Reactivation Program

Client & Family Information Handbook

Etobicoke General Hospital
101 Humber College Boulevard,
Etobicoke ON, M9V 1R8

Brampton Civic Hospital
2100 Bovaird Dr. East
Brampton ON, L6R 3J7

Main Switchboard
(416 or 905) 494-2120
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Approved By:
Reactivation Team’s Unit Based Council & Patient Care Manager
Date: September 2010

Brampton Civic Hospital
2100 Bovaird Drive East
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Brampton, Ontario
L6R 3J7
905-494-6438

Form # 8600-304-08/11/10
At William Osler Health System the Rehabilitation Program has two components:

**Active Rehabilitation**, more intensive treatment with a shorter length of stay

**Reactivation/Slow Stream Rehabilitation**, less intensive treatment with a longer length of stay

**Our Vision**

“To be an elite provider of rehabilitation services within a diverse community committed to enhancing quality of life.”

**Our Mission**

We are committed to serving individuals requiring rehabilitation due to injury, illness or disease. In the spirit of William Osler we believe “the best preparation for tomorrow is to do today’s work superbly well.”

We do this by:

- Providing innovative, individualized patient care
- Collaborating within a multidisciplinary team
- Advocating for patients
- Creating partnerships with individuals, families and communities
- Implementing current, effective, evidence-based treatment strategies
- Enthusiastically striving for improvement, encouraging life-long learning and education.

**Comments, Suggestions and Concerns**

If you have any concerns about your care, you should discuss these directly with your care team and/Resource Nurse or the Patient Care Manager. You may also contact the Patient Ombudsman.

*Note:* There is a Client’s Rights and Responsibilities Pamphlet available located on the unit and Ombudsman’s office.

**NOTES**
Welcome! You Have Been Admitted To The Reactivation Unit!

To help with your transition to a new environment, this information booklet was prepared to answer some of the most common questions asked by our clients and families.

Scent
We would like to inform you that we are a fragrance free environment.

Smoking
Smoking is not allowed on any hospital properties including outdoor areas, parking structure or lots.

Visiting Hours
Visiting hours are from 11:00 a.m. until 9:00 p.m. daily. Each client may have two (2) visitors at a time. Staff may use their discretion to permit visiting outside of stated hours if the visit meets the needs of the client, does not disrupt care or treatment and is not disturbing to other clients. Please contact the Patient Care Unit to determine if an exception can be made.

Infection Control
This hospital needs to prevent the spread of illness. You can help by washing your hands when you enter the hospital and again when you leave. You should not visit the hospital when you are sick. Please check with staff before entering a client’s room if you see an isolation sign posted. Infection control rules must be followed or you may be asked to leave the unit.

Parking
Monthly parking rates are available. Please check at the booth of the entry to the multilevel parking structure. Please speak with the Social Worker regarding the potential for reduced rates.

Television
You can rent your bedside television and internet services from Tecsycon. Information about this service can be found at the team station.

The Discharge Coordinator
- meets with you to review how you feel you were managing before admission and to discuss community supports you may have accessed in the past
- gives you information about community services available
- starts and updates applications for your next stage of care, as needed. (This may include Long Term Care or other Rehabilitation programs.)
- meets with you and your family to discuss and initiate community services and assist with your transition from hospital back into the community.

Spiritual & Religious Care

There are no formal worship services in the hospital but a chapel is available on the 2nd level of the south building.

Spiritual and Religious Care Staff
- provides religious and spiritual support to you and your family
- offers on-call chaplaincy services, 24 hours a day 7 days a week
- helps the team with multi-faith traditions.
Mealtimes
Please note that all patients are expected to have all their meals in the dining room daily. Meals are served at the following times:
- Breakfast - 8:30 a.m.
- Lunch - 12:30 p.m.
- Supper - 5:30 p.m.

Telephones
Every patient will be automatically billed $2.50 per day for telephone service at your bedside. If you are unable or not interested in this service you may contact the business office.

Banking
There are bank machines available in the main lobby and near entrance B.

Mail
Your mail is received at the team station. You may arrange to send mail out by speaking with the clerical associate at the team station. A Canada Post mailbox is located at the front entrance of the hospital.

Newspapers
Newspapers are available for purchase at the Gateway Convenience Store.

Laundry Services
There are currently no laundry services available on the unit. Family is responsible for regular washing of client laundry.

How Can Your Family Help?
- choose one person to speak with the care team
- assist in directing your care
- be active decision makers
- provide the care team with information about you/your family
- families are encouraged to take clients out on passes
- provide a translation/communication poster if a person does not speak English
- arrange transportation and an escort for personal outings.

The Dietitian
- looks at your nutritional needs
- checks if you are eating and drinking well (by mouth or by tube)
- shares any food concerns with the care team
- teaches you and your family about current diets and plans
- keeps track of your weight (gain or loss).

The Nutrition Technologist
- visits you for meal choices
- provides paper menu set for those unable to verbally choose their meals once ordered by the dietitian
- may visit for food service concerns as requested by you through the Dietitian
- lets the dietitian know about any dietary concerns.
The Speech Language Pathologist

- identifies and assesses communication and swallowing disorders
- checks for safety with food and fluid consistency
- teaches safe feeding and swallowing guidelines
- provides education to patients and families around swallowing and communication difficulties
- works closely with the communication disorders assistant.

The Communicative Disorders Assistant

- works closely with Speech Language Pathologist
- provides individual and group communication therapy sessions
- provides supplementary materials and communication boards when appropriate

The Services Associate

- cleans and removes waste from your room and bathroom

Client Supplies

- all personal items must be labeled
- we are not responsible for lost items
- when supplies are needed, staff will leave a list of required items at the bedside or the family will be contacted.

The following supplies listed are not available at the hospital and should be supplied by you and your family.

Personal Articles

- bath gel and shampoo
- deodorant
- toothbrush and toothpaste
- dentures
- hair brush / comb
- eye glasses
- razor / shaving cream
- make-up
- hand mirror
- hearing aid and batteries
- facial tissue
- calendar
- family photos
- clock or wrist watch
- feminine hygiene products
- continence briefs

Clothing

- Under wear
- Socks / stockings
- Belt or suspenders
- Shirts / blouses
- Rubber soled shoes
- Sweater
- Pajamas / nightgowns
- House coat
- Slippers
- Jogging suits, slacks or shorts

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Members of the Care Team

The Care Team is made up of staff, client and family who work together through ongoing assessment, planning, implementation and evaluation in order to meet your individual needs and establish goals.

Goals will be made within the limits of client’s medical condition, abilities and prognosis.

The Social Worker

- helps you and your family with your feelings about being in the hospital.
- provides counseling to help you cope with changes in your functional mobility, memory, not being able to drive etc.
- speaks with your loved ones about how they are coping.
- provides information and assists with financial resources available and linking with appropriate community agencies.
- provides education and information regarding stroke, heart attack, depression, falls prevention etc.
- arranges family conferences or linking to other team members.

The Clerical Associate

- prepares your chart
- transcribes doctor’s orders to your chart
- provides information to you and your family on unit resources.

The Doctor

- meets with you and your family to discuss your condition
- attends the meetings where your goals of care are reviewed
- consults with other care team members about how you are doing.

The Chiropodist

- checks and treats your feet and toes for problems
- provides health teaching about foot sores
- does toe nail care every 1-2 months.
**The Recreation Therapist**

- looks at your lifestyle and abilities
- helps you find out the barriers that may stop you from enjoying life
- offers you leisure ideas for your self directed activities
- helps you know about your community and what is suitable for you upon discharge
- helps you to discover new things to do
- changes activities, when needed, so you can do them successfully
- facilitates therapeutic groups and individual sessions for intellectual stimulation, brain fitness and social connection
- arranges for volunteer visitors.

**The Registered Nurse and Registered Practical Nurse**

- assists with your medical needs and handles concerns about your care
- works collaboratively with clients, families and team members to develop your individualized 24 hour plan of care
- gives medications and provides treatments
- provides health teaching.

**The Personal Support Worker**

- prepares and assists you with bathing, dressing, transfers, and toileting based on level of need
- helps you prepare for your therapy sessions
- supervises and assists you at mealtimes.

**The Clinical Nurse Educator**

- looks at the learning needs of staff and provides education and orientation to ensure safe and efficient patient care
- introduces new protocols and educates staff in changes in practice.

**The Volunteers**

- helps you if needed during mealtimes
- provides individual leisure activities as assigned by the Recreation Therapist.
**The Occupational Therapist**

- looks at what type of seating and wheelchair/mobility equipment best meets your needs
- can assist you in applying for funding to buy needed equipment
- looks at how well you can do your care activities (eating, washing, and dressing) and teach you ways to improve your independence
- works with you to improve your abilities (i.e. self care, wheelchair mobility, cognition, hand function etc)
- improve upper body strength and functional mobility
- provides aids/splints to help position hands/feet
- provides education on energy conservation, relaxation and anxiety management.

**The Occupational Therapy and Physiotherapy Assistant**

- provides physiotherapy and occupational therapy treatment under the direction of the Physiotherapist and Occupational Therapist
- implements groups for physical and cognitive functions
- assists therapists in educating you.

**The Physiotherapist**

- offers education about your medical condition and the potential recovery of your abilities
- teaches you and your family about exercises, positioning and equipment
- works with you, your family and the care team in order to improve your physical abilities (i.e. moving about in bed, getting out of bed, walking, etc)
- offers a walking program and an exercise group, if appropriate
- provides modalities as needed (electrotherapy, thermotherapy or ultrasound).

**The Pharmacist**

- reviews your medication orders on an ongoing basis
- works with the care team to suggest the best medication for you
- helps the team by providing up-to-date information on your medications,
- is available to discuss questions you or your family may have prior to discharge.