



## Admission Booklet

# Preparing for Your Stay at Homewood



**Homewood Health Centre**  
150 Delhi Street, Guelph, Ontario N1E 6K9  
**Phone** 519-824-1010  
**Fax** 519-767-3533  
**Email** [admit@homewoodhealth.com](mailto:admit@homewoodhealth.com)  
**[www.homewoodhealth.com](http://www.homewoodhealth.com)**

### Privacy Statement

Homewood is compliant with current privacy legislation. Homewood collects personal information for assessment and treatment, as well as for operational and organizational, research and teaching, and legal and regulatory purposes. For questions or concerns, contact the Privacy Office at [privacy@homewoodhealth.com](mailto:privacy@homewoodhealth.com) or call 519-824-1010, extension 2443.



## About Homewood

Homewood Health Centre is a 300-bed mental health facility offering a multidisciplinary approach to treatment that focuses on mental, emotional, physical and spiritual health. Located in Guelph, Ontario, in a beautiful setting on the banks of the Speed River, Homewood has been improving lives since 1883. We offer treatment for various mental illnesses including addiction, mood and anxiety disorders, eating disorders and post-traumatic stress disorder. We also specialize in treating older adults with depression, dementias and other mental health needs.

We are proud of our high standard of care and, as a teaching hospital, our ongoing commitment to education. Various educational and placement opportunities are provided to staff and students to ensure continued quality care. Our teams of professionals vary according to program. Your primary nurse is your main contact throughout your stay and will co-ordinate your care, along with the treatment team.

You can expect clean accommodations and we shall endeavour to provide the best customer service we can. We offer excellent facilities and these are available for your enjoyment. We also provide complementary therapies, such as massage, on a fee-for-service basis.

Homewood is also committed to participating in applied research that will enhance the fields of mental health and addiction treatment. Through our partnership with **Homewood Research Institute (HRI)** we aim to advance our joint quest to improve lives. For more information, visit HRI's **Frequently Asked Questions**.

## Orientation and Emergency Codes

During your first week, please try to attend an orientation meeting on the unit to become familiar with emergency codes and fire procedures. Please do not be alarmed if you witness or are involved in the practice of emergency codes amongst staff.

## Rights and Responsibilities

Homewood has volunteers who serve as Patient Representatives and have the authority to work with you or work on your behalf to address any issue with any staff member in order to reach a resolution.

The hospital has a number of policies and procedures in place which affect your care. There are also provincial laws that may apply to aspects of your treatment. Quality care, safety, privacy, confidentiality, consent to treatment, and substitute decision-making are just a few of the considerations taken into account during your stay at Homewood. As a voluntary patient at Homewood, you may leave at any time, unless the regulations of the Mental Health Act apply.

### *As a patient at Homewood Health Centre, you have the right to:*

- Be treated with respect and dignity
- Receive information concerning your illness and participate in the assessment of your needs and treatment
- Receive appropriate guidance, support and supervision from staff

- Refuse treatment to the extent permitted by law and to be informed of the consequences of your actions
- Know the hospital rules and regulations that apply to your conduct as a patient
- Expect that all communications and records pertaining to your care will be treated as confidential
- Expect the hospital will respond to reasonable requests for service that are within its ability to provide
- Request to examine your own clinical record
- Be informed if the hospital proposes research affecting your care or treatment – you also have the right to consent to or refuse participation in such research
- Participate in the planning of your discharge from hospital
- Examine your bill regardless of source of payment
- Contact your lawyer, family doctor, clergyman and a patient representative

***As a patient, you are expected to:***

- Participate and co-operate with hospital staff in your treatment and rehabilitation
- Respect the rules and regulations of the hospital
- Co-operate by providing information on past illnesses, hospital visits, medications, or other matters related to your health
- Respect the rights of other patients and staff
- Respect the property of other patients, staff, and the hospital; you may be held responsible for any loss and/or damages incurred by your actions
- Be responsible for your personal cleanliness and belongings
- Keep scheduled appointments or notify staff when you are unable to do so

## **Anti-violence Statement**

It is the policy of the Homewood Health Centre to:

"Promote an abuse-free, trusting setting where respect for one another and our physical environment is maximized. We do not tolerate violence. Any threatening, hostile, and/or related inappropriate behaviour to self or others will result in immediate action. It could lead to criminal charges, internal sanctions (such as disciplinary action for staff, discharge for a patient) and, where applicable, invoice for property damage."

## **Our Commitment to Confidentiality**

We take confidentiality seriously at Homewood. You can expect that all records pertaining to your care will be kept confidential except as required by law or on your instructions. If you have questions or concerns about Homewood's privacy policies, please contact the Privacy Office at 519-824-1010, extension 2443 or email [privacy@homewoodhealth.com](mailto:privacy@homewoodhealth.com).

## **House Rules for Patients**

- Patients must return to Homewood Health Centre by 10 p.m.
- Patients must remain in their treatment areas between 10 p.m. and 6 a.m.

- The Anti-violence Statement (1-260) must be honoured
- Patient Rights & Responsibilities will be recognized
- The Smoking Policy must be honoured
- No illicit drugs or alcohol on the premises
- In order to respect privacy, unauthorized photography or recordings of any kind are strictly prohibited on the premises
- Exclusive or sexual relationships with co-patients or staff is actively discouraged and will likely result in discharge (please talk to your treatment team if you are having difficulty maintaining boundaries with co-patients or staff)
- Access to patient rooms by other patients is by invitation only
- When able, patients are expected to make their own beds each morning and change their own linen
- Patients are expected to maintain a clean and tidy environment
- Building surfaces must not be defaced or altered without permission (e.g., hanging pictures/posters)
- Damage to premises will not be tolerated
- Excessive noise will not be tolerated

## Group Confidentiality

During your stay, you will participate in a number of therapy groups. You must ensure that what is discussed in a group remains confidential. Occasionally it may be appropriate for issues raised in group to be discussed within the confines of the program as a whole, as directed by the treatment team. It is a breach of confidentiality for you to discuss group proceedings beyond the boundaries of the group; doing so may result in withdrawal from the program and discharge from Homewood.

## Accessibility

Through continued improvement, we endeavour to ensure that our policies and principles of accessibility are consistent with by-laws.

## Service Animals at Homewood

An individual with a disability may be accompanied by a service animal while at Homewood if:

- It is readily apparent that the animal is used by the person for reasons related to his or her disability, and
- The animal is not excluded from the premises by law, e.g. the Health Promotion and Health Protection Act

If it is not readily apparent that the animal is a service animal, you will be asked for a letter from a physician or nurse confirming that the service animal is required because of a disability.

If you are to be accompanied by a service animal you will be required to sign a waiver regarding guidelines and expected behaviour of the service animal.

## Preparing for Your Stay

Your treatment program will require your full attention. Please ensure that all external community appointments or commitments are met prior to admission.

### Admission

We admit new patients Monday through Friday, between 8:00 and 9:30 a.m. Your admission appointment will vary depending on which program you are attending. Admitting staff will review the details of admission with you and set your date and time. There are no admissions on weekends or holidays.

### No Scents

Perfumes, after-shave, hairspray, cologne and other scented products can trigger serious health and allergic responses or reactions for some people. As a courtesy to all patients and staff, please do not wear or use scented products at Homewood.

### No Latex Policy

Due to allergies, latex products are not permitted at Homewood. This includes latex balloons; however, mylar balloons can be substituted.

### Smoking

Homewood Health Centre is committed to ensuring a safe and healthy environment for our patients to heal and enjoy a full recovery. We are proud to be a completely smoke-free and tobacco-free campus.

All patients admitted into Homewood Health Centre must be willing to abstain from all tobacco products during their stay. This includes: cigarettes, cigars, pipes, chewing tobacco, snuff, cigarillos, water pipes, e-cigarettes, vaporizers, lighters, and matches. Bringing tobacco-related products onto the Homewood Health Centre campus and satellite offices and/or smoking is a prohibited act on any part of the properties.

Patients will be offered resources for quitting tobacco or remaining smoke-free/tobacco-free at no additional cost. Tobacco cessation support includes: assessment, counselling, group support, strategies for behaviour change, follow-up support at discharge, and withdrawal management with approved smoking cessation aids. Please speak with our Admitting Department if you have questions about our smoke-free and tobacco-free campus.

### Influenza Vaccination

Wellington-Dufferin-Guelph Public Health recommends the influenza vaccine for anyone six months of age and older. We request that patients admitted between September and April obtain an influenza vaccination from a local health unit or family doctor at least **two weeks before admission**. You will be asked to provide Admitting with proof of your vaccination.

## Infection Control

For the protection of our patients and staff, if you are ill or have a fever on the day of your admission to Homewood, please do not come to the hospital. Please call Admitting at 519-824-1010, extension 2551, and we will reschedule your admission when you are feeling better.

## Luggage Restrictions

You may bring one large suitcase and one small gym bag (or equivalent) with you upon admission. For your convenience, coin-operated laundry facilities are available at Homewood. Please do not bring additional luggage or belongings with you when returning from weekend leaves or personal shopping trips, as storage is limited and excess luggage can be problematic, particularly in shared-room accommodations.

## Dress Code Guidelines

The following guidelines are intended to encourage a respectful, safe and enjoyable environment for all patients:

- Clothing must be clean and presentable
- Clothing must not be provocative, revealing or inappropriate (e.g., muscle-style shirts, shorts or tops, tank tops or spaghetti straps, clothes that are too tight)
- Clothing may not contain sexually suggestive messages or logos about drugs, alcohol or gambling
- No scrubs or uniforms
- No fatigues, camouflage clothing, military issue clothing or items

## Parking

Parking is limited at Homewood, and we cannot guarantee patients a parking spot. We ask that you leave your car at home, if possible. For drop-off of luggage, a car may be parked briefly at the main entrance on Delhi Street, or in our visitor parking lot located directly across from the main entrance. You may speak to the Admitting Department about parking fees, if necessary. A deposit will be required.

## Avoiding Unexpected Costs

Although you may have semi-private or private coverage, you should be aware that some insurance companies do not cover accommodation at Homewood Health Centre. To avoid unexpected charges, we recommend that you obtain written verification that your insurance will cover the cost of your stay at Homewood *prior to admission*.

You are responsible for payment of your semi-private or private accommodation if your insurance company does not cover the cost.

We recommend that you ask your insurance company the following questions:

- Does my insurance cover mental illness/addiction accommodation at Homewood Health Centre?
- What is the maximum semi-private or private accommodation coverage?

## What to Bring

- Your provincial Health Card, other insurance information and drug card
- Ontario residents 65 years and older, please bring your Drug Eligibility Card
- A copy of any Power of Attorney information, or any other health care instructions, where applicable
- At least one piece of photo identification

### *Personal items:*

- essential items and toiletries such as an electric shaver, hair dryer, or curling iron
- tissues, feminine hygiene products
- nightwear - housecoat, nightgown or pajamas, slippers
- comfortable clothing (please refer to dress code guidelines)
- appropriate outdoor clothing for seasonal, recreational outdoor activities such as walking or hiking; suggestions include: winter boots; running shoes; jacket; raincoat; umbrella
- fitness apparel for the fitness centre: running shoes, t-shirt, shorts
- alarm clock
- insect repellent, 15-30% DEET in warmer weather
- sunscreen for leisure time on the grounds or for outdoor activities
- cane, walker, wheelchair, scooter
- disposable razors only
- hearing aids
- dentures, denture cup
- prostheses
- eyeglasses, contact lenses and solution
- incontinence supplies such as adult diapers
- reading materials
- personal items such as family photos
- a two-inch binder, writing paper and pens/pencils for taking notes

### *Please note:*

- any electrical appliance must be approved by a Homewood electrician as safe prior to use
- you may require a small amount of cash if you wish to use the coin-operated laundry machines and/or purchase sundries at our Gift Shop; there is a banking machine available
- If you plan on arriving in Guelph prior to your admission date, be sure to bring sufficient money for food, lodging and any necessary transportation

## What NOT To Bring:

**Do not bring any tobacco-related products.** This includes: cigarettes, cigars, pipes, chewing tobacco, snuff, cigarillos, water pipes, e-cigarettes, vaporizers, lighters, and matches.

Do not bring anything you cannot risk losing, including valuables such as: large amounts of cash, jewellery, or other important personal effects. **Homewood is not responsible for lost or stolen items.** We cannot guarantee a locked area for your valuables.

Butane-powered appliances or heat-generating appliances such as coffee makers or halogen lamps are prohibited. Please do not bring televisions or laptop computers unless approved by the treatment team (protocols vary from program to program.)

Due to Infection Control concerns, **please do not bring personal bedding, pillows or mattresses.** Medical conditions may be accommodated with new, unopened supplies only.

## Medications

When you arrive at Homewood, please bring:

- a **21-day supply of all doctor-prescribed non-psychiatric medications** that you are currently taking at home (if you continue taking these medications while at Homewood, we may use up the supply you bring with you before ordering an additional supply from an off-site community pharmacy)
- a **printed copy of your current medication profile** from your local pharmacy
- the **remainder of any psychiatric medications you are taking** (e.g., antidepressants, tranquilizers, sleeping pills). There is no need to refill your prescription. Please bring only what is left in your prescription bottles
- **sealed bottles of over-the-counter medications** (including herbal and homeopathic medications) only if prescribed by your physician, and
- if you suffer from severe allergic reactions, please bring your **Epi-pens or Anakits.**

### *Please do not bring:*

- opened bottles of over-the-counter medications (e.g., vitamins), herbal drugs or homeopathic remedies (these cannot be used during your stay.)

Homewood has a fully stocked pharmacy on site and most medications are provided by our pharmacy. If the Homewood pharmacy does not carry a prescribed medication that your attending physician deems necessary, a supply will be ordered from a local, off-site pharmacy. If it is necessary to order medications from a community pharmacy, the cost of these medications will be billed to you. You will receive the original receipt, which you can submit to your insurance company for reimbursement. Our Finance Department will send you a statement outlining any charges that have been billed to you.

**If you have a drug plan, please bring your drug card with you.** Certain drug plans allow billing online through a community pharmacy. That way, you will be billed only for the portion of the bill not covered by your drug plan (if applicable).

**Please note:** Your medication profile may change during your stay at Homewood. Any medications that are discontinued during your treatment period will not be returned to you when you are discharged.



## Your Arrival

### Information for Out-of-Town Guests

The city of Guelph is located approximately 100 kilometres west of Toronto's Pearson International Airport. For your convenience, a map is provided at the end of this booklet. There are parks, restaurants, cafés and specialty shops located within walking distance from Homewood. Guelph Transit and Guelph taxi-cab services can also help you reach your destination. Additional visitor information can be obtained from Guelph Tourism Services by calling 1-800-334-4519 or by visiting [www.guelph.ca](http://www.guelph.ca).

### Red Car Service

Red Car Service provides door-to-door shuttle service between Guelph and Pearson International Airport, Hamilton International Airport, Waterloo International Airport and Buffalo Airport. For information, visit [www.redcarservice.com](http://www.redcarservice.com) or call 519-824-9344.

### Local Accommodations

#### *Norfolk Guest House Bed & Breakfast*

102 Eramosa Road, Guelph  
519-767-1095  
(Distance from Homewood: approx. 1 km)

#### *London House Bed & Breakfast*

80 London Road West, Guelph  
519-824-6874  
(2.5 km)

#### *Comfort Inn*

480 Silvercreek Parkway North, Guelph  
519-763-1900  
(4.5 km)

#### *Hampton Inn & Suites*

725 Imperial Road North, Guelph  
519-821-2144  
(6 km)

#### *Holiday Inn*

601 Scottsdale Drive, Guelph  
519-836-0231  
(6.5 km)

### Taxi Services in Guelph

Canadian Cab  
519-824-3110

Red Top Taxi  
519-821-1700

### Public Transit

Information about Guelph Transit can be found on the city's website ([www.guelph.ca](http://www.guelph.ca)).

## Accommodations and Facilities

### Visitors

Visitors are welcome at Homewood. General visiting hours are:

Monday to Friday	4 p.m. to 9 p.m.
Saturday, Sunday, & statutory holidays	9 a.m. to 9 p.m.

Homewood's Addiction Medicine Service has different visiting hours:

Thursday	4:30 p.m. to 9 p.m.
Friday	4 p.m. to 9 p.m.
Saturday	9 a.m. to 9 p.m.
Sunday	9 a.m. to 7 p.m.

The Eating Disorders Program requests that there be no visitors from 8:00 to 9:30 a.m. and 12:00 to 1:30 p.m. on weekends, or from 5:00 to 6:30 p.m. any day to respect meal times. Patients are generally asked not to visit on the units after discharge.

***Please note:***

Weekend passes are not permitted on the first weekend you are in hospital. Eating Disorders Program patients may not have passes for several weeks into their program.

In the Addiction Medicine Service, weekend passes are an important part of treatment but are not given automatically. Passes are subject to approval by the treatment team based on the clinical situation of each individual patient.

## **Telephone and Television**

Long-distance calling cards are available for purchase in Homewood's gift shop. These cards can be used for making long-distance calls anywhere in North America. Alternatively, you may choose to bring your own with you. Guest voicemail boxes are available for purchase at a small cost to receive incoming calls. The voicemail boxes can be purchased at Switchboard. There are no televisions in patient rooms; however, there are televisions in lounge areas for your enjoyment.

## **Meals**

Generally, our patients take their meals in a common dining room. Meals are served on the units for those who are medically unable to come to the dining room. Patients in the Eating Disorders Program eat on their unit in the initial stages of treatment. Snacks can be purchased from the café, vending machines and cafeteria.

## **Mail**

Your mail will be delivered to the nursing station nearest you. Please check daily if you are expecting mail. For outgoing letters, Homewood has a mailbox located at the front entrance of the hospital. Postage stamps can be purchased at our gift shop.

## **"Main Street Square" Gift Shop & Café**

Need a gift or personal item? You will be pleased with the variety of items sold in our gift shop, "Main Street Square," which is operated by our volunteer association. Coffee and snacks are also available in the café located next to the gift shop. All proceeds go to the Homewood

Volunteer Association, which uses the money for projects and purchases to better serve our patients. The shop is located along the Main Street corridor.

## Other Services

- Library
- Billiards
- Computer/Internet workstations
- Recreation and fitness centre
- Tennis courts
- Baseball diamond
- Gymnasium
- Bowling
- Chapel
- Laundry and dry cleaning
- Massage

## Registered Massage Therapy at Homewood

Massage Therapy is an excellent way to reduce stress, release toxins and increase range of motion. Homewood Health Centre is pleased to offer onsite Massage, Osteopathy and Acupuncture on-site in the Recreation and Fitness Centre. Our registered therapists are trained in advanced techniques such as craniosacral therapy, joint mobilization and passive /active release and are available to help compliment your treatment.

For the convenience of patients, our Registered Massage Therapists are happy to direct bill for your treatment if you are with one of the following insurance companies: Chambers of Commerce, Cowan Insurance, Desjardins Insurance, Great-West Life, Industrial Alliance, Johnson Inc. Manulife Financial, Maximum Benefit/Johnston Group, Sun Life Financial, Green Shield Canada, Medavie Blue Cross and your insurance plan allows for assignment of benefits.

To make arrangements for Direct Billing you will need to meet with staff at the Recreation and Fitness Centre to verifying your coverage prior to booking treatments.

In cases where your insurance company will not allow for the assignment of benefits, you can pay for your treatment by cash, credit card or debit and a receipt will be issued to you to submit to your insurance company for reimbursement.

## While You Wait

We understand the difficulties of waiting to come into a treatment program. If you require support while you are waiting for admission to one of our programs, we encourage you to contact your local community mental health agency to identify resources that may be helpful to you.

## Questions

We encourage you to visit our website, [www.homewoodhealth.com](http://www.homewoodhealth.com) to learn more about our facility and available amenities and to view our photo galleries before you arrive. For any other inquiries, our Admitting Department can be reached by phone at 519-824-1010, extension 2551, or by email at [admit@homewoodhealth.com](mailto:admit@homewoodhealth.com).

# Map to Homewood

**City of Guelph**  
Map is not to scale

