

# Patient Handbook

Information for patients,  
families, and caregivers



Revised July 2025





# Welcome to Bruyère Health



## Thank you for choosing Bruyère Health

Welcome to Bruyère Health, Eastern Ontario's leading health organization specializing in aging, rehabilitation, and care for those with multiple complex medical conditions. We bring together compassionate, person-centred care with world-class research to maximize quality for you, our patients, and your loved ones.

Bruyère Health has a proven history of addressing gaps in our health system with compassion, innovation, and courage. Today, as an academic health sciences centre, we are training the next generation of health professionals to see — and take action on — creating a better health system for all.

Research and innovation happening at Bruyère Health is enhancing the patient experience and improving programs and services here and across Canada. As a patient, you may be asked to participate in these research and innovation projects and we are grateful when you do. Your experiences and expertise are valued in our efforts to provide exceptional care.

This patient handbook was developed with input from our Patient and Family Advisory Committee to help you and your loved ones feel informed and supported during your stay at Bruyère Health's Élisabeth-Bruyère Hospital or Saint-Vincent Hospital.

We want you to know that your quality of life is at the heart of everything we do. We are honoured to be part of your care journey and are committed to supporting you along the way.

Guy Chartrand,  
President and CEO







# Table of Contents

<b>Message from our President &amp; CEO</b>	2	Support	23
<b>About Bruyère Health</b>	4	Proper footwear	24
Senior leadership	5	<b>Your health</b>	26
Exceptional care plan	6	Medications	26
Mission, vision, and values	7	Clot prevention	26
<b>Preparing for your visit</b>	7	Pressure injury prevention	27
Your stay at Bruyère Health	7	<b>Keeping our sites safe</b>	28
Our programs	7	Quality care	28
<b>Navigating Bruyère Health</b>	8	Video surveillance	28
Public transportation	8	Our safety policy	28
Parking information	8	Frequently asked questions	29
Bruyère Health maps	10	Emergency preparedness and fire safety	30
<b>Accommodation</b>	14	Restricted items	30
Your Stay at Bruyère Health	14	Smoking, alcohol, and illegal drugs	30
Fees	14	Wheelchairs and power mobility devices	31
Connected Care Patient Portal	14	<b>Your care</b>	34
<b>Your room</b>	15	Your care team	34
Telephone	15	Care boards	34
Television and cable	15	Daily practices	34
Internet	15	Discharge time	34
<b>Personal care</b>	16	Support services	35
Personal items and valuables	16	Medical assistance in dying	35
Hair salons	16	Spiritual care	36
Laundry	16	<b>About the Bruyère Health Research</b>	37
Boutique	16	<b>Institute</b>	
<b>Nutrition and Food Services</b>	17	Participating in research	37
Meals	17	<b>About the Bruyère Health Foundation</b>	38
Cafeteria and boutique	17	Bruyère Spirit Award	38
<b>Authorized leave and visitation</b>	18	Bruyère Health's monthly newsletter	38
Authorized leave	18	Donation	39
Pets	18	<b>Client relations</b>	40
Visiting information and hours	19	Who can help you address important matters	40
<b>Financial services</b>	20	<b>Information access and privacy</b>	41
<b>Infection prevention &amp; control (IPAC)</b>	21	<b>Privacy notice</b>	42
Outbreak of infectious diseases	21		
Visitors	21		
Hand hygiene	21		
<b>Your safety</b>	23		
Identification bracelets	23		
Slipping and falling	23		
Accidents and injuries	24		

A French copy of the Patient Handbook is available upon request, please speak to your care team.





## About Bruyère Health



Bruyère Health is Eastern Ontario's leading health care organization specializing in aging, rehabilitation and care for those with complex medical conditions. We bring together compassionate, person-centred care with world class research to maximize quality of life for those we care for and their loved ones.

Bruyère Health has a proven history of addressing gaps in our health care system with compassion, innovation and courage. Today, as an academic health sciences centre, we are training the next generation of health care professionals to see — and take action on — creating a better health care system for all.

## In numbers



**2,593** employees



**1,000** students



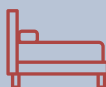
**185** physicians



**Over 300** volunteers



**150** researchers



**Over 1,000** beds







# Senior leadership



**Guy Chartrand**

President and CEO



**Dr. Shawn Marshall**

Chief of Staff



**Paula Doering**

Senior Vice-President, Clinical Programs, Chief Nursing Executive and Allied Health Professionals



**Mélanie Dubé**

Chief Financial Officer and Vice-President, Corporate Services and Redevelopment



**Rebecca Officer**

Vice-President, Human Resources and Organizational Culture and Development



**Peggy Taillon**

Vice-President, Mission, Strategy and Engagement



**Melissa Donskov**

Vice-President, Residential and Community Care Programs



**Samantha Hamilton**

Vice-President, Quality and Performance



**Kim Curran**

Acting Executive Director, Bruyère Health Foundation



**Dr. Kumanan Wilson**

CEO and Chief Scientific Officer, Bruyère Health Research Institute, and VP Research & Academic, Bruyère Health





# Exceptional care plan

## Our vision

TOGETHER. Making each life better.

## Our mission

Bryère Health is Eastern Ontario's leading health organization specializing in aging, rehabilitation, and care for those living with multiple complex medical conditions. We are committed to bringing together compassionate, person-centred care with world-class research in order to maximize quality of life for those we care for and their loved ones.

As an academic health sciences centre, we prioritize training the next generation of health professionals to see—and be able to take action on creating—a better health system for all. Rooted in our Catholic mission, Bryère Health has a proven history of addressing gaps in our health system with compassion, innovation, and courage, inspired by the legacy and values of Mother Élisabeth Bryère.

## Our values



**Respect:** We value consideration and courtesy. We welcome diversity and are respectful of the dignity and autonomy of each person.



**Compassion:** We value a caring and empathetic approach, shaped by the needs and expectations of our patients, residents, and their families, as we accompany those in our care through challenging times.



**Collaboration:** We value working together with our patients, residents, their families, and our staff to promote a caring and supportive environment. We value all partnerships, which further the continuity of care and services according to the needs of our community.



**Accountability:** We value personal, corporate, and social responsibility in the delivery of our care and services.



**Learning:** We value and encourage personal development, lifelong learning, evidence-based practice, teaching, and research.







## Preparing for your visit



### Your stay at Bruyère Health

Bruyère Health is committed to the Home First philosophy. This approach to care means that once you arrive at Bruyère Health, everyone is working towards getting you healthy enough to return home or to the most appropriate setting in the community.

A variety of resources for supporting the transition home can be found here  
<https://www.Bruyère.org/en/path-home-resources>.



### Our programs

#### Centretown Site

**Bruyère Health's Saint-Vincent Hospital** is Ottawa's only complex care hospital. The hospital has 335 beds where care teams maintain and improve function for patients with complex needs.

#### Market Site

**Bruyère Health's Élisabeth-Bruyère Hospital** offers inpatient and outpatient rehabilitation services and transitional care with nearly 140 beds.





# Navigating Bruyère Health



## Public transportation to Bruyère Health

If travelling to either of Bruyère Health's hospital sites by OC Transpo, we encourage you to use the travel planner at **octranspo.com** to find the best route.

Our hospitals are accessible by O-Train:

- **Market Site:** Accessible by Line 1 - Rideau Station
- **Centretown Site:** Accessible by Line 1 - Pimisi Station

Bruyère Health operates paid parking lots at both sites. Nearby street parking is also available, operated by the City of Ottawa.

### Parking at the Market Site

There is a charge for parking in the Bruyère Health Market Site lot. During peak hours, available parking spaces in these lots can be limited. Nearby street parking is also available, but is subject to the restrictions and parking rates enforced by the City of Ottawa.

There is a paid parking lot behind Notre-Dame Cathedral. If you have parked on site and wish to pay with debit or cash, please remember to pay for parking before exiting. The pay station is located in the 75 Bruyère St. indoor vestibule. Re-entry by this entrance is not permitted after 4 p.m. on weekdays and weekends.

### Parking at Centretown Site

There is a charge for parking in Bruyère Health's Centretown Site parking lot on site. There are six handicapped spots available there. During peak hours, available parking spaces in this parking lot can be limited. Nearby street parking is available, usually with a 2-hour limit, subject to the restrictions and parking rates enforced by the City of Ottawa. There is also a city parking lot nearby at the corner of Somerset and Arthur Street. If you have parked on site and wish to pay with debit or cash, please remember to pay for parking before exiting. The pay station is located in the atrium, across from the store.







# Transportation

The parking rates below are posted on our website and are subject to change:

## Per visit rates:

- 0-15 minutes: Free grace period, \$4 per half hour
- Daily maximum rate: \$15 (valid until midnight)

## Extended use passes:

- 7 consecutive days: \$48 (available for purchase at pay station)
- 30 consecutive days: \$98
- 5 non-consecutive days: \$37\*
- 10 non-consecutive days: \$69\*
- 30 non-consecutive days: \$192\*

## \*All extended passes include the following privileges:

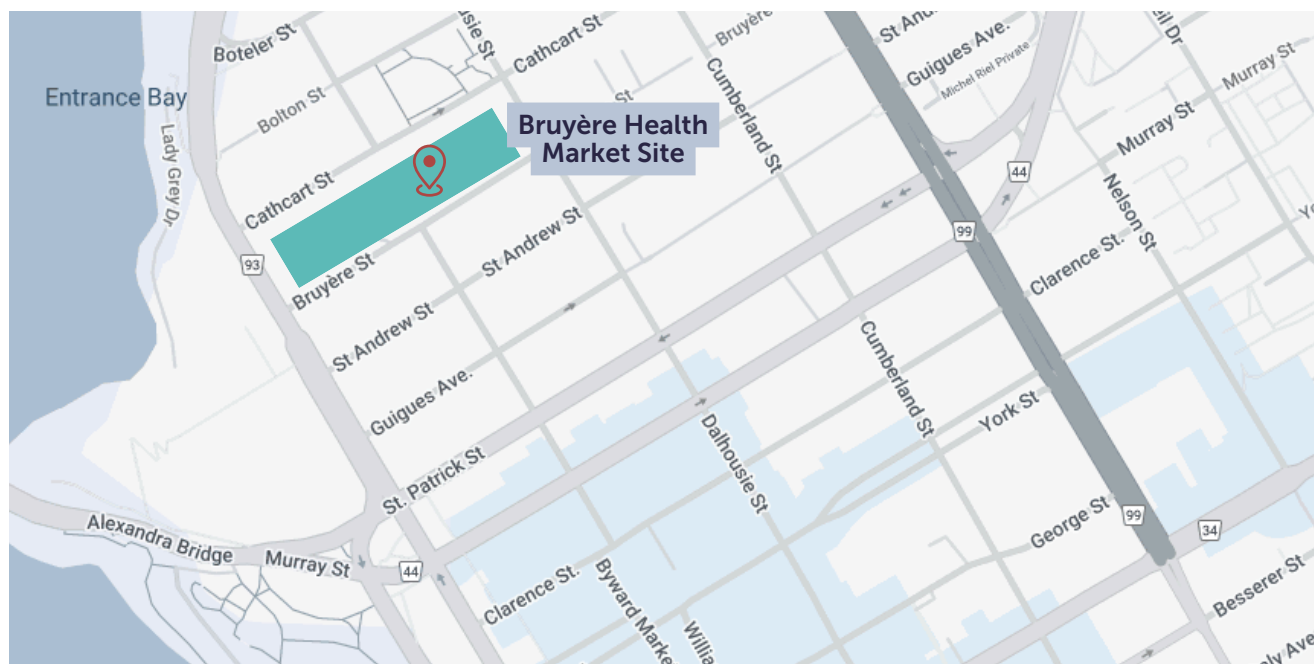
- Valid for one year from the date of purchase.
- Unlimited in and out privileges over a 24-hour period
- Transferable between patients and their visitors (used for 1 car at a time)
- Cannot be retroactively applied to previous parking charges

Parking passes are available at Financial Services - Clients' office at Bruyère Health's:

- Élisabeth-Bruyère Hospital (Room 140)
- Saint-Vincent Hospital (Room 1411)

They are open 7:30 a.m. to 3:30 p.m., Monday to Friday, and are closed noon to 1 p.m., and on weekends and statutory holidays.

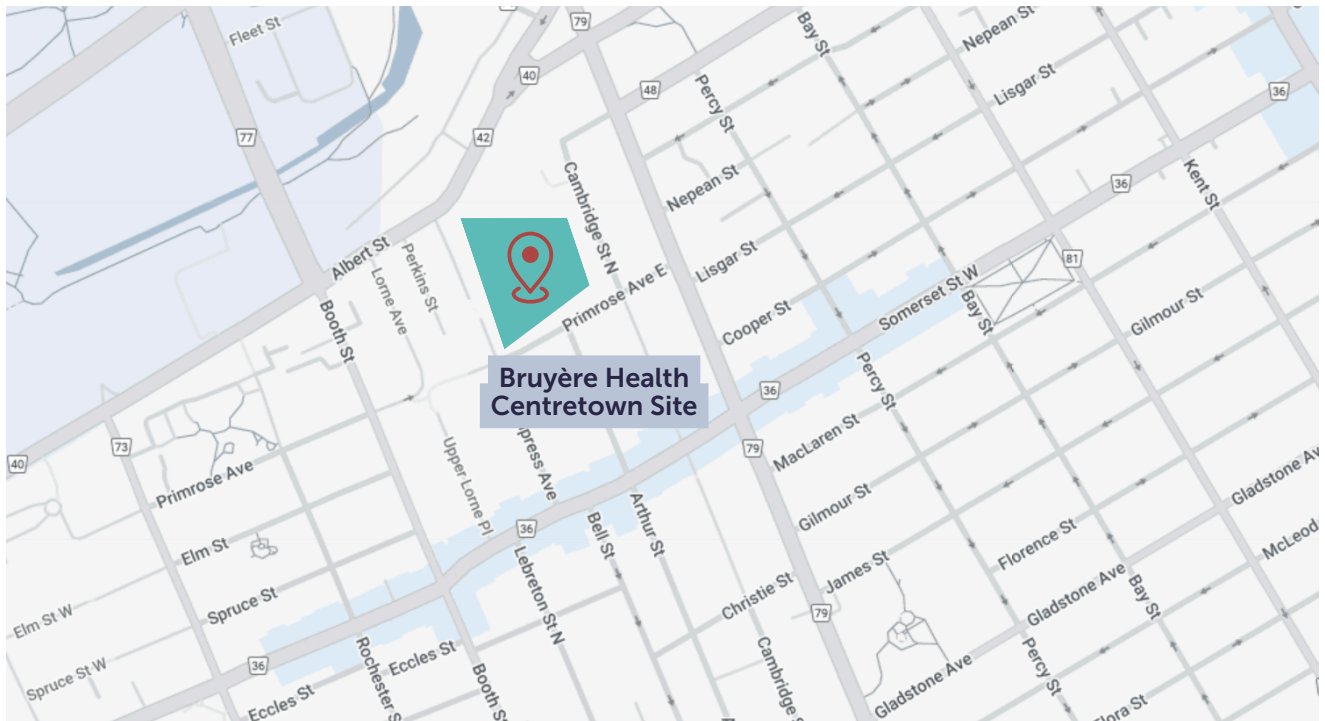
## Bruyère Health Market Site



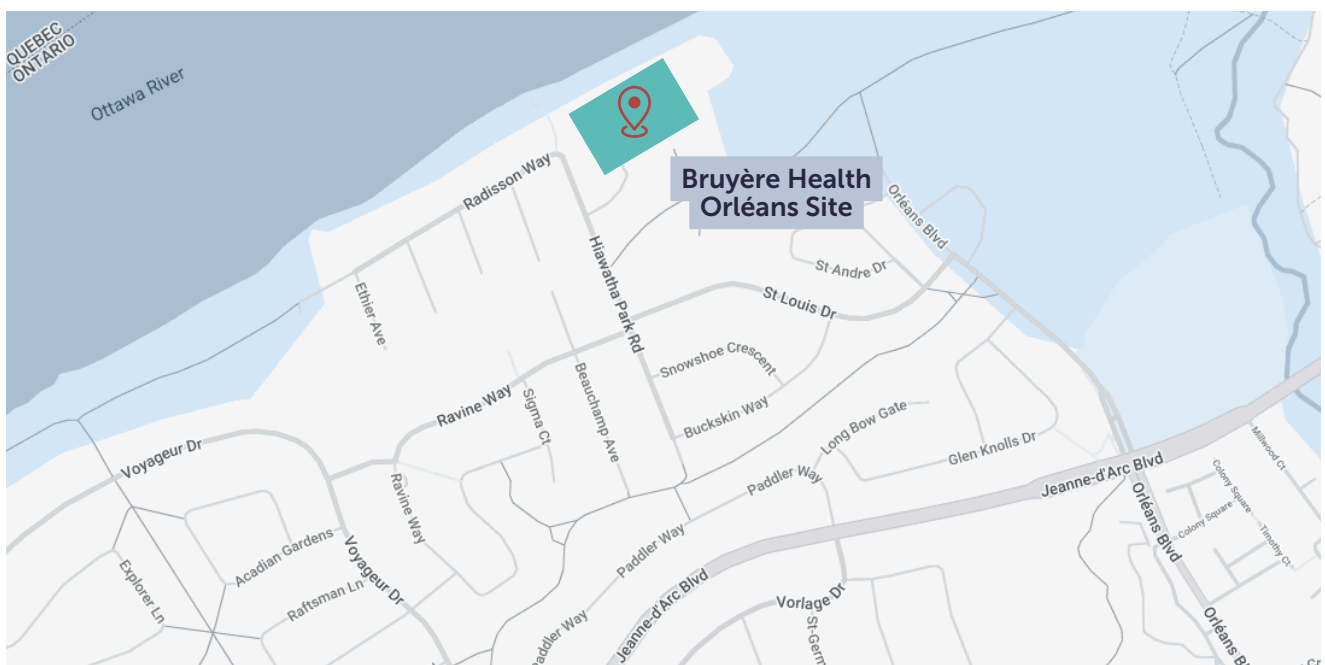


# Transportation

## Bruyère Health Centretown Site



## Bruyère Health Orléans Site

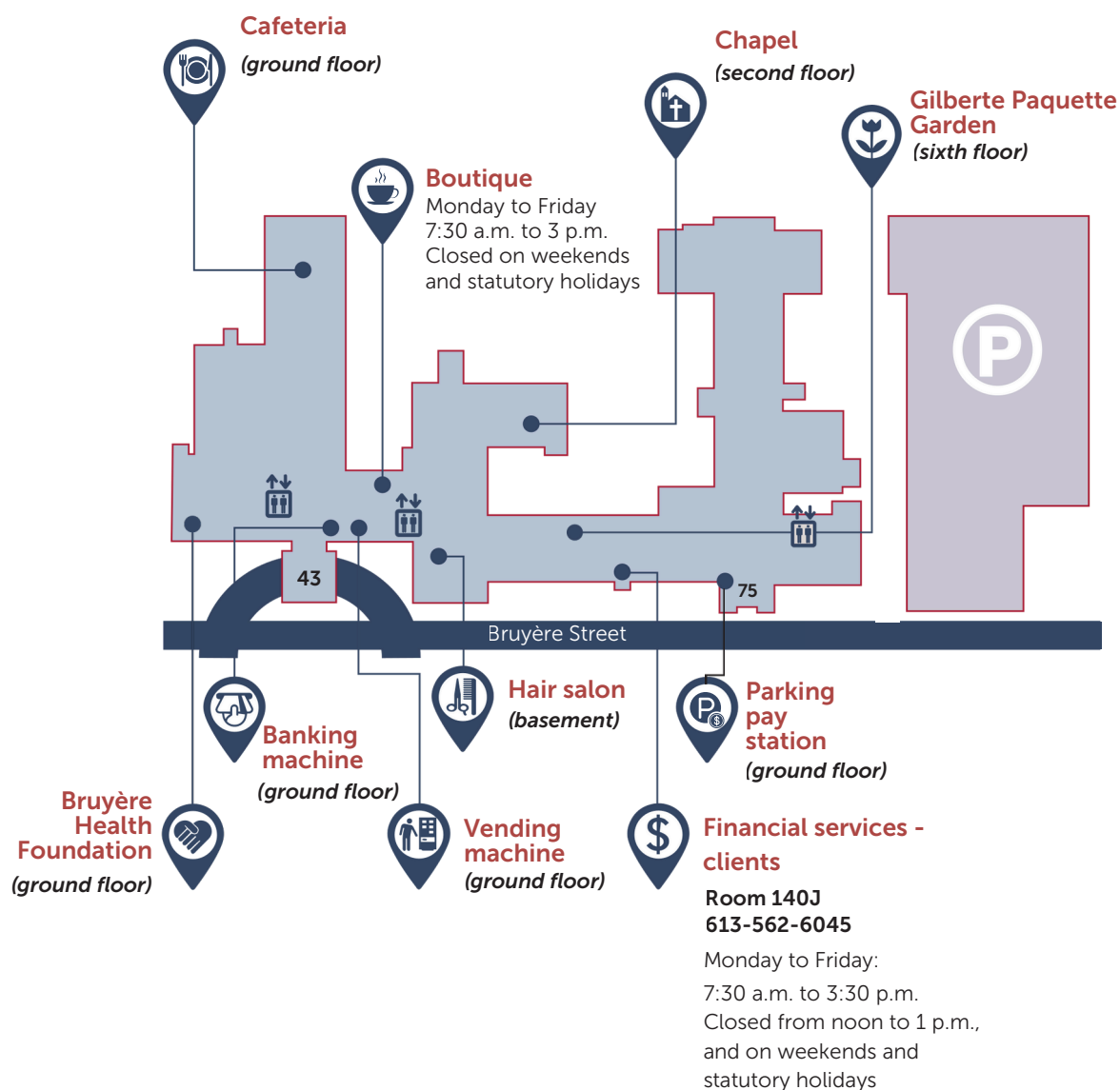






# Bruyère Health Maps

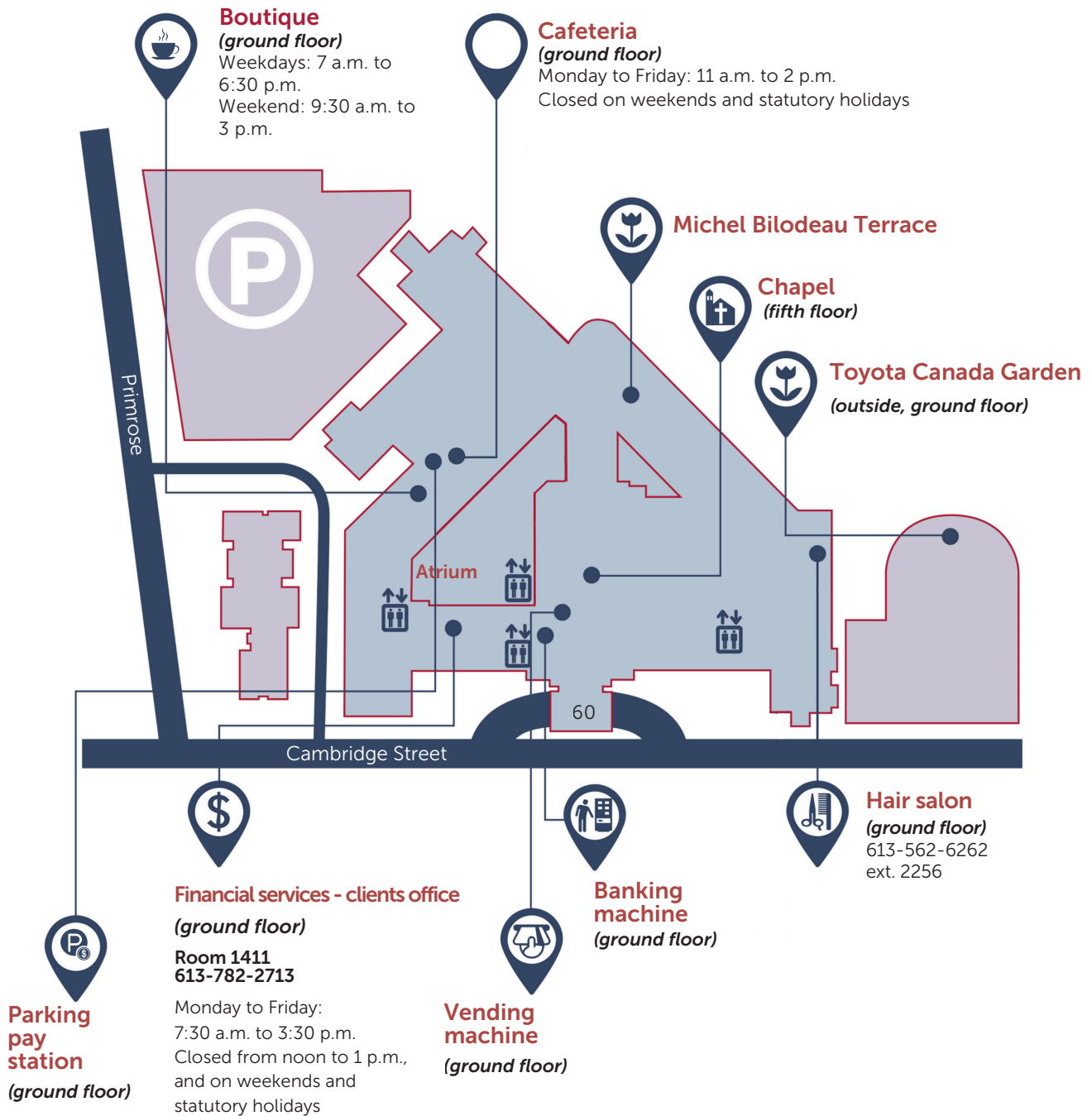
## Bruyère Health Market Site





# Bruyère Health Maps

## Bruyère Health Centretown Site





# Bruyère Health Maps

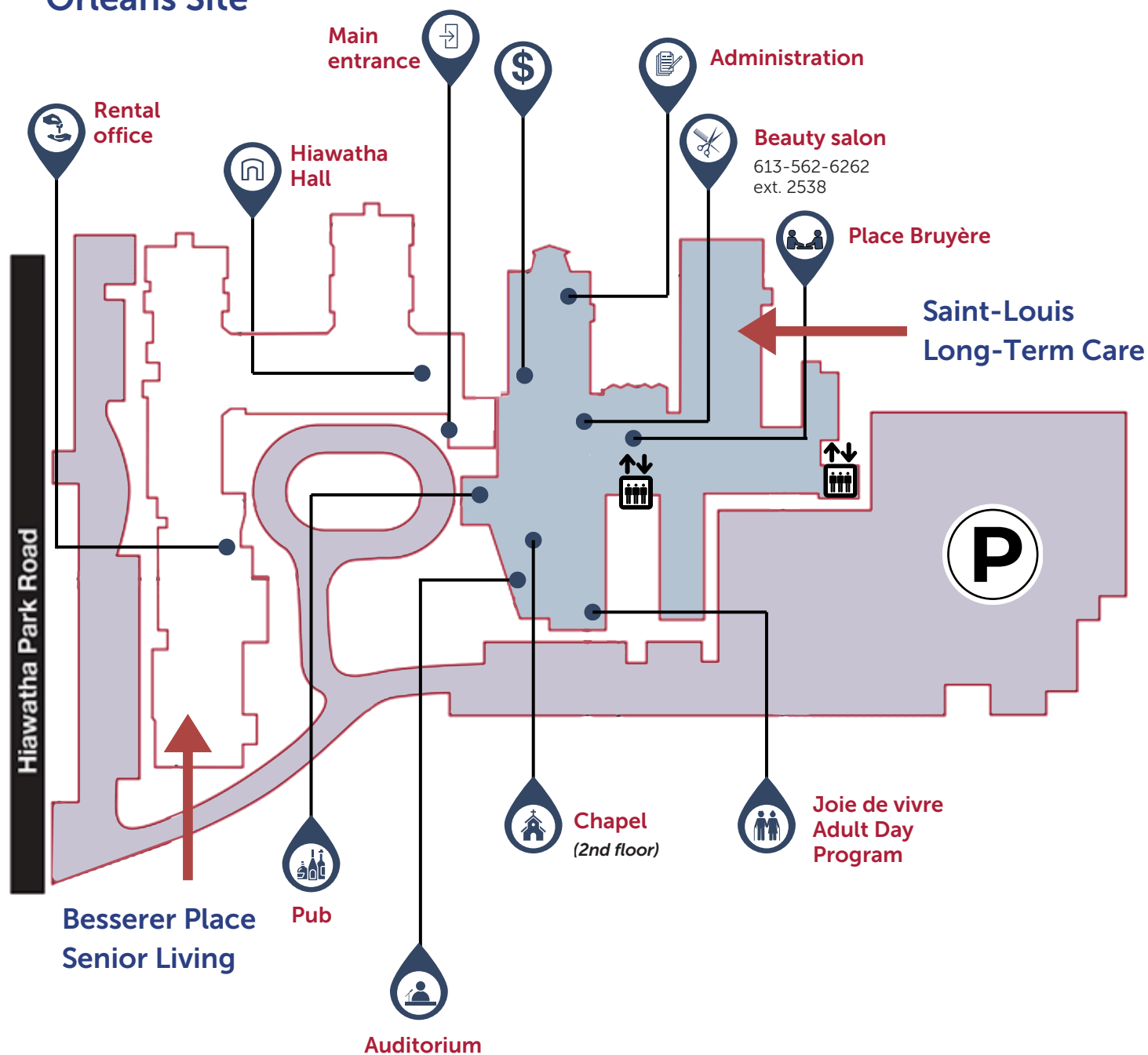
## Bruyère Health Orléans Site

### Financial Services - Clients office

RM A104  
613-562-6262, ext 2504

Monday to Friday: 7:30 a.m. to 3:30 p.m.

Closed from noon to 1 p.m., and on weekends and statutory holidays







# Accommodation



## Your stay at Bruyère Health

You will be staying in one of the three types of accommodations:

- Private (one patient in a room);
- Semi-private (two patients share one room); or
- Ward (three patients share one room).

Bruyère Health makes every effort to meet your accommodation request. However, we may need to move patients or limit access to a specific type of room for medical requirements, safety, renovations, or infection prevention reasons.

## Fees

There may be costs associated with your stay at Bruyère Health. You may be charged a monthly fee called a co-payment if you are a long-stay hospital patient who requires care for chronic conditions, as specified by your physician, or are awaiting transfer to a long-term care home. This fee is calculated based on your annual income, with a maximum rate set by the Ministry of Health. Staff from the Financial Services-Clients Office will contact you or your Power of Attorney if a co-payment fee is applicable.

## Connected Care Patient Portal

When you arrive, you may be asked whether you would like to register for the Connected Care Patient Portal. The Connected Care Patient Portal is an online tool that gives you the ability to see your health records 24/7, no matter where you are.

### Your account will allow you to see:

- Lab results and medical reports
- Medications prescribed at discharge
- Visit and appointment history
- Dates of scheduled appointments

Your personal information and health records will remain secure and accessible only to you and to anyone you choose to give access to.

For more information on the portal, speak with a staff member or visit [www.bruyere.org/en/ConnectedCare](http://www.bruyere.org/en/ConnectedCare).



Connected Care





## Your room



### Telephone

Telephones are available and enabled in all patient rooms. Dial 9 and the number you wish to call for external calls only. To make a long-distance phone call, dial 0, and you will be connected with an operator who will facilitate the call. Local and long-distance calls are free of charge.

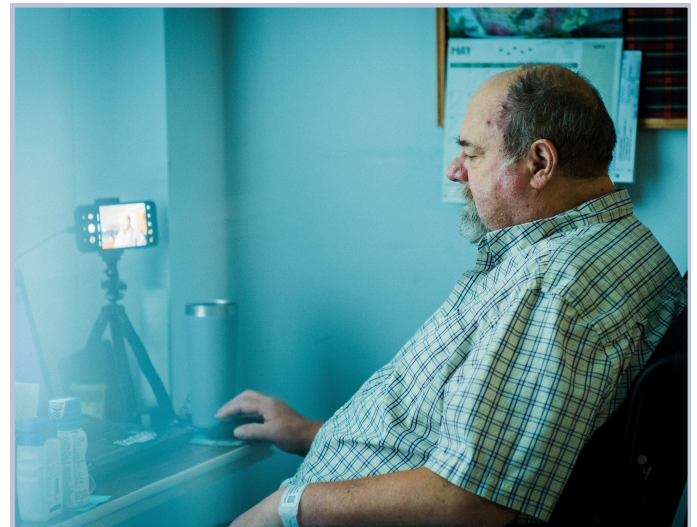
### Television and cable

Televisions with cable are available in all patient rooms for a fee. To make arrangements for TV and cable service, please contact Financial Services – Clients at Bruyère Health's Élisabeth-Bruyère Hospital (Room 140, 613-562-6045) and at Saint-Vincent Hospital (Room 1411, 613-782-2713).

### Internet

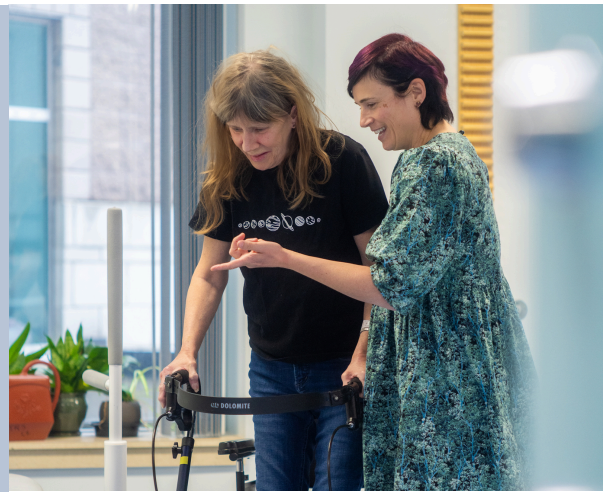
Free wireless internet/Wi-Fi coverage is available for your use. To connect to the Bruyère Health wireless internet/Wi-Fi network, go to the Wi-Fi properties on your device and follow these steps:

- List the available networks or browse
- Click on GuestWifi to connect.
- Enter the password (ask staff on your unit for the current password).





## Personal care



### Hair salons

Hairstyling is available to all patients at a cost. Unit staff members are happy to make an appointment for you. Payment options include advance payment at the Financial Services – Clients department or in person at the appointment.

#### Market Site salon

- Tel.: 613-562-6262, ext. 1044
- Located in the basement

#### Centretown Site salon

- Tel.: 613-562-6262, ext. 2256
- Located on the main floor

### Laundry

Washers and dryers are located at each site and can be used by patients and family members at no cost. Staff members do not help with laundering patient belongings. If unable to do their own laundry, patients at Bruyère Health's Saint-Vincent Hospital can have their laundry sent out every Monday for a cost.

### Boutique

Boutiques are centrally located on the ground floor at Bruyère Health's Market and Centretown sites. The boutiques offer an assortment of food and beverages, magazines and newspapers, gifts, cards, books, candy, toiletries, stamps, lottery, dry cleaning services, and more.

#### Market Site boutique

- Weekdays: 8 a.m. to 3 p.m.
- Weekends: Closed

#### Centretown Site boutique

- Weekdays: 7 a.m. to 6:30 p.m.
- Weekend: 9:30 a.m. to 3 p.m.







## Nutrition & Food Services



### Meals

Bruyère Health offers balanced meals based on Canada's Food Guide. Palliative care patients eat in their own room and may be assisted by a palliative care volunteer. If the patient is mobile, families can also bring them to the unit's dining and family rooms for their meals.

At **Bruyère Health Élisabeth-Bruyère Hospital**, rehabilitation patients eat in the dining room.

- Breakfast: 8 a.m. to 9 a.m.
- Lunch: 12 p.m. to 1 p.m.
- Dinner: 5 p.m. to 6 p.m.

At **Bruyère Health Saint-Vincent Hospital**, patients eat in their own room.

- Breakfast: 7:30 a.m. to 8 a.m.
- Lunch: 11:30 a.m. to 12 p.m.
- Dinner: 4:30 p.m. to 5 p.m.

A diet technician will visit upon your admission to set up food preferences and ensure dietary needs are met. The diet technician will follow up to make meal selections if the diet permits.

### Cafeteria

A cafeteria is located on the main floor at Bruyère Health Saint-Vincent Hospital. The menu features a variety of healthy food options, such as homemade soups, sandwiches, salads, and daily specials.

#### Hours of operation:

- Weekdays: 7 a.m. to 6:30 p.m.
- Weekend: 9:30 a.m. to 3 p.m.







## Authorized leave & visitation



### Authorized leave

Going home is an important part of your rehabilitation and discharge plan. Physician authorization is required for all leave requests. Please provide 48 hours' notice so we can prepare your medications.

Please note that this may change as a result of infection prevention and control measures in place due to any outbreaks of infectious diseases.



### Pets

Bruyère Health recognizes the therapeutic benefits that animal friends can bring to patients. In fact, some of our programs include pet therapy. Fully immunized housebroken cats and dogs are welcome in patient rooms. While on Bruyère Health property, visiting pets must be kept on a leash and under control.

Please check with your Clinical Manager before bringing in your pet to the hospital. Please note that this may change, and pets may not be allowed in our hospitals as a result of infection prevention and control measures in place due to any outbreaks of infectious diseases.





# Visitation

## Visiting information & hours

Bruyère Health recognizes the benefits of visits from family members and friends for a patient's well-being. Under regular circumstances, families and visitors are welcome to visit patients 24 hours a day, according to the preferences of the patient or substitute decision maker.

At **Bruyère Health Élisabeth-Bruyère Hospital**, between 6:30 p.m. and 6:50 a.m., please use the main entrance (43 Bruyère Street) as the doors from the parking lot entrance at 75 Bruyère Street are locked.

At **Bruyère Health Saint-Vincent Hospital**, between 8 p.m. and 6:50 a.m., please use the main entrance (60 Cambridge Street North), as the doors from the parking lot on Primrose Street are locked.

The main entrances to both hospitals are locked for security reasons between 9 p.m. and 6:50 a.m. To enter during these hours:

- Use the intercom system located at the doorway to the main entrance to announce your arrival.
- Enter the hospital and sign in at the Telecommunications desk to receive a temporary visitor card.
- Return the visitor card to the Telecommunications desk upon leaving the hospital.
- Call the Telecommunications desk at 613-562-6262 if you experience difficulties with entry to the hospital.

To provide a quiet and restful environment for all our patients, everyone on Bruyère Health premises is asked to respect quiet hours, between 9 p.m. and 6 a.m. Visits may be interrupted to protect the privacy of other patients, maintain safety, or for infection prevention or control purposes. Children under 14 must be supervised by an adult other than the patient.

## Essential Care Partner program

Essential Care Partners are family, friends, or loved ones who provide critical and ongoing personal, social, psychological, emotional, and physical support to patients. After their training is complete, Essential Care Partners can visit their loved ones on our sites at all times, even during outbreaks of infectious diseases. Learn more by calling 613-562-6262 ext. 1385.

## Patient and Family Advisory Committee for hospital programs

The Patient and Family Advisory Committee (PFAC) allows you to incorporate your voice and perspectives in the planning, delivery, and evaluation of health care and quality initiatives at Bruyère Health hospitals. This committee is open to patients and their families who are currently admitted or to those who have had a recent experience of being a patient, or family member of a patient. Patients and families from Bruyère Health's Saint-Vincent Hospital, Élisabeth-Bruyère Hospital, and Greystone Transitional Care are welcome to participate. If you are interested in joining PFAC, please contact us at 613-562-6262 ext. 1385 or [clientrelations@Bruyere.org](mailto:clientrelations@Bruyere.org).





## Financial services



### For clients

Following your admission, we ask that you or your substitute decision maker please connect with the Financial Services – Clients' Office to provide your accommodation preference, insurance information, and television requests.

**Please bring with you:**

- A health card,
- Proof of insurance, and
- Copies of power of attorney documents

You may decide to open an account to deposit small amounts of money and keep \$20 or less in your room.

**For more information on financial matters:**

Bruyère Health Élisabeth-Bruyère Hospital:

- 613-562-6345 or
- AR-EB@Bruyère.org

Bruyère Health Saint-Vincent Hospital:

- 613-782-2713 or
- AR-SV@Bruyère.org







## Infection prevention & control (IPAC)



### Outbreak of infectious diseases

The most up-to-date outbreak information is available on our website at [Bruyere.org](http://Bruyere.org).

Additional infection prevention and control precautions may be in place for you, or you may notice some changes in the event of an outbreak.

- We may restrict visitation on specific units or facility-wide. Signs will identify the affected areas and what restrictions are in place.
- We will post more information and instructions on proper hand hygiene techniques and the use of personal protective equipment before entering a patient's room and/or the outbreak area.

### Vaccination

Seasonal influenza, commonly known as the flu, is a contagious respiratory illness. It is easily caught and spread. Whether you are in a health care environment or living in the community, the best defense against the virus is annual vaccination. Every fall, we offer the flu vaccine to our patients, employees, and volunteers at no cost. The vaccine can be administered at any time from October to the end of April. Speak to your care team to discuss other appropriate vaccinations.

### Visitors

Help stop the spread of infections:

- Use the alcohol-based hand rub provided when entering and leaving the building, as well as before and after visiting a patient's room.
- If you are ill, postpone your visit until you have recovered.
- If necessary, we may put temporary visiting restrictions in place.
- Children under the age of 14 must be accompanied and supervised by an adult visitor.

### Hand hygiene

Hand hygiene is one of the best ways to reduce the spread of infections. Alcohol-based hand rub dispensers are located at each of the entrances and throughout our hospital. Your care provider can also provide you with instructions about proper hand hygiene techniques, and these should also be found posted around the hospital.







# Infection prevention & control (IPAC)

## CLEAN HANDS PROTECT LIVES.

Your Health Care - Be Involved



### How to **HANDRUB**

- 1.** Apply hand rub gel or foam to palm of hand.
- 2.** Spread over both sides of hands and between fingers.
- 3.** Rub hands together for at least 15 seconds or until dry.
- 4.** Once dry, your hands are safe.

 ONTARIO HOSPITAL ASSOCIATION [www.oha.com/patientsafetytips](http://www.oha.com/patientsafetytips)  Ontario

## CLEAN HANDS PROTECT LIVES.

Your Health Care - Be Involved



### How to **HANDWASH**

- 1.** Wet hands with warm water.
- 2.** Apply soap and lather onto hands.
- 3.** Wash both sides of hands and between fingers.
- 4.** Rinse hands under running water.
- 5.** Pat hands dry with paper towel. Turn off tap with paper towel.

 ONTARIO HOSPITAL ASSOCIATION [www.oha.com/patientsafetytips](http://www.oha.com/patientsafetytips)  Ontario





# Your safety



## Identification bracelets

During your stay, you will wear an identification bracelet. It provides essential information to our volunteers and staff.

We encourage those with life-threatening allergies or other serious medical conditions, particularly those who regularly leave the hospital to go into the community, to also wear Medic Alert bracelets.

## Slipping and falling

Most falls occur when a patient is trying to get to or out of the washroom. Sometimes, medications can also make you feel dizzy or weak. We will assess your getting in and out of bed or in and out of a chair so we know if you need one or two people to help you or if you are able to do it safely by yourself. There will be a pictogram placed on the head of your bed, indicating how to transfer and move you, if needed.

## Accidents and injuries

Please report all accidents or injuries that occur on our property to a staff member. If you are a patient and have an accident while temporarily off our property, please also report the incident to staff when you return to the hospital.

## Support

You may need a ceiling lift sling to get in and out of your bed, or in and out of the bathtub. You may also need an alarm on your bed or chair. If this is the case, a bell will ring in the nursing station to let staff know that you are out of the bed or chair. They will come quickly to make sure you are safe.

If your therapist recommends that you need assistance getting out of bed or out of a chair, ring your call bell and wait for help.

If you have fallen, use the call bell. If you cannot reach it, call out for help. Do not move until a nurse or physician arrives. If you see that someone else has fallen, do not move that person and call out for help.





# Proper footwear

As a part of your rehabilitation program, you will be participating in therapies to regain your strength and improve mobility and gait. Proper footwear provides stability and reduces your risk of falling.

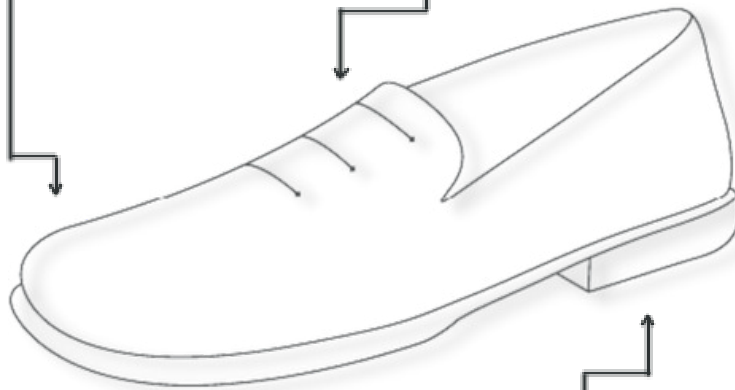


## What does proper footwear look like?

Shoe length is 6mm (1/4") longer than your longest toe

Laces or velcro closure allows for a snug fit and for swelling

Back of shoe covers the heel to provide support and prevent slipping



Toe area is deep and wide enough to allow toes to move

Sole has a good grip but does not stick to carpet

Heel height is 6mm to 2.5 cm (1/4" to 1")

Heel is rounded and wide to give more contact with the ground



## Examples of proper footwear





# Proper footwear

## Did you know?

Non-skid socks do little to prevent falls. The best option to support your mobility is the footwear outlined in this handout.



## What not to wear



**Slippers**  
(without heel support)



**Crocs**



**Flip flops**



## Where to find safe footwear

Bruyère Health boutiques have a small supply of proper footwear available for purchase. Please connect with your care team for more information.







# Your health



## Medications

Give your nurse all medications brought from home or from another hospital. All medicine taken at Bruyère Health must be prescribed by your physician and, in almost all cases, will be supplied by the hospital pharmacy. Before we give you your medications, we will confirm your identity by:

- Asking for your name and/or date of birth;
- Looking at your hospital ID bracelet (this bracelet provides essential information that will assist our staff and volunteers); and
- Comparing this information with the information in your chart.

When you arrive and when you leave the hospital, our pharmacy team will review all your medications to make sure they are doing what you need and that they do not interact in a harmful way. Family and friends should not bring any medications to you. You may ask your physician to use alternative medications. Speak to your nurse, pharmacist, or physician if you notice a side effect from a medication or if you have questions about your medications. You or your family must obtain, administer, and pay for any treatment not prescribed by your physician. When discharged, we will inform you, your family doctor, and your community pharmacy of any changes made to your medications during your stay in the hospital.

## Clot prevention

Clots or deep vein thrombosis (DVTs) can develop in the legs or, less commonly, in the arms. These clots can travel to the lungs, becoming a potentially deadly pulmonary embolism (PE). DVTs are a significant public health problem, affecting about 100,000 Canadians and causing 10,000 deaths each year. Most people think inactivity is the biggest risk factor for DVT when it is, in fact, surgery, cancer, and hospitalization. The C-L-O-T-S campaign from Thrombosis Canada highlights the most common symptoms that people with a blood clot may experience.

- Chest pain;
- Light-headedness;
- Out of breath;
- Leg tenderness; and
- Leg swelling

Please let your physician know if you experience any of these symptoms.





# Your health

## Pressure injury prevention

Pressure injuries are damages to the skin and underlying tissues caused by sitting or lying in the same position for too long. They can also be caused by friction, such as sliding down in bed or dragging heels across the mattress.

Most pressure injuries are preventable. Please follow these steps to prevent pressure injuries:

- Look for changes in your skin daily.
- Report any changes to the nursing staff.
- Reposition at least every 2 hours in bed and every 15 minutes to 1 hour in a chair.
- Ask nursing staff to help if needed.
- Eat a healthy diet and drink water for hydration. Ask your dietitian for help.
- Use barrier creams and moisturizers (without alcohol) to protect and condition the skin.
- Use gentle, pH-balanced soaps for cleansing.
- Ensure that urine, stool, or other moisture against your skin is cleaned up as soon as possible.
- When resting in bed, keep the head of the bed below 30 degrees, if possible.
- Use specialty surfaces (such as cushions or mattresses) to relieve or redistribute pressure. Check often to make sure these surfaces are working properly. Ask your occupational therapist for help.

Report any discomfort while resting in bed or sitting in your chair to your care team. Other support surfaces may be available to help reduce pressure.





## Keeping our sites safe



### Personal items and valuables

Bruyère Health has security measures in place for your safety and belongings, and we kindly ask that you leave your valuables at home. Bruyère Health is not responsible for lost or missing personal items. These include, but are not limited to, items like glasses, dentures, jewelry, and hearing aids.

### Quality care

Bruyère Health is committed to providing safe, quality care in an environment that promotes respect, cultural sensitivity, and dignity for our patients, staff, and visitors. Harassment, abuse, and violence are not tolerated.



**Smoke-free establishment**



**No latex products**



**Zero tolerance for violence, verbal abuse and harassment**



**No scented products**

### Video surveillance

Bruyère Health uses video surveillance. A security guard is on duty between 7 a.m. and midnight. In addition:

- We suggest that you keep less than \$20 in your room;
- Never leave valuables unattended, especially in shared areas;
- If you see anyone acting suspiciously inside the building, please notify staff immediately.

### Safety is everyone's responsibility

As a patient, you have a responsibility to treat health care professionals with respect. Visitors and family members are expected to do the same.

For everyone's safety, our violence prevention program prohibits any verbal or physical abuse. People who display aggressive or violent behaviours will be flagged for violence and may be asked to leave.

Abuse includes threats, yelling, hitting, pushing, throwing objects, or making sexual or humiliating remarks.





# Keeping our sites safe

## Emergency preparedness and fire safety

When an alarm sounds, it could be an emergency or a fire drill. Please remain calm. Elevators cannot be used during a fire alarm. If you are in the hallway, go to the nearest empty room or ask for assistance until the “all-clear” signal is announced. Visitors entering the building should remain at the entrance until the “all-clear” is announced. For fire safety, open flames, including birthday candles, are not permitted except in the chapel areas. We encourage patients to use battery candles if they would like to have a candle in their room.

## Restricted items

**Flowers and plants** - Bruyère Health is a scent-free environment. Since many people are physically sensitive to chemicals present in the air, floral arrangements or plants in patient rooms must be unscented. Please remove floral arrangements and cut flowers after seven days. Potted plants are not permitted in your room.

**Recording devices** - All use of cameras, video cameras, and cellphones to photograph, videotape, or make sound recordings of patients, staff, or visitors without the individual's written consent is strictly prohibited. The use of cell phones is permitted except where forbidden by signs posted in specific areas where use may interfere with medical devices.

**Televisions** – Please do not bring your own television. TVs are available in all patient rooms.

**Electrical appliances** – Electrical appliances are not permitted in your room. This includes refrigerators, humidifiers, kettles, extension cords, halogen light bulbs, microwave hot packs, heating pads, and electric blankets. Exceptions include personal grooming equipment such as shavers, hairdryers, and laptop computers. Common refrigerators are available on all patient care units.

**Furniture** – Please do not bring additional furniture for your room.

## Smoking, alcohol, and illegal drugs

**Smoking** - Bruyère Health is committed to providing a healthy environment for everyone. In keeping with the Smoke-Free Ontario Act, smoking is not permitted on hospital property. Smoking refers to any tobacco or herbal product intended to be smoked or heated, as well as smoking devices in any form, including e-cigarettes. Staff and volunteers will not transport or supervise patients who wish to leave the building to smoke. During your stay at Bruyère Health, we will encourage you to take part in smoking reduction or cessation programs.

**Alcohol** – You may not consume alcoholic beverages at any time unless a physician's order has been written permitting you to do so. Visitors, volunteers, and staff may not consume alcoholic beverages at any time while on Bruyère Health property.

**Illegal drugs** – Bruyère Health has zero tolerance for the use, possession, cultivation, or distribution of illicit substances in its buildings and on its grounds.







# Mobility devices

## Wheelchairs

Wheelchairs provided by the hospital are selected according to your needs as assessed by an occupational therapist. They can also provide information about equipment resources available in the community.

All privately owned wheelchairs must be in good, safe working condition before they are brought into the hospital.

Ask your occupational therapist whether it is necessary to bring in your wheelchair and accessories (e.g., cushions, footrests, and lap tables). You may need to wear a seatbelt when using your wheelchair.

Due to space constraints, you are responsible for making storage arrangements if you have more than one wheelchair.

## Power mobility devices (PMD)

All power mobility devices must use maintenance-free gel batteries. Lead-acid batteries are not permitted. You are responsible for battery replacements and all repairs and/or maintenance of your personal wheelchair. Our occupational therapist or nursing personnel can refer you to a list of outside providers who make service calls. Before operating a power wheelchair or scooter, a member of your care team (e.g., occupational therapist) must complete a driving assessment.

This will determine your ability to safely drive the device. During your stay, you must display safe driving skills and good judgment while operating your equipment inside the hospital as well as on outdoor hospital grounds and in the community.

**Note:** Your driving skills will be assessed by the care team on an ongoing basis. They may modify the speed control, restrict, or suspend your driving privileges if you do not follow the guidelines listed below.





# Mobility devices

## Safe driving guidelines

Please consider that driving a PMD is like driving a car. Safety of yourself and others is important.

1. Drive cautiously. Stay alert and always be aware of your surroundings.
2. Drive at low speeds indoors. Driving at high speeds can cause injury to yourself or others and damage to property.
3. Turn at low speeds. Sharp turns at high speeds may result in overturning.
4. Do not drive over curbs or drops higher than 1.5 inches (3.5 cm).
5. Driving while under the influence of alcohol or a controlled substance is prohibited.
6. Do not allow anyone to ride on your PMD with you, and do not tow anyone.
7. Be extra careful when operating your PMD near stairs.
8. Only staff may assist you in crowded areas. Because of safety concerns, other patients must not provide such assistance.
9. Store items securely when on your PMD; do not carry any loose objects with you.
10. Turn the power OFF before getting on or off your PMD.
11. When driving a scooter, make sure that the seat swivel is locked.
12. Always keep your feet on the floor pan of your scooter or the foot supports of your electric wheelchair when driving.

## Suggestions for operating PMDs

1. Use of a seat belt is strongly recommended, as a sudden jolt could cause you to slide out of your PMD.
2. Check battery power to ensure it is fully charged before each outing.
3. Consider the weather when planning to go outdoors, e.g., tires may have poor traction in snow, and rain may damage electronics.
4. The use of an orange flag is recommended to increase your visibility to traffic in the community.
5. Have a plan in case of emergency when you are out in the community (e.g., carry a cellular phone, or request a volunteer or a friend to go out with you).
6. Do not overload the basket of your scooter. This can affect its balance.
7. Never lend your PMD to another patient or to a visitor.
8. Park your PMD in a safe place that is not in the way of others. Sufficient space is required around the beds in patient rooms. Therefore, your PMD may not be able to be stored in your room.
9. Do not block the entrances of the hospital.
10. Turn OFF your PMD when in the elevator in case another person accidentally hits the joystick/controls.
11. Consider installing mirrors to increase safety when backing up.
12. Notify your vendor or a member of your care team if you are having problems with your PMD.





# Mobility devices

## Responsibilities & obligations

1. You are expected to read and follow these guidelines at all times while using the PMD.
2. You are responsible for willful damages or injury to yourself, others, and property resulting from your use of the PMD. You understand that you, your family, or your estate agree not to make any claims against Bruyère Health, its medical staff, employees, officers, and directors for any damages or injury that you may cause.
3. You may be required to reimburse Bruyère Health, its medical staff, employees, officers, and directors for the costs of any claims or demands made by another party that arise from your use of a PMD.
4. You are responsible for maintenance, damage, adjustment, or repair costs for your PMD, including costs of modifications required because of safety concerns identified by the team.
5. Your PMD is not to be used as a weapon. Doing so will result in the loss of the PMD.





## Your care team

Bruyère Health is committed to providing person-centered care. Care planning is done by your interprofessional care team with you to meet your needs while in the hospital. Research shows that a well-planned discharge can help ongoing recovery at home and reduce your chances of being readmitted to the hospital.

During your stay, you will play an active role with your health care team to start making plans for when you leave the hospital. A social worker will also be involved in this planning and can connect you with the resources you will need.

Bruyère Health is an academic institution with a provincial mandate to advance learning and research in health care. This means medical students, residents, and other health professionals who are under the supervision of a Bruyère Health staff member or physician will be involved in your care. We may also ask you to take part in research studies.

## Care boards

An erasable whiteboard is located on the wall near your bed. This is a communication tool between you, your family, and your care team. Your team will update this board on every shift to keep all care team members up to date about your care.

## Daily practices

**Bedside shift handover** - The nurse leaving at the end of their shift talks about your needs with the nurse starting their shift. You can actively take part or listen. This handover is done so that all staff are aware of your needs, and to increase your safety.

**Regular nursing visits** - Your nurse will come to your bedside on a regular basis to see if you are comfortable, ask about your needs, and help you move or change position. They will also make sure you can safely reach your telephone, bedside table, call bell, and any other items you need.

## Discharge time

Discharge time is 10 a.m. Please arrange to leave the hospital by 10 a.m. on the day of your discharge so your room can be prepared and available for new admissions.







# Your care

## Support services

Our support services offer therapeutic recreation, arts and wellness, religious and spiritual care, and volunteer services. A wide range of programs, services, and activities is offered to fit your interests and needs. The goal is to improve your quality of life during your hospital stay.

When you arrive at Bruyère Health, a volunteer ambassador will drop by to welcome you. Volunteer ambassadors can help you with various tasks, answer non-clinical questions, and offer a tour of the hospital or your unit so you become familiar with your new environment.

Check the activities calendar and/or call the volunteer resources office at 613-562-6262 for more information about available programs and services.

Please note that this may change as a result of infection prevention and control measures in place due to any outbreaks of infectious diseases.

## Medical assistance in dying

Bruyère Health offers quality palliative and end-of-life care for patients and families, supporting them through their health care journey.

Bruyère Health's position on medical assistance in dying (MAiD) is aligned with our responsibilities and values as a Catholic health care organization, and we do not provide MAiD on our campuses. As a leader in the provision of palliative care, our focus is innovation to provide those who are suffering and considering MAiD with an alternative.

Our teams will work with patients to discuss goals of care and solutions, and respect the wishes of those we serve. If a patient wishes to proceed with MAiD, we will refer to an external provider for the provision of MAiD, including information and assessments.

To receive a copy of Bruyère Health's policy on MAiD, please inquire with your clinical manager.





# Spiritual care



## Spiritual care

Spirituality is at the core of what it means to be human. The search for meaning, purpose, and fulfilling relationships, are all reflections of our spiritual nature. It is through our spirituality that we experience awe, mystery and wonder. Spiritual health is essential to the well-being and healing of the body, soul, mind, and heart. Caring for the human spirit offers comfort, consolation, strength, and hope when experiencing loss and distress.

As members of the health care team, clinically trained chaplains are spiritual care professionals who will offer a listening ear, explore beliefs and values, accompany you in your search for meaning and purpose, and

care for your spirit, regardless of your faith background or whether you are religious or not. Services provided include: emotional and spiritual support; end-of-life dialogue and support; grief and bereavement support; help with difficult decisions; spiritual health education; religious support including: sacraments and rituals; special celebrations and connecting you with a faith representative; and access to sacred spaces.

Catholic chapels and multi-faith prayer rooms are located at our Centretown, Market and Orleans locations and are open at all times for personal reflection, meditation, and prayer. A schedule of worship services and liturgies is posted at each site. To reach your clinical chaplain please notify a member of your care team. Questions and comments can be directed to [spiritualcare@Bruyère.org](mailto:spiritualcare@Bruyère.org).





# Bruyère Health Research Institute



## About the Bruyère Health Research Institute

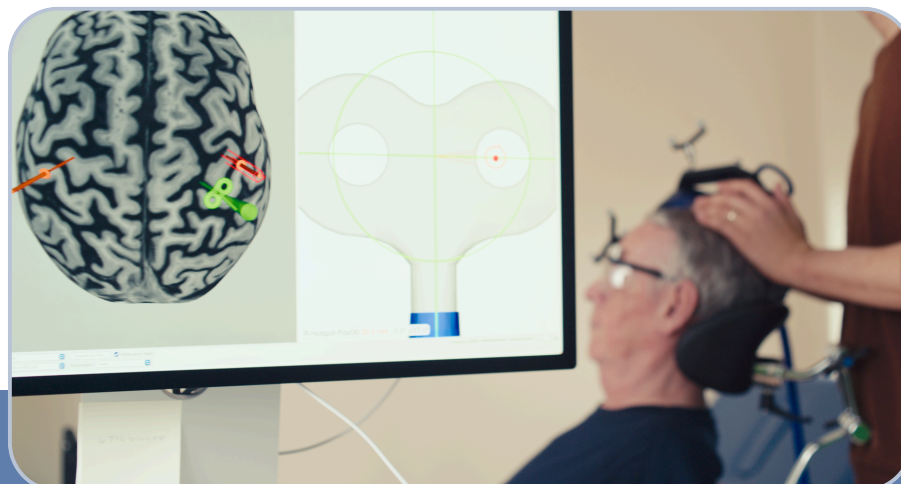
As an academic organization, Bruyère Health teaches students and trainees, and leads life-changing research that directly impacts people's health and care. Along with clinical staff, students may also be involved in your care and you may be asked if you would like to learn more or participate in our research and innovation projects.

The Bruyère Health Research Institute is part of Bruyère Health and affiliated with the University of Ottawa. The institute conducts research connected with Bruyère Health's clinical priorities to improve the care of aging and vulnerable populations.

## Participating in research

Over the years, thousands of people in the Bruyère Health community have participated in research studies conducted by the Bruyère Health Research Institute.

Participation in research is voluntary, and the institute works to ensure all patients who choose to be a part of research feel safe, comfortable, and fully informed during the process.





## Bruyère Health Foundation



### About the Bruyère Health Foundation

The Bruyère Health Foundation is responsible for raising funds to directly support the hospital, long-term care, and our research institute. Your generosity makes this possible. It mobilizes our teams to provide patients with optimal and compassionate care. Every day, in the spirit of dignity and respect, we remain committed to a shared vision that places the patient at the centre of work and planning.

To make your special gift, please choose one of the following methods:

- Donate online at [www.Bruyere.org/give](http://www.Bruyere.org/give)
- Contact our Foundation office at 613-562-6319 or [foundation@Bruyere.org](mailto:foundation@Bruyere.org)
- Mail your gift to the Bruyère Health Foundation:
  - Bruyère Health Foundation
  - 43 Bruyère St. Ottawa, ON K1N 5C8

Thanks to you, we will continue to work together to find long-term solutions to better care for our patients, today and for generations to follow.

### Bruyère Spirit Award

If you wish to recognize a staff member or volunteer for their exceptional, compassionate care or service, please consider a nomination for our Mother Bruyère Spirit Award. Please visit: [www.Bruyere.org/spiritaward](http://www.Bruyere.org/spiritaward) or contact the Bruyère Health Foundation at 613-562-6319 or at [foundation@Bruyere.org](mailto:foundation@Bruyere.org)



### Bruyère Health's monthly newsletter

To stay updated on the latest news at Bruyère Health, please subscribe by emailing [foundation@Bruyere.org](mailto:foundation@Bruyere.org).

***Together, we can change lives – Support Bruyère Health with your gift to the Bruyère Health Foundation. When you make a donation, you are investing in our life-changing programs, services and research.***





# Donation

If you prefer to donate online, please visit  
<https://www.Bruyère.org/en/donate-now>  
or call us at **613.562.6319**



I wish to recognize one or more Bruyère Health staff by making a donation [Bruyère.org/award](https://www.Bruyère.org/award)

## NOMINEE(S):

.....  
Name(s) and occupation:  
.....

Location:

- ☐ Saint-Vincent Hospital  
☐ Élisabeth-Bruyère Hospital  
☐ Élisabeth-Bruyère Long-Term Care  
☐ Saint-Louis Long-Term Care  
☐ Greystone Transitional Care

## NOTE OF APPRECIATION:

.....  
.....  
.....  
.....  
.....

## I AM MAKING A DONATION OF:

- ☐ \$50   ☐ \$100   ☐ \$250   ☐ \$500   ☐ \$1000  
☐ Other .....

*A tax receipt will be issued for donation of \$10 or more.*

## PAYMENT METHOD

☐ Cheque (payable to Bruyère Health Foundation)



## PAYMENT INFORMATION

.....  
Name on card

.....  
Card number

.....  
Expiry date

.....  
Signature

## ☐ PLEASE SEND A CHARITABLE TAX RECEIPT TO:

.....  
First name

.....  
Last name

.....  
Street

.....  
City

.....  
Province

.....  
Postal code

.....  
Telephone

.....  
Email

☐ Yes, send me communications from Bruyère Health Foundation.



**Bruyère Health Foundation**  
43 Bruyère St. Ottawa, ON K1N 5C8  
Tel: 613 562-6319  
foundation@Bruyère.org

Charitable reg. no.: 88846 0441 RR0001

*Thank you for supporting Bruyère Health and helping us re-envision health care!*



## Client relations



Bruyère Health takes your feedback and concerns seriously. If you have concerns about your care, please speak to your nurse or clinical manager, who will work with you to resolve the issue.

If you need more information or support, you can contact the client relations advisor.

Our client relations advisor provides a safe and welcoming place for patients and their families who want to make comments, express concerns, file a complaint, or give praise related to a hospital stay. Your concerns will be heard in a confidential, courteous and respectful manner.

### **Client Relations Advisor:**

- Marie-Eve Pinard
- 43 Bruyère St., Ottawa, ON, K1N 5C8
- 613-562-6262, ext. 1051
- [clientrelations@Bruyère.org](mailto:clientrelations@Bruyère.org)

Once your concern has been received, you can expect to hear back from the person responsible within five working days with the results of their investigation, or an update if the investigation is ongoing.

## Who can help you address important matters:

**Clinical concerns:** Contact a member of the clinical team or the Clinical Manager on your unit for anything related to your care or concerns that affect your day-to-day wellbeing.

**General feedback, general inquiries, and compliments:** Contact the Coordinator of Client Experience (ext. 1385) who will ensure that your feedback or compliments are received by the correct department and that your general inquiries about Bruyère Health are answered.

**Formal complaints:** Contact Client Relations ([clientrelations@Bruyère.org](mailto:clientrelations@Bruyère.org) , ext. 1051) who will help you and the parties involved find a resolution.





Bruyère Health keeps three types of information:

1. Health information
2. General records
3. Personal information

Privacy and access to this information are regulated by specific laws in the Province of Ontario.

## Health information

Ontario's Personal Health Information Protection Act (PHIPA) sets the legal requirements for the collection, use, and disclosure of personal health information. Bruyère Health is committed to keeping your information safe and confidential. We respect your right to access or request a correction to your health information. You may withdraw your consent for the collection, use, and disclosure of your personal health information at any time. You or your legal representatives can access your health information. To do this, you need to sign an authorization in the presence of a Bruyère Health staff member.

Contact the Health Records department at 613-562-6262 ext. 1216 or [HealthRecords@Bruyère.org](mailto:HealthRecords@Bruyère.org) to request access to your personal health information.

## General records

Ontario's Freedom of Information and Protection of Privacy Act (FIPPA) allows the public to request access to records that came into the control of Bruyère Health on or after January 1, 2007.

The Access to Information section of our website at [Bruyère.org](http://Bruyère.org) gives more information and a list of records (Directory of Records) kept by Bruyère Health. Some corporate records are published on the Public Reporting section of our website.

## Personal information

FIPPA also protects your personal information. You can ask to access or to correct your personal information by completing an Access/Correction Request form available on our website at [Bruyère.org](http://Bruyère.org). The website also includes a list of databases that may contain personal information.





# Privacy notice

## Your privacy is protected

We take steps to protect your personal information from theft, loss, and unauthorized access, copying, modification, use, disclosure, and disposal.

We conduct audits and complete investigations to monitor and manage our privacy compliance.

We take steps to ensure that everyone who performs services for us protects your privacy and only uses your personal information for the purposes you have consented to.

## The collection of personal health information

Protecting patient privacy is not only the law, but it is an essential part of Bruyère Health's commitment to treating our patients with dignity, compassion and social responsibility.

At Bruyère Health, we collect personal health information about you directly from you or from the person acting on your behalf. The personal health information that we collect may include, for example, your photograph (for identification purposes), name, date of birth, address, health history, records of your visits, and care you received at Bruyère Health. Occasionally, we collect personal health information about you from other sources if we have obtained your consent to do so or if the law permits.

## Uses and disclosures of personal health information

Bruyère Health may use and disclose your personal health information to:

- Treat and care for you
- Conduct risk management activities
- Teach
- Conduct research
- Compile statistics
- Comply with legal and regulatory requirements
- Plan, administer, and manage internal operations
- Obtain payment for your treatment and care (from OHIP, WSIB, your private insurer, or others)
- Bruyère Health conducts surveys across our programs to improve the quality of care and services that we provide. These surveys are done in person, by phone (e.g., Hospital to Home Experience Program), or electronically. Patients who provide their email may receive a survey via Qualtrics, our new electronic survey platform
- Fulfill other purposes permitted or required by law
- Facilitate the adoption of regional and provincial electronic health records. As these systems are put into place to improve safety and quality of care, your personal health information will be stored and shared securely on health information databases accessible only by authorized health care providers.

We also disclose your contact information to our Foundation, so that they may conduct fundraising to improve our health care facilities, services, and programs. Unless you tell us differently, we may let visitors or callers know your location in the hospital and your general health status.







# Privacy notice

## For more information or to raise a concern about our practices, contact:

### Privacy and access to information officer

43 Bruyère St.  
Ottawa, Ontario  
K1N 5C8

Email: [privacy@Bruyère.org](mailto:privacy@Bruyère.org)  
Tel.: 613-562-6262, ext. 1687  
[www.Bruyère.org](http://www.Bruyère.org)

## Your privacy rights

You may access and correct your personal health records, or withdraw your consent for some of the above uses and disclosures by contacting us (subject to legal exceptions, such as where disclosures are required by law).

## Information and Privacy Commissioner of Ontario

You have the right to complain to the Information and Privacy Commissioner of Ontario if you think we have violated your rights by contacting:

### Information and Privacy Commissioner of Ontario

2 Bloor St. East, Suite 1400  
Toronto, Ontario  
M4W 1A8


Email: [info@ipc.on.ca](mailto:info@ipc.on.ca)  
Tel.: 416-326-3333  
Toll Free: 1-800-387-0073  
[www.ipc.on.ca](http://www.ipc.on.ca)







## Contact information :

 613-562-6262

 [www.bruyere.org](http://www.bruyere.org)

 @Bruyerehealth

