



**Providence
Health Care**

How you want to be treated.

4NW Patient Handbook

Provincial Adult Tertiary and
Specialized Eating Disorders
Program (PATSEDP)

Disclaimer:

The information in this booklet does not replace the advice or counsel of a doctor or health professional. Each individual responds differently and your course may not be exactly as described. You should consult with, and rely only on the advice of your physician or health professional.

The information in this document is intended solely for the person to whom it was given by the health care team. If you have questions, please talk to a member of your team.

If you have questions or comments about anything in this handbook, please call the Eating Disorder Program office at **604-806-8347**.

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Introduction

Welcome to 4NW, the inpatient Provincial Adult & Tertiary Specialized Eating Disorders Program (PATSEDP). To help provide the best care to patients and families, we developed this handbook in partnership with patients, families, staff and community partners.

Individuals are referred to 4NW after they have an intake assessment with the larger PATSED program. At this time treatment recommendations are made in consultation with the patient.

Each person coming into 4NW works with the team to make informed decisions. To support patients in getting the most out of coming to 4NW and reaching their goals, we use a framework of 'non-negotiables'. This means patients make some agreements with us about their treatment.

These agreements are important to be successful in treatment. They cannot be negotiated or changed.

Patients work with their team to identify their SMART (specific, measurable, attainable, realistic and time-able) goals throughout their stay on 4NW. Patients evaluate their goals every week with the whole team and more often one-to-one.

There are many reasons an individual may come to 4NW.

Here are a few examples:

- To achieve medical and psychiatric stability. Depending on the person's needs, we may recommend weight restoration.
- Have a break from engaging in eating disorder symptoms (symptom interruption).
- To learn to nourish the body.
- To learn how to include regular meals into a daily schedule.
- To practice cooking.

- To practice eating in front of others.
- To practice meals off unit and come back to an environment where debriefing and future planning can occur.
- To get back control of their life by learning different coping skills.
- To start exploring the origin and function of the eating disorder.
- To explore values, wants and needs.
- To practice challenging unwanted thoughts and changing them using Cognitive Behavioural Therapy (CBT). CBT is based on the idea that our thoughts about a situation affect how we feel and behave.
- To learn effective communication.
- To explore readiness for change and further recovery-oriented treatment (residential treatment).
- To learn compassion for themselves.

Philosophy of care:
‘Right patient right treatment right time’

As you are preparing for your admission we work with you to match you up with the right treatment at the right time. The team believes that each person’s journey is unique, and therefore treatment planning will be different for each patient. It is important for you to think about your level of readiness for treatment. This helps you get the most benefit possible from the program. Our team uses a holistic approach, and is guided by research-and evidence-based practice.



Get ready for admission

Once you are referred to come to 4NW, the Care Coordinator will contact you to set up a pre-admission appointment. This appointment helps you through the transition from the community into the program. This appointment also allows you and members of the team to meet each other. During this appointment we will talk about what you want to accomplish while you are in the program.

After this appointment your community care providers continue to support you. We work closely with community providers to ensure continuity of care. Wait times to come into the program may be short, or they can be longer. We try to give as much notice as possible.

Agreements for being on the unit

To help patients in their treatment goals, a number of program unit agreements (“non-negotiables”) have been developed. These non-negotiables are the framework used throughout our program. It is normal to feel overwhelmed by the program non-negotiables and to have questions. We urge you to consider the possibility that some of your behaviours may be part of your eating disorder even though you haven’t made that connection yet. Please ask us questions!

These non-negotiables may make you feel like the program is trying to control you and that you have no choice. Our goal is to partner with you, and these non-negotiables were created to increase clarity, consistency and fairness, as well to ensure high quality of care and best use of resources.

These Unit Agreements explain our non-negotiables and what happens if they are not adhered to.

The development of the non-negotiable framework is informed by current research and was created based on the BC Clinical Guidelines for Treatment of Eating Disorders and in partnership with the Patient and Family Advisory Committee.

Our team

Many different ‘disciplines’ or types of health care workers work together on 4NW. The inpatient treatment team includes an admitting psychiatrist, internal medicine physician, nurse, dietitian, occupational therapist, social worker, pharmacist, spiritual health practitioner, psychologist, music therapist, art therapist, and rehab assistant.

About 4NW

The 4NW program has 2 phases or stages. Both phases help patients explore treatment in a structured and supportive environment. Both phases include continued exploration of further treatment options.

Phase 1: Introduction Period

Upon admission to 4NW there is a 2 to 3 day introduction period to help patients get settled and oriented. During this time patients attend some groups but not all. Patients meet team members, have their individual assessments, and have time for rest.

Phase 1: Assessment and Stabilization

During Phase 1, patients have their medical and psychiatric needs addressed, and start to learn some new skills. Treatment during this time includes group and individual therapy, focusing on nutrition, education, coping skills, and leisure, in a structured supportive environment. During Phase 1 you will work with the team to decide if Phase 2 is right for you at this time.

Phase 2: Promoting Health and Learning Tools

Similar to Phase 1, Phase 2 consists of group and individual therapy focusing on similar goals, with the addition of planned therapeutic passes of increasing length to practice and experiment with recovery goals.

Applying for Phase 2

Before starting Phase 2, all patients move through an application process with the 4NW care team in order to clarify treatment goals, review progress, and ensure that this treatment path is appropriate for them. Some criteria must be met prior to moving to Phase 2. This will be reviewed with you prior to your admission.

Length of Stay (LOS)

The length of a person's stay in the 4NW program is individually based, and evaluated regularly by the patient and care team. Patients journey through program by different paths, but some aspects of these paths remain consistent for all patients:

Phase 1- maximum length of stay is 4 weeks.

Phase 2 - maximum length of stay is 7 weeks

(including time in phase 1).

If patients need 4 weeks (or longer) in Phase 1, they will not move to Phase 2 during their current admission. The care team may recommend a future admission, which could include Phase 2 when the time is right.

Leaving Before the Set Discharge Date

If you are considering leaving program before your planned discharge date we encourage you to talk with the care team who will support you in exploring your options. Sometimes leaving early may be considered “against medical advice”. The care team will discuss what this means for you.

If a patient has been “certified” under the BC Mental Health Act, they may not be able to leave. This is for their own safety”. This means the medical recommendation is for the patient to stay longer. You can also talk to your team about this.

The care team does not give prescriptions to patients who leave on the weekend. When a patient decides to leave over the weekend, they are encouraged to follow up with their family doctor or community care provider. Unfortunately, the unit physician is not available on weekends.

Individual Therapy

Throughout your admission, you will meet individually with a variety of care providers including a psychiatrist, dietitian, and occupational therapist - to name a few. The care team will support you in exploring opportunities for growth and change in different areas of your life including physical, emotional, and social. These sessions are driven by the patient and their goals. Throughout the admission and working with the team, individuals explore their readiness and desire for further treatment.

Group Guidelines

Group guidelines were created with consideration for patient feedback. We ask everyone to honour and follow these guidelines:

- Be prepared.
- Participate fully.
- Attend for the duration of the group.
- Be respectful of others.

Patient Participation Rounds

Part of the 4NW program is based on the idea that patients want to stay and work towards their treatment goals, and that they need support to do so. This is a chance to share your goals, as well as give feedback to and receive feedback from the whole care team. Your voice will be heard with the whole team present.



Nutrition

Meal Plan

During the pre-admission appointment, individuals connect with the program dietitian to talk about nutritional goals, and develop an individualized meal plan. Meal plans consist of three balanced meals, three snacks, and water each day. Each patient has a meal plan designed for their personal nutritional needs, and this is often adjusted during the course of the admission.

Meal plans are designed to help individuals meet their nutrient and energy needs, include a variety of foods, achieve medical stability, and reduce eating disorder symptoms. One aspect of medical stability can be working on weight restoration. Patients with a body mass index (BMI) below 20 will have a meal plan to promote weight gain of at least 1 kg per week. Research indicates an increased risk of morbidity and mortality when BMI is less than 20. Additionally, weight-restoration is known to support increased ability to participate in psychological work.

The treatment team uses a Healthy At Every Size® (HAES®)-informed approach to help individuals find a natural weight that is most optimal for them. Many individual's natural weight is beyond a BMI of 20, so patients may need to work on weight restoration as determined in conversation with the program dietitian and care team. At PATSED

Program, meal plans are not created or adjusted to maintain specific weights or promote weight loss.

For medical reasons some patients may be tube fed. Patients who are being tube fed have their own treatment care plan. In some instances, patients may complete their meals privately in their room.

Weights

All patients in the 4NW program will have their weight checked upon admission, once a week throughout their stay, and on the day of discharge. Weights are done “blinded” to provide patients with the opportunity to make decisions about food, exercise, and rest that are not related to numbers on the scale. Sometimes a dietitian will measure skin folds as another measurement. A person’s weight goes up and down as their body adjusts to consistent nutrition, or because of various medical reasons. It is understood that nutrition and weight can be difficult subjects, and the team will support patients around these topics.

Meal Schedule

Patients eat their meals and snacks as a group. Each meal and snack is supported by a team member (meal support person) who will eat with you.

Meal and snack times (approximate)

8:15 am breakfast (30 minutes to complete)

10:15 am morning snack (15 minutes)

12:00 noon lunch (40 minutes)

3:00 pm afternoon snack (15 minutes)

5:00 pm dinner (40 minutes)

8:30 pm evening snack (15 minutes)

Timing for meals and meal replacement

Patients are required to finish their meals within a specified amount of time. Meals always finish at least ten minutes to the hour. This allows time for trays to be checked, replacements to be completed, and patients to use the washroom before the post-meal group. On occasion, meal trays arrive late. When this happens, we support patients to finish their meal within the allotted time frame. Regardless of what time a meal begins, post-meal groups will always start on time.

Snacks are 15 minutes long. Patients may leave the table once their snack has been completed, and the containers have been checked by the meal support person. A team member will assist anyone who may require replacement.

At the end of meal and snack times, the meal support person checks to ensure you have completed your meal plan. Occasionally patients are not able to eat their entire meal or snack. In these situations, patients are provided a liquid nutritional supplement (e.g., Boost), as a substitute for the unfinished items at the end of the meal or snack. This is called “replacement”. How much replacement is necessary depends on how much of the meal or snack is unfinished. You will have up to ten minutes to drink your replacement before the following group starts. It is important to drink the replacement in the allotted meal time to ensure your body receives adequate nutrition at the appropriate times. If you are unable to complete your replacement you will be held from the group so you can focus on meeting your nutritional needs.

What is Meal Support?

Meal and snack times can be difficult for patients, so we aim to create a warm supportive atmosphere.

A team member will always be present at meals and snacks to eat with patients, as well as provide support to the patients in several ways:

- Helping patients finish their meal in the allotted time.
- Ensure Individuals complete their entire meal.
- Encouraging appropriate conversations at the meal table.
- Gentle reminders to help patients to interrupt eating disorder rituals and behaviours.

Meal Guidelines

The goal of meals on 4NW is to provide a safe eating environment as individuals re-nourish their bodies. Individuals can practice new behaviours, explore new foods, and reconnect pleasure and satisfaction with eating alongside their peers and the meal support person.

Specific Meal Guidelines will be provided upon admission. These guidelines were created to ensure messaging remains clear, consistent, and fair, between all meals and snacks.

- At the beginning of each meal, the team checks the trays to make sure they match each meal plan. If there are errors, items are replaced based on what is available on the unit.
- The meal support person provides the start time for meals. Please do not start your meal until the meal support person tells you.
- Please remain seated at the table until the meal is finished, and replacements have been delivered.
- Food portions can never be exact and there will be small differences from meal to meal. The team supports to tolerate these small variations.
- Socially-appropriate conversations are encouraged. Any conversations about weight, body shape, calories, food, or other inappropriate topic will be discontinued by the meal support person.
- You may not work on other activities during the meal (e.g., journaling, coloring, games, knitting, etc.) Patients may work on other activities at their table once the trays have been cleared.

- If someone is consistently struggling with eating disorder behaviours, the team may put temporary guidelines into effect to support them. In this situation everything is discussed with the patient.
- Personal food or drinks are not allowed onto 4NW as they can interfere with treatment. Please ask your family and friends not to bring personal food or beverages onto the unit. If there are specific food allergies and the dietitian approves, exceptions may be made. In these cases, the dietitian checks and approves any outside food as part of a treatment plan.
- 4NW program is unable to support a vegan diet. This is because the hospital catering is not able to provide enough vegan food options. The program will support a vegetarian diet.
- We have a 'no diet food policy'. Diet food includes fat-reduced products, artificial sweeteners (e.g., Splenda, stevia), and artificially sweetened products.

Caffeine

Patients may enjoy one cup of caffeinated coffee or tea at each meal. You are welcome to bring to 4NW a sealed and unopened package of decaf tea, or decaf instant coffee to have at snack. You may bring your own caffeinated instant coffee to have at breakfast. Beverages with laxatives, diuretics, or artificial sweeteners are not allowed. The dietitian will check all items, and once approved they will be labeled and stored in the kitchen. We encourage you to bring a plastic or metal travel mug to use at snack times. For safety reasons, no ceramic or glass mugs.

The team recognizes that many of these guidelines are new, and it may take some time to become comfortable with the meal support environment and structure on 4NW. It is very common to have questions, and your meal support person and the team on 4NW are here to support you. Questions and clarifications about guidelines are always welcome before, during, and after meals and snacks.

The team helps patients interrupt meal time behaviours, habits or rituals which may interfere with health. These guidelines help patients work towards their goals of normalized eating.

Rest and Activity

Rest

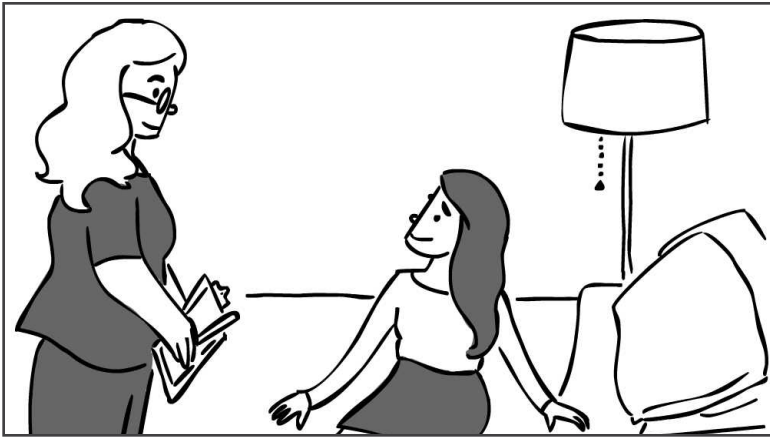
Patients are encouraged to rest when they have free time. Some patients may have a specific rest plan as part of their treatment. During rest periods, patients can sleep, meditate, watch a movie, or engage in a seated activity. We work with patients to evaluate rest plans. This helps us decide when it may be safe to increase activity.

Activity

The 4NW team will work with you to explore healthy levels of activity and exercise, as well as teaching you alternate methods for coping with stress. As part of treatment, patients are asked to refrain from exercise for the duration of their admission. The team will work together with you to reintroduce healthy levels of activity, and plan for a safe transition home.

At PATSED Program, ‘exercise’ includes some behaviours that you might not think of as exercise, including standing for long periods of time.

- Standing while doing an activity where you could be sitting.
- Stretching.
- Unnecessary walking (e.g., pacing up and down the halls).
- Shaking legs or other body movements, while sitting.



Coming to the Unit

Rooms on 4NW

4NW has some single, and some shared rooms. A room will be assigned at time of admission. Sometimes concerns about health and safety make it necessary to change your room. Please keep walls free from tape or stickers.

Room Search

If there is a safety concern, the team may do a room search or a unit search. If the team needs to search your room, they will let you know first. If this happens, you are welcome to be there during the search.

Belongings

Please see below for a list of what to bring to 4NW. There is limited space for personal belongings. The team will look through your belongings with you when you are admitted. Anything that is not necessary or allowed can be sent home, or stored temporarily on the unit. Wallets are stored at the nursing station on the unit.

The unit is not responsible for lost or stolen items.

Do Not Bring

For your safety and the safety of others, do not bring:

- Valuables such as important or sentimental jewelry.
- Excess cash (bring \$20.00 only.)
- Glass items including vases, picture frames, and mirrors.
- Ceramic or glass mugs.
- Sharp objects (other than the toiletries listed below.)
- Smart watches, Fit Bits or step counters
- Medicines, including vitamins, herbal medicines, and over-the-counter medicines.
- Any electronics with a camera, or internet access
- Heating pads, heating blankets, or hot water bottles
- Magazines or books that do not support your health and well being. (e.g., no diet books or books about eating disorders.)
- Outside food items or beverages (except decaffeinated coffee or tea, as described above.)
- Gum or candy.

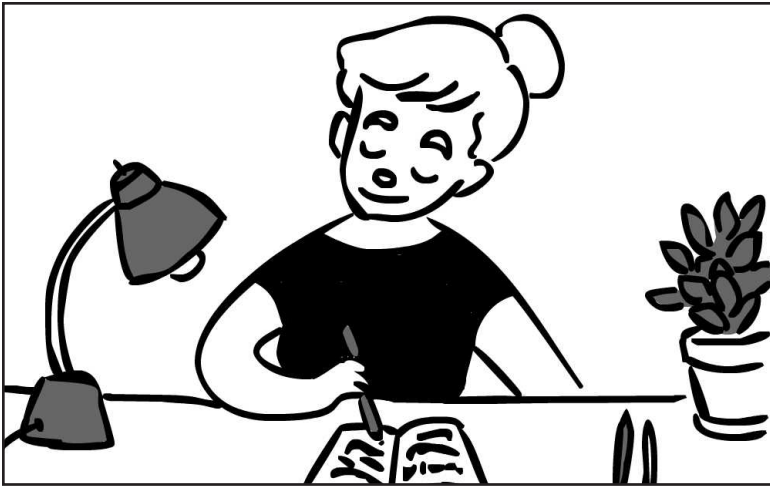
What to Bring

Each individual is asked to get dressed and attend to their personal care, daily. Please limit the amount of clothes you bring in. Laundry facilities and detergent are available on the unit.

Please bring the items listed below:

- Appropriate comfortable and warm clothing, including sweaters. Please, no clothing with logos or phrases about dieting, food, exercise, alcohol, or drugs.
- Shoes and slippers.

- Activities for rest periods. Many people bring books, music, art/ drawing supplies, or materials to do needlework such as knitting or crocheting.
- A watch or a clock. This helps you be on time for meals, snacks, and groups.
- List of phone numbers for friends and family, so you can call them from your bedside phone.
- Cell phone to use when you are on a pass. Cell phones will be stored in the nursing station, and can be signed out for your passes.
- Long distance calling card if you need to make long distance calls.
- Your own pillow and a light blanket (if you want them).
- Soap, shampoo, conditioner, and deodorant.
- Toothbrush and toothpaste.
- Razor, tweezers, and nail clippers. These are considered “sharps”, and will stored at the nursing station. You sign them out when you need them.
- Brush or comb.
- Journal.
- Plastic or metal travel mug.
- Unopened, sealed package of decaffeinated tea or coffee for snack times. This will be checked by the dietitian. No ingredients with laxative or diuretic properties, including licorice root, chicory root, or senna.
- Radio, CD/MP3/DVD player with headphones. Nothing with a camera or internet access.
- Birth control pills, inhalers, prescription creams, or any other special medications that may not be available from the hospital pharmacy.
- _____



Workbook

Each patient receives a workbook when they come to the unit. The workbook is designed to help you identify the things you are ready to change, as well as the things you may not be ready to give up. You will have many opportunities to learn more about yourself and your eating disorder. Taking time to explore, learn, and practice is important.

Most importantly, patients will plan for life after leaving 4NW. There will be some allotted time for homework/workbook time.

We also encourage patients to use their workbook during their free time.

Medications and Supplements

While you stay in the hospital, medications will be provided. We will ask you to bring any medications that the hospital does not provide. The pharmacist checks any medications brought in.

All necessary vitamin and mineral supplements that are part of your personal plan will be provided for you. When you come to stay on the unit, a program doctor will go over your medications with you.

Please bring with you:

- A list of all your medications, both over-the-counter and prescribed.
- A list of your supplements.
- Any special skin creams, inhalers, or birth control pills.

Bloodwork

While you are on the unit, a lab technician will take your blood regularly. This is to ensure you have a safe transition as you start eating more regularly. “Refeeding syndrome” is a serious condition that can develop when your body starts to become nourished again. It is caused by sudden changes in the electrolytes that help your body metabolize food. If you have not eaten enough for a prolonged period of time, the introduction of nutrition may need to be slow.

Passes

During your first week in program your time will be spent on the unit working with the team to make sure your medical and psychiatric needs are being met. Thirty minute “fresh air” passes are prescribed for patients beginning after the first week in program, so long as they are medically and psychiatrically stable.

As you continue in program, and reach your identified goals, the team may begin prescribing “therapeutic passes”.

When planning passes, you are encouraged to think about “How will this pass help me achieve my goals towards recovery?” You are encouraged to work with the team to plan your passes, talk about challenges that arise off the unit, and explore ways to approach these challenges.

Passes may be cancelled at nursing discretion if any safety concerns arise.

For more information about passes please see the “Passes” section in the “Agreements For Being on the Unit”.

Phone Calls

Each room has a phone to make and receive calls. This phone number will be given when we assign your room. Ask friends or family members to call this direct phone number. Bring a long distance card if you need to make long distance calls. These phones do not receive incoming calls after 8:00 pm, but you can still call out after 8:00 pm.

Because 4NW program is structured, certain activities happen at scheduled times. Telephone use is limited so that program activities are not affected by it

Telephones should not be used:

- During meal times.
- During group sessions.
- Between the end of the meal and before group sessions.
- Before 7:00 am and after 11:00 pm.

Talking on the phone may disturb other patients, so please be aware of those around you. Please do not use coarse language, yelling or any disrespectful or inappropriate communication.

Electronics

In maintaining a safe environment, and protecting patient privacy and confidentiality, electronic devices are not allowed on the unit if they have a camera or can connect to the internet. This rule protects the privacy of all the patients and is part of creating a safe environment. 4NW program continually updates its “electronics policy”, which will be reviewed with you prior to your admission.

Two computers with internet access are available for patients to use while on the unit.

Family Involvement

Family (your support network) is whoever you want to be involved in your care. Early in your admission, with your permission, a team member will contact your family to provide an overview of the program and answer any questions they may have. If you agree, your family can be involved in your treatment throughout your stay. They can help you make decisions about your care, provide emotional support and safety, and help plan for when you return home.

Families are welcome to contact the 4NW team with questions about the program. Note that information about your treatment is never given out unless you say it is okay to do so.

Family and Friends Education Webinar Series

Several times a year, the PATSEDP Program offers a series of webinars aimed to provide education for patients' family and friends. This series is designed specifically for those who make up the support networks of individuals with eating disorders. The sessions provide education about eating disorders, including how eating disorders are treated, and how your family and friends can support you. Ask the treatment team for more information.

Visitors

Your family and friends are an important part of your recovery journey, and they are welcome to visit the unit. The structure of 4NW program means that there are some times that are best for these visits, which are:

- 7:00 am to 8:00 am
- 10:30 am to 12:00 pm
- 2:00pm to 3:00 pm
- 3:15pm to 5:00 pm
- 7:00 pm to 9:00 pm
- 9:15pm to 10:00 pm

Sometimes patients have individual appointments during these times. In this situation, the team may ask the visitor to move to the waiting room during the appointment. If someone is planning to visit you, please let them know when you are available.

Quiet time on the unit starts at 11:00 pm.

To ensure all patients on the unit feel safe and comfortable, please read the guidelines below and share them with your visitors.

- Ask your visitors to check in at the nursing station before they go to patient areas. A nurse will look at anything brought onto the unit.
- To help us maintain a supportive environment for everyone, visitors may not bring food to the unit.
- Visitors may not lie on your bed.
- No sexual activity is allowed on the unit.
- The team will not share personal information unless you, the patient gives permission to do so. The only exception to this is if there is a safety risk.

Visiting with Outside Care Providers

Patients sometimes want to keep in touch with their outside therapists or care providers during their admission. Your community care providers are welcome to visit, but should call the nursing station to arrange a visit before they come.

Your community care providers are not allowed to provide any therapy when they visit you during your admission. The approach and purpose of the treatment on 4NW may be different from previous treatment. As such, treatment from an outside therapist can interfere with your treatment on the unit.



Socializing with Other Patients

Due to hospital protocol and safety, we ask that patients do not go into other patients' rooms. Visiting or socializing with other patients on 4NW can take place in common areas, such as the lounge.

Privacy and Confidentiality

Every patient is entitled to privacy and confidentiality. Patients are asked to read and sign a 'Confidentiality/ Social Contract'. When you sign this contract, you make an agreement that you will not share any information about other patients. This contract helps everyone maintain a safe and supportive hospital environment.

All staff members are trained in maintaining privacy and confidentiality. Staff will not share information about patients or their treatment plan without permission.

Staff are also entitled to privacy and confidentiality, meaning they are entitled to decline sharing some personal information. Photographs of the unit, staff, or other patients are not allowed. Do not bring a camera.

Substance Use

4NW is a “substance-free” zone. Please refrain from all substance use while in the program, including when leaving the unit on a pass. Please refer to the “Agreements for Being on the Unit” for more information on substance misuse, and what happens if a patient uses substances while in program.

Setting and Keeping Boundaries

During group sessions, patients share personal information, and give feedback to others who are struggling with similar issues. Patients often feel quite connected to other patients. Some form friendships that they want to continue after they leave the hospital. It is very important to have supportive people in your life, and even more important to have healthy support people. It can be hard for individuals to support each other when their problems are too similar. We encourage you to think about whether it would be helpful (or not) to make friends with another patient, and why you may want to have (or not have) that friendship.

Talk to the team if you are not sure. In order to promote healthy boundaries we ask the following:

- While in program, do not go on passes with other 4NW patients (current or past).
- Do not email, send text messages, or use social media with other 4NW participants.
- Once home from the hospital, do not come back to the unit to for at least 3 months.

Experiencing Conflict

Conflict is a natural part of any relationship. Personal opinions, thoughts, and beliefs, can lead to disagreements or conflict. When conflict is discussed in an open and respectful manner, the discussion can lead to greater understanding and improved relationships. Being able to face conflict is very important. With the support of the treatment team, we help patients practice healthy ways to resolve conflicts that may arise in the unit.

Keeping the Unit Clean

4NW is a shared environment, where everyone helps keep the unit neat and tidy.

Please do your part:

- Wipe the counters in the bathroom and kitchen after use.
- Rinse and dry the bathtub after you bathe or shower.
- Keep common areas tidy. Do not leave blankets in common areas.
- Limit the amount of sheets, blankets, and pillows you use.
- If you take a blanket, please use it for your whole stay. You can replace it if it is dirty.
- Blankets can be used outside of meal, snack and group times.

Scent-free Environment

4NW is a scent-free environment. Many people are sensitive or have allergies to fragrances. Please do not use any scented products or perfumes while in program, and please ask your visitors to do the same.

Smoke-free Environment

Like all government buildings in British Columbia, St. Paul's Hospital and surrounding property are smoke-free. The team can provide you with nicotine patches, nicotine inhalers, or nicotine gum as needed. The team does not prescribe passes for smoking.

Preventing Illness

The best way to stop the spread of germs is to clean your hands. You can clean your hands by washing them with soap and water, or by using hand sanitizer. There are hand sanitizer dispensers accessible throughout the unit. To protect yourself and others, wash your hands after using the toilet, as well as before and after eating.

Tell your nurse if you get a cold, or feel any flu-like symptoms such as chills, fever, aches, or sore throat. If a family member or friend has a cold, the flu, or diarrhea, they should not visit until they feel better. This is to protect you and others from infection.

To learn more about preventing infections, ask your nurse.



Discharge Planning

Patients work with the treatment team to create a plan for going home. Part of the discharge plan is supporting you to:

- Understand your meal plan.
- Create a plan for leisure time, a plan for activity and exercise, and a plan for building supports through family and friends.
- Connect with your community eating disorders team and other community supports, to set up appointments and talk about resources.
- Make other community care appointments, such as with your Primary Care Practitioner or therapist.
- Understand your follow up/transition plan with the PATSED Program.

The team will book you into a follow-up appointment at the Psychiatry Team Clinic for after you leave the hospital. This appointment normally happens from two to six weeks after you leave 4NW. You will be given an appointment card before you leave the hospital so you are aware of the date and time of this appointment.

The team will also offer to book a research appointment for you once you have finished the 4NW program. The purpose of this survey is to measure how you are doing after discharge. You will also be asked to complete the 'Experience of Care' survey. The information collected during the research appointment, and through the survey, helps PATSED Program improve the care and programming on 4NW.

Going Home

Once your discharge date is set, you will need to make plans for how you will get home. Some patients ask friends or family to start bringing their belongings home before the day of discharge. We are unable to store belongings after your discharge, so you must take everything home when you leave the unit.

Sharing your concerns

If you have a concern, talking about it can be hard. If you have a concern about daily care, please discuss this with your nurse. If the concern cannot be met by the nurse, ask to speak to the nurse in charge. The team does their best to take care of concerns as quickly as possible. After safety for patients and staff, taking care of concerns is our priority. If you have concerns about other participants, staff, or the program, please let a team member know right away. We ask that you do not discuss concerns with other patients.

If you have concerns that are not related to care, ask to speak with the manager of the unit. If you do not feel comfortable talking about your concerns with any of the staff in the program, you can contact our Patient Relations Office at 604-806-8284.

Appendix A:

Other PATSEDP Services and Programs

PATSEDP has different programs and services to support you throughout your treatment journey. If you are interested in any of the programs listed below, talk with your treatment team. They will refer you if it is appropriate. If you have already left 4NW, you can talk about these programs at your follow-up appointment.

Care Coordinator

The Care Coordinator works with regional eating disorders programs to help with care planning. This is available for individuals transitioning into, out of, or between our programs.

Dietitian Support

Individual support from a dietitian to work on nutritional goals as.

Occupational Therapist Support

Individual support from an occupational therapist to work on self-care, leisure, or productivity-related goals.

Social Worker Support

Individual support with resource-based service access (e.g., government applications), as well as family therapy.

Spiritual Health Support

Individual support from a Spiritual Health Practitioner to work on deepening spiritual and/or faith-based beliefs in lines with the individual's goals.

Connections Meal Support Group

Connections is a closed, process and meal support group. This group helps individuals strengthen their ability to participate in groups, eat a balanced lunch, and explore various leisure activities or educational subjects during the post-meal support group.

Meals with Maude Meal Support Group

Meals with Maude is a closed, low-barrier meal support group. This group helps individuals strengthen their ability to participate in groups, eat something for lunch, and explore participating in a leisure activity during the post-meal support period.

Compulsive Exercise Group (LEAP)

LEAP is an 8-week, closed group aiming to promote curiosity and awareness around exercise attitudes and beliefs, and explore how compulsive exercise is related to eating disorders.

Readiness Program

Readiness is a weekly, outpatient, group-based program which provides support and assistance for individuals preparing for the Discovery/Vista Program.

Discovery/Vista Program

Discovery/Vista is an intensive, recovery-oriented treatment program that has two main components

Discovery is an intensive day hospital treatment program for people with eating disorders, who want to work on:

Giving up self-destructive coping strategies

- Identifying issues beneath the eating disorder
- Learning new methods of coping without the eating disorder

The Vista House is where participants live during the Discovery/Vista program, and provides additional support.

Follow-Up Program

Follow-Up is a weekly, outpatient, group-based program which provides support and assistance for individuals after completing the Discovery/Vista Program.

Teaching and Research

Staff and patient participation in teaching and research helps us provide the best care possible. Clinical and research staff provide regular training to staff working with individuals with eating disorders at PATSEDP, and across the province. Topics of special interest and expertise include collaborative care, patient- and family-focused care, readiness and motivation for change, and self-compassion.

Patients, families and staff at PATSEDP participate in continuous quality improvement (CQI) research. Patients and families help us learn what works well about our care, and how we can improve it. The PATSEDP Research Team runs grant-funded projects that seek to deepen our understanding of how to best meet the needs of our patients and families.

The PATSED Program would like to invite you to participate in our program evaluation research. Typically, our unit coordinator will approach you with a research package within the first few days of your admission, and close to your discharge date. At discharge, you will also be asked to complete an Experience of Care survey. Your participation is confidential and completely voluntary.

The information that you provide is used to inform PATSED Program development, and assess how well the program is working. In this way, it can be ensured that individuals in British Columbia receive the most innovative, high quality care.

Patient and Family Advisory Committee

The Eating Disorders Patient and Family Advisory Committee started in 2013 to strengthen the partnership between patients and family members, and clinicians and administrators. PHC's commitment to person- and family-centered care is to ensure patient and family voices, opinions, and viewpoints of the care experience are included, valued, respected, and understood. The committee works together to create positive change, and strengthen patient and family involvement. We have many shared learning opportunities and experiences. If you or a loved one is interested in being part of the committee, ask to speak with the manager of the program. They can give you more information



Patient Approved

This material has been reviewed and approved by patients, families and staff



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