

Welcome to Pembroke Regional Hospital



A Guide For Patients and Families



Welcome to Pembroke Regional Hospital

On behalf of the healthcare team at Pembroke Regional Hospital (PRH), I 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 path of growth and expansion in order to meet the health needs of those in our region. Our healthcare team has worked hard to develop a reputation for providing quality care and compassion to all in need.

Today, we continue to build on that reputation and pride ourselves in the care we provide for our families, our friends and our neighbours.



Pierre Noel
President and CEO

Bringing quality care closer to home has been one of our major thrusts these past several years and these efforts have resulted in significant growth in the breadth and scope of services delivered right here in our community. Today, the services and technology we have at PRH are state-of-the-art.

In addition, we are a teaching hospital affiliated with the University of Ottawa's Faculty of Medicine and also provide teaching experiences to a wide range of students in various health disciplines.

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

For this reason, we offer this *Guide for Patients and Families* to provide you with information about our Hospital and what you can expect during your stay. 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.

**Please note: We are constantly changing to meet your needs.
The information presented in this guide may be subject to change.
The information contained within this guide was compiled in February 2018.**

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) 732-3675, 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: _____

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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 healthcare 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

Maternal Child Care (Obstetrics)

Medical Program

Mental Health Services of Renfrew County

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.

Our Bill of Rights and Responsibilities

Everyone has the right to:

- Be treated with dignity, respect and fairness
- Compassion and caring
- Quality care and a safe environment
- Be part of the health care team
- Honesty, openness and information, and
- Confidentiality



The Bill of Rights and Responsibilities is available for viewing on the Hospital's website (www.pembrokeregionalhospital.ca) and is posted in public areas in the hospital.

Pembroke Regional Hospital has received Accreditation with Commendation from Accreditation Canada for the period September 2014-2018.



**ACCREDITATION
CANADA**

Better Quality. Better Health.

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 will 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 memos, photographs, etc. Please refrain from taping any items to our walls or doors.

Each room is also equipped with a telephone, free of charge for all local calls and television which can be activated by contacting the 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 Maternal Child Care program, we are pleased to offer birthing suites that reflect the recognition and understanding of the unique needs of newborns, their mothers and families. Within the unit is a family lounge, while whirlpool patient baths and pleasantly decorated and equipped patient rooms help staff provide care for patients and celebrate with families 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 Champlain Local Health Integration Network (LHIN) Home and Community Care and others to explore what services 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 the regular **discharge time of 10:00 a.m.** (unless otherwise scheduled) 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 contact our Director of Decision Support and Patient Information at (613) 732-3675, extension 6167.

*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
- pastoral care services
- pharmacy staff
- diagnostic imaging staff
- students
- volunteers



HOSPITALIST PROGRAM

What is a *hospitalist*? Hospitalists are doctors who care for you while you are in the hospital. This means that you will not see your family doctor while you are admitted to PRH. For patients that may be here for an extended stay you may see more than one hospitalist as they will change on a rotating basis. Other doctors that 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.

Nous sommes ici pour vous.

Notre objectif est de vous offrir les meilleurs soins aux patients et aux familles. Pour améliorer, nous avons besoin d'avoir de vos nouvelles.

Vous pouvez recevoir un questionnaire sur votre expérience avec nous.

Prenez le temps de remplir le questionnaire. Nous vous remercions de nous dire comment nous allons. Vos commentaires pourraient aider à changer les soins de santé pour tous.

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, you may contact Patient Relations by email at patientrelations@prh.email or extension 6172.
4. If you are not comfortable with this, you can submit your comment to the office of the President and CEO, 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 Bill of Rights and Responsibilities and the Mission, Vision and Values of the hospital.

WAYFINDING AT PRH - QUICK REFERENCE

Tower A, Ground Floor:
 Emergency Department
 Intensive Care Unit
 Registration
 Switchboard

Tower A, First Floor:
 Acute Mental Health
 Administration offices
 Health Records
 PRH Foundation office
 Public Washroom

Tower A, Second Floor:
 Medical Program (2nd)
 Public Washroom
 The Lunch Box (cafeteria)

Tower A, Third Floor:
 PRH Chapel
 Surgical Day Care
 Surgical Program

Tower A, Fourth Floor:
 Obstetrics

Tower A, Fifth Floor:
 Finance department
 Information Technology

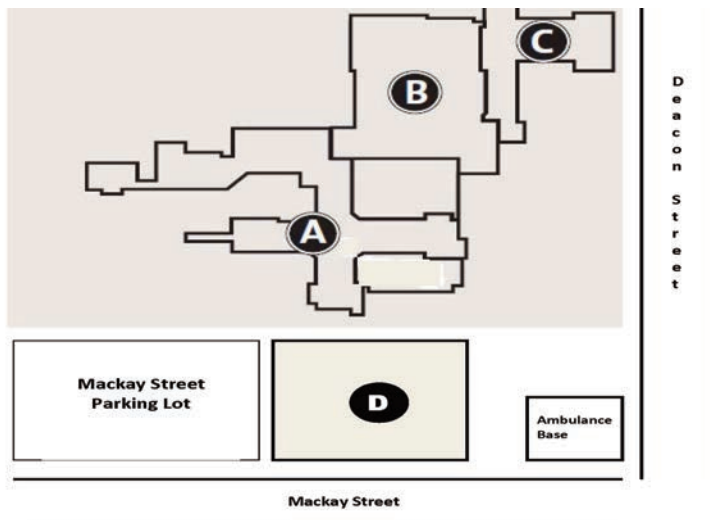
Tower B, Ground Floor:
 ATM
 Diagnostic Imaging
 (CT/MRI/XRAY/Ultrasound)
 Outpatient Rehabilitation
 Parking Pay Station
 Public Washroom
 The Mural Café
 The Sunshine Gift Shop

Tower B, First Floor:
 Inpatient Rehabilitation

Tower B, Second Floor:
 Link to Tower C

Tower B, Third Floor:
 Medical Program (3rd)
 Pastoral Care office (Link)

Tower B, Fourth Floor:
 Public Affairs and



Communications (Link)

Tower C, Ground Floor:
 Dialysis Unit
 Mulvihill Pharmacy
 Orthopaedic Clinic
 Public Washroom

Tower C, First Floor:
 Dr. C. de Jesus
 Dr. S. Laliberte
 D. S. Leavey
 Dr. N. Holder
 Dr. G. Mathew
 M. Schmitz, Chiropodist
 PRH Boardroom (C142)
 Public Washroom

Tower C, Second Floor:
 Dr. B. Mgbemena
 Family Practice Teaching
 Unit
 Public Washroom

Tower C, Third Floor:
 Dr. A. El fitori
 Dr. C. Haney
 Dr. S. Mukherjee
 Drs. S. Murray /J. Setterfield
 Dr. A. Williamson
 Dr. A. Yacoub
 Public Washroom
 R. Roloff, Orthotist

Tower D, Ground Floor:

Ambulatory Clinics
Consulting Specialists:
 - Cardiology
 - Neurology
 - Ophthalmology
 - Orthopaedics; Total Joint
 Assessment Clinic (TJAC)
 - Physical Medicine
 - Plastic Surgery
 Diabetes Education
 Dr. B. Baxter's Clinic
 Geriatric Assessment
 Heart Function Clinic
 Lab Specimen Collection
 Centre
 Med Sleep Lab
 Outpatient Services
 (procedure room and
 multi-function room)
 Pre-Operative Assessment
 Public Washroom
 Stroke Prevention Clinic
 Telemedicine

Tower D, First Floor:
 Medical Day Care
 Pain Management
 Public Washroom
 Pulmonary Function
 Respirologist
 Chemotherapy

Tower D, Second Floor:
 Western Champlain Health
 Link

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 become involved to help you and your family stay safe and stay well while at PRH.

Top 7 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.
- Cover your mouth and nose with a tissue, or cough into your sleeve. Then clean your hands.
- Tell your visitors not to come to the hospital 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, and get your flu shot every year.
- 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 the best way of limiting the spread of germs, even if you are feeling well.

Family and visitors are requested to please perform hand hygiene when entering the hospital and when having direct contact with you such as in assisting with your care. When leaving the building it is important to clean hands before heading home to their own environment to avoid carrying germs with them.

Washing your hands and asking your healthcare providers and visitors to wash theirs and observing them do so is the best way 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 ailments 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!

<p style="text-align: center; font-weight: bold; margin: 0;">CHECK YOUR FALL RISK!</p> <p style="text-align: center; font-weight: bold; margin: 5px 0;">COMPLETE "STAYING INDEPENDENT" CHECKLIST</p> <p style="text-align: center; font-weight: bold; margin: 0;">DO YOU HAVE 4 OR MORE POINTS?</p> <ol style="list-style-type: none"> 1 Discuss with your family physician 2 Review the home tips in "A GUIDE TO PREVENTING FALLS" 3 Bring family to visits 4 Get regular health check-ups 5 Stay active 	<p style="text-align: center; font-weight: bold; margin: 0;">FALL PREVENTION TIPS</p> <p style="margin: 5px 0;">These simple tips can help you prevent a fall:</p> <p style="margin: 5px 0;"><u>CALL FOR ASSISTANCE OR HELP</u> If you feel unsteady or dizzy, call for assistance. Safety is a priority.</p> <p style="margin: 5px 0;"><u>ALWAYS USE YOUR WALKING AID</u> Do not grab onto furniture or risk a step without your walking aid.</p> <p style="margin: 5px 0;"><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.</p> <p style="margin: 5px 0;"><u>SIT DOWN WHILE GETTING CHANGED</u> Sit down when changing into a gown, or when putting on pants, socks, and shoes.</p> <p style="font-size: small; margin: 5px 0;">Adapted with permission from Sunnybrook Health Sciences Centre, 2013</p>	<p style="text-align: center; font-weight: bold; margin: 0;">PEMBROKE REGIONAL HOSPITAL HELPS WITH SAFETY:</p> <p style="text-align: center; font-weight: bold; margin: 5px 0;">WE WILL:</p> <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
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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 Integration Network and the four regional health units.



Champlain Local Health Integration Network
Réseau local d'intégration des services de santé de Champlain



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 (Rubenstein 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.

Possible signs and symptoms of DVT:

- pain in your leg
- swelling in your leg
- warm and/or discoloured skin

Possible signs and symptoms of PE:

- new shortness of breath
- pain in your chest and/or ribs which is worse when you take a deep breath
- coughing up blood

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

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.



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 healthcare 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.
















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 practice 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 	

**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 your nurse 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, the sale of HELPP Lottery tickets, 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 visitors and staff for breakfast and lunch between the hours of 8:15 a.m. and 1:30 p.m.

Vending Machines

Vending machines with sandwiches, salads, fruit and more are available in the cafeteria and the Emergency department waiting room (Ground Floor, Tower B). Microwave ovens and a toaster are available in the 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 7 a.m. to 4 p.m., and weekends from 11 a.m. to 3 p.m.



French Language Service

Services en français est disponible sur demande.
French language service is available upon request.

Gift Cards

Pembroke Regional Hospital gift cards can be purchased in the Hospital's Finance office (5th Floor, Tower A), 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).

An assortment of gifts, fresh flowers, cards, clothing, snacks, as well as some religious articles such as rosaries are available.

- Monday to Friday 10:00 a.m. to 4:00 p.m. & 7:00-8:30 p.m.
- Saturday 1:30-3:30 p.m. & 7:00-8:30 p.m.
- Sunday 1:30-3:30 p.m.



Hairdressing/Barbering Services

Please make arrangements with your hairdresser/barber or foot care professional to come to the hospital during visiting hours.

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 our volunteers are situated at the Ground Floor entrances to Tower B (Monday to Friday, 9 a.m. to 4 p.m.), Tower C (Tuesdays, Wednesdays, and Thursdays, 8 a.m. to noon), and Tower D (Mondays 8 a.m. to noon). Please feel free to ask the volunteers on duty for assistance.

Internet Café

A three-station Internet Café is available and accessible 24 hours a day, seven days a week to all patients and visitors.

Located at the back of the Cafeteria (The Lunch Box), Tower A, Second Floor, the Internet Café offers full internet access to anyone wishing to use it.

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, glasses, jewellery, large sums of money or personal mementos.

Lottery Tickets (HELPP)

The Auxiliary sells HELPP Lottery tickets, featuring instant cash prizes, on the Ground Floor of Tower B. As with all fundraising projects, proceeds are returned to the Hospital for the purchase of special equipment, or enhancement of services that are not funded by the Ministry of Health and Long-Term Care.

Hours of operation are Monday to Friday, 10:00 a.m. to 3:00 p.m.

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 Department 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 Department, please contact:
Public Affairs and Communications Coordinator
(613) 732-3675, extension 6165 or pr@prh.email

Newspapers

Newspapers can be purchased from the box located at the front of the Tower B (Deacon Street) entrance.

If you are interested in reading “Community Connection”, Pembroke Regional Hospital’s public newsletter, please contact our Public Affairs and Communications Department at extension 6165 and a copy will be delivered to you. Copies are also available in waiting areas throughout the Hospital.

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+ Corporation Canada.

Automated pay stations are located at the Hospital’s main entrance (Tower B) and at the entrance to Tower D.

Visitors who require more frequent daily visits may purchase a frequent user pass (cash-only) at the SP+ Parking office located at 192 Deacon Street between 8 a.m. and 4 p.m.

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.

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

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' voice is 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

Our chaplain and members of the healthcare team are available to help meet your spiritual and religious care needs. We are aware of the many different cultural practices and make every effort to abide by them.

The Hospital Chapel is located on the third floor of Tower A. Everyone is welcome to worship, pray or spend time in quiet reflection. Catholic Mass is celebrated each Wednesday at 9:30 a.m. from September to June. Arrangements can be made through the Pastoral 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 healthcare team.

Telephones

At PRH, telephones are located in most of the patient rooms free of charge. 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) 732-3675 and your extension number as shown on the telephone handset. 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 when using such a device.

Televisions

The PRH Auxiliary sells TV vouchers in the Sunshine Gift Shop at a cost of \$10 per day including tax. Vouchers can be paid for by cash, debit, credit card or PRH gift card. Family members can also purchase the service for loved ones by telephone, and the Finance Office will offer discounted rates for rentals on a monthly basis. These vouchers are taken to the nursing station on the patient’s unit where they are collected by housekeeping staff who activate and deactivate the TV services. In terms of timing for activation, any voucher turned in before 3 p.m. each day will be activated the same day, while those submitted after 3 p.m. will be activated at 7 a.m. the next morning.

Patients are also provided with a TV guide and headphones at the time of purchase.

The Sunshine Gift Shop is open weekdays from 10 a.m. to 4 p.m. and 7 to 8:30 p.m., and weekends from 1:30 to 3:30 p.m. and 7 to 8:30 p.m.

Visitation for Families and the Public

As an integral part of our patient-centred care model, PRH recognizes that family members and significant others contribute to a positive patient experience and positive health outcomes.

Family includes parents, grandparents, spouse or a significant other or guardian, child, brother, sister of the people that the patient designates as most significant to their care and who they define as their immediate family.

Family members are welcome at any time (24/7) to participate in care or to offer reassurance and support. The appropriate number of family at any time for each patient can be determined in discussion with the care team. A patient's requested visitor restrictions are always respected. Public visitors are welcome between 11:30 a.m. and 8:30 p.m. daily. Children are welcome with adult supervision.

To protect our patients and staff from the spread of germs, please ask family and friends not to visit you if they are feeling unwell (or have a fever, cough, runny nose, sore throat, diarrhea, new rash) and to clean their hands before entering your room.

Volunteers

The Volunteer Services department is responsible for coordinating assignments and activities which help to enhance service delivery in many areas of the hospital including clinical units, hospitality, ambulatory clinics, the Geriatric Mobile Day Hospital program, and the Wood-working Factory operated by Mental Health Services of Renfrew County. Through tasks such as pastoral care, magazine delivery, administrative prep work, office duties, grounds beautification, friendly visiting, water delivery and more, volunteers are essential to helping sustain the hospital.



For further information about our Volunteer Services program, or if you are interested in becoming a volunteer, please contact Volunteer Services at (613) 732-3675, 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

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.



Trillium
Gift of Life
Network

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.





OUR MISSION

The Pembroke Regional Hospital Foundation supports programs and services integral to the advancement of healthcare and the total well-being 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 healthcare to the patients it serves.

A REGISTERED CHARITY

The Pembroke Regional Hospital Foundation is a Registered Charity established in 2002. Our Charitable Number is 87004 7610 RR0001. As a recognized Charity, 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.

- **The Guardian Angel Program** offers grateful patients and their families a meaningful way to thank a physician, nurse, staff member or volunteer who made a difference. Upon receipt of your donation, your Guardian Angel will be sent an acknowledgement card and be provided with a unique lapel pin to proudly wear throughout the Hospital. Your Guardian Angel will also be added to our Honour Roll of Angels.
- **Healthcare Together Monthly Giving Club** is a supportive group of caring individuals who commit to making a gift each month to advance healthcare here at home. Our monthly giving program is an easy way to spread your generosity over an entire year. Your support will help us answer growing healthcare needs in our region with quality services and programs, and state-of-the-art equipment
- **In honour...** Commemorate an anniversary, birthday, milestone or any special occasion while supporting the Pembroke Regional Hospital Foundation. Celebrate a loved one, friend or colleague by making a donation in honour of them! Well-suited to (and appreciated by) those tough to shop for individuals and couples on your list. We will send a card, acknowledging your gift, which you can personalize by adding your own message if you wish.

- **The Healing Wishes Program** provides comfort to families suffering the loss of a child from conception to early infancy. It aims to provide the mother and family a path forward to healing and hope. Families are given a memory box that includes literature, mementoes, an angel to take home and a pendant for the mother to wear. Donations made to the program will allow for the provision of Healing Wishes memory boxes.

- **In Memoriam Tribute Gifts in Lieu of Flowers**

Making an In Memoriam or Tribute donation to the Pembroke Regional Hospital Foundation is a meaningful way to pay tribute to a loved one, friend or neighbour. Your donation helps to expand services and programs locally, right here at our hospital. 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 all Memoriam donations to the Pembroke Regional Hospital Foundation.

- **Third Party Events** Each year volunteers from across the Valley host fundraising events and donate the proceeds to our hospital. These events generate substantial revenue and require minimal manpower from the Foundation office.

- **Bequests** Leaving a Legacy Gift is one of the most important statements one can make. By planning this personal gift, individuals ensure that the spirit of their values lives on – enhancing the health and well-being of their community family long into the future.

- **Special Events** Throughout the course of the year, the Foundation offers a variety of special events with the support of business partners, donors, and volunteers. Each special event is designed to allow for different communities of people to engage with the Foundation at all levels. These events include: the Black and White Gala, the Spring Fling, the Turkey Trot, Memories of Summer Photo Contest, the Christmas Card Campaign, and the Foundation Lottery.

Please contact the Foundation office (613) 732-3675, extension 7408 to find out more about our programs or 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. Because so many have made our local hospital their **Charity of Choice**, families now have access to expanded facilities (Tower B), a Dialysis Treatment Centre, state-of-the-art Birthing Suites, CT, and MRI. We have certainly accomplished a lot together, and we must keep moving forward. With the advent of MRI technology here, we have now expanded our surgical program to include orthopaedics. This is exciting news for local residents who will no longer have to travel out of town for knee, hip, and other bone surgeries.

The Cutting Edge Campaign; Bringing our Surgical Floor to the 21st Century

Our fundraising team is working tirelessly with the community to raise funds to pay for the new orthopaedic equipment and upgrade the circa 1950 patient suites on the Surgical floor. The project is estimated at \$11.5 million, with the government funding nine million of that. Together, we must raise \$2.5 million and we need your help. Please consider the following options:

In-Memoriam and Estate Gifts: when families name the **Pembroke Regional Hospital Foundation** in their will or in lieu of flowers, all funds stay in our community and help local families access more health care options closer to home.

Whether it is a **gift of cash, stock or property**, we are a Registered Charity (#870047610RR001) and all donations will 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 phone **(613) 732-2811, extension 7408** or email us at **prhfoundation@prh.email** or visit **prhfoundation.com**. Your support means a lot to so many and we thank you for your consideration.

Pembroke Regional
Hospital Foundation



Fondation de l'Hôpital
Régional de Pembroke

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.

EYEWEAR

Wave Optical 38

HOME HEALTH CARE

ParaMed Select 42

HOME OXYGEN THERAPY

VitalAire 38

LEGAL SERVICES

David Hollingsworth 41

MASTECTOMY BOUTIQUE

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MEMBER OF PARLIAMENT

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OPTICIAN

Wave Optical 38

OUTREACH PROGRAM

Bernadette McCann House 38

PALLIATIVE CARE

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PHYSIOTHERAPY SERVICES

HouseCalls Physiotherapy 40

RESPIRE CARE

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SHELTER FOR WOMEN

Bernadette McCann House 38

SLEEP APNEA THERAPY

VitalAire 38

TRANSPORTATION SERVICES

Priority Patient Transfer Service 40

See this publication and more at:

patientdirectory.ca



Quality Healthcare Publications

John Yakabuski, MPP Renfrew-Nipissing-Pembroke

84 Isabella Street, Unit 6
Pembroke, On K8A 5S5
613-735-6627
1-800-267-2515
john.yakabusko@pc.ola.org



Bernadette McCann House

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

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Outreach Support and Education
Transitional Housing Support

Family Court Support Worker Program supports female and male victims of domestic violence through the family court process.

We are here to help 24hrs a day, 7 days a week

1-800-267-4930 or **613-732-3131**
All calls are confidential
www.wsssbmh.org

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ARNPRIOR, ON – AUDREY'S IN TOWN, 132 JOHN ST.

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Sunday 12 pm to 4 pm



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Pharmacist/Owner
Andrew Rey-McIntyre

Store Hours
Monday - Sunday:
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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, Prevege, 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

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of Food

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Pharmacist/Owner
Andrew Rey-McIntyre

Store Hours
Monday - Sunday:
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Flu Clinic

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Passport Photos, Shoppersphoto.ca
pick-up location

Departments
beautyRx Skin Care, Wide Selection
of Food

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



PRIORITY

PATIENT TRANSFER SERVICE

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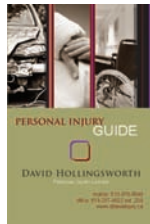


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Funding for this project was provided by the Ontario Ministry of Health and Long-Term Care

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