



COMFORT | CARE | HOPE



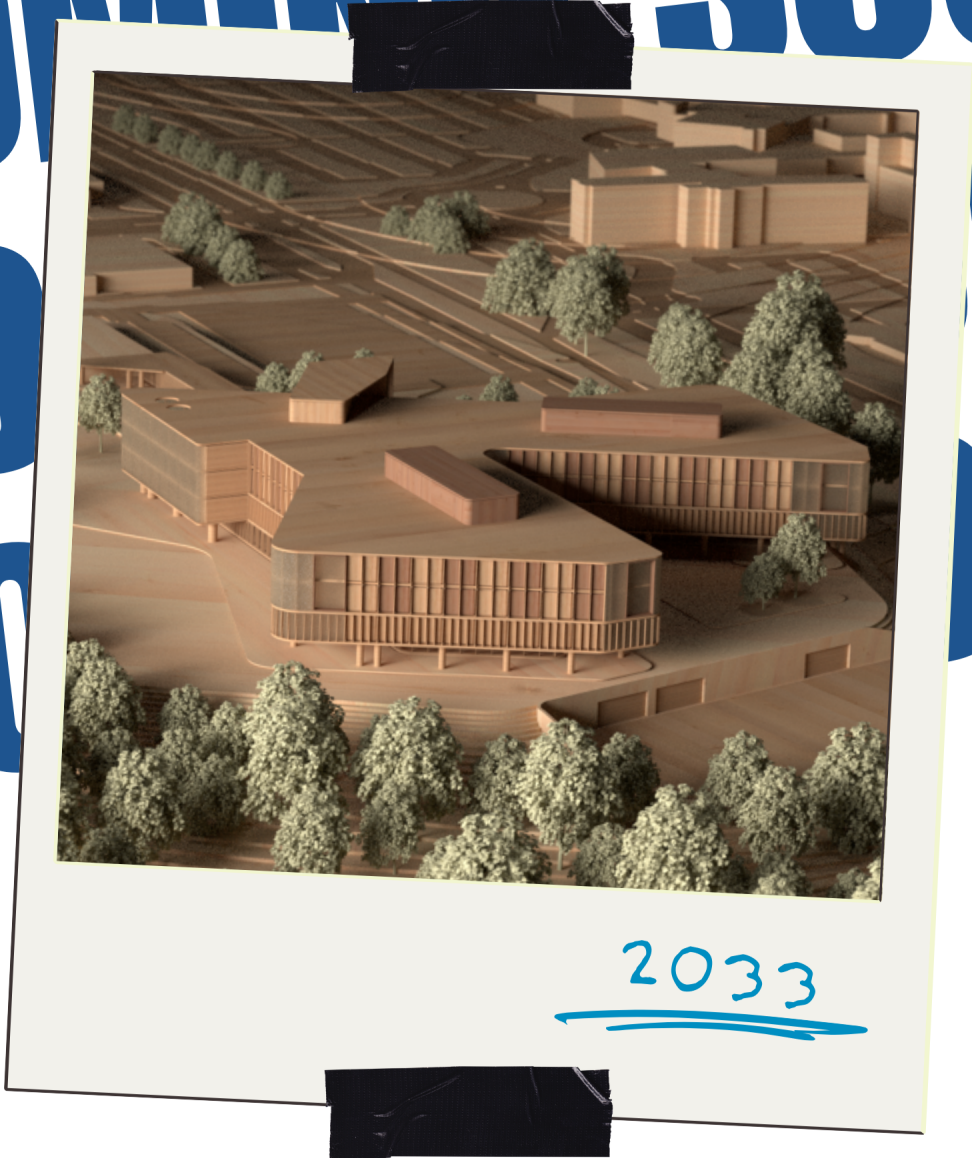
Hotel Dieu Shaver

HEALTH AND REHABILITATION CENTRE

PATIENT & FAMILY HANDBOOK



COMING SOON
COMING SOON
COMING SOON
COMING SOON



2033

The NEW Hotel Dieu Shaver.

Visit hoteldieushaver.org/new-build to learn more



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Hotel Dieu Shaver Foundation raises & manages funds to support exemplary patient care at Hotel Dieu Shaver (HDS).

- **Patient-Care Equipment**
- **Specialty Programs**
- **Education**
- **Improvements to treatment areas**



Often our patients and family members are looking to express their thanks to a healthcare provider, or healthcare team, who made a difference in their rehabilitation journey. You can show your appreciation by making a donation to the **Grateful Patient Program**, where you can honour exemplary care, an act of kindness or acknowledge the compassion that you have experienced while at HDS. A gift to the Grateful Patient Program not only recognizes your special team, but it also directly supports patient care at Hotel Dieu Shaver.

There are many ways to support Hotel Dieu Shaver Foundation



Call our office
905-378-HDSF (4373)



Visit our websites
www.Foundation.HotelDieuShaver.org
www.Grateful4HDS.ca

Follow us! @HotelDieuShaver



LinkedIn: @HotelDieuShaver (HDS) Foundation



Visit our office
Located in the Outpatient Building at Entrance C

You can make a real impact in the lives of thousands of patients, like you, who receive care at HDS

Don't Ever Quit T-Shirts

T-shirts are available at the Foundation Office or at Pastoral Care

Did You Know?

Patient-care equipment & specialty programs are NOT funded by the operating dollars we receive from the government, it is funded by our generous donors & community





Dear Patient and Family,

Welcome to Hotel Dieu Shaver Health and Rehabilitation Centre. We are honoured to be part of your healthcare journey and are committed to providing exceptional care in a supportive and compassionate environment.

Each day, as we strive to restore health, rebuild life, and renew hope, we are inspired by the courage and determination of our patients and their families. Whether you are here for rehabilitation or complex care, we are dedicated to helping you achieve your personal health goals with the support of our skilled and caring team.

At Hotel Dieu Shaver, we take pride in our approach to Patient and Family-Centred Care. We encourage you and your loved ones to actively participate in your care and therapy to ensure the best possible outcomes.

This handbook has been designed to guide you through your stay, providing important information about hospital services, policies, and resources. Should you have any questions, please don't hesitate to reach out to a member of your healthcare team—we are here to help.

On behalf of all of us at Hotel Dieu Shaver, we wish you all the best in your health and rehabilitation journey.

Sincerely,

Dr. G. Arvinte

Dr. Galina Arvinte
Chief of Staff

David Ceglie

Dr. David Ceglie
Chief Executive Officer





WHO WE ARE

Hotel Dieu Shaver is Niagara’s only specialty rehabilitation and complex care hospital, providing service to thousands of patients across Niagara Region and beyond. At HDS, we strive to be the recognized leader in rehabilitation by delivering an exceptional patient and family experience through the integration of quality care, innovation, technology, education and advocacy.

Our **Philosophy of Care** focuses on **Patient and Family-Centred Care**, an approach in which patients 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.

OUR MISSION, VISION AND VALUES

MISSION

Hotel Dieu Shaver is a community of holistic and compassionate care for all those who seek our service and for those who 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.

VISION

Inspiring Hope. Renewing Lives. Visionaries in Rehabilitation and Compassionate Care.



VALUES

Spirituality | We contribute to the spiritual and emotional well-being of each person by respecting their human dignity in a healing environment.

Professionalism | We use our special knowledge and expertise to provide compassionate service to others at the highest possible standard.

Innovation | We empower our staff to embrace new ideas and processes that create improvements in what we do.

Responsible Stewardship | We respond to community needs by balancing human needs with financial resources.

Integrity | We are consistent, honest, and respectful in all we do.

Teamwork | We commit to work with clients, families and each other to achieve our mission.

HDS BY THE NUMBERS *2024/2025



492
Employees



27
Medical Staff



65
Volunteers



134
Beds



1,185
Inpatient
Admissions



22,237
Outpatient Visits



REHABILITATION AT HDS

Rehabilitation helps people regain their independence and overcome challenges that may have resulted from an illness, injury, or age-related health condition through a progressive, dynamic, goal-orientated and time-limited process.

Patients will work with their own interdisciplinary team, who is committed to providing seamless, integrated care along their healthcare journey, from hospital to home or community. The team's goal is to work with **the patient and their family** to optimize well-being through the achievement of an active, healthier and more independent life.

While rehabilitating at Hotel Dieu Shaver, it is necessary that all patients actively participate, as this will increase their ability to reach goals and optimize recovery. Each patient is expected to stay motivated and committed along the rehabilitation journey in order to reach the highest level of independence. Members of the patient's therapy team will help motivate and encourage every step of the way!

WHAT TO BRING?

- Loose-fitting clothing
- Non-skid footwear
- Personal aids: Dentures, Glasses, Hearing Aids, Medical ID Jewelry
- Toiletries

PERSONAL ITEMS

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

Please note: Electric items, such as razors and hair dryers, must be inspected by our maintenance staff to ensure they comply with the appropriate safety standards.

You may consider adding personal labels to your belongings. This will help prevent the loss of these items. Any money kept at the bedside should be in small amounts and is done at your own risk. Personal aids should be kept in a safe place when not in use.

Acceptable non-skid footwear must be worn at all times while out of bed. Non-skid socks are not acceptable.

HDS will hold patient clothing and equipment left at our facility for 30 days after discharge or transfer. After 30 days, these items will be donated to charity.





DURING YOUR STAY

When you arrive at Hotel Dieu Shaver, you will be admitted under the care of a physician or nurse practitioners and assessed by your healthcare team. All treatment and care will focus on improving your quality of life and preparing you for your successful discharge.

When you are transferred to HDS, your medical condition is considered stable; however, should there be a change in your medical condition where you require advanced assessment/interventions, you will be transferred to an acute care hospital.

In all of our rehabilitative and restorative programs there are milestones or goals to accomplish to sustain progress, but there may be times when the patient is unable to reach these milestones/goals and progress plateaus or ceases. In these circumstances, the healthcare team will advise you and you may be moved to another program where you will still receive therapy, but it may not be as intense or frequent. You may be required to be moved to another patient care unit within the hospital.

Patients may be moved to a different room or care area during their stay at Hotel Dieu Shaver. These changes are a normal part of hospital operations and help us ensure that all patients receive the most appropriate care in a safe and supportive environment.

Room changes may occur for a variety of reasons, including your care needs, participation in therapy programs, infection prevention and control measures, or to support patient flow within the hospital.

We understand that moving rooms can be disruptive, and our team will make every effort to provide as much notice as possible and to ensure your comfort throughout the transition. If you have any questions or concerns, please speak with a member of your healthcare team.

PATIENT IDENTIFICATION

We use three different forms of client identification to ensure we are giving medications or treatments to the correct patient, as part of our initiative to provide safe patient care.

Medical Wristband

You may remind your healthcare staff to check or scan your wristband, as needed.

Confirm Your Identity

Staff will also ask for your name and date of birth to confirm that you are the correct patient prior to giving you your medications.

Patient Photograph

Staff will ask for your consent to have your picture taken upon admission. These photos are not for public viewing and are used solely for identification purposes. The photograph is placed in your electronic health records. Patient photographs also help identify patients should they go missing.

DISCHARGE

Planning for your return home or back into the community begins the day of your admission. A discharge date will be determined by your healthcare team and you and your family will be advised of this date. We will ask that you work with the team to identify and resolve any barriers to returning home / into the community on or before the identified discharge date. On your discharge date, the time for discharge is 10:00 a.m.



YOUR THERAPY TEAM

During your stay at Hotel Dieu Shaver, your treatment will consist of a team-based approach. The team will work closely with you to help you achieve your goals. Our interdisciplinary team approach is considered one of HDS’s greatest assets; it allows the patient optimal opportunity in their recovery.

You will find that everyone at HDS plays a role in your rehabilitation journey, including:

- | | | |
|--------------------------------|--|----------------------------------|
| • Physicians | • Communication Disorders Assistants | • Therapeutic Recreational Staff |
| • Nurse Practitioners | • Social Workers | • Ward Clerks |
| • Nurses | • Case Managers | • Patient Schedulers |
| • Physiotherapists | • Spiritual Care Practitioners / Chaplains | • Housekeeping Staff |
| • Occupational Therapists | • Pharmacists | • Maintenance Staff |
| • Rehabilitation Assistants | • Pharmacy Technicians | • Food Services Staff |
| • Speech-Language Pathologists | • Healthcare Aides | • Patient and Family Advisors |
| • Audiologists | • Registered Dietitians | |

Record the names of your therapy team below:

PHYSICIAN: When you are admitted you will be under the care of a Physician. Because your medical condition is considered stable when you are transferred here, a physician will see you based on your medical needs.

MY PHYSICIAN’S NAME:

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 healthcare goals, and may also be your admitting practitioner.

MY NP’S NAME:

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.

MY PHYSIATRIST’S NAME:

NURSE: Members of your nursing team will provide the care you need, so that you are able to achieve your goals and remain comfortable while in hospital. Depending on your inpatient program, your nurse may be involved in helping you improve and become more independent; they will be instrumental in ensuring your physical needs and health conditions are managed. Your nursing team will monitor you, administer your medications, answer your medical questions, as well as assist with transfers, dressing and feeding.

MY NURSES’ NAMES:

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



SOCIAL WORKER / CASE MANAGER:

Social Workers provide you and your family members with support and counselling to help cope with things like lifestyle changes, depression, anxiety and other stresses. A Case Manager will serve 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. Both may assist with referrals to community resources and support agencies, as well as outpatient therapy.

MY SOCIAL WORKER'S NAME:

MY CASE MANAGER'S NAME:

OCCUPATIONAL THERAPIST:

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, including taking care of yourself (e.g. dressing, bathing, toileting), participating in work/volunteering, and enjoying your leisure time (e.g. hobbies, spending time with family). OTs may also look at your ability to think and remember, your visual system and functional mobility/transfers.

MY OT'S NAME:

PHYSIOTHERAPIST: 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.

MY PT'S NAME:

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 (e.g. 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 an audiology assessment if needed.

MY SLP'S NAME:

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.

MY RA'S NAME:

COMMUNICATION DISORDERS ASSISTANT:

Communication 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.

MY CDA ASSISTANT'S NAME:



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. A RD may also provide education about special diets which may be included as part of your medical treatment.

MY RD'S NAME:

PHARMACIST: Pharmacists monitor and evaluate your response to drug therapy, promote evidence-based drug therapy recommendations, help identify and resolve drug-related problems and act as a resource for seamless care from admission to discharge. Your Pharmacist takes part in Interprofessional Team Conferences to better understand your drug therapy needs. Upon request, the Pharmacist will meet with you to discuss specific medication-related questions or concerns.

MY PHARMACIST'S NAME:

SPIRITUAL CARE PRACTITIONER: For many people, spiritual and religious care is part of their everyday life; however, this awareness or need may intensify during a hospital admission. Spiritual Care Practitioners (SCP)/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 SCP/Chaplain may assist with coping strategies and provide confidential counsel as well as be available for prayer and rituals. You may contact a SCP/Chaplain at ext. 84201 / 84274 or simply ask your nurse to do so.

MY SCP / CHAPLAIN'S NAME:

THERAPEUTIC RECREATIONAL STAFF: Therapeutic Recreational Staff work to improve quality of life and health through meaningful experiences in recreation and leisure. Staff provide programs to assist in maintaining or improving your health status, quality of life and/or level of functioning. Therapeutic Recreational Staff may be involved in helping you get in touch with community resources, community reintegration, resuming past recreation interests or learning new interests.

MY TRS' NAME:

HEALTHCARE AIDE: Healthcare Aides will provide you with assistance, if needed, to perform your activities of daily living (dressing, bathing, toileting, etc.). Your Healthcare Aide will also be transporting you to and from your daily therapy sessions.

MY HEALTHCARE AIDE'S NAME:

PATIENT AND FAMILY ADVISOR: A Patient and Family Advisor is someone with lived experience in healthcare. This experience could include being a patient or a family member of a patient at a healthcare facility. Many of our Advisors have direct experience as past patients or as family members of past patients from HDS. All Advisors use their personal insights to help improve the experiences and outcomes for patients and families in our care. During your stay, you can expect a visit from one of our Advisors and they are available to you throughout your stay; they are an extension of HDS and an integral and vital part of the interdisciplinary team.

MY ADVISOR'S NAME:

ADDITIONAL TEAM MEMBERS' NAMES:



INPATIENT PROGRAMS AT HOTEL DIEU SHAVER

HIGH-INTENSITY REHABILITATION

Patients are admitted to this program from an acute care hospital or the community. A time-limited, high-intensity interprofessional rehab plan of care is provided to patients that have various musculoskeletal or neurological conditions. This high-intensity program is delivered through a combined and coordinated use of medical, nursing and allied health professional skills. The goal of this program is to improve functional ability and independence to facilitate a safe transition to the community.

Rehab Intensity: A coordinated interprofessional care plan that can include up to three hours of rehabilitation per day and is determined by person's tolerance.

LOW-INTENSITY REHABILITATION

Patients are admitted to this program from an acute care hospital after an acute event. This program consists of a time-limited, low-intensity interprofessional rehab plan of care. This low-intensity program is delivered through a combined and coordinated use of medical, nursing and allied health professional skills. The goal of this program is to improve functional ability and independence to facilitate a safe transition to the community.

Rehab Intensity: A coordinated interprofessional care plan that can include up to two hours of rehabilitation per day and is determined by a person's tolerance.

SHORT-TERM COMPLEX MEDICAL MANAGEMENT

Patients are admitted to this program from an acute care hospital due to complex medical conditions. This program is aimed at helping patients and their families identify strategies that will support a successful transition back into the community. This program provides a low intensity of therapy over a longer period of time.



Rehab Intensity: A coordinated interprofessional care plan that can include up to one hour of rehabilitation per day and is determined by a person's tolerance.

PALLIATIVE CARE

At Hotel Dieu Shaver, we provide compassionate palliative care for patients with life-limiting illnesses, focusing on comfort, dignity, and quality of life. Our dedicated interprofessional team works collaboratively to manage pain and symptoms you may experience, provide emotional and spiritual support, and assist with advance care planning.

We are here to support both patients and their families during this journey with understanding and respect.



OUTPATIENT CLINICAL PROGRAMS AT HOTEL DIEU SHAVER

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

Neurology Programs

CENTRAL NERVOUS SYSTEM PROGRAM

The Central Nervous System Program provides interprofessional care for clients with a central nervous system 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.

PARKINSON'S REHAB PROGRAM

The Parkinson's Rehab Program 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. This program is 100% donor funded. We rely on generous support from the community each year to provide

the necessary funds to keep this program running.

SPEECH-LANGUAGE PATHOLOGY PROGRAM

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

STROKE PROGRAM

The Stroke Program provides specialized interprofessional treatment to 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.

Orthopedic Programs

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.

HAND AND UPPER EXTREMITY PROGRAM

The Hand and Upper Extremity Program provides specialized, interprofessional rehabilitation services for arm or hand

injuries, or post-operative diagnoses. The program includes assessment, treatment, and education to patients and family members. Splint* fabrication to protect or mobilize joints is completed as indicated.

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 caregivers.

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



Audiology & Hearing Aid Clinic

Our Audiology team provides full Audiologic and Hearing Aid Dispensing Services, which include hearing tests, hearing aid 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.

Audiology Services for Inpatients

Our goal is to provide Audiology services, at no or low-cost, to inpatients in order to optimize their hearing ability during their stay at Hotel Dieu Shaver. For inpatients who have hearing concerns and/or hearing aids, we offer at no charge:

- Hearing Aid Cart Visits to the Inpatient Nursing Units, which may include hearing aid cleanings, troubleshooting and/or small repairs
- Hearing tests for inpatients who refer on the Hearing Screening conducted by the Speech-Language Pathologist
- Hearing Aid Check appointments to assess the function of an inpatient's hearing aid if it is believed to be providing limited benefit to the inpatient
- Pocketalker Rentals for patients who are not hearing well and do not have hearing aids - weekly or monthly fees do apply





Specialty Programs

AUGMENTATIVE AND ALTERNATIVE COMMUNICATION (AAC) CLINIC

The Augmentative and Alternative Communication Clinic helps adults whose speech, language, and/or handwriting do not meet communication needs. *Augmentative* communication refers to devices and strategies that enhance existing speech, whereas *alternative* communication provides options for replacing verbal communication and/or handwriting.

Communication looks different for everyone. The AAC Clinic highly respects client goals and preferences when exploring a variety of communication aids and strategies, including, but not limited to, assistive technology. The goal is to keep clients communicating in a way that meets their needs, skills, and lifestyle - now and in the future.

Early referrals are recommended to optimize communication options and ensure timely access to services. Please note that this clinic does not provide traditional speech therapy or occupational therapy.

Who Can Benefit from AAC?

- Adults whose verbal communication is unreliable, insufficient, or not well understood by others
- Adults with physical disabilities that impede functional writing and/or computer use
- Adults whose speech or written communication is anticipated to decline with progression of illness

RANKIN FAMILY CANCER REHAB PROGRAM

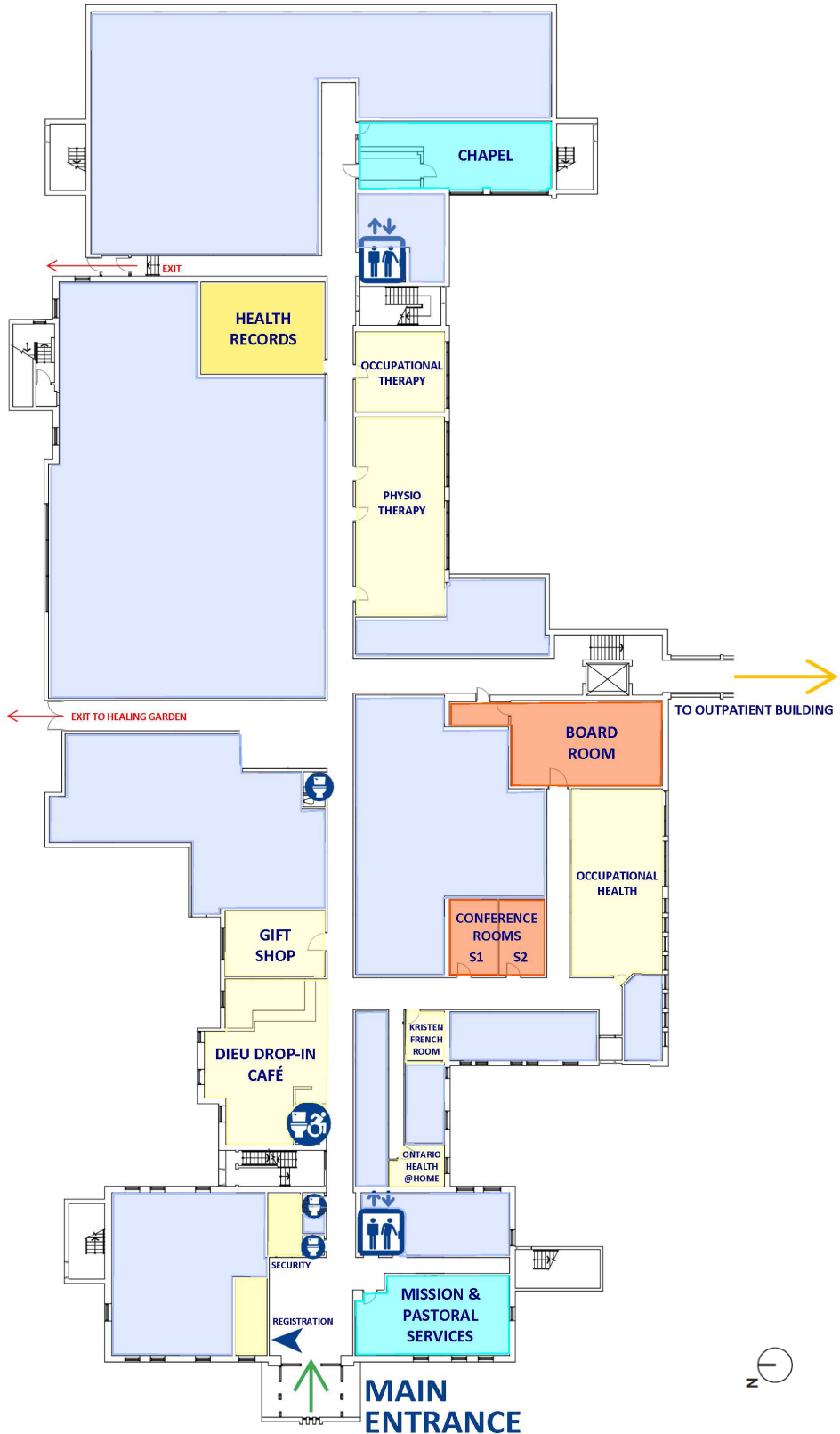
The Rankin Family Cancer Rehab Program is intended for oncology patients who are at any stage of their treatment or have been identified being at risk for functional decline post-cancer treatment.

Patients who are referred to the program undergo a medical assessment by a physiatrist and work with an interprofessional team to evaluate physical, social and psychological domains of health and well-being. This program is 100% donor-funded.



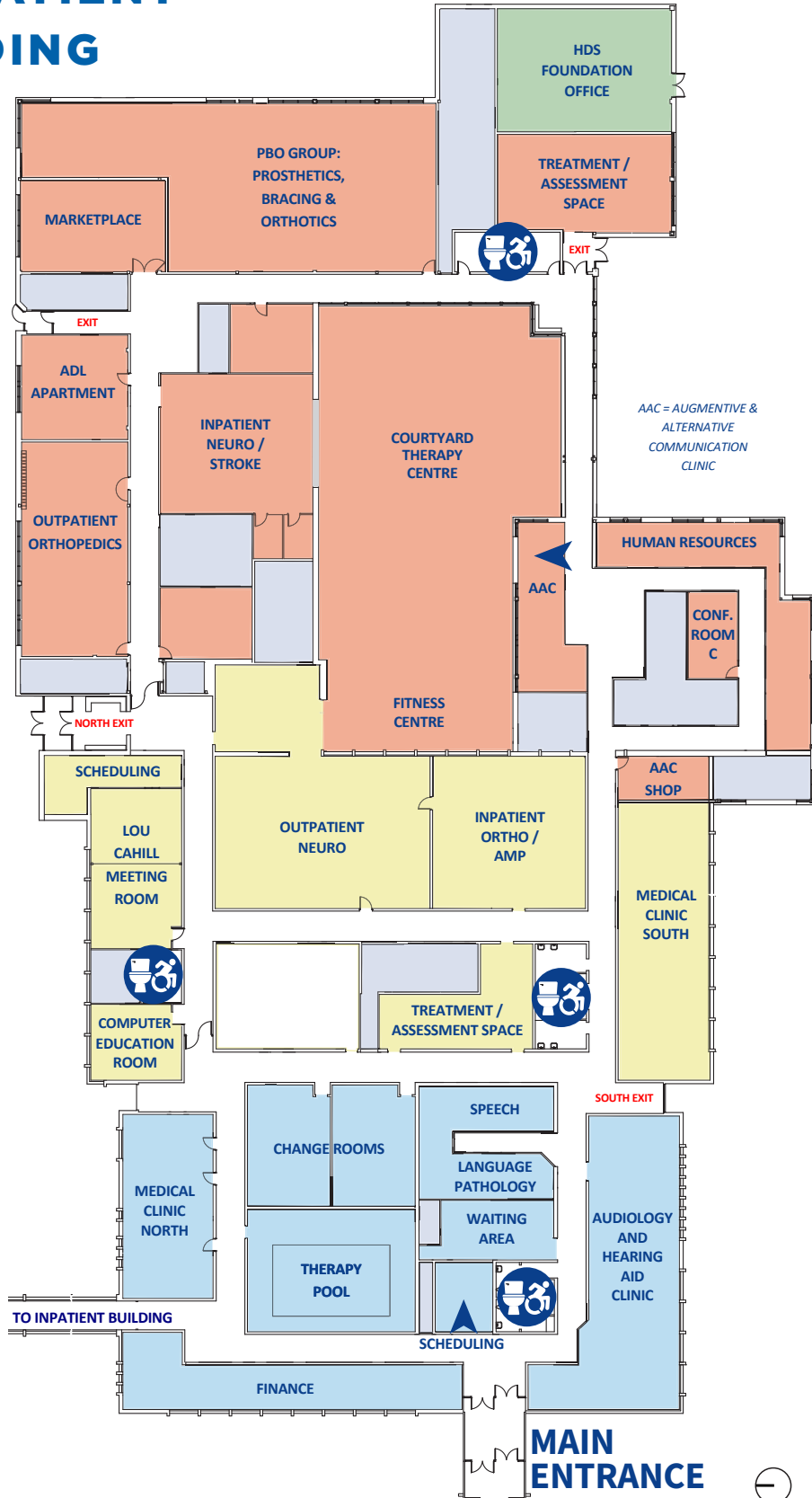


INPATIENT BUILDING GROUND FLOOR





OUTPATIENT BUILDING





GENERAL INFORMATION

Code Red - Fire Alarm: If the fire is not in your immediate area, all patients and visitors are to return to their room, close the door and windows and wait for further instructions. A staff member will assist you as needed. Please note that elevators will not function during a Code Red until the 'all clear' is announced. Visitors who are in the coffee shop or gift shop 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 2:30 p.m.

Co-Payment Charges: A patient who no longer requires the services offered in our Complex Care beds will be designated as an Alternate Level of Care (ALC) patient. The Case Manager on your unit will meet with you prior to this time to discuss your discharge options based on the care needs identified by your healthcare team. Patients whose care needs exceed that which can be reasonably provided in the community, and are requiring more care, will be charged a co-payment. These rates are set by the Ministry of Health and Long-Term Care and reviewed on July 1 of each year. The co-payment is to help cover the cost of accommodation (ward room) and meals while waiting for a Long-Term Care bed. Information regarding these rates is available from our Finance Department. Patients will pay the maximum co-payment rate unless they qualify for a reduction. Please contact the Finance Department (ext. 85204) if your Case Manager has indicated that you have been designated as Alternate Level of Care.

Dieu Drop-In Cafe:

Monday to Friday

9:30 a.m. - 10:30 a.m. | 11:30 a.m. - 1:30 p.m.*

Visit the Dieu Drop-In Cafe, conveniently located on the ground floor of our Inpatient Building. Enjoy a wide variety of delicious options including hot meals, fresh snacks, baked goods, aromatic coffee, and sweet treats. Be sure to check out our specials on Mondays and Thursdays!

**Hours are subject to change.*

eCards: Family and friends can send you a personalized eCard through our website at www.hoteldieushaver.org. These messages are delivered directly to patients during their stay.

Family Pets: Family pets (cats and dogs) 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. Ask a staff member to for more information about HDS' pet policy.

Foot Care Services: Foot care services at Hotel Dieu Shaver are provided by approved, external healthcare practitioners who are registered and in good standing with their respective regulatory colleges and have been credentialed by the hospital. Patients and families wishing to arrange foot care during their stay are encouraged to select from the hospital's approved providers. This helps ensure safe, high-quality care that meets hospital standards.

Please note that all costs associated with foot care services are the responsibility of the patient. For pricing and scheduling, please contact the provider directly.

Gift Shop:

Tuesday to Friday

10:00 a.m. - 4:00 p.m.*

Discover the Gift Shop, conveniently located on the ground floor of our Inpatient Building. Operated by the Hotel Dieu Shaver Auxiliary volunteers, our shop offers a diverse selection of unique gifts, snacks, greeting cards, jewelry, and religious items. It also provides a range of assistive devices for patients, including grabbers and other helpful tools.

Interpreter Services: Access to professional spoken interpretation is offered to our patients and their families with either no or limited English proficiency. Depending on the circumstances, the interpreter may either be provided through a professional



over-the-phone or remote service or through a face-to-face individual present during the interaction/treatment.

Kristen French Family Support Room:

The Kristen French Family Support Room is located on the ground floor of our Inpatient 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 booked through Switchboard at the Inpatient Building main entrance.

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

Meal Service: 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.

Breakfast: 7:30 a.m. | Lunch: 12:00 p.m. | Dinner: 4:45 p.m. to 5:15 p.m.

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 then display the ticket face up on your dashboard. The length-of-stay options are hourly, daily, or monthly, with payment made by coins or credit card only. Please note that the machines do not accept debit cards or bills, and do not provide change.

Rates*: Per hour: \$2.50 | Per day: \$7.00 | Per month: \$50.00

Patient Computers: Computers are available for patient use in the two dining rooms. Patients may bring their own devices (laptops, tablets, etc.) for personal use.

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

acceptable ONLY at the front of the building on the public sidewalk. Please be respectful of the environment and hospital grounds and place cigarette butts in the receptacles provided.

Televisions and Telephones:

Entertainment and TV rental services are available right at the bedside, provided by HealthHub Patient Engagement Solutions. Patients or their loved ones can complete the rental process by either filling out a rental form that is available at or near all nursing stations, or by calling ext. 84220. www.ConnectMyBed.ca is available 24/7 to also help answer questions related to local channel guides and request customer service assistance.

Transportation: Patients/families are responsible for arranging and covering the cost of transportation associated with any external appointments. If needed, our team can provide information on local transportation options to assist with planning.

Washrooms: Accessible washrooms are located throughout the facility.

Wi-Fi: A guest wireless internet service is available to our patients, visitors and guests on a pay-for-use basis. This system, called iVisitor, is provided in partnership with Cogeco Cable Canada LP. Revenue generated from the service is directed to patient care.

Rates*: 4 hours: \$5.95 + HST | 1 day: \$9.95 + HST | 3 days: \$18.95 + HST | Weekly (7 days): \$28.95 + HST | Monthly (31 days): \$47.95 + HST

Worship Services: A Roman Catholic Eucharist is celebrated in the Chapel biweekly on Sunday at 11:00 a.m. As well, an interfaith service is held in the Chapel biweekly on Saturday at 10:30 a.m. The Chapel is located on the ground floor in the Inpatient Building and is open for quiet reflection and prayer 24/7 year-round.

**Prices are subject to change.*



PATIENT SAFETY INFORMATION

Hotel Dieu Shaver is dedicated to maintaining a safe environment for patients, staff and physicians at all times. Safety is everyone's responsibility and we ask that any safety concerns be brought forward to the Charge Nurse or Unit Manager as needed. Together we can ensure the highest level of safety for all.

STAIRWELL SAFETY

The doors to the stairwells are accessible by keycode. Family members and visitors should check with staff before assisting patients (i.e. leaving the unit, feeding, transferring).

RESTRAINT USE INFORMATION

Hotel Dieu Shaver uses 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 are alternatives to using restraints?

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

FALLS ASSESSMENT

In discussion with your team members, we will:

- Review your medications
- Identify history of falls and the details
- Review health issues
- Check your footwear and walking accessories

FALLS PREVENTION PROGRAM

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.

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.

Do not bring in telephone cords. They are a tripping hazard for both patients and staff.

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.

OPEN FLAMES

For the safety of our patients, staff and visitors, candles and other open flames are not permitted anywhere on hospital property. This includes items such as birthday candles or celebratory cakes.

We appreciate your understanding and cooperation in helping us maintain a safe environment for all.

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 healthcare providers.



WALKING INDEPENDENCE TAGS

After your physiotherapist has assessed your transfers/ambulation, you may be provided with a walker to use while in the hospital. Each walker will be given a **coloured tag** to indicate the level of assistance required for **SAFETY** as recommended by the physiotherapist.



RED = Stop and Ask / Ring for Assistance

- You are considered a high falls risk
- Your therapist recommends hands-on assistance of 1 to 2 people, as indicated on the tag

YELLOW = Proceed with Caution

- Your therapist recommends that you use the walker with supervision
- Cueing may be required to ensure consistent use of the brakes on a Rollator walker

GREEN = Go!

- Your therapist recommends that you walk independently unsupervised using the walker provided

Family members are encouraged to walk with their loved ones, provided that they have reviewed the safety precautions to do so with the treating physiotherapist. Whenever possible, we encourage family members to attend scheduled therapy sessions for support and health teaching.





SWALLOW SAFETY PRECAUTIONS

Mobile Swallow Alert Tag

- Placed on wheelchairs and walkers to alert staff/volunteers to swallow safety precautions



Blue Dot

- Placed on the patient's DOOR and ABOVE BED name tag



DOUBLE BLUE DOT
Meal tray is left on delivery cart
Nurse to take tray to patient and assist

In Room Signage

- Indicates the patient's recommended diet texture and liquid consistency along with specific safe swallowing recommendations



If you have any question about swallowing precautions for a patient, please contact the Speech-Language Pathologist or Nursing.



WHAT TO DO WHEN YOU HAVE CONCERNS?

Step 1: Speak with a member of the healthcare team

Any time you or your family have a concern, please let us know as soon as possible. Our healthcare team is happy to listen to you and attempt to resolve the concern.

Step 2: Ask to speak to another employee, if needed

If you don't feel comfortable speaking with a particular member of the healthcare team, or if your concerns are not resolved, ask to speak to another employee. You may want to consider speaking to the charge nurse, senior therapist or social worker.

Step 3: Ask to speak with the manager, if needed

If concerns are still not resolved, ask to speak with the clinical manager.

Step 4: Use other hospital resources to resolve the concern

We hope that all patient concerns can be addressed by the healthcare team. If for any reason this is not possible, please contact the Patient Relations Officer (ext. 85323).

HOW TO CONTACT THE PRIVACY OFFICE

For more information about Hotel Dieu Shaver's privacy practice or to inquire about our practices, contact us:

Director, Health Data and Patient Relations

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
Email: info@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
Website: www.ipc.on.ca



YOUR GUIDE TO MEDICATION

Upon being admitted to Hotel Dieu Shaver, it is your responsibility to report all of the medication you are currently taking to the nurse during the intake process. If a medication was forgotten, please let your nurse know immediately.

The pharmacy department at Hotel Dieu Shaver will evaluate your medication and determine any interactions between what you take and what you are prescribed during your stay.

All medication that needs to be noted includes over-the-counter medications, vitamins, herbals, cannabis derivatives, opioids, and all others. This does not mean you are unable to take these medications; Hotel Dieu Shaver just wants to ensure safety for all patients and have the opportunity to assess any interactions that may exist. Thank you for your cooperation.

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 and/or removal 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 or nursing staff can help you clarify your values and choices.
- The Health Ethics Guide of the Catholic Health Alliance of Canada is available at each nursing unit or at www.chac.ca/en/resources
- 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 healthcare decision/treatment option.
- 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.

At HDS, we believe that our differences enable us to be a better team - one that makes informed decisions, drives innovation, and delivers the best care for our patients. We are dedicated to fostering a positive culture where individuals of all backgrounds and identities feel empowered, respected and included. HDS values equity and an inclusive culture and is committed to attracting and retaining a diverse team where everyone is welcome.



INFECTION PREVENTION AND CONTROL

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 infections and prevent the spread of infection from patients, healthcare providers, visitors and others in our healthcare environment.

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 HDS, we expect you and your healthcare provider to clean your hands regularly.

When to 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
- After touching any person and/or surface

Feel free to ask your healthcare provider “HAVE YOU WASHED YOUR HANDS?”

RESPIRATORY ETIQUETTE

- Cover your nose and mouth when sneezing, coughing or blowing your nose.
- Always wash your hands after sneezing, blowing your nose or coughing.
- Encourage family members and friends not to visit if they are ill.

INFLUENZA VACCINE

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 a fact sheet about the vaccine by your healthcare team.

ANTIBIOTIC RESISTANT ORGANISMS (ARO)

In order to prevent the spread of multi-resistant organisms such as MRSA and VRE, you will be screened and monitored upon admission to the hospital. If you have been found to have an ARO, you will be notified by your healthcare team and placed in contact isolation to prevent further spread.

Hotel Dieu Shaver’s IPAC team is dedicated to the ongoing surveillance of infections at the hospital. If an outbreak has been declared by Niagara Region Public Health, you will be notified about the necessary precautions now needed and your role.

- Signs will be placed at the entrances to the hospital and unit explaining the responsibilities of family and visitors.
- If you have symptoms, you may be asked to stay in your room to prevent the spread of the infection.
- Healthcare providers will wear personal protective equipment, such as gown, gloves, mask, and eye protection 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.

HOPE in Motion

Mobility Inclusive Event

Supporting patient-care needs at Hotel Dieu Shaver

Join us this September!

Walk or wheel your way around the track at Canada Games Park, at your own pace, setting your own goal!

905-378-4373

www.HopeinMotion.ca





PATIENT RIGHTS & RESPONSIBILITIES

Our facility is built on the principle of mutual respect. You are required to treat others, and are entitled to be treated, in a respectful manner. Inappropriate behaviours or actions such as offensive language, threats, name calling, physical violence and striking out towards anyone on our property is not tolerated. We are committed to maintaining a safe and supportive atmosphere, therefore access to our facility may be denied to individuals in violation of our policy.

PATIENT RIGHTS

We recognize the following fundamental rights of our patients and we are committed to maintaining 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 healthcare providers during your treatment.
- Provide accurate information about your illness to the best of your ability.
- Accept the consequences of refusing treatment.
- Treat your healthcare 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 regulations.
- 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 healthcare providers.
- Identify one family member or friend appointed as the primary contact to communicate with the healthcare team.



YOUR PRIVACY

Hotel Dieu Shaver provides specialty healthcare services in Niagara. HDS works in partnership in the provision of healthcare services with Niagara Health (NH) and other healthcare agencies. NH and HDS use a common electronic system for patient records that is maintained by NH, as well as the provincial Electronic Health Record repositories (DHDR - Digital Health Drug Repositories, ClinicalConnect).

COLLECTION, USE AND DISCLOSURE OF PERSONAL HEALTH INFORMATION

Hotel Dieu Shaver collects Personal Health Information (PHI) about you directly from you, from the person acting on your behalf or from other sources, if we have obtained your consent to do so and/or if the law permits.

We use and disclose your personal health information to:

- Treat and care for you
- Conduct quality improvement and risk management activities
- Comply with legal and regulatory requirements
- Conduct research as approved by the Research Ethics Board
- Fulfill other purposes permitted or required by law
- Obtain payment for your treatment and care from OHIP, WSIB, 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
- As further advances are made in electronic health records, your HDS information will be stored securely on shared health information databases, accessible only by your authorized healthcare 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 healthcare providers who provide health services.
- You may access and correct your personal health records. Please contact the HDS Health Records Office for more information on accessing, correcting or withdrawing consent for your personal health information.

SUBSTITUTE DECISION-MAKERS

When a patient is unable to provide their consent, HDS will look to a substitute decision-maker, such as a person with a Power of Attorney, to provide consent. The law requires a substitute decision-maker to make the decisions that they believe the individual would have made if able to act.

Hotel Dieu Shaver is committed to providing a safe and positive environment for all. Everyone has the right to be treated with respect and dignity. Physical violence, threatening behaviour or abusive language is not acceptable.



VOLUNTEERS

Each year, community volunteers dedicate more than 10,000 hours of their expertise, skills, talents and caring. Their valuable contributions include caring for our patients, fundraising for much-needed medical equipment and efficient operation of our services.

As well as the commitment of individuals, partnerships with other local community agencies add to the volunteer programs that we offer.

Want to get involved? Here are some of the reasons people volunteer at Hotel Dieu Shaver: meet people and make friends;

have the sense of satisfaction that comes from helping others; learn more about healthcare; develop leadership skills; create balance in one's life; participate in social and fundraising events; enjoy new challenges; have fun; develop a sense of community; and make a difference!

You may also choose to join the hospital Auxiliary and become part of an organization filled with great history!

TO VOLUNTEER

Email:

volunteer@hoteldieushaver.org

PATIENT AND FAMILY ADVISORS

If you are a past patient and are interested in giving back, the Patient and Family Advisory Council (PFAC) may be for you!

THE ROLE

- Meet and greet new patients
- Meet with patients prior to discharge to offer participation in the Patient Satisfaction Survey
- Review the role of the Patient and Family Advisors
- Review the Patient Handbook for non-clinical services available
- Bring a unique perspective to HDS based on your hospital experience
- Actively participate on councils, committees, teams or focus groups
- Provide input on patient care, organizational processes, education, patient safety, quality improvement and staff orientation
- Help improve the environment / design of the organization

TIME COMMITMENT

- One-time activities, such as sharing your hospital experience
- Attend monthly Patient and Family Advisor meetings, if suitable to your availability
- Involvement in committees or working groups, at your discretion

APPLICATION PROCESS

If you are interested in becoming a Patient and Family Advisor at HDS, please contact the Patient Relations Process Delegate at (905) 685-1381 ext. 85323 or info@hoteldieushaver.org



5 QUESTIONS TO ASK ABOUT YOUR MEDICATIONS

when you see your doctor, nurse, or pharmacist.

1. CHANGES?

Have any medications been added, stopped or changed, and why?

2. CONTINUE?

What medications do I need to keep taking, and why?

3. PROPER USE?

How do I take my medications, and for how long?

4. MONITOR?

How will I know if my medication is working, and what side effects do I watch for?

5. FOLLOW-UP?

Do I need any tests and when do I book my next visit?



Keep your medication record up to date.

Remember to include:

- ✓ drug allergies
- ✓ vitamins and minerals
- ✓ herbal/natural products
- ✓ all medications including non-prescription products

Ask your doctor, nurse or pharmacist to review all your medications to see if any can be stopped or reduced.

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Visit safemedicationuse.ca for more information.



SafeMedicationUse.ca



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TO FIND OUT MORE ABOUT OUR SERVICES VISIT:

www.bicr.org or call us at 905-687-6788 ext. 627

See this publication and more at:

patientdirectory.ca



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- Step 3 HELP IS ON THE WAY**
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Susan Tan
Senior Program Director

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Your Health Care Be Involved



Be involved in your health care. Speak up if you have questions or concerns about your care.



Tell a member of your health care team about your past illnesses and your current health condition.



Bring all of your medicines with you when you go to the hospital or to a medical appointment.



Tell a member of your health care team if you have ever had an allergic or bad reaction to any medicine or food.



Make sure you know what to do when you go home from the hospital or from your medical appointment.

Funding for this project was provided by
the Ontario Ministry of Health and Long-Term Care

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From companionship to providing 24-hour nursing care and everything in between, Right at Home can supplement the support already provided by family members, government resources, and retirement residences.



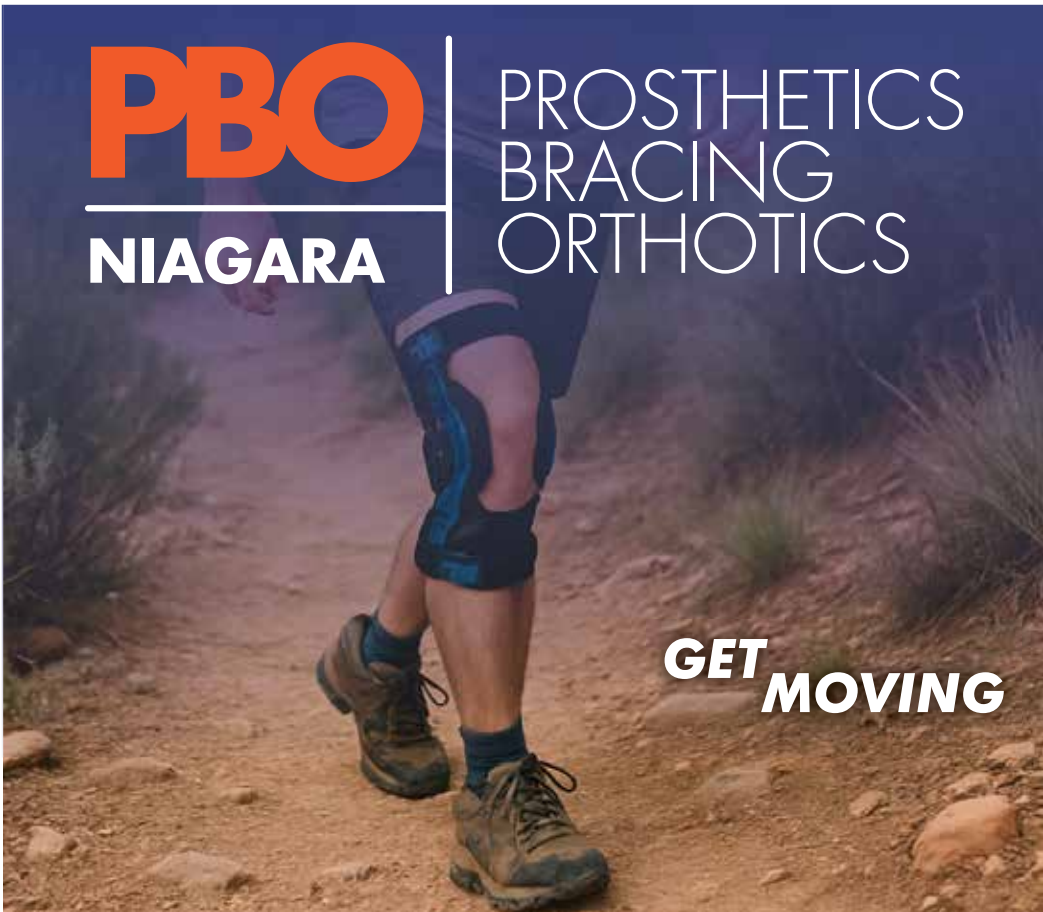
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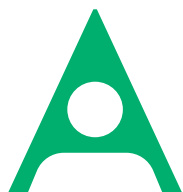
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Assisted Living is for those who need extra support, including those with cognitive needs. We offer a high level of care in a fully secured environment.

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