

## Who Are we?

The N.E.M.H.C. North Bay Campus Patient Council is one of 10 previously Provincial Psychiatric hospitals. We were divested in November of 2005. Seven were divested before us and two after. The North Bay Psychiatric Hospital Patient Council officially opened its doors in April of 1995. The Council is composed of a Volunteer Board of Directors, one staff Co-ordinator, one office volunteer, and a volunteer membership. The General Membership and the Board of Directors meets quarterly, but at different times. The N.E.M.H.C. Patient Council is an active member of the Ontario Association of Patient Councils (O.A.P.C.) that meets four times a year.

## How Can We Be Reached?

Our office hours are

Monday 12:30—4 pm  
Tuesday 9:00—4 pm  
Wednesday 12:30—4 pm  
Thursday 9:00—4 pm  
Friday 9:00—4 pm

Excluding Statutory holidays.

Leave a message on our voice mail and I will get back to you as soon as possible.

## How Can We Help?

When the problem affects more than one person, the Patient Council can intervene if asked by a client. We can assist individuals on some issues. Individual advocacy is usually the responsibility of the Patient Advocate office at the hospital and we will gladly make referrals for patients requesting individual assistance. The Patient Council advocates in a systemic nature in the hospital. We have representation on all Program Planning Teams and at most of the Committees at the hospital. We work in the “Best Interest of the Client” to provide the best possible service to the client.

### What do we Believe

Patient confidentiality.

Individuals should be treated with respect and dignity.

Partnership with staff and patients, by working together with both the individual and staff..

Patients should be able to give input into their treatment plans.

The rights of patients to seek appropriate advocacy as needed.

In self advocacy and peer support

The rights of patients should be respected.

**N.E.M.H.C. NORTH BAY CAMPUS  
PATIENT COUNCIL**

P.O. 3010  
North Bay, Ontario

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**N.E.M.H.C. NORTH BAY  
CAMPUS PATIENT COUNCIL**



### What is Our Role

To promote wellness of patients by advocating systemically on their behalf.

To intervene on issues relating to “Quality of Care and Life”.

To provide a forum for the development of consumer/survivor participation in the planning and delivery of mental health care in the hospital.

To act as a voice for the consumer/survivor concerns in the operation and activities of the hospital.

To promote the implementation of the Patient Rights Document.

To promote community understanding and acceptance of Mental Illness care.

Patient Council Co-ordinators' Name

Shelley Wood

**474-1205 ext. 2294**

## 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.
- Decline treatment to the extent permitted by law and to be informed of the consequences of your actions.
- Expect that all communications and records pertaining to your care will be treated with confidentiality.
- Expect the hospital to respond to reasonable requests for service that are within their ability to provide.
- Request to examine your own clinical records.
- To send a question to the Ethical Committee if you feel it is needed.



Know your rights.

## You are expected to:

- Know the hospital rules that apply to your conduct as a patient.
- Participate in the planning of your discharge from hospital.
- To contact the Patient Council or Patient Advocate if you have a problem.
- Respect the rights of other patients and staff.
- Respect the rules and regulations of the hospital.
- Respect the property of other patients, staff, and hospital property.
- Participate and co-operate with hospital staff in your treatment and recovery.
- Keep scheduled meetings and notify staff when you are unable to attend.
- Co-operate by providing information concerning past illness, and any other pertinent information.



It is your responsibility to know what the rules are.

## Our Mission Statement:

We work together and at arms' length with N.E.M.H.C. to help determine solutions to systemic problems within the hospital setting. By working with the clients and the staff we search for interventions that will reduce stress and determine an agreeable solution for both parties. We offer an open door policy for anyone who wishes to come in and visit, vent frustrations, or just to spend some quiet time. It is our goal to make sure the voice of the client is heard at all hospital committee meetings.

## Our Vision Statement:

It is the goal of the Patient Council that we be the voice the client in the hospital setting.

## Our Logo



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