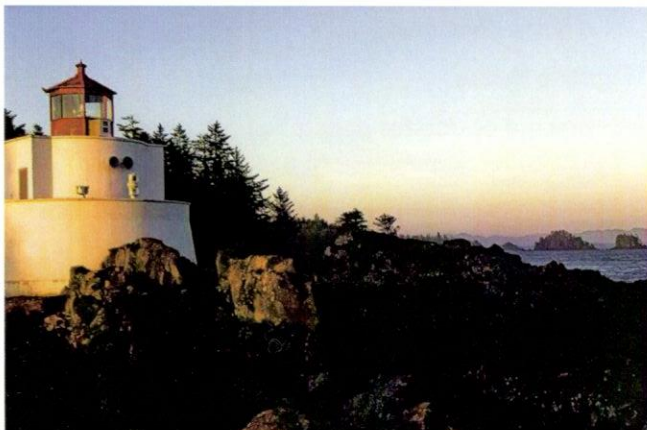


## RESOURCES AND FAMILY SUPPORTS FOR MENTAL ILLNESS

- **Family Program at Adult Community Mental Health and Addictions :** Family Support and Education Group at Adult Community Mental Health and Addictions every 2nd Wednesday 5:30pm-7:00pm at the HOpe Centre. Drop in. Tel: (604) 984-5000
- **Family Support Group at HOpe Centre:** For families that have a loved one on the psychiatric unit. Every 2nd Thursday 4pm-5pm. Call psychiatric unit Social Worker for dates. Tel: 604-984-5000, EXT. 5285 or 5288.
- **Living Systems Counselling Services:** 1500 Marine Dr, North Vancouver. Tel: (604) 926-5496
- **North Shore Family Services:** Tel.: (604) 988-5281
- **Addictions Access Central:** Tel.: 1-866-658-1221.
- **Stepping Stones:** Addictions Support and Counselling. Tel: (604) 982-5616.
- **The Kelty Dennehy Mental Health Resource Centre:** Information on mental health issues for patients and families. Located on the main floor of the Hope Centre.

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• **North Shore Schizophrenia Society** – Provides advocacy, support and education for families of a loved one with any serious mental illness, not only schizophrenia. There is also a monthly support group and a 12 week education group, "Family to Family", through the North Shore Schizophrenia Society. Tel: (604) 926-0856. Address: 205-1865 Marine Dr. W. Vancouver Tel:(604) 926- 0856. For more info visit: [www.northshoreschizophrenia.org](http://www.northshoreschizophrenia.org)

### MORE INFORMATION

#### Mental Health Act - BC Ministry of Health:

<http://www.health.gov.bc.ca/library/publications/year/2005/MentalHealthGuide.pdf>. The Freedom of Information and Protection of Privacy Act governs the way that information can be shared. You can access the act online at [www.bclaws.ca](http://www.bclaws.ca)

**Role of Social Worker:** May provide a link between the psychiatric team and the family as well as with community resources, working with patients and their families in need of psychosocial help. They assist in discharge planning, referrals to community resources and housing and arrange meetings between the psychiatrist and the family.

**Role of Psychiatric Nurse:** To observe and document clinical symptoms over the 24 hour cycle. Provide ongoing 1 to 1 treatment by way of medication, therapy and education. Advocate for patient with regards to individual needs.

The VCH policy regarding "Family Involvement With Mental Health & Addictions Services" (form CA\_4200) regarding collaboration among Clients, families, and Health Care Providers is available on their website. For a copy, search 'VCH Family Policy'.

### TELEPHONE NUMBERS

**HOpe Centre :** (604) 984-5000

- Central Intake for Adult Community Mental Health and Addictions
- RAPS (Rapid Access Psychiatric Services)
- Team Station Direct Line (604) 984-5010
- Social Worker: (604) 984-5000, EXT. 5285 or 5288

**Stepping Stones:** (604) 982-5616

**Health Connections Clinic:** (604) 984-3777

**North Shore Schizophrenia Society:** (604) 926-0856

**BC Nurse Line:** 1-866-215-4700 or 604-215-4700

# WHAT FAMILIES NEED TO KNOW DURING A PSYCHIATRIC EMERGENCY

Information to assist family members,  
friends and other care providers of  
clients entering the Psychiatric  
Emergency Department

*Provided by the North Shore Family Advisory  
Committee for Mental Health and Addictions*



### **WHAT HAPPENS WHEN YOUR LOVED ONE IS ADMITTED TO THE INPATIENT PSYCHIATRIC UNIT, 4TH FLOOR IN THE HOPE CENTRE, 1337 ST. ANDREWS AVE.**

- When your loved one is admitted to the unit, their valuables will be securely stored away, including their cell phone and other electronic devices. If you would prefer to take these items home with you, remove them from the items for storage.
- Your loved one will be assigned to a bed.
- Your loved one will be assigned to a Psychiatrist from the unit. Your loved one will be able to call you from the patient phone once they have settled in.

**What does "Admitted Involuntarily under the Mental Health Act" mean?** The admission and detention of any person believed to have a mental disorder and deemed to be a risk to themselves or others, or to prevent the person's substantial physical or mental deterioration, to a designated facility for a period of time for examination and treatment.

**What does "Admitted Voluntarily" mean?** Any person that has a mental disorder and feels they need help will be evaluated and committed voluntarily, if necessary, to a designated facility for assessment and treatment.



### **WHAT YOU CAN DO WHEN YOUR LOVED ONE IS ADMITTED TO THE MENTAL HEALTH INPATIENT UNIT, 4TH FLOOR IN THE HOPE CENTRE, 1337 ST. ANDREWS AVE.**

- Please inform the admitting nurse that you are the support person for your loved one, and provide them with your contact information.
- You are welcome to call the team station and ask to speak to your loved one's nurse for an update on how he/she is doing. Tel: (604) 984-5010.
- Respect visiting hours: Monday – Friday: 5:30 p.m. – 8:00 p.m. Weekends & Holidays: 3:00 p.m. -8:00 p.m.
- Participate in the process – Ask who is assigned to your loved one's case and contact their social worker, nurse, and/or psychiatrist.
- Request a family meeting, best arranged through the social worker (social workers hours are Monday to Friday, 8:30-5:00)
- There is a support and information meeting for families with a loved one on the unit every 2nd Thursday from 4pm to 5pm. Meet at the reception desk on the main floor of the Hope Centre. Ask your loved one's assigned social worker more about this.
- The staff may need the consent of your loved one to share their health information with you.



### **WHAT YOU CAN DO IF YOUR LOVED ONE IS NOT ADMITTED TO THE MENTAL HEALTH INPATIENT UNIT**

The following services are available:

#### **Acute Home Based Treatment**

- Referral by GP or Psychiatric Emergency Dept.
- Tel: (604) 984-5000

#### **Central Intake for Adult Community Mental Health and Addictions**

- Families or patients can call here for information as well as referrals to various programs.
- Contact Information: Ph. (604) 984-5000.
- The Rapid Access Psychiatric Service (RAPS) will be accessed through Central Intake during the redevelopment of our Central Intake Program until further notice. RAPS offers psychiatric assessments and nurse consultations.

#### **Magnolia House**

- Sub-acute option for people not needing hospital but needing somewhere to go to stabilize.