

Your Health Care – Be Involved

Your safety is our concern. In order to have the best health care become an active member of your health care team.

Here are some ways to **Be Involved**:

- Ask questions and talk about your concerns
- Know the medications you take and why you take them
- Carry a current list of medications and herbal products you take to share with all health care providers
- Carry a list of your current medical conditions, allergies, past problems and surgeries
- Make sure you know what to do when you leave the hospital, clinic, program or doctor's office

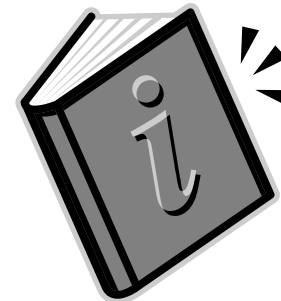
When you are involved, you can make better decisions about your treatment plan. For more information there is a booklet called "Your Health Care – Be Involved" published by the Ontario Hospital Association. You can download this book in many languages from www.oha.com

St. Joseph's
Healthcare  Hamilton

St. Joseph's Healthcare Hamilton
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Healthcare  Hamilton

Welcome to the Rehabilitation Unit



Providing Patient and Family Centred Care

Visiting Hours: 9:00 a.m. to 9:00 p.m. daily

Discharge Time: 9:30 a.m.

Level 8 - Juravinski Tower
St. Joseph's Hospital
50 Charlton Ave. East, Hamilton, Ontario
Telephone: 905-522-1155 ext. 33359

www.stjoes.ca

Things to Bring to the Hospital

Have your family bring in your own clothes. You will need comfortable fitting pants, shorts, or warm-up suits. You may need a sweater. For your own safety, you must wear non-slip slippers, shoes or socks. You will be getting fully dressed each day. Put your name clearly on all of your clothes and personal items such as your eyeglasses, hearing aid, walker, cane or wheelchair. Some people may need to wear special shoes or foot supports. **Check with your therapist before buying any special shoes.**

Here are some items you may bring:

Clothing

- underwear
- socks or stockings
- comfortable clothes

- sweater
- sleepwear
- short housecoat
- non-slip shoes
- belt or suspenders

Toiletries

- shampoo and soap
- deodorant
- toothbrush and toothpaste

- comb or brush
- make-up
- shaving items
- facial tissues
- denture cup and tablets if needed

Leave all valuables at home. Have your family or friends bring money as you need it. St. Joseph's Healthcare does not accept responsibility for lost or stolen items. Valuables are locked in the hospital safe.

The Sherman Library

The Sherman Library is on the 2nd floor of the Juravinski Tower. You can ask the librarian for help finding information. You can read the information in the library or may be able to pay for a copy to take home.



Comments and Compliments - Patient Relations

At St. Joseph's Healthcare Hamilton we expect everyone will treat each other with dignity and respect at all times.



We invite you to contact our Patient Relations Department at 905-522-1155 ext. 33838 when you have comments, compliments or complaints about the care you had here.

When you call with a compliment, we will pass this message on.

When you call with a complaint, we will work with you and your health care team to try and resolve the problem using respect, compassion, confidentiality and fairness for all involved.

If no one is available when you call, please leave a message.

What is Rehabilitation?

Rehabilitation is an active and coordinated process where people who are disabled by disease, injury, or surgery work to regain their best level of independence.

- **Active** means that you, as the patient, take part fully in your treatment program.
- **Coordinated** means that members of your health care team will offer you and your family an organized, personal program. This program includes assessment, treatment and education.
- **Independence** means that you take part in all of the activities as much as you can. We encourage your family and friends to become involved as well.

About the Unit

Our Rehabilitation Unit is made up of 31 beds. After being in the hospital, you may not be ready to return home. You may come to the Rehabilitation Unit to:

- learn how to walk safely
- improve your ability to care for yourself, such as bathing, dressing and eating
- build up your strength
- organize other supports if going home is not possible
- improve your ability to communicate

Working Together - The Rehabilitation Health Care Team

All members of the health care team will help you to set and meet your goals. **The most important member of this team is You.**



Your Role as a Patient

Your role is to follow your program the best you can. Your program will be designed to help you become more independent when you leave the hospital. You will have your own needs. You will work with all team members to set your own goals for recovery.

Your family is also important. They support you in your therapy. After a while, your family may take you out of the hospital on a day pass to see how you manage. Then we will know what things you need to focus on to manage at home. Your family will attend team meetings when you ask them to come.

Please tell your Doctor or Nurse if you have:

- Power of Attorney for Personal Care and/or Finances
- Health Care Directives such as a Living Will or Advance Directive Document

Food and Drinks

The cafeteria on Level 2 offers snacks, meals and food. There is a coffee shop on Level 1 by the main entrance. There are also vending machines around the buildings.



Chapel

The chapel is located near the main entrance. It is a quiet, peaceful place where everyone is welcome. Daily mass and special services are posted on the chapel door.



Gift Shop and Store

These are located near the main entrance. You can get cards, flowers, gifts, magazines, books, snacks, and much more here.

Outpatient Pharmacy

The Pharmacy in the main lobby can meet all of your medication and health care product needs. It offers professional advice, education and fast and friendly service. The pharmacy accepts all drug plans. Any patient or visitor may use the pharmacy.



Around the Hospital

Parking

Follow the signs for parking. Visitor parking is off James Street South beside the Fontbonne Building.



You can come to the Parking Office to get a day pass to come and go all day, a two week pass or a monthly pass at reduced rates. The parking office telephone number is 905-522-1155 ext. 32750.

The parking lot off Charlton Avenue is premium parking. No in and out privileges, coupons, passes or validations are accepted and it costs more to park here.

Smoking

There is no smoking at St. Joseph's Healthcare Hamilton. This means there is no smoking anywhere on the property inside or outside.



If you would like help to quit smoking talk to member of your health care team.

Perfumes and Scents

Perfumes and strong odours can make it hard for some people to breathe. No perfumes, after-shave or cologne is to be used while in this hospital.



Please tell visitors as well.

The **Rehabilitation Doctor** is specially trained to assess your needs and supervise your progress. This Doctor is in charge of your medical care. The Doctor is involved in your care but you may not see the Doctor unless it is needed.



The **Rehabilitation Nurses** will work with you to help you learn to improve your self-care skills such as washing, dressing and eating. The Nurses follow the plan of care you helped design with the Rehabilitation Team. They also help you use the skills you learn in therapy. Your Nurses will help organize any services you may need when you go home.



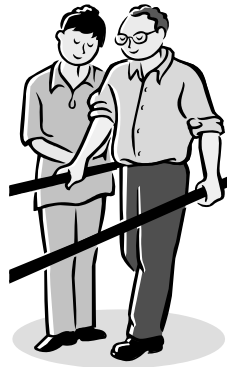
The **Charge Nurse** works from 8:00 a.m. to 4:00 p.m. The Charge Nurse coordinates the unit activities each day. If you have any questions or concerns about your care, talk to your Nurse or Charge Nurse.

The **Manager** is responsible for all aspects of patient care and nursing on the unit. If you have any questions or concerns about patient care, ask to speak to the Manager.

The **Occupational Therapist** or OT will help you become as independent and safe in your day-to-day activities. These activities may include getting washed and dressed, getting in and out of the shower or tub, getting meals ready and doing laundry.

The OT may help you practise different ways to do these activities. The OT may also suggest special equipment to make doing these activities easier. The OT may do a home visit to change things in your home to help you manage better.

The **Physiotherapist** will assess your physical abilities. The Physiotherapist is also called the PT or Physio. The PT will design a program to help you improve your physical function and mobility. He or she will teach you ways to improve muscle control, balance, walking and breathing. The Physio may give you some exercises to do on your own or with your family to help you progress.



The **Occupational Therapist and Physiotherapist Assistants** will work with your OT and PT to carry out treatment programs.

The **Recreation Therapist** will assess your past, current and future leisure needs. He or she can help you learn a new hobby or keep up with an interest you already have. The Recreation Therapist will also help find activities in your community to help you maintain your physical and social function after you leave the hospital.

The Recreation Therapist will assist with transportation needs if needed, such as DARTS.

- Tell the nurse the type of transportation you have arranged to go home.
- Have proper clothing and footwear.
- Have a key to your home.
- Make sure you know about any new medications you are taking.
- Have a plan to have new prescriptions filled. Ask to talk to a hospital pharmacist before you leave if you any questions.
- Know the date and time for any follow-up appointments.



Follow-up Care

Your Family Doctor will look after you after you are discharged. Your Family Doctor will get an updated list of current medications you are taking.

Make an appointment to see your Family Doctor when you go home.

Contact your Family Doctor first any time you have health questions or concerns.

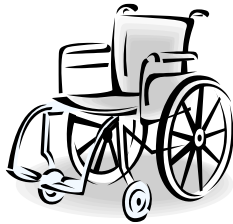
We try to match your needs with the services offered where you live. Your Community Care Access Centre (CCAC) can also help link you with services and resources in your community. In the hospital, please call extension 33528 or 33706 or call 1-800-810-0000.

You and your family will be given as much notice as possible about the exact date and time of your discharge.

If you or members of your family have any concerns about discharge planning, ask to talk to a Social Worker as soon as you can. It is best to talk about your concerns to find solutions as soon as possible.

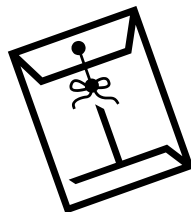
Discharge Time

Please arrange to leave before 9:30 a.m. The person picking you up needs to bring a wheelchair to the unit for you. Wheelchairs are found at all of the entrances. When you are ready you need to tell your nurse that you are leaving.



Before you leave

- You will get a discharge envelope with information you need. This envelope may include prescriptions for your medications for 1 month, follow-up appointments, and instructions from the rehabilitation team.



The **Respiratory Therapist or RT** will assess your need for oxygen. The RT may also come to your room to do breathing tests and make sure you are getting the most benefit from your inhaler medication. The RT can help you learn more about your breathing. If you need oxygen at home, the RT will help arrange this.

The **Social Worker** will help plan your discharge from the hospital. He or she may give you personal or family counselling.



The Social Worker can provide information about supports and resources in your community.

The Social Worker will arrange and take part in family meetings to talk about your goals, progress, discharge plan and future plans.

The **Speech-Language Pathologist or SLP** may see you for assessment and treatment if you have problems swallowing, talking, understanding, reading or writing.

The **Dietitian** may need to assess your diet. You and your family may also need help planning your menus at home.



The **Spiritual Care Chaplain** provides spiritual, religious and emotional support for you and members of your family.



If you would like support from your own religious leader, the spiritual care chaplain or nurse will help you contact him or her.

The Community Care Access Centre Case (CCAC) Manager when needed, helps decide what services in the community you will need. The manager will also order any equipment and supplies you need to manage at home.



The Hospital Pharmacist can help you learn about your medications. He or she can come to talk to you about your medications and give you some written information. You can ask any questions you have. You can ask to see a pharmacist any time during your hospital stay.



Other people you may meet

The **Unit Clerk** helps keep the unit running in an organized way. The clerk answers patient call bells and tells the nurses when they are needed in patient rooms. The clerk answers the telephones, keeps patients' records organized and answers many visitors' questions.

Houskeepers keep the unit and your room clean.

A **Hairdresser** can come to the unit to do your hair. Ask your nurse or Unit Clerk to request this service for you. **There is a fee for this service.**

You can also help yourself from falling. Around the unit and the buildings you may see signs and posters with helpful hints to follow.

If you go outside, be careful when it has rained, snowed or there is ice on the ground. Always wear shoes. Use your walking aid if you have one.

Some medications may make you feel dizzy. To prevent a fall when you get out of bed, sit up slowly. Sit on the bed for a minute, then stand up. If you feel dizzy or like you may fall, sit down right away – on a chair, a bed or on the floor. Ask someone for help. Tell a member of your care team about what happened.

Discharge Planning

Discharge planning begins when you come to the Rehabilitation Unit. Members of your health care team will assess you and begin planning the type of help you need to be able to go home. Some of the things the team can do are:

- give you and your family information, help or advice to manage at home.
- arrange any equipment you need for going home
- arrange for support services in your community

There are many types of support services in the community. The type of services you can use depends on your needs.

People should not visit if they do not feel well or have:

- chills or fever
- diarrhea in the last 48 hours
- nausea or vomiting
- signs of an infection such as a rash or open sores

Wash your hands before and after you leave the room

Patient Safety – Preventing Falls



One of our goals is to make sure that everyone is safe all of the time. A fall can happen any time but there are ways to prevent falling.

When you arrive, your nurse will take a history. Some of the questions are about your history of falling and your risk of falling in the future. Your therapist may also ask you about falling.

If you are at risk for falling a sign will be placed by your bed so everyone knows and will assist you when needed.

Plans to prevent a fall may include:

- looking at the medication you take
- helping you learn to use a walking aid such as a walker
- asking a family member to bring in a good pair of walking shoes or non-skid socks for you to wear



Volunteers also help in many ways around the unit.

Teaching Centre

St. Joseph's Healthcare is a teaching organization. This means that you may have students involved in your care. We welcome students from all health care profession colleges and universities.



Research Centre

St. Joseph's Healthcare is a research organization. Many new treatments and changes in health care have come from research done here.

You may be asked to take part in a research study. Be sure you understand the details of the study and how you would be involved before you sign a consent form for the research. If you do not want to be in a research study, your care will not be affected.



Service Excellence

All of the staff, doctors, volunteers and learners at St. Joseph's Healthcare follow a set of "Standards of Behaviour". Our goals are to:

- treat everyone with dignity and respect
- work together to provide great care and service

Violence in the Workplace

St. Joseph's Healthcare Hamilton is working to prevent violence in the workplace. The goal is to provide a healthy, safe, secure and violence-free place for patients, staff and visitors. Physical or verbal abusive behaviour will not be tolerated.

Team Meetings

Team meetings are part of rehabilitation. In these meetings members of your health care team talk about your assessments and goals for treatment. The team will talk to you about your progress regularly.

When you and your family are able, you may be able to leave the hospital on a day or weekend pass. This helps you learn what things you may still need help with before you go home.

As your discharge date gets closer a family meeting may be arranged to talk about your discharge. Members of the team will arrange services and equipment you may need.

Day and Weekend Passes

If you would like to go on a Day or Weekend Pass, please talk to your Nurse. The team needs 3 days to arrange this.

If you are visiting a patient in isolation, please speak with the Nurse, before you enter the patient's room. The Nurse will show you what to do before you visit.



Why is handwashing important?

- Clean hands reduce the spread of germs.
- Germs, like cold or flu, can make you sick.
- Clean hands can save lives.

While you are here, do not be shy:

Help our staff remember how important it is to wash their hands by asking any member of your health care team, "Did you clean your hands?"



Remember to clean your hands often while in the hospital.

Isolation and Visitors – Patient Safety

If you are in isolation there will be a special sign on your door. The sign will show your visitors what they need to do to visit with you safely. Your Nurse will help you and your visitors as well.

Here is an example of an Isolation Sign:



Wash your hands



Put on a gown



Put on gloves

Visiting Hours

Please support us by keeping these visiting hours. Visitors may visit at other times if you have been invited by the therapist to help your family member with therapy. Your family member needs to work hard and be well rested. Therapy and rest periods are scheduled during the day.



Protect Yourself and Others

Each time you enter and leave the hospital use the hand pumps to clean your hands.



Before you enter and when you leave the unit follow the handwashing directions posted and clean your hands well.

Steps to Handwashing



Leaving the Unit

You need a Doctor's order to leave the unit. Please tell your Nurse when you are leaving. You will need to sign yourself out at the desk.

Around the Unit

Meals

Patients most often get breakfast and dinner in their rooms. As part of therapy, **all patients are expected to eat lunch in the Dining Room.**

Meal times are around:

- Breakfast at 8:30 a.m.
- Lunch at 12:30 p.m.
- Dinner at 5:30 p.m.



Unit Kitchen

There is a small kitchen with snacks and drinks such as coffee, tea, milk, juice and bread. A patient refrigerator, microwave oven, kettle and toaster are also here.



Before eating anything from home, check with your nurse to make sure that the food is allowed on your diet. Food brought from home must be put on disposable dishes found in the unit kitchen.

Dining and Activity Room

The Dining Room is also used as an activity room or visiting area outside of meal times. Activities are planned daily.

Gym

There is a Gym on the unit with different types of equipment. You may do some of your therapy in the Gym.

Patient Education Centre

This lounge offers many printed patient education materials for you and your family. There are comfortable chairs for quiet reading as well.



Telephones

Telephones are hooked up each day in the afternoon. You can arrange to have a telephone by paying a service charge at the Patient Accounts Office in the front lobby. When you have a phone, no calls are put through to your room after 9:30 p.m.



There is a pay phone on the unit in the lounge. It uses quarters. There are also taxi phones and pay phones at each entrance.

Television

You can rent Cable TV by filling out a television rental card found on the wall outside the Nurses' station. Cable service is started between 3:00 and 4:00 p.m. each day. You must pay the television person in advance before cable is started.

Washrooms

Washrooms in patients' rooms are for patients' use only. There are visitors' washrooms on the floor.

Privacy and Confidentiality

We are committed to protecting the privacy of all patients, visitors and staff.



We want to make sure everyone is comfortable and safe. While we encourage the participation of our patients and families in their health care, it is important to understand that taking photographs or videos (cellphones and cameras) is prohibited unless those involved have given consent to having their pictures taken.

If you want to take pictures and/or record an event, please talk to your health care provider or the manager, supervisor or person in charge.