



**COMFORT | CARE | HOPE**



# Hotel Dieu Shaver

HEALTH AND REHABILITATION CENTRE

## PATIENT & FAMILY HANDBOOK





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# Dear Patient and Family,

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

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

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

We wish you all the best in health and happiness.  
Sincerely,



**Jane Rufrano**  
*Chief Executive Officer*



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



## WHO WE ARE

Hotel Dieu Shaver Health and Rehabilitation Centre is a 134 bed Accredited Catholic complex care, rehabilitation facility, providing care 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.

### MISSION

Hotel Dieu Shaver Health and Rehabilitation Centre 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.

### 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 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.

### VISION

The Hotel Dieu Shaver Health and Rehabilitation Centre 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.

## PHILOSOPHY OF CARE

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

### A PATIENT FOCUSED APPROACH = PERSON CENTRED CARE

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

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

## PATIENT RIGHTS

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

- To receive courteous and respectful care regardless of gender, creed, ethnic origin, sexual orientation, age, family status, financial or medical status.
- To receive assistance toward independence and self-care to the maximum level possible in comfort and dignity.
- To expect all to be properly identified and those providing direct care to be introduced to the patient.
- To have confidentiality maintained regarding your personal, financial, medical and other records which are entrusted to the facility and available only to those for whom the information is essential and/or those authorized by the patient.
- To receive all information necessary to give informed consent to any diagnostic or treatment intervention, including the known risks involved and existing alternatives to the proposed care or treatment. (Note: In the case of an incompetent patient, this information will be given to the patient's substitute decision maker.)
- To refuse treatment and be informed of the potential health risks of your decision.
- To request and receive information about your illness including diagnosis, treatment and prognosis in terms and language that you are able to understand.
- To choose whether or not to participate in any research project.
- To be informed of any additional financial cost that may be incurred for services. To request information about the procedure for addressing concerns and the ability to raise those concerns or recommend changes regarding the care and service received without fear of reprisal.

- To involve family and/or friends with aspects of your care as appropriate.
- To be provided with palliative care and to die with dignity in accordance with one's beliefs and wishes.
- To have a clean and safe environment.
- To have all physicians, staff, volunteers and students respect the above patient rights.

## PATIENT RESPONSIBILITIES

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

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



## HEALTH ETHICS

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

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

- One's abilities to make one's own decisions and the need for a substitute decision maker.
- The use of tube feeding in the frail elderly.
- Whether one should receive or refuse a specialized therapy or care.
- Respectful approaches to end of life care.
- Resources available to assist with ethical reflection and decision making are:
- A conversation with your physician, nursing staff, or someone from Pastoral Services can help you clarify your values and choices.
- The Health Ethics Guide of the Catholic Health Alliance of Canada is available in print or at [www.chac.ca/resources/ethics/ethicsguide.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.
- 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 will 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 Case Manager 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

A “double identifier” process has been implemented at Hotel Dieu Shaver whereby staff will ask the patient for their consent to have their picture taken. A verbal consent must be given by the patient in order for the photograph to be taken. The photos are not for public viewing. One photo is put in the patient chart and the other is put in the medication administration record. This is a patient safety initiative. It is an extra measure of protection for our patients which helps reduce medication errors and identify patients should they go missing.

### DURING YOUR HOSPITAL STAY

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

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

**Patient Computers:** Computers are available for patient use in the two dining rooms. Patients may bring their own Laptops, Tablets, etc. You will need to obtain the password from the nurse in charge to log onto the hospital's WiFi system. You are responsible for your own personal computer and peripherals. 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 p.m. to 4 p.m. The Gift Shop is operated by the Auxiliary and sells items such as unique gifts, snacks, greeting cards, jewellery and religious items. The Gift Shop also sells assistive devices for patients (grabbers, etc.).

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

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

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

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

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



**BROWSE  
CENTRE  
UPCOMING  
EVENTS AT**



[www.hoteldieushaver.org/site/events](http://www.hoteldieushaver.org/site/events)



PLEASE GO TO

[www.hoteldieushaver.org/site/foundation](http://www.hoteldieushaver.org/site/foundation)



## MAKE A DONATION TO HOTEL DIEU SHAVER FOUNDATION

### PASSES

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

Passes may include:

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

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

- Car transfers
- Toileting
- Stairs

You and your caregivers may also need:

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

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

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

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

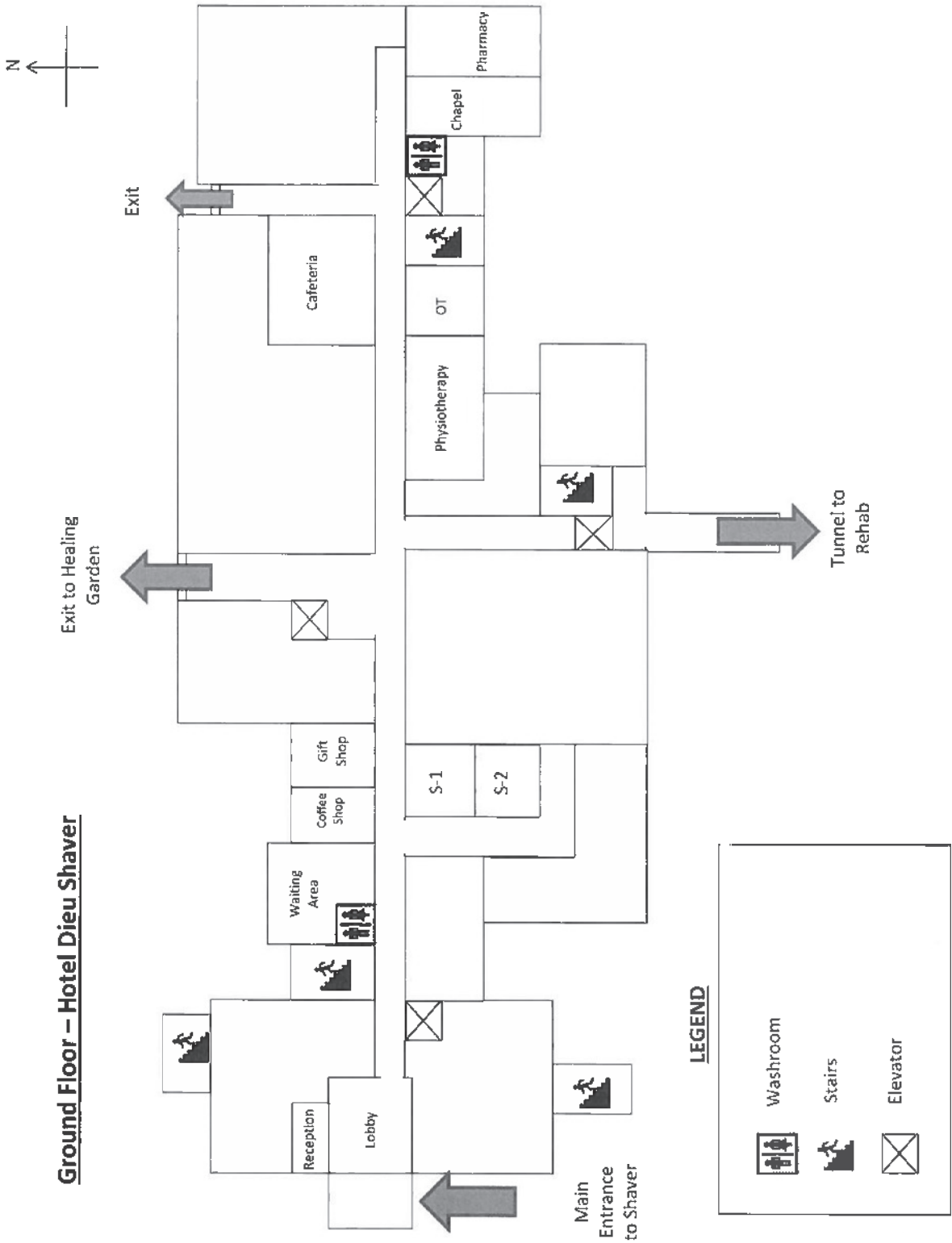
### ASK. LISTEN. TALK.

- Don't be afraid to ask questions.
- Share as much information as you can about your illness or condition with us.
- Tell all your care providers if you have allergies or reactions to medicines.
- You will find that different members of the health care team may ask you repetitive questions from time to time.

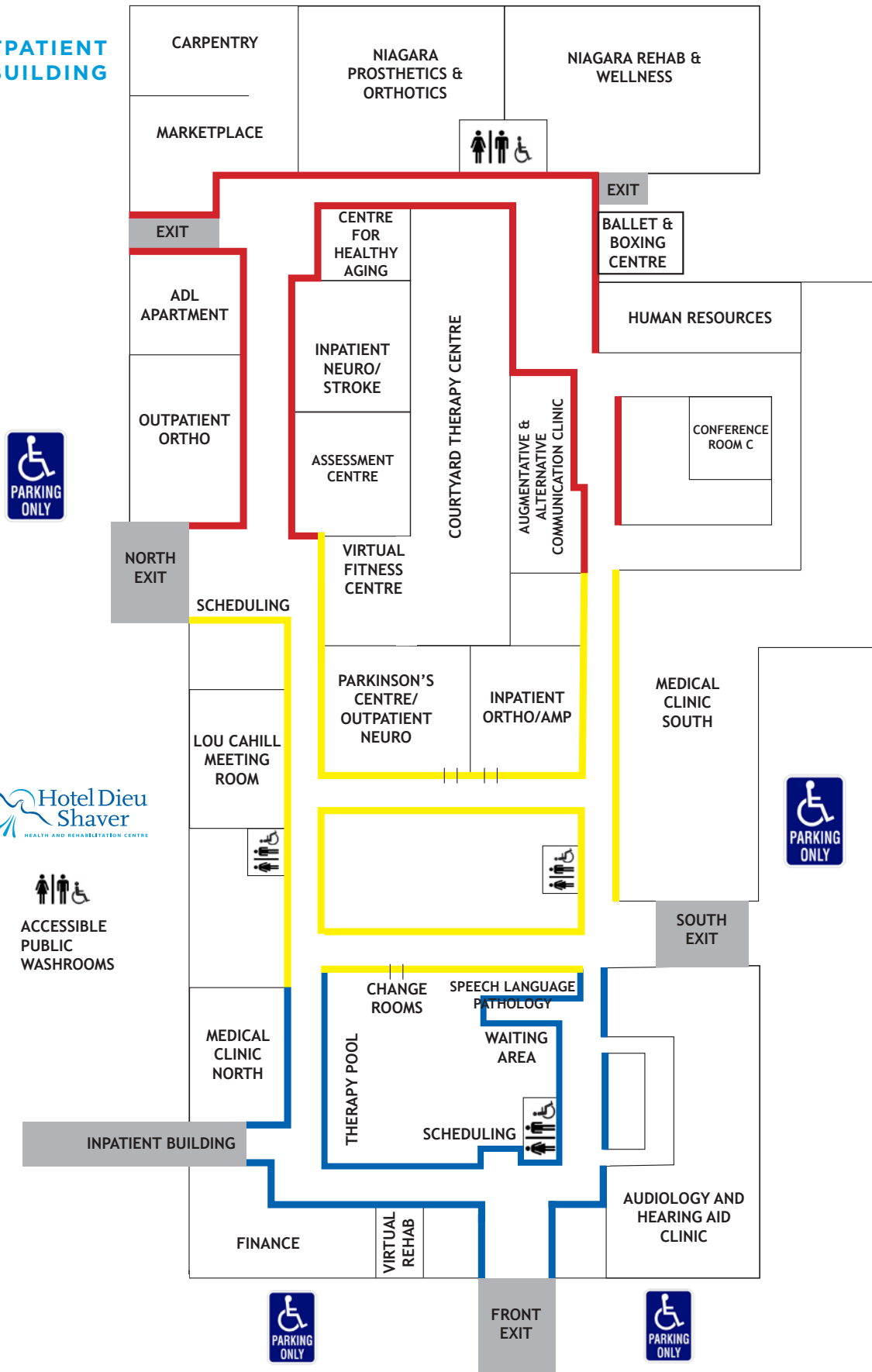
### YOUR CARE TEAM

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

# INPATIENT BUILDING GROUND FLOOR



**OUTPATIENT BUILDING**



ACCESSIBLE PUBLIC WASHROOMS



## 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.







## YOUR THERAPY TEAM

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

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

MY PHYSIATRIST'S NAME:

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

**SOCIAL WORKER / DISCHARGE PLANNER:** Social workers (SW) provide you and your family members with support and counselling to help cope with things like lifestyle changes, depression, anxiety and other stresses. A Case Manager will service 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:

**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:

**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:

**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 REHAB ASSISTANT'S NAME:



## YOUR THERAPY TEAM (CONT.)

### **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: \_\_\_\_\_

### **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: \_\_\_\_\_

### **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. An RD may also provide education about special diets which may be included as part of your medical treatment (eg. diabetic diet, low cholesterol diet or low salt diet).

MY RD'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.

**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.

**MAKE A DONATION TO HOTEL  
DIEU SHAVER FOUNDATION**

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## Spiritual Dimension

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



**Worship Services:** Roman Catholic Eucharist is celebrated in the chapel each Sunday at 10:00 a.m. Interfaith Services are provided each Saturday at 10:30 a.m. in the Second Floor Dining Room. The Chapel is located on the Ground Floor and is open for quiet reflection and prayer 24/7 year-round.

MY CHAPLAIN'S NAME:

## 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.

## 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.** On occasion you may be asked by staff to leave the room for a brief time to provide privacy for other patients and their family members. Please know that staff will ensure that the same courtesy will be afforded to you by other families. To 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.

## 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.

**Per hour: \$2.00 | Per day: \$6.00 | Monthly: \$40.00**

## 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.

## Code Red – Fire Alarm

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

To help ensure the safety of our patients, visitors and staff, Hotel Dieu Shaver conducts monthly fire drills at either 10:00 a.m. or 2:30 p.m.

**HOTEL DIEU SHAVER IS  
A SMOKE-FREE FACILITY.  
SMOKING IS NOT PERMITTED  
ON HOSPITAL PROPERTY.  
THIS POLICY APPLIES TO ALL  
PATIENTS, VISITORS, STAFF,  
VOLUNTEERS & PHYSICIANS.**



# PROGRAMS & SERVICES AT HOTEL DIEU SHAVER

## ACTIVE REHABILITATION PROGRAM

The inpatient active rehabilitation program (1 West & 1 East) provides treatment to those requiring therapy as a result of musculoskeletal or neurological conditions, i.e. Total Hip and Knee replacements, Amputation(s), and Stroke. The goal is to help patients improve physical, communicative and cognitive functioning, while addressing emotional, social and spiritual needs to help them restore their lives and return to living in the community as independently as possible. The therapies provided on this unit are high intensity and of shorter duration.

## RESTORATIVE CARE PROGRAM

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

## MEDICALLY COMPLEX PROGRAM

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



## PALLIATIVE CARE PROGRAM

Palliative Care beds are located on 2 West; the palliative program provides pain and symptom management combined with emotional and spiritual support to patients at end of life. Care is provided to patients by an interprofessional team. The care team also encourages a support network among patients, family and staff.

## CLINICAL TEACHING

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





# 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

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

### • Outpatient Stroke Program

The Stroke Program provides 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: Psychiatrist, 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 the most complex physical disabilities. Seating plays a critical role in maintaining an individual's positioning, which in turn maintains a person's health (eg. skin integrity, respiratory health, and physical mobility). The Adult Seating Clinic provides specialized, interprofessional rehabilitation expertise to enable an individual to be mobile and engage in daily living, optimizing the person's quality of life.

### Augmentative and Alternative Communication Clinic (AAC)

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

### 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.



## Specialty Programs (cont.)



**SPECIALTY PROGRAMS**

### **Steve Ludzik Centre for Parkinson's Rehabilitation**

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

### **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 hard-

ship 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 Health and Rehabilitation Centre provides specialty health care services in the Regional Municipality of Niagara. HDSHRC works in partnership in the provision of health care services with the Niagara Health System (NHS) and other health care agencies. The NHS and HDSHRC use a common electronic system for patient records that is maintained by the NHS 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 Health and Rehabilitation Centre collects Personal Health Information (PHI) about you directly from you or from the person acting on your behalf. The personal health information that we collect may include, for example, your name, date of birth, address, health history, records of your visits to HDSHRC and the care that you received during those visits. Occasionally, we collect PHI about you from other sources, if we have obtained your consent to do so or if the law permits.

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

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

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

### COMPLIMENTS/CONCERNS

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

### PATIENT ADVISOR ROLE:

Patient Advisors will work in partnership with health care providers. This collaborative role will result in more efficient planning and assist to meet the needs and priorities of our patients and families. Patient Advisors will have direct input and influence on the policies, programs and practices that affect the care and service that individuals and families receive at Hotel Dieu Shaver Health and Rehabilitation Centre. Patients or families of patients will have experienced care within the past three years at the time of selection.



If you or your family member are interested in finding out more about becoming a Patient Advisory – please contact the Patient Relations Process Delegate noted above.

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](mailto: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 HD-SHRC Health Records Office for more information on accessing, correcting or withdrawing consent for your personal health information.

#### **SUBSTITUTE DECISION MAKERS**

If you are unable to provide your consent, HDSHRC will look to a substitute decision maker, such as a person with a power of attorney, a guardian or a family member, to provide consent. The law requires a substitute decision maker to make the decisions that he or she 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](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  
Web site: [www.ipc.on.ca](http://www.ipc.on.ca)

You may file a written complaint by writing to:

Director of Health Data & Privacy  
541 Glenridge Avenue  
St. Catharines, Ontario L2T 4C2





# INFECTION PREVENTION AND CONTROL

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

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

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

## HAND HYGIENE:

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

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

**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.

**MAKE A DONATION TO HOTEL  
DIEU SHAVER FOUNDATION**

[www.hoteldieushaver.org/site/foundation](http://www.hoteldieushaver.org/site/foundation)

## **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)

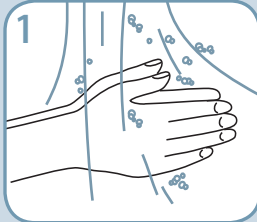
In order to prevent the spread of multi-resistant organisms such as MRSA and VRE, once you have been admitted to hospital the nursing staff will obtain a swab from your nose, rectum and any other open areas. It may be necessary for you to move to a private room in isolation if the results are positive.

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'.



# How to handwash

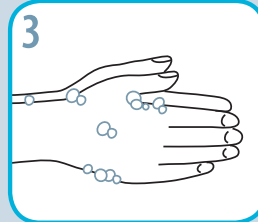
Lather hands for 15 seconds



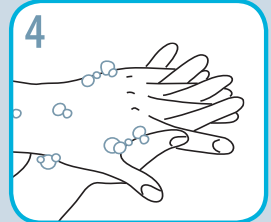
1 Wet hands with warm water.



2 Apply soap.



3 Lather soap and rub hands palm to palm.



4 Rub in between and around fingers.

Lather hands for 15 seconds



5 Rub back of each hand with palm of other hand.



6 Rub fingertips of each hand in opposite palm.



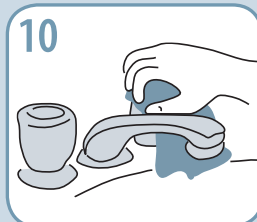
7 Rub each thumb clasped in opposite hand.



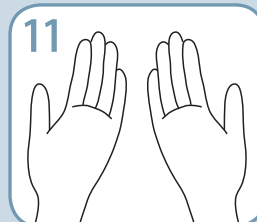
8 Rinse thoroughly under running water.



9 Pat hands dry with paper towel.



10 Turn off water using paper towel.



11 Your hands are now safe.



**JUST CLEAN  
YOUR HANDS**

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# How to handrub

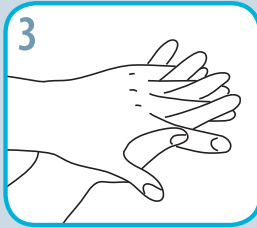
Rub hands for 15 seconds



1 Apply 1 to 2 pumps of product to palms of dry hands.



2 Rub hands together, palm to palm.



3 Rub in between and around fingers.



4 Rub back of each hand with palm of other hand.

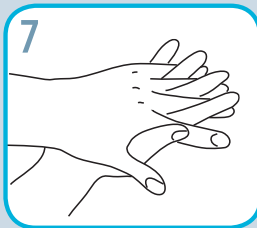
Rub hands for 15 seconds



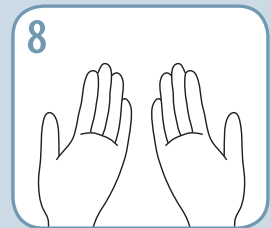
5 Rub fingertips of each hand in opposite palm.



6 Rub each thumb clapsed in opposite hand.



7 Rub hands until product is dry. Do not use paper towels.



8 Once dry, your hands are safe.



JUST CLEAN YOUR HANDS





## THE 5C'S 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

call 905-685-1381 ext. 85302

or go to

[www.hoteldieushaver.org/site/volunteer](http://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](http://www.hoteldieushaver.org)

- MRSA - Methicillin-Resistant Staphylococcus Aureus Fact Sheet for Patients and Visitors
- VRE - Vancomycin Resistant enterococcus Fact Sheet for Patients and Visitors
- ESBL - Extended spectrum Beta-Lactamase Producing Bacteria Fact Sheet for Patients and Visitors
- 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 Health and Rehabilitation Centre 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?

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

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

#### What are alternatives to using restraints?

- Taking your loved one for a walk
- Providing distractions such as reading or other activities

- Reducing noise, trying soft music
- Routine toileting
- Sitting with the patient

#### If a restraint is found to be necessary

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

### 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.

**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 doctor, clinic, pharmacy and ambulance.

## 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?

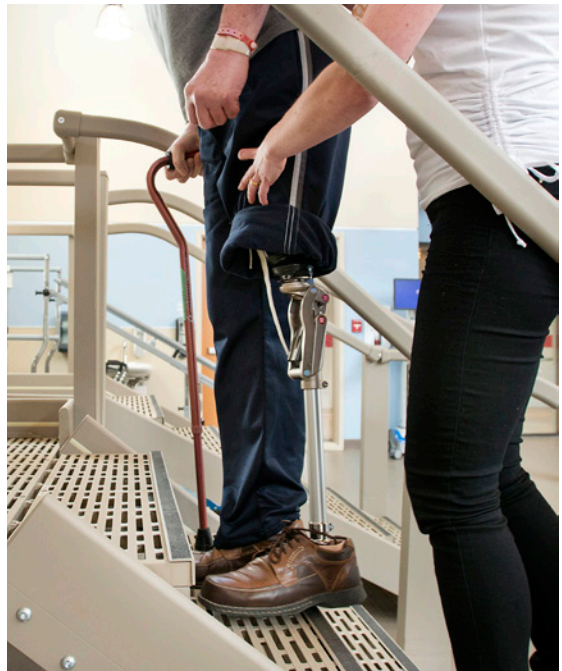
Due to some medical conditions requiring special diets please speak to your nurse to ensure food brought in is appropriate. Due to possible diet restrictions please do not feed or share meals with other patients.

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

Chiropractic 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 chiropractic 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.





# 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 Health and Rehabilitation Centre: 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**  
call **EXTENSION 85302** or email:  
**recruit@hoteldieushaver.org**



## HOTEL DIEU SHAVER FOUNDATION

The Hotel Dieu Shaver Health & Rehabilitation Foundation raises and manages funds to support exemplary patient care through the purchase of patient-care equipment and improvements to the overall patient care experience 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!**

# Community Supporters

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