



How you want to be treated.

**Holy Family Hospital
Rehabilitation Unit**

Information For Your Stay

Welcome _____

Your Doctor is _____

Your Social Worker is _____

Holy Family Hospital

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Welcome

Welcome to Holy Family Hospital Rehabilitation at Providence Health Care (PHC). As a Catholic faith-based organization, Providence Health Care has been serving the community and province for 115 years. Built by the Sisters of Providence of St. Vincent de Paul, Holy Family Hospital maintains its rich history founded on the Sisters' enduring values of compassion and social justice. We are committed to working with you to provide quality compassionate care that meets your physical, emotional, cultural and spiritual needs.

Unique to Holy Family Hospital is "Easy Street & Suite" – a simulated home and community environment. Easy Street & Suite is a safe place for you to improve your strength, skills and ability to do those day-to-day activities important for you to return home.

Philosophy of care

Our goal at Holy Family Hospital is to help you get back to your everyday life. Our team of health professionals is here to support you every step of the way. We encourage you to do as much for yourself as possible. This will help you get better and get home sooner. This model of care applies twenty four hours a day, seven days a week. By supporting you in your rehabilitation goals we hope to maximize your independence and safety.

Your rehabilitation team

We will give you a care team designated by a colour. You and your family are the most important members of the team!



Doctors

We will provide you with a primary care physician and a physiatrist to look after your medical needs while you are here. Your primary care physician will oversee your general medical needs while you go through rehabilitation. This includes existing illnesses and any new medical conditions during your stay.

Your physiatrist is a medical specialist who works to improve both your ability to function and your quality of life when you have physical impairments or disabilities. Physiatrists specialize in helping patients improve their outcomes after they have injuries to the muscles, bones, tissues and nervous system.

There are also physicians available specializing in geriatric psychiatry and podiatry who attend our hospital, on referral from your primary care physician.

Registered Nurses (RNs) and Licensed Practical Nurses (LPNs)

Our nurses help manage your pain and health problems. They also maintain your medication schedule. Our nurses will help you with your self care as needed, while encouraging you to be as independent as possible.

Occupational therapist

Your occupational therapist (OT) helps you regain your ability to do everyday activities like bathing, dressing, managing meals, shopping, taking medications, and managing finances. We want to help you become as independent and safe as possible at home and in your community.

Your OT will evaluate and work to improve your abilities in three main areas: physical, cognitive and perceptual. Your physical abilities include your movement, endurance and strength in your everyday activities. Your cognitive abilities are how you understand, learn, remember and solve problems. Your perceptual abilities are how you make sense of what you see, hear and touch.

Finally, your OT will advise you on the equipment you need to be safe in hospital, at home and in the community.

Physiotherapist

Your physiotherapist (PT) works with you to help improve your movement, strength and balance. We want to help you meet your goals and become as independent and safe as possible. Your PT also helps you get the equipment you need to walk and move safely when you go home.

Rehabilitation assistant

Your rehabilitation assistant (RA) will help you do your therapy as planned by the OT and PT.

Your rehabilitation team, *continued*

Speech language pathologist

Your speech language pathologist (SLP) evaluates and treats your communication abilities, including speech and language. Your SLP can evaluate how changes in speech and language abilities have affected cognition. (Cognition includes skills like understanding, learning, memory, and problem solving). This may include treatment for reading comprehension and writing/spelling problems.

Your speech language pathologist may evaluate and treat your ability to swallow. They can also help with changes in your hearing after your stroke.

Registered dietitian

Your registered dietitian (RD) can help with poor appetite, unintentional weight loss, nutrition for wound healing and difficulty swallowing. Your RD can also help with special diets for a variety of conditions such as diabetes and hypertension.

Pharmacist

Your pharmacist prepares and supplies your medications while you are in our hospital. They will review your medications and suggest changes if necessary. Your pharmacist will also teach you about your different medications.

Social worker

Your social worker (SW) supports you in coping with changes in your life from your medical condition. They can refer you to community resources and help with discharge planning. Your social worker will also talk to you about what is important to you and your wishes for future health care planning.

Transition services team

The transition services team coordinates your services when you go home. They work with your rehab team at Holy Family and the health care team in your community.

Spiritual health practitioner

Your spiritual health practitioner is available to you and your family for one-to-one visits, prayer and worship, and spiritual and emotional support. 24 hour on-call service is also available.

Recreation coordinator

Your recreation coordinator plans recreation and social activities in hospital to incorporate what you learn in therapy. They provide books, books on CD or tape, DVDs, games, magazines, painting, drawing, and knitting supplies you can use during your stay. Your recreation coordinator will also share their knowledge about leisure programs and resources in your community.

Unit coordinator

Your unit coordinator (UC) helps organize your appointments outside Holy Family Hospital. They work from the nursing station.

Getting the most from your rehabilitation

To gain the most benefit you are expected to do as much of your own personal care as is safe. Your rehab team will let you know when it is safe to do certain activities and will help you with anything you cannot do safely.

How do I know what I can or can't do?

During the first few days of admission, your rehab team will assess your ability to do everyday things like move, wash, dress, use the toilet, eat, and communicate. The team will address any medical issues you may have. As you become more active, you may have more pain. Please ask your nurse for your regularly scheduled pain medication. You can also ask for additional pain medication if you need it.

What we ask:

- Please be an active partner in your rehab. You and your family are the most important members of your rehab team.
- If you have questions about your rehab or hospital stay, please ask us.

- It is important that we understand each other. If you do not speak or understand enough English to have conversations about your health, we often ask your family to assist. We can also provide an interpreter to help us communicate with you.
- Everyone has a right to be treated equally and with respect. We expect all patients, families and staff to use respectful language and actions at all times.
- We provide your medications while you are in hospital. Sometimes the hospital pharmacy does not carry a particular medication. If the pharmacy cannot provide an alternative, we may ask you to bring in your own supply from home.
- Start thinking about :
 - what activities you will need to manage in order to live at home safely
 - what supports you currently have
 - what supports you think you will need.

This will prepare you for future discussions with your rehab team.

- Think about what goals you need to achieve to return home. You will be discussing and setting weekly and long term goals with your rehab team.
- Check your therapy schedule daily after 4pm to see when your appointments are for the next day. If you have difficulty reading the schedule, please ask for assistance.

Getting the most from your rehabilitation, *continued*

We update schedules every day and post them in the hallway:

- Rehab 1: Between room 215-216 & room 219-220
- Rehab 2: outside room 205 and room 210
- Please make sure you get to your therapy session at least 5 minutes before it starts. We have a porter to help you, if needed.
- Get up by 8:00 am at the latest to do your morning routine: groom, wash, dress in your own clothes and go to the dining room using your recommended equipment (wheelchair, walker, cane).
- Everyone eats breakfast in the dining room at 9:00 am unless you have other therapy or appointment arrangements.
- Medications are given out during meal times in the dining room. Please go to all meals.
- Attend and participate fully in all your therapy appointments. If you are unwell, please let staff know.
- You may need to borrow or buy some equipment to help you manage safely at home. Please ask your family or friends to pick these items up. There are courier services available if needed. Please ask your rehab team.
- Discharge time is 10:00 am. Please make arrangements for a family member or friend to pick you up. There are other transportation options available at a cost to you. Please ask your rehab team.

What to bring

Patients get dressed every day for active therapy and exercises.

Please bring the following:

- Comfortable and loose fitting clothes, such as jogging pants, shorts and T-shirts
- Socks and supportive flat shoes, with closed toes and backs
- Pajamas
- Personal care supplies such as brush or comb, other hair supplies, toothbrush, toothpaste, deodorant, facial tissue, hand wipes and shaving equipment
- Watch and/or clock
- If you are diabetic, bring your personal glucometer (with adequate strips)
- Eyeglasses and hearing aids with batteries (if used)
- A cell phone if you wish, and long distance phone cards if you need them. There are no phones in the patient rooms.
- Money (keep only \$5 at your bedside)



Please leave valuables and large amounts of money at home. More money can be put in safe-keeping at the Admitting Front Desk.

What you need to know

Length of stay

- After you arrive, your rehabilitation team will give you an initial assessment. We will talk to you about your rehabilitation goals.
- We start planning your discharge when you arrive. Please talk to your team to get an estimated length of your stay in hospital.
- How long you stay depends on the reason you are here and what your goals are. Your stay may be shorter or longer than someone else with the same diagnosis.



Bed assignments

- Rooms can accommodate a mix of male and female patients. Private rooms are used only for special care situations.
- Sometimes we need to move patients from one room to another. If we move you, we will explain the reason.

Therapy

- Your therapy is designed to meet your specific needs and situation
- Your therapists will help you make a treatment plan to meet your goals for rehabilitation
- Therapy sessions run Monday to Friday. There is no therapy on weekends or holidays.

Pain management

Many patients find that they have more pain as they become more active. It is important to reduce this pain. If you have pain during therapy, please take your pain medications at least 30 minutes before your therapy starts.

As your health improves, you will have less pain and need less pain medication. While on pain medications, many people have difficulty having a bowel movement (constipation).

To help prevent constipation

- Drink plenty of fluids.
- Get as much exercise as your therapist advises
- Take the medication the nurse gives you for constipation.

Safety and falls prevention

Preventing falls is important to maintain health and independence. Your rehabilitation team will evaluate how well you can move, stand, and walk and use your recommended equipment. If we think you would be safer with one of us helping you move, please wait for us. Do not try to move on your own.

You may need to use a cane, a walker, or a wheelchair to move around safely.

How to prevent falls:

- Go slowly and take your time
- Do one task at a time
- Pay attention to where you are going and what you are doing. Don't let yourself be distracted.
- Sit for a moment before getting out of bed
- Get out of chairs slowly
- Get your balance before you walk
- Wear good, supportive shoes with slip-resistant soles
- We give you non-skid socks. Make sure to wear them at night.

Outside therapy and extra care

If you wish to have private therapy treatments not offered at Holy Family Hospital, please speak to your rehabilitation team. They will provide the forms for you to complete. All private treatments must be approved by your doctor. They must not interfere with the therapy you receive here. If these private therapies are not covered by your medical coverage, you will need to organize and pay for them yourself.

Weekend and day passes

A pass is permission from your team to leave the hospital for an outing. You may have the opportunity to go on day or overnight passes. Overnight passes are an important part of your rehabilitation. They can help both you and the team know if you are ready for discharge home. Your eligibility for a pass depends on many factors. You and your rehab team decide if and when this is an option for you.

- A pass for the weekend must be decided upon by 2 pm the Wednesday before. This gives us time to arrange all your equipment and medications. Unfortunately, we cannot accommodate late requests.
- The hospital pharmacy provides your medication while you are away on a pass.
- You must be able to get in and out of a car safely and have all your equipment in place. Plan and discuss this with your occupational therapist and physiotherapist.
- If you are on a modified diet due to swallowing problems, speak to the dietitian or speech language pathologist before you go. They will talk to you about your diet texture restrictions and teach you how to prepare foods and thicken fluids.
- You or your family must arrange your ride
- When you leave always sign out in the "leave of absence" book at the nurses desk and tell your nurse

Daily living

Meals and refreshments

- We serve meals in two dining rooms on the Rehab Unit
- Meal times are the same each day:
 - Breakfast: 9:00 am
 - Lunch: 12:30 pm
 - Dinner: 5:30 pm
- In the main dining room, we offer coffee from 7:00 to 9:00 am
- We offer cookies and juice from 6:30 to 7:00 pm
- Ice water, juice, tea and milk are available in the patient kitchen
- Each day, we give you a menu on your dinner tray so you can choose your food for the next day. If you will be away for dinner, please let us know so that we can give you this menu in advance.
- If you are on a modified diet due to swallowing problems, your speech language pathologist advises you on what is safe for you to eat and drink.



Showers

We assist you with a shower once per week. Your shower day is posted at the bedside. We change your bed linen weekly on your shower day, and as needed in between shower days.



Your occupational therapist will determine when it is safe for you to shower independently. If you are not yet independent and have a family member who can help you with extra showering, please talk to the occupational therapist to see if this might be a possibility for you. We encourage you to sponge bathe at your bedside or at the sink on non-shower days.

Visitors

Providence Health Care recognizes that families play an important role in the healing process. We ask that families please follow a few safety guidelines during your stay:



- We ask visitors at meal times to use the common area. This helps us keep the dining rooms safe for our patients. Visitors can purchase a meal from the cafeteria between 9am and 1pm daily and eat with their family member in the cafeteria on level 1.
- If you have more than two visitors, please use the common areas to spend time with them. This gives you more space to visit and lets your roommate rest if they need to.

Staying connected with family and friends

It's important to stay connected with your family and friends. We encourage you to bring your cell phone to use. We have a patient phone outside Room 206. There is also a pay phone beside McKinley Lounge on Easy Street.

If you use email, the computers in the McKinley Lounge have internet access. You can also stay connected with your family and friends with our well wishes email service at: wellwishes@providencehealth.bc.ca. Your family and friends can send an email to this address and a volunteer will deliver it to you. Your family and friends need to include your full name, that you are at Holy Family Hospital and your room number so that we can find you!

Spiritual health support

Providence Health is a Catholic faith-based institution that recognizes the inherent dignity and worth of every person, and contributes to the holistic care of persons of any, or no, faith. (See Health Ethics Guide, 3rd edition, Catholic Health Alliance of Canada.)

Patients and families are welcome to participate in any of the religious services we offer. Please see the list of services on the Pastoral Care office door, or on the bulletin board near the dining room elevators. The chapel is located on the 3rd floor Extended Care Unit. The Pastoral Care office is open for spiritual health support from Monday to Friday from 8:00 am to 4:00 pm

On site services

Cafeteria

- Located downstairs (level 1) for patients, visitors and staff
- Open daily from 8:00 am to 1:30 pm.
- Between 1:30 and 6:00 pm, meals can be purchased from the diet office
- There are vending machines outside the cafeteria


Gift shop

The gift shop is staffed by the Holy Family Hospital Auxiliary, a team of dedicated volunteers. You can find it in the front lobby. The gift shop sells many useful items such as toiletries, watches, socks, reachers, long-handled shoehorns, elastic shoelaces, and gift items. It is open Monday to Friday from 10:00 am to 4:00 pm; and Saturday, Sunday and holidays from 2:00 to 4:00 pm. All proceeds of sales go towards items to enhance quality of life for patients and residents.

Hair services

A hairdresser comes to the Extended Care Unit upstairs every Wednesday from 9 am to 1:30pm. You do not need to make an appointment. This service is cash only. Please ask your nurse for more information.

Television

- There are televisions in the common area
- If you want a TV at your bedside, you will need to provide your own TV (19 inch or smaller) 
- To set up a TV at your bedside, register at the admitting front desk
- You will receive up to channel 28 only
- We will mount your TV to a stand. There may be a wait for it to be installed
- A bill for your bedside cable charges will be sent to your home at the end of your stay

Laundry

Your family takes your personal laundry home for washing. Alternatively, you can arrange for laundry service at the Admitting Front Desk. They will be able to provide with you information regarding the fees. We will send a bill to your home at the end of your stay.

Getting ready to go home

You are ready to leave Holy Family Hospital when:

- You have worked on your identified goals and can manage safely at your discharge destination with appropriate supports OR
- You have stopped progressing towards your goals and would benefit from other options

Planning to go home

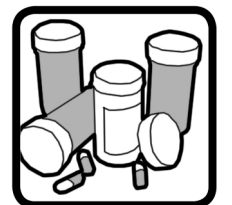
The day a person leaves can be a stressful time. You can reduce much of the stress by planning ahead:

- Talk to your therapists about what you will need to go home
- Have your recommended equipment ready before (or on) the day of discharge

Discharge time is 10:00 am. We ask you to arrange your transportation home. Some options might be to ask family or friends, or to make arrangements with Handydart.

Discharge medications

When we discharge you, your hospital doctor will write a prescription for you to fill at your drugstore.



This is usually a 30 day supply. You will need to see your family doctor within one month of discharge to review your medications and get any refills.

Discharge medications, *continued*

It is important to keep taking the medications we prescribed on discharge from hospital. Your medications may have changed while in hospital. Make sure you do not take your previous medications unless they are the same as on your discharge prescription. If the medications are different, take your old medications back to your pharmacy for review.

Follow up At Home

You may be eligible to attend an Outpatient Therapy Program or have home care to support your rehabilitation and recovery at home. Speak to your rehab team.



How you want to be treated.

www.providencehealthcare.org

This material has been reviewed and approved by patients, families and staff.

