



## Eating Disorder Program Admission Booklet

# Preparing for Your Stay at Homewood



### Homewood Health Centre

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#### 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 health difficulties 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.

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.

## About Homewood's Eating Disorders Program

Homewood Health Centre's Eating Disorders Program offers evidence-based treatment for eating disorders, including Anorexia Nervosa, Bulimia Nervosa and Other Specified Feeding or Eating Disorder. This includes an environment where symptoms can be interrupted and supports are provided to help patients cope with the associated distress, while they learn the skills necessary to succeed following their return home.

The primary goal of the treatment program is to provide a period of interruption from the behavioral aspects of the eating disorder. While with the program patients are expected to eat a variety of appropriately portioned foods at regular intervals, and refrain from compensatory behaviors (e.g. purging or engaging in energy expenditure such as exercise, pacing, standing, leg shaking). It is hoped that this exposure to "normalized" eating and increased self-care and leisure will challenge the eating disorder beliefs and fears. Patients are supported in practicing these behaviors with increasing autonomy (e.g. less meal supervision, longer passes in the community).

The second goal of the program is to provide the patient with a variety of skills to cope with day-to-day stressors and emotions, both while in the program but also after discharge, and to begin to address factors contributing to the maintenance of the eating disorder. The primary format of this treatment is group-based, with 24-hour nursing support for skills coaching (to help refine the skills they are learning in real-time), and individual therapy offered once the disordered eating symptoms have stabilized.

The program's approach is primarily based on three evidence based treatments for eating disorders. They include Motivational Enhancement Therapy (MET), Cognitive Behavioral Therapy (CBT) and Dialectical Behavior Therapy (DBT). The program provides two specialized streams, a trauma focused stream and a substance use stream. Each stream is comprised of specialized groups, targeting trauma or substance use, in addition to the regular programming offered by the program.

## **Motivational Enhancement Therapy (MET)**

MET is a treatment approach designed to help explore motivations for change and to develop a clear focus for treatment. This includes an exploration of the pros and cons of change, setting goals, and preparing a strategy to reach goals. Patients complete the MET group sessions and homework early in treatment.

## **Cognitive Behavioral Therapy (CBT)**

CBT is based on the theory that our thoughts, behaviors and feelings are each interrelated, and influence one another. The approach includes a variety of strategies to address each of these aspects directly. For example, by understanding our patterns of thinking, and the distortions in some of our beliefs, we can work to modify thoughts that are related to problematic behaviors and/or distressing emotions. In order to address problematic behaviors, particularly avoidance, CBT includes a systematic approach to make gradual changes called graduated exposure. During treatment the patient will learn the core principles of CBT and be asked to apply the principles to modify body image thoughts, behaviors, and feelings.

## **Dialectical Behavior Therapy (DBT)**

DBT is a treatment approach designed to reduce engagement in behaviors that may provide short-term relief (e.g. binge eating, purging, restriction, self-harm, social withdrawal, substance use, excessive exercise), but which are not helpful for our longer-term goals. Four types of skills are taught, two of which encourage the patient to accept situations and emotions as they are (mindfulness, distress tolerance) and two of which help them make changes to reduce vulnerability to stressors (emotion regulation, interpersonal effectiveness). During treatment patients attend groups related to each of these core skills, and are asked to practice these skills to cope with feelings while in treatment. Additional groups (behavior chain) and homework (diary cards) are provided in order to practice these skills.

## **Nutrition Therapy**

The Nutrition Therapy treatment includes the normalization of eating, including regular meals and snacks. An individualized meal plan is developed as part of discharge plans.

## **Physical Exercise and Activity**

It is essential to explore the role of leisure, exercise and (over)productivity as it relates to recovery. Patients are initially required to refrain from exercising in any way, at the outset of treatment, until advised otherwise by staff (this includes movement such as pacing, standing, cleaning/reorganizing, stretching, leg-shaking, etc.). An exposure treatment approach is then taken in regards to physical exercise and activity. The activity options with patients gradually increasing activity as they progress through the program. Tools such as high risk situation plans, urge management logs, behavior chains, thought logs and exercise experience records help to explore this area. An individualized leisure and exercise plan are developed throughout the program as part of discharge plans.

## **Group Treatment**

The Eating Disorders Program at Homewood Health Centre is primarily group based. Each of the MET, CBT and DBT treatments described earlier are provided in group format. Additional psychoeducational and therapeutic groups are offered, typically covering topics such as physical health, nutrition, and leisure. Given that treatment is intensive and emotionally draining, patients are strongly encouraged to take advantage of Horticulture opportunities, Therapeutic Crafts groups and various hospital wide activities (depending on privileges). Participation in these groups allows patients the opportunity to practice some of the skills they have learned, allows for distraction, and provides the patient with ideas for alternative healthy leisure choices.

## **24-Hour Skills Coaching**

Patients are expected to check in with their assigned nurse each morning before breakfast, and at 4pm for a group check-in. Nursing staff are available to provide 24-hour skills coaching

## **Individual Therapy**

Part way through treatment patients are assigned an individual therapist with whom they meet with on a weekly basis (or as availability permits). The focus of these sessions will include ensuring application of the skills they are learning in group to personal challenges faced, and/or to address key factors that have contributed to the eating disorder, and/or may impact the ability to maintain recovery (e.g. body image, depression, obsessiveness, interpersonal distress).

The patient and therapist may decide that it could be helpful to include family members in treatment sessions. Such sessions allow for a conversation about what the patient is working on and what supports the patient will need after discharge. Family members often have questions about eating disorders and how they can be helpful.

## **Medical Treatment**

During the initial assessment with the program, the patient will be seen by a physician and a psychiatrist. Medical and psychiatric treatment is available as needed throughout the time patients are with the program, at the request of either the patient or staff.

## **PROGRAM PHASES**

The Eating Disorders Program at Homewood Health Centre has been divided into three general phases of treatment; Assessment, Treatment (half or full day), and Community Reintegration.

### **Assessment Phase**

On admission to the program the patient will begin the assessment phase. During this phase the patient will be oriented to the program, will be expected to curtail eating disorder behaviors, and the treatment team will get to know the patient better. The patient will be asked to advise the staff of any urges to engage in eating disorder behaviors (including exercise) as well as any behavioral "slips" they may have so that the team can assist them in developing healthier coping strategies.

There will be a focus on meal completion and a cessation of exercise, participation in a variety of assessments and groups, and goal setting in preparation for further program involvement. During the assessment phase, the patient will meet a variety of staff for assessment purposes, including: nurses, psychiatrist, psychologist, dietician, diet technician, recreation therapist, and the program director. The assessment phase is a minimum of one week in length, in order to allow sufficient time for each of the assessment interviews to occur.

At the end of the Assessment Phase, the patient will meet with members of the treatment team to review involvement in the program since admission, to outline the treatment goals and finally, to enter into a collaborative recovery agreement with the team.

### **Half Day Programming**

Half day programming is offered after the assessment week, and is optional, depending on patient needs. This phase is designed to allow for a reflective and restful period, to either allow patients a period of time to adjust to new surroundings early in treatment and/or to allow those who require rest sufficient time for self-care. The patient will meet with members of the treatment team on a weekly basis to discuss progress, and whether they are ready to begin the full day treatment phase of the program.

### **Treatment Phase**

Following completion of the Assessment Phase, the patient will begin the twelve-week treatment phase of the program. At this point the patient will begin each of the core treatment groups, and will be expected to practice the skills learned on a daily basis. The patient will be given greater and greater autonomy throughout this phase, depending on progress and treatment needs. Towards the end of the twelve week treatment phase patients are encouraged to speak to the treatment team about their needs regarding the timing of discharge. At this point the patient may request additional time with the program if they feel it is needed, and length of stay may be extended. The patient will not be permitted to proceed to the Community Reintegration phase unless they have demonstrated sustained symptom interruption (e.g. weight restoration, balanced activity, no compensatory behaviors) and consistent application of skills learned.

### **Community Reintegration Phase**

The final four weeks of the program are designed to allow time and opportunity to practice skills with greater autonomy. This is the patient's opportunity to consolidate skills and to practice them in the community. The patient will be given more time in the community, both on their own (passes) and in groups with staff members (community outings), and are encouraged to challenge themselves.

During this phase the patient will be expected to firm up discharge plans. Regardless of level of confidence, we encourage, at minimum, to follow-up with a physician, a dietitian experienced with the treatment of eating disorders, and a therapist. The patient will also have the opportunity for sessions with an occupational therapist to explore how best to integrate school, work and/or other forms of productivity into their life in a manner that supports recovery.

## Bed Rest

If a patient enters the program at a significantly low weight, becomes medically unstable while in program, their weight fails to progress (if weight restoration is part of the patient's program), or for other staff-determined clinical reasons, movement will be reduced they will be placed on bed rest and or use of a wheelchair for mobility. Patient will be asked to be as sedentary as possible.

## Orientation and Emergency Codes

During your first week, you will 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

If at any time during your stay you have an issue with a staff member that you are not able to resolve yourself through conversation with that staff member, or bringing the issue to the program director, you are encouraged to discuss the difficulty with your Patient Representative. Patient Representatives are volunteers who have the authority to work with you or work on your behalf to address any issue with staff members 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, including any school or work obligations.

## 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:

- Street clothes must be worn at all times with the (optional) exception of weekend breakfasts and evening snacks.

- 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, gambling, exercise or food
- T-shirts with logos or phrases about dieting, food, exercise, alcohol or drug use, gambling or sexually suggestive messages are NOT permitted.
- Do not wear t-shirts that show your bare midriff or other revealing clothing, e.g., tank tops with "spaghetti straps," low necklines, or see-through clothing.
- Shoulder straps on tops must be at least 2-inches wide, and both shoulders should be covered.
- Skirts, dresses and shorts must be no shorter than 2-inches above the knee.
- Scrubs or uniforms, including fatigues, camouflage clothing, and military issue-clothing/items, are not permitted.
- Hats and head coverings are allowed as long as they do not hide the face, but must be removed at meal times (exceptions are made for religious reasons only).
- Pajamas or slippers may not be worn outside or off the unit.
- For your safety, footwear must be worn at all times.

## 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: comfortable clothing; winter boots; running shoes; jacket; raincoat; umbrella
- 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
- Laundry soap and change for machines
- 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

Given the average length of treatment is approximately four months, and that early in treatment you will have unstructured supervised time indoors (e.g. weekends), you are encouraged to bring small items to hospital that will make your stay more comfortable. Below are suggestions from previous patients;

- Two journals: One for personal use and a second to be used as a Hope Book for other patients to write in for you
- Supplies for leisure time (e.g. coloring books and supplies, pens for Zentangle, knitting materials, puzzles, scrapbooking paper, and other craft supplies)
- Music playlists downloaded to your devices
- Reading materials

- Stationary and stamps
- Personal items such as family photos and thumbtacks for corkboard
- Extra clothes hangers
- Caddy or tote to transport toiletries to washroom
- Personal coffee mug
- Clear water bottle

### 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, jewelry, 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.
- **Do not bring any food items**, including tea, gum and supplements.
- Do not bring in any magazines.
- 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.

## Setting

The Eating Disorders Program is a 21 bed unit, with three private rooms and the remaining rooms containing two beds each. Patients are expected to use the cork board provided and refrain from decorating any surfaces. Linens are provided (sheets, towels, blankets, etc.), as is a full length mirror. Washrooms are shared, as you would find in public washrooms (with stalls). Private showers are available for bathing.

## Your Arrival

Admissions take place in the early morning (8:30am). If you are travelling a considerable distance, you may wish to seek overnight accommodations nearby. Short-term metered parking is available on Delhi Street or in the parking lot across from the hospital (\$8.00 on exit). On the morning of your admission day, you will report to the admitting Department. You will then be escorted to the Eating Disorders Program. When you arrive on the unit, you will undergo admission procedures with nursing staff and the psychiatrist, in addition to having a unit tour. You may also visit the lab for bloodwork. Those accompanying you may only stay with you until your intake meeting with staff. If you choose, those accompanying you will be provided with information about our Family and Friends Information Sessions.

Family and Friends Information Sessions occur every 4-6 weeks on a Friday and Saturday. These sessions are designed to help family members learn more about eating disorders and the Homewood programs. It also offers a unique opportunity to talk to other patients and family members about ways to cope with disordered eating and the process of recovery. In order for your family and friends to attend, you must notify staff in order to sign them up for the event.

## 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.

Visitors to the Eating Disorders Program are not permitted during meal and snack times, including post-meal supervision times. Visitors are permitted **Monday to Friday 6:30pm – 9:00pm** and **weekends and holidays 9:00am – 11:45 am, 1:30 – 4:45pm and 6:30 to 9:00pm**. Former patient visitors and other hospital patients may visit off-unit (e.g. in the Greenery) and may not attend good-bye parties. No food products or beverages are to be brought into hospital by visitors.

. Please note:

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

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**

Patients in the Eating Disorders Program eat on their unit in the initial stages of treatment.

### **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).

## **Program Non-Negotiables**

- full meal completion
- activity level as presented by program
- no self-harm behaviour
- no violent or abusive behaviour
- no smoking in hospital or on the grounds – designated smoking area only
- no alcohol or drug use
- no intimate in-house relationships

# Map to Homewood

## City of Guelph

Map is not to scale

