

Welcome to the Pembroke Regional Hospital



A Guide and Resource For Patients and Families

Please be advised that due to COVID-19, some information referenced in this guide may have changed.

For the most up-to-date information please visit our website at www.pembrokeregionalhospital.ca or speak with a member of your health care team.



ACCREDITATION
CANADA
Better Quality. Better Health.

**Our hospital received
Accreditation with Exemplary Standing
from Accreditation Canada in 2018.
Our next survey takes place in 2023.**



Welcome to Pembroke Regional Hospital

On behalf of the health care team at Pembroke Regional Hospital (PRH), we would like to personally welcome you and let you know that you're in good hands.

Since its founding in 1878, our Hospital has been on a journey of growth and expansion in order to meet the health care needs of those in our region, and our team has worked hard to ensure the delivery of quality care and compassion to all in need. We continue to honour that commitment to our community today.

As an organization, we strive to bring quality care closer to home and these efforts have resulted in significant growth in the variety of services delivered right here in our community. Today, the services and technology we have at PRH are state-of-the-art.

In addition, as a teaching hospital affiliated with the University of Ottawa's Faculty of Medicine we pride ourselves on being able to provide learning opportunities for the medical professionals of tomorrow in a variety of health disciplines.

As skilled and dedicated health care professionals, we recognize that courteous, professional, patient-focused care is what matters most to those we serve, and providing you with the best possible health care experience is a priority for us.

For this reason, we offer this *Guide and Resource for Patients and Families* filled with information about our Hospital and what you can expect during your stay. It can also serve as a place to jot down questions for your health care team and other useful information. We thank those who have financially supported this guide so that we may offer it to our patients free of charge, and at no cost to our organization.

While the information in this guide was updated in September, 2022, some information may have changed due to impacts of the COVID-19 pandemic.

Please visit www.pembrokeregionalhospital.ca, or speak with a member of your health care team for the most up-to-date information.

In addition, please note that some photos in this guide were taken prior to the implementation of COVID-19 safety measures (such as masking).

YOUR WORKSHEET

We encourage you to use this page to help you take an active role in your care, and to make note of questions you want to ask your care team.

Name: _____

Unit: _____ Phone # (613) 732-2811, extension _____

Room number: _____

Targeted discharge date: _____

Your care team:

Discharge Planner: _____ extension _____

Doctor(s): _____

Physiotherapist: _____

Occupational Therapist: _____

Speech Language Pathologist: _____

Social Worker: _____

Dietitian: _____

Home and Community Care Coordinator: _____

Other: _____

Your care goals: _____

Medications: _____

[illegible]

TABLE OF CONTENTS

Welcome to PRH.....	2	Ethics	26
Your Worksheet.....	3	Flowers.....	27
Notes and Questions.....	4	Food Services.....	27
Table of Contents.....	5	Cafeteria, Vending Machines, The Mural	
PRH Overview.....	6	Café.....	27
Mission, Vision, Values.....	7	Gift Cards.....	28
Declaration of Patient Rights.....	7	Gift Shop.....	28
What to bring for your hospital stay.....	8	Hairdressing/Barbering Services.....	28
Patient Rooms.....	9	Health Card.....	28
Discharge Planning.....	10	Information Desks.....	29
Protecting the Privacy of Your Personal		Internet Cafe.....	29
Health Information.....	11	Lost and Found.....	29
Your Care.....	12	Mail.....	29
Your Care Team.....	12	Media Relations.....	29
Hospitalist Program.....	12	Newsletter.....	29
Student/Post-Graduate Placements..	13	Nurse Call System.....	30
We're Listening.....	14	Parking.....	30/31
Patient Feedback.....	15	Patient and Family Advisory Council..	32
Wayfinding at PRH.....	16	Patient Room Numbers and Telephone	
Stay Safe, Stay Well.....	17	Extensions.....	32
Preventing Infection.....	17	Spiritual, Religious Care Services.....	32
Communication.....	17	Support for Nursing Mothers.....	32
Hand Hygiene.....	17	Taxi.....	33
Medication.....	18	Telephones.....	33
Medication Management.....	18	Cell phones and other wireless	
Antibiotics or Not?	18	technology.....	33
Patient Identification.....	19	Televisions.....	34
Are you at risk for falling.....	19	Visitor Policy.....	34/35
Check your risk for falling.....	20	Visitation (Pets).....	35
Preventing blood clots while in		Volunteers.....	35
hospital.....	21/22	Website.....	35
Accessibility.....	22	Wifi.....	36
French Language/Translation Services..	22	Trillium Gift of Life Network.....	36
TTY Phone Service.....	23	PRH Foundation..	37,38,39, Back cover
Service Animals and Pet Visitation.....	23	Welcome Guide Sponsors	40
Smoke-Free Property.....	23		
Emergency Preparedness.....	24		
Violence prevention.....	25		
Helpful Information.....	26		
Algonquins of Pikwakanagan Support			
Services.....	26		
Auxiliary.....	26		
Banking Machine.....	26		
Community Resources.....	26		
Elevators.....	26		



PEMBROKE REGIONAL HOSPITAL

Supported by a staff of nearly 800 healthcare professionals and support personnel, PRH offers a variety of acute and ambulatory care services. The Hospital is a designated District Stroke Centre and offers regional programming in the areas of mental health services, orthopaedics, telemedicine, cardiac care, Ontario Breast Screening programs, and cancer care services including systemic therapy (chemotherapy).

Through a variety of partnerships, PRH is able to host a variety of satellite services including a dialysis unit operated by Renfrew Victoria Hospital, a systemic therapy unit for the delivery of chemotherapy which is supervised by local family physicians and coordinated by medical oncologists from The Ottawa Hospital Cancer Centre, as well as numerous other clinical consultations via telemedicine with the Ottawa Heart Institute, the Children's Hospital of Eastern Ontario, The Royal Ottawa Hospital and others.

As PRH is a regional referral centre, we have a large active group of physicians working with us. We have access to a significant number of specialists and we have a team of hospitalists who care for those without a family physician. In addition, we are a teaching hospital affiliated with the University of Ottawa's Faculty of Medicine. We also provide teaching experiences to a wide range of students in various health disciplines. Being a university and college-affiliated hospital keeps PRH at the forefront of patient care, medical knowledge, and health-related research. An important part of our mission is to provide excellent patient care while educating and training future doctors, nurses and other health care professionals.

Hospital Programs and Services:

Acute Mental Health

Ambulatory Clinics (Including Chemotherapy and Sleep Lab)

Diagnostic Imaging

Dialysis Unit

Emergency Department / Intensive Care Unit

Laboratory Medicine

Medical Program / Palliative Care

Mental Health Services of Renfrew County

Obstetrics

Rehabilitation - Inpatient and Outpatient Programs

Respiratory Therapy

Surgical Program (which includes a comprehensive orthopaedics program)

Vascular Health (Diabetes Education, Stroke Prevention/Heart Function Clinics)



For more information on any of these programs or services, please visit the PRH website at www.pembrokeregionalhospital.ca.

OUR MISSION

We are a regional community hospital committed to delivering a wide range of quality health services. Following Catholic tradition, we will meet the physical, emotional, and spiritual needs of all.

OUR VISION

Delivering the safest and highest quality of care to every person, every encounter, every day.

OUR VALUES

- Compassion and Caring •Excellence and Innovation
- Social and Fiscal Responsibility •Sacredness of Life
- Mutual Respect •Community Spirit

In keeping with PRH's Value of Mutual Respect, we are committed to providing a safe, secure and respectful environment. PRH has a zero tolerance policy for all forms of abuse including verbal and physical abuse. If this policy is violated, all measures necessary to support a safe environment will be taken.



Declaration of Patient Rights



WHAT TO BRING FOR YOUR HOSPITAL STAY

To make your stay more comfortable, please have your family bring the following personal items:

Clothing: You may bring your own pajamas and dressing gown, but they should be washable and worn well above the ankles so you do not trip or fall. We suggest you wear hospital gowns if you have drains or tubes. You are also welcome to bring loose, comfortable clothing such as sweat suits. When out of bed, non-slip, full-back slippers or walking shoes are recommended.

Personal Care Items: We suggest you bring your own toothbrush, toothpaste, denture care supplies, hairbrush, comb, shaving supplies, makeup, lotions, facial tissues, lip moisturizer, soap and shampoo, deodorant, and nail clipper or nail file. Please bring unscented personal care products due to patient and staff sensitivities. Other items you might wish to bring include magazines, books, pens and stationary, and a small amount of money, not exceeding \$20.

Medications: Please bring all the medications you are currently taking (including prescription, over the counter and herbal) in the original packaging or bottles for review. During your hospital stay, only medications prescribed by your hospital physician may be taken. Patients may be requested to use their own inhalers, eye drops, ointments and creams while they are in hospital.

Valuables: Please leave your valuables such as jewelry and watches, cash in excess of \$20 or credit cards at home. If you find yourself admitted to hospital unexpectedly, have a loved one take your valuables home. Although we work hard to maintain a secure environment, we are not responsible for lost, stolen or damaged property.

Please do not bring: Electrical appliances such as hair dryers, curling irons and electric heating pads and blankets, alcohol or tobacco products.

Please note: Personal belongings including visual aids and eyeglasses, dentures, hearing aids and personal physiotherapy devices such as canes and walkers, should be labeled with the patient name prior to admission to the hospital.



PATIENT ROOMS

Our hospital rooms have been designed to be as warm, welcoming and comfortable as possible during your stay. Each room has a bed, a small bedside table and chair, a closet for your clothes and your belongings, and a bulletin board for personal items, photographs, etc. Please refrain from taping any items to our walls or doors.

Patients or essential caregivers are welcome to request a telephone if required, which is free of charge for all local calls. Our television rental service is available through our Auxiliary's Sunshine Gift Shop.

Three different types of rooms are available at PRH; ward, semi-private and private accommodation. Your insurance carrier may cover the cost of a semi-private or private accommodation. You may wish to contact your insurance carrier to check your coverage. Semi-private and private accommodation is assigned based on availability. The rates are subject to change and you will be advised of the current rate during the admission process.



In our Obstetrics program, we are pleased to offer birthing suites that reflect the unique needs of newborns, their mothers and families. The unit features a family lounge and pleasantly decorated patient rooms with whirlpool baths that create a warm environment in which staff can provide care and help celebrate the birth of each new child.



DISCHARGE PLANNING

From the time you arrive at PRH, your care team will work with you to achieve your goals and plan your path to discharge.

As an inpatient, you may expect that we will:

- Work with you to identify and address the goals that need to be met in hospital.
- Let you know as early as possible in your stay when you may anticipate being discharged so that you and your family can start preparing right away. As you progress in your stay, this estimated date will be reviewed with you and the actual date of your discharge will be determined. Our experience is that the actual date of discharge is often earlier than the original target date.
- Collaborate with home and community care services to explore what you may need to return home safely.

If you are being discharged home, please make arrangements for a family member or friend to pick you up at your planned discharge time so that other patients requiring admission can be accommodated. If you cannot be picked up at that time, you may be asked to wait in a designated waiting area.

Your care team will help to identify and access the services you will need when you leave the hospital. We recommend that family and friends who will be helping you after discharge are aware of your discharge date and be included in the planning. This will help to avoid sudden surprises and ensure open communication right from the start. Discharge rounds are conducted at bedside.



Protecting the Privacy of Your Personal Health Information

We understand that health information about you is personal and must be protected.



For these reasons, we will:

- Provide the best possible level of confidentiality around the collection, use and disclosure of your personal health information;
- Collect only necessary information and use that information solely for the care and treatment you are seeking;
- Disclose only information necessary for the delivery of your care and the management of the healthcare system. This could include sharing information with your family doctor, a laboratory, another health care provider, your health insurance plan or regional/provincial electronic patient records system. This could also mean disclosing information to comply with legal and regulatory requirements (ie. the Mental Health Act), research requests, patient satisfaction surveys, fundraising and teaching or statistical requirements;
- Ask your permission before disclosing any of your information for purposes not related directly to the above. We will also respect your right to withdraw your consent to use your information for purposes not required for legal or regulatory requirements;
- Respond to your questions or concerns about the way we handle the privacy of your personal health information.

To contact us and for more information about our protection practices, or to raise a concern with our practices, please email privacy@prh.email or call (613) 732-2811, extension 6478.

*Leading, Learning,
Caring For You*

YOUR CARE

Our teams are committed to providing the care, support and encouragement that you need to be actively involved in your health care. Your participation and hard work is key to achieving the goals identified in your individual care plan.

It is vital that you and your family participate and work towards your goals from the day you arrive at PRH so that you are fully prepared for a successful discharge transition back to active living. We embrace a “home-first” philosophy. This means we will work closely with you to explore all necessary requirements to get you back home safely, before considering alternate placement options.

YOUR CARE TEAM

Shortly after your admission to the hospital you will meet different members of the health care team to discuss the goals you want to accomplish by the time you are discharged.

Every PRH patient is cared for by an interprofessional team, which may include:

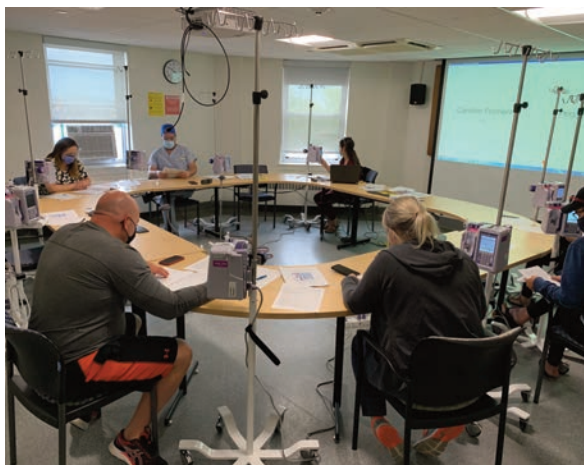
- primary care physicians and specialists
- hospitalists
- nurses
- physiotherapists
- occupational therapists
- speech language pathologists
- dietitians
- social workers
- spiritual care services
- pharmacy staff
- diagnostic imaging staff
- students
- volunteers



HOSPITALIST PROGRAM

Hospitalists are doctors who care for you while you are in the hospital whether or not you have your own family physician. Patients who may be here for an extended stay may see more than one hospitalist as they will change on a rotating basis, however this will not impact the quality of your care. Other doctors who may be part of your care during your hospital stay are surgeons, internal medicine or other specialists depending on the care needs you require.





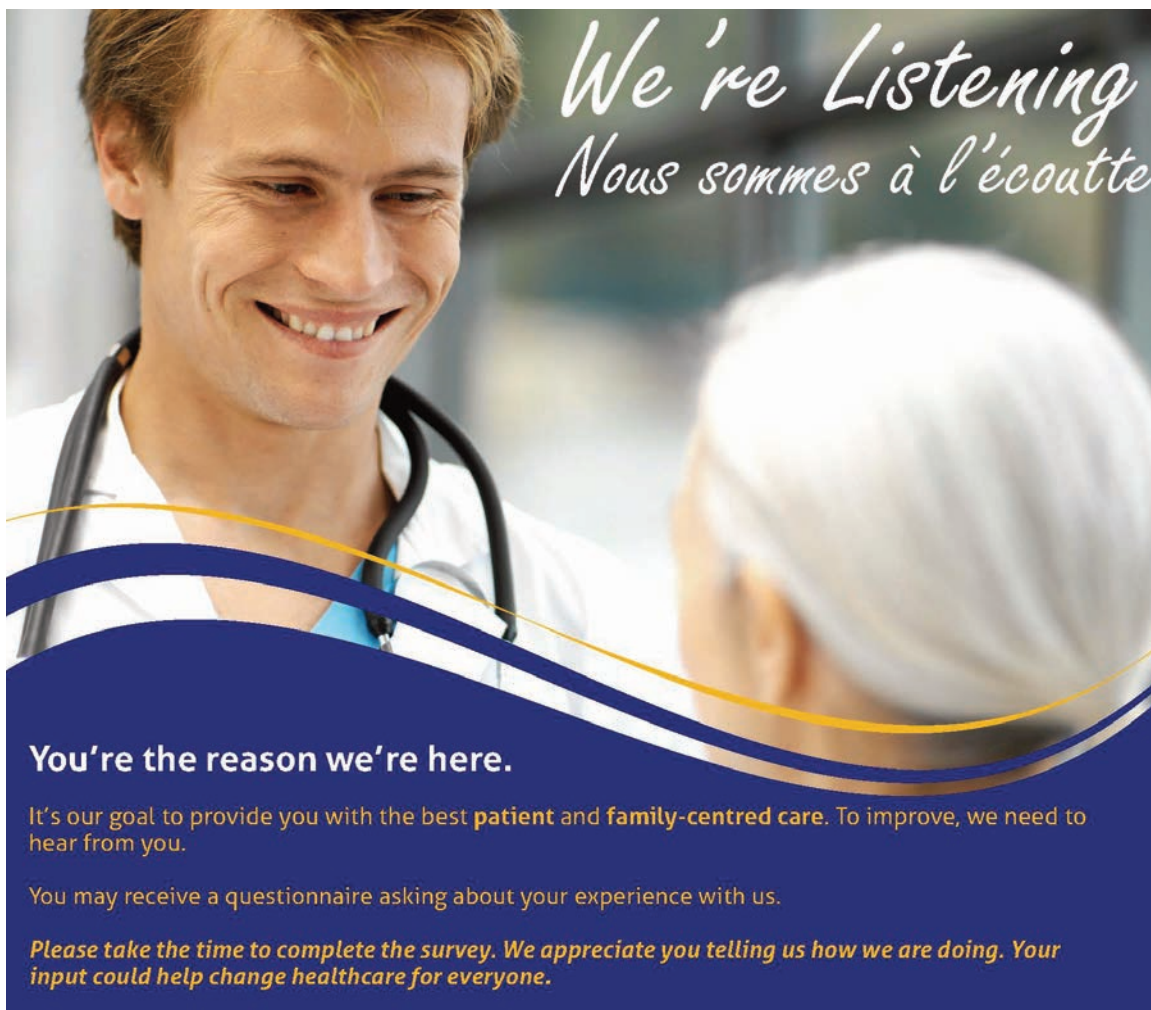
STUDENT/POST-GRADUATE PLACEMENTS

PRH is an affiliated teaching hospital of the University of Ottawa and is also affiliated with other educational institutions. Our learners are multi-cultural and multi-faith. Being a university and college-affiliated hospital keeps PRH at the forefront of patient care, medical knowledge, and health-related research. An important part of our mission is to provide excellent patient care while educating and training future doctors, nurses and other healthcare professionals.

Students and post-graduate trainees are considered part of the healthcare team and are supervised by one of the professional staff. They will introduce themselves to you, however, at all times, your attending physician or a hospital staff member is ultimately responsible for your care and treatment. Our team approach to education ensures that you receive the highest quality care from a dedicated group.

As a patient in a teaching hospital, you have the opportunity to participate in the training of health professionals of the future. As a patient, you also have the right at all times to decline to have a student or post-graduate trainee involved in your care. Should you have any questions regarding the involvement of students or post-graduate trainees in the delivery of your care, please discuss them with your attending physician or the nurse in charge.





We're Listening
Nous sommes à l'écoute

You're the reason we're here.

It's our goal to provide you with the best **patient** and **family-centred care**. To improve, we need to hear from you.

You may receive a questionnaire asking about your experience with us.

Please take the time to complete the survey. We appreciate you telling us how we are doing. Your input could help change healthcare for everyone.

Patient feedback is very important to us as it provides an opportunity to improve the patient experience at Pembroke Regional Hospital.

This feedback includes compliments, enquiries, suggestions and concerns from our patients and their family members regarding their experience in the hospital, or our outpatient programs.

We are committed to responding to patient concerns in a positive, supportive and timely manner. Please feel free to provide feedback at any time through the "Your Feedback" section on our website www.pembrokeregionalhospital.ca.

Additionally, as part of our hospital's process for collecting feedback about your hospital experience, please note that you will either receive a survey in the mail or you may be called and asked to complete a telephone survey.

We appreciate you taking the time to respond to and complete our surveys. Your feedback helps us make improvements to our hospital's patient experience.

PATIENT FEEDBACK

Compliments/Concerns/Patient Advocate

At PRH, we take great pride in the high level of care we deliver to our patients and their families. We encourage you to share your experiences and feedback with us, whether it be positive or suggestions for improvement.

By communicating with us, we can best address any concerns you may have in a timely manner and also work on improving your care.

How our Patient Relations Process Works:

If you have a concern during your stay:

1. Speak with any member of your healthcare team. They will listen and respond to your concerns.
2. Ask to speak to the Manager of the unit if you feel your concerns are not addressed by a member of the healthcare team.
3. If you need further assistance, ask to speak to the Patient Relations designate.
4. If you are not comfortable with this, you can submit your comment to the Administration office by calling (613) 732-3675, extension 6172, or by email at patientrelations@prh.email.

Please rest assured that raising a concern or issue will not negatively affect your care in any way.

You can expect that we will:

LISTEN to comments, concerns, and suggestions in a polite, confidential and considerate manner;

RESPECT feedback from patients, their families and the healthcare team;

COMMUNICATE the interests of patients and their families to appropriate members of the healthcare team;



ANSWER questions about services, policies and procedures and,

SUPPORT Pembroke Regional Hospital's Declaration of Patient Rights and the Mission, Vision and Values of the hospital.

WAYFINDING AT PRH - QUICK REFERENCE

Tower A, Ground Floor:

- All Gender Washroom
- Emergency Department
- Intensive Care Unit
- Registration
- Switchboard

Tower A, First Floor:

- Acute Mental Health unit
- Administration offices
- All Gender Washroom
- Chapel (Fall 2022)
- Health Records
- PRH Foundation
- Public Affairs and Communications office

Tower A, Second Floor:

- Cafeteria (Lunch Box)
- Medical 2A Unit

Tower A, Third Floor:

- Chapel (Until Fall 2022)
- Surgical Day Care
- Surgical Unit

Tower A, Fourth Floor:

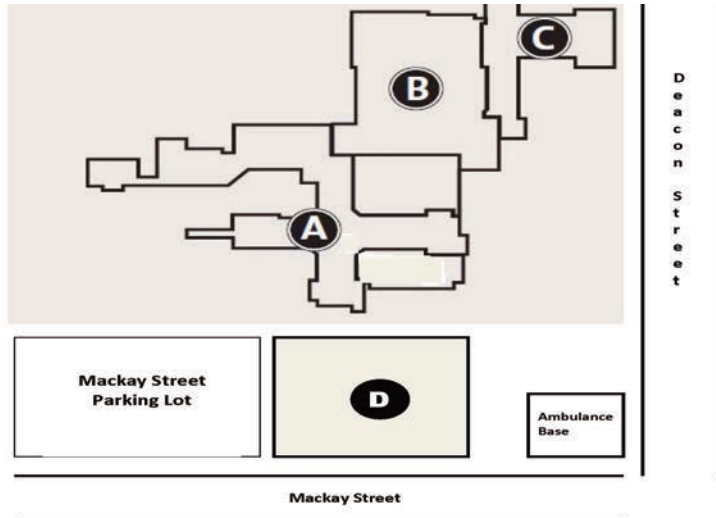
- Obstetrics
- Spiritual Care Coordinator (A419)

Tower A, Fifth Floor:

- Information Technology
- Release of Information office

Tower B, Ground Floor:

- ATM
- Diagnostic Imaging (CT/MRI/XRAY/Ultrasound)
- Gender-Based Washroom
- Outpatient Rehabilitation
- Parking Pay Station
- The Mural Café
- The Sunshine Gift Shop
- Total Joint Assessment Clinic (TJAC)
- Zone B (Emergency)



Tower B, First Floor:

- Inpatient Rehabilitation

Tower B, Second Floor:

- Corridor to Tower C

Tower B, Third Floor:

- Medical 3B Unit

Tower C, Ground Floor:

- All Gender Washroom
- Dialysis Unit
- Geriatric Day Hospital
- Mulvihill Pharmacy
- Orthopaedics Fracture Clinic

Tower C, First Floor:

- Gender-Based Washroom
- Orthopaedic Surgeon offices
- Physician Offices
- Main Boardroom (C142)

Tower C, Second Floor:

- Cashier window
- Gender-Based Washroom

Tower C, Third Floor:

- Gender-Based Washroom
- General Surgeon offices

Tower D, Ground Floor:

- All Gender Washroom
- Ambulatory Clinics
- Consulting Specialists:
 - Cardiology
 - Ophthalmology
 - Physical Medicine
 - Plastic Surgery
 - Psychiatry
- Diabetes Education
- Heart Function Clinic
- Internal Medicine Clinic
- Med Sleep Lab
- Outpatient Services (procedure room and multi-function room)
- Pain Management
- Pre-Operative Assessment Clinic
- Stroke Prevention Clinic
- Telemedicine

Tower D, First Floor:

- All Gender Washroom
- Chemotherapy
- Lab Specimen Collection Centre
- Medical Day Care
- Pulmonary Function
- Respiriologist

Tower D, Fourth Floor:

- Family Medicine Teaching Unit

STAY SAFE, STAY WELL

Everyone involved in your care has an important role to play in ensuring your safety - including YOU. Being involved in your own care can help decrease your risks. Here are some ways you can help you and your family stay safe and well while at PRH.

Top 9 ways YOU can prevent infection

- Clean your hands often - with alcohol-based hand rub or warm water and soap.
- Make sure your care team, family and visitors clean their hands too.
- Where applicable, wear a mask that covers your nose and mouth to help protect yourself and others. Ensure that those with you do the same.
- Stay six feet apart from those who don't live with you.
- If you need to cough or sneeze, cover your mouth and nose with a tissue, or cough/sneeze into your sleeve. Then clean your hands.
- Tell your visitors to stay home if they're feeling ill.
- Tell your doctor or nurse of any unusual symptoms (such as diarrhea, cold symptoms, pain, fever).
- Ensure your vaccinations are up-to-date, get an annual flu shot and the COVID-19 vaccine.
- Eat regularly, drink plenty of water and try to get enough rest to help build immunity.

Communication

Good communication with your care team ensures that you are an active partner in your care. Some tips:

- Your care team is here to answer questions about your care, so prepare a list of questions for your care team and ask for clarification if something is unclear.
- If you are unhappy with your care, ask to speak to the patient care manager on your unit.
- If you are hearing impaired or English is not your first language, ask for interpretation assistance.
- Know how your call bell works, and ensure it is within reach at all times.
- Encourage your family members or a friend to ask questions and communicate concerns or information relevant to your care when meeting with members of your care team.
- Make sure you have clear instructions on how to manage your care at home.

Hand Hygiene

Please use the Alcohol Based Hand Rub (ABHR) dispensers found throughout the hospital, specifically located at all entry/exit points, elevators and patient rooms. Hand hygiene by all staff, patients and visitors is one of the best ways to limit the spread of germs, even if you are feeling well.

Family and visitors are asked to sanitize their hands when entering and leaving the hospital and when having direct contact with you such as in assisting with your care. Washing your hands and asking your healthcare providers and visitors to wash theirs and observing them do so is one of the best ways to prevent the spread of germs.

Medication

When you are admitted to the hospital, a Hospital Pharmacy Technician will interview you to obtain a Best Possible Medication History. This information is used by your physician and healthcare team to ensure safe and effective treatment. The Pharmacy Department at the hospital stocks medications based on an approved list of drugs. Certain medications may not be readily available and we may ask you to use your own supply while in hospital.

Your medications may change while you are in the hospital. If there have been changes, ask for an updated list of the medications you are to take at home and be sure to bring this to your community pharmacist and family physician so they can update your file. If you have any questions about your medications, you can request a consultation with the Hospital Pharmacist.

Medication Management

Before you take any medication, make sure that you ask why you are taking it, especially if it is a new medication.

- **Share information:** Tell us about other prescriptions, treatments (including naturopathic or homeopathic) or over-the-counter medications you're taking, and let us know if you smoke, drink alcohol, or have any food or medication allergies.
- **Ask and take note:** Ask your pharmacist, doctor or nurse for a medication card or list, and take it with you whenever you see your doctor or pharmacist. For each medication, you should know: the medication name; why, when, how and for how long you're taking it; what it looks like; side effects; and who to talk to if you have questions.

Antibiotics or Not?

Antibiotics are effective against bacterial infections but not against viruses. Many common respiratory illnesses (such as the common cold or flu) are caused by viruses, and do not require antibiotic treatment. Using antibiotics when they're not needed can contribute to antibiotic resistance. Antibiotic resistance means that the antibiotics we typically rely on to treat common illnesses are no longer effective against the bugs that cause them.

Preventing illness in the first place is another great way to prevent antibiotic resistance. It is recommended that adults, children and caregivers follow good illness-prevention practices such as regular hand washing with plain soap and water. If soap and water are not available, an alcohol-based hand rub can be used.

To learn more about responsible antibiotic use and antibiotic resistance, please visit CANADA.CA/ANTIBIOTICS

Patient Identification

All inpatients must wear a hospital identification (ID) band at all times, to ensure we give the right care to the right person. Your ID band contains your name and date of birth. You can:

- Check the information on your ID band to make sure it's clear and correct.
- If you have allergies, ensure you have a red allergy band.
- Show your ID to staff before you receive medication, procedures or tests. Say "ID Me!"



Prevent Falls

PRH has an active Falls Risk Reduction Program. Here's what you can do to prevent falls:



Are you at risk for FALLS?

Pembroke Regional Hospital wants you to STAY SAFE!



CHECK YOUR FALL RISK! COMPLETE "STAYING INDEPENDENT" CHECKLIST DO YOU HAVE 4 OR MORE POINTS? <ol style="list-style-type: none">1 Discuss with your family physician2 Review the home tips in "A GUIDE TO PREVENTING FALLS"3 Bring family to visits4 Get regular health check-ups5 Stay active	FALL PREVENTION TIPS These simple tips can help you prevent a fall: <u>CALL FOR ASSISTANCE OR HELP</u> If you feel unsteady or dizzy, call for assistance. Safety is a priority. <u>ALWAYS USE YOUR WALKING AID</u> Do not grab onto furniture or risk a step without your walking aid. <u>TAKE YOUR TIME</u> Give yourself time to reach your destination. Do not rush to the bathroom, to stand up or to your clinic area. <u>SIT DOWN WHILE GETTING CHANGED</u> Sit down when changing into a gown, or when putting on pants, socks, and shoes. <small>Adapted with permission from Sunnybrook Health Sciences Centre, 2013</small>	PEMBROKE REGIONAL HOSPITAL HELPS WITH SAFETY: WE WILL: <ul style="list-style-type: none">✓ Ensure your mobility aids are within reach✓ Offer to help you✓ Keep your family with you as much as possible✓ Use non-skid wax✓ Clean up spills quickly✓ Check our hospital equipment regularly✓ Work to reduce clutter✓ Encourage use of eyeglasses, hearing aids and walkers/canes
---	---	--

This advice is not to take place of a review with your family physician. This is intended to promote safe independence at all ages and staying active in a safe environment.

Staying

Independent

Falls are the main reason why older people lose their independence.



Are you at risk?

For more information on exercise and falls prevention programs, contact Champlain CCAC (613 310-2222 or champlainhealthline.ca)

This initiative is sponsored by the Champlain Local Health Health Integration Network and the four regional health units.



Champlain Local Health
Health Integration Network
des services de santé
de Champlain



Bureau de santé
de l'est de l'Ontario



Renfrew County
and District Health Unit

Check Your Risk for Falling

Please circle "Yes" or "No" for each statement below.

Why it matters

Yes (2)	No (0)	I have fallen in the last 6 months.	People who have fallen once are likely to fall again.
Yes (2)	No (0)	I use or have been advised to use a cane or walker to get around safely.	People who have been advised to use a cane or walker may already be more likely to fall.
Yes (1)	No (0)	Sometimes I feel unsteady when I am walking.	Unsteadiness or needing support while walking are signs of poor balance.
Yes (1)	No (0)	I steady myself by holding onto furniture when walking at home.	This is also a sign of poor balance.
Yes (1)	No (0)	I am worried about falling.	People who are worried about falling are more likely to fall.
Yes (1)	No (0)	I need to push with my hands to stand up from a chair.	This is a sign of weak leg muscles, a major reason for falling.
Yes (1)	No (0)	I have some trouble stepping up onto a curb.	This is also a sign of weak leg muscles.
Yes (1)	No (0)	I often have to rush to the toilet.	Rushing to the bathroom, especially at night, increases your chance of falling.
Yes (1)	No (0)	I have lost some feeling in my feet.	Numbness in your feet can cause stumbles and lead to falls.
Yes (1)	No (0)	I take medicine that sometimes makes me feel light-headed or more tired than usual.	Side effects from medicine can sometimes increase your chance of falling.
Yes (1)	No (0)	I take medicine to help me sleep or improve my mood.	These medicines can sometimes increase your chance of falling.
Yes (1)	No (0)	I often feel sad or depressed.	Symptoms of depression, such as not feeling well or feeling slowed down, are linked to falls.

TOTAL _____ **Add up the number of points for each "yes" answer. If you scored 4 points or more, you may be at risk for falling. Discuss this brochure with your doctor or health care practitioner.**

This checklist was developed by the Greater Los Angeles VA Geriatric Research Education Clinical Center and affiliates and is a validated fall risk self-assessment tool (Rubeinstein et al. J Safety Res; vol. 42, n°6, 2011, p. 493-499). Adapted with permission of the authors.

NOTES

Primary Care Providers: For more information about the Champlain Falls Prevention Strategy, the Staying Independent Checklist, and the clinical algorithm go to: stopfalls.ca

Preventing Blood Clots While in Hospital (Deep Vein Thrombosis and Pulmonary Embolism)

Admission to hospital for certain surgeries or medical illnesses can increase your risk of developing blood clots. The risk may be greater if you have a history of blood clots, a family history of blood clots, cancer, recent surgery, recent travel, birth control pill or hormone replacement therapy.

Deep vein thrombosis (DVT) is a blood clot formed in a deep vein in the leg or pelvis that can cause leg swelling and pain. Sometimes the clot can become loose and reach your lungs. This is called a **pulmonary embolism (PE)** which can cause chest pain and sudden shortness of breath, and can be very serious.

If you develop any of the following symptoms during your hospital stay or after discharge, please seek medical attention immediately.

KNOWING THE COMMON SIGNS OF BLOOD CLOTS (THROMBOSIS) CAN HELP SAVE YOUR LIFE

BLOOD CLOTS CAN FORM IN THE LEG (DEEP VEIN THROMBOSIS) OR THE LUNG (PULMONARY EMBOLISM)

AN EASY WAY TO REMEMBER THE
MOST COMMON SYMPTOMS IS:

C L O T S



CHEST PAIN

A blood clot in the lung causes it to swell, resulting in sharp chest pain when breathing.



LIGHT-HEADEDNESS

A blood clot in the lung causes light-headedness or dizziness, especially if large or multiple clots block blood flow to the lung.



OUT OF BREATH

A blood clot in the lung reduces the flow of oxygen throughout the body, which causes difficulty breathing.



LEG **T**ENDERNESS

A blood clot in the leg causes tenderness or cramping in the calf or behind the knee, as well as redness and warmth.



LEG **S**WELLING

A blood clot in the leg blocks blood flow to the veins that drain blood from the leg back to the heart. This causes the leg to swell.

Your doctor will take steps to reduce your risk of developing a blood clot while you are in the hospital. These may include one of the following:

- Blood thinning medication in the form of a daily injection
- Compression stockings to improve circulation and reduce the risk of clots.
- Sequential compression devices which are leg wraps (from your ankle to your thigh) that can improve blood flow with gentle pressure on the leg.

To reduce your risk of developing a blood clot while in hospital:

- Ask your doctor or nurse if they have taken steps to reduce your risk of getting a clot.
- Expect to receive an injection which reduces the chances of abnormal clotting of blood.
- Resume physical activity and walking as soon as your doctor permits it.
- Drink plenty of fluids if permitted.
- Report any chest pain, shortness of breath, or pain or swelling in your leg to a member of the health care team immediately.

Accessibility

In order to ensure that every patient, family member and visitor feels welcome at Pembroke Regional Hospital, we are committed to meeting accessibility needs for people with disabilities in a timely manner. Our goal is to provide everyone who walks through our door with barrier-free access to our facilities, policies, programs, practices and services.

PRH is committed to creating a barrier-free environment for people with disabilities. Our goal is to prevent, identify and remove barriers that may challenge an individual's ability to receive care, access our programs, or work here in accordance with the Customer Services Standards established in the Accessibility for Ontarians with Disabilities Act (2005).

The Hospital's accessibility plan is posted on the Pembroke Regional Hospital's website, and on the intranet. On request, the plan can be made available in alternative formats, such as CD in electronic text, or in large print.

To comply with the Accessibility Standards for Customer Service, Ontario Regulation 429/09, training has been provided to employees on how to provide service to patients with various disabilities.

French Language Services / Translation Services:

French language services are available throughout the hospital upon request and translation services for other languages are also available. Please speak with any member of your health care team if you require services in French or another language.

TTY (teletypewriter) phone service for the deaf, deafened and hard of hearing:

An amplified phone and a hands-free phone are available for our patients who need one. Please speak with a member of your health care team if you require one of these phones.

Service animals and pet visitation:

PRH recognizes the value and therapeutic benefit of pet visitation and service animals. Please speak with any of your health care team members and they will be happy to assist you with the details for arranging this.



Smoke-Free Property

PRH adopted a Smoke-Free policy to promote health and wellness, support efforts to quit smoking and to protect people from second-hand smoke.

Upon admission, all patients are screened for their smoking status. PRH follows the best practices for smoking cessation based on the Ottawa model. All patients will be offered nicotine replacement therapy during their hospital stay. Please talk to your health care professional for further details.

All patients are asked to refrain from bringing tobacco products, electronic cigarettes or flame-producing articles into the hospital.

As per the Smoke Free Ontario Act, Smoking or the use of electronic cigarettes by patients, staff or visitors is not permitted on PRH property including our buildings, grounds and parking lots.

We are committed to ensuring a safe, healthy and clean environment for everyone.



NO SMOKING



NO VAPING

(e-cigarettes)
















Emergency Preparedness

Emergency preparedness is a proactive, coordinated and effective response to emergency situations that will ensure the safety and protection of patients, visitors, staff and all persons who enter PRH.

PRH uses a colour system to help indicate different emergency situations. The primary method for communication is rapid with an overhead public announcement. This notifies staff of the code colour and the responses they will have to take to protect the safety of all individuals within the hospital.

Throughout the hospital, you will see Emergency Preparedness Stations that list emergency colour codes and procedures. Staff are trained and practise emergency responses through a series of education. Please follow staff direction upon hearing a code colour announced over the public address system.

When you hear the fire alarm (CODE RED) during your hospital stay, please remain where you are. Once you hear the “ALL CLEAR” over the public address system, you may continue with your normal activities.

Blue Cardiac Arrest / Medical Emergency 	Red Fire/Smoke 
Pink Neonate Pediatric/Infant Cardiac Arrest Medical Emergency 	Green Evacuation 
White Violent Situation 	Orange External Disaster 
Yellow Amber Missing Adult Missing or Abducted Infant or Child 	Orange CBRNE * 
Purple Hostage Taking 	Brown In-facility Hazardous Spill 
Black Bomb Threat / Suspicious Object 	Grey Infrastructure Loss or Failure 
Silver Person with a Weapon 	

* CBRNE is Chemical, Biological, Radiation, Nuclear, Explosive

**We appreciate your co-operation and understanding in keeping
Pembroke Regional Hospital a safe place for everyone.**

Violence Prevention

Pembroke Regional Hospital is committed to creating a safe environment for patients, visitors and staff. For everyone's safety, our violence prevention program prohibits any type of verbal or physical violence. People who display aggressive or violent behaviours, may be asked to leave. The Occupational Health and Safety Act requires us to inform our staff of any risk of violence. By keeping them informed and safe, we in turn help ensure that they can meet the needs of all our patients and families.

If you are concerned or experience violence or aggression, please inform a member of your health care team right away.



HELPFUL INFORMATION

Algonquins of Pikwakanagan Support Services

During hospital stay and discharge Home and Community Care and Home Care Services are available to assist community members to ensure the best health care for clients. For more information, please call Marlene Sackaney Keeling at (613) 625-2259 or Peggy Dick for Home Care at (613) 625-1230.

Auxiliary

The Pembroke Regional Hospital Auxiliary operates many services within the Hospital (eg. The Sunshine Gift Shop, Mural Café, TV rentals, ATM) and organizes several community initiatives which contribute to the financial health of the Hospital.

Banking Machine

An automated bank machine (ATM), operated by the PRH Auxiliary is located on the Ground Floor, Tower B, adjacent to the elevators and can be accessed with any Interac bank card.

Community Resources

211ontario.ca / 211 (phone) 24/7 - Free / Confidential / Live Answer

champlainhealthline.ca

Telehealth Ontario: 1-866-797-0000

A free, confidential service you call to get health advice or information. A registered nurse will take your call 24 hours a day, 7 days a week.

Elevators

Public elevators to be used by patients and visitors are located in the Hospital's four towers (A, B, C and D). Towers A, C and D each have one public elevator, while Tower B has two. Use of the service elevator in Tower A is restricted to staff transporting soiled and contaminated items.

Ethics

Are you facing difficult health care decisions about what is the right thing to do? The hospital Ethics team is available, on request, to help PRH personnel, patients and families explore options for their difficult ethical questions/concerns/issues concerning patient care. What is health ethics? In health care settings, ethical questions arise when "the right thing to do" is not clear, or when people disagree about what is best for a patient.

What are some types of questions/concerns/issues the Ethics team can help with? End of Life issues, advance care planning, treatment refusals, patient capacity and consent, patient restraints, confidentiality/Privacy, and Organ and Tissue Donation are some examples. For additional information, please contact a member of your health care team.

Flowers

If you receive flowers, they will be delivered to your room. Due to health concerns arising from exposure to scented products, flowers and/or plants sent to the hospital need to be low scent and foil balloons are recommended.

Food Services

Patient Meals

The hospital's Food Services department prides itself on preparing fresh nutritious meals onsite daily. Our food services staff work closely with patients, their care team and families to ensure your nutritional needs are met.



Approximate Meal Times:

- Breakfast 7:30 a.m. to 9:00 a.m.
- Lunch 11:30 a.m. to 1:00 p.m.
- Dinner 4:20 p.m. to 6:00 p.m.



Cafeteria (The Lunch Box)

Located on the second floor of Tower A, The Lunch Box serves breakfast and lunch between the hours of 8:15 a.m. and 1:30 p.m.

Vending Machines

Vending machines are accessible 24 hours per day. A cold beverage vending machine is located at the Tower B, Ground Floor entrance next to the Sunshine Gift Shop. A refrigerated vending machine with food items is also available in our

Emergency Department waiting area. Additional cold beverage vending machines are available in our cafeteria located on the 2nd floor of Tower A. For the convenience of our visitors, microwave ovens and a toaster are also located in the Hospital's cafeteria.

The Mural Café

Located on the ground floor of Tower B, across from the Diagnostic Imaging department, The Mural Café also offers a variety of coffees, fresh-baked cookies, muffins, bagels, soup, sandwiches, juices, soft drinks, fruit, flavoured cottage cheese and yogurt.

Operated by the Pembroke Regional Hospital Auxiliary, the Mural Café is open Monday to Friday 9 a.m. to 4 p.m., and weekends from 11 a.m. to 3 p.m. (Hours subject to change)



Gift Cards

Pembroke Regional Hospital gift cards can be purchased from the Hospital's cashier window (2nd Floor, Tower C), The Lunch Box (2nd Floor, Tower A), the Sunshine Gift Shop or the Mural Café (both located on the Ground Floor of Tower B). Gift cards are redeemable in The Lunch Box, The Sunshine Gift Shop or The Mural Café and can be loaded with any dollar amount the purchaser chooses.

Gift Shop

The Auxiliary-operated Sunshine Gift Shop is located at the entrance to Tower B (Deacon Street entrance).

Hours of Operation

Monday to Friday: 10 a.m. to 4 p.m.

Saturday, Sunday: 1-4 p.m.

Closed evenings and holidays



The Sunshine Gift Shop provides a wide range of products for purchase including: flowers; clothing; sleepwear; giftware; cards; footwear; baby items; jewellery; watches; purses; snacks and sundry items. Television rental vouchers are also available in the gift shop. More details about the television rental process can be found in the "Television" section of this guide (page 34).

Hairdressing/Barbering Services

Please make arrangements with your hairdresser/barber or foot care professional to come to the hospital during visiting hours. (Policy subject to change due to COVID)

The Hospital recognizes that strong scents can cause breathing difficulties or other distress and therefore scented products used for perms and colour treatment, and hairspray cannot be used.

Health Card

If you do not have your valid Health Card or have lost it, please contact Service Ontario at 1-888-376-5197 and call the Hospital at (613) 732-3675, extension 6534 with your Health Card number as soon as you receive it.



Information Desk

Information desks staffed by volunteers are situated at the Ground Floor entrances to Tower B, Tower C, and Tower D. Please note that this service is subject to change due to COVID-19 safety measures and volunteer availability.

Internet Café

A three-station Internet Café located at the back of the cafeteria (Tower A, 2nd Floor) is available and accessible 24 hours a day, seven days a week to all patients and visitors.

Lost and Found

Please check with your unit if you have left personal items behind. Every effort will be made to locate your lost property. PRH is not responsible for items that go missing including dentures, hearing aids, glasses, jewellery, large sums of money or personal mementos.

Mail

Incoming mail is delivered to your Patient Room. Please inform friends and family to address your mail as follows:

Your Name (and room number)
c/o Pembroke Regional Hospital
Pembroke ON K8A 1G8

Outgoing mail may be deposited in the Canada Post mailbox located outside the Lorrain Clinic (Tower C). Canadian stamps are available for purchase from the Sunshine Gift Shop located at the entrance to Tower B.

Media Relations

For Patients and Families

1. Please make sure that our Public Affairs and Communications Coordinator is made aware of any meetings you have scheduled with a reporter or photographer.

All media who visit the PRH must be accompanied by the Public Affairs and Communications Coordinator. This ensures a patient's right to privacy is respected.

2. Consent is always required before a photo or an interview with a patient or visitor takes place.

To reach our Public Affairs and Communications Coordinator, please contact:
(613) 732-2811, extension 6165 or pr@prh.email

Newsletter

If you are interested in reading "Community Connection", Pembroke Regional Hospital's public newsletter, it can be found on our hospital's website www.pembrokeregionalhospital.ca.

Nurse Call System

Every patient has the ability to call for assistance whenever necessary. Your nurse will explain how the nurse call system works when you are admitted to your room. Patients also have the ability to call for assistance from all washrooms located on patient care units. To activate the system, press the push button or pull the cord; this will transmit your call to the nursing station.

If you are having difficulty accessing the call bell, please inform the nursing staff so they can adapt the call bell for better accessibility.

Parking

A one-way, drop-off lane for patients is available on the north side of Deacon Street. All parking on the north side of Deacon Street is designated accessible parking only. Public parking for all other patients and visitors is located on the south side of Deacon Street in gated parking lots.

Paid parking is operated by SP+. Automated pay stations are located at the Hospital's main entrance (Tower B) and at the entrance to Tower D and new machines at the gates installed in 2021 allow for contactless debit and credit card payment with tap and use WAVE technology for contactless ticket entry.



Parking rates: Gated Parking Area

\$1.75/20 minutes or any portion thereof, \$7 maximum, no in/out privileges

Parking rates: Accessible Parking Area

\$1.75/ 20 minutes or any portion thereof, \$7 daily maximum, in/out privileges

Patient Drop off / Pick up Area

All gated lots allow for a 10 minute complimentary parking period for this purpose.

Simply take a ticket to enter the lot and drop off or pick up the patient. At the exit gate, insert or scan the ticket and as long as the departure time is within 10 minutes of arrival, the gate will open and you can exit without needing to pay.

Visitors who require more frequent daily visits may purchase a frequent user pass at the SP+ office located in room C004 (Tower C, next to Mulvihill Drug Mart) between 9:30 a.m. and 4:30 p.m. Monday to Friday (excluding holidays).

5 parks / \$20, 10 parks / \$30, 25 parks / \$60

- Cash, Debit or Credit
- Non refundable
- No expiry date
- Transferable (can be shared and used for different cars)

For any parking related concerns or questions, please contact SP+ by phone, (613) 635-7275 or ask one of the parking attendants on duty.

Where to Park When Picking up a Patient

When a patient has been discharged and is ready to go home, we ask that you please do the following when you are scheduled to pick up the patient:

- All Surgical patients are to be picked up at the Tower D entrance.

All other patients

- Please park in our Deacon Street parking lot and remember to bring your parking ticket with you.
- Check in at the nursing station on the patient's unit to pick up the patient and receive any discharge instructions.
- When leaving to get your vehicle, the patient may wait in the seating by Diagnostic Imaging (Tower B by the Mural Café).
- On your way out you can pay for parking at the machine located between the double doors at the Tower B entrance.
- You may then drive into the Emergency Vehicle entrance (off Mackay Street) and pull up to the Tower B entrance to retrieve the patient from the DI waiting area. No extended parking is permitted in this area.



Revenues generated from the parking revenues are reinvested into our hospital to upgrade our hospital services and equipment to improve the care we provide to our patients.



Patient and Family Advisory Council

To support a Patient and Family Centred Care approach, PRH has developed a Patient and Family Advisory Council to form a collaborative partnership between patients, former patients, caregivers, families and PRH representatives to improve the quality of care and the patient experience.



This council acts in an advisory capacity to ensure the patient and families' voices are integrated in the planning, delivery and evaluation of services offered at PRH and make the recommendations on the matters that impact their experiences here. If you would like more information on the Patient and Family Advisory Council, please call (613) 732-3675, extension 6161.

Patient Room Numbers & Telephone Extensions

A visitor phone for the purpose of accessing patient room numbers, telephone extensions and directions to patient rooms is located in between the double set of doors in the Ground Floor, Tower B entrance (off Deacon Street).

Spiritual and Religious Care Services



**Spiritual Care
Coordinator
Garry Engler**

Our chaplain and members of the health care team are available to help meet your spiritual and religious care needs. Please let us know of any spiritual, religious or cultural practices or resources that may help you while you are here, and we will make every effort to support you in those ways.

The Hospital Chapel is located on the third floor of Tower A, however it will be relocated to the 1st floor of Tower A in the fall of 2022. Everyone is welcome to use the Chapel for worship, to pray or to spend time in quiet reflection.

Catholic Mass is usually celebrated each Wednesday at 9:30 a.m. from September to June. Please note, however, that the scheduling of Catholic Mass is subject to change due to COVID.

Arrangements can be made through the Spiritual Care office at extension 6264 for a visit from one's own clergy, Sacramental administration or particular rite observed in one's faith tradition.

Support for Nursing Mothers

In keeping with our patient and family-centred care focus, we welcome and support mothers who want to breastfeed in any public area on our premises. Mothers who would like to breastfeed more privately may use the Mackay Street foyer area (1st Floor, Tower A).

Taxi

Should you need a taxi, please call Switchboard by dialing “0” or ask a member of the health care team.

Telephones

At PRH, telephones can be requested free of charge as required by patients or essential caregivers. An amplified phone and a hands-free phone are available for sign-out for patients with special needs. Speak with a member of your health care team if you require one of these phones.



Patients wanting to make external local calls should dial “36” to get an outside line. Patients wishing to make an external long distance call should dial “333” to reach the Bell automated service. If you have difficulties, dial “0” to speak with our operator.

Outside calls can be received in patient rooms. Please give your family and friends the main hospital telephone number (613) 732-2811 and your extension number which should be posted near the phone. Before you are discharged, please let your relatives and friends know when you are leaving so the next patient does not receive your calls.

If you have any questions or concerns about your telephone, please dial “0” and our switchboard operator will assist you.

Cell phones and other wireless technology

Patients and visitors may use cell phones or other wireless technology in any area of the hospital where direct patient care is not being provided such as lobbies, cafeteria and closed private offices. In areas where patient care is being provided, cell phones must be turned off at all times.



This is important because radio-frequency devices have been shown to interfere with the proper operation of certain medical devices at close range.

Signs indicating where cell phones and other wireless technology can and cannot be used are posted throughout our facility.

Anyone using a cell phone is asked to please be considerate of others and to respect others’ privacy, safety and dignity.

Wireless communication devices are not to be used for the taking of pictures, recording or taking videos of patients, families or workplace parties.

Televisions

Television rental vouchers are only available at the gift shop. The cost of renting a television is \$10 per day (including tax). You can also rent a television at a weekly rate of \$60 for seven days or a monthly rate of \$150. There are no refunds unless approved by the gift shop manager. Methods of payment accepted for television rentals are: cash, debit card, credit card or PRH gift cards.

This services can also be provided to a patient by calling the gift shop at (613) 732-2811, extension 6180. The only accepted method of payment for this service is by credit card. Once payment has been made, a rental voucher, headphones and a program guide are taken to the nursing station. A housekeeper will then activate the television in the patient's room. There is no guarantee that a television will be turned on the same day it is purchased if the rental is completed after 3 p.m. Television rentals are not available in all areas of the hospital.

Patient and Family Education Channel



Free and accessible to all admitted patients on their bedside TV on Channel 66. The focus of this channel is truly patient and family education with the goal of improving their hospital stay, understanding condition or treatments, and aiding in recovery and/or transition to home. Content includes information found in this guide and patient education to support orthopedic surgery, angiograms, diabetes, hand washing, personal protective equipment and more.

Visitor Policy

Please note that our Visitor Policy is subject to change and exceptions will be made for patients nearing end of life. For the most up-to-date information, please refer to the hospital's website or speak with a health care team member.

Currently:

- Two individuals (visitors or essential caregivers) can be present at the bedside at the same time.
- Every patient can identify an Essential Caregiver who will have access to the patient even if a visitor is present. These individuals are welcome 24/7 and are there to provide:
 - Assistance with meals, mobility and personal care
 - Communication assistance for patients with hearing, visual, speech, cognitive, intellectual or memory impairments
 - Assistance as the designated representative for patients with disabilities
 - Emotional support
 - Supported decision making
- Visitors are welcome between the hours of 11:30 a.m. and 8:30 p.m.

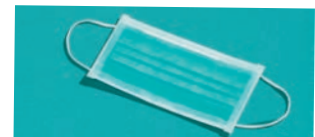
All visitors coming to PRH are required to sign in at the patient's Nursing Station before the visit can take place.

In addition, all visitors and essential caregivers must pass self-screening upon entry and must:

- Be feeling well.
- Continuously wear a mask that covers the nose and mouth.
- Refrain from bringing in food or drink for consumption since a mask must be worn for the entire duration of the visit.
- Remain in the patient's room and minimize movement within the facility.
- Perform hand hygiene (hand washing or using hand sanitizer) when entering and leaving the facility and when entering and leaving the patient's room.

Use of Masks

If patients admitted to hospital contract a hospital-acquired infection, they are at a higher risk of becoming seriously ill or experiencing serious complications.



As a safety measure for our patients, staff and visitors, all visitors may be required to wear masks and/or enhanced PPE (Personal Protective Equipment) depending on current circumstances and the medical status of the receiving a visit. Masks and hand sanitizer are available at all entrances.

Visitation (Pets)

PRH recognizes the value and therapeutic benefit of pet visitation and service animals. Please speak with any of your health care team members and they will be happy to assist you with the details for arranging this.

Volunteers

Our volunteers help to enhance service delivery in many areas of the hospital including spiritual care, hospitality, and wayfinding.

While our volunteer program was impacted by the pandemic and COVID-related restrictions, we are now in the process of rebuilding our volunteer program and reintroducing volunteers into various areas of the hospital.



For further information about our volunteer program, or if you are interested in becoming a volunteer, please call (613) 732-2811, extension 6504.

Website

If you are interested in obtaining additional information about the Pembroke Regional Hospital, or would like to join our team, we invite you to visit our Hospital website at www.pembrokeregionalhospital.ca.

WiFi

Pembroke Regional Hospital offers free Wi-Fi, making it easier for our patients and visitors to stay connected with family and friends.

How to access free wireless internet:

- Enable Wi-Fi on your device.
- Select "PRH Guest WiFi" from the wireless network list.
- Read and accept the Terms and Conditions.
- Launch your internet browser.



Trillium Gift of Life Network



Trillium Gift of Life Network

The Gift of Tissue Donation – When a loved one dies, family members may be offered the opportunity to help others through the gift of tissue donation.

There are thousands of Ontarians who require tissue transplants each year and many may wait up to two years to receive their transplant – the need is great.

Donation is a generous and selfless act that not only helps recipients, but also donor families who often report feeling comforted in their grief by the legacy of hope their loved one has left behind.

To register your wish to be a donor, please visit www.beadonor.ca. If donation is a possibility at the time of your passing, a coordinator from Trillium Gift of Life Network will speak with your family.

If you have registered your consent, your decision will be shared so that your family can be assured that they are honouring your wishes.

If you would like more information about Trillium Gift of Life Network and tissue donation, please speak to a member of the health care team who will assist you.

1 organ donor can save 8 lives.





OUR MISSION

The Pembroke Regional Hospital Foundation supports programs and services integral to the advancement of health care and the total wellbeing of the citizens of Pembroke and the surrounding communities by the raising, managing and distributing of funds to the Pembroke Regional Hospital.

OUR VISION

The Pembroke Regional Hospital Foundation strives to ensure that those who support the Hospital through donations receive recognition that is appropriate, equitable and consistent. Developing and maintaining the trust of community is vital to our mission. The Foundation exists as a vehicle through which the community participates to help the Hospital to provide state-of-the-art health care to the patients it serves.

REGISTERED CHARITY

Established in 2002, PRHF is a Registered Charity. Our Charitable Number is 87004 7610 RR0001. We provide charitable tax receipts for all financial donations. The Foundation is grateful for all gifts, in any amount, and welcomes patients, families, visitors and the community to become involved in its work.

WAYS TO DONATE

- **The Guardian Angel Program** is a meaningful way to thank a physician, nurse, staff member or volunteer who made a difference to a patient or their family. Upon receipt of your donation, your Guardian Angel will receive an acknowledgement card and a special pin to wear proudly, and will be added to our Honour Roll of Angels.
- Purchase a **Giving Garden** plaque in memory or in honour of someone you love, and support quality health care close to home. Each plaque is placed in our Giving Garden for one to three years. The Garden is located on the ground floor of Tower B next to the Foundation's Donor Appreciation Wall.
- **The Health Care Together Monthly Giving Club** is an easy way to spread your generosity over time. You can help to answer the growing health care needs in our region by committing to making a monthly gift.



- **The Healing Wishes Program** provides comfort to families suffering the loss of a child, from conception to early infancy, and offers mothers and families a path towards healing and hope. Families receive a memory box containing literature, mementos, an angel to take home and a pendant. Donations towards the program help provide Healing Wishes memory boxes.
- **The In Loving Memory Tribute Wall** offers families an opportunity to honour the lives of cherished loved ones who are no longer with us, with a permanent plaque inscribed in their memory. Legacy donors will be automatically added to the Tribute Wall, if desired.
- **In Memoriam Gifts in Lieu of Flowers** made towards the Pembroke Regional Hospital Foundation is a meaningful way to honour a loved one, a friend, a colleague or a neighbour. Acknowledgement of your gift is sent to the family by way of a memoriam card. You may also want to support this program by letting the funeral home know that you wish to direct In Memoriam donations to the Pembroke Regional Hospital Foundation.
- **Third Party Event** fundraisers run by volunteers from across the Valley are always welcome. These events generate substantial revenue to support advancing health care right here at home.
- **Bequests and Legacy Gifts** are two of the most important statements one can make. By planning this personal gift, individuals ensure that the spirit of their values lives on to enhance the health and wellbeing of their community and family long into the future.
- **Special Foundation Events** hosted throughout the year offer individuals, families and businesses an opportunity to support advancements to health care services, programs and equipment at their local hospital.



Please contact the Foundation office (613) 732-2811 extension 7408 to find out more about our programs and how you can get involved.

YOUR HOSPITAL FOUNDATION AND YOU

The financial support we receive from Renfrew County families and businesses drives the advancement of services here at PRH.

Families now have access to expanded facilities (Tower B), a Dialysis Treatment Centre, state-of-the-art Birthing Suites, CT, and MRI. With the advent of MRI technology here, we have expanded our surgical program to include orthopaedics, and now we have embarked onto our *Cancer Care Campaign* which will see renovations to our Chemotherapy and Medical Daycare units, so more people can get their Chemotherapy treatments right here at home!

We have certainly accomplished a lot together, and we must keep moving forward to bring comprehensive care closer to home.

Whether it is a **gift of cash, stock or property**, we are a Registered Charity (#870047610RR001) and all donations generate a valuable tax receipt. We are equipped to accept Visa, Master Card, Amex, Debit and EFT payments.

For more information about our programs and events, or to make a donation, please call **(613) 732-2811 extension 7408** or email us at **prhfoundation@prh.email** or visit **prhfoundation.com**.

Your support means a lot to so many. It's about Community helping Community!



*Thank
you*

WELCOME GUIDE SPONSORS

Pembroke Regional Hospital would like to thank the many local businesses/sponsors who made this Welcome Guide possible for our patients.

Please take a moment to review the following advertisements. You will find an excellent variety of services which may be helpful to you during or following your hospital stay.

COUNSELLING

Forging Forward Counselling
Services.....44

FAMILY HEALTH TEAM

Algonquins of Pikwakanagan First
Nations Health Services40

MEMBER OF PROVINCIAL PARLIAMENT

John Yakabuski, MPP.....41

OUTREACH PROGRAM

Bernadette McCann House44

PHARMACY

Shoppers Drug Mart.....42

PHYSIOTHERAPY SERVICES

HouseCalls Physiotherapy.....41

RESPITE CARE

Chartwell Pembroke Heritage
Retirement Residence45
Chartwell Pinewood Retirement
Residence.....45
Riverview Heights Retirement
Residence.....46
Supples Landing Retirement
Residence.....41

RETIREMENT RESIDENCES

Chartwell Pembroke Heritage
Retirement Residence45
Chartwell Pinewood Retirement
Residence.....45
Riverview Heights Retirement
Residence.....46
Supples Landing Retirement
Residence.....41

SHELTER FOR WOMEN

Bernadette McCann House44

SUPPORT SERVICES

Carefor.....46
Eganville & District Seniors Activity
Centre.....44

TRANSPORTATION SERVICES

Priority Patient Transportation
Service41



HEALTH SERVICES
pikwakanagan.ca

Health Centre: 613-625-2259
FHT: 613-625-1175

**1643 Mishomis Inamo,
Pikwakanagan, ON**



Get there with the people who care.

When your needs go beyond door to door service and circumstance requires you to be transferred with assistance, let our friendly team of professionals take you where you need to go.

Visit us online at **www.PPTS.ca**

or call: **1-(613)-727-0168**

1-(866)-561-7787

Care Without Compromise.

- + Non-Urgent Stretcher Transfer
- + Wheelchair Transfer
- + Canada/USA Transfers
- + Bed to Bed Service



John Yakabuski, MPP Renfrew-Nipissing-Pembroke

84 Isabella Street, Unit 6
Pembroke, On K8A 5S5

613-735-6627

1-800-267-2515

john.yakabuskico@pc.ola.org



HouseCalls Physiotherapy

Home or Site Visits for:

- Recovery from Work or Auto Injuries
- Post-Surgical Rehab
- Walker & Wheelchair Assessment (ADP)
- Orthopedic and Neurological Therapy
- Vestibular Rehabilitation

We treat mobility problems related to arthritis, fractures, joint replacement, tendinitis, brain injury, stroke, cerebral palsy, developmental delay, COPD, general debility, trauma ...

Regardless of age or condition, we have the expertise to help get you moving again!



SUPPLES LANDING RETIREMENT RESIDENCE

Retirement living at its BEST

*All Suites have a Full Kitchen and Balcony Studio,
1 Bedroom and 2 Bedroom Suites Available
We also provide Respite Care and Winter Stays*



Looking Forward to Meeting You.

To book a tour please call Ashley Martin, RN Executive Director
at 613-732-0077 ext. 224 — 201 Joseph St, Pembroke, ON

Call 613-633-8054

www.PhysioHouseCalls.ca

SHOPPERS
DRUG MART



Hwy 17 & Howard

Pharmacist/Owner
Andrew Rey-McIntyre

Store Hours
Monday - Sunday:
8:00 AM - 10:00 PM

Brands
Almay, Annabelle, Arden, Avène, Bonnebell,
Cover FX, Cover Girl, Dermaglow, Elancyl,
Essence, Gosh, Imedeen, La Roche-Posay,
Lise Watier, L'Oreal Paris Cosmetics, Marcelle,
Maybelline, NeoStrata, Physicians Formula,
Prevage, Quo, Reversa, Revlon, Rimmel, RoC,
Vichy, Yes To!

Health Services

Diabetes Clinics,
Flu Clinic

Photo Services

Digital Photo Lab, Passport Photos,
Shoppersphoto.ca pick-up location

Departments

beautyRx Skin Care, Wide Selection
of Food

Facilities

Parking

613-735-8682 811 Pembroke St. E
Pembroke ON K8A 3M3

REDUCE
ONTARIO DRUG BENEFIT CO-PAY
BY 2 DOLLARS!

SHOPPERS
DRUG MART



Petawawa
& Civic Centre

Pharmacist/Owner
Andrew Rey-McIntyre

Store Hours
Monday - Sunday:
8:00 AM - Midnight

Brands
Almay, Annabelle, Arden, Avène, Benefit,
Biotherm, Bonnebell, Cover FX, Cover Girl,
Dermaglow, Dolce & Gabbana, Essence,
Gosh, Imedeen, La Roche-Posay, Lise Watier,
L'Oreal Paris Cosmetics, Marcelle, Maybelline,
NeoStrata, Physicians Formula, Quo, Reversa,
Revlon, Rimmel, RoC, Vichy, Yes To!

Health Services

Flu Clinic

Photo Services

Connected Kiosk, Digital Photo Lab,
Passport Photos, Shoppersphoto.ca
pick-up location

Departments

beautyRx Skin Care, Wide Selection
of Food

Facilities

Postal Outlet, Parking

613-687-5696 25 Civic Centre Road
Petawawa ON K8H 0B1

IF YOU CAN **THINK** IT
wecanINKit.ca

POWERED BY WILLOW PRINTING & PUBLISHING CO.

ORDER • DESIGN • PRINT • DELIVER

BUSINESS CARDS

BANNERS

INVOICES

LETTERHEAD

NOTEPADS

LABELS

ENVELOPES

LOGO DESIGN

LAMINATING

BROCHURES

DIGITAL COPIES

CHEQUES

RAFFLE TICKETS

POSTERS

NEWSLETTERS

BOOKMARKS

MAGAZINES

CANVAS PRINTS

WEBSITES

& MUCH MORE

#ifyoucantthinkit #wecaninkit

T: 1-800-339-5662 E: info@wecaninkit.ca 43



Bernadette McCann House

*Providing safety, support and education
for all those who experience abuse*

Emergency Shelter and 24 hr Support Lines
Outreach Support and Education • Transitional Housing Support
Family Court Support

WE ARE HERE TO HELP YOU 24 HRS A DAY, 7 DAYS A WEEK

1-800-267-4930 or TEXT 613-639-1233 • www.wsssbmh.org

ALL CALLS ARE CONFIDENTIAL



Eganville & District Seniors

Echo Centre, 30 Bell St. Eganville, ON K0J 1T0

Our Home Support services are available to seniors, anyone with disabilities or to recently discharged patients. Many activities run through our SALC (Seniors Active Living Centre) at the Echo Centre are open to the wider community.



Meals on Wheels
Frozen Meals
Transportation
Social & Safety
Home Maintenance
Information & Referral
Social Prescribing
And More!

Phone: 613-628-2354
Fax: 613-628-2442

Email: info@eganvilleseniors.com
Website: www.eganvilleseniors.com

Hours: 9:30 am—4 pm
Monday-Friday



Forging Forward

Counselling Services

Individual, Couple and Trauma Counselling

224 Pembroke Street West • 613-631-1097

forging.forward.counselling@gmail.com • www.forgingforward.ca



Trying to find the right **RETIREMENT RESIDENCE?**

Our Retirement Living Consultants can help.

 **CLICK** Chartwell.com

 **CALL** 1-844-727-8679

 **VISIT** a Chartwell near you

CHARTWELL PEMBROKE HERITAGE

1111 Pembroke Street West

CHARTWELL PINWOOD

1022 Pembroke Street East



CHARTwell
retirement residences



The Ottawa Valley's
most affordable
retirement homes

Carefor


Carefor Civic & Carefor Mackay are two retirement homes that offer exceptional living at an exceptional price. Let our caring and committed staff put you first.

Call us to book a
tour today
613.732.9993

carefor.ca/retirement



**RIVERVIEW
HEIGHTS**
RETIREMENT RESIDENCE

Locally owned and operated 

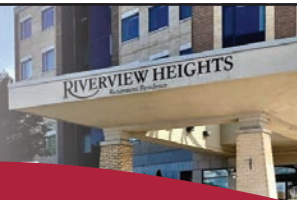
SUITES STARTING AT: \$2,756

*At Riverview Heights Retirement Residence,
we offer all the comforts of home in a safe and friendly
environment at competitive pricing.*

*Enjoy our full service retirement residence offering comfortable
studio and one bedroom suites, short term, and respite stays
from \$99 per day plus HST. Our facility is also staffed 24/7.*

**Entertainment | Therapeutic Tub | Life Enrichment Program
3-course Meals | Housekeeping | and more!**

CALL TODAY: 613-735-2200
reception@riverviewheights.ca



400 Bell Street | Pembroke, ON

www.riverviewheights.ca

See this publication and more at:

patientdirectory.ca



Quality Healthcare Publications



5 QUESTIONS TO ASK ABOUT YOUR MEDICATIONS

when you see your doctor, nurse, or pharmacist.

1. CHANGES?

Have any medications been added, stopped or changed, and why?

2. CONTINUE?

What medications do I need to keep taking, and why?

3. PROPER USE?

How do I take my medications, and for how long?

4. MONITOR?

How will I know if my medication is working, and what side effects do I watch for?

5. FOLLOW-UP?

Do I need any tests and when do I book my next visit?



Keep your medication record up to date.

Remember to include:

- ✓ drug allergies
- ✓ vitamins and minerals
- ✓ herbal/natural products
- ✓ all medications including non-prescription products

Ask your doctor, nurse or pharmacist to review all your medications to see if any can be stopped or reduced.



Visit safemedicationuse.ca for more information.

© 2016 ISMP Canada



CANADIAN PHARMACISTS ASSOCIATION
ASSOCIATION DES PHARMACIENS DU CANADA

SafeMedicationUse.ca





SUPPORT OUR REGIONAL HOSPITAL

Your donation supports the purchase of state-of-the-art equipment and other advancements for programs and services offered at our hospital, helping to improve local health care for patients like Harold Irving:

Over the past ten years, Harold has spent several weeks in the In-Patient Rehabilitation Unit of the Pembroke Regional Hospital – once after a serious illness; again after a knee replacement (at age 94); and finally after a hip replacement (at age 98). As Harold puts it, "They never treated me like I was old!" Because of the exceptional care he received, Harold was determined that he would like to give back; that is why he has committed to a donation of \$25,000 to the Pembroke Regional Hospital.



Monthly Giving Club

Whether it's an outright cash gift, gift of stock or property, term pledge or bequest, your gift is an investment in regional health care that will benefit local families for generations to come.



Join today,
improve health care for tomorrow

Thank you for considering the PRH Foundation as your charity of choice.

YES, I WANT TO SUPPORT THE *Cancer Care Campaign*



Please complete this donation form and return it with an enclosed payment, if applicable, to
Pembroke Regional Hospital Foundation at 705 MacKay St, Pembroke, ON, K8A 1G8
A tax receipt will be issued for gifts of \$10 or more. Charitable Registration No. 870047610RR0001

One-time donation of

Recurring monthly donation of

\$25 ☐ \$50 ☐ \$100 ☐ \$250 ☐ \$500 ☐ I prefer to give \$_____

I wish to pay by:

☐ Cash ☐ Visa ☐ MasterCard ☐ American Express
☐ Cheque

Card # _____

Expiry: ____/____/____

Signature: _____

DONOR INFORMATION

Donor Name: _____

Address: _____

City/Town: _____

Province: _____ Postal Code: _____

Phone: _____

Email: _____