Our mission

The CSSS du Suroît is responsible for maintaining and improving the health and well-being of the population within its territory, and for making available a range of health care and social services, including prevention, assessment, diagnosis, treatment, rehabilitation, support, and long-term care. In addition, these services should be integrated and of high quality.

In collaboration with our local-network partners, the CSSS du Suroît undertakes to ensure that services are delivered within its territory in an organized, coordinated manner that provides ready access to quality care with continuity of delivery. The CSSS du Suroît also undertakes to promote research and education in order to better meet the needs of the population.
Welcome message

The staff of the Psychiatric Unit prioritize well-being and will work with you to make sure that your stay is a pleasant one.

However, life in the community has many compromises. To improve the harmony and facilitate the integration of everyone within the unit, the staff members ask for your cooperation regarding the following points:

The first 24 hours

Upon your admission, a nurse welcomes you, assigns you a room and explains the protocol of the unit. If your state of health allows, you will be given a tour of the unit by a nurse.

To maintain a secure environment, your personal belongings will be checked. This search is done in the least intrusive manner possible by taking into account safety regulations of the unit. This takes place in your presence and requires your cooperation. Any object considered dangerous for your protection or that of others is deposited in a secure place after being well identified by your name.

If upon your admission you have brought your medication with you, it will be stored in an appropriate place and will be handed back to you upon your departure.

The staff members might suggest that you stay in your room for a few hours to allow yourself to adapt gradually to the unit and to rest. This period also allows the staff to observe you and identify your needs more accurately.

An individualized treatment plan will be established by your nurse. The staff can refer to and also allow continuity of your care.

The day after your admission, you will have to fast for blood and urinary tests.
Out of respect for your autonomy and by concern of hygiene, you have to change your sheets at least once a week.

Please note that only your personal pillow is allowed. Stuffed toys of all kinds and your personal bed linen are forbidden.

**Personal belongings**

Please bring with you the following items for the duration of your stay: soap, toothbrush, toothpaste, facial tissue, comb, brush, shampoo, conditioner, deodorant, shaving cream, sanitary pads, cigarettes, etc. The space assigned to you is restricted; please bring small sizes.

Valuable items such as jewellery and musical instruments won’t be kept by the unit. The unit is not responsible for lost or stolen items.

You have access, on demand to your personal items as long as your safety and that of others is compromised. Any negative influence on the therapeutic environment or the collective well-being as well as a lack of respect for the latter could restrict the access to some of your personal items.

Electric or electronic devices such as cellular, radio, computer, electronic games, fan, and television are forbidden. However, walkman, MP3 players and IPODs might be allowed accordingly to your treatment plan.

Razors with blades and plastic bags are forbidden at all times.

It is forbidden to lend, borrow, sell or exchange personal items between each other (ex: money, food, etc.).
Meals and food
It is forbidden to circulate in corridors with food or beverages or to drink and eat in your room. Everything must be consumed in the dining room. As a general rule, trays will be served to you in the dining room of the unit according to the following schedule:

- **Breakfast**: 8:45
- **Lunch**: 12:15
- **Dinner**: 17:15
- **Snacks**: 15:00 et 20:30

Although a dietician follows and tries to balance the meals served to you, certain medication can cause increased appetite, constipation and other unwanted side effects. The nursing staff can recommend strategies to minimize these unwanted side effects and can also advise you on dietary changes.

Any reserve of perishable food is forbidden, snacks can’t exceed the storage space attributed to you.

Considering the community setting of the unit, it is forbidden to have food delivered by a restaurant or brought by a visitor.

Visitors
Visitors are allowed only during visiting hours.

**Weekdays:**
- From 15:00 to 16:30
- From 19:00 to 20:30

**Weekends:**
- From 14:00 to 16:00
- From 19:00 to 20:30

The number of visitors is limited to two at a time.

Please note that when visitors bring you personal items, they must be verified by a staff member, in your presence or that of a member of your family, to satisfy the security measures of the unit.

Comings and goings
It is forbidden to stroll in corridors, near exits or to sit down on the ground.

For reasons of confidentiality, when you approach the nursing station or any other area reserved to staff, please do not pass the entrance.

It is forbidden to enter the room of others. You are invited to socialize with others in the common areas and not in rooms.

Privileges to go outside will be individually evaluated. When these privileges are given, you have to inform your nurse before your go out. In accordance to your care plan the nurse will discuss your state of health and the modalities of your outing. Outings are allowed from 9:30 to 21:00 except between 15:30 and 16:30. You have to notify a staff member upon your return.

Telephones
Telephone service is available from 9:30 to 21:30 except during nap times. To make a local call, you have to dial 9 first. For a long-distance call, you have to dial 9 followed by 1.

Coordinates
Your family and friends can contact you at **450-371-9920** or toll free at **1-800-694-9920**

- West side extension **3120** (rooms 412-2 to 425)
- East side extension **3091** (rooms 401 to 412-1)
- Kitchen extension **3091**

Cellular phones can only be used outside of the Suroît Hospital.
**Sleeping and rest periods**
Sleeping disorders are frequent for a large number of our clients. Therefore, we recommend a quiet and restful environment.

The staff make regular rounds to detect any abnormality and watch the comfort of each. This is observed and done in a discreet manner.

**Smoking**
According to the law and the policy of the establishment, it is forbidden to smoke inside the Suroît Hospital. This measure applies to all, clients, staff and visitors.

If you smoke, your doctor could authorize you to go outside to smoke. Otherwise you can smoke on the balcony at the designated hours and/or we can suggest nicotine lozenges and a protocol of stamps.

Your guests must notify staff members when bringing you, cigarettes, lighters, matches and any other item used for smoking.

**Drugs, alcohol and energy drinks**
It is strictly forbidden to consume or to possess drugs, alcohol or energy drinks on the unit. Any drugs or other substances prohibited by law and found in your possession will be handed to a security guard according to the policy of the establishment.

The illegal trading of these substances obliges us to lodge a complaint to the police, which exposes you to legal proceedings.

**Services available at the Hospital**
A hairdresser or a barber is available by appointment or according to an agreement with them. If you plan to use their services, make sure you have the necessary money.

Pastoral service is available upon request. For more details, refer to the staff members.

The gift shop is situated in the main entrance.

An automated bank machine is situated on the main floor near the elevator.

**Violence et aggression**
Respect others no verbal or physical threats will be tolerated. Assaults on others or vandalism oblige us to lodge a complaint to the police which can be followed by a transfer to a detention center. Ask for help before losing control.

Anyone who voluntarily breaks material belonging to the CSSS du Suroît will be required to pay the cost for repairing or replacing the broken item.

**Miscellaneous**
The staff accept no profit resulting from its relationship with a client, other than those provided by their employer.

**Support**
Our partners offer measures of support to the beneficiaries who present a major disorder of mental health as well as to their close ones.
Resources

CLSC Psychosocial information Center
- Salaberry-de-Valleyfield ............ 450-371-0143
- Beaugard ................................ 450-429-6455
- Vaudreuil-Dorion ....................... 450-455-6171
- Saint-Polycarpe ......................... 450-265-3771
- Rigaud ..................................... 450-451-6609
- Huntingdon ................................ 450-264-6108
- Saint-Chrysostome ...................... 450-826-3161

Crisis Center/Suicide prevention
- Le Tournant .............................. 450-371-4090
- (24h/7 jours) ......................... 1-800-277-3553

Community and Supports groups
- Le Pont du Suroît ......................... 450-377-3126
- ........................................... 1-888-377-4571
- Le Dahlia ................................ 450-225-0696
- Psycohésion .............................. 450-377-9321
- Ancre et Ailes .......................... 450-829-3491
- Arc-en-Ciel .............................. 450-424-7006

We wish you a quick recovery and a good stay with us.

The staff members

This guide has been developed with the help of Pont du Suroît.