



COMFORT | CARE | HOPE



PATIENT & FAMILY HANDBOOK

www.hoteldieushaver.org



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UPDATED MAY, 2021



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 for all the up-to-date COVID-19 information or speak to a member of your care team if you have any questions.

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



HOTEL DIEU SHAVER FOUNDATION

Hotel Dieu Shaver Foundation raises and manages funds for patient-care equipment, education, speciality clinics, and improvements to treatment areas to support exemplary patient care at Hotel Dieu Shaver.

GRATEFUL PATIENT PROGRAM

Often patients and family members, as well as our staff and physicians, are looking for ways to express their thanks. The Grateful Patient Program recognizes someone at Hotel Dieu Shaver for going that extra mile. Your note of thanks will be given to that special person at Hotel Dieu Shaver who has made a difference in your life.

HOW YOU CAN HELP!

Your generosity has resulted in extraordinary care right here in the Niagara Region. Giving is easy – and it's up to you to decide what option is best for you.

VISIT
THE FOUNDATION OFFICE
located off the inpatient
lobby or
CALL EXTENSION 84214
to find out
how you can help!



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 is a 134 bed Accredited Roman Catholic rehabilitation and complex care hospital providing services to the entire Niagara Region.

Hotel Dieu Shaver strives 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. We strive to be known for delivering a broad range of integrated healthcare resolutions.

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.

PHILOSOPHY OF CARE

In keeping with the Mission and Values of Hotel Dieu Shaver key elements of the philosophy are defined as below:

A PATIENT FOCUSED APPROACH = PERSON CENTRED CARE

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



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 acceptable. 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.



HEALTH ETHICS

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

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

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

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

- A conversation with your physician, nursing staff, or someone from Pastoral Services can help you clarify your values and choices.
- The Health Ethics Guide of the Catholic Health Alliance of Canada is available in print or at www.chac.ca/resources/ethics/ethicsguide.php

- An Ethics Consultation Team can be called to meet with a patient and/or family to facilitate discussion and resolve a potential ethical dilemma or conflict. This resource is used only when there are significant unresolved differences in values and choices among all persons involved with a health care decision.
- A Principle and Values Based Framework/Process for Ethical Decision Making is followed to resolve ethical conflicts.
- A consultation can be arranged with the Director of Mission and Pastoral Services to talk in private at Ext. 84201

WHAT DO I NEED?

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

Personal labels on your belongings will help prevent loss of these items. Any money kept at the bedside is done at your own risk. Only small amounts should be kept for personal needs. Personal aids such as hearing aids, glasses, dentures or any communication device should be kept in a safe place when not in use.

To help prevent falls you must bring non-skid footwear – shoes, slippers (non-skid socks are not acceptable). Acceptable non-skid footwear must be worn at all times while out of bed.

You will be expected to supply:

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

Please note that electric items such as razors and hair dryers must be inspected by our maintenance staff to ensure they comply with the appropriate safety standards. Hotel Dieu Shaver 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 MY STAY, WHAT CAN I EXPECT?

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

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

During your stay at Hotel Dieu Shaver, the team will perform regular assessments and discuss their findings with you and your family. You and your family may be meeting with a Discharge Planner during your hospital stay to discuss your discharge date and destination. In all our rehabilitative and restorative programs there are milestones or goals to accomplish to sustain progress; sometimes you

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

Discharge Planning: Every patient admitted should expect to return home, and be provided the opportunity to make any long term living decisions from home. Planning for your return home or back into the community starts the day of your admission. A discharge date will be determined by your health care team and you will be advised of this date. 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.

PHOTOGRAPHS OF PATIENTS

As part of our initiative to provide safe patient care, we use three different forms of client identification. The patient armband serves as the first line of defence in ensuring we are giving medications or treatments to the correct patient.

At any time you may remind the healthcare staff to check your name band.

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

Taking your photograph on admission provides another layer of safety to our identification process and reduces the chance that an error can be made.

Staff will ask for your consent to have your picture taken. These photos are not for public viewing and are used solely for identification purposes. The photograph is placed both in the chart and with the medication administration record. Patient photographs are helping to keep you safe and to identify patients should they go missing.

BROWSE
UPCOMING EVENTS AT
www.hoteldieushaver.org/site/events





HELP US KEEP YOU SAFE

DURING YOUR HOSPITAL STAY

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

E-mail: Family and friends can e-mail you a message through our website at www.hoteldieushaver.org.

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

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

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.

Washrooms: Wheelchair accessible washrooms are located throughout the facility.

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 hair-dressing area. Payment is to be made at the time of service.

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

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 is available 24/7 to also help answer questions related to local channel guides and request customer service assistance.



REHABILITATION AT HOTEL DIEU SHAVER

Rehabilitation is a progressive, dynamic, goal-oriented and time-limited process, which enables an individual with an impairment to identify and reach his or her optimal mental, physical, cognitive and social functional level. Rehabilitation helps people regain their independence and overcome challenges that may have resulted from an illness, disabling injury, or age-related health condition.

Hotel Dieu Shaver is the only Rehabilitation Hospital in Niagara providing Inpatient and Outpatient Rehabilitation services to assist people in returning safely home. Our Inter-professional team is committed to providing seamless, integrated care along your healing journey from hospital to home. Our team's goal is to work with **you and your family** in optimizing your well-being through the achievement of an active, healthier and more independent life.

WHAT IS EXPECTED AND WHAT TO EXPECT AT HOTEL DIEU SHAVER?

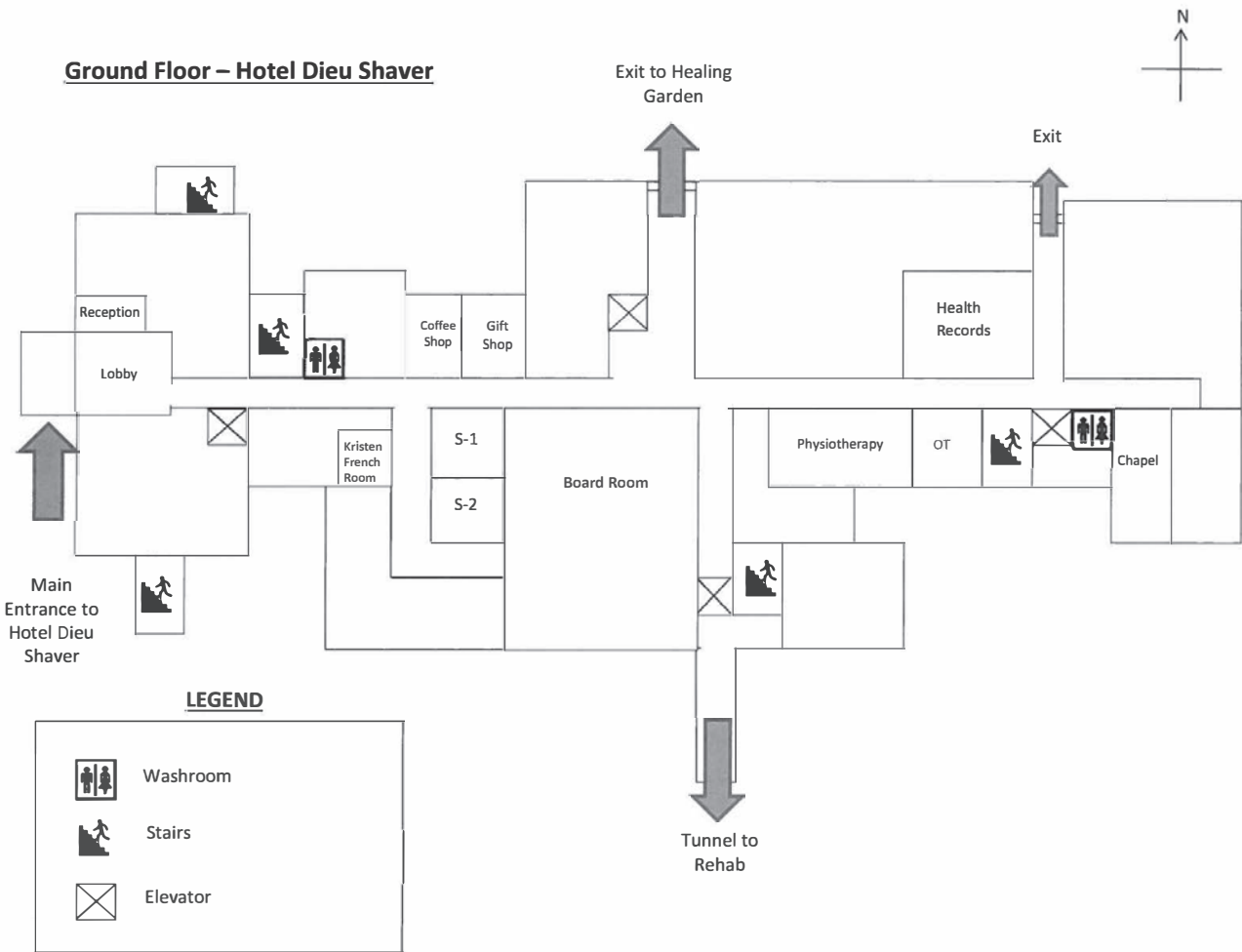
Motivation & Active Participation – Will increase your ability to reach your goals and optimize your recovery.

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

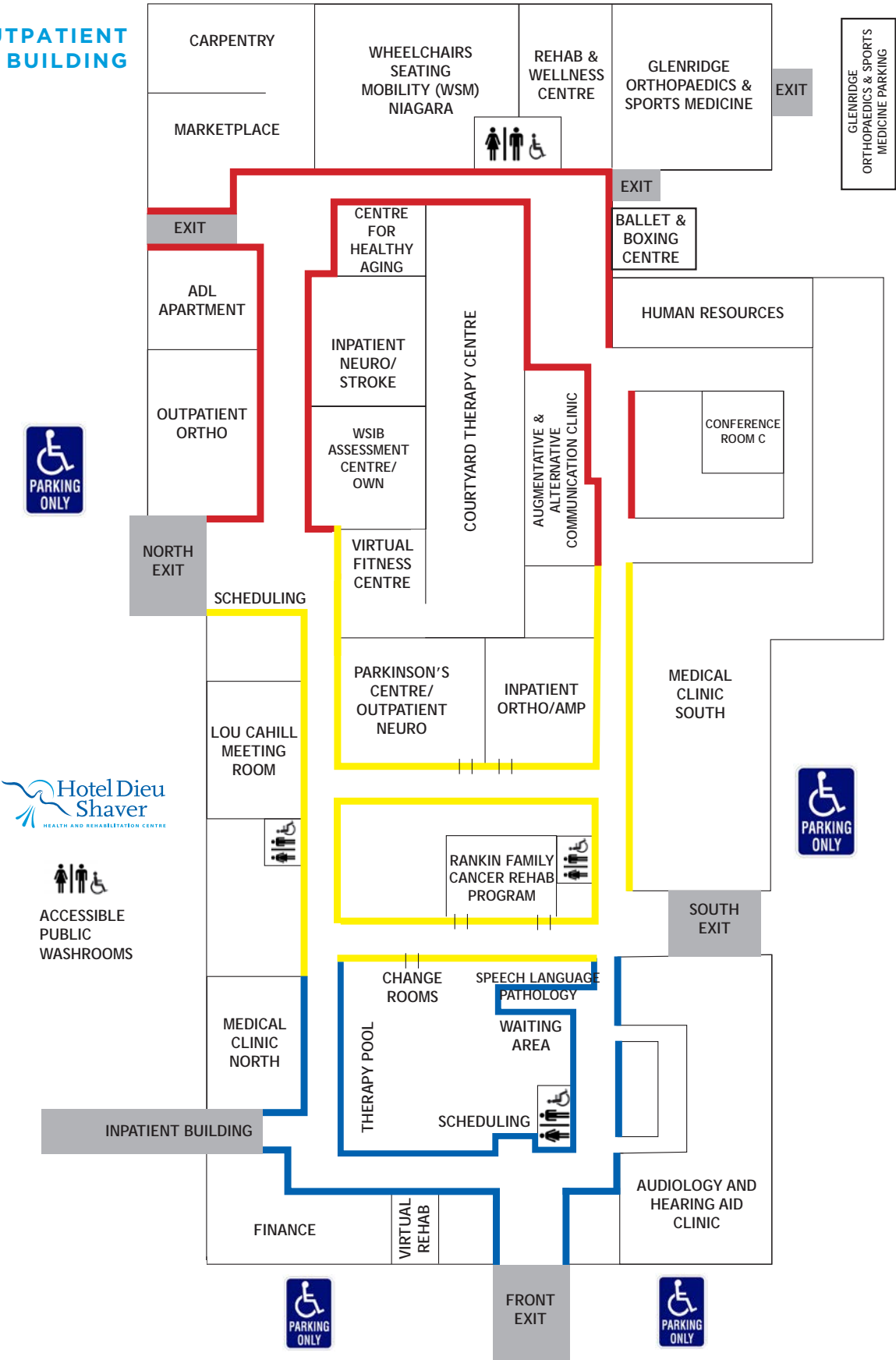
Clothing – All clients in the rehab program are expected to have loose fitting street clothing and appropriate non-skid footwear in order to participate fully in their therapies.



INPATIENT BUILDING
GROUND FLOOR



OUTPATIENT BUILDING





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:

ATTENDING 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: _____

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: _____

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.

OCCUPATIONAL THERAPY: Occupational Therapists (OT) help solve problems that interfere with your ability to do the things that are important to you. An OT will help you perform tasks related to: taking care of yourself (eg. dressing, bathing, toileting), participating in work or volunteering, enjoying your leisure time (eg. hobbies, sports, spending time

with family). OTs may also look at your ability to think and remember, your visual system and functional mobility/transfers.

— MY OT'S NAME: _____

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

— MY CHAPLAIN'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: _____

COMPLIMENTS/CONCERNS

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



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.

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

MY PT'S NAME: _____

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

MY RT'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: _____

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: _____

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.

**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.)

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 CASE MANAGER'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: _____

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.

Information For Family and Visitors

Hotel Dieu Shaver encourages Family Presence and recognizes family members, as designated by the patient as partners in care. **To enhance care we encourage families to select one contact person to represent family concerns. As part of the Family Presence philosophy at Hotel Dieu Shaver the one or more partners in care, as designated by the patient are welcome in the hospital 24 hours a day.** To be an integral part of your loved one's progress and future

plans, we encourage you to attend therapy sessions as well as scheduled family meetings.

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.

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.



Patient Meal Service

Breakfast: 7:30 a.m.

Lunch: 12:00 p.m. (Noon)

Dinner: 4:45 p.m. to 5:15 p.m.

Patients will receive a selective menu every morning at 10:00 a.m. which will be

left at the bedside for patient/family to fill out. Menus will be picked up at 12:00 p.m. If required, assistance will be offered when menus are picked up. Menu selections are for the following day.

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

Monthly Parking Pass Instructions

1. PRESS BUTTON
2. INSERT CREDIT CARD
3. REMOVE CREDIT CARD
4. PRESS MAXIMUM TIME BUTTON (MACHINE WILL BE PROCESSING CARD)
5. PUSH GREEN BUTTON TO PRINT TICKET
6. ENSURE TICKET IS DISPLAYED ON DASH FOR WHOLE MONTH.

***Please note the monthly pass is good for 30 days from **date and time** of purchase.

Precision/Parklink is responsible for all machines and issues that arise. Please contact Precision/Parklink directly at 1-866-831-7773 or violations@recisebi.com

Transportation

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

Alternate Level of Care (ALC) and Co-Payment Charges

A patient who no longer requires the services offered in our Complex Care beds will be designated as an 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.

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.

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.

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 Interprofessional 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.

In all of the above noted programs, patients who have completed their treatment program will be discharged to the most appropriate setting based on their care requirements. Please refer to Discharge Planning on page 9, listed in the "During My Stay, What Can I Expect?" section of the handbook.



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. All referrals are screened for appropriateness to the programs.

Neurology Programs

Individualized care plans are prepared for each client and may involve input from the following team members: Physiatrist, Occupational Therapist, Physiotherapist, Speech Language Pathologist, Social Worker and Dietitian.

• 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.

• General Neurology Program

The General Neurology Program provides interprofessional care for clients with a variety of diagnoses such as spinal cord

injury, multiple sclerosis and traumatic brain injury. Interventions are offered based on client-driven goals and may be provided in an individual or group setting.

• Speech Language Pathology Outpatient Program

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

Orthopedic Program

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



• Amputee Program

The Amputee Program provides specialized, interprofessional outpatient rehabilitation services to individuals following the amputation of a limb. Each

client receives an individually designed treatment and skills training program.

• Arthritis Program

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

• Trauma Program

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

• Hand and Upper Extremity Program

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

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



Audiology & 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 Dispensing Services are fee for service. All program proceeds are re-invested into the hospital to allow for continual organizational improvements to benefit our patients, programs and the community.



Specialty Programs

Adult Seating Clinic

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

Augmentative and Alternative Communication Clinic (AAC)

Hotel Dieu Shaver opened the AAC Clinic October 2014 in order to fill a gap in services provided 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 Tech-

nologist, 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 funded by the Steve Ludzik Foundation.

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 funded by the Rankin Family & the Rankin Cancer Run.

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 Commu-

nication (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.

HDS Memory Clinic

In October 2015, Hotel Dieu Shaver opened a local Memory Clinic. Niagara has one of the highest aging populations within the province of Ontario and Hotel Dieu Shaver recognized the benefits of implementing this program to serve those who will benefit from this service.

This program is available to those who are referred by their family physician, as a result of an identified memory concern or if there is a patient's family member who expresses concern related to memory loss. Furthermore, patients are referred by a family physician if there is difficulty managing a case involving dementia.





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. The personal health information that we collect may include, for example, your name, date of birth, address, health history, records of your visits to HDS and the care that you received during those visits. Occasionally, we collect PHI about you from other sources, if we have obtained your consent to do so or if the law permits.

We use and disclose your personal health information to:

- Treat and care for you
- Conduct quality improvement activities
- Compile statistics
- Comply with legal and regulatory requirements
- Conduct research as approved by the Research Ethics Board
- Teach
- Notify a representative of a religious or other organization to visit you during your stay
- Notify you of an appointment or change to an appointment
- Plan, administer and manage our internal operations
- Conduct risk management activities
- Fulfill other purposes permitted or required by law

- Obtain payment for your treatment and care from OHIP, WSIB, your private insurer or others
- Conduct patient satisfaction surveys
- Confirm that you are a patient, your general health status and your room and telephone extension while in the hospital
- Locate you or your family in urgent/emergent situations using an overhead paging system
- Facilitate the federal and provincial governments' goal of providing Canadians with an electronic health record. This will improve patient safety, reduce wait times, avoid duplicate testing and enhance timely access to your health information by your health care provider. As these systems become established your HD-SHRC 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

SUBSTITUTE DECISION MAKERS

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



HOW TO CONTACT THE PRIVACY OFFICE

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

Director, Health Data & Quality Improvement

Hotel Dieu Shaver Health
and Rehabilitation Centre
541 Glenridge Avenue
St. Catharines, Ontario L2T 4C2

Tel: (905) 685-1381 ext. 85323

Fax: (905) 688-9905

E-mail: 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

You may file a written complaint by writing to:

Director of Health Data & Privacy

541 Glenridge Avenue
St. Catharines, Ontario L2T 4C2

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).



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

We all play an important role in infection prevention and control.

The following are ways that you can help reduce the spread of infection.

HAND HYGIENE:

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

When should I clean my 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

Please see HOW TO HANDWASH & HOW TO HANDRUB on the next 2 pages

Whichever method you use, pay special attention to:

- Your fingertips
- The areas between your fingers
- The backs of your hands
- The base of the thumbs
- Remind family members and friends to clean their hands before they visit and before they leave the hospital.

When should healthcare providers clean their hands:

1. Before patient/patient environment contact.
2. Before providing aseptic care such as: IV care, blood draws, wound care.
3. After providing aseptic care such as: IV care, blood draws, wound care, and emptying a catheter bag.
4. After patient/patient environment contact.

**Feel free to ask your health care provider
“HAVE YOU WASHED YOUR HANDS?”**

Respiratory Etiquette is an important method in preventing the spread of infection.

Always:

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

INFLUENZA AND PNEUMOCOCCAL VACCINES:

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

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

ANTIBIOTIC RESISTANT ORGANISMS (ARO)

In order to prevent the spread of multi-resistant organisms such as MRSA and VRE (see page 28), once you have been admitted to hospital the nursing staff will obtain a swab from your nose, rectum and any other open areas. It may be necessary for you to move to a private room in isolation if the results are positive. If you are isolated you will receive information fact sheets about your ARO. You may still attend therapy and leave your room. However, in order for you to leave your room you must comply with the 5C's. Please talk to your nurse to determine if you can leave your room and review the 'Checklist for a Patient in Contact Precautions to Leave Their Room'.



THE 5C'S OF HAND HYGIENE INCLUDE;

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

IN AN OUTBREAK THE FOLLOWING OCCURS;

- Signs will be placed at the entrances to the hospital and unit explaining the responsibilities of family and visitors.
- If you have symptoms you 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.



JOIN OUR VOLUNTEERS

VISIT:

www.hoteldieushaver.org/site/volunteer

4 THINGS VISITORS NEED TO KNOW ABOUT INFECTION CONTROL:

1. Please use Purell on your way in and out of the hospital.
2. Do NOT visit if you have:
 - a cough
 - a fever, or
 - diarrheaThese can make our patients very sick.
3. Sneeze or cough into a tissue or your sleeve. We may ask you to wear a mask or come back when you feel better.
4. If you are visiting a patient in a room with "Isolation Precautions", please:
 - Follow the sign on the door
 - Wear a gown, gloves or mask as the sign shows
 - Take off gown, gloves, mask when leaving the roomDo not wear gown, gloves, or mask in:
 - Hallways
 - Dining room
 - Coffee shop
 - Outside

Information Fact Sheets Available. Ask your nurse or download from www.hoteldieushaver.org

- MRSA - Methicillin-Resistant Staphylococcus Aureus Fact Sheet for Patients and Visitors
- VRE - Vancomycin Resistant enterococcus Fact Sheet for Patients and Visitors
- ESBL - Extended spectrum Beta-Lactamase Producing Bacteria Fact Sheet for Patients and Visitors
- C. Difficile - Clostridium Difficile Fact Sheet for Patients and Visitors
- Fact Sheet for Visitors
- Hand Hygiene



PATIENT SAFETY INFORMATION

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 FOR PATIENTS AND FAMILIES

The 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 is a restraint? A restraint is any device that limits movement or restricts the movement of a patient.

Why we do not use restraints?

There are many types of equipment that can also be considered a restraint or restraining device such as side rails and Foley catheters. Many patients feel safer with one or both side rails up to remind them that they are not at home and in a narrower style bed. If you would like your side rails up, please let your nurse know. Often times lowering the foot section of the bed rail allows the lower portion of the bed to be open for more freedom of movement.

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

What are alternatives to using restraints?

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

If a restraint is found to be necessary

the team will involve the family, physician and interprofessional team in the decision making process. The use of a restraint is a clinical decision and cannot be requested by family members. Family and physician consents will be required if a restraining device is deemed necessary for a patient. Staff will regularly monitor the patient to determine when this can be safely removed.

FALLS PREVENTION PROGRAM Head Over Heels About Safety

Falls in hospital are an increasing problem that contributes to longer length of stay and in some cases serious injury. Falls can take away your freedom to move and possibly prevent you from returning to your home. Our **Falls Prevention Program** aims to reduce the number of falls in our hospital and to keep you safe. We will assess your risk for falls when you are admitted and develop a plan that meets your personal needs. 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.

FALLS ASSESSMENT

In discussion with your team members we will:

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

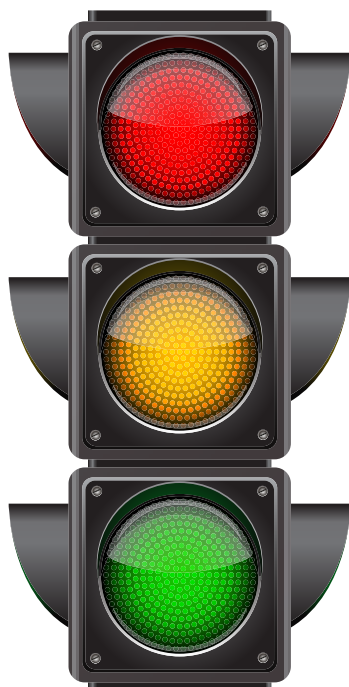
AFTER YOUR HOSPITAL STAY

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



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.

PATIENT AND FAMILY ADVISORS

- Meet and greet new patients, review the role of the advisors and the handbook to highlight the non-clinical services that are available (ie. Laundry, patient computers, hairdressing, etc)
- Meet with patients a few days before their discharge to offer participation in the Patient Satisfaction Survey.
- If you or your family member are interested in finding out more about becoming a Patient Advisor – please contact the Patient Relations Process Delegate at ext. 85323.

Patient Advisors may assist in any or all of the following to enhance the delivery of Patient Centred Care:

- Bring unique perspectives and expertise to the organization by sharing their hospital experiences and telling their stories.

- Actively participate with the health care providers on councils, committees, teams or focus groups.
- Provide input into patient care, organizational processes, education, patient safety, quality improvement, and staff orientation.
- Help to improve the environment and design of the organization.
- Participate in a mentoring or supportive role with other Patient Advisors.

TIME COMMITMENT

- May be a one-time activity, such as sharing your hospital experience to health care providers or a council/committee as a patient or family consultant.
- Attend Patient Advisor meetings, which may be monthly, however involvement will be suited to the individual's availability.
- May be involved in a number of committees, working groups or teams.

APPLICATION PROCESS

- Contact the Patient Relations Process Delegate (905) 685-1381 Ext. 85323 or via e-mail info@hoteldieushaver.org
- Interview
- Complete the application form/package

YOUR CHOICES

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

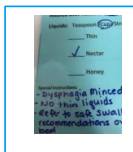
- Fundraising
- Teaching
- Confirmation of your in/outpatient status
- Religious representative notification
- Patient satisfaction surveys
- Some federal/provincial electronic health information systems.
- The disclosure of your personal health information to other health care providers who provide health services.
- You may access and correct your personal health records. Please contact the HDSHRC Health Records Office for more information on accessing, correcting or withdrawing consent for your personal health information.



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**



FREQUENTLY ASKED QUESTIONS

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

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

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

Can my family bring in food from outside?

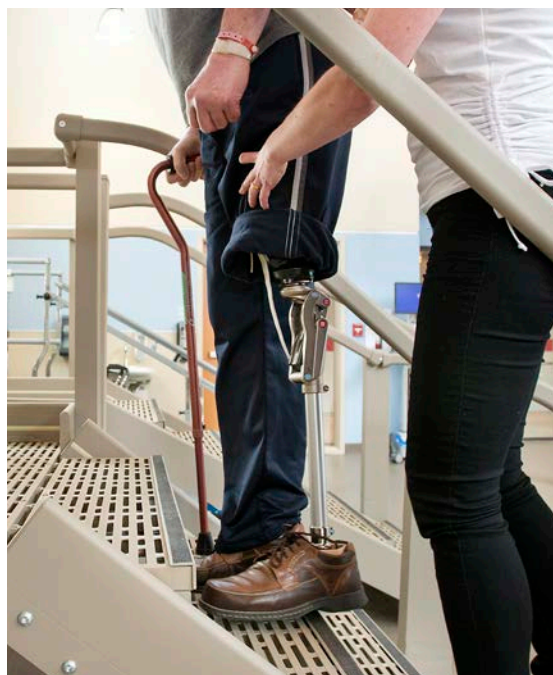
Due to some medical conditions requiring special diets please speak to your nurse to ensure food brought in is appropriate. Due to possible diet restrictions please do not feed or share meals with other patients.

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

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

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

Your therapist(s) will discuss an exercise or homework program with you and will advise you as to how you can complete your exercises/homework when not in therapy. Your daily activities are also considered to be a therapeutic part of your program. The health care team will encourage independence in activities appropriate for you, i.e. toileting, dressing, washing.



Community Supporters

Community Services

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Home Care / Home Health Care

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Legal Services

Sullivan Mahoney LLP..... outside back cover

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WHEELCHAIRS
SEATING
MOBILITY



LET'S ROLL

Better mobility and safer at-home living are right around the corner. Get expert guidance, service and support at our convenient Hotel Dieu Shaver location for:

- Wheelchairs
- Walkers
- Scooters
- Chair, stair and Ceiling Lifts
- Bedroom, Bathroom and Home Safety Products
- Pediatric Equipment
- Powerchairs

Free in-home Assessments • At-home Service Calls • Funding & Financing Guidance

WE ARE AN APPROVED ADP, ODSP & WSIB VENDOR

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*Some conditions may apply.


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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



289.801.8180
seniorsforseniors.ca

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