

# 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](http://www.pembrokeregionalhospital.ca) or speak with a member of your health care team.



## Welcome to Pembroke Regional Hospital

On behalf of the health care 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 health care 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 are committed to providing quality care for our families and our community.



**Pierre Noel**  
President and CEO

Bringing quality care closer to home continues to be an organizational goal 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 and Resource for Patients and Families* to provide you with information about our Hospital and what you can expect during your stay, as well 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.

**We are constantly evolving to meet your needs. The information in this guide was compiled in June, 2021, however, due to rapidly changing circumstances related to the COVID-19 pandemic, this information is subject to change.**

**Please note some photos in this guide were taken pre-COVID.**

# 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:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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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 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

Maternal Child Care (Obstetrics)

Medical Program / Palliative Care

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](http://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](http://www.pembrokeregionalhospital.ca)) and is posted in public areas in the hospital.

**Our hospital has received Accreditation with Exemplary Standing from Accreditation Canada for the period September 2018-2022.**



**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.

Patients or essential caregivers / care partners are welcome to request a telephone if required, 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 unique needs of newborns, their mothers and families. Within the unit is a family lounge, with whirlpool patient baths and pleasantly decorated patient rooms that help staff provide care 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 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 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) 732-2811, 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.**



NATIONAL RESEARCH  
Corporation • Canada



Hôpital Régional de  
**Pembroke**  
Regional Hospital

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](mailto: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
- Public Washroom
- 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)
- Cafeteria (Lunch Box)

## Tower A, Third Floor:

- PRH Chapel
- Surgical Day Care
- Surgical Program

## Tower A, Fourth Floor:

- Obstetrics
- Spiritual Care
- Coordinator Office (A419)

## Tower A, Fifth Floor:

- Finance department
- Information Technology

## Tower B, Ground Floor:

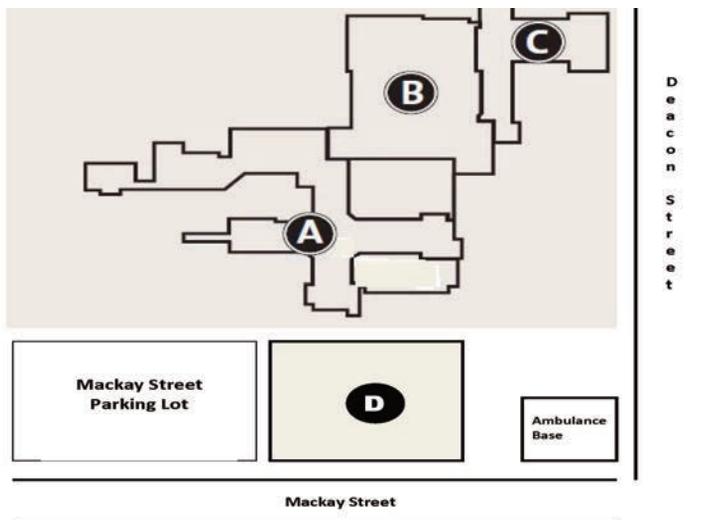
- ATM
- Diagnostic Imaging (CT/MRI/XRAY/Ultrasound)
- Outpatient Rehabilitation
- Parking Pay Station
- Public Washroom
- The Mural Café
- The Sunshine Gift Shop
- Zone B (Emergency)

## Tower B, First Floor:

- Inpatient Rehabilitation

## Tower B, Second Floor:

- Corridor to Tower C



## Tower B, Third Floor:

- Medical Program (3rd)

## Tower B, Fourth Floor:

- Public Affairs and Communications office

## Tower C, Ground Floor:

- Dialysis Unit
- Mulvihill Pharmacy
- Orthopaedic Clinic
- Public Washroom
- Total Joint Assessment Clinic (TJAC)

## Tower C, First Floor:

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

## Tower C, Second Floor:

- Family Practice Teaching Unit
- Public Washroom

## Tower C, Third Floor:

- General Surgeon offices
- Public Washroom

## Tower D, Ground Floor:

- Ambulatory Clinics

## • Consulting Specialists:

- Cardiology
- Ophthalmology
- Orthopaedics
- Physical Medicine
- Plastic Surgery
- Diabetes Education
- Heart Function Clinic
- Med Sleep Lab
- Outpatient Services (procedure room and multi-function room)
- Pain Management
- Pre-Operative Assessment Clinic
- Public Washroom
- Stroke Prevention Clinic
- Telemedicine

## Tower D, First Floor:

- Chemotherapy
- Geriatric Assessment
- Lab Specimen Collection Centre
- Medical Day Care
- Public Washroom
- Pulmonary Function
- Respiriologist

## 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 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, 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](http://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"> <li>1 Discuss with your family physician</li> <li>2 Review the home tips in "A GUIDE TO PREVENTING FALLS"</li> <li>3 Bring family to visits</li> <li>4 Get regular health check-ups</li> <li>5 Stay active</li> </ol> | <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><br/>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><br/>Do not grab onto furniture or risk a step without your walking aid.</p> <p style="margin: 5px 0;"><u>TAKE YOUR TIME</u><br/>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><br/>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"> <li>✓ Ensure your mobility aids are within reach</li> <li>✓ Offer to help you</li> <li>✓ Keep your family with you as much as possible</li> <li>✓ Use non-skid wax</li> <li>✓ Clean up spills quickly</li> <li>✓ Check our hospital equipment regularly</li> <li>✓ Work to reduce clutter</li> <li>✓ Encourage use of eyeglasses, hearing aids and walkers/canes</li> </ul> |
|--|--|---|

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](http://champlainhealthline.ca))

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

## 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. |
| <b>TOTAL _____</b> |        | <b>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.</b> |   |

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](http://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**



**C**HEST PAIN

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



**L**IGHT-HEADEDNESS

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



**O**UT 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 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.



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, 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](http://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*

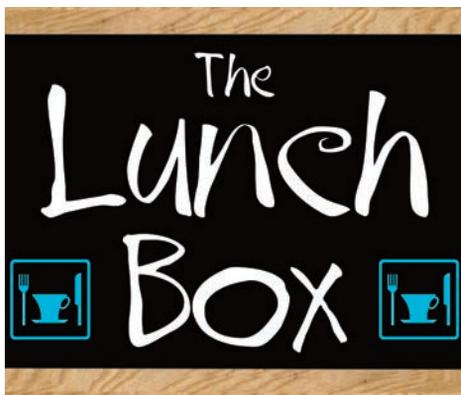
The hospital's Food Services department prides itself on preparing fresh nutritious meals onsite daily. Our food services staff work closely with patients, their care team and families to ensure your nutritional needs are met.



### 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. (Please note that the cafeteria is only open to staff while pandemic restrictions are in place.)

### *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 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 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. TV rentals are also managed here.

- Monday to Friday 10:00 a.m. to 4:00 p.m.
- Saturday, Sunday 1-4 p.m.

(Please note that hours are subject to change and the shop is closed on holidays)



### **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 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 note that this schedule is subject to change due to COVID.

### **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. Please note that access to this area is subject to change due to COVID.

### **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. Please note that hours of operation are subject to change due to COVID.

### **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, please contact our Public Affairs and Communications Coordinator 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+. 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:



Instructions for  
**PICKING  
UP OR  
DROPPING  
OFF**

- 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. 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. Please note 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 / care partners. 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 volunteers will process television rentals in the Sunshine Gift Shop at a cost of \$10 /day (\$8.85 + tax). Payment may be made by cash, debit, credit or a PRH gift card. If you are unable to complete the transaction in person, you may contact the gift shop by telephone at (613) 732-2811 extension 6801. Payment must be made by a credit card for this service. The gift shop is open Monday to Friday from 10 a.m. to 4 p.m. and on weekends from 1-4 p.m. (Weekend hours are subject to change.)

Gift shop volunteers must be contacted PRIOR to 3 p.m. for same day TV activation. Patients are provided with headphones and a TV Guide. Once payment and paperwork is complete, the rental form is left at the nursing station for the housekeeping staff to activate the patient's TV.

Televisions can be activated by the day; by the week (7 days for \$60) or by the month (\$150). There are NO REFUNDS unless there are extenuating circumstances such as being transferred to another hospital. Keep your receipt; if additional days are needed, it will provide the volunteers with the necessary information.

## 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

As directed by Public Health, at this time, we are permitting each patient to identify ONE designated Essential Caregiver / Care Partner for the duration of their hospital stay. Exceptions are made for patients nearing end of life. These individuals are welcome 24/7 as long as they pass entrance screening and they 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

The designated Essential Caregiver / Care Partner will receive a badge at the screening station to permit entry and visitation. This badge allows a visual way to be easily identified within the hospital and should be shown every time they enter.

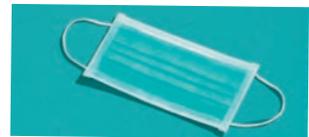
Visitors for admitted patients are also welcome - one per patient per day during the hours of 11:30 a.m. and 8:30 p.m.

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 /care partners must pass the hospital's entrance screening criteria in order to be allowed to visit 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 catch COVID-19, they are at a high risk of becoming seriously ill or experiencing serious complications. As a safety measure for our patients, staff and visitors, scheduled / approved visitors must wear masks while indoors. If you are approved to visit, as per hospital policy you will be provided with a procedure mask when you arrive.



### **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 clinical units, hospitality, ambulatory clinics, and the Geriatric Mobile Day Hospital program. 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.



Please note that our volunteer program has been impacted by COVID restrictions.

For further information about our Volunteer Services program, or if you are interested in becoming a volunteer, please contact Volunteer Services at (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](http://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.



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## 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](http://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.

An infographic with a white background. At the top, it says "One tissue donor can improve life for up to 75 people." in black and red text. Below this, there is a green silhouette of a person on the left, followed by an equals sign, and then a grid of 75 small black silhouettes of people (alternating male and female) arranged in three rows. At the bottom, the website "beadonor.ca" is written in black.

**One tissue donor can improve life for up to 75 people.**

**beadonor.ca**



## 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 through the raising, managing and distributing of funds to the Pembroke Regional Hospital.

## OUR VISION

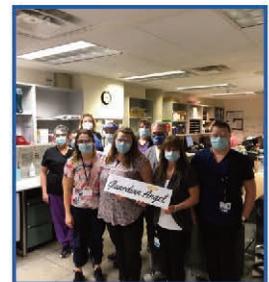
The Pembroke Regional Hospital Foundation strives to ensure that those who support the Hospital through donations receive recognition that is appropriate, equitable and consistent. Developing and maintaining the trust of the community is vital to our mission. The Foundation exists as a vehicle through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



- **In Honour...** Celebrate an anniversary, birthday, milestone or any special occasion while supporting the Pembroke Regional Hospital Foundation. When you make a donation in honour of a loved one, friend, or colleague, we will send a special card to acknowledge your gift.
- **The Health Care Together Monthly Giving Club** is an easy way to spread your generosity over time. You can help respond to 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 one 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. Annual events include the *Black and White Gala*, the *Christmas Card Campaign*, the *Connecting to Care Radiothon*, and the *Festive Home Tours*.



**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.

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[www.PhysioHouseCalls.ca](http://www.PhysioHouseCalls.ca)



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  - Are you looking for hot or frozen meals that are already prepared?
- Do you need help remembering to take your medication throughout the day?

If you answered yes to any of these questions, we can help, call us today.

## OUR SERVICES

- Transportation • Meals On Wheels
- Frozen Meals • Carecalls and Medication Reminders
- Assisted Living Services

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[www.eganvilleseniors.com](http://www.eganvilleseniors.com)



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

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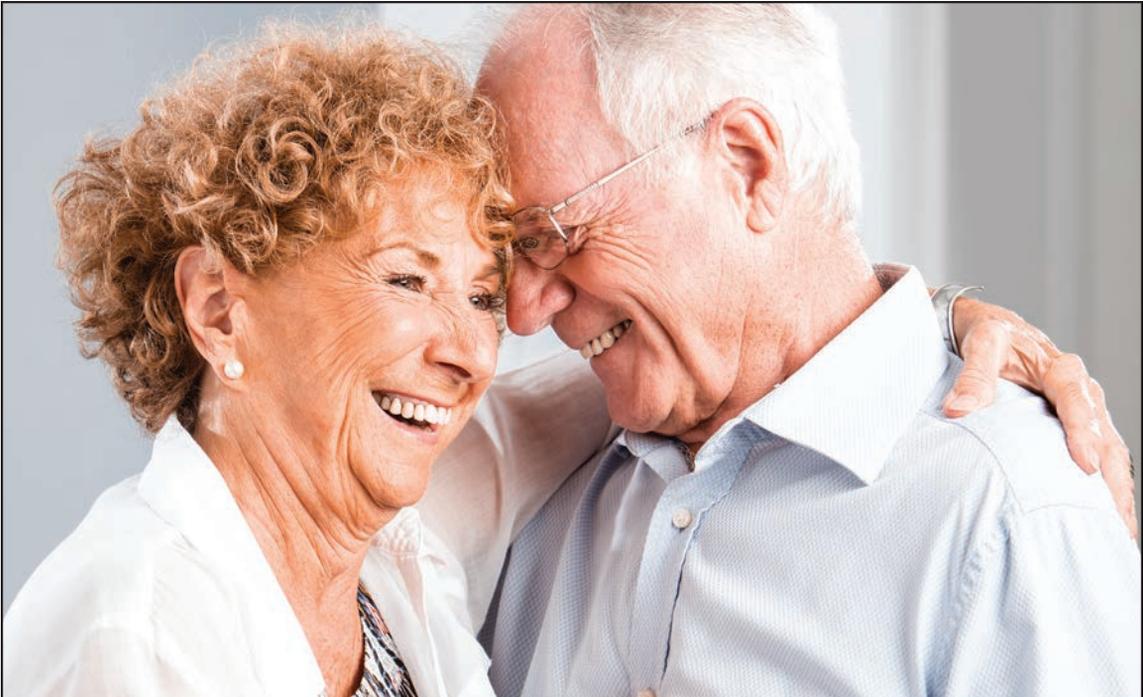


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