.

PREVENTING OVERDOSES

TAKE-HOME NALOXONE

Naloxone, also called Narcan®, is a medication that quickly reverses the effects of an overdose from opioids, such as heroin, methadone, fentanyl, and morphine. It is available in BC without a prescription and often given as an injection into a muscle.

Ask your care team for a free Naloxone kit, or pick one up from your local pharmacy.

Naloxone is also available as a nasal spray. This is a much quicker and easier way to reverse an overdose because it does not require intramuscular injection.

Nasal naloxone is available to you if you are a status First Nations person in BC, covered under the First Nations Health Benefits and Non-Insured Health Benefits. More information can be found here: fnha.ca/Documents/FNHA-NasalNaloxone-Fact-Sheet.pdf.

GET TRAINED TO USE NALOXONE

TO USE THE NALOXONE KIT, FOLLOW THE STEPS **SAVE ME:**

- STIMULATE**
Unresponse?
CALL 911
- AIRWAY**
- VENTILATE**
1 breath every 5 seconds
- EVALUATE**
- MUSCULAR INJECTION**
1mL of naloxone
Continue to provide breaths until the person is breathing on their own
- EVALUATE**
2nd dose?
If no response after 3-5 minutes give another injection

If the person must be left unattended at any time, put them in the recovery position.

Learn more how to tell when somebody is overdosing and how to respond using a Naloxone kit: naloxonetraining.com

LIFEGUARD APP

The Lifeguard App is a secure, mobile application that can help save lives by preventing a fatal overdose. People who are using substances alone can anonymously and quickly send an alert to the proper paramedic services if they need help.

Emergency response within the first 10 minutes of drug use is critical to the survival of those experiencing an overdose. It is a secure and privacy-preserving technology.

TO USE IT:

1. Activate the app before the consumption of substances.
2. The app will confirm the user's location and begin a one-minute countdown for the user to consume the drug.
3. If the user is unable to consciously stop the timer before its expiry (indicating the user is in distress), the app sends an encrypted text-to-voice call directly to emergency responders with critical details, such as the user's location, the drug taken, and the corresponding time.
4. Once paramedics are dispatched, all personal call details and privacy information is automatically deleted from the app and database.

The app also connects users with relevant support services, such as a Crisis Line and Suicide Prevention Line.

The Lifeguard App has been developed in collaboration with British Columbia Emergency Health Services and Provincial Health Services of British Columbia, enabled by the British Columbia Ministry of Mental Health and Addiction.

For more information: lifeguarddh.com

PREVENTING SUICIDE

No one needs to face their problems alone. If you are thinking about suicide, we are here to help.

ASSESSING FOR THE RISK OF SUICIDE

To prevent suicide, it is important for us to ask about any past and present suicidal ideation and behaviour. Staff will consider each person's risk of suicide at admission, during treatment, and before discharge.

This may include asking questions about your relationships with your family, care team, and others, the socioeconomic barriers you are facing, your autonomy and responsibility, how you cope with challenges, and your general satisfaction with life.

We will involve families and other support persons to ensure that we gain a holistic picture of each patient, while considering their consent. The social worker assigned to each person will reach out to the family in a timely way.

SUPPORTING SOMEONE AT RISK OF SUICIDE

If a risk is identified, we will partner with and support you to help manage the stressors you are facing, while continually monitoring for any changes to these risks in order to keep you safe. Risks of suicide may include social stressors, such as the recent death of a loved one.

If a risk of suicide is found, we will work with you to create a safety plan based on your specific needs. Your safety plan may include the steps you will take to gain new coping skills, build strong relationships, change your living environment, grow in your independence and autonomy, and re-integrate back to your home community after discharge. This plan may be shared with your community care team when you are discharged.

Additionally, across our service facilities, there are safety measures in place to ensure that patients/clients don't have access to certain materials and items that are high-risk. This will include conducting searches on patient units at our inpatient facilities.

PATIENT IDENTIFICATION – IT TAKES TWO!

Before any appointment, service, treatment, or procedure, your healthcare team will ask you to confirm your identity by providing any two of the following unique identifiers:

- > Patient's full name (first and last)
- > Medical record number
- > Provincial health number
- > Date of birth
- > Encounter number, chart number, or other administrative identifiers (as applicable)
- > Accurate photograph with patient, client, or resident identifiers attached
- > Address verified by patient, client, or resident; or a family member
- > Facial recognition (in settings where there is long-term care or continuing care)
- > Biometrics

If you and your provider know each other very well, this may seem unnecessary. However, we do this regularly because it is possible to make mistakes, and we want to minimize that risk by ensuring that the right patient receives the right treatment at the right time. Checking every patient's identity before treatment is the first step to your safety.

MEDICATION SAFETY

We will provide as much information to you as possible about your medications when you first start and throughout the course of your treatment.

However, medication errors (such as omissions, duplications, dosing errors, and drug interactions) can occur when there is miscommunication and a lack of understanding. We are committed to avoiding these errors as much as possible.

You have access to the 7 Rights of Medication Administration: right medication, right dose, right client, right time, right route, right reason, and right documentation.

UPON YOUR ARRIVAL

Discuss the medicines you are taking with your care team.

If you have an up-to-date medicine list, share it. This includes your prescribed medications, as well as all over the counter medications, vitamins, supplements, herbal and naturopathic medications (such as inhalers, drops, sprays, vitamins, herbal medicines, and medicines you take without a doctor's prescription). Tell us about any allergies or bad reactions you have had to medicines.

DURING YOUR STAY

Know when and how much of the medicine you take and why you take it.

If the medicine you are given seems different, ask us about it.

WHEN YOU GO HOME

Ask for an up-to-date list of medicines. Know what medicines are new, changed, and stopped.

Make sure you carry the list with you, keep it up-to-date, and show it to your healthcare providers and community pharmacy each time you see them.

These steps all help ensure that your medication list is complete, accurate, and up to date so that we can minimize the risk of errors whenever your care is being transitioned (at admission, transfer, and discharge).

We encourage you to ask these 5 questions to your healthcare provider. Having regular conversations with your treatment team can make a positive difference in your safety.



5 QUESTIONS TO ASK ABOUT YOUR MEDICATIONS

WHEN YOU SEE YOUR DOCTOR, NURSE, OR PHARMACIST.

- 1. CHANGES**
Have any medications been added, stopped, or changed, and why?
- 2. CONTINUE**
What medications do I need to keep taking, and why?
- 3. PROPER USE**
How do I take my medications, and for how long?
- 4. MONITOR**
How will I know if my medication is working, and what side effects do I watch for?
- 5. FOLLOW-UP?**
Do I need any tests and when do I book my next visit?

REMEMBER TO INCLUDE:

- ✓ drug allergies
- ✓ vitamins and minerals
- ✓ herbal/natural products
- ✓ all medications including non-prescription products

VISIT
SAFEMEDICATIONUSE.CA
FOR MORE INFORMATION

Developed by the Institute for Safe Medication Practices Canada and the Canadian Patient Safety Institute have collaborated with Patients for Patient Safety Canada, the Canadian Pharmacists Association and the Canadian Society for Hospital Pharmacists.

DIAGNOSTIC AND TREATMENT PROCEDURES

For every diagnostic test (examination of symptoms to determine the illness) and treatment procedure that you receive, information will be provided about it and you have the opportunity to ask questions.

BEFORE RECEIVING ANY PROCEDURE, MAKE SURE TO ASK THE PROVIDER:

- > Why is a test or treatment needed and how can it help?
- > What does the treatment involve?
- > How long will the treatment take?
- > What side effects can I/my family member expect?
- > What do I/does my family member need to do before and after the procedure or treatment?
- > When will the test/procedure results be available?
- > How will I find this information?

Your provider can give you print or web-based information to help you understand what to expect.

INVOLUNTARY PROCEDURES UNDER THE MENTAL HEALTH ACT

At BC Mental Health and Substance Use Services, many clients and patients will be admitted involuntarily under the BC Mental Health Act.

If you were/your loved one was involuntarily admitted, psychiatric treatment will be provided within the meaning of the Mental Health Act, and consent (Mental Health Form 5) will need to be signed either by the patient – if capable – or by the Director if the patient refuses or is deemed incapable.

In these cases, there will still be provided information and the opportunity to ask questions about your medical procedures for treatment.

For more information, see the [Consent to Healthcare policy](#) and [Consent to Healthcare: Procedure for Psychiatric Treatment under the Mental Health Act](#).

TRAUMA-INFORMED PRACTICE

We recognize the strong link between trauma and mental health and substance use challenges in patients and clients across BC Mental Health and Substance Use Services. We acknowledge the effects of trauma in the circumstances and challenges that bring people to our services.

Besides affecting mental wellness and substance use, trauma can also trigger reactions such as self-harm or aggression that may make one's health challenges worse, deepen stigma, create barriers to healthcare and employment, and even contribute to a conflict with the law.

Our leaders, physicians, and clinical and support staff are all sensitive to the effects of trauma and work to avoid re-traumatization and make sure that you feel safe and supported.

For example, we use the least restraint necessary at the Forensic Psychiatric Hospital. Also, when clients at the Red Fish Healing Centre or the Heartwood Centre for Women return from a day pass, while we do search their belongings, we do not subject them to a full-body search.

PREVENTING VIOLENCE

When you are feeling angry, scared, or frustrated, you might say or do things that you wouldn't otherwise do.

If there are concerns about your safety or the safety of those around you, there are a number of measures staff will use to prevent harm. Our goal is to understand what has caused the safety concerns and try to correct it.

The below shows the measures that may be used, ranging from least restrictive to most restrictive (for example, seclusion and/or restraints are only used as a last resort when all others have not worked).





CALMING TECHNIQUES

At admission, your care team will work with you to create a plan for when you are feeling overwhelmed. This may include pacing in a safe space, separating self from other patients, and relaxation techniques.

UNDERSTANDING LIMITS AND BOUNDARIES

Your care team may set limits to what you can and can't do. These are not threats but, rather, are meant to communicate the consequences that would result from specific actions.

For example, “If you walk away from this argument, you’ll be able to attend the special activities this weekend. If you hurt that person, then you’ll have your weekend privileges suspended. It’s your decision.”

By offering you choices, this helps individuals understand the boundary between safe and unsafe behaviour.

MEDICATION

This may be used to calm behaviours that may result in serious bodily harm.

CONSTANT OBSERVATION

Staff will stay with and monitor patients who are at risk of harming themselves or others to ensure that everyone remains safe until the risk has decreased.

SECLUSION OR RESTRAINTS

Seclusion is when you are placed in a secure room by yourself, where outside stimuli are removed. A restraint is a device or injection that restricts your ability to move. These are used only in an emergency, for the shortest duration possible, when ALL other less restrictive measures have been tried and were not successful. Once you are stabilised, you will be released from seclusion or restraints as soon as possible and in a safe manner.

Both of these are temporary measures. We know that being confined or restrained is emotionally, physically, and psychologically distressing. We will thoroughly assess the need for measures and do not use these lightly.

The safety of patients/clients, staff, and visitors is best achieved by developing a therapeutic relationship from the start of treatment and strengthening each person's insight. If any of the above measures are used, we will maintain your quality of care.

PREVENTING INFECTION

Most germs in healthcare settings can be spread by unclean hands. Each time a person touches an object or another person, germs can be transferred. Without good hand cleaning, harmful germs can spread to others and cause infection.

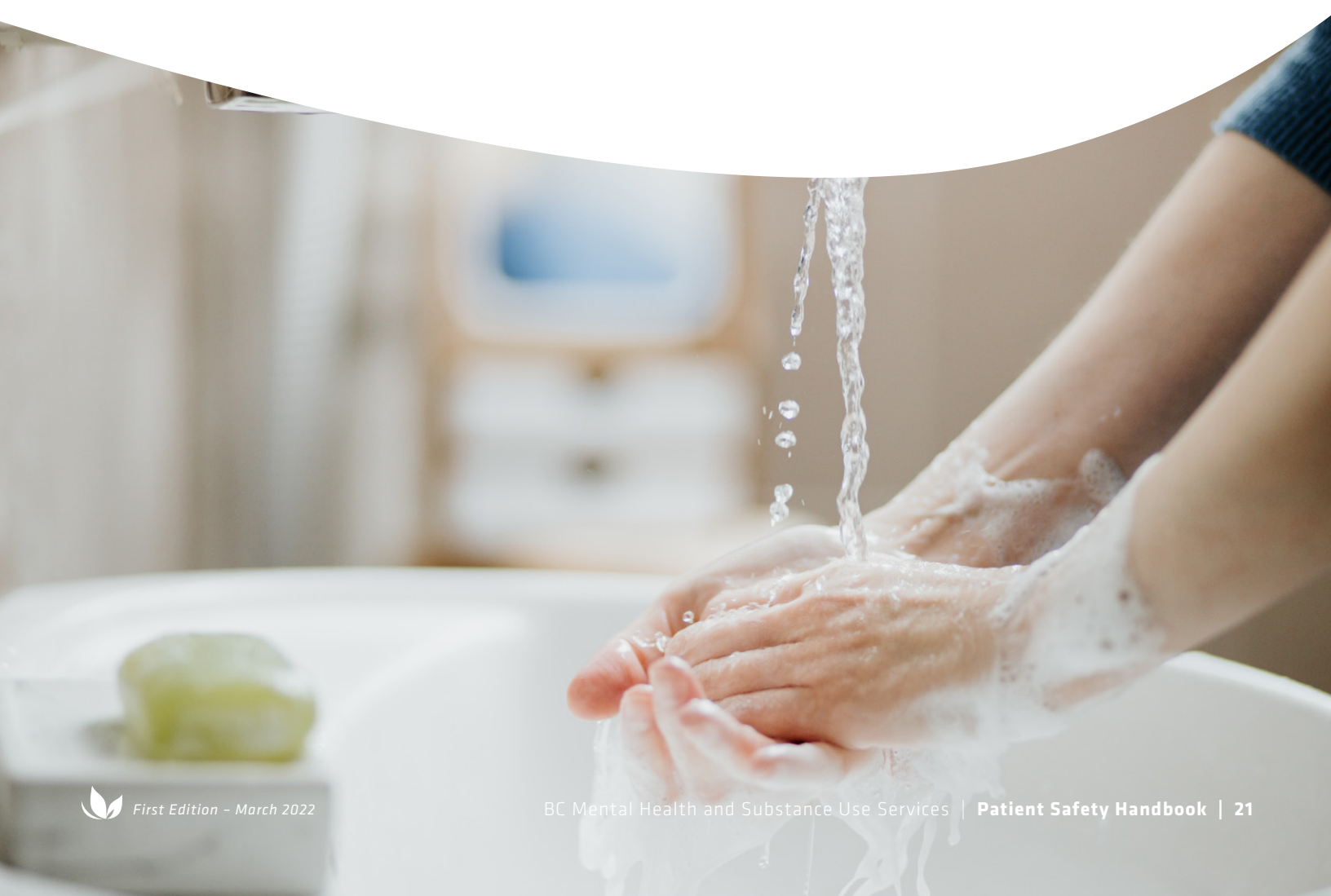
DECREASE THE CHANCE OF GETTING AN INFECTION

Don't assume anyone's hands are clean – before a doctor, nurse, or visitors touch you, or any items used in your care, just ask “did you clean your hands?”

EVERYONE SHOULD CLEAN THEIR HANDS:

- > Before and after touching you
- > Before and after eating
- > When hands are visibly dirty
- > After using the bathroom
- > After coughing or sneezing

If you are in a healthcare facility, you should also clean your hands before you leave your room and when you return.



HAND HYGIENE

The best way to prevent the spread of infections is for everyone to wash hands with soap and water or clean their hands with the hand sanitizer provided. All staff, patients, and visitors should clean their hands at the following times:

YOUR 4 MOMENTS FOR HAND HYGIENE

1	BEFORE contact with patient or patient's environment	WHY? To protect the patient against harmful germs carried on your hands	EXAMPLE Before providing patient care
2	BEFORE clean/aseptic procedure	WHY? To protect the patient against harmful germs from entering their body	EXAMPLE Before donning personal protective equipment or collecting a specimen
3	AFTER body fluid exposure risk	WHY? To protect yourself and the healthcare environment from harmful germs	EXAMPLE After doffing personal protective equipment or handing a specimen
4	AFTER contact with patient or patient's environment	WHY? To protect yourself and the health care environment from harmful germs	EXAMPLE After contacting patient care equipment

Developed by Alberta Health Services.

WILL STAFF BE OFFENDED IF YOU ASK THEM TO CLEAN THEIR HANDS?

Our staff want to prevent infections so they will understand why you have asked. It's your health we are interested in, so we won't be offended if you ask.

COUGH ETIQUETTE

- > To minimize the spread of germs, cover your cough or sneeze
- > Cover your nose and mouth with a tissue or cough or sneeze into your upper sleeve – not into your hands
- > Discard used tissues into a wastebasket
- > Clean your hands using either alcohol-based hand rub or soap and water

ISOLATION PROCEDURES

Whenever possible, avoid coming to the facility if you:

- > Are sick with symptoms, such as fever, cough, diarrhea, vomiting, rash, or
- > Have had close contact with someone who has been sick with shingles/chicken pox, mumps, or measles in the last 3 weeks.

To protect everyone from the spread of infections, isolation procedures will be used if a patient arrives with specific symptoms that could be passed on from person to person. In these instances:

- > You may be placed in a single room and staff may wear gloves, gowns, or other types of personal protective equipment while providing care for you
- > Your visitors may also be asked to take special precautions while visiting
- > If you are placed in isolation, staff will provide further information to you and answer questions you may have

PREVENTING PATIENT FALLS

Slips, trips, or falls can happen at any time. While anyone can be at risk of falling, patients can be at higher risk due to medication or procedure side effects, changes to mobility, or simply by being within a new environment.

FOR THIS REASON, WHEN NEW PATIENTS ARE FIRST ADMITTED, THEY WILL BE ASKED:

- > Do you have any balance/muscle weakness problems?
- > Have you fallen in the last six months?
- > Do you use a cane, walker, or wheelchair?

TO PREVENT FALLS, YOU HAVE THE RIGHT TO:

- > **S:** A **safe** environment that is obstacle- and hazard-free (such as wet floors, loose mats, etc.).
- > **A:** Be **assisted** with mobility devices. Your provider should walk beside, not ahead of you.
- > **F:** To have your **falls risk** reduced.
- > **E:** To be **engaged** by your care team and asked how they can be of assistance.

TO HELP PREVENT A FALL, TELL STAFF WHEN:

- > You have any pain or discomfort
- > You need something before they leave
- > You have mobility issues and need to use the toilet
- > You are concerned about the safety of the environment

PREPARING FOR EMERGENCIES

Emergencies do not happen often, but if they do occur, BC Mental Health and Substance Use Services staff are trained to respond and ensure your safety. Please know that your safety is always our top priority. You may hear overhead announcements announcing different types of emergencies or safety drills.

Some types of emergencies include Fire (Code Red), Medical Emergency (Code Blue), or Aggressive Behaviour (Code White).

We will notify and assist you with any necessary action when this occurs. If you have any questions or concerns about any safety issues or overhead announcements, please discuss them with any staff member.

For your information: healthcare centres in communities throughout BC operate on a colour code emergency response system to identify and respond to all types of emergencies.

BC COLOUR CODE EMERGENCY RESPONSE SYSTEM

CODE BLUE: MEDICAL EMERGENCY

CODE RED: FIRE

CODE WHITE: AGGRESSION/VIOLENCE

CODE BLACK: BOMB THREAT

CODE GREEN: EVACUATION

CODE YELLOW: MISSING PATIENT

CODE AMBER: CHILD ABDUCTION

CODE BROWN: HAZARDOUS SPILL

CODE GREY: SYSTEM FAILURE

CODE ORANGE: MASS CASUALTY

SAFETY AFTER DISCHARGE

Leaving treatment is an exciting first step in a lifelong recovery process, but it can also present challenges, triggers, and stresses. Discharge planning helps you prepare for these challenges before you leave. You will work with your interdisciplinary care team, family, and community care providers to plan to stay safe and well after you leave.

THIS PLAN LOOKS DIFFERENT FOR EVERY PERSON, BUT MAY INCLUDE:

- > Transfer of medications to community mental health teams and pharmacies
- > Housing plan (e.g., market housing, mental health housing, a staffed facility, tertiary care, or family home)
- > Follow-up plan with community psychiatrist and general practitioner
- > Community mental health nurse, case manager, or other healthcare professional follow-up
- > Legal and financial supports
- > Overdose prevention plan (including offering naloxone kits)

MEDICATION

Similar to when you were first admitted, your doctor will review and provide you an up-to-date and accurate list of medications that you should take after you leave. This is called a “Medication Reconciliation Form.” A copy of your medication reconciliation form will also be sent to your community care provider and local pharmacy.

SPECIFIC SUPPORTS FOR EACH SERVICE AREA

COMMUNITY TRANSITION TEAMS (CORRECTIONAL HEALTH SERVICES)

For those being released from a correctional facility, you can access a Community Transition Team, which is a team of peer support workers with lived experience partnering with social workers to support you in re-integrating. They can help you find treatment, medical care, and other services in your home community, such as recovery groups, filling prescriptions, and getting connected to a family doctor.

FORENSIC PSYCHIATRIC SERVICES

There are transitional and supportive housing programs for patients who receive a “conditional discharge” from the BC Review Board. This means that an individual who has been found not criminally responsible for a crime or unfit to stand trial due to a mental disorder is well enough to be discharged from the Forensic Psychiatric Hospital, but must still live in the housing programs provided.

RED FISH HEALING CENTRE & HEARTWOOD CENTRE FOR WOMEN

Your care team will work with your community case manager (or other health professional serving as liaison in your home health authority) before you are discharged to arrange for a safe transition. After the client leaves, the community case manager is responsible for arranging all aftercare. While we do not offer direct care after discharge, we are able to talk to clients, families, and providers about programs and resources in your home community that may be helpful.

SHARING YOUR COMPLIMENTS AND CONCERNS

Every patient/client and family member are entitled to be treated with dignity and respect. At BC Mental Health and Substance Use Services, we have processes in place to respond to these concerns in a timely and respectful manner.

ADDRESS CONCERNS WITH THE PROGRAM STAFF

We encourage you to first discuss your concerns with the care team (nurses, doctors, team members). If it is not resolved, ask to speak to the manager and/or director.

You may be able to share your concerns anonymously. Check if your facility has feedback forms to do so. These comment cards are reviewed regularly by the senior management team.

SUBMIT A FORMAL COMPLAINT

If your concern was not adequately responded to by the program staff, here are some ways that you can submit a formal complaint:

1.

Contact the Provincial Health Services Authority's Patient Care Quality Office (PCQO) who can help you resolve your concerns about care.

Provincial Health Services Authority's Patient Care Quality Office

Phone: 1-888-875-3256 (toll-free)

Fax: 604-875-2631

Email: pcqo@phsa.ca

Suite 202 – 601 West Broadway

Vancouver, B.C.

V4Z 4C2

www.phsa.ca/PatientCareOffice

2.

If your concern is not resolved to your satisfaction, you can contact the Office of the Ombudsperson who is the highest level of authority of protection available.

BC Ombudsperson

Phone: 1-800-567-3247

Fax: 250-387-0198

Second Floor, 947 Fort St.

PO Box 9039,

Stn Prov Gov't.

Victoria, BC V8W 9A5

bcombudsperson.ca



ENSURING YOUR CARE DECISIONS ARE ETHICAL

If there are different views about your plan of care, patients/clients and families can access a confidential ethics consultation. For example, you might be wondering:

- > What treatment is best for me/my family member?
- > Should a treatment be continued?
- > Can a treatment be refused?
- > Who should make healthcare decisions?

The Ethics Service at Provincial Health Services Authority meets with patients, families, and/or healthcare teams to identify and help balance different interests and values. They can help you reach decisions and care plans that are ethically-based, through safe, respectful, and fair discussions.

YOU CAN CONTACT THEM DIRECTLY, OR ASK YOUR CARE TEAM TO CONTACT:

Email: ethics@phsa.ca

Phone: 604-875-2345 ext. 4029

OUR SERVICES

PROVINCIAL INTEGRATED MENTAL HEALTH AND ADDICTION PROGRAMS

HEARTWOOD CENTRE FOR WOMEN

4500 Oak Street
BC Women's Hospital + Health Centre
Vancouver, B.C. V6H 3N1
Phone: 604-875-2424 ext.2032
Toll free (B.C. only): 1-888-300-3088 ext.2032
heartwood@cw.bc.ca

RED FISH HEALING CENTRE FOR MENTAL HEALTH AND ADDICTION

Unit 8, 2745 Lougheed Hwy
Coquitlam, B.C. V3C 4J2
Phone: (604) 829-8657

REHABILITATION AND RECOVERY PROGRAM

2601 Lougheed Hwy
Coquitlam, B.C. V3C 4J2
Phone: 604-520-3610
Fax: 604-528-6525

COURT-REFERRED MENTAL HEALTH ASSESSMENT AND TREATMENT

FORENSIC PSYCHIATRIC HOSPITAL

70 Colony Farm Road
Coquitlam, B.C. V3C 5X9
Phone: 604-524-7700

KAMLOOPS FORENSIC REGIONAL CLINIC

Suite 5, 1315 Summit Drive
Kamloops, B.C. V2C 5R9
Phone: 250-377-2660

KELOWNA FORENSIC REGIONAL CLINIC

115A - 1835 Gordon Drive
Kelowna, B.C. V1Y 3H4
Phone: 778-940-2100

PRINCE GEORGE FORENSIC REGIONAL CLINIC

2nd Floor, 1584 - 7th Avenue
Prince George, B.C. V2L 3P4
Phone: 250-561-8060

SURREY / FRASER VALLEY FORENSIC REGIONAL CLINIC

10022 King George Boulevard
Surrey, B.C. V3T 2W4
Phone: 604-529-3300

VANCOUVER FORENSIC REGIONAL CLINIC

300 - 307 West Broadway
Vancouver, B.C. V5Y 1P8
Phone: 604-529-3350

NANAIMO FORENSIC REGIONAL CLINIC

101 - 190 Wallace Street
Nanaimo, B.C. V9R 5B1
Phone: 250-739-5000

VICTORIA FORENSIC REGIONAL CLINIC

2840 Nanaimo Street
Victoria, B.C. V8T 4W9
Phone: 250-213-4500

HEALTH SERVICES FOR PEOPLE IN CUSTODY

CORRECTIONAL HEALTH SERVICES ADMINISTRATION

4949 Heather St.
Vancouver, B.C. V5Z 3L7
Phone: 604-829-8657

ALOUETTE CORRECTIONAL CENTRE FOR WOMEN (ACCW)

24800 Alouette Rd
Maple Ridge, B.C.
V2X 7G4

FORD MOUNTAIN CORRECTIONAL CENTRE (FMCC)

57657 Chilliwack Lake Rd
Chilliwack, B.C.
V4Z 1A7

FRASER REGIONAL CORRECTIONAL CENTRE (FRCC)

13777 256th Street
Maple Ridge, B.C.
V2X 0L7

KAMLOOPS REGIONAL CORRECTIONAL CENTRE (KRCC)

2250 W Trans Canada Hwy
Kamloops, B.C.
V2C 5M9

NANAIMO CORRECTIONAL CENTRE (NCC)

3945 Biggs Road
Nanaimo, B.C.
V9R 0L7

NORTH FRASER PRETRIAL CENTRE (NFPC)

1451 Kingsway Ave
Port Coquitlam, B.C.
V3C 1S2

OKANAGAN CORRECTIONAL CENTRE (OCC)

200 Enterprise Way
Oliver, B.C.
V0H 1T2

PRINCE GEORGE REGIONAL CORRECTIONAL CENTRE (PGRCC)

795 Highway 16 E
Prince George, B.C.
V2L 5J9

SURREY PRETRIAL SERVICES CENTRE (SPSC)

14323 - 57th Avenue
Surrey, B.C.
V3X 1B1

VANCOUVER ISLAND REGIONAL CORRECTIONAL CENTRE (VIRCC)

4216 Wilkinson Road
Victoria, B.C.
V8Z 5B2

MEDICATION CHART

List your medications here and bring this with you to all your appointments.

Name: _____ Height: _____ Weight: _____

Medication Allergies: _____

Last Updated: _____

NAME OF MEDICATION	DATE	AMOUNT TIME / TAKE	DATE STOPPED

PERSONAL NOTES



**BC MENTAL HEALTH
& SUBSTANCE USE SERVICES**

Provincial Health Services Authority