

**St. Thomas Elgin General Hospital**

**Continuing Care Centre  
Brochure**

**Patient and Visitor  
Information**

**February 2012**

## **CONTINUING CARE CENTRE**

The Continuing Care Centre is committed to compassion and excellence in the provision of complex, palliative, transitional and rehabilitation care. We strive to meet the physical, emotional, social and spiritual needs of each person.

We believe in treating each person with respect, dignity and compassion. We work closely with our community to provide and advocate for wellness, excellence in care delivery and education.

### **INPATIENT PROGRAMS**

#### **Rehabilitation Program**

The goal of the Rehabilitation Program is to support individuals recovering from orthopaedic surgery, stroke or similar conditions. Goals consist of assisting patients in reaching their highest level of physical independence.

Care is planned and delivered based on goals identified in collaboration with the interdisciplinary team, patients and their families.

Participation is mandatory.

#### **Transitional Care Program**

The Transitional Care Program provides a supportive care environment for patients who are waiting for accommodation within a Long Term Care Facility to become available. This program also strives to maintain the patients level of independence through maintenance programs.

## **Palliative Care Program**

The goal of the Palliative Care Program is to provide supportive care to individuals who are living with a progressive life threatening illness through an interdisciplinary approach to care. The focus of care is to provide the relief from pain and other distressing symptoms, and to integrate the physical, psychological and spiritual aspects of care. The program offers a supportive system to help patients and families cope with their life threatening illness.

## **Complex Care Program**

The Complex Care Program provides supportive care for chronically ill patients whose care needs exceed that which may be offered within a Long-Term care setting. Our goal is to ensure that patients are encouraged to participate in their own care. The focus of care is to support patients regain their optimal level of physical functioning.

## **General Information**

The hospital is not responsible for lost or stolen property.

All electrical equipment such as radios and razors must be approved for use in Ontario and have accepted labels. Please have unit staff check the equipment prior to use.

## **Hairdresser**

### **A HAIRDRESSER IS AVAILABLE WEDNESDAY MORNINGS 9AM until NOON**

To book an appointment with the hairdresser - call Rose – Home: 519-652-3757 or Cell : 519-319-8641. Please note that the hairdresser must be paid directly for services rendered at the time of appointment.

See posters on unit or ask your nurse for more details.

Patients who wish to have a small amount of money for paying the hairdresser may arrange for a PIN account through the Business Office. Business Office hours are Monday – Friday, 8:00 AM – 4:00 PM. Ext 2180.

Arrangements can be made for your own hairdresser to use the hospital's salon.

## **Laundry**

**Patients have options available to them with regards to the laundering of personal items:**

Family/patient can arrange to have personal laundry cleaned by First Ave. Laundry Service. Contact phone number is 633-8683 – payment is to be arranged directly by family/patient.

A washer and dryer is available for your use on C Wing. Please provide your own laundry products.

Staff will not be responsible for doing patients laundry.

## Leave of Absence

We recognize the importance of returning home even for brief periods in supporting the recovery of our patients.

Outings or visits home can be arranged as your condition improves. If your goal is getting home it is an expectation that you participate in leaves of absence. Contact your nurse who will assist you to coordinate/facilitate your plans for a visit home for a few hours, a day, or overnight, in preparation for your return home.

It is important to plan ahead, therefore we are asking that you give us **48 hours notification** of when you will be going out on a leave of absence. We need this time to ensure it is ok with your physician and to prepare your medication that you will require while you are away from the hospital.

If you have a medical emergency while at home, please go directly to the emergency department, **DO NOT RETURN** to the nursing unit. If you have questions or concerns, please call the unit and your nurse will be able to advise you.

## Meals

### AT YOUR REQUEST

#### Room Service Dining

- An innovative meal preparation & delivery system giving patients greater control over what & when they eat
- With the “At Your Request Program”, patients can order what they want, when they want it within room service hours – **7:00 am to 5:30 pm**
- The ordering process is simple – the patient reviews the menu at their bedside, dials “1” from their phone and the food order will be taken by one of our qualified staff members

- The meal is cooked to order in our kitchen and delivered to the patient's bedside
- Patients who are unable to order their own meals will have assistance provided
- Diet restrictions are taken into consideration when meals are ordered
- Patients can have their family members or friends order meals for them from home.

The number to call is: (519) 631-2030 ext 1111

As part of your program you will be expected to be up and dressed to go to the Dining Room for lunch and/or dinner.

### **Dining Room hours:**

- Lunch 12:05 – 12:40pm
- Dinner 5:05 – 5:40pm

### **Tray Service:**

For people requiring feeding, trays will be delivered at

- Breakfast 7:45am-8:30am
- Lunch 11:45am – 12:30pm
- Dinner 4:45pm-5:30pm

CCC has a policy on what snacks you can bring in. Please ask your nurse. (See handout)

### **CCC Dining Room Rules**

- Due to the limited amount of space in the Dining Room, visitors are restricted to family members helping with meals. Please speak with the Unit Leader if you wish to assist with meals.

## **Parking**

Visitors may park in the lot off of Gliddon Ave. adjacent to the Continuing Care Centre. There is also visitor parking in the front lot on the east side of the main hospital.

If you are visiting the hospital on a frequent basis, a parking card may save you money. For further information, please contact the Switchboard office, located on ground floor, or call **ext. 0**.

The hospital is not responsible for cars left in the hospital parking lot.

## **Partner in Care Program**

We believe the presence and assistance of a partner in care can reduce the patient's stress and promote healing.

A Partner in Care has 24 hour visiting privileges. All Partners in Care require an "Access Card" which identifies them as a Partner in Care and provides after hours access to the hospital. The card is only obtained through Central Registry (on the ground floor) and requires a small refundable deposit. The "Access Card" must be worn and visible at all times while visiting a patient after normal visiting hours. For more details refer to the "Partner in Care" brochure available on the nursing units and on our web site [www.stegh.on.ca](http://www.stegh.on.ca)

As Partner in Care, the visitor must make arrangements for his/her own personal needs.

## **Pet Therapy**

Your pets are also a part of your family and can support your healing. Check with the Recreational Therapy Staff to have your pet cleared for visits. All pets must have required shots up to date.

## **Pocket Money**

Patients who wish to have a small amount of money for personal use may arrange for a PIN account through the Business Office. Business Office hours are Monday – Friday, 8:00 AM – 4:00 PM, ext # 2180.

Please do not keep money, jewelry or other valuables at the bedside.

## **Television and Telephone Rental via “Hospitality Network”**

Television and Telephone Combo - \$92.10

Television Only - \$58.20

Telephone Only - \$33.90

Patient must dial #3136, give the room and bed #

You must have a Mastercard or Visa for rentals.

Family members may call 1-866-223-3686 to arrange



## **Visitor's Food Service/Gifts**

Hot/cold meals and snacks are available for purchase in the Atrium at Little Red Roaster

Gift shop is located in the Atrium.

Vending machines are located near the elevator on the ground floor of the Continuing Care Centre.

## **Visiting Hours**

Visiting hours are from 2pm to 8pm, 7 days a week.

For any Continuing Care patients, visiting hours may be outside of the hospital's posted hours. Visiting hours for these patients will be determined by members of the healthcare team in consultation with patients and their families.

There is the option to become a Partner in Care. See Partner in Care section.

Visitors play an important role in hospital infection control practices. During a declared outbreak or other hospital emergency, visiting hours may be restricted or cancelled.

If you are feeling unwell or have been in contact with someone who was feeling unwell, please do not visit.

Visitors are encouraged to use the alcohol hand rinse:

- On entry and exit to the hospital
- On entry to the patient's room
- After assisting with patient care

If there is an isolation sign posted on the patient's door, it is expected that visitors will follow the instructions on the sign. Yellow gowns and gloves are provided for your protection.

If a visitor has any questions, speak to the nursing staff for further information.

## **Washrooms**

- DO NOT USE PATIENT WASHROOMS IN PATIENT ROOMS
- Visitor's washrooms are located near the elevators on each floor of the Continuing Care Centre.

## **GUIDELINES FOR PATIENT BELONGINGS AT THE CONTINUING CARE CENTRE**

- Patients are encouraged to bring in personal items such as comforters, afghans, pictures, flowers, plants, personal toiletries, grand-children art work, seasonal clothing, clock, radios or stereos if fit on top of dresser and are adaptable for use with earphones or pillow speaker.
- TV's can be rented from the hospital – refer to cost sheet. There are TV's in the family rooms as well as a TV/VCR on a stand available for use.
- Patients may install a TV/VCR at their own expense in their room. All equipment must meet safety standards set by the Canadian Standards Association (CSA approval) and the hospital.
- Storage is limited to clothes locker, dresser and bedside table.

- Extra clothing is to be sent home.
- Personal furniture such as curio cabinets and dressers, “heat generating appliances” such as refrigerators, microwaves, fans, kettles, lamps, humidifiers, and hair dryers are not permitted.
- Personal belongings must be contained within the space allotted to their bed area and not spill over into the space allotted to room-mate or deemed as shared space, i.e., bathrooms, sunrooms etc.
- Rooms must be kept tidy and uncluttered. Hospital staff are not responsible for cleaning or care of personal items.