

OUR MANDATE:

Within an accountable and collaborative mental health system, to provide:

- Acute, episodic hospital-based services focusing on stabilization, assessment, treatment;
- Short-term transitional treatment linking back to community resources; and
- Intensive outreach and treatment to the SPMI population

OUR MISSION, VISION AND VALUES:

Our Mission

In striving for excellence in all we do, we create a healing environment to promote health and enrich the lives of people living with mental illness and addiction.

Our Vision

Working together to promote healing and instill hope.

Our Values

- **Put People First**
 - treat all people with dignity and respect, and recognize the unique abilities within each individual
- **Value Our Staff**
 - value each staff member as a person, value each person's expertise and contribution, embrace individual differences, and foster a learning environment
- **Work In Collaboration**
 - work together with individuals, families, staff and community partners and be flexible in the way we work
- **Strive For Clinical Excellence**
 - provide quality service based on best practice, make best use of available resources, focus on quality outcomes, and continuously improve
- **Support Safety**
 - create a safe and healing environment for individuals, families and staff
- **Embrace Recovery Principles**
 - self directed, individualized and person centred, peer support, empowerment, personal responsibility, non-linear, strength based, respect, holistic, and hope

FUTURE PLANS:

The Specialized Mental Health Program is currently in development, with building/renovations in progress. This program will provide treatment, rehabilitation and support for individuals with severe and persistent mental illness. Planned services include inpatient care, day/partial hospitalization, outreach consultation, long term community follow up and support to families.

The Grand River Hospital psychiatry and mental health program is actively working with key community partners on a variety of important projects to help further improve the continuum of mental health care for our community.

These include:

- Acute care beds expansion of adult and child and adolescent inpatient units at Grand River Hospital.
- Reorganization/expansion of transitional support services available to discharged hospital patients.
- Development of crisis holding beds in the emergency department to allow for further observation and assessment prior to making admission decisions.
- Development of the Integrated Access Centre with our partners at Lutherwood and KidsLINK to coordinate access for children and teenagers from one common point of intake for all community services.
- Joint recruiting opportunities with other community and regional partners.

**GRAND RIVER
HOSPITAL**

www.grandriverhospital.on.ca
835 King Street West, Kitchener, ON N2G 1G3

PSYCHIATRY & MENTAL HEALTH PROGRAM

Instilling hope...
fostering recovery



AN OVERVIEW

**GRAND RIVER
HOSPITAL**

ADULT SERVICES:

Acute Psychiatric Inpatient Service

A 44 bed unit to assess and treat individuals requiring the safety of a hospital setting. Psychiatrists collaborate with nurses, social workers, psychologists and occupational therapists.

Hazelglen Mental Health Outreach Program

Residential-based treatment alternative for acutely mentally ill individuals.

Rapid Assessment, Stabilization and Treatment

Psychiatric consultation for individuals referred from the emergency department who are experiencing an acute, serious condition.

Transitional Support and Treatment

For individuals with serious conditions as they transition from acute services to community based services.

Community Outreach and Treatment Team

Medication clinic, intensive case management, family education and support, treatment order consultation and assistance, and outreach for individuals with severe and persistent mental illnesses.

Psychiatric Consultation Clinic

Assessment and consultation, including psychotropic medication requirements with ongoing treatment provided by the family physician.

Withdrawal Management Centre (WMC)

WMC provides non-medical supervised withdrawal from drugs and alcohol through Residential, Day and Community Outreach treatment models.

Crisis Team (All Ages)

24-hour psychiatric consultation to the emergency department and psychiatrist on-call for mental health emergencies.

OUTPATIENT PROGRAM REFERRALS

Central Access

519-749-4310

Monday to Friday 9:00 am to 5:00 pm

Referrals for Adults

(19 years and older) are received from family physicians or other mental health care providers. If you do not have a family physician, referrals are accepted from urgent care clinics.

Referrals for Children and Adolescents

(18 years and under) are received from family physicians and mental health care providers. Individuals/family may call for referral information.

Please note: *Wait times vary depending upon the urgency of the referral and service requested.*

WITHDRAWAL MANAGEMENT CENTRE

519-749-4300 ext. 4318

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CHILD AND ADOLESCENT SERVICES:

Child and Adolescent Inpatient Psychiatry Unit

An 8 bed, short stay unit to stabilize acute psychiatric symptoms, then refer to community resources for ongoing treatment and follow-up.

Child and Family Centre

Multidisciplinary assessment, consultation and treatment for children age 6 to 12 with complex issues.

Adolescent Team

Multidisciplinary assessment, consultation and treatment for adolescents age 12 to 18 with severe or complicated psychiatric diagnosis.

Young Adult Program

Day program for young people experiencing mental health concerns that interfere with their ability to succeed in a traditional school environment.

Transitional Support Services

A bridge between inpatient service and outpatient service for adolescents with serious conditions.

Child and Adolescent Consultation Clinic

Referral from family physician for diagnostic and/or treatment recommendations for children and teens.

Preschool Diagnostic and Treatment Services

Early identification, assessment, consultation and treatment for children between 2 and 5 years of age, and their families.

Crisis services are available by calling

CRISIS SERVICES OF WATERLOO REGION AT: 519-744-1813 / 1-866-366-4566

A service of the Canadian Mental Health Association Grand River Branch