

## Mental Health and Addictions Day Hospital

### Northern Zone

Colchester East Hants Health Centre  
Mental Health Clinic, B Wing, 2<sup>nd</sup> floor  
600 Abenaki Road  
Truro, Nova Scotia B2N 5A1

- › Phone: 902-893-5526
- › Fax: 902-893-5551
- › Email: [NZMHdayhospital@nshealth.ca](mailto:NZMHdayhospital@nshealth.ca)
- › Hours: Treatment and programs available between 10 a.m. and 3 p.m., Monday to Friday (including most holidays).

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# Welcome to the Mental Health and Addictions Day Hospital

This guide will answer questions you may have about attending the Mental Health and Addictions Day Hospital. It explains:

- › What you can expect from the program and from your Day Hospital health care team members
- › What is expected of you
- › How you will be involved in your care and recovery
- › How your loved ones and friends who are part of your Circle of Support can be involved in your recovery, if you choose
- If you have questions after reading this pamphlet, please ask a health care team member. We are here to support and encourage you as you recover.
- Nova Scotia Health promotes a smoke-free, vape-free, and scent-free environment. Please **do not** use perfumed products.

## What number do I call for help 24/7?

### Mental Health Mobile Crisis Team

- The Mental Health Mobile Crisis Team (MHMCT) provides help for children, youth, and adults experiencing a mental health crisis or mental distress. The service is available 24 hours a day, 7 days a week. The MHMCT can help you cope with issues like:
  - › Suicidal thoughts
  - › Self-harming thoughts or behaviours
  - › Anxiety
  - › Depression
  - › Trouble coping with distress
  - › Psychotic or distorted thinking
  - › Substance use
  - › Any other mental health concern
- The MHMCT also supports families, friends, community agencies, and others to manage a mental health crisis through education, outreach, and consultation.
  - › Phone: 902-429-8167
  - › Phone (toll-free): 1-888-429-8167

## **211 Nova Scotia**

If you cannot find a resource to meet your needs, 211 Nova Scotia's Community Resource Navigators are available 24 hours a day.

- › Phone: 211
- › Phone (toll-free): 1-855-466-4994
- › Text (9 a.m. to 4 p.m., Monday to Friday): 211
- › Email: [help@ns.211.ca](mailto:help@ns.211.ca)
- › Live chat (9 a.m. to 4 p.m., Monday to Friday): <https://ns.211.ca/contact-us/>

## **811**

Call 811 to talk with a registered nurse 24 hours a day, 7 days a week. They can help with non-urgent, health-related issues. They may:

- › give information and advice to care for yourself at home.
- › suggest seeing your primary health care provider (family doctor or nurse practitioner).
- › suggest going to the nearest Emergency Department.

## **988 — Suicide Crisis Helpline**

Call or text 988 if you or someone you know is thinking about suicide. Help is available 24 hours a day, 7 days a week. Services are:

- › Bilingual
- › Culturally appropriate
- › Trauma-informed
- › Available to anyone in Canada

**If it is a medical or a mental health and addictions emergency, call 911 or go to the nearest Emergency Department right away.**

## What is the Mental Health and Addictions (MHA) Day Hospital?

The MHA Day Hospital is a 4-week program that offers:

- › Mental health education
- › Goal setting
- › Skill building
- › Psychosocial (emotional, mental, and social) supports
- You can come to the Day Hospital during the day and return home in the evening. The Day Hospital offers:
  - › Group and one-on-one education and skill-based programming
  - › Recreation and community-based programming
  - › Help connecting with community supports
  - › Medication support
  - › Long-acting injections (LAI) of antipsychotic medication, if prescribed
- You will be involved in your care starting with your intake assessment (see page 5). The health care team will work with you to create a care plan based on your needs and your goals for recovery. Your treatment will focus on:
  - › Helping you better understand your mental health
  - › Practicing mindfulness
  - › Learning ways to cope
  - › Preventing relapse
- The health care team will give you a list of programs and help you make a schedule based on your goals. You may not need to come every day, but you will be expected to attend at least 3 days a week. You and the team will decide what is right for you.

## **How can the program help me?**

Possible benefits include:

- › Support and encouragement
- › Meeting new people and making connections
- › Feeling empowered
- › Making positive changes
- › Learning new skills
- › Improved sense of wellbeing

## **How do I take part?**

You must:

- › Live in the Northern Zone area
- › Be 19 years old or older
- › Be referred by a psychiatrist
- › Have a safe and stable place to stay overnight
- › Have clear goals for your recovery
- › Be willing to take part in the Day Hospital program
- › Be able to take part in group programs

## **Who is on my MHA Day Hospital team?**

The MHA Day Hospital team includes:

- › Psychiatrist – They support your medication and/or other treatment needs.
- › Team Leader – They lead the program, manage referrals, and help with your transition to community supports.
- › Social Worker – They run group sessions and provide support.
- › Recreation Therapist and Recreation Associate – They run leisure and skill-building groups. They also offer groups to help meet your identified goals.
- › Occupational Therapist – They run skill-building groups and give one-on-one support.
- › Nursing staff – They teach you about and give you your medications. They also run groups.
- › Administrative support – They register people in the program. They also help with materials and organizing.

All of your health care team members are involved in your treatment. Your team meets each week to stay up-to-date on your goals and progress.

## **What is an intake assessment?**

- Once we receive your referral, we will do an intake assessment. During the assessment, the health care team will ask questions to learn about you and your needs.
- They may ask questions like:
  - › What are your goals for the program?
  - › How can we support you during the program?
  - › What are your living arrangements? Are they stable?
  - › Do you have people (like family or friends), organizations, or services who support you (Circle of Support)?
  - › Do you use alcohol or drugs? If so, how often? Are you able to manage your alcohol and/or drug use?
  - › Do you have any barriers or problems that may prevent you from fully taking part in the program?
  - › Is this the right time for you to attend a program like the MHA Day Hospital?
- After your assessment, the health care team will decide if the program is right for you.
- If you join the program, the team will help you:
  - › Fill out a consent form and other forms
  - › Identify members of your Circle of Support
  - › Work with you to create a care plan to help you meet your recovery goals

## What will happen each day?

On your first day:

- You will meet the health care team and the other people taking part in the program.
- You will attend a presentation to learn about the program.
- You will meet one-on-one with the health care team to:
  - › fill out paperwork.
  - › identify your goals and plan how you will reach them.
  - › make a schedule based on your care plan and the activities offered.
- Most people feel nervous on their first day. If you feel like “This may help some people, but not me”, or “I can’t talk in front of other people”, or “I can’t handle this”, **you are not alone**. Your health care team is here to support you and the programs are confidential.

## After your first day

- You will attend group sessions based on your schedule.
- Depending on your treatment plan and when you are available, you may not need to come to the Day Hospital every day.
- At lunchtime, you will get a voucher to use in the hospital cafeteria. The Day Hospital is closed from noon until 1 p.m.



## Sample schedule

Monday	Tuesday	Wednesday	Thursday	Friday
9:30-10:15 am: Mindfulness and check-in	9:30-10:15 am: Mindfulness and check-in	9:30-10:15 am: Mindfulness and check-in	9:30-10:15 am: Mindfulness and check-in	9:30-10:15 am: Mindfulness and check-in
10:15-10:50 am: CBT group therapy	10:15-10:45 am: Recovery through activity	10:15-10:50 am: CBT group therapy	10:15-10:45 am: Know Your Supports	10:15-10:50 am: Create your menu/budget
10:50-11:05 am: Break	10:45-11:45 am: Music therapy	10:50-11:05 am: Break	10:45-11:45 am: Leisure Resources	10:50-11:05 am: Break
11:05 am-noon: CBT group therapy	11:45 am-1 pm Lunch	11:05 am-noon: CBT group therapy	11:45 am-1 pm Lunch	11:05 am-noon: Grocery outing
Noon-1 pm: Lunch	1-2 pm: Leisure education	Noon-1 pm: Lunch	1-2 pm: Social connection	Noon-1 pm: Lunch
1-2 pm: Leisure education	2-3 pm: Open or one-on-one	1-2 pm: Creative expression	2 to 3 pm: Open or one-on-one	1-2 pm: Cooking group
2-3 pm: Open or one- on-one		2-3 pm: Open or one- on-one		2-3 pm: Open or one- on-one

## Group sessions

There are different groups to help you meet your goals. As you move through the program, the groups will build on sessions you have already attended. Missing sessions means you will not get the most out of the program.

Staff will:

- › lead the group.
- › work with the group to set expectations.
- › help all group members to feel comfortable and safe.

## Groups include:

- › Mindfulness
- › Cognitive Behavioural Therapy (CBT) Education
- › Leisure Education
- › Know Your Supports
- › Therapeutic Journaling
- › Mental Health Lifestyle and Relapse Prevention
- › Gentle Fit
- › Recovery Through Activity
- › Substances and Addiction
- › Food and Your Mood
- › Effective Communication
- › Stress Management
- › Coping Skills
- › Creative Expression
- › Medication 101
- › Social Media and Mental Health
- › Sleep Hygiene
- › Goal Setting
- › Social Connection
- › Resource and Planning
- › Healthy Boundaries
- › Yoga
- › Music Therapy
- › Cooking Skills

## Group guidelines

These guidelines were written by group participants from other MHA Day Hospital programs in Nova Scotia. They apply to all groups.

We will respect each other by:

- › Being on time
- › Turning off or silencing cell phones
- › Not using electronic devices
- › Staying with the group during a session
- › Letting each person talk without interrupting
- › Listening carefully and respectfully
- › Not judging others
- › Being responsible for what we say and using “I” statements
- › Being honest
- › Not talking about others when they are not present
- › Not swearing
- › Not physically comforting each other
- › Keeping everything said in the group confidential

## Medications

- If you have concerns about your medications for your mental health, please talk with your health care team.
- If you are not attending the MHA Day Hospital for treatment related to your medications:
  - › Keep taking your medications as prescribed, unless you are told otherwise.
  - › If you have questions about your medications, please ask a member of your health care team to meet with you privately.
- All medications have a chance of causing side effects (like changes in sexual function, changes in sleep, or upset stomach). **Please tell your primary health care provider and a member of your health care team if you have any side effects.**

## What is expected of me?

- You are expected to take part in your recovery. We expect you to decide what your concerns and issues are, and what changes you need to make. Your health care team is here to help.
  - You are expected to arrive at the MHA Day Hospital on time for your appointments and group sessions. If you are going to be late or cannot come, call and tell the MHA Day Hospital clerk or another member of your health care team. **If you arrive late, you may not be able to join the group until the next session.**
    - › Phone: 902-893-5526
  - The support you get from other group members is important in your treatment. Sometimes these relationships can get too close. It is important to have good boundaries so that you can stay focused on your recovery goals.
  - We discourage using social networking sites (like Facebook, Instagram, Twitter) while you are at the MHA Day Hospital, including during group sessions. This is part of having good boundaries and keeping information confidential.
  - You are expected to meet with your health care team each week to review your goals.
    - › You can work on your goals at the MHA Day Hospital and at home. Your goals may change throughout the program.
  - You are expected to tell a team member if you are having thoughts of self-harm, suicide, or harming someone else.
  - You are encouraged to tell a member of your health care team about any changes in your life that may be affecting your mental health and wellbeing (like changes in your alcohol or drug use).
  - You are responsible for taking your medications as prescribed. You are also responsible for telling a member of your health care team about any concerns you have (like side effects), or any changes in your medications.
  - You will be able to give feedback, including what helped and what did not help. You do not have to give your name. We will talk about this at your orientation.
- If you do not meet these expectations, you may be discharged from the program.

## **What can I expect from my health care team?**

Your health care team will:

- › Support and encourage you to follow through with your care plan
  - › Help you work towards completing the program
  - › Work with your primary health care provider and/or your other health care providers
  - › Give you education and resources to help with your recovery goals
  - › Respect your right to confidentiality within the MHA Day Hospital
  - › Give you feedback about how you are doing in the program
  - › Listen to your feedback about your treatment and MHA Day Hospital programs
- If we need to cancel or reschedule an appointment or a session, a member of your health care team will contact you.
  - There are differences between group sessions and friendship. To offer you the best care, your health care team must be objective and professional. Team members cannot also be your friends, although they will be caring and friendly.
  - You and your health care team will treat each other with dignity and respect.

## **How can my loved ones help with my recovery?**

- We encourage you to involve people who can support you in your treatment and recovery.
- The people in your Circle of Support need information so they can understand how to help you. Please tell us who you would like in your Circle of Support and if there is any personal information you do not want us to share with them. You can change your Circle of Support at any time.

## How do I give feedback about my care?

- We encourage you to give feedback to your health care team. They are available to listen and talk with you.
- You are welcome to write down your suggestions, questions, and/or comments and put them in the box at the MHA Day Hospital. Your health care team will show you where this box is on your orientation day. We check the box each week. You do not have to give your name, but you can if you would like an MHA Day Hospital team member to follow up with you.
- You can also fill out a client feedback survey. You do not have to give your name and your responses will be kept private. Ask a member of your health care team for a paper copy, or fill it out online:
  - › [www.nshealth.ca/MHA-surveys](http://www.nshealth.ca/MHA-surveys)
- If you are not comfortable talking about your concerns or sharing feedback directly with your health care team members, you may contact Patient Relations:
  - › Phone (toll-free): 1-844-884-4177
  - › Email: [NZpatientrelations@nshealth.ca](mailto:NZpatientrelations@nshealth.ca)
  - › [www.nshealth.ca/contact-us/patient-feedback](http://www.nshealth.ca/contact-us/patient-feedback)

## How do I get to and from the MHA Day Hospital?

- If you need help finding transportation to and from the MHA Day Hospital, please talk with a health care team member.

## Public Health Transportation Support

- Public Health offers free, non-urgent transportation support to and from health care and wellness appointments for residents of:
  - › Colchester, Cumberland, and Pictou counties
  - › Municipality of East Hants
- To book:
  - › Call or email **at least** 72 hours (3 days) before your appointment.
  - › Phone: 902-893-5820
  - › Email: [PublicHealthTransportation@nshealth.ca](mailto:PublicHealthTransportation@nshealth.ca)
  - › Hours: 8 a.m. to 4 p.m., Monday to Friday

## Taxis

### Colchester Transportation Cooperative Limited (CTCL)

- CTCL provides safe, accessible transportation to anyone in Colchester County.
- To book:
  - › Phone: 902-896-7433
  - › Email: ctcl@ns.sympatico.ca

## Dial-a-Ride

- Regular services include regular, ongoing use for work and school. Regular services must be booked for 30 days (1 month) at a time.
- To book:
  - › Call or email **at least** 24 to 48 hours (1 to 2 days) before you plan to travel. If you are travelling the next day, you must book **before 1 p.m.**
  - › Phone: 902-896-7433
  - › Email: ctcl@colchestertransportation.ca

## Where can I park?

- The fee for the main hospital parking lot is \$5 a day.
- You can also park for free in the Rath Eastlink Community Centre parking lot across the street.

## Research

- The MHA Day Hospital does research studies to make sure we are helping people. You may be asked to take part in a study.
- Your decision will not change the care you receive. If you choose to take part, you may be asked to:
  - › Fill out questionnaires before and after the program
  - › Take part in an interview
- If you are invited to take part in a study, the research team will give you information about it.

## Commonly used words

### Circle of Care

Your Circle of Care is made up of members of your health care team who are involved in your care.

### Circle of Support

Your Circle of Support is made up of people you have chosen to support you. Ask a staff member for the pamphlet *Circle of Support and Circle of Care: Sharing Information and Working Together*.

› [www.nshealth.ca/patient-education-resources/1849](http://www.nshealth.ca/patient-education-resources/1849)

### Confidentiality

- Group sessions are confidential (private). **Do not talk about what was discussed in a group outside of group sessions.** Please respect everyone's personal information (even if you do not use the person's name). All health care team members will respect your right to confidentiality.
- Sometimes hospitals, doctors, or therapists are required by law to release certain information if there is a concern for your safety or the safety of others. Please ask your health care team for more information.

### Holistic (whole person) approach

Your treatment will focus on all parts of your health. This includes your physical, emotional, and general wellbeing.



## Primary team

- You may be assigned a primary team from the MHA Day Hospital health care team.
- Your primary team will:
  - › Help you decide what goals you want to work on while at the Day Hospital
  - › Meet with you one-on-one, as needed.
  - › Meet with you and a support person, if needed
  - › Review your progress each week
  - › Help you make a plan and find supports for when you are discharged from the program

What are your questions?  
Please ask a member of your health care team.  
We are here to help you.



