



# PATIENT AND FAMILY HANDBOOK



Comfort. Care. Hope.

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# WELCOME TO HOTEL DIEU SHAVER HEALTH AND REHABILITATION CENTRE

Dear Patient and Family,

Welcome to Hotel Dieu Shaver Health and Rehabilitation Centre. Our team is driven by a mission to restore health, rebuild life and renew hope by providing extraordinary care to every patient who come in our doors. We cherish life, welcome the poor and marginalized as our peers, and witness Christ's love to all. As a Catholic Healthcare provider, we integrate our mission and values into everyday decision making and begin our meetings with prayers for strength and guidance as we face our daily challenges with attention to spirituality, as did our founding Sisters - The Religious Hospitallers of St. Joseph.



Jane Rufrano  
*Chief Executive Officer*



Dr. Jack Luce  
*Chief of Staff*

We take pride in our dedicated and passionate staff who take a person centred care approach. Person centred care involves respecting human dignity through patient advocacy, empowerment, and respecting the patient's autonomy, voice, self-determination, and participation in decision-making.

Regardless of the reason you require care at Hotel Dieu Shaver Health and Rehabilitation Centre, our entire team is committed to helping you achieve your goals. We want you and your family to feel comfortable and be actively involved in your care. The information in this handbook will familiarize you with hospital services and policies and will answer many questions you may have during your hospital stay. If you have questions that are not addressed in the handbook, please do not hesitate to request assistance from any member of your health care team.

We wish you all the best in health and happiness.

Sincerely,

A handwritten signature in black ink that reads "Jane Rufrano".

Jane Rufrano  
*Chief Executive Officer*

A handwritten signature in black ink that reads "Dr. Jack Luce".

Dr. Jack Luce  
*Chief of Staff*

## OUR VALUES

**S**pirituality  
**P**rofessionalism  
**I**nnovation  
**R**esponsible Stewardship  
**I**ntegrity  
**T**eamwork

## OUR MISSION

Hotel Dieu Shaver Health and Rehabilitation Centre is a community of holistic and compassionate care for all those who seek our service and those we serve. As a Roman Catholic facility, grounded in God's love, we provide the resources and care to enable people to reach their optimal level of health and well being.

Hotel Dieu Shaver Health and Rehabilitation Centre is a faith based organization sponsored by Catholic Health International. May the spirit of love, compassion and dedication that motivated our founding Sisters continue to inspire each member of our Centre as we strive to meet the needs of all who come for care.

# WELCOME TO HOTEL DIEU SHAVER HEALTH AND REHABILITATION CENTRE

## PHILOSOPHY OF CARE

In keeping with the Mission and Values of Hotel Dieu Shaver Health and Rehabilitation Centre (HDSHRC), key elements of the philosophy are defined as below:

### A PATIENT FOCUSED APPROACH = PERSON CENTRED CARE

Person Centred Care is an approach in which clients are viewed holistically and compassionately. Person centred care involves respecting human dignity through patient advocacy, empowerment, and respecting the patient's autonomy, voice, self-determination, and participation in decision-making.

## TEAM

A group of people (patients, families and each other) working together to achieve common goals in accordance with our mission and values.

## PATIENT RIGHTS AND RESPONSIBILITIES

The Patient Rights and Responsibilities are designed to help nurture positive relationships between patients and healthcare professionals. We are committed to providing you with compassionate and quality healthcare. Please review your rights and responsibilities to better understand what you can expect from us as caregivers and what we respectfully request of you in order to make your stay as comfortable as possible.

### PATIENT RIGHTS

We recognize the following fundamental rights of our patients and we are committed to maintain an environment that both nurtures and protects these rights:

- To receive courteous and respectful care regardless of gender, creed, ethnic origin, sexual orientation, age, family status, financial or medical status.
- To receive assistance toward independence and self care to the maximum level possible in comfort and dignity.
- To expect all to be properly identified and those providing direct care to be introduced to the patient.
- To have confidentiality maintained regarding your personal, financial, medical and other records which are entrusted to the facility and available only to those for whom the information is essential and/or those authorized by the patient.
- To receive all information necessary to give informed consent to any diagnostic or treatment intervention, including the known risks involved and existing alternatives to the proposed care or treatment. (Note: In the case of an incompetent patient, this information will be given to the patient's substitute decision maker.)
- To refuse treatment and be informed of the potential health risks of your decision.
- To request and receive information about your illness including diagnosis, treatment and prognosis in terms and language that you are able to understand.
- To choose whether or not to participate in any research project.
- To be informed of any additional financial cost that may be incurred for services.

- To request information about the procedure for addressing concerns and the ability to raise those concerns or recommend changes regarding the care and service received without fear of reprisal.
- To involve family and/or friends with aspects of your care as appropriate.
- To be provided with palliative care and to die with dignity in accordance with one's beliefs and wishes.
- To have a clean and safe environment.
- To have all physicians, staff, volunteers and students respect the above patient rights.

## PATIENT RESPONSIBILITIES

Hotel Dieu Shaver recognizes your rights and reminds you of your responsibilities as a patient. They include:

- Cooperate and participate with your health care providers during your treatment.
- Provide accurate information about your illness to the best of your ability.
- Accept the consequences of refusing treatment.
- Treat your health care team and fellow patients in a respectful and considerate manner.
- Be patient if you encounter delays and understand that sometimes other patients' needs may be more urgent than yours.
- Be responsible for personal property and valuables.
- Treat hospital furnishings and property with respect and obey no smoking by-laws and other hospital regulation.
- Cooperate and participate in planning for your discharge.
- Arrange payment for all uninsured financial costs incurred in your care.
- Voice any concerns regarding care to your health care providers.
- Identify one family member or friend appointed as the primary contact to communicate with the health care team.

# HEALTH ETHICS

Our values, morals and beliefs shape the decisions we make about our health and the care we receive. Most often our choices are clear; however there are times when we feel unsure or have conflicting opinions from others involved in the decision. Health Ethics helps us to clarify our choices and make decisions through open and respectful discussions.

An example of a decision with ethical implications could be related to:

- One's abilities to make one's own decisions and the need for a substitute decision maker.
- The use of tube feeding in the frail elderly.
- Whether one should receive or refuse a specialized therapy or care.
- Respectful approaches to end of life care.

Resources available to assist with ethical reflection and decision making are:

- A conversation with your physician, nursing staff, or someone from Pastoral Services can help you clarify your values and choices.
- The Health Ethics Guide of the Catholic Health Alliance of Canada is available in print or at [www.chac.ca/resources/ethics/ethicsguide\\_e.php](http://www.chac.ca/resources/ethics/ethicsguide_e.php)
- An Ethics Consultation Team can be called to meet with a patient and/or family to facilitate discussion and resolve a potential ethical dilemma or conflict. This resource is used only when there are significant unresolved differences in values and choices among all persons involved with a health care decision.
- A Principle and Values Based Framework/Process for Ethical Decision Making is followed to resolve ethical conflicts.
- A consultation can be arranged with the Director of Mission and Pastoral Services to talk in private at Ext. 84201.

## SPIRITUAL DIMENSION

**Pastoral Services:** For many people, spiritual and religious care is part of their everyday life; however, this awareness or need may intensify during a hospital admission. Pastoral Associates/Chaplains are committed to serving all patients, loved ones, staff and volunteers at Hotel Dieu Shaver regardless of faith or creed. As part of the healing process which complements your total care, a chaplain may assist with coping strategies and provide confidential counsel to those in distress as well as be available for prayer and rituals. You may contact a chaplain at ext. 84274 or simply ask your nurse to do so.

**Worship Services:** Roman Catholic Eucharist is celebrated in the chapel the first Wednesday of each month at 11:00 a.m. and each Sunday at 10:00 a.m. Interfaith Services are provided each Saturday at 10:30 a.m. in the Second Floor Dining Room. The Chapel is located on the Ground Floor and is open for quiet reflection and prayer.

## KRISTEN FRENCH FAMILY SUPPORT ROOM

The Kristen French Family Support Room is location on the Ground Floor of the In-Patient Building near the 'Dieu Drop-In Cafe'. The support room is available for patients, family, physicians and staff who need to confer in private. The room may be accessed through Switchboard at the main entrance.

# PATIENT AND FAMILY INFORMATION FOR INPATIENT CARE

## WHAT IS REHABILITATION?

Rehabilitation is a progressive, dynamic, goal-oriented and time-limited process, which enables an individual with an impairment to identify and reach his/her optimal mental, physical, cognitive and/or social functional level.

**Motivation** – Will increase your ability to reach your goal.

**Commitment** – You and your family are encouraged to take an active role in your program in order to reach the highest level of independence and goal attainment.

**Weekend Passes** – These are a part of your program and will be used as a therapeutic tool to gauge and identify problematic areas. Any concerns will be brought to the multidisciplinary team for evaluation and possible solutions.

**Clothing** – All clients in the rehab program are expected to have loose fitting street clothing and appropriate non skid footwear in order to participate fully in their therapies.

## ACTIVE REHABILITATION PROGRAM

The inpatient active rehab unit (1 East) treats patients requiring therapy as a result of musculoskeletal or neurological conditions (hip fracture, amputation(s), neurological conditions such as stroke, etc). The goal is to help patients attain maximum physical, communicative and cognitive functioning, while addressing emotional, social and spiritual needs to help them return to living in the community as independently as possible. The therapies provided on this unit are high intensity and of shorter duration; the length of stay on this unit is usually 30-45 days but can be shorter depending on the patient's progress.



## RESTORATIVE CARE PROGRAM

Restorative therapy is provided on 1 West & 2 East. Patients are admitted from an acute care hospital after an acute event/illness with the goal of improving functional ability to facilitate a safe return to the community. After their stay on the unit, patients return to their homes or to a supportive setting more suitable to their needs. Restorative care programs provide low intensity therapy over a longer period of time, on average 45-60 days.



## MEDICALLY COMPLEX PROGRAM

The Medically Complex Care unit is located on 2 West and provides care to patients transferring from acute care with complex medical conditions. The Medically Complex Care Program helps patients and their families identify strategies that support a successful discharge back into the community on average within 60-90 days. Patients in the Complex Care Program are provided with less intensive rehabilitation therapy dependent upon the patient's ability to participate. The Complex Care Program helps patients and their families identify strategies that support quality-of-life goals as well as short term and long term care needs.

## PALLIATIVE CARE PROGRAM

Palliative Care beds are located on 2 West; the palliative program provides pain and symptom management combined with emotional and spiritual support to patients at end of life. Care is provided to patients by an inter-professional team including: pastoral care, medicine, nursing, occupational therapy, pharmacy, dietary services, physiotherapy, social work, speech language pathologists, and therapeutic recreation. The care team also encourages a support network among patients, family and staff.





## CLINICAL TEACHING

Hotel Dieu Shaver Health and Rehabilitation Centre participates in the clinical training of students in a variety of healthcare disciplines. During your stay, one or more of these students may participate in your care under the supervision of a physician, registered nurse, registered practical nurse or other registered allied health professional. If you choose not to have a clinical student participate in your care, please inform the Charge Nurse.

## YOUR CARE TEAM

Upon your admission to Hotel Dieu Shaver a primary doctor will be assigned to you. Other members of your care team may include: nurses, nurse practitioner, physiotherapists, occupational and recreational therapists (and assistants), case manager, pharmacists, speech-language pathologists, social worker, dietitian, chaplain, environmental assistants and volunteers.

## WHAT DO I NEED?

You are responsible for your own personal belongings that you bring with you to Hotel Dieu Shaver. It is recommended that you keep personal belongings to a minimum, including electronic equipment that may be a health and safety issue.

Personal labels on your belongings will help prevent loss of these items. Any money kept at the bedside is done at your own risk. Only small amounts should be kept for personal needs. Personal aids such as hearing aids, glasses, dentures or any communication device should be kept in a safe place when not in use. A basket placed on your over bed table is provided for this purpose. Please do not place personal aids on your meal tray.

To help prevent falls you must bring non skid footwear - shoes, slippers (non-skid socks are not acceptable).

Acceptable non-skid footwear must be worn at all times while out of bed.

**You will be expected to supply:** toiletries, comb, brush, toothbrush, toothpaste, tissues, denture products, electric razor, body lotion, soap and shampoo. Once we have identified the program that you will be participating in, we will talk to you about the personal clothing you will need.

Hotel Dieu Shaver will hold patient clothing and equipment left at facility for 30 days after discharge or transfer. After the 30 day time frame these items will be donated to charity.

Please note that electric items such as razors and hair dryers will be inspected by our maintenance staff to ensure they comply with the appropriate safety standards.

## DURING MY STAY, WHAT CAN I EXPECT?

When you arrive at Hotel Dieu Shaver, you will be assessed by your health care team. All treatment and care will focus on improving your quality of life and preparing you for your successful discharge.

**Physician/Physiatrist:** When you are admitted you will be under the care of a physician, usually a Family Physician. A Physiatrist, who is a specialist in Rehabilitative Medicine, is available for consultation. Because your medical condition is considered stable when you are transferred from an acute care hospital to a rehabilitative, complex care facility, a physician will see you based on your medical needs. Should there be a change in your medical condition where you require advanced assessment/interventions, you will be transported to an acute care hospital.

In all our rehabilitative and restorative programs there are milestones or goals to accomplish to sustain progress; sometimes you are unable to reach these milestones/goals and progress plateaus or ceases, in these circumstances the health care team will advise you and you may be moved to another program where you will still receive therapy but this may not be as intense or frequent. This may require you to be moved to another patient care unit within our facility.

During your stay at Hotel Dieu Shaver, the team will perform regular assessments and discuss their findings with you and your family. You and your family may be meeting with a Case Manager during your hospital stay to discuss your discharge date and destination.

A change in your condition may require you to be transferred to another program and location within the facility. Prior to a move taking place, your health care team will discuss this with you. From time to time there may be a need to move you to another room on the inpatient unit in order to accommodate you or other patients.

**Discharge Planning:** Hotel Dieu Shaver supports a philosophy that promotes safe and timely care to meet healthcare needs of patients and families in the most appropriate setting. Every patient admitted should expect to return home, and be provided the opportunity to make any long term living decisions from home. Planning for your return home or back into the community starts the day of your admission.. A discharge date will be determined by your health care team and you will be advised of this date, it is expected that you work with the team to identify and resolve any barriers to returning home on or before the identified discharge date.

On your discharge date, the time for discharge is 10:00am.

## INFORMATION FOR FAMILY AND VISITORS

Please comply with visiting guidelines (hours and two visitors per patient). On occasion you may be asked by staff to leave the room for a brief time to provide privacy for other patients and their family members. Please know that staff will ensure that the same courtesy will be afforded to you by other families. **To enhance care we encourage families to select one contact person to represent family concerns.** To be an integral part of your loved one's progress and future plans, we encourage you to attend therapy sessions as well as scheduled patient conferences.

### PATIENT MEAL SERVICE

**Breakfast:** 7:30 a.m.  
**Lunch:** 12:00 p.m. (Noon)  
**Dinner:** 4:45 p.m. to 5:15 p.m.

Patients will receive a selective menu every morning at 10:00 a.m. which will be left at the bedside for patient/family to fill out. Menus will be picked up at 12:00 p.m. If required, assistance will be offered when menus are picked up. Menu selections are for the following day.

### TEMPORARY LEAVE OF ABSENCE

Day and overnight passes are allowed with input from your Health Care Team focusing on 'safety first' and a physician's written order. For weekend passes, the staff must be advised the Wednesday before the weekend in order to have your medication prepared. You may be required to have your prescription filled by your community pharmacy.

### PARKING

Parking at Hotel Dieu Shaver works on a pay-and-display system. Simply pay at one of the machines located at various points around the parking lots and display the ticket face up on your dashboard. The payment options are hourly, daily or monthly.

### TRANSPORTATION

Patients/families are responsible for transportation costs associated with all external appointments not ordered by Hotel Dieu Shaver physicians.

### CO-PAYMENT

Patients who are unable to return home and who are awaiting transfer to a long-term care home or other facility will be charged a co-payment fee. The Case Manager will provide more information to you and your family if this applies.

### FAMILY PETS

Family pets are welcome to visit patients provided they are on a leash and have had appropriate shots. Please be respectful of other patients who may not be comfortable around animals or have a sensitivity to them.

# OUTPATIENT SERVICES AND PROGRAMS OFFERED AT HOTEL DIEU SHAVER

## OUTPATIENT CLINICAL PROGRAMS

All admissions to outpatient programs require a physician referral; the outpatient referral form is located on the Hotel Dieu Shaver website [www.hoteldieushaver.org](http://www.hoteldieushaver.org). All referrals are screened for appropriateness to the programs.

### NEUROLOGY PROGRAMS

The Neurology Programs include the Stroke Program, the General Neurology Program and the Steve Ludzik Centre for Parkinson's Rehabilitation.

Individualized care plans are prepared for each client and may involve input from the following team members: Psychiatrist, Occupational Therapist, Physiotherapist, Speech Language Pathologist, Social Worker and Dietitian. An Advanced Practice Nurse also provides assessment for clients in the Parkinson's Rehabilitation Program.

- **OUTPATIENT STROKE PROGRAM**

The Stroke Program provides a specialized interprofessional treatment approach for patients with rehabilitation goals following the diagnosis of stroke. In partnership with the client, this program offers treatment and education in both individual and group settings.

- **GENERAL NEUROLOGY PROGRAM**

The General Neurology Program provides interprofessional care for clients with a variety of diagnoses such as spinal cord injury, multiple sclerosis and traumatic brain injury. Interventions are offered based on client-driven goals and may be provided in an individual or group setting.

- **SPEECH LANGUAGE PATHOLOGY OUTPATIENT PROGRAM**

The Speech Language Pathology Program provides rehabilitation services to adults exhibiting acquired communication difficulties including disorders of motor speech, aphasia, and cognitive communication. Physician referral is required.

- **STEVE LUDZIK CENTRE FOR PARKINSON'S  
REHABILITATION**

Steve Ludzik Centre for Parkinson's Rehab provides Interprofessional care for clients diagnosed with Parkinson's disease. Interventions are offered based on client-driven goals and may be provided in an individual or group setting.



## ORTHOPEDIC PROGRAM

The Orthopedic Programs include the Amputee Program, the Arthritis Program, the Trauma Program and the Hand and Upper Extremity Program.

Individualized care plans are prepared for each individual and may involve input from the following team members: Physiatrist, Physiotherapist, Occupational Therapist, Rehabilitation Assistant, Prosthetist, and Social Worker.

- **AMPUTEE PROGRAM**

The Amputee Program provides specialized, interprofessional outpatient rehabilitation services to individuals following the amputation of a limb. Each client receives an individually designed treatment and skills training program.

- **ARTHRITIS PROGRAM**

The Arthritis Program provides specialized, interprofessional outpatient rehabilitation services for individuals with complex arthritic conditions. The program includes assessment, treatment and education to patients and family members. Splint or Orthotic fabrication is completed as indicated.

\* Splint costs are not covered by OHIP. Patients are responsible for the cost of splints.

- **TRAUMA PROGRAM**

The Trauma Program provides specialized, interprofessional rehabilitation services for individuals with post-operative and/or complex orthopedic conditions. The program includes assessment, treatment and education to patients and family members.

- **HAND AND UPPER EXTREMITY PROGRAM**

The Hand and Upper Extremity Program provides specialized, interprofessional rehabilitation services for individuals diagnosed with dysfunction, disease or trauma to the upper extremity. The program includes assessment, treatment, and education to patients and family members. Splint fabrication to protect or mobilize joints is completed as indicated.

\* Splint costs are not covered by OHIP. Patients are responsible for the cost of splints.



## AUDIOLOGY PROGRAM

The Audiology Program consists of Audiologists who are hearing healthcare professionals that assess, diagnose and manage individuals with hearing difficulties. Our Audiology Services are funded by the Ontario Ministry of Health and Long-Term Care. You can make an appointment for a hearing test by calling extension 85233.

- **HEARING AID DISPENSARY**

Our Audiology team provides full Hearing Aid Dispensing Services, which include: dispensing and ongoing support of hearing aids, FM Systems, and other Assistive Listening Devices. In addition, hearing aid batteries and other accessories are available for purchase. Our Hearing Aid Dispensary is registered to provide services through the Assistive Devices Program (ADP), Workplace Safety and Insurance Board (WSIB), Department of Veteran's Affairs (DVA), Ministry of Community and Social Services (ACSD and ODSP), Infant Hearing Program (IHP) and several insurance companies. Hearing Aid Dispensary Services are fee for service. All program proceeds are re-invested into the hospital to allow for continual organizational improvements to benefit our patients, programs and the community.



## SPECIALTY PROGRAMS

### ADULT SEATING CLINIC

Customized seating solutions are required by many individuals living throughout the Niagara Region who have the most complex physical disabilities. Seating plays a critical role in maintaining an individual's positioning, which in turn maintains a person's health (eg. skin integrity, respiratory health, and physical mobility). The Adult Seating Clinic provides specialized, interprofessional rehabilitation expertise to enable an individual to be mobile and engage in daily living, optimizing the person's quality of life.

### AUGMENTATIVE AND ALTERNATIVE COMMUNICATION CLINIC (AAC)

The focus of the AAC program is on addressing the communication needs of individuals with severe speech and/or physical impairments through the provision and support of communication systems. Our interprofessional team is made up of a Speech Language Pathologist, Occupational Therapist, Rehabilitation/Electronic Technologist, and a Communicative Disorders Assistant.

### NETWORK NIAGARA ASSESSMENT & TREATMENT SERVICES

Network Niagara is an outpatient rehabilitation program that focuses on clients whose lives have been affected by various injuries, including injuries resulting from motor vehicle accidents and work-related accidents. Our interprofessional healthcare team uses a person centred care approach in assisting our clients with progressing towards their pre-injury level of function in their home, work, leisure, social and activities of daily living roles. Network Niagara has been providing assessment and treatment services to meet the needs of our clients, their families, physicians, and insurance companies since 1993. Additionally Network Niagara is dedicated to working with the Work Safety Insurance Board, as we currently serve as a WSIB Regional Evaluation Centre and a WSIB Shoulder & Elbow Specialty Clinic. As a revenue generating department of Hotel Dieu Shaver, Network Niagara ensures that all proceeds are re-invested into the hospital to allow for continual organizational improvements to benefit our patients, programs and the community.

# YOUR HEALTH INFORMATION AND YOUR PRIVACY

The Hotel Dieu Shaver Health and Rehabilitation Centre provides specialty health care services in the Regional Municipality of Niagara. HDSHRC works in partnership in the provision of health care services with the Niagara Health System (NHS) and other health care agencies. The NHS and HDSHRC use a common electronic system for patient records that is maintained by the NHS.

## COLLECTION, USE AND DISCLOSURE OF PERSONAL HEALTH INFORMATION

Hotel Dieu Shaver Health and Rehabilitation Centre collects Personal Health Information (PHI) about you directly from you or from the person acting on your behalf. The personal health information that we collect may include, for example, your name, date of birth, address, health history, records of your visits to HDSHRC and the care that you received during those visits. Occasionally, we collect PHI about you from other sources, if we have obtained your consent to do so or if the law permits.

### We use and disclose your personal health information to:

- Treat and care for you
- Conduct quality improvement activities
- Compile statistics
- Comply with legal and regulatory requirements
- Conduct research as approved by the Research Ethics Board
- Teach
- Notify a representative of a religious or other organization to visit you during your stay
- Notify you of an appointment or change to an appointment
- Plan, administer and manage our internal operations
- Conduct risk management activities
- Fulfill other purposes permitted or required by law
- Obtain payment for your treatment and care from OHIP, WSIB, your private insurer or others
- Conduct patient satisfaction surveys
- Confirm that you are a patient, your general health status and your room and telephone extension while in the hospital
- Locate you or your family in urgent/emergent situations using an overhead paging system
- Facilitate the federal and provincial governments' goal of providing Canadians with an electronic health record. This will improve patient safety, reduce wait times, avoid duplicate testing and enhance timely access to your health information by your health care provider. As these systems become established your HDSHRC information will be stored securely on shared health information databases, accessible only by your authorized health care provider
- As well, we disclose your contact information to our Hospital Foundation so they may conduct fundraising to improve our health-care facilities, services and programs

## YOUR CHOICES

You may withdraw your consent for the following uses and disclosures:

- Fundraising
- Teaching
- Confirmation of your in/outpatient status
- Religious representative notification
- Patient satisfaction surveys
- Some federal/provincial electronic health information systems
- The disclosure of your personal health information to other health care providers who provide health services

You may access and correct your personal health records. Please contact the HDSHRC Health Records Office for more information on accessing, correcting or withdrawing consent for your personal health information.

## SUBSTITUTE DECISION MAKERS

If you are unable to provide your consent, HDSHRC will look to a substitute decision maker, such as a person with a power of attorney, a guardian or a family member, to provide consent. The law requires a substitute decision maker to make the decisions that he or she believe the individual would have made if able to act. HDSHRC is entitled to rely on and will rely on the assertion of a person that he or she is legally authorized to act as a substitute decision maker, unless it is unreasonable to do so in the circumstances.

### How to Contact the Privacy Office

For more information about HDSHRC privacy practices or to raise a concern you have with our practices, contact us:

Director, Health Data & Quality Improvement  
Hotel Dieu Shaver Health and Rehabilitation Centre  
541 Glenridge Avenue  
St. Catharines, Ontario L2T 4C2  
Tel: (905) 685-1381 ext. 85323  
Fax: (905) 688-9905  
E-mail: [Catherine.Esposito@hoteldieushaver.org](mailto:Catherine.Esposito@hoteldieushaver.org)

You have the right to contact the Information and Privacy Commissioner/ Ontario if you think we have violated your rights.

The Commissioner can be reached as follows:  
Information and Privacy Commissioner/Ontario  
2 Bloor Street East, Suite 1400  
Toronto, Ontario M4W 1A8  
Tel: 416-326-3333 or 1-800-387-0073  
Fax: 416-325-9195  
Web site: [www.ipc.on.ca](http://www.ipc.on.ca)

You may file a written complaint by writing to:  
Director of Health Data & Privacy  
541 Glenridge Avenue  
St. Catharines, Ontario L2T 4C2



# INFECTION PREVENTION AND CONTROL SERVICES

The Infection Prevention and Control (IPAC) service at Hotel Dieu Shaver is an essential part of quality patient care. Our key goals are to protect our patients from health care associated infections and prevent the spread of infection from patients, health care providers, visitors and others in our health care environment.

*We all play an important role in infection prevention and control.  
The following are ways that you can help reduce the spread of infection.*

## HAND HYGIENE:

Good hand hygiene is the single most important way to prevent the spread of infection. At HDSHRC you can expect your health care provider to clean their hands before providing care.

Please clean your hands

- When you enter or exit your room or the hospital
- Before and after eating and drinking
- After using the bathroom
- After covering a cough or a sneeze

There are two methods for hand hygiene

1. Soap and water;
  - Wet your hands
  - Use enough soap to lather thoroughly, and continue washing for at least 15 seconds
  - Thoroughly rinse the soap from your hands
  - Dry hand thoroughly using a paper towel
  - Turn off taps with the paper towel in order to avoid picking up germs left by dirty hands.
  - Soap and water should be used if your hands are visibly soiled.
2. Alcohol-based hand sanitizers:
  - Apply 1-2 pumps of alcohol rub (an amount the size of a loonie) into one hand
  - Spread the alcohol rub over your hands and continue rubbing for at least 15 seconds.
  - Alcohol-based hand sanitizers are located throughout the facility and considered the best method for hand hygiene.



Whichever method you use, pay special attention to:

- Your finger tips
- The areas between your fingers
- The backs of your hands
- The base of the thumbs

Remind family members and friends to clean their hands before they visit and before they leave the hospital.

## **RESPIRATORY ETIQUETTE:**

- Cover your nose and mouth with a tissue when sneezing, coughing or blowing your nose.
- Throw out used tissues in the trash as soon as you can. Always wash your hands after sneezing, blowing your nose, using the bathroom or coughing, or after touching used tissues or handkerchiefs.
- Wash hands often if you are sick.
- Encourage family members and friends not to visit if they are ill.

## **INFLUENZA AND PNEUMOCOCCAL VACCINES:**

In a continued effort to prevent outbreaks all patients admitted to Hotel Dieu Shaver during the influenza season (October to April) are offered the influenza vaccine. You will be given an information fact sheet about the vaccine by your nurse and then asked to sign a consent form before your doctor orders the vaccine.

The Pneumococcal vaccine is available if required. Your nurse will provide you with an information fact sheet on admission. Please talk to your doctor if you have questions about the Pneumococcal vaccine.

## **ANTIBIOTIC RESISTANT ORGANISMS (ARO)**

In order to prevent the spread of multi-resistant organisms such as MRSA and VRE, once you have been admitted to hospital the nursing staff will obtain a swab from your nose, rectum and any other open areas. It may be necessary for you to move to a private room in isolation if the results are positive.

If you are isolated you will receive information fact sheets about your ARO. You may still attend therapy and leave your room. However, in order for you to leave your room you must comply with the 5C's. Please talk to your nurse to determine if you can leave your room and review the 'Checklist for a Patient in Contact Precautions to Leave Their Room'.

### **The 5C's include;**

- Clean hands
- Clean clothing and equipment
- Contained drainage
- Continent (or Contained)
- Compliant (with instructions)

## **OUTBREAKS**

An outbreak is declared when there is an increase in the number of patients with the same type of infection such as a cold, diarrhea or vomiting. Outbreaks are declared in an effort to limit the spread of infection to other patients on the unit as well as to other patients throughout the hospital.

### **IN AN OUTBREAK THE FOLLOWING OCCURS;**

- Signs will be placed at the entrances to the hospital and unit explaining the responsibilities of family and visitors.
- If you have symptoms you will be asked to stay in your room to prevent the spread of the infection.
- Health care providers will wear personal protective equipment, such as gown, gloves and mask, during direct patient care to prevent the spread of the infection.
- If you are on the same unit but do not have symptoms, you can move around the unit, but you cannot leave the unit to go to other areas of the hospital.
- Your therapy may occur on the unit.
- Family and visitors should not visit if they are feeling unwell.
- Frequent hand hygiene is the best measure to prevent the spread of infection to you and your loved ones.

#### **4 THINGS YOU NEED TO KNOW ABOUT INFECTION CONTROL:**

1. Please use Purell on your way in and out of the hospital.

2. Do NOT visit if you have:

- a cough
- a fever, or
- diarrhea

These can make our patients very sick.

3. Sneeze or cough into a tissue or your sleeve. We may ask you to wear a mask or come back when you feel better.

4. If you are visiting a patient in a room with “Isolation Precautions”, please:

- Follow the sign on the door
- wear a gown, gloves or mask as the sign shows
- take off gown, gloves, mask when leaving the room

Do not wear gown, gloves, mask in:

- hallways
- dining room
- coffee shop
- outside

**INFORMATION FACT SHEETS AVAILABLE.**

**ASK YOUR NURSE OR DOWNLOAD FROM**

**[WWW.HOTELDIEUSHAVER.ORG](http://WWW.HOTELDIEUSHAVER.ORG)**

- MRSA - Methicillin-Resistant Staphylococcus Aureus Fact Sheet for Patients and Visitors
- VRE - Vancomycin Resistant enterococcus Fact Sheet for Patients and Visitors
- ESBL - Extended spectrum Beta-Lactamase Producing Bacteria Fact Sheet for Patients and Visitors
- CPE - Carbapenemase-Producing Enterobacteriaceae Fact Sheet for Patients and Visitors
- C. Difficile - Clostridium Difficile Fact Sheet for Patients and Visitors
- Fact Sheet for Visitors
- Hand Hygiene
- Checklist for a Patient in Contact Precautions to Leave Their Room

# PATIENT SAFETY INFORMATION

The doors to the stairwells are “keypad access”. Patients at risk of wandering may be supplied with a Watchmate security bracelet that will disarm doors and elevators preventing exit. Family members and visitors should be aware to check with staff before assisting patients (i.e. leaving the unit, feeding, transfer).

## RESTRAINT USE INFORMATION FOR PATIENTS AND FAMILIES

The Hotel Dieu Shaver Health and Rehabilitation Centre use a philosophy of Least Restraint. We believe that restraints should only be used when no other alternative is available. If a restraint has to be used in an emergency situation, we will use the least restrictive restraint possible.

### What is a restraint?

A restraint is any device that limits movement or restricts the movement of a patient. The most commonly used restraints are rear facing seat belts, Pinel type bed restraints and specific medicines referred to as chemical restraint.

### Why we do not use restraints.

Hotel Dieu Shaver Health and Rehabilitation Centre do not use Pinel restraints or rear facing seat belts to immobilize any patient. We are restraint free in that regard. There are many types of equipment that can also be considered a restraint or restraining device such as side rails and Foley catheters. Many patients feel safer with one or both side rails up to remind them that they are not at home and in a narrower style bed. If you would like your side rails up, please let your nurse know. Often times lowering the foot section of the bed rail allows the lower portion of the bed to be open for more freedom of movement.

Research has identified that restraints do not prevent falls, may cause significant medical risk to the patient and worsen agitation or confusion. Research has also shown that patients that have endured restraints experience a loss of dignity.

### What are alternatives to using restraints?

- Taking your loved one for a walk
- Providing distractions such as reading or other activities
- Reducing noise, trying soft music.
- Routine toileting
- Sitting with the patient

**If a restraint is found to be necessary** the team will involve the family, physician and interprofessional team in the decision making process. The use of a restraint is a clinical decision and cannot be requested by family members. Family and physician consents will be required if a restraining device is deemed necessary for a patient. The least restrictive form of restraint will be used and staff will regularly monitor the patient to determine when this can be safely removed. The staff will continue to provide high level nursing care to your loved ones at all times.

If you have questions or concerns, please speak to your healthcare provider.

Goethals, S., Dierckx de Casterle, B. & Gastmans, C. (2011). Nurses' decision-making in cases of physical restraint: A Synthesis of qualitative data, *Journal of Advanced Nursing*, 11(6) 461-466.

Hamers, J.P. & Huizing, A.R. (2005). Why do we use physical restraints in the elderly? *Zeitung Gerontologie und Geriatrie*, 38, 19-25

Registered Nurses' Association of Ontario. (2012). *Promoting Safety: Alternative Approaches to the Use of Restraints*. Toronto, ON: Registered Nurses' Association of Ontario.

# FALLS PREVENTION PROGRAM

## Head Over Heels About Safety

Falls in hospital are an increasing problem that contributes to longer length of stay and in some cases serious injury. Falls can take away your freedom to move and possibly prevent you from returning to your home. Our **Falls Prevention Program** aims to reduce the number of falls in our hospital and to keep you safe. We will assess your risk for falls when you are admitted and develop a plan that meets your personal needs. We cannot eliminate falls completely but with your cooperation, some environmental alterations and a few helpful tips we can reduce your risk of falls while you are here.

## How Can I Reduce my Risk for Falling ...

### ... In the Hospital

**Wear** safe and comfortable footwear. Wear loose clothing that allows for easier toileting.

**Ask** the care team if your bed could be at a better height for you. This is not only for safety reasons but may also help you to move easily in and out of bed.

**Use** grab bars in bathrooms and hallways even if you think you have good balance.

**Do not** bend over to pick up something unless you are sure you will not become dizzy. If you become dizzy, move slowly to the nearest chair to rest and call for help.

**Use** your call bell for assistance to get out of bed, off the toilet or out of a wheelchair if needed, especially at night.

**Ask** for assistance if the furniture or equipment in your room needs to be moved.

### Falls Assessment

In discussion with your team members we will:

- Review your medications
- Identify history of falls and the details
- Review health issues such as eye or ear disorders, joint problems, strength and balance /neurological disorders
- Check your footwear and walking accessories

Questions for my Health Care Team:

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## CODE RED – FIRE ALARM

If the fire is not in your immediate area, all patients and visitors are to return to your room, close the door and windows and wait for further instructions. A staff member will assist you as needed. Visitors who are in the coffee shop, gift shop or cafeteria during a fire alarm must report to the front entrance of the hospital and stay in the main lobby until the all clear is announced.

To help ensure the safety of our patients, visitors and staff, Hotel Dieu Shaver conducts monthly fire drills at either 10 a.m. or 2:30 p.m.

## WORKING TOGETHER

- Don't be afraid to ask questions.
- Share as much information as you can about your illness or condition with us.
- Tell all your care providers if you have allergies or reactions to medicines.
- You will find that different members of the health care team may ask you repetitive questions from time to time. We do our best to keep repetitive questions to a minimum however, it is often necessary as each health care provider must adhere to their specific professional requirements to ensure your safety.

## DURING YOUR HOSPITAL STAY

- Wear your hospital bracelet and allergy bracelet if you need one.
- Be sure the staff that take your blood, give you tests, treatment or medicines, check your ID bracelet and ask your name.
- Help prevent infections by washing your hands.
- Wear non-skid shoes.
- Ask us about your medicines, particularly if they are new or different. Inquire as to why you are getting them.
- Don't be afraid to tell us if you think you going to receive the wrong treatment or medicine.
- Do you understand what treatment you are having?
- Help us plan for your discharge: Do you have all the information you need? Do you understand the instructions?
- If you have concerns or issues about your care, speak to you health care provider or the unit supervisor immediately.

**Cafeteria Services:** Open 11:30 a.m. to 1 p.m. daily. Closed on weekends and statutory holidays.

**E-mail:** Family and friends can e-mail you a message through our website at [www.hoteldieushaver.org](http://www.hoteldieushaver.org).

**WiFi:** WiFi is available for patients and visitors. Please ask staff for log in and password.

**Patient Computers:** Computers are available for patient use in the two dining rooms. Patients may bring their own Laptops. Tablets, etc. You will need to obtain the password from the nurse in charge to log unto the hospital's WiFi system.

**Coffee Shop:** Monday to Friday 9 a.m. to 11 a.m.; 1:30 p.m. to 3:30 p.m.;  
6 p.m. to 8 p.m., Saturday and Sunday 1:30 p.m. to 3:30 p.m.

**The Gift Shop:** The Gift Shop is located on the ground floor and is open from Monday to Friday 10:00 a.m. to 4:00 p.m. and Saturday and Sunday from 1 p.m. to 4 p.m. The Gift Shop is operated by the Auxiliary and sells items such as unique gifts, snacks, greeting cards, jewellery and religious items. The Gift Shop also sells assistive devices for patients (grabbers, etc.).

**Hairdressing:** Hairdressing is available through appointment. Appointments can be made by calling extension 84287 or by leaving a note on the door of the hairdressing area. Payment is to be made at the time of service.

**Laundry:** Laundry facilities are provided on the second floor for patients/families to do their own laundry. Soap is included.

**Smoking:** Hotel Dieu Shaver is a smoke free facility. Smoking is not be permitted on hospital property. This policy applies to all patients, visitors, staff, volunteers and physicians.

**Television:** Television rentals are available. Simply fill out the Hospitality Network order form and place it in the drop off box located at either end of the patient floors.

**Visiting Hours:** Hotel Dieu Shaver encourages visits from family and friends during the healing process of our patients. We know that having loved ones nearby makes patients more comfortable and speeds up their recovery. Your Person Centred Care culture includes an open visitation policy; however there may be times when you are asked to leave by the health care team to protect the privacy and dignity of our patients.

## AFTER YOUR HOSPITAL STAY

- Check in with your family physician to let them know you were in the hospital.
- Write phone numbers down and keep them by the phone to ensure you and your family know how to contact your doctor, clinic, pharmacy and ambulance.

## PHOTOGRAPHS OF PATIENTS

A “double identifier” process has been implemented at Hotel Dieu Shaver whereby staff will ask the patient for their consent to have their picture taken. Both verbal and written consent must be given by the patient in order for the photograph to be taken. The photos are not for public viewing. One photo is put in the patient chart and the other is put in the medication administration record.

This is a patient safety initiative. It is an extra measure of protection for our patients which helps reduce medication errors and identify patients should they go missing.



## Getting To Know Me

*“Let me share my life with you so you can bring life to me.” (R. Dunn)*

Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_ Room #: \_\_\_\_\_

I was born and raised in...

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Things that make me sad...

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My family, friends and pets...

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Things that comfort me...

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My daily routines...

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My occupation...

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My interests...

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What I do for fun...

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Things that make me happy...

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Smoker       Non Smoker  
 Ex-Smoker       Live with a Smoker

Three things I would like to work on while I am here at Hotel Dieu Shaver

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**Please return this sheet to your nurse. Thank you!**



# PASSES

As part of your rehabilitation at Hotel Dieu Shaver, you will be encouraged to participate in passes only upon the joint recommendation of your therapy team and physician.

Passes may include:

- Car ride/outing
- Day pass (not overnight)
- Overnight pass
- Full weekend pass (including 1 or more nights)

Your ability to participate in a pass will be determined by your functional progress in therapy sessions. In order to be eligible for a pass, you need to be medically stable and be able to participate safely in the following activities, as they apply to your needs:

- Car transfers
- Toileting
- Stairs

You and your caregivers may also need:

- Proper equipment in place. **Equipment may be loaned to you from your therapists to trial on a pass. Equipment availability must also be considered, as we have a limited supply.**
- To be aware of safe swallowing recommendations and appropriate diet texture.
- **Your medications to be prepared in advance by the pharmacist at the Hotel Dieu Shaver. The pharmacist needs advanced notice so that he/she has time to prepare your medications (by Wednesday before weekend pass).**

Passes over holiday weekend are time limited ensuring minimal disruption to your therapy.

It is important that family or friends are present for some therapy sessions in order to observe and learn the proper techniques for all of the above. You may require supervision/assistance from a family member or friend at home in order to have a pass.

If you have any questions or concerns about going on a pass, please do not hesitate to talk to your therapy team.

# YOUR THERAPY TEAM

**During your stay at Hotel Dieu Shaver Health and Rehabilitation Centre, your treatment will consist of a team based approach. The team will work closely with you to help you achieve your goals. Your treatment team may consist of the following disciplines:**

**PHYSIATRIST:** A physiatrist is a doctor who specializes in rehabilitative medicine. The physiatrist will work with your Most Responsible Physician (MRP) and your therapy team to help you reach your goals by dealing with issues such as pain management, spasticity management, bracing or prosthetic fitting.

**REHABILITATION NURSE:** Rehabilitation nurses work with you to help you achieve your goals. Your nurse will be involved in helping you improve and become more independent with things like transfers, dressing and feeding. Your nurse will also administer your medications and will be available to answer your medical questions.

**SOCIAL WORKER / DISCHARGE PLANNER:** Social workers (SW) provide you and your family members with support and counselling to help cope with things like lifestyle changes, depression, anxiety and other stresses. The SW also serves as your discharge planner. Discharge planning involves talking with you, your family and the therapy team to determine what will be needed for a safe and timely discharge from the hospital. The SW also assists with referrals to community resources and support agencies, as well as outpatient therapy.

**PHYSIOTHERAPY:** Physiotherapists (PT) work with you to help you reach your maximum level of physical independence. Your PT will work with you to improve your balance, transfers, walking and stair climbing as needed. Physiotherapy sessions may include exercises for strength, flexibility and endurance. Your PT may also recommend a walking aide, such as a cane or walker. Depending on your treatment needs and tolerance, your PT may also refer you to the gym, virtual reality or exercise sessions with rehabilitation assistants.

**OCCUPATIONAL THERAPY:** Occupational Therapists (OT) help solve problems that interfere with your ability to do the things that are important to you. An OT will help you perform tasks related to: taking care of yourself (eg. dressing, bathing, toileting), participating in work or volunteering, enjoying your leisure time (eg. hobbies, sports, spending time with family). OTs may also look at your ability to think and remember, your visual system and functional mobility/transfers.

**REHABILITATION ASSISTANT:** Rehabilitation Assistants (RA) work under the supervision of physiotherapists and occupational therapists. RAs may be involved in your therapy, working towards your goals involving mobility and exercise programs, fine motor programs, cognitive exercises and the virtual rehabilitation program.

**SPEECH-LANGUAGE PATHOLOGIST:** Speech-Language Pathologists (SLP) work with you to help you achieve your maximum potential in the areas of speech and language, swallowing and cognitive communication (eg. difficulties with reasoning, problem solving, attention and memory). SLPs provide assessment, education, treatment and counselling services for people experiencing difficulties in these areas. SLPs can also screen your hearing and refer you for further audiology assessment if needed.

**COMMUNICATIVE DISORDERS ASSISTANT:** Communicative Disorders Assistants (CDA) work under the supervision of Speech-Language Pathologists and Audiologists. CDAs may be involved in your care for the carrying out of speech, language, voice, swallowing and cognitive-communication therapy. When appropriate, a CDA may also screen your hearing.

**RECREATIONAL THERAPY:** Recreation Therapists (RT) work to improve quality of life and health through meaningful experiences in recreation and leisure. An RT provides programs to assist in maintaining or improving your health status, quality of life and/or level of functioning. An RT may be involved in helping you get in touch with community resources, community re-integration, resuming past recreation interests or learning new interests.

**REGISTERED DIETITIAN:** Registered Dietitians (RD) help people learn about food and nutrition to promote good health. The RD provides therapeutic diets to make sure you are getting the appropriate food and fluids to meet your nutritional requirements and promote recovery. An RD may also provide education about special diets which may be included as part of your medical treatment (eg. diabetic diet, low cholesterol diet or low salt diet).

**PASTORAL SERVICES:** Professional Associates/Chaplains are available for spiritual and religious care needs. The chaplains are committed to serving all patients as well as their loved ones regardless of faith or creed. As part of the healing process, which complements your total care, a chaplain may assist with coping strategies and provide confidential counsel to those in distress as well as be available for prayer and rituals.

**PHARMACIST:** The Pharmacist monitors and evaluates your response to drug therapy, promotes evidence based drug use recommendations, helps identify and resolve drug related problems and acts as a resource for seamless care upon discharge. Your Pharmacist is part of Team Conferences and Rehab Rounds to better understand your drug therapy needs and to provide alternatives to current medications as your needs change. Upon request, the Pharmacist will meet with you to discuss specific medication related questions or concerns.

**NURSE PRACTITIONER:** A Nurse Practitioner (NP) is a Registered Nurse with additional education, certification and experience. Nurse Practitioners focus on health promotion, disease prevention and illness management. NPs are able to diagnose, order and interpret clinical tests, order medications and perform procedures within their scope of practice. The NP coordinates care and communicates with the rehabilitation team to help you meet your health care goals.



## FREQUENTLY ASKED QUESTIONS

### **Will this be my room the entire time I stay in hospital?**

You may be moved to a different room(s) for hospital convenience, often due to isolation requirements. If you have private or semi-private coverage, all attempts will be made to provide you with the most appropriate room.

### **How long will I be here?**

If you are on the Active Rehab unit and receiving daily therapy from Monday to Friday, shortly after being admitted to the Active Rehab Program, you will be assigned a discharge date. Active Rehab patients are usually discharged within 2-6 weeks from admission.

### **Can my family bring in food from outside?**

Due to some medical conditions requiring special diets please speak to your nurse to ensure food brought in is appropriate. Due to possible diet restrictions please do not feed or share meals with other patients.

### **Is there someone available to cut my nails while I am here?**

Chiropody is available for medical conditions warranting nail care. You may speak to your nurse to discuss the need for chiropody and a brochure will be provided with contact information.

### **Should I be doing my own exercises when I am not in therapy sessions?**

Your therapist(s) will discuss an exercise or homework program with you and will advise you as to how you can complete your exercises/homework when not in therapy.

Your daily activities are also considered to be a therapeutic part of your program. The health care team will encourage independence in activities appropriate for you, i.e. toileting, dressing, washing.

### **Why do I eat in the dining room?**

You are preparing for a return to independence therefore eating in the dining room encourages a return to normalcy. Some patients also require supervision when they are eating due to swallowing problems.

### **Does the team meet with my family before I am discharged?**

The team does not meet on a formal basis with all families prior to discharge. Family members and/or significant others are encouraged to attend therapy sessions. Your therapy team is available to answer questions that your or your family may have.

### **Who will be looking after my medical care when I leave hospital?**

You will be advised to contact your family physician and schedule an appointment for the week following discharge. You may have some additional follow-up appointments arranged by the hospital and you will receive a sheet with the appointments listed for you.

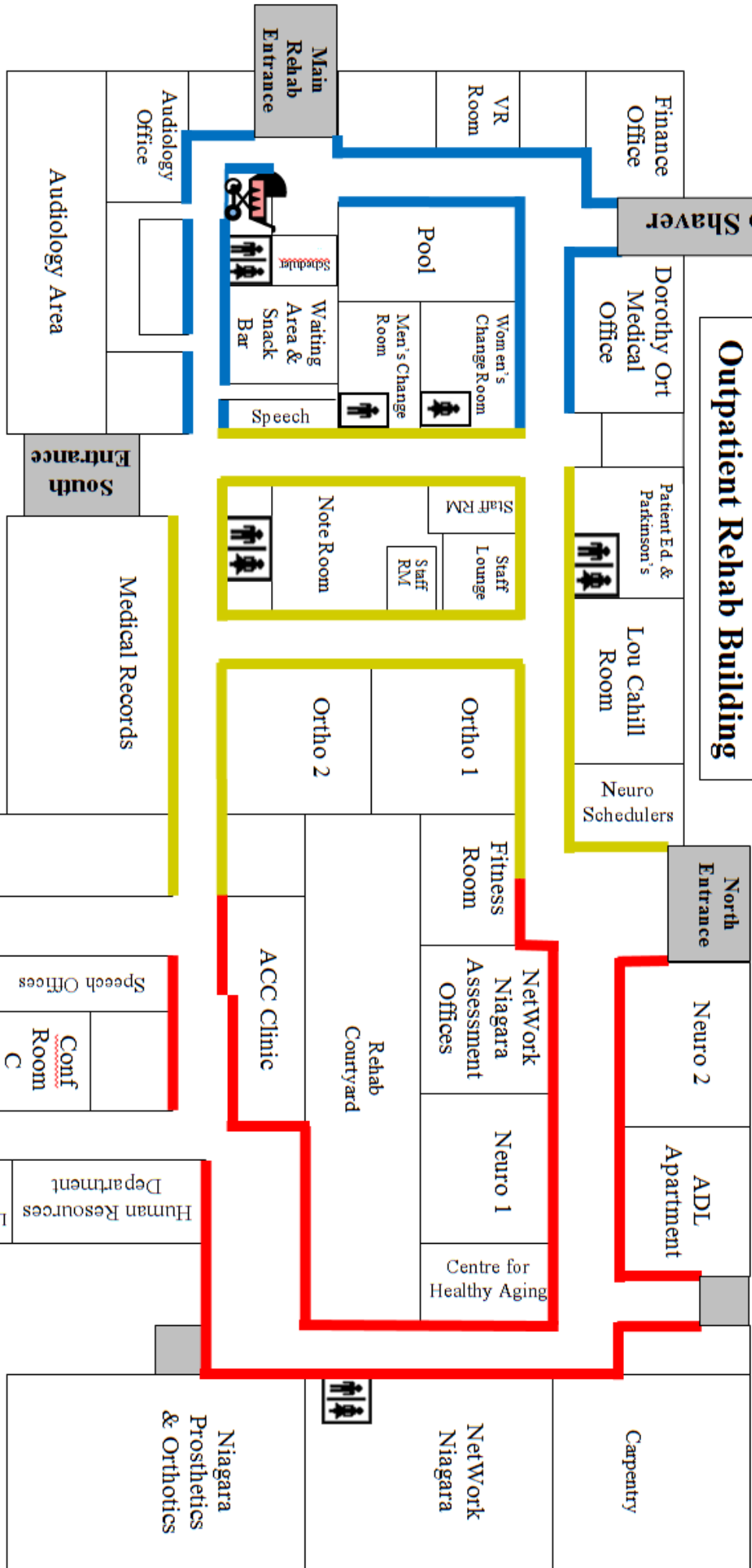
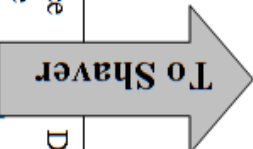
### **What do I do if I need equipment when I go home?**

Your occupational therapist and physiotherapist will help you decide what equipment you require when you go home. You may be required to purchase some equipment that you will need for a longer period of time. You may also have the option to rent or loan equipment.

### **Will there be someone to help me at home when I am discharged?**

Your family will be encouraged to assist you as needed when you go home. If they are unable to assist you with your care, or you live alone, the discharge planner will discuss options through CCAC, and private agencies. Your therapy team will assist you in determining what services you may require.

# Hotel Dieu Shaver Outpatient Rehab Building



**MAP KEY**

- Public Washrooms
- Exit
- Baby Change Station

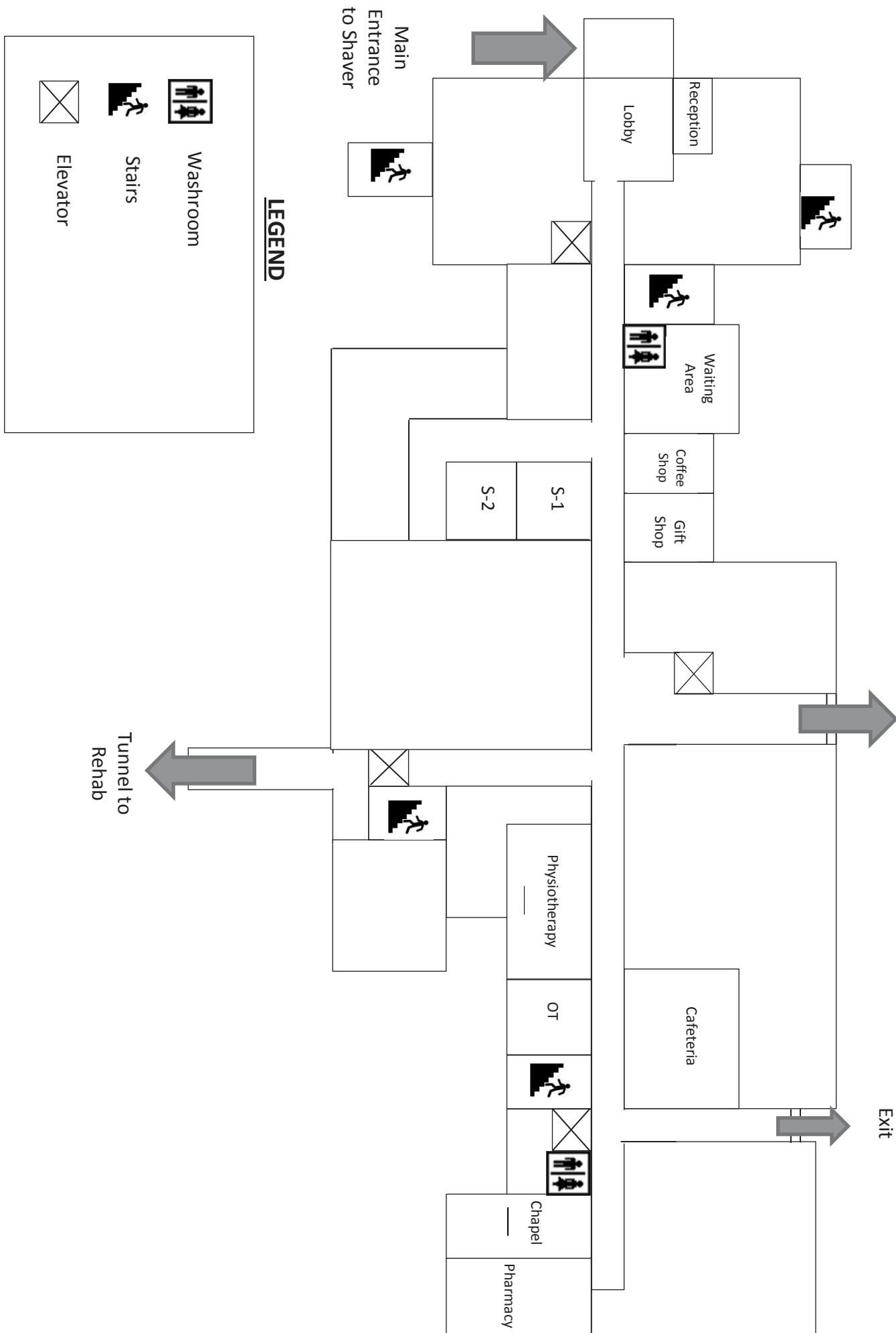
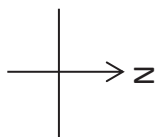
South Parking Lot  
Hotel Dieu Patients  
And Clients

Parking  
Niagara P&O

*Rehab Manager/HDS*

**Ground Floor – Hotel Dieu Shaver**

Exit to Healing Garden



**LEGEND**

	Washroom
	Stairs
	Elevator



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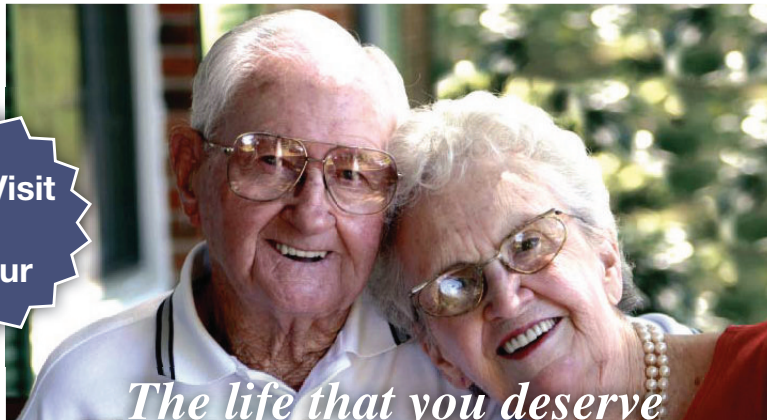
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*Contact us to book a tour or a trial stay.  
We look forward to your call!*



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[www.lookoutridge.ca](http://www.lookoutridge.ca)



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