



COMFORT | CARE | HOPE



## PATIENT & FAMILY HANDBOOK





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As a part of Hotel Dieu Shaver's ongoing **COVID-19** response, some services or programs may currently be altered, suspended or restricted. Please visit [www.hoteldieushaver.org](http://www.hoteldieushaver.org) for all the up-to-date COVID-19 information or speak to a member of your care team if you have any questions.



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

**Patient-Care Equipment | Education  
Specialty Clinics | Improvements to Treatment Areas**

### **Grateful Giving Program:**

Often patients and family members are looking to express their thanks for the exemplary care their interdisciplinary team has provided. You can show your appreciation by making a donation to the *Grateful Giving Program*, where you can honour exemplary care, an act of kindness or acknowledge the compassion that you have experienced while at Hotel Dieu Shaver.

Whatever your reason for saying “thanks,” your grateful gift will ensure that Hotel Dieu Shaver can continue to rebuild lives and renew hope for everyone across Niagara.

### **There are many ways to support Hotel Dieu Shaver Foundation!**

Find out how you can help:

**Visit the Foundation Office**  
located off the inpatient lobby

**Call 905-378-HDSF (4373)**

**[www.Foundation.HotelDieuShaver.org](http://www.Foundation.HotelDieuShaver.org)**

***Thank You!***

@HotelDieuShaver



**DON'T EVER QUIT**  
**T-Shirts are available at the  
Foundation Office | \$20**

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





# Dear Patient and Family,

Welcome to Hotel Dieu Shaver. Our team is driven by our mission to restore health, rebuild life and renew hope by providing extraordinary care to every patient who comes through our doors. Every day remarkable stories take place within these walls. It is the courage and strength of our patients and their families, combined with our highly skilled staff that make these success stories possible. Whether you are here for rehabilitation or complex care, we do our best to provide every patient with comfort, care and hope.

We take pride in our dedicated and compassionate staff who take a Patient and Family Centred Care approach. Regardless of the reason you require care at Hotel Dieu Shaver, 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 and therapy.

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 any 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 rehabilitation.

Sincerely,



**Dr. Jack Luce**  
*Chief of Staff*



**Lynne Pay**  
*Chief Executive Officer*



## WHO WE ARE

Hotel Dieu Shaver (HDS) is Niagara's only specialty rehabilitation and complex care hospital, providing service to thousands of patients across the 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

Hotel Dieu Shaver will be a Centre of Excellence in rehabilitation, complex care, and geriatric services, and will also be an employer of choice.

We will achieve this vision by providing high quality patient services, and programs based on population health needs and best practice. We will encourage staff to be life-long learners who actively engage in research, and will also provide a stimulating learning environment for students.

### 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 \*2019/2020



469  
Employees



37  
Medical Staff



142  
Volunteers



Number  
of Beds - 134



1,338  
Inpatient  
Admissions



38,732  
Total 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 fitted 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 HDS, you will be admitted under the care of a physician, usually a family physician, and 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.

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 health care team will advise you and you may be moved to another program will 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.

Please know that your room could change at any time during your stay at HDS to accommodate your therapy needs, isolation requirements, or to support our admissions from the community.

### 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

At any time you may remind your healthcare staff to check your wristband.

#### Confirm Your Identity

Staff may also ask you your name to confirm that you are the correct patient.

#### 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 both in your chart and with the medication administration record. Patient photographs also help identify patients should they go missing.

### DISCHARGE

Every patient admitted to HDS 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 begins the day of your admission. A discharge date will be determined by your health care 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 on or before the identified discharge date. On your discharge date, the time for discharge is 10:00am.







## 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:**

**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:

**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 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.

**NURSE:** Members of your nursing team will provide the care you need, so that you are able to achieve your goals or remain comfortable while in hospital. Depending on your inpatient program, your nurse may be involved in helping you improve and become more independent and 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.

### **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. 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 the SW and Case Manager may assist with referrals to community resources and support agencies, as well as outpatient therapy.

MY SOCIAL WORKER'S NAME:

MY DISCHARGE PLANNERS 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 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.

YOUR OT'S NAME:

### **COMPLIMENTS/CONCERNS**

Please Contact our Patient Relations  
Process Delegate: Extension 85323  
info@hoteldieushaver.org



**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 (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.

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:

### **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.

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 (eg. diabetic diet, low cholesterol diet or low salt diet).

MY RT'S NAME:

**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.

**HOTEL DIEU SHAVER IS  
A SMOKE-FREE FACILITY.  
SMOKING AND VAPING  
IS NOT PERMITTED  
ON HOSPITAL PROPERTY.**

THIS POLICY APPLIES  
TO ALL PATIENTS,  
VISITORS, STAFF, VOLUNTEERS  
& PHYSICIANS.



## YOUR THERAPY TEAM (CONT.)

### 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. 84274 or simply ask your nurse to do so.

MY CHAPLAIN'S NAME:

### RECREATIONAL THERAPIST:

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.

MY RT'S NAME:





# 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, 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 3 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 Interprofessiona care plan that can include up to 2 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 to help 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.

## END OF LIFE / PALLIATIVE

Provides pain and symptom management combined with emotional and spiritual support to people at end of life. The dedicated members of our Interprofessional team work together to provide compassionate and supportive care to meet the unique needs of each of each person and family that we serve. Our person-centered approach to care ensures that dignity is maintained, and offers comfort care, and hope to all those who need this service.







## 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

#### OUTPATIENT STROKE PROGRAM

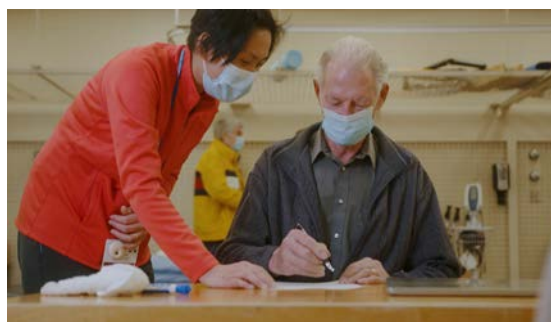
The Stroke Program provides specialized interprofessional treatment to patients with rehabilitation goals following the diagnosis of stroke. In partnership with the client, this program offers treatment and education in both individual and group settings.

#### CENTRAL NERVOUS SYSTEM PROGRAM (CNS)

The CNS 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.

#### 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.



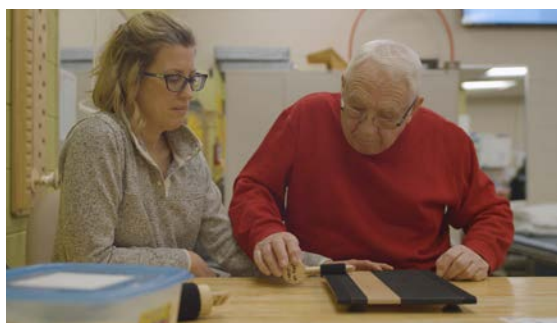
### Orthopedic Program

#### 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.

#### 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.



#### 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.

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



## Audiology & Hearing Aid Clinic

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

### **AUGMENTATIVE AND ALTERNATIVE COMMUNICATION CLINIC (AAC)**

Hotel Dieu Shaver opened the AAC Clinic October 2014 in order to fill an unidentified gap in services in Niagara. The focus of the AAC Clinic 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.

### **REHAB AND WELLNESS CENTRE**

The Rehab and Wellness Centre is an outpatient rehabilitation program that focuses on clients whose lives have been affected by various injuries, including injuries resulting from 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. The Rehab and Wellness Centre has been providing assessment and treatment services to meet the needs of our clients, their families, physicians, and insurance companies since 1993. Additionally our Rehab and Wellness Centre 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, the Rehab & Wellness Centre ensures that all proceeds are re-invested into the hospital to allow for continual organizational improvements to benefit our patients, programs and the community.





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

Hotel Dieu Shaver opened the all - inclusive Steve Ludzik Centre for Parkinson's Rehabilitation in Spring of 2013. The 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. 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.



### **RANKIN FAMILY CANCER REHAB PROGRAM**

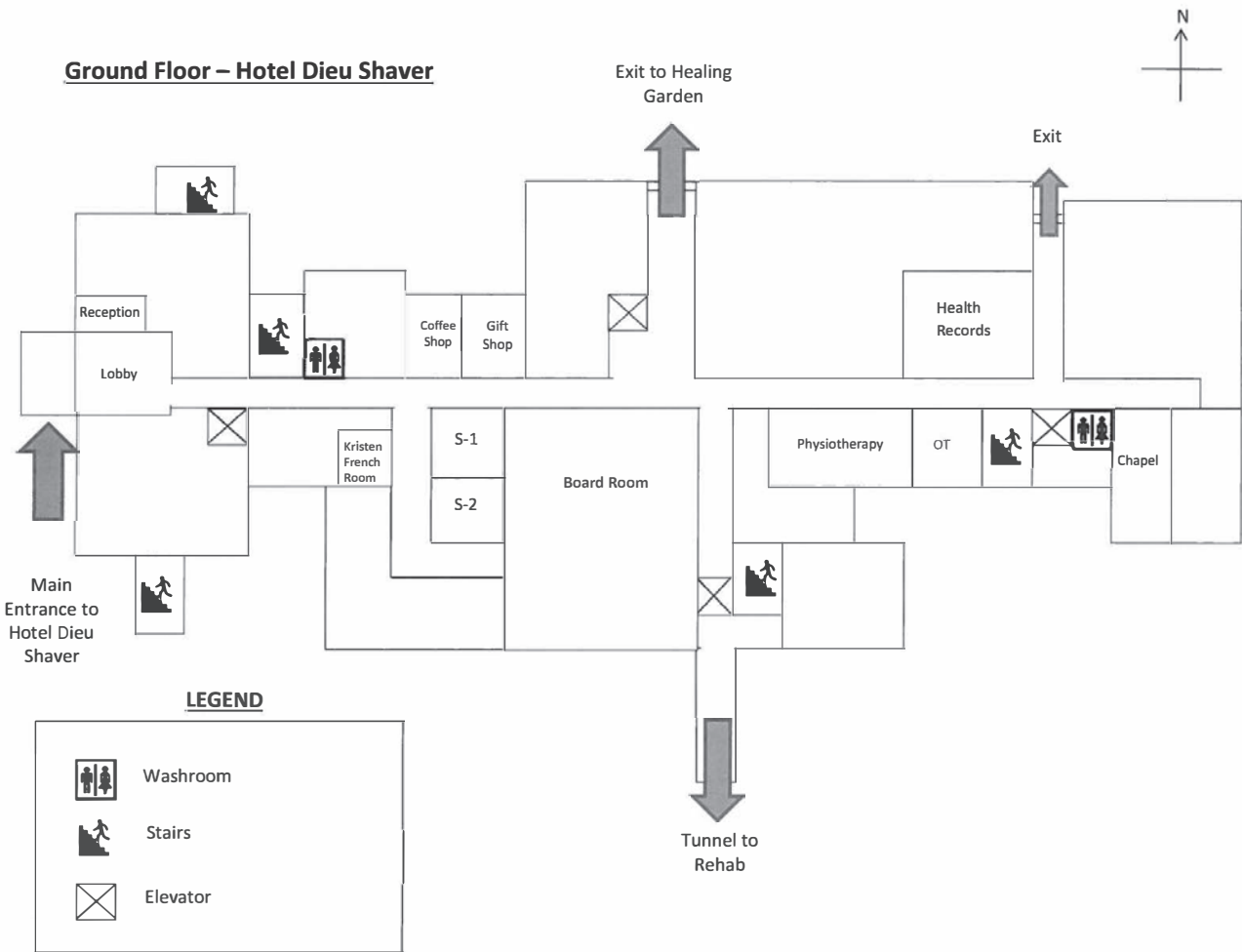
In May 2018, Hotel Dieu Shaver announced the creation of an outpatient Cancer Rehabilitation Program. This Outpatient program is intended for oncology patients who may be undergoing treatment or may have completed treatment, and are identified as being at risk for functional decline and/or those who present with a poor and unsafe functional status. 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.

### **TELEMEDICINE (OTN) PROGRAM FOR SPECIALIZED POPULATIONS**

In July 2015, Hotel Dieu Shaver Health and Rehabilitation Centre received funding from the Hamilton Niagara Haldimand Brant Local Integrated Health Network (HNHB LHIN) to expand and implement an Ontario Telemedicine Program to accommodate specialized populations. Through this program, Hotel Dieu Shaver has incorporated nursing support for clients who require access to Medical Specialists via OTN, such as clients with neuromuscular disabilities, including but not limited to Parkinson's disease, ALS and Augmentative and Alternative Communication (AAC) Clinic clients. This expansion also includes incorporating OTN services through patient home visits.

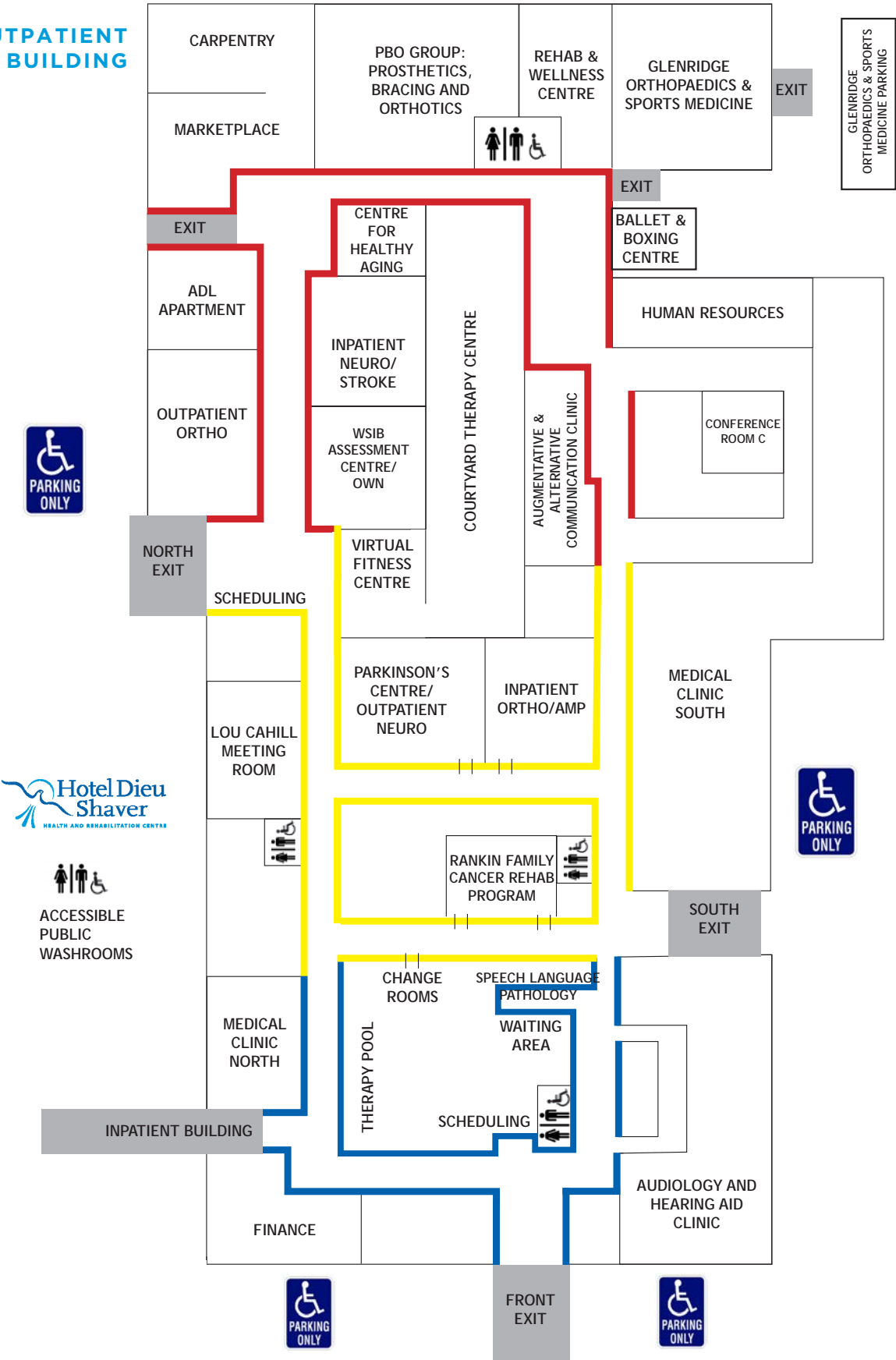
The goal of this OTN program is to alleviate the personal and economic hardship of our clients and decrease our wait lists. Prior to the implementation of this program, many clients were travelling outside of Niagara multiple times per year to meet with their Physician Specialist. Travelling is often difficult for clients living with neuromuscular disabilities. This improved access to Specialist appointments and coordination of care for clients requiring OTN services is aligned with the mission and values of Hotel Dieu Shaver and addresses some of the unmet needs that exist within the Niagara region.

INPATIENT BUILDING  
GROUND FLOOR





OUTPATIENT  
BUILDING





## GENERAL HOSPITAL INFORMATION

*Please note: Any programs marked with an \* may be temporarily altered, suspended or restricted due to COVID-19.*

**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. 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 10:00 a.m. or 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 1st 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 based on an income test that evaluates the patient's ability to pay. 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 & Bistro:**

Monday to Friday

9 a.m. to 7:00 p.m.

Saturday and Sunday

1:30 p.m. to 3:30 p.m., or otherwise noted.

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

**\*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. Ask a staff member about HDS' pet policy.

**\*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 1:00 p.m. to 4:00 p.m. Hours are subject to change without notice. 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.

**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 service or through 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 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.



**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. (Noon)**

**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 display the ticket face up on your dashboard. The payment options are hourly, daily or monthly and prices are subject to change at anytime. Parking by credit card or coins only – The machines DO NOT accept debit cards or bills and DO NOT provide change.

**Per hour: \$2.00 | Per day: \$6.00**

**Monthly: \$40.00**

**\*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 to log into the hospital's WiFi system. You are responsible.

**Smoking:** Hotel Dieu Shaver is a smoke 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](http://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 transportation costs associated with all external appointments not ordered by Hotel Dieu Shaver physicians.

**Washrooms:** Wheelchair accessible washrooms are located throughout the facility.

**WiFi:** WiFi is available for patients and visitors. Please ask staff for log in and password. for your own personal computer and belongings. You are also responsible to maintain safety by storing all cables and cords off the floor to maintain a safe environment for everyone.

**\*Worship Services:** A Roman Catholic Eucharist is celebrated in the chapel each Sunday at 10:00 a.m. An Ecumenical Worship Service is 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 24/7 year-round.



# PATIENT SAFETY INFORMATION

## STAIRWELL SAFETY

The doors to the stairwells are “keypad access”. Family members and visitors should be aware to 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.

## 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/Ask 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 to do so with the treating Physiotherapist. Whenever possible, we encourage family members to attend scheduled therapy sessions for support and health teaching,



# WHAT TO DO WHEN YOU HAVE CONCERNS?

## Step 1: Speak with a member of the health care team

Any time you or your family have a concern please let us know as soon as possible.

The health care team are happy to listen to you and attempt to resolve the concern.

If you are having trouble with a person, and you feel comfortable try to speak with them directly.

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

If you don't feel comfortable speaking with the person 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 health care team.

If for any reason this is not possible please contact the Patient Relations Officer (extension 85323).

## 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:** [info@hoteldieushaver.org](mailto: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](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



## 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, 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 at each nursing unit or at [www.chac.ca/resources/ethics/ethicsguide.php](http://www.chac.ca/resources/ethics/ethicsguide.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/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



# 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, health care providers, visitors and others in our health care 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 health care 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 health care provider  
“HAVE YOU WASHED YOUR HANDS?”**

## RESPIRATORY ETIQUETTE

Always:

- 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 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 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 pre-cautions 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.
- Health care 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.

**Information fact sheets are available at  
[www.hoteldieushaver.org](http://www.hoteldieushaver.org)**





# PATIENT RIGHTS & RESPONSIBILITIES

Our facility is built on the principle of mutual respect. You are required to treat, and are entitled to be treated, in a respectful manner. Inappropriate behaviours or actions such as offensive language, threats, name calling, physical violence, 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 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.



# YOUR PRIVACY

The Hotel Dieu Shaver provides specialty health care services in the Regional Municipality of Niagara. HDS works in partnership in the provision of health care services with the Niagara Health System (NHS) and other health care agencies. The NHS and HDS use a common electronic system for patient records that is maintained by the NHS 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 or 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 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 HD-SHRC Health Records Office for more information on accessing, correcting or withdrawing consent for your personal health information.

## SUBSTITUTE DECISION MAKERS

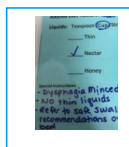
When a patient is unable to provide your consent, HDSHRC will look to a substitute decision maker, such as a person with a Power of Attorney, to provide consent. The law requires a substitute decision maker to make the decisions that he or she believes the individual would have made if able to act.



# 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 to indicate the patient has swallowing difficulties



**PATIENT NAME**

### DOUBLE BLUE DOT

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

## Above Bed Signage

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



If you have any questions about swallowing precautions for a patient please contact the **Speech-Language Pathologist or Nursing**

# 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 health care; 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](mailto: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 Advisors
- Review the Patient Handbook for non-clinical services available
- Bring a unique prospective 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 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 Advisor at HDS, please contact the Patient Relations Process Delegate at (905) 685-1381 ext. 85323 or [info@hoteldieushaver.org](mailto:info@hoteldieushaver.org)

# Community Supports

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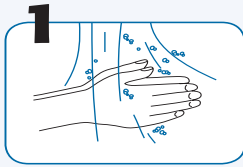
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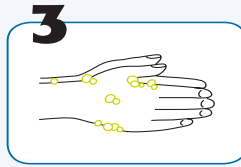
# HOW TO HANDWASH



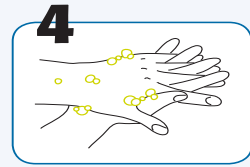
Wet hands with warm water.



Apply soap.



Lather soap and rub hands palm to palm.



Rub in between and around fingers.

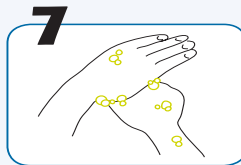
**Lather hands for a total of 30 seconds**



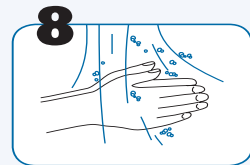
Rub back of each hand with palm of other hand.



Rub fingertips of each hand in opposite palm.



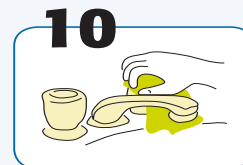
Rub each thumb clasped in opposite hand.



Rinse thoroughly under running water.



Pat hands dry with paper towel.



Turn off water using paper towel.



Your hands are now safe.



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# Brain Injury Community Re-entry (NIAGARA) INC.

At **Brain Injury Community Re-entry (Niagara) Inc.** we provide support services and rehabilitation to individuals living with the effects of an acquired brain injury.

Our vision is to lead in the field of acquired brain injury rehabilitation whilst providing advocacy for successful re-entry into the community.

We rigorously promote the rights of the individual and promote recognition of acquired brain injury and how it affects individuals and families through ongoing and public education.

**TO FIND OUT MORE ABOUT OUR SERVICES VISIT:**

**[www.bicr.org](http://www.bicr.org) or call us at 905-687-6788 ext. 627**








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# 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.



Visit [safemedicationuse.ca](http://safemedicationuse.ca) for more information.



CANADIAN PHARMACISTS ASSOCIATION  
ASSOCIATION DES PHARMACIENS DU CANADA

[SafeMedicationUse.ca](http://SafeMedicationUse.ca)



# PBO

## NIAGARA

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**[clientcareniagara@pbogroup.ca](mailto:clientcareniagara@pbogroup.ca)**

**905-688-2553**

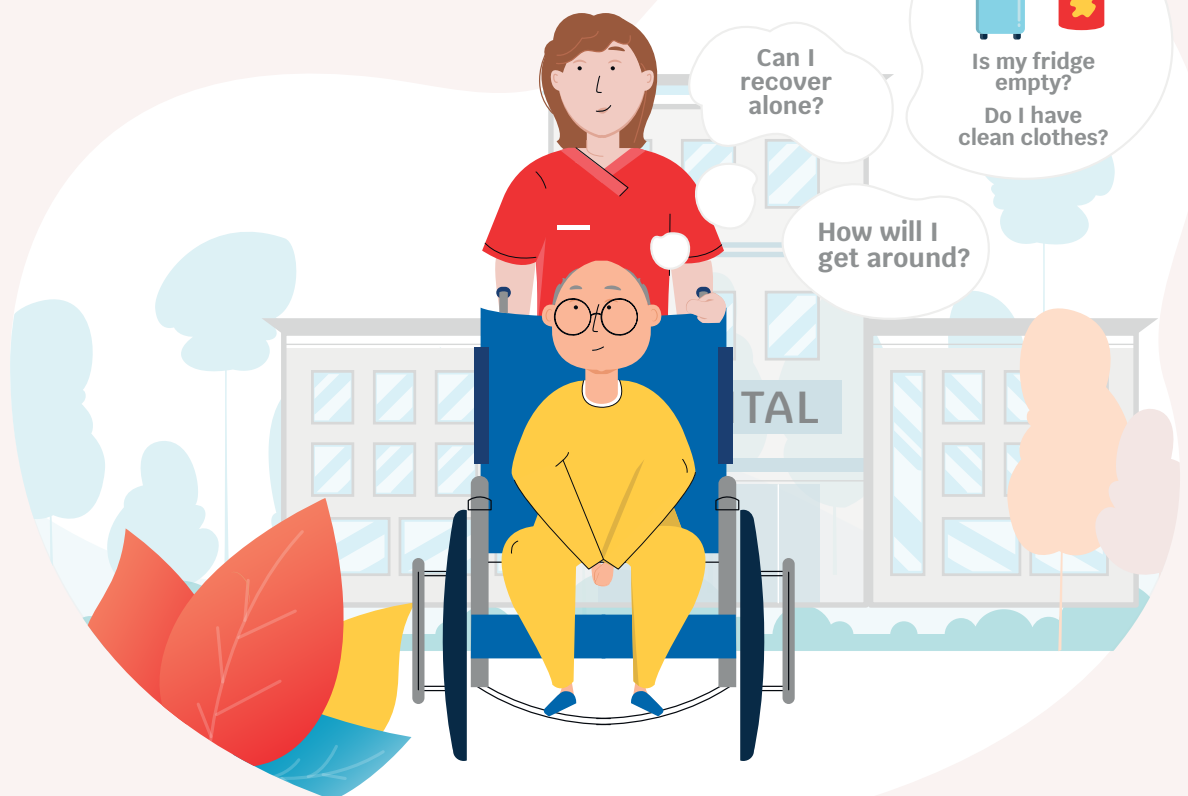
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# Hospital to home support



Recovering from a hospital visit can be overwhelming for a patient and their family members. Our companions & caregivers are here to help patients feel safe and supported on their journey from hospital to home.

## HOSPITAL

- Admittance support
- Bedside companion
- Respite care
- Transportation home

## HOME

- Meal preparation
- Household chores
- Dressing & grooming
- Overnight & live-in caregiver

## COMMUNITY

- Grocery shopping
- Driver for errands
- Escort for medical appointments



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# INJURED?



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