

My family member has been admitted...

INFORMATION BROCHURE

In this brochure we chose to use the term 'family member'. But this brochure is intended for all possible family members and loved ones such as partners, (grand)parents, (grand)children, (steph)brothers, (steph)sisters, friends, buddies, neighbours, ... who have a close connection to those who are admitted.

Dear family, loved one,

When your family member or close friend is admitted because of their psychological vulnerability, this can also have a great impact for you.



You may be struggling with a variety of emotions such as fear, anger, sadness, relief, guilt or a sense of failure: a psychiatric admission can feel very confusing.

In this brochure, we want to explain exactly what an admission means for you and your family member.

Each ward also has its own brochure, with specific information about the ward's operations. You can obtain them from the ward or read them on the centre's website.

Our centre sees you as a fully-fledged partner in the care of your family member or loved one. Together we can support the recovery of your loved one. So feel free to talk to us if you want more information or have any questions.

On behalf of all employees

If you need to, we can arrange a translator to assist you in conversations with our team.
Please inform us in advance.

*' Don't walk in front of me, I may not follow.
Don't walk behind me, I may not lead.
Just walk beside me, and be my friend'*

Albert Camus

MY FAMILY MEMBER HAS BEEN ADMITTED TO PSYCHIATRIC CENTER SINT-HIERONYMUS

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WHAT DOES AN ADMISSION MEAN?

What is a protective observation measure?

If you fear for the safety of your family member or others in their environment, and they refuse help or admission, you can request a 'protective observation measure'. To do this, first contact your doctor. More information about the procedure and the conditions can be found on our website www.hieronymus.be/familie

What do you bring to the hospital?

*How much will this cost me? Should I report it to my health insurance? Can I bring my pet? These and other **practical questions** can be found in the 'Information brochure for patients' via the ward or reception, or via our website www.hieronymus.be/eenverblijfpraktisch*

Your family member has been admitted to our centre because they temporarily need extra help and care.

An admission can be requested 24 hours a day via telephone contact. Together with the client and his/her network, we then explore what help is appropriate at that time.

Both your family member and you can request an admission.

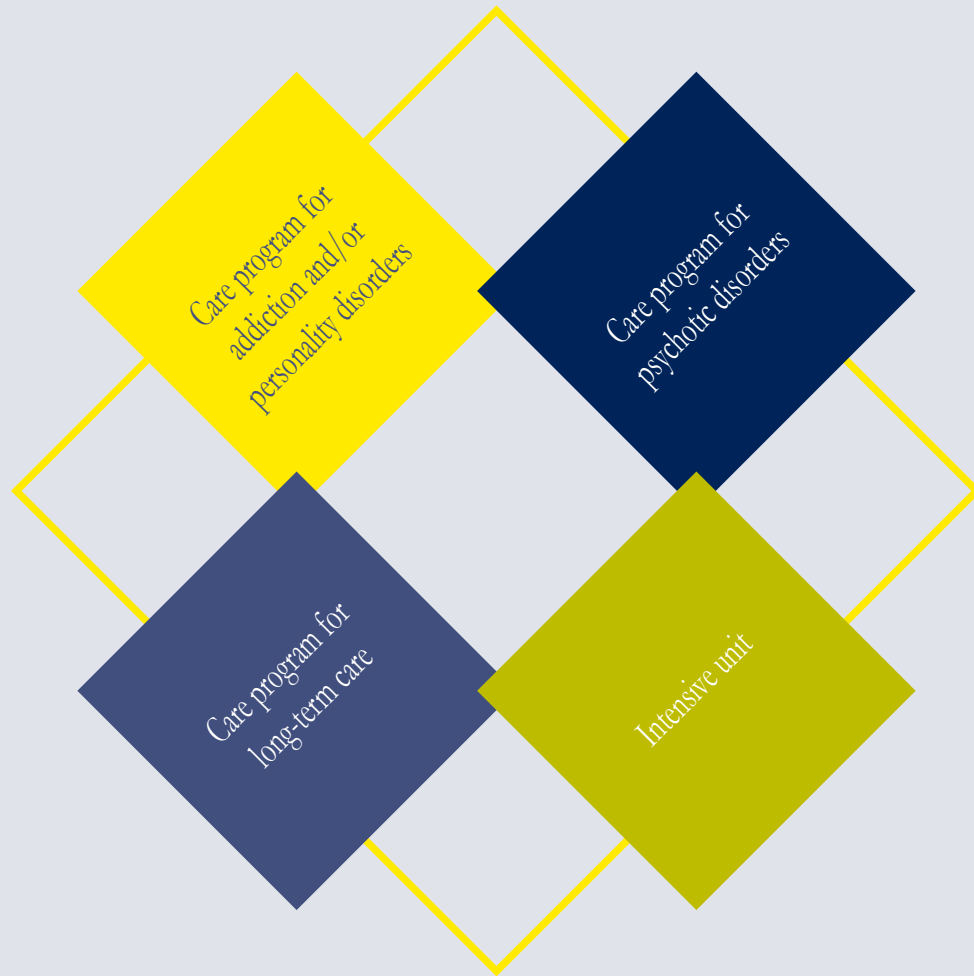
In our centre, your family member can be admitted to a day and night ward ('residential treatment') or to a day ward ('day treatment').

The duration of your family member's admission depends on several factors. Sometimes the duration is discussed at the beginning of the admission, sometimes later during the course of the treatment.

Each ward has its own brochure. Ask for it in the ward or visit our website.

WHICH CARE PROGRAMS AND WARDS ARE THERE?

Our centre has three care programmes and one intensive ward:



Care program for addiction and/or personality disorder

This care program is intended for people who are struggling with problems on different lifedomains and/or a problem with substance use. The treatment offer is based on the principles of 'dialectical behavioural therapy (DBT)'. This therapy focuses on learning skills: distress tolerance, interpersonal effectiveness, emotion regulation and approving their social environment.

Ward:

Da Capo (day and night admission)
Moderato (day treatment)
Calando (day treatment)
Comodo (day treatment)

Care program for psychotic disorders

This care program supports and stimulates people with psychosis sensitivity in their search for a valuable life. The treatment offered is based on 'acceptance & commitment therapy (ACT)' and recovery-oriented methods and -treatment.

Ward:

Legato (day and night admission)
Largo (day treatment)

Care program for long-term care

This care program, for people with a mental vulnerability, that is longduring or complex. People who need some time to find their way after a difficult period and/or who are looking for guidance in filling and organizing their lives. The treatment is adjusted to the specific needs and according to the principles of recovery-oriented care.

Ward:

Portato (day and night admission)
Largo (day treatment)

Intensive unit Rubato

In this ward we offer treatment and protection to adults in serious psychiatric crises and/or for whom a closed admission setting is necessary. The treatment offered is based on recovery-oriented care, de-escalating work, motivational interviewing and trauma-sensitive care.

Ward:

Rubato (day & night admission - closed ward)

WHAT HAPPENS DURING A ADMISSION?

Are additional protective measures needed?

Your family member may be placed in isolation in a designated safe room. Or that he/she is 'fixed' with adapted and safe material. This only happens when your family member endangers their own safety or that of others in the environment. These are called 'freedom-restricting measures'. They are only applied if there is really no other option. And this as short as possible, with strict follow-up by the ward team, and according to legal regulations. During this period we try to consult with the family involved as much as possible. More information about freedom-restricting measures can be found on our website www.hieronymus.be/familie.



A team of psychiatrists, nurses, psychologists, occupational therapists, social workers, etc. work in each ward. During admission, your family member follows a varied day or week program with individual consultations, and individual and group therapy sessions.

Therapy sessions do not only consist of 'talking about the vulnerability'. Together with your family member, we look at his/her life in all areas of life and with all his/her talents and possibilities. For example, a day or week program also consists of creative therapy, sports therapy, music therapy, work training, ... There is also a focus on 'what to do after admission'.

The exact programs differ per ward and care program. But the overarching care vision in our center is the 'recovery vision'. Recovery-oriented care focuses on increasing your family member's self-control, on his/her wishes, possibilities and qualities, and on making a connection with loved ones and society.

The therapy programs take place on weekdays. In the evenings and during the weekend, your family member can leave the ward during the 'exit hours', subject to an agreement with the ward team.

WHEN CAN I VISIT?



You can visit the wards with day and night admission during visiting hours.

If your family member is staying in a closed part of a ward, feel free to speak to a team member from the team to make a concrete agreement about your visit.

During your visit, you can park on the campus of our center.

Rooming-in on Rubato and Da Capo

On indication and in consultation with the team, there is the possibility to stay overnight with your family member (if he/she is staying in the secure unit of the ward). In this way, you can offer closeness to your family member in crisis. Feel free to discuss this in the ward.

HOW DO I GET INVOLVED DURING ADMISSION?

Cooperation with family and loved ones is an important part of the treatment process within our center. Not only to inform you, but also to learn from your expertise as a family member.

At the start of the admission, you will receive a business card with contacts from the ward where your family member is admitted.

These are the doctor, head nurse, psychologist, personal counsellor and social worker who specifically follow up on the treatment process of your family member. You can always contact these people.

Of course, the other employees of the ward are also available and approachable.

Your family member will be asked to provide at least one contact person from the family circle. This allows ward staff to contact you during treatment. It can then be discussed how you can be further involved in the treatment process.

If your family member does not wish to involve you in his/her admission, you can still receive general, non-personal information and tell your story. Employees of the ward will continue to make efforts to restore contact between you and your family member.

VISITING HOURS

DA CAPO	weekdays	18.30 - 20.30 pm
	weekend	10.00 - 11.45 am 13.00 - 17.15 pm 19.00 - 20.00 pm
ID RUBATO	daily	preferably after therapy hours (from 4 p.m.) visits at other times are possible when agreed in advance by the ward
PORTATO	weekdays	16.00 pm - 21.00 pm
	weekend	09.00 am - 21.00 pm
LEGATO	weekdays	16.00 pm - 20.00 pm
	weekend	10.00 am - 20.00 pm

BY TELEPHONE

DAYCENTER MODERATO	weekdays	08.00 am - 16.00 pm
DAYCENTER LARGO	weekdays	08.00 am - 16.00 pm



Psychiatrisch Centrum
Sint-Hieronymus zvw

Dalstraat 84A · 9100 Sint-Niklaas | www.hieronymus.be | +32 (0)3 776 00 41

DA CAPO

T +32 (0)3 780 38 34
E dacapo@hieronymus.be

MODERATO

T +32 (0)3 780 38 96
E moderato@hieronymus.be

ID RUBATO

T +32 (0)3 780 38 35
E id.rubato@hieronymus.be

LARGO

T +32 (0)3 780 38 97
E largo@hieronymus.be

PORTATO

T +32 (0)3 780 38 36
E portato@hieronymus.be

LEGATO

T +32 (0)3 780 38 38
E legato@hieronymus.be

doctor: _____

headnurse: _____

individual companion: _____

psychologist: _____

social worker: _____

Did you know...?

... you can make an appointment with every contact person of our team.

Feel free to contact us!!

WILL I BE INVOLVED AS A CHILD?



Your mom, dad, sister, brother, grandma, grandpa or another family member is hospitalized. That also has an impact on you. You may have a lot of questions. You may be worried. It makes you sad. Or you feel that you now have to take care of your family member. These are normal reactions and questions. Depending on your age, we offer a number of things.

Visit

You are welcome to visit. On p. 12 in this brochure you will find the visiting hours of each ward.



Wupke

You can share our cuddle owl Wupke with your mom, dad, ... Wupke can go home with you, while Wupke's cuddle heart stays with your mom, dad, ... remains in hospital.

Toy

You will also find Wupke, our cuddle owl, in our garden. He is standing by the playground where you might have a moment with your mom, dad, ...



Play boxes

In each ward, at the reception in the central entrance, and in the Momento restaurant,

you'll find toy boxes/a play corner and educational booklets.

Info afternoon 6 – 12 years

Several times a year we organize an information afternoon where we explain what happens in a hospital like ours. You can come here with your mom, dad, grandma, grandpa, ... There are also children of other mothers and fathers in admission.

Getting started with your mom or dad

During the admission, we also pay attention to the parental role of your mom or dad. Together with your parent, we look at how they can strengthen your resilience.

How can you be explained about the psychological vulnerability of your mom or dad? Which adult confidential counsellors are there in your area that you can turn to?

And can you just remain a child in this situation, because that is very important: that you do not feel that you now have to take care of your mom or dad. You remain the child.

INFORMATIONAFTERNOON FOR KIDS

Will you be there?

For moms and dads with their children
between 6 and 12 years old.
Grandparents are also welcome!

.....day



from
14 to 16 pm

Subscribe by sending an email
before.... to
ruth.morren@hieronymus.be.
Mention your name, ward, name
and age of your children.

Talking to someone and/or looking for information

Do you have any questions or would you like to know more about the admission of your mom, dad, brother, sister, ... in our hospital? Feel free to speak to a nurse or psychologist on the ward. Would you rather talk to someone from outside the hospital (e.g. anonymously, chat, call, etc.)? On the right you will find some organizations where you can go..

Book list

Do you find it difficult to talk to someone or are you not ready yet? Perhaps a book can already bring a lot of advice. Some books that you can read can be found on the right.

Secret Facebook group (up to 25 years)









There is a secret group on Facebook for children (up to 25 years old) of parents with mental health problems. In this group there are children who may be struggling with the same issues as you.

If you want to join this, send a friend request on Facebook to Ben Kwantencgg or Tineke Bettenscgg. They work at the CGG Waas and Dender, specifically for children's and young adult work. You can go here anonymously and free of charge.

Where can you go?

- www.awel.be
- www.caw.be/jac
- www.tejo.be
- www.watwat.be
- www.noknok.be
- www.overkop.be/
- CLB

Books are available in Dutch.

	Pssst! Brenda Froyen	For young people with questions about pssst, you know... (from 10 years)
	Oline, het olifantje Martine Delfos	About addiction of parent(s) and the out-of-home placement (4-10 years)
	Het verhaal van mevrouw eekhoorn Brigitte Minne	About changing moods (from 8 years)
	Papa is paars / mama is groen Juliette Meijer	For young children, general psychological problems/psychosis (young children)
	Kleuren voor papa Hermans Anne & Van Dromme Barbara	For children of parents suffering from depression
	Wupke. De wereld op zijn kop. Hilde Vergult	About drug problems or psychosis (young children)
	Het blijven toch je ouders Engelbertink, Monique, Bianca den Ouden & Engelbertink, Irene	For children of addicted parents (12 to 24 years)
	Een regenbui van tranen Rob Baetens	About psychosis (from 13 years)

WHERE CAN I GO WITH QUESTIONS OR JUST TO BE HEARD?

It is important that you also take care of yourself. After all, when one member of the family struggles with a psychological vulnerability, it affects the entire environment. Maybe you also need support?

You can always contact your family member's ward team. You can find their contact details on the business card that is given on admission. Every team member at the ward is approachable and accessible.

However, if for some reason you cannot contact the ward team, you can always call on the family counsellor. He works independently and is therefore not affiliated with a specific ward or team. You can contact the family counsellor for questions, concerns, complaints, someone to listen to you, etc.

There are also various services and organizations outside our center where you can go for more information or other questions. On the website of Family Platform Mental Health you can find an overview of services and organizations that you can call as a family.

◆ www.familieplatform.be/links



FAMILIEVERTROUWENSPERSOON

M 0471 90 79 50
E familievertrouwenspersoon@familieplatform.be

FAMILIEPLATFORM VZW

Filip Williotstraat 9 - 2600 BERCHEM

M 0476 96 39 66
E info@familieplatform.be
W <https://familieplatform.be>

HOW CAN I GET IN TOUCH WITH OTHER FAMILY MEMBERS IN THE SAME SITUATION?

You are not alone. Because the admission of your family member can be very drastic or feel confusing, it can help to get in touch with family members in a similar situation. This is called 'peer contact'.

Each ward organizes its own moments when you can have contact with peer support with other family members.

Depending on the ward, these moments can be information evenings, relaxing activities or insightful training. Feel free to ask about it at the ward.

There are also many organizations for family members outside our center.

Similes is an association for family members and relatives of people with a psychological vulnerability.

This family organization organizes its own meeting activities, information evenings, discussion meetings and training courses and can also be reached for advice, questions, ... You can go to the Similes Listening Line (016 244 200) spontaneously, without an appointment. You can also email your question to luistervrijwilligers@hotmail.com.

You can also go to Warme Babbel of Similes. You choose who you want to talk to.

You can go for a walk or for a chat over coffee or tea. Or do you choose a volunteer who you can reach via email, phone or video call?

◆ www.warmebabbel.be

Warme Babbel
*For and by families of
people with mental
health problems*



FAMILIEVERTEGENWOORDIGER EN SIMILES VRIJWILLIGER

Joris De Keukelaere

M 0495 82 02 39
E joris.dekeukelaere@skynet.be
W <https://nl.similes.be>

WHERE CAN MY FAMILY MEMBER AND I GO AFTER ADMISSION?

When your family member's treatment process ends in our centre, it may be important that there is still sufficient follow-up and support after admission. This is called 'aftercare'.

The aftercare options are discussed by the staff of the ward together with your family member during treatment.

The support options listed below are not strict 'aftercare' initiatives. They can already be used during admission or can be integrated into the ward's therapy program. You can also go to a number of initiatives without ever having been admitted.

We list a few initiatives for you we work with closely. However, there are many other possibilities. Feel free to ask and discuss this with the employees of the ward.

Psychological support

Our centre has an '**Polikliniek**'. Here you can go for a consultation with one of our psychiatrists, even if you are not hospitalized. It is possible that your family member will be followed up by his/her ward doctor through regular appointments at the outpatient clinic.

Your own **GP** and/or that of your family member are important partners in healthcare. You can discuss the options with your doctor. Your GP can also contact our centre directly at any time, both before and after your family member is admitted.

Home Care

The **Team for Acute Care** focuses on people aged 18 to 65 with acute psychiatric problems in the home situation. They carry out crisis intervention at home to prevent admission or relapse. This crisis counselling must be registered via a doctor (e.g. general practitioner).

The **Team for Long-Term Care** offers guidance at home for people aged 16-65 with a psychiatric vulnerability of a long-term nature.

Zij bekijken samen met de cliënt op welke levensdomeinen gewerkt kan worden en stellen samen een begeleidingsplan op. Together with the client, they look at which areas of life can be worked on and draw up a guidance plan together.

Connect is a care program of Radar - Network Mental Health Children and Young People East Flanders for early detection and early intervention in mental issues with children and young people between the ages of 9 months and 23 years in their (family)context. They look at the situation together and discuss the appropriate treatment. This service can come to your home.



TEAM

Team Acute Zorg

Papenakkerstraat 2
9100 Sint-Niklaas

T 03 760 07 23

W www.apzst-lucia.be

Team voor Langdurige Zorg Regio Noord (Sint-Niklaas, Stekene, Sint-Gillis-Waas, Beveren, Kruikebe, Temse, Waasmunster, Lokeren en Moerbeke-Waas)

Valk 39A

9111 Sint-Niklaas

T 0470 90 04 20 (permanentie)

E bart.peleman@hieronymus.be

M 0471 66 09 93

Team voor Langdurige Zorg Regio Midden (Dendermonde, Buggenhout, Lebbeke, Hamme, Zele, Berlare)

Koning Albertlaan 14

9200 Dendermonde

T 0485 33 06 63

E bart.vandevoorde@hieronymus.be



RADAR-CONNECT

Parklaan 14b

9100 Sint-Niklaas

M 078 35 34 35

E connect@radar.be

W www.radar.be/connect

WHERE CAN MY FAMILY MEMBER AND I GO AFTER ADMISSION?

Peer support and leisure

BOTS is a place for anyone with a psychosis susceptibility. Those who want to can drop by for a cup of coffee and a chat, a relaxing offer or a therapeutic offer.

Zigzag is a walk-in house where people with psychosocial problems can meet each other. There is a talk café (alcohol-free) and all kinds of leisure and training activities are organized.

Café P is a psychosis talk café. It brings together family and loved ones of people with psychosis sensitivity. To this end, evenings are organized at regular intervals where experiences can be shared, speakers explain a theme, ...

Employment Support

De Witte Hoeve is a labor center for people with a psychological vulnerability. Together they look at the future on the labor market or in volunteer work.

There are several workshops to train work skills. There is also an individual employment guidance service, **Echo**.

Residential Support

In sheltered housing, people with a long-term psychiatric vulnerability receive guidance from the Team Long-Term Care linked to a stay in one of the **Pro Mente** homes in Sint-Niklaas.

Clients with stabilized problems, who are not eligible for admission to a residential care center or sheltered living project, but who do need continuous guidance, can go to psychiatric nursing home **Het Hooghuis**.



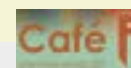
BOTS
Hazewindstraat 7
9100 Sint-Niklaas

M 0476 20 54 89
FB www.facebook.com/botsintniklaas
IG www.instagram.com/bots_sintniklaas



ZIGZAG
Hazewindstraat 7
9100 Sint-Niklaas

T 03 778 25 53
E zigzag@hieronymus.be
W www.ontmoetingshuiszigzag.be



CAFE P
Meer info:

FB www.facebook.com/psychosepraatcafeP
IG www.instagram.com/cafeP_sintniklaas
W www.cafep.be



DE WITTE HOEVE
Valk 39
9111 Belsele

T 03 776 50 99
E witte.hoeve@hieronymus.be
W www.hieronymus.be/witthoeve



ECHO
Valk 39
9111 Belsele

T 0491 62 22 67
E echo@echosintniklaas.be
W www.hieronymus.be/echo



TEAM LANGDURIGE ZORG
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E bart.peleman@hieronymus.be
W www.hieronymus.be/zorgaanbod/team-langdurige-zorg-noord



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Nieuwstraat 183-185-187
9100 Sint-Niklaas

T 03 780 38 37
E hooghuis@hieronymus.be
W www.hieronymus.be/hooghuis

FAMILY SURVEY



In collaboration with the Family Platform Mental Health, our centre developed a questionnaire for family. It is important to us that you can share your experiences with our center. This allows us to improve our assistance and services where necessary and possible.

The questionnaire is administered once a year, in collaboration with the Flemish government. At that time, you will receive an invitation to participate in the survey. The results of previous surveys can be found on our website www.hieronymus.be/familie.

QUESTIONS OR NOTES?

A series of horizontal dotted lines for writing questions or notes.



Psychiatrisch Centrum
Sint-Hieronymus

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An initiative
of the Family
Working Group



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