Bruyère Patient Handbook

Your Care Guide

for patients, families, and caregivers

Revised March 2023

Bruyère

Welcome to Bruyère

Message from President & CEO

Welcome to Bruyère, a multi-site academic health care organization, providing a wide range of services within our hospital campuses, our long-term care homes, and in supportive and independent living for older adults and vulnerable populations.

With over 1000 beds across the city, we deliver a wide variety of services in aging and rehabilitation, brain health, medically complex, palliative, residential and primary care.

Our hospitals focus on helping patients restore their independence and function, provide a bridge back to their homes, or help accommodate the loss of independence to help guide patients along their health care journey.

The innovative work of our investigators at the Bruyère Research Institute contributes to a better, more responsive health care system. As a patient, you may be asked to participate in research that will help improve our program and services.

Guy Chartrand
President and CEO

This patient handbook was created wiith input from our Patient and Family Advisory Committee to help you and your loved ones understand more about your stay at Élisabeth Bruyère Hospital or Saint-Vincent Hospital.

We are committed to providing safe, quality, and compassionate care to everyone we serve until you are well enough to return home or to another care facility with the support you need.

Table of Contents

2 **Welcome to Bruyère**
2 Message from President & CEO
4 Mission, vision, and values
5 Bruyère's response to the COVID-19 pandemic
6 **Your stay at Bruyère**
6 a. Preparing for your visit
7 *i. Transportation – Maps, public transportation, parking information*
9 *ii. Hospital maps and amenities*
11 b. Accommodation
11 *i. Personal items and valuables*
11 *ii. Connected Care Patient Portal*
11 *iii. Laundry*
12 *iv. Hair salons*
12 *v. Cafeteria*
12 *vi. Boutique*
12 *vii. Meals*
13 *viii. Authorized leave*
13 *ix. Pets*
13 *x. Visiting information and hours*
14 c. Financial services – clients
15 d. Your safety and well-being
15 *i. Identification bracelets*
15 *ii. Medications*
16 *iii. Infection prevention and control*
18 *iv. Visitors*
18 *v. Video surveillance*
18 *vi. Violence prevention*
19 *vii. Clot prevention*
19 *viii. Pressure injury prevention*
20 *ix. Accidents and injuries*
20 *x. Slipping and falling*
21 *xi. Restricted items*
21 *xii. Smoking, alcohol, and illegal drugs*
22 *xiii. Wheelchairs and power mobility devices*
24 *xiv. Emergency preparedness and fire safety*
24 e. Your care
24 *i. Care boards*
25 *ii. Always practices*
25 *iii. Medical assistance in dying*
25 f. Your room
25 *i. Telephone*
25 *ii. Television and cable*
25 *iii. Internet*
26 g. Client relations
26 h. Spiritual care
27 i. Information, access, and privacy
27 j. Discharge
28 **About the Bruyère Research Institute**
28 **About the Bruyère Foundation**
30 **Privacy notice**

MISSION

Driven by learning, research and innovation, our mission is to lead an integrated system of care that maximizes your quality of life and health potential.

We are an academic health care organization committed to providing compassionate and holistic care, respecting the dignity and diversity of all. As a Catholic organization, we are inspired by the values and legacy of Mother Élisabeth Bruyère. Our services in aging and rehabilitation, medically complex, palliative, residential and primary care respond to your needs throughout your life.

VISION

TOGETHER. Making each life better.

VALUES

Respect Compassion Collaboration Learning Accountability

Bruyère's response to the COVID-19 pandemic

COVID-19 has brought several changes to our hospital campuses as we closely follow public health directives from both the province of Ontario and Ottawa Public Health.

To help keep those on our campuses healthy and safe, we may have additional measures in place at our hospitals. This is subject to change based on new directives from public health authorities.

Please refer to our online patient handbook for up-to-date information on our COVID-19 response by visiting bruyere.org/en/patient_handbook.

Your stay at Bruyère

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

Saint-Vincent Hospital patients can visit our Path to Home lounge to find resources and tools to help work towards going home. It is in the Atrium, close to the terrace exit.

For **Élisabeth Bruyère Hospital** patients, the information is available on your unit.

a. Preparing for your visit

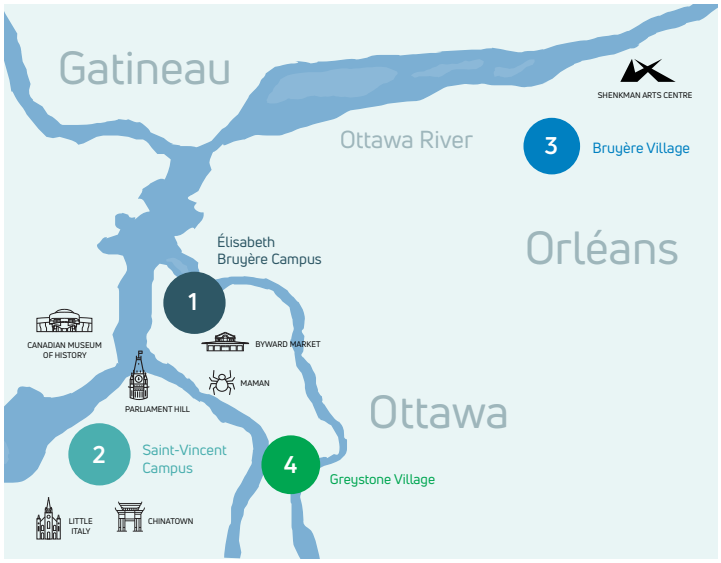
Élisabeth Bruyère Hospital offers stroke and geriatric rehabilitation and is home to Canada's largest academic palliative care unit. This campus is also home to the Memory Program, the Geriatric Day Hospital, a long-term care home, and an academic family health team.

Saint-Vincent Hospital is the only complex care facility the region. We offer specialized care to improve and maintain function for patients with complex health care needs. Patients receive the services and support they need to return to the community or another care facility.

Bruyère

One Mission
Across Four Campuses

1	**ÉLISABETH BRUYÈRE CAMPUS**	• Geriatric rehabilitation • Stroke rehabilitation • Palliative care • Memory program • Long-term care **Bruyère Academic Family Health Team** **Bruyère Research Institute** **Bruyère Foundation**
2	**SAINT-VINCENT CAMPUS**	• Complex medical care
3	**BRUYÈRE VILLAGE**	• Long-Term Care • Independent and assisted living
4	**GREYSTONE VILLAGE**	• Transitional Care



i. Transportation – Maps, public transportation, parking information

Public transportation at the Élisabeth Bruyère campus

OC Transpo: Bus route #9 traveling east (towards Hurdman B) stops outside the Royal Canadian Mint. Travelling west (towards Daly/Nicholas), the bus stops on Dalhousie street near the corner of Bruyère street.

LRT stop: The closest LRT stop is Rideau Centre.

Public transportation at the Saint-Vincent Hospital campus

The hospital is located near the corner of Bronson and Somerset.

OC Transpo: Bus route #11 bus runs frequent service along Somerset with stops close to the hospital.

LRT Stop: The closest LRT station is Pimisi station.

If traveling to either of Bruyère's campuses by OC Transpo, we encourage you to use the travel planner at octranspo.com to find the best route.

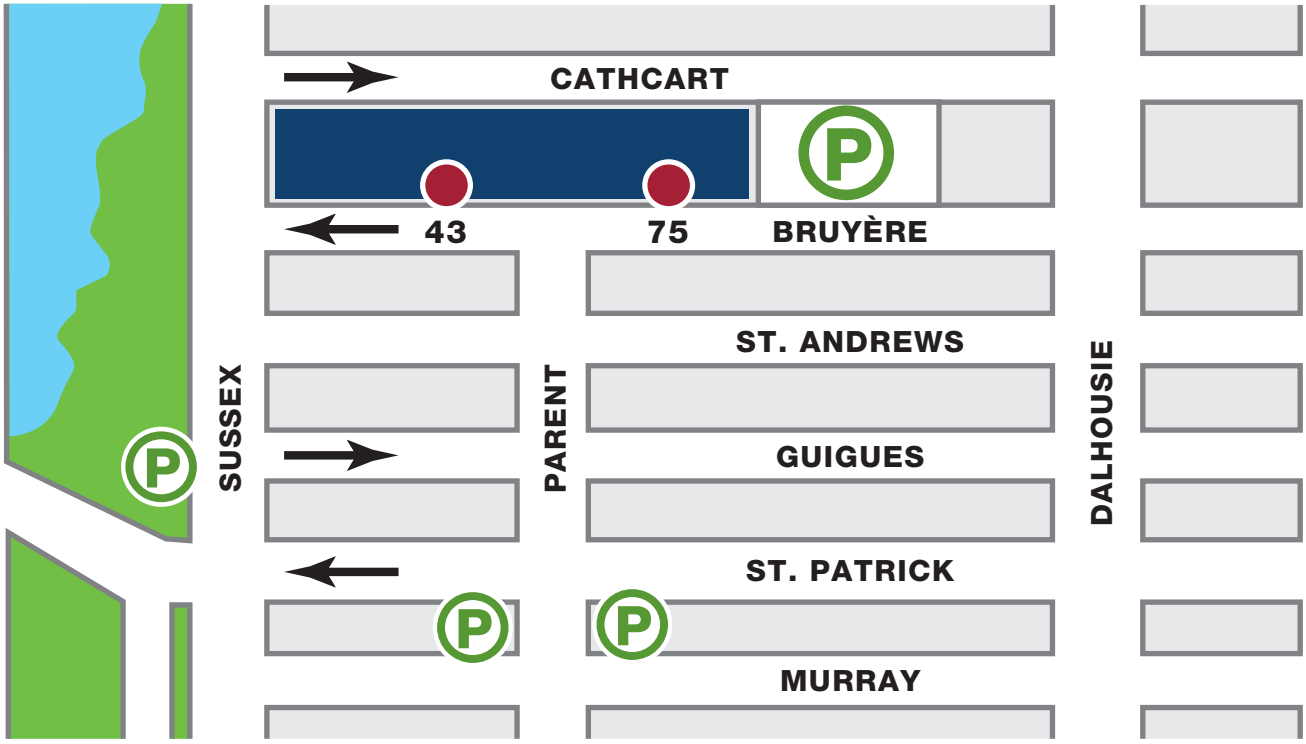
Bruyère operates paid parking lots at both campuses. Nearby street parking is also available subject to the City of Ottawa restrictions and parking rates.

Parking at the Élisabeth Bruyère campus

There is a charge for parking in the Bruyère 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 indoor vestibule.



Re-entry by this entrance is not permitted after 4 p.m. weekdays and on weekends.

Parking at the Saint-Vincent Hospital campus

There is a charge for parking in Bruyère's 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.

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

Per visit rates

0-15 minutes: Free grace period
$3.50 per half hour (daily maximum rate $14 - valid until midnight)

Extended use passes

7 consecutive days: $45 (available for purchase at pay station)
30 consecutive days: $92
5 non-consecutive days: $35*
10 non-consecutive days: $65*
30 non-consecutive days: $180*

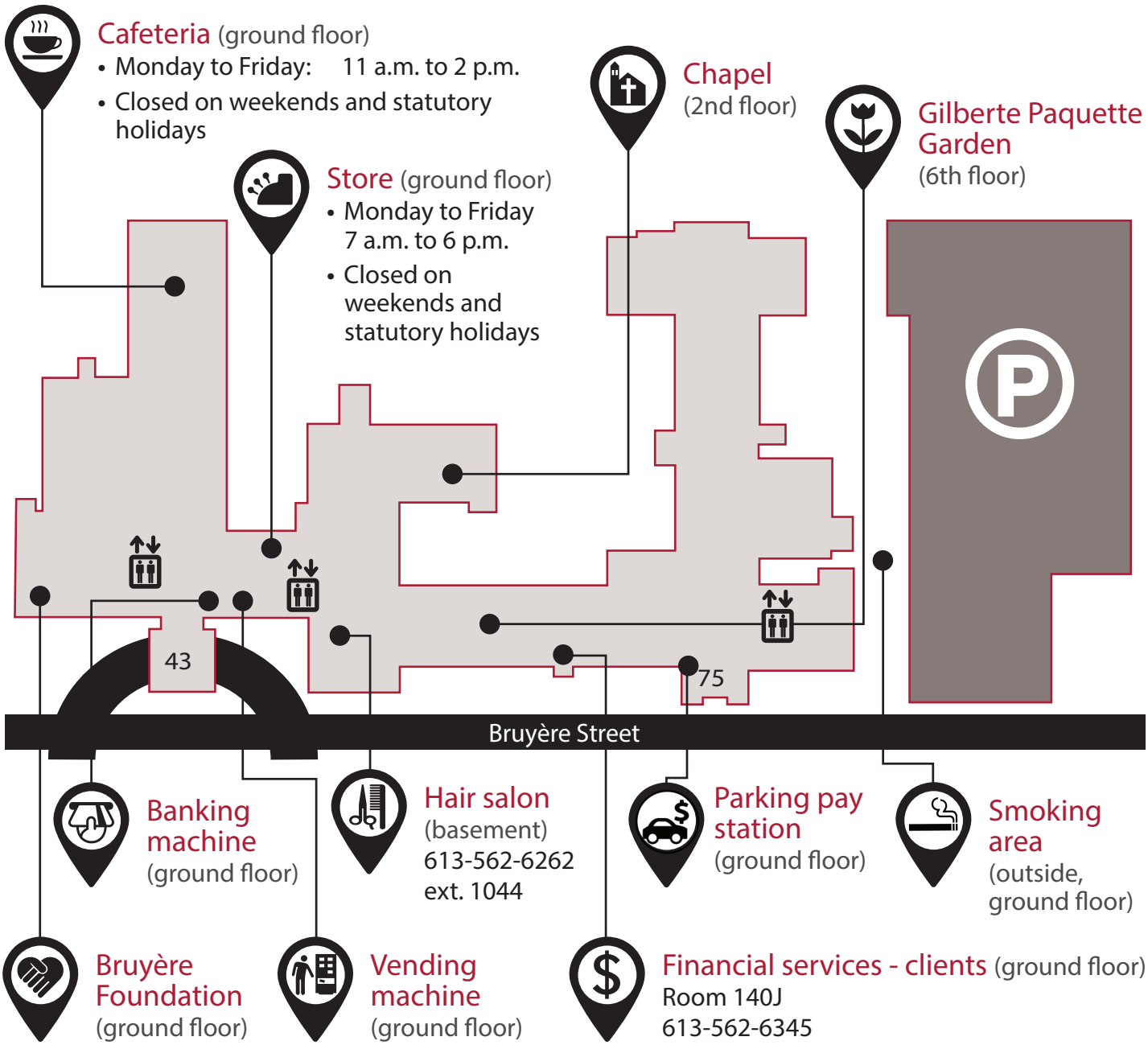
*All extended passes include the following privileges:

- Valid for one year from 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 Élisabeth Bruyère Hospital (Room 140) and at Saint-Vincent Hospital (Room 1411).

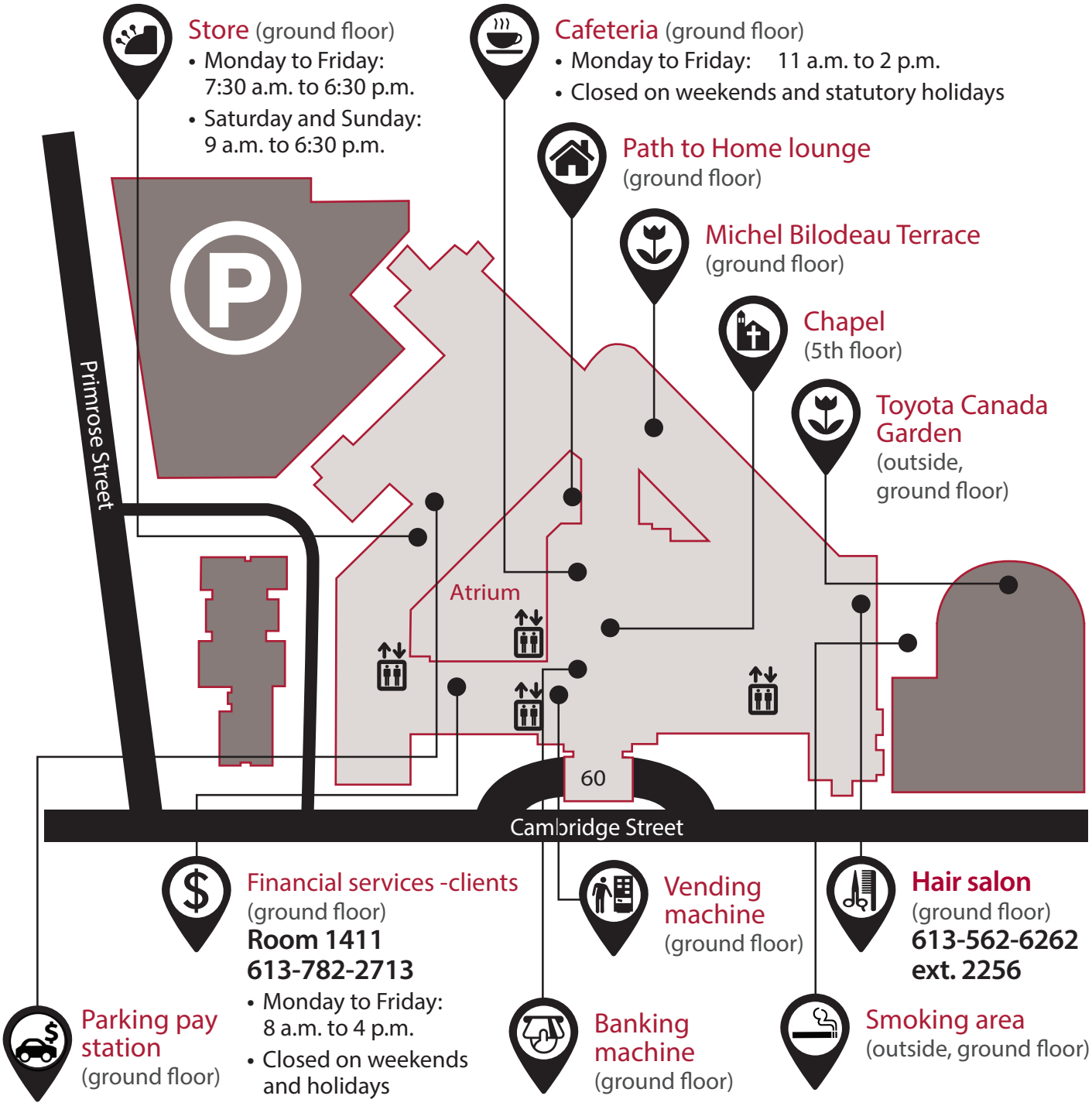
ii. Hospital maps and amenities

Élisabeth Bruyère Hospital is one of Ottawa's first hospitals and offers stroke and geriatric rehabilitation. Other community services and clinics include the Bruyère Memory Program, and the John and Jennifer Ruddy Geriatric Day Hospital.



- Monday to Friday: 8 a.m. to 4 p.m.
- Closed on weekends and holidays

Saint-Vincent Hospital is Ottawa's sole provider of complex medical care. This specialized program is for medically complex patients who require a hospital stay, regular onsite physician/nursing care and assessment, and active care management by specialized staff. It aims to improve and maintain function for patients with complex care needs by providing them with required services and support to transition back to the community, or to another health care facility.



b. Accommodation

You will be staying in one of three types of accommodations (rooms):

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

Bruyère 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.

Fee

There may be costs associated with your stay at Bruyère. You may be charged a monthly fee called a co-payment if you are a permanent 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 and Long-Term Care. Staff from the Financial Services-Clients Office will contact you or your Power of Attorney if a co-payment fee is applicable.

i. Personal items and valuables

Bruyère has security measures in place for your safety and we kindly ask that you leave your valuables at home.

Bruyère is not responsible for lost or missing personal items. These include but are not limited to items like glasses, dentures, jewelry, and hearing aids.

ii. 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 only accessible to yourself and 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.

iii. Laundry

Please refer to our online patient handbook www.bruyere.org/en/patient_handbook *for the most up to date information on this section.*

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 Saint-Vincent Hospital can have their laundry sent out every Monday for a cost.

iv. Hair salons

Hairstyling, manicures, and waxing services are available to all patients at each hospital at a reasonable cost. Unit staff members are happy to make an appointment for you.

For family and friends who wish to treat a loved one, gift certificates are available. Payment options include advance payment at the Financial services – Clients department or in person at the appointment.

Élisabeth Bruyère Hospital Salon
Tel.: 613-562-6262, ext. 1044
Located in the basement

Saint-Vincent Hospital Salon
Tel.: 613-562-6262, ext. 2256
Located on the main floor

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

v. Cafeteria

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

Saint-Vincent Hospital
Weekdays: 11 a.m. to 2 p.m.
Weekend: Closed

The **Élisabeth Bruyère Hospital** cafeteria is closed permanently.

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

vi. Boutique

Boutiques are centrally located on the ground floor at Élisabeth Bruyère Hospital and Saint-Vincent Hospital. The boutiques offer an assortment of food and beverages, magazines and newspapers, gifts and gift bags, cards, books, candy, flowers, toiletries, stamps, lottery, calling cards, dry cleaning services, and much more!

Élisabeth Bruyère Hospital
Weekdays: 7:45 a.m. – 3:15 p.m.
Weekends: Closed

Saint-Vincent Hospital
Weekdays: 9:30 a.m - 3:15 p.m.
Weekends: Closed

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

vii. Meals

Bruyère 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 **Élisabeth Bruyère Hospital**, rehabilitation patients eat in the dining room, which is subject to change depending on infection prevention and control measures in place as a result of any outbreaks of infectious diseases.

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

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

Breakfast: 7:30 a.m - 8 a.m.
Lunch: 11:30 a.m - 12 p.m. noon
Dinner: 4:30 p.m. - 5:00 p.m.

Please let a nurse know if you have food allergies or special food preferences, and they will communicate it with the ward clerk and/or dietician.

viii. Authorized leave

Please refer to our online patient handbook www.bruyere.org/en/patient_handbook *for the most up to date information on this section.*

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.

ix. Pets

Please refer to our online patient handbook www.bruyere.org/en/patient_handbook *for the most up to date information on this section.*

Bruyère 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 property, visiting pets must be 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.

x. Visiting information and hours

Please refer to our online patient handbook www.bruyere.org/en/patient_handbook *for the most up to date information on this section.*

Bruyère 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 preferences of the patient or substitute decision maker.

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

At **Saint-Vincent Hospital,** please use the main entrance (60 Cambridge Street North) between 8 p.m. and 6:50 a.m. 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 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/security or for infection prevention or control purposes. Children under 14 must be supervised by an adult other than the patient.

Designated Care Partner program

Designated Care Partners are family, friends, or loved ones who provide critical and ongoing personal, social, psychological, emotional, and physical support to patients. Designated Care Partners can visit their loved ones on our campuses at all times after their training is complete, even during outbreaks of infectious diseases.

For more information on this program and how you can qualify, please speak to a staff member or visit: bruyere.org/en/Designated_care_partner.

Virtual visits

To help keep you connected with your loved ones, Therapeutic Support Services are here to facilitate phone and video chats (FaceTime/Skype/Zoom) 7 days a week. Speak to staff onsite or have family members and loved ones contact the team at volunteer@bruyere.org or 613-562-6364 to make arrangements.

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 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. Patient and families from both our hospital campuses, Saint-Vincent and Élisabeth Bruyère, are welcome to participate.

If you are interested in joining PFAC, please contact us at 613-562-6262 ext. 1051 or clientrelations@bruyere.org.

c. Financial services – clients

Please refer to our online patient handbook www.bruyere.org/en/patient_handbook *for the most up to date information on this section*

When you are admitted, you or your substitute decision maker must go to the Financial services – clients office (see map). You will need 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 for property and/or personal care.

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:

- **Élisabeth Bruyère Hospital**: 613-562-6345 or AR-EB@bruyere.org
- **Saint-Vincent Hospital**: 613-782-2713 or AR-SV@bruyere.org

d. Your safety and well-being

Bruyère 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

No scented products

Zero tolerance for violence, verbal abuse and harassment

i. 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.

ii. Medications

Give your nurse all medications brought from home or from another hospital. All medicine taken at Bruyère must be prescribed by your Bruyère 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 hospital.

iii. Infection prevention and control

Please refer to our online patient handbook www.bruyere.org/en/patient_handbook *for the most up to date information on this section.*

Outbreak of infectious diseases

The most up-to-date outbreak information is available on the Bruyère InfoLine at 613-562-6262, ext. 1600 or on our website at 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 technique and the use of personal protective equipment before entering a patient's room.

Seasonal influenza

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.

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.

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

Ontario

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

Ontario

iv. Visitors

Please refer to our online patient handbook www.bruyere.org/en/patient_handbook *for the most up to date information on this section.*

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 in place temporary visiting restrictions.

Children under the age of 12 must be accompanied and supervised by an adult visitor.

Abusive or inappropriate behaviour will not be tolerated.

v. Video surveillance

Bruyère 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.

vi. Violence prevention

For everyone's safety, our violence prevention program prohibits any verbal or physical violence.

People who display aggressive or violent behaviours may be asked to leave.

Violent behaviour includes biting, groping, hitting, kicking, pinching, punching, pushing, shaking fists, shoving, spitting, throwing objects, attempting these actions and/or making verbal threats of assault. Some people react to anger, fear, pain, or stress with violence. Medication or medical conditions like dementia may also cause violent behaviour.

We follow the Occupational Health and Safety Act and inform our staff of any risk of violence. We do this to ensure the safety needs of all our patients and families.

Frequently Asked Questions

How did you decide that I may be at risk of becoming violent?

An episode occurred where you demonstrated violent behaviour. The episode was documented, assessed, and determined to be a risk to staff.

Why do I have a sign on my door and have to wear a pink wrist band?

These are ways to communicate with staff to keep everyone safe. It informs them about the potential for violence and helps them prevent violent behaviours from being triggered.

Pink is used to identify a patient

Violet is used to identify a visitor

Are people going to treat me differently?

A flag does not affect the quality of care you receive. The sign, wrist band and flag in your patient record are necessary to alert staff so they are better able to meet your specific needs.

Are other health care organizations doing the same thing?

All health care organizations are required to follow the Occupational Health and Safety Act and provide a healthy and safe work environment for staff. Practices may vary from one organization to another, but the basic steps are the same.

When will this flag be removed from my patient record?

Once an incident of violence is documented, assessed, and determined to be a risk to staff, the flag that is applied is permanent. However, there is an appeal process available.

If you have any questions or wish to obtain an appeals form, please contact Client relations at 613-562-6262, ext. 1051 or clientrelations@bruyere.org.

vii. 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.

viii. Pressure injury prevention

Pressure injuries are damage 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 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 dietician 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.

ix. 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.

x. 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 you 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.

Wearing proper footwear

Welcome to Bruyère!

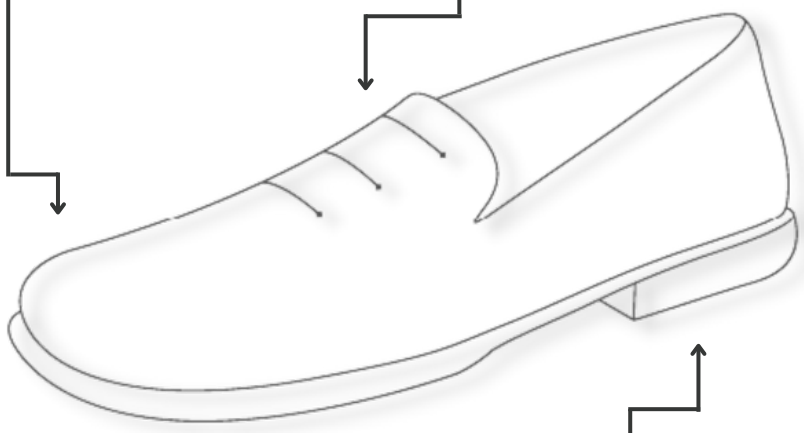
As a part of your rehabilitation program, you will be participating in therapies to regain your strength and improve mobility and gait. Proper footwear provides stability and reduces your risk of falling.

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 allows 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

Bruyère

Did you know?

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

What not to wear

Slippers
(without heel support)

Crocs

Flip fops

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

Bruyère

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.

xi. Restricted items

Flowers and plants - Bruyère 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.

All use of cameras, video cameras and cell phones 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.

Electrical appliances – Electrical appliances are not permitted in your room. This includes refrigerators, humidifiers, kettles, extension cords, halogen light bulbs, microwaves 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 – Do not bring additional furniture for your room.

Televisions – Do not bring your own television. TVs are available in all patient rooms.

xii. Smoking, alcohol, and illegal drugs

Please refer to our online patient handbook www.bruyere.org/en/patient_handbook *for the most up to date information on this section.*

Smoking – Bruyère 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, 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 property.

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

xiii. Wheelchairs and power 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 seat belt 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 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.

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 of 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. 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, request a volunteer or a friend to go out with you).
6. Do not overload the basket of your scooter. This can affect the balance of your scooter.
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.

Responsibilities and 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 estate agree not to make any claims against Bruyère, its medical staff, employees, officers and directors for any damages or injury that you may cause.
3. You may be required to reimburse Bruyère, its medical staff, employees, officers, and directors for 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.

xiv. 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, use of open flames including birthday candles is 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.

e. Your care

Bruyère is committed to providing person-centered care. Care planning is done by your interprofessional care team with you to meet your needs while in hospital.

Research shows that a well-planned discharge can help ongoing recovery at home and reduce your chances of being readmitted to 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. The social worker will also be involved in this planning and can connect you with the resources you will need.

Bruyère 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 staff member or physician will be involved in your care. We may also ask you to take part in research studies.

i. Care boards

An erasable white board 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.

ii. Daily practices

Bedside shift handover - The nurse leaving at the end of her shift talks about your needs with the nurse starting her shift. You can actively take part or listen. This handover is done so 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.

iii. Medical assistance in dying

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

Bruyère'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's policy on MAiD please inquire with your clinical manager.

f. Your room

i. 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.

ii. Television and cable

Televisions with cable are available in all patient room

To make arrangements for TV and cable service, please contact Financial Services – Clients at Élisabeth Bruyère Hospital (Room 140) and at Saint-Vincent Hospital (Room 1411).

iii. Internet

Free wireless internet/Wi-Fi coverage is available at Élisabeth Bruyère Hospital and Saint-Vincent Hospital, and computers are set up in shared areas for your use.

To connect to the Bruyère wireless internet/Wi-Fi network, go to the Wi-Fi properties on your device, and follow these steps:

1. List the available networks or browse.
2. Click on GuestWifi to connect.
3. Enter the monthly password (ask staff on your unit for the current password).
4. Once connected, open your browser. You will be redirected to the Bruyère terms of use page.

5. Read and accept the Bruyère terms of use to start browsing.

Access to the wireless network is enabled for up to four hours. After four hours, users will be required to accept the Bruyère terms of use to continue browsing.

g. Client relations

Bruyère 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@bruyere.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.

h. Spiritual care

Chaplains and faith representatives are available to discuss your spiritual needs. Chapels and multi-faith prayer rooms are open for worship services, personal reflection, meditation, and prayer. A schedule of worship services and liturgies is posted at each site.

Patients at Saint-Vincent Hospital now have end-of-life comfort packages available. Within this package, there is a tree to be placed on the door of patients who are actively dying to alert staff and visitors to me mindful around the room. Please alert a member of your team if you would like to receive one of these packages.

Therapeutic support services

Our Therapeutic support services team offers therapeutic recreation, arts and wellness, religious and spiritual care, and volunteer services. A wide range of programs, services and activities are 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, a volunteer ambassador will drop by to welcome you. Volunteer ambassadors can help you with many things. They can answer non-clinical questions. They can offer a tour of the hospital or your unit, so you are 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 infection diseases.

i. Information, access, and privacy

Bruyère keeps three types of information:

1. health information
2. general records
3. personal information

Privacy and access to this information is 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 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 staff member.

Contact the Health records department at 613-562-6262 ext. 1216 or HealthRecords@bruyere.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 which came into the control of Bruyère on or after January 1, 2007.

The Access to Information section of our website at bruyere.org gives more information and a list of records (Directory of Records) kept by Bruyère. 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 bruyere.org. The website also includes a list of data banks that may contain personal information.

j. Discharge

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

About the Bruyère Research Institute

As an academic organization, Bruyère 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 Research Institute (Bruyère RI) is part of Bruyère and affiliated with the University of Ottawa. Bruyère RI conducts research connected with Bruyère's clinical priorities to improve the care of aging and vulnerable populations.

Over the years, thousands of people in the Bruyère community have participated in research studies conducted by the Bruyère RI. Participation in research is voluntary, and Bruyère RI works to ensure all patients who choose to be a part of research feel safe, comfortable, and fully informed during the process.

About the Bruyère Foundation

The 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
- Contact our Foundation office at 613-562-6319 or foundation@bruyere.org
- Mail your gift to Bruyère Foundation:
  Bruyère 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.

Mother 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 or contact the Bruyère Foundation at 613-562-6319 or at foundation@bruyere.org.

Bruyère's monthly newsletter

To stay updated on the latest news at Bruyère, please subscribe by emailing foundation@bruyere.org.

Bruyère Foundation

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

"We wanted to show our gratitude for the way Bruyère took care of my wife Joann. A gift to the Foundation was my way of saying thank you and helping others who, one day, might need Bruyère."

– Dr. Hugh Lafave

There are many ways to give to Bruyère Foundation.

In-person: Visit the office on the main floor at the

Élisabeth Bruyère Hospital, 43 Bruyère St., room 112D.

613-562-6319 • foundation@bruyere.org • bruyere.org/give

Donation form

FONDATION Bruyère FOUNDATION

Please find enclosed my donation of: $ _____

(Optional): This donation is made in honour of: _____

Please charge my: ☐ Visa ☐ Mastercard ☐ American Express ☐ Cheque enclosed
(please make payable to Bruyère Foundation)

Card number: _____

Security Code (CVV2): _____

Expiry date: _____

Signature: _____

Please send your donation to:
Bruyère Foundation
43 Bruyère St.
Ottawa, ON K1N 5C8

Visit www.bruyere.org/give to make an online donation.

Charitable registration number: 88846-0441-RR0001

Please send a receipt for income tax purposes to:

Name: _____

Address: _____

City: _____

Province: _____

Postal code: _____

Tel.: _____

Email: _____

☐ Yes, I would like to receive important and timely information and updates by email.

Thank you for supporting Bruyère and helping us re-envision healthcare!

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's commitment to treating our patients with dignity, compassion and social responsibility. Protecting your personal health information is about quality of care and treating others the way we want to be treated.

At Bruyère, 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.

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 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);
- Conduct quality improvement activities (such as conducting patient satisfaction surveys, including the Hospital to Home Patient Experience Program);
- 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.

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).

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

Privacy and access to information officer

Bruyère
43 Bruyère St.
Ottawa, Ontario K1N 5C8
Email: privacy@bruyere.org
Tel.: 613-562-6262, ext. 1687
bruyere.org

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
Tel.: 416-326-3333
Toll Free: 1-800-387-0073
ipc.on.ca