Welcome to 8 Eaton South Mental Health Inpatient Unit at Toronto General Hospital

A handbook for patients

This handbook belongs to:

Name: _________________________________________________________

Please visit the UHN Patient Education website for more health information: www.uhnpatienteducation.ca

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About this handbook

People with mental illness often call their recovery a personal journey rather than an outcome. Each person’s experience with mental illness is different.

On The Mental Health Inpatient Unit, we believe in working with you as partners in your care. As much as possible, we work with you to make your own choices about which services, treatments, and supports are right for you.

Being in hospital can be difficult. This handbook was created with patient input to answer some of the questions most often asked about our unit. We hope it will make your stay with us more comfortable.

Please talk to a staff member or our unit manager if you have any questions or concerns about your care here.

We welcome your feedback. Please fill out the survey at the end of this handbook and put it in the comment box near the exit or give it to a staff member. Your feedback will help us improve the care we provide.
Part 1:

About The Mental Health Inpatient Unit

The first part of this handbook has general information about The Mental Health Inpatient Unit at TGH. It was put together using patient feedback. We hope it will answer many of your questions about the unit and how we work.

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What to expect when you are admitted

When you are admitted, you go to either:
- the general open ward
- or
- a smaller locked ward called the Psychiatric Intensive Care Unit (PICU)

The PICU is for people who need a higher level of nursing care and observation.

Your nurse or psychiatric assistant will greet you and help you through the admission process. This may include the following steps:

- **Initial assessment** – This may include taking your blood pressure, weighing you and measuring your height, and asking you questions about how you are feeling and what brought you into the hospital.

- **Allergy assessment** – Your nurse will ask if you have any allergies to medication, food, or the environment. If you have allergies, your nurse will give you a red allergy band to wear on your wrist. It is important to keep this band on all the time.

- **Identification (ID) wristband** – Your nurse will also give you an ID wristband with your name, date of birth, and UHN medical record number. You must wear an ID band at all times for your safety because we need to make sure we properly identify you before giving medicines or doing tests. To learn more, please read the positive patient identification section on page 24.

- **Coloured wristband** – Depending on your treatment plan, we may also give you a coloured wristband. To learn more read about what each colour means read Observation Levels on page 11.
✓ **Belongings check** – A staff member does a search of your belongings. Any items that can be a threat to the safety of patients, staff, or visitors are stored in the nurses’ station with your name on them. We return them to you when you leave the hospital.

✓ **Storing valuables** – We encourage you to send your valuables home with friends, family, or your substitute decision maker (SDM) if possible. If you cannot do so, we store items for you in a locked cabinet in the nurses’ station. **We cannot take responsibility for lost or stolen items if you choose to keep them in your room.**

✓ **Methicillin-resistant Staphylococcus aureus (MRSA) screening** – At UHN, we do MRSA screening on every patient admitted to hospital. We test for MRSA bacteria by swabbing each of your nostrils. To learn more about MRSA, please ask a member of your treatment team for a copy of the UHN “What is MRSA?” brochure.

✓ **Clothing** – Depending on your treatment plan, you may not be allowed to wear your own clothes while in the hospital. If this is the case, we will give you a hospital gown and pants.

✓ **Unit orientation** – Staff will show you around the unit and help you get to know it better.
Your Treatment Team

During your stay on Inpatient unit, you work with a team of health professionals from all settings.

**Psychiatrist** – A specialized doctor who assesses, diagnoses, and treats mental disorders. The psychiatrist checks your progress and works with you and the team to make decisions about your treatment.

**Psychiatry Resident** – A full medical doctor training in psychiatry. They work with your psychiatrist to make decisions about your care.

**Registered Nurse (RN)** – Develops and carries out your plan of care with the rest of your team. A specific nurse works with you each day and night.

Your nurse will:
- Check how you’re doing every day
- Give you your medicines and see how they are working
- Prepare you for tests

**Recreation Therapist (RT)** – Helps you build skills to take part in meaningful activities. Doing these activities can help you regain confidence and live a healthier life.

The RT can help you:
- Find meaningful activities
- Get involved in the community
- Find recreational resources in your community
- Find what interests you
- Use leisure as a way to cope
- Organize your day to balance leisure with other responsibilities

**Occupational Therapist (OT)** – Helps you with tasks you need for everyday living. “Occupations” means the many roles you play in your everyday life.
The OT can help you with:
- Coping skills
- Organizing your day
- Managing your time
- Setting goals
- Going back to school, work or volunteering

Social Worker – The social worker can help you with:
- Financial issues
- Housing issues
- Planning a meeting with your family
- Setting up follow-up care including:
  - In-home care
  - Support groups
  - Individual counselling
  - Referral to a specialized program

Patient Care Coordinator (PCC) – A Registered Nurse who oversees care for all patients on the unit. You can ask to speak to the PCC if you have questions or concerns about your care.

Ward Clerk – Someone who can answer general questions about the unit. If you have medical questions related to your treatment, please ask your nurse or doctor.

Therapeutic Behavioural Assistant (TBA) – A mental health professional who helps with everyday activities if you need it. The TBA also encourages you to take part in unit activities and assists with goal-setting and care-planning.

Pharmacist – A pharmacist is a medicine expert. The pharmacist can:
- Create a medicine calendar to help you keep track of your doses
- Call your community pharmacy to make sure your medicine is ready when you leave the hospital
- Meet with you or your family to talk about your medications
Registered Dietitian (RD) – Helps you make healthier eating and living choices.

The RD can help you:
  • Take care of your weight
  • Find ways to manage medicine side effects, such as change in appetite or taste, constipation, dry mouth
  • Create a discharge plan to suit your lifestyle

Students – UHN is a teaching hospital. This means there are students from many professions (nursing, medicine, social work, pharmacy) who may be involved in your care. All students working on the Inpatient unit are closely supervised.

Volunteers – Our volunteers take part in groups on the unit and spend time socializing with patients.

Other professions that may be involved in your care:
  • Physiotherapy
  • Spiritual care
  • Speech language pathology
  • Respiratory therapy
The Mental Health Act

Our Inpatient unit is considered a “psychiatric facility” under the Mental Health Act (R.S.O., 1990). This means that all the care we provide must follow this law.

Under the Mental Health Act, all patients admitted to our unit are described as either voluntary or involuntary.

What does voluntary mean?
You have agreed to stay in the hospital. Patients with voluntary status can make their own decisions about staying in the hospital or leaving.

What does involuntary mean?
You cannot leave the hospital without permission.
Note: Your status can change during your stay depending on your condition.

What if I choose to leave the hospital as a voluntary patient?
As a voluntary patient, you have the right to leave the hospital. If staff are worried about your safety, they will make you stay in hospital until a doctor sees you.

If you choose to leave the hospital without seeing your doctor or nurse first, your doctor may fill out a Form 1. This means the police may return you to hospital for assessment.

Adapted from: The PPAO “Voluntary Patients” infoguide
www.sse.gov.on.ca/mohltc/ppao/en/Pages/InfoGuides/MentalHealthActAdmissions_B.aspx?openMenu=smenu_MentalHealthActAdm

Where can I find more information?
For more information on the Mental Health Act, please talk to your psychiatrist or visit the Psychiatric Patient Advocate Office (PPAO) website: www.sse.gov.on.ca/mohltc/ppao/default.aspx or call 416 327 7000 or 1 800 578 2343.
Observation levels, passes and off unit break times

What is a privilege level?

Your **observation level** means how closely you need to be monitored and whether or not you can leave the unit.

Your doctor gives you a privilege level by looking at the symptoms you came in with and your treatment plan.

What do the different colour wristbands mean?

Each colour wristband has a different **observation level**:

<table>
<thead>
<tr>
<th>No wristband</th>
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</thead>
<tbody>
<tr>
<td>• You must stay in the Psychiatric Intensive Care Unit (PICU) only.</td>
</tr>
<tr>
<td>• Talk to a staff member if you are on the general ward and do not have a wristband.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Pink</th>
</tr>
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<tbody>
<tr>
<td>• You may go from the (PICU) to the general ward by yourself.</td>
</tr>
<tr>
<td>• You must not leave the general ward.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Yellow</th>
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</thead>
<tbody>
<tr>
<td>• You may be able to go off the general ward if your family member or other visitor is with you.</td>
</tr>
<tr>
<td>• You must follow the off unit break times (see page 12).</td>
</tr>
<tr>
<td>• Another patient’s visitor cannot take you off the ward.</td>
</tr>
<tr>
<td>• Another patient with a green wristband cannot take you off the ward.</td>
</tr>
<tr>
<td>• You must stay on hospital grounds.</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Green</th>
</tr>
</thead>
<tbody>
<tr>
<td>• You may leave the general ward by yourself.</td>
</tr>
<tr>
<td>• You must follow the off unit break times (see page 12).</td>
</tr>
<tr>
<td>• You must stay on hospital grounds.</td>
</tr>
</tbody>
</table>
Who can change my observation level?

- Only your doctor can change your observation level, but your treatment team helps by giving the doctor information.

- Other staff members may temporarily stop you from leaving the unit if they are worried about your safety or the safety of others.

Off unit break times

You may leave the unit during the break times below if you have a green wristband.

- 6:15 am to 7:15 am (meet your nurse in your room at 7:15 am to 7:45 am)
- 10:00 am to 10:30 am (NOT EDU)
- 11:30 am to 12:00 noon
- 4:30 pm to 5:00 pm
- 6:15 pm to 7:15 pm (meet your nurse in your room at 7:15 am to 7:45 am)
- 8:00 pm to 9:00 pm

If you have a yellow wristband and you want to leave the unit during break times, a family member or other visitor must be with you.

You may leave during the break time but must return by the end time. You must stay on hospital grounds.

Note:

If you are under the care of Dr. Flint’s team, you must stay on the unit for team rounds:

- Monday from 9:00 am to 11:00 am
- Thursday from 10:45 am to 12:30 pm
What if I want to leave the unit at another time of go off hospital grounds?

If you want to leave the unit at a time other than the off unit break times, you will need your doctor to write you a “pass”. Passes to leave the hospital are for a set amount of time and a specific reason. Before leaving the unit for a pass you are asked to check in with your nurse.

Do I need to sign out before leaving the general ward?

Yes. Before you leave the unit you must fill in the sign out sheet located at the nurses’ station window. Please be sure to fill in the time you expect to return. Staff use this sheet to decide when they can meet with you. Also, please sign back in when you return.
The daily routine on The Mental Health Unit

Meeting with your nurse

Nursing staff on the unit work 2 shifts:
Day shift from 7:30 am to 7:30 pm
Night shift from 7:30 pm to 7:30 am

A specific nurse is assigned to you for each shift. Please plan to be on the unit between 7:30 am and 8:00 am and 7:30 pm and 8:00 pm so your nurse can meet with you.

Meeting with your psychiatrist

You meet with your psychiatrist, resident psychiatrist, or medical student Monday to Friday to talk about your plan of care. The residents and medical students work closely with your psychiatrist. Your psychiatrist gets an update from the rest of the medical team every day.

Meetings with the healthcare team usually take place between 9:00 am and 5:00 pm in a private room on the unit.

Over the weekend, the psychiatrist on-call will only see you if there is an emergency.

If you are in the PICU, the psychiatrist on-call will see you every day over the weekend and on holidays.

Team rounds

Each week, your treatment team meets as a group to talk about your treatment plan. These meetings are called rounds.

Each psychiatrist has their rounds at a specific time each week.
Weekly Rounds Schedule:

<table>
<thead>
<tr>
<th>Day of the week</th>
<th>Doctor</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>Dr. Flint</td>
<td>8:45 am to 9:45 am</td>
</tr>
<tr>
<td></td>
<td>PICU</td>
<td>9:30 am to 10:30 am</td>
</tr>
<tr>
<td></td>
<td>Dr. Khan</td>
<td>2:00 pm to 3:00 pm</td>
</tr>
<tr>
<td>Tuesday</td>
<td>Dr. Khan</td>
<td>2:30 pm to 3:30 pm</td>
</tr>
<tr>
<td>Wednesday</td>
<td>Dr. Flint</td>
<td>1:00 pm to 2:00 pm</td>
</tr>
</tbody>
</table>

Usually, your treatment team will not be able to meet with you during these times. If you need help, please talk to a staff member at the nurses’ station.

Activities of daily living

During your stay on the unit, try to do as much for yourself as possible. This helps you stay independent and prepares you to leave the hospital.

If you need help with your everyday activities, talk to your treatment team. They will work with you to develop a care plan.

**Taking showers:** There are 3 shower rooms on the unit. You may use the shower between **6:00 am and 10:00 pm**. Just ask a staff member to unlock it for you. Towels and facecloths are available on the linen cart at the back of the unit. Ask staff if you need soap.
Changing Bed Linen: Try to change your own bed linen when you need to. Clean linen is on the cart at the back of the unit. Please take only what you need so there is enough for everyone.

Doing Laundry: There is a laundry room on the unit for you to use between **9:00 am and 10:00 pm**. A staff person must be with you. Please ask a staff member if you would like to use the laundry room, but only use laundry when you need to (for example, if you do not have any clean clothes to wear).

**Meals**

Meals are delivered to the unit 3 times a day:

**Breakfast:** 8:00 am  
**Lunch:** 12:00 pm  
**Dinner:** 5:00 pm

You can pick up your tray from the cart in front of the dining room. If you are in the PICU, we bring your tray to you. Look for your name on the white slip of paper on the tray.

**Try to eat all meals in the dining room with other patients.**

**Snacks**

Juice, milk, tea, and instant coffee are often available in the dining room. Fresh fruit and sandwiches may be available if you ask a staff person, but this depends on your eating plan.

**NO Smoking**

**UHN is a smoke free environment.** Nicotine replacement therapy is available for all patients to help manage the urge to smoke. If patients wish to join a smoking cessation program we can help make this referral.
**Medications**

Medications are given at many different times throughout the day. Try to remember your medications by writing them down in the Medication List on page 28 of this booklet. It also helps if you come to the medication window at the nurses’ station to get your medications.

If you have questions about your medications, talk to your nurse at any time or ask to talk with the pharmacist.

**Groups**

If you are on the general ward, group activities are an important part of your treatment plan. If you are in the PICU, we will help you slowly join groups as your treatment progresses.

See the group bulletin board near the nurses’ station for the weekly group schedule.

For more information on groups please see page 21.

**Visiting hours**

Regular visiting hours are from **11:00 am to 9:00 pm**. We know that some families may want to visit outside these hours. We try to be flexible depending on your situation. There may also be times when you need to have less visiting hours based on your treatment plan.

Please talk to our Patient Care Coordinator if you have questions.

Please use the common areas such as the dining room, TV room, or Rose Lounge when visiting with friends and family on the general ward.
Quiet time

Sleep is a very important part of your recovery. To make sure everyone gets the sleep they need, limit any noisy activities (for example, listening to music or talking loudly on the phone) and turn off overhead lights after **10:00 pm**. You may move to the patient lounge if you want to read past 10:00 pm.

Night checks

Between **10:00 pm and 7:00 am** a staff member checks on each room with a flashlight every hour. This is part of our safety rules and also helps us track how you are sleeping. If you are awake throughout the night, please wave when staff comes by with the flashlight. This helps us to properly record your sleep.

Television, telephone and Internet access

Is there a television on the unit?

Yes. There is a shared television in the patient lounge on the general ward. There is also a television in the PICU.

Can I use a telephone?

Yes. On the general ward, you can ask for a phone to plug into the jack at your bedside. You can make free local calls from this phone. Just remember to **dial 9** before dialing the number you want to call.

When you are on the PICU you can use a shared phone. Please ask a staff member if you want to use it.
Can my friends and family call me on the phone in my room?

Yes. Your phone will have a 4 digit extension number. Your family and friends can call you directly by dialing: 416 340 3131 and then your 4 digit extension. If you are not sure of your extension number, ask the ward clerk or another staff member.

Can I use my cell phone on the unit?

Yes. To protect the privacy of patients and staff, using cameras and recording devices on your cell phone is NOT allowed in the hospital.

Can I use the Internet?

Yes. The shared computer in the patient lounge has Internet access.

Personal laptops are not allowed on the unit.

There is also free wireless Internet available across the hospital. Ask a staff member if you need to know how to log on.

If you want to bring your laptop computer or mobile device to the hospital, TGH is not responsible for any lost or stolen valuables.

Remember: sharing information about other patients, staff members, or the Mental Health Inpatient Unit on social media or Internet sites is NOT allowed.
Taking part in group activities

If you are on the general ward, group activities are an important part of your treatment plan. If you are in the PICU, we will slowly help you join group activities. Try to take part in groups every day.

One of the best things about taking part in groups is that it helps you get more active. Increasing your activity level can help you:

- Feel better
- Have more energy
- Think more clearly

This is sometimes called Behavioral Activation and is part of the care we give on the Inpatient unit.

What if I do not feel like going to groups?

Try to take part in groups even if you do not feel like it. In the beginning, this may be very hard. The team will help you and can tell you which groups would work best for you.
What groups do you have on the unit?

<table>
<thead>
<tr>
<th>Name of group</th>
<th>What it is</th>
</tr>
</thead>
</table>
| **1. Activity groups**        | These groups are a good way get more active if you are not ready to take part in discussion based groups. They include:  
  • walking  
  • cooking  
  • stretching  
  • relaxation  
  • art                                                                                           |
| **2. Skill-based groups**     | These groups help you develop many skills such as:  
  • communication skills  
  • coping skills  
  • interpersonal skills  

Often you will have a chance to practice these skills with your peers in the group.  

These groups are usually **discussion based**. This means you will be asked to share your thoughts on the topic being covered with the group. |
| **3. Community reintegration groups** | These groups give you a chance to learn about and explore different leisure activities in Toronto. You will have the chance to try activities you may not have tried before. You may even learn about new ways to spend your time when you leave the hospital.  

See the picture on page 22 for examples of each type of groups. |
When are the groups offered?

Most groups take place Monday to Friday between 9:00 am and 5:00 pm. There are some groups on evenings and weekends. For the most up-to-date group schedule, check the group board next to the nurses’ station. You can also ask a staff member for your own copy of the schedule.

Types of groups on The Mental Health Inpatient Unit

Activity Groups
- Cooking group
- Walking group
- Stretch and exercise
- Relaxation group
- Art therapy

Skill-Based Groups
- Coping Skills
- Life Skills
- Cognitive Behavioral Therapy
- Interpersonal therapy

Community Reintegration Groups
- YMCA
- Community outings
- Horticulture therapy
Patient Education

When you know more about your illness you can make better decisions about your own care. This can make you healthier, give you more confidence, and lead to fewer treatment problems.

To work with you as a partner in your care, we will help you find reliable information that suits your learning needs and preferences.

Where can I get more information on the Inpatient Unit?

The Rose Lounge has brochures on different topics that you can take with you:

- Healthy lifestyle and nutrition
- Mental illness
- Medications and other treatments
- Helplines
- Community Resources

You can also use the computer in the TV lounge to search for information. Just remember, not all information on the Internet is reliable. See the resources section at the back of this handbook for some reliable websites.

If you have any questions about the information you have read, or would like information on another topic, ask the Patient Educator or another member of your treatment team.
Where else can I find information?

If you have privileges to leave the unit, you may also visit the Peter and Melanie Munk Patient and Family Learning Centre and Library on the Level 1, Norman Urquhart Building near Tim Hortons.

Find health information including books, DVDs to borrow and many free brochures. The librarian can also do a health search for you if you would like information on a specific topic.

Your safety

Patient safety is our first priority at TGH. The following are ways you can partner with us to keep yourself safe:

Hand hygiene (hand washing)

Washing your hands well and often during your stay in hospital can help you stay safe by getting rid of bacteria and other germs from your hands.

For more information on hand hygiene, ask for a copy of our “Hand Hygiene at UHN” brochure.

Positive patient identification (PPID)

Before giving you medication or doing a test, we must check your identity (your name and date of birth).

You can help us by wearing your hospital identification (ID) wristband at all times while on the unit. Expect staff members to ask to see your ID band often.
Preventing falls

Falls in the hospital can lead to serious injury. Help prevent falls by:

• Wearing non-skid footwear.
• Keeping your room free of obstacles.
• Cleaning up spills right away.
• Not leaning on tray tables or other furniture on wheels.
• Making sure the light is on before getting up to go to the bathroom.
• Asking for help if you feel dizzy or weak.

For more information, ask for a copy of our “Protecting Yourself from Falls in Hospital” brochure.

Privacy

At TGH, we believe in protecting the privacy of all our patients.

You can help us protect your privacy and the privacy of others by:

• Not posting information about other patients, staff members, or the Mental Health Inpatient Unit on any social media or websites.
• Not taking photos or recordings of other patients or staff while in hospital or on an outing.
• Not sharing any personal information about other patients in person or over the Internet.

What if I do not want people to know I am in the hospital?

If you do not want UHN to tell visitors or callers that you are in the hospital, let us know and we will remove your patient room and phone number from our directory.

For more information about how the hospital protects your privacy ask for a copy of our “Privacy at UHN” brochure or call the Privacy Office at: 416 340 4800 extension 6937
Part 2:

My Care

This section includes worksheets for you to fill in with specific information about your treatment and your goals.

Bring your handbook with you to groups and meetings with your treatment team.

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<tr>
<th>Topic</th>
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</thead>
<tbody>
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<td>My treatment team</td>
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<td>My medications</td>
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<td>My questions for the treatment team</td>
<td>29</td>
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<tr>
<td>My goals</td>
<td>31</td>
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<tr>
<td>My activity schedule</td>
<td>34</td>
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<tr>
<td>My crisis plan</td>
<td>37</td>
</tr>
<tr>
<td>My discharge plan</td>
<td>41</td>
</tr>
<tr>
<td>Crisis resources</td>
<td>45</td>
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<tr>
<td>Web resources</td>
<td>46</td>
</tr>
<tr>
<td>Feedback on patient care survey</td>
<td>51</td>
</tr>
</tbody>
</table>
My Treatment Team

My psychiatrist: ____________________________

My resident psychiatrist: ______________________

My therapeutic behavioural assistant(s): ______________

My social worker: ______________________________

My occupational therapist: _______________________

My recreation therapist: __________________________

My pharmacist:____________________________________

Nurses I work with:
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________

Other people on my treatment team:

Role: ___________________________ Name: ____________________________

Role: ___________________________ Name: ____________________________

Role: ___________________________ Name: ____________________________

Role: ___________________________ Name: ____________________________
**My medications**

Medications are often an important part of your overall treatment plan. Know what medications you are taking and why so you and your treatment team can make the best choices for you.

Use the list below to keep track of your medications and what they are for.

**My medication list**

<table>
<thead>
<tr>
<th>Medication</th>
<th>What it is for</th>
<th>Notes or Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Example: Citalopram</td>
<td>To help with my depression or mood</td>
<td>Taken every day at bedtime</td>
</tr>
<tr>
<td>1.</td>
<td></td>
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<td>2.</td>
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<td>3.</td>
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<td>4.</td>
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<td>9.</td>
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<tr>
<td>10.</td>
<td></td>
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</tbody>
</table>
My questions for my Treatment Team

Who needs to ask questions?

- You do! Everyone has questions about their health.
- You are not the only one who sometimes finds things confusing.
- Ask questions to understand how to get better and how to take care of yourself.

What if I ask and I still do not understand?

- Say, “This is new to me. Please explain again in plain language.”
- Do not be embarrassed if you still do not understand.
- Ask more questions if you want to.
- Ask for written information if you think it would help.

From: “It’s Safe to Ask” Manitoba Institute for Patient Safety www.safetoask.ca

Write down your questions so you do not forget!

Use the space below to write your questions for your treatment team. Bring your questions with you to meetings so you will not forget what you wanted to ask.

If you are not sure what to ask, take a look at the list of examples below for some ideas.

Example questions:

- What is my diagnosis?
- How long do you think I will be in hospital?
- What community resources are available when I leave the hospital?
- What is the name of the medication I am taking? What is it for?
- How long will it take for the medication to work?
- What are the common side effects of this medication? When do they happen? Will they go away?
- Should I avoid any foods or alcohol while taking this medication?
- What will probably happen if I don’t take this medication?
- Are there other treatment options available?
My questions:

1. ______________________________________________________________
   ______________________________________________________________
   Answer: ______________________________________________________
   ______________________________________________________________

2. ______________________________________________________________
   ______________________________________________________________
   Answer: ______________________________________________________
   ______________________________________________________________

3. ______________________________________________________________
   ______________________________________________________________
   Answer: ______________________________________________________
   ______________________________________________________________

4. ______________________________________________________________
   ______________________________________________________________
   Answer: ______________________________________________________
   ______________________________________________________________

5. ______________________________________________________________
   ______________________________________________________________
   Answer: ______________________________________________________
   ______________________________________________________________
**My goals**

**What is a goal?**
A goal is something you really want to happen and you’ll work hard to make it happen. Setting a goal and making a plan to reach your goal can be the first step to changing your life.

**Types of goals**
Goals can be related to any area of your life, for example:
- Relationships (friends and family)
- Work or school
- Finances
- Health
- Leisure

Goals can be **short-term** (things you would like to work on over the next days or weeks), or **long-term** (things you would like to do over months or years).

**SMART goals**
Follow the SMART goal setting guidelines below to set at least 1 short-term and 1 long-term goal that is important to you.

<table>
<thead>
<tr>
<th><strong>S</strong>pecific</th>
<th>Write down exactly what you want to achieve. A specific goal “I will attend coffee group twice this week” is better than a general goal “to socialize more.”</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>M</strong>easurable</td>
<td>Decide how you will measure your progress. How will you know when your goal has been achieved?</td>
</tr>
<tr>
<td><strong>A</strong>ttainable</td>
<td>Break down large goals into small steps or <strong>action items</strong>. Your goal should feel challenging but not impossible.</td>
</tr>
<tr>
<td><strong>R</strong>elevant and realistic</td>
<td>Make sure your goal is something that is important to you. Make sure it is something you can do within a set time.</td>
</tr>
<tr>
<td><strong>T</strong>ime-bound</td>
<td>Set a target date for when you will achieve your goal. Place your action items into your weekly activity schedule and <strong>stick to your plan!</strong></td>
</tr>
</tbody>
</table>
**Example goals:**

<table>
<thead>
<tr>
<th>My short term goal:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Practice relaxation exercises 3 times this week for 15 minutes each time</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Target date to reach my goal:</th>
</tr>
</thead>
<tbody>
<tr>
<td>May 10th</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Actions I must take to reach this goal (write down ALL the actions you can think of):</th>
</tr>
</thead>
<tbody>
<tr>
<td>Go to “relaxation group” to learn the exercises</td>
</tr>
<tr>
<td>Do exercises 3 evenings this week before bed</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>My long term goal:</th>
</tr>
</thead>
<tbody>
<tr>
<td>To enroll in an interior design course at the local community college</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Target date to reach my goal:</th>
</tr>
</thead>
<tbody>
<tr>
<td>August 1st</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Actions I must take to reach this goal (Write down all the actions you can think of. Which one needs to be done first?):</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Go on the community college website to read more about the courses they offer</td>
</tr>
<tr>
<td>• Register for an information session</td>
</tr>
<tr>
<td>• Call the Financial Assistance Office to find out about payment options</td>
</tr>
<tr>
<td>• Write down all the questions I have about the program</td>
</tr>
<tr>
<td>• Go to the information session and ask all my questions</td>
</tr>
<tr>
<td>• Choose a course</td>
</tr>
<tr>
<td>• Enroll in the course online</td>
</tr>
</tbody>
</table>
## My goals:

<table>
<thead>
<tr>
<th>My short term goal:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
<tr>
<td>Target date to reach my goal:</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Actions I must take to reach this goal: (Write down ALL the actions you can think of)</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>My long term goal:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
<tr>
<td>Target date to reach my goal:</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Actions I must take to reach this goal: (Write down all the actions you can think of. Which one needs to be done first?)</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>
My weekly activity schedule

Once you have written out your goals and broken them down into action items, place the action items into your weekly activity schedule.

You should also schedule some activities that you enjoy and the groups you plan to attend.

Post your weekly activity schedule on the bulletin board in your room so you can see it every day.

Here is an example of a weekly activity schedule that matches the example goals and action items above. The action items are circled so you can see them.
<table>
<thead>
<tr>
<th>Time</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
<th>Sunday</th>
</tr>
</thead>
<tbody>
<tr>
<td>6:00am</td>
<td>Shower</td>
<td>Shower</td>
<td>Shower</td>
<td>Shower</td>
<td>Shower</td>
<td>Shower</td>
<td>Shower</td>
</tr>
<tr>
<td>9:00am</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12:00pm</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3:00pm</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6:00pm</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9:00pm</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Midnight</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Week:** May 15th-21st

**Activity Schedule**

Example
For more copies of the Weekly Activity Schedule just ask a staff member.

<table>
<thead>
<tr>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
<th>Sunday</th>
</tr>
</thead>
<tbody>
<tr>
<td>9:00am to 6:00pm</td>
<td>9:00pm to 6:00pm</td>
<td>6:00pm to 3:00pm</td>
<td>3:00pm to 6:00pm</td>
<td>6:00pm to 9:00pm</td>
<td>9:00pm to Midnight</td>
<td></td>
</tr>
</tbody>
</table>

Activity Schedule: Week
Questions to think about

Look back at your activity schedule at the end of each day and ask yourself these questions:

1. How did the activities make me feel?
2. Which activities did I enjoy most?
3. Which activities were the hardest?
4. Which activities did I try NOT to do? Why?
5. Did my activities match the goals I set for myself?
6. What else did I notice?

My Crisis Plan

It can be helpful to think about how you will deal with a crisis before it happens.

The next section will help you make your own plan for dealing with a crisis. You may want to share this plan with your loved ones so they will know how you would like to be helped.

Identifying a crisis

What is a mental health crisis?

A crisis is when there is a chance you will hurt yourself or others and you are not able to resolve the situation with the skills and resources available.

What causes a crisis?

Many things can lead to a mental health crisis. Situations or stressors that can lead to a crisis are sometimes called ‘triggers.’
Some examples of triggers are:

- More stress
- Being sick
- Stopping medication or missing doses
- Problems at work or school
- Changes in family situations
- Taking drugs

Use this space to list your personal triggers.

**My triggers:**

________________________________________________________________
________________________________________________________________
________________________________________________________________
________________________________________________________________
________________________________________________________________

What are the warning signs of a crisis?

Sometimes you, or others around you, will notice changes in the way you are acting before a crisis happens. Other times, a crisis will happen all of a sudden.

By getting to know your personal warning signs, you, or those around you, may be able to take action before a crisis happens.

Some examples of warning signs are:

- Sleeping all day
- Not being able to sleep at all
- Not showering
- Having more energy
- Having less energy
- Not being able to stay still
- Hearing voices
- Avoiding school or work
- Avoiding friends and family
Use the space below to list your personal warning signs. You may want to share your warning signs with those around you so they will know what to look for.

**My warning signs:**

____________________________________________________________________________

____________________________________________________________________________

____________________________________________________________________________

____________________________________________________________________________

____________________________________________________________________________

**Managing a crisis**

**What do I do if a crisis happens?**

Even when you have done your best to look after yourself, a crisis can still happen.

It is a good idea to have some ways to deal with a crisis. They might include coping skills, reaching out to others, contacting the crisis resources listed on page 45 or all of these things together.

**What are coping skills?**

Some examples of coping skills are:

- Taking a walk
- Deep breathing exercises
- Knitting, painting or other activity
- Calling a friend
- Listening to relaxing music
My top 5 coping skills:

1. ___________________________________________________________
2. ___________________________________________________________
3. ___________________________________________________________
4. ___________________________________________________________
5. ___________________________________________________________

People I can call in a crisis:

It is a good idea to make a list of people to call in a crisis. This list could include a helpline, a mental health professional, members of your family, or friends.

1. Name________________________ Phone number: _________________
2. Name________________________ Phone number: _________________
3. Name________________________ Phone number: _________________

Other important contacts:

My doctor:_______________________ Phone number:_________________

The closest emergency room to me is: _______________________________
My discharge plan

Leaving the hospital can be hard for some people. Planning ahead can make things easier. This section will help guide you as you create a plan for leaving the hospital.

If you have questions about your discharge or planning to leave hospital, ask to speak with your social worker.

My pharmacy

Name: ____________________________________________________
Address: __________________________________________________

Try to get all of your medications from one pharmacy. This way the pharmacist will know what medications you are taking, how you react to them, and can watch out for any drug interactions.

My follow-up appointments

Appointment with my Family Doctor or Nurse Practitioner:

Name: ____________________________________________________
Date: ____________________ Time: ____________________________
Place: _____________________________________________________
Telephone number: __________________________________________
Appointment with my Psychiatrist:

Name: ____________________________________________________

Date: ____________________ Time: ____________________________

Place: _____________________________________________________

Telephone number: __________________________________________

Other appointment or test:

Name: ____________________________________________________

Date: ____________________ Time: ____________________________

Place: _____________________________________________________

Telephone number: __________________________________________

My community resources

Community resources can be:

• Support groups
• Social activities
• Recreation and fitness programs
• Job programs

While you are in hospital, think about which resources would be helpful for you. Your treatment team can give you information about these programs and help you contact them before you leave. You can also find information on community resources in the Rose Lounge.
Community resource name:_____________________________________
Place:_______________________________________________________
Where to call:_________________________________________________
Programs I am interested in:_____________________________________

Community resource name:_____________________________________
Place:_______________________________________________________
Where to call:_________________________________________________
Programs I am interested in:_____________________________________

Community resource name:_____________________________________
Place:_______________________________________________________
Where to call:_________________________________________________
Programs I am interested in:_____________________________________

My discharge checklist

Before leaving the hospital, read this checklist to make sure you have everything you need.

☐ Someone will pick me up from the hospital

☐ All of my belongings are returned to me

☐ I have my medication prescriptions

☐ I understand how to take my medications

☐ I know about my follow-up appointments

☐ I have my blue hospital card

☐ I have filled out the patient satisfaction survey and handed it in (see page 51)

☐ Other: ________________________________
Crisis resources

The Gerstein Centre
- Serves Toronto and York
- Provides community support
- Has a 10 bed short stay residence
- Provides telephone crisis support
- Call 416 495 2891

Distress Centre of Toronto
- Serves the city of Toronto
- Provides telephone support, emotional support, and suicide prevention
- Call 416 408 HELP (4357)

Scarborough Mobile Crisis
- Serves East York and Scarborough
- Provides community crisis support
- Provides telephone crisis support
- Call 416 495 2891

Integrated Community Mental Health Crisis Response Program
- Serves Etobicoke and North York
- Provides community crisis support
- Provides telephone crisis support
- Call 416 498 0043

Peel Mobile Crisis Team
- Serves Mississauga, Brampton and Caledon
- Provides community crisis support
- Provides telephone crisis support
- Call 905 278 9036 or Toll-free 1 888 811 2222

Durham Region Crisis Team
- Serves Durham region
- Provides community crisis support
- Provides telephone crisis support
- Call 1 800 742 1890
### Information on the Internet

#### Websites

**Topic: Anxiety Disorders**

<table>
<thead>
<tr>
<th>Organization</th>
<th>Anxiety Disorders Association of Canada</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website</td>
<td><a href="http://www.anxietycanada.ca">www.anxietycanada.ca</a></td>
</tr>
<tr>
<td>What it’s about</td>
<td>• Information on anxiety disorders</td>
</tr>
<tr>
<td></td>
<td>• A resource list and printable brochures</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Organization</th>
<th>Anxiety Disorders Association of America</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website</td>
<td><a href="http://www.adaa.org">www.adaa.org</a></td>
</tr>
<tr>
<td>What it’s about</td>
<td>• Information on anxiety disorders</td>
</tr>
<tr>
<td></td>
<td>• Tips for managing anxiety</td>
</tr>
</tbody>
</table>

**Topic: Depression and Bipolar Disorder**

<table>
<thead>
<tr>
<th>Organization</th>
<th>The Mood Disorders Association of Ontario (MDAO)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website</td>
<td><a href="http://www.mooddisorders.ca">www.mooddisorders.ca</a></td>
</tr>
<tr>
<td>What it’s about</td>
<td>• Fact sheets on depression and bipolar disorder</td>
</tr>
<tr>
<td></td>
<td>• Personal stories</td>
</tr>
<tr>
<td></td>
<td>• A list of the programs MDAO offers</td>
</tr>
</tbody>
</table>
### Topic: Depression and Bipolar Disorder (continued)

<table>
<thead>
<tr>
<th>Organization</th>
<th>The Depression and Bipolar Support Alliance (DBSA-American)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website</td>
<td><a href="http://www.dbsalliance.org">www.dbsalliance.org</a></td>
</tr>
<tr>
<td>What it’s about</td>
<td>• PDFs of many brochures on mood disorders</td>
</tr>
<tr>
<td></td>
<td>• A YouTube channel with educational videos on bipolar disorder</td>
</tr>
</tbody>
</table>

### Topic: The Mental Health Act

<table>
<thead>
<tr>
<th>Organization</th>
<th>Psychiatric Patient Advocacy Office (PPAO)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website</td>
<td><a href="http://www.sse.gov.on.ca/mohltc/ppao/default.aspx">www.sse.gov.on.ca/mohltc/ppao/default.aspx</a></td>
</tr>
<tr>
<td>What it’s about</td>
<td>• The Psychiatric Patient Advocate Office protects and promotes the rights and entitlements of Ontarians with mental illness through advocacy, rights advice and education.</td>
</tr>
<tr>
<td></td>
<td>• The PPAO website contains info guides on many topics related to the Ontario Mental Health Act</td>
</tr>
</tbody>
</table>

### Topic: Mental Health and Addictions

<table>
<thead>
<tr>
<th>Organization</th>
<th>Canadian Mental Health Association (CMHA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website</td>
<td><a href="http://toronto.cmha.ca">http://toronto.cmha.ca</a></td>
</tr>
<tr>
<td>What it’s about</td>
<td>• Information about mental illness</td>
</tr>
<tr>
<td></td>
<td>• Information on CMHA programs offered in the Greater Toronto Area</td>
</tr>
</tbody>
</table>
### Centre for Addictions and Mental Health (CAMH)

- **Website**: [www.camh.ca](http://www.camh.ca)
- **What it’s about**
  - The “health information” section of the CAMH website is full of straightforward information on topics related to mental health and addictions.
  - Some information is available in languages other than English.

### Here to Help

- **Website**: [www.here-to-help.bc.ca](http://www.here-to-help.bc.ca)
- **What it’s about**
  - Information on mental health and substance use
  - Personal stories
  - Self-help resources in several languages
  - Discussion boards on a variety of topics

### National Institute of Mental Health (NIMH) Mental Health Topics

- **What it’s about**
  - Information about signs and symptoms and treatments for mental illnesses
  - Full text booklets and pamphlets on mental illness can be downloaded or printed
### Topic: Repetitive Transcranial Magnetic Stimulation (rTMS)

<table>
<thead>
<tr>
<th>Organization</th>
<th>UHN rTMS Clinic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website</td>
<td><a href="http://rtmsclinic.ca">http://rtmsclinic.ca</a></td>
</tr>
<tr>
<td>What it’s about</td>
<td>• Answers frequently asked questions about rTMS as a treatment for depression and other disorders</td>
</tr>
</tbody>
</table>

### Topic: Schizophrenia and Psychosis

<table>
<thead>
<tr>
<th>Organization</th>
<th>Psychosis Sucks - Part of the Early Psychosis Intervention (EPI) program at Fraser Health in British Columbia</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website</td>
<td><a href="http://www.psychosissucks.ca">www.psychosissucks.ca</a></td>
</tr>
</tbody>
</table>
| What it’s about       | • Information on psychosis and treatment in several languages  
                         • Self-management tools |

<table>
<thead>
<tr>
<th>Organization</th>
<th>Schizophrenia Society of Ontario (SSO)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website</td>
<td><a href="http://www.schizophrenia.on.ca">www.schizophrenia.on.ca</a></td>
</tr>
</tbody>
</table>
| What it’s about       | • Information on schizophrenia  
                         • Information for families and caregivers  
                         • A medication resource centre  
                         • A list of the programs offered by the SSO |
### Topic: Self-Help

<table>
<thead>
<tr>
<th>Organization</th>
<th>Centre for Clinical Interventions (CCI)</th>
</tr>
</thead>
</table>
| What it’s about       | • A mental health resource provided by the Australian government  
                         • Free self-help modules for treatment of depression and anxiety |

<table>
<thead>
<tr>
<th>Organization</th>
<th>Mind Your Mind</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website</td>
<td><a href="http://mindyourmind.ca/">http://mindyourmind.ca/</a></td>
</tr>
</tbody>
</table>
| What it’s about       | • Personal stories  
                         • Stress busters  
                         • Self-management tools  
                         • Mobile apps |

<table>
<thead>
<tr>
<th>Organization</th>
<th>Mood Gym</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website</td>
<td><a href="http://www.moodgym.au">www.moodgym.au</a></td>
</tr>
</tbody>
</table>
| What it’s about       | • Free online cognitive behavioural therapy (CBT) modules.  
                         • Teaches you the principles of CBT which is a proven treatment for depression |

<table>
<thead>
<tr>
<th>Organization</th>
<th>My Mental Health Action Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website</td>
<td><a href="http://www.mymentalhealthmap.ca/MDAO/Login.aspx">www.mymentalhealthmap.ca/MDAO/Login.aspx</a></td>
</tr>
</tbody>
</table>
| What it’s about       | • An online program developed by the Mood Disorders Association of Ontario  
                         • Helps you develop a plan for managing your mental health |

The information in this document or in the list of useful websites is not a substitute for advice from your health care provider. Always speak to your healthcare team before making changes to your treatment plan.
# Feedback on Patient Care

*Working Together to Improve Mental Health Care*

**8 Eaton South**

<table>
<thead>
<tr>
<th></th>
<th>Always</th>
<th>Sometimes</th>
<th>Never</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Staff were available</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>2. Staff were respectful</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>3. I received satisfactory answers to my questions</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>4. I took part in decision making about my care</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>5. I was given information about what happened next in care</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>6. My privacy was respected</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>7. The facilities were clean and well-kept.</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>8. The facilities made me feel safe.</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>9. The groups fit my needs.</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>10. The groups were well run.</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>11. The Patient Handbook was helpful.</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
</tbody>
</table>
What would you change about the group programming to make it better? What would you keep the same?

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

Who really helped while you were there?

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

What else would you like to share with us?

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

Overall my care at Toronto General Hospital was:

<table>
<thead>
<tr>
<th>Excellent</th>
<th>Very Good</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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<td></td>
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</tr>
</tbody>
</table>

Thank you for filling out the survey.

Your feedback helps us to understand the care we provide!

Please put your completed survey in the comment box near the exit or give it to a staff member.