



fraserhealth

Better health.
Best in health care.



E2B - Rehabilitation

**Eagle Ridge Hospital
475 Guilford Way
Port Moody, BC V3H 3W9
www.fraserhealth.ca**

Table of Contents

Table of Contents	2	
Welcome	3	
Information to Help You during Your Stay		
Your Room	3	
Preferred Accommodation	3	
What should I bring?	4	
Checklist	4	
Calling the Unit	4	
Telephones	4	
Visitor Information	5	
Meal Information	5	
Vending Machines	6	
Cash and Valuables	6	
Medications	6	
Television	6	
Laundry Facilities	6	
Spiritual Care	6	
Hairdressing Services	7	
Pets	7	
Interpreters	7	
Smoking Policy	7	
Infection Control	7	
Your Rehabilitation Program		
Rehab Schedule	8	
Schedule Board	8	
Rounds	8	
Patient-Family Conference & Discharge Planning	9	
Home Assessments	9	
Day/Weekend Passes	9	
Your Rehabilitation Team		
Meet Your Team	10, 11	
Your Discharge		
Check-Out Time	12	
Your Notes		12

WELCOME

The Eagle Ridge Hospital **High Intensity Rehabilitation Unit** is part of a regional rehabilitation program which also includes a unit located at Surrey Memorial Hospital. This program offers a bridge from acute care to community living by providing inpatient rehabilitation to adults with new physical and/or mental impairments resulting from stroke, brain injury, amputation, or other injuries.

Our goal is to teach patients and their caregivers ways to maximize independence in order to successfully return home or to community living. We use an integrated team approach, putting the skills and knowledge of a multidisciplinary team together in a personalized way to help patients set and reach their goals. We encourage gradual community re-entry through passes away from the hospital with family or friends.

We recognize that rehabilitation is a long and intensive process that starts once a person is medically stable and continues long after they return home from hospital. Our rehab program is often the most intensive step in that process, but is not the end. We encourage patients to be self-motivated and to take an active role in their own goal-setting and rehabilitation.

WHAT IS REHABILITATION?

Rehabilitation is the process of regaining as much independence as possible after a stroke, brain injury, amputation, or other illness or injury. It is an active and intensive partnership between you, your family, your hospital team and the community. It focuses on functional gains and helps you to reach your best level of physical, mental and communication ability. Rehabilitation helps you to adjust to your altered abilities and to minimize limitations. Prevention of any further disability is also part of rehabilitation.

INFORMATION TO HELP YOU DURING YOUR STAY

YOUR ROOM

Your room assignment is based on your medical status and the bed availability on the day of your admission.

PREFERRED ACCOMMODATION

Fraser Health offers you the option of a private or semi-private room during your hospital stay, based on availability. A daily charge applies for this service. Please speak with the cashier.

WHAT SHOULD I BRING?

We want your stay to be as comfortable as possible. We require that you wear your own clothing rather than a hospital gown, so plan to bring at least three changes of clothing that are loose enough to get on and off easily. If you wear glasses, contact lenses, hearing aids or prosthetic devices, please put them in their cases and keep them in a secure place when they are not in use. If you wear dentures, please ask your nurse for a container.

TIP: It's a good idea to label all your personal items.

A Helpful Checklist	
Clothing	Toiletries
<input type="checkbox"/> sturdy shoes with closed heels and non-skid soles	<input type="checkbox"/> toothbrush and toothpaste
<input type="checkbox"/> underwear and socks	<input type="checkbox"/> hairbrush / comb
<input type="checkbox"/> pajamas or nightgown and robe	<input type="checkbox"/> shaving equipment
<input type="checkbox"/> loose fitting shirts or blouses	<input type="checkbox"/> deodorant
<input type="checkbox"/> slacks or jogging pants	<input type="checkbox"/> make-up
<input type="checkbox"/> sweater	<input type="checkbox"/> other items that may be part of your routine such as incontinence pads, Kleenex, etc.
Assistive Items	Miscellaneous
<input type="checkbox"/> hearing aid(s)	<input type="checkbox"/> books
<input type="checkbox"/> glasses or contacts, reading glasses	<input type="checkbox"/> magazines, crosswords or a journal
<input type="checkbox"/> dentures	<input type="checkbox"/> a few photographs

CALLING THE UNIT

Please designate one friend or relative as a **contact person** to call the rehabilitation unit for patient information. This contact person should take responsibility to pass on any information to other family members or friends. The phone number to the unit is **604-469-3122**.

TELEPHONES

A telephone is provided for patient use in the dining room. Telephones are not provided in the patient rooms. Cell phones may be used with discretion in certain parts of the hospital.

Local and toll-free calls may be made without charge at any time by dialing 9 and the number. Long distance calls may be made collect or charged to your calling card.

Your family and friends can call you by dialing the rehabilitation unit main number at **604-469-3122** and the unit clerk will pass along a message to you to return the call.

VISITOR INFORMATION

Visitors can be good medicine for patients. Family members and friends are welcome to visit; however, it is important to remember that you may be in therapy until 4:30pm. While Fraser Health does not have any set visiting hours, please remind your visitors that therapy is your first priority and that they may have to wait to see you. Therapy times may change daily.

Family members, close friends or significant others are invited to attend treatment sessions to learn techniques or to assist with exercises. If your family or friends are interested in attending, please speak to the therapist.

Visitor Guidelines:

- People with colds, sore throats or any contagious diseases should not visit.
- Children of all ages must be supervised by an adult at all times.
- Visitors should be considerate of other patients while in patient areas as well as semi-private rooms.

MEALS

Standard meals are prepared in the main kitchen and delivered to the dining room to be served. Enjoying your meals in a group setting allows you to share experiences with other patients.

Meals may be adjusted according to health conditions, including swallowing difficulties, diabetes and others. Please check with staff to see if there are any precautions before providing additional food or drink to your family member.

MEAL TIMES

- Breakfast 8:30 am
- Lunch 12:00 pm
- Dinner 5:00 pm

SNACKS & BEVERAGES

For those who are on a special diet, snacks are provided. For patients on a regular diet, snacks are located in the dining room. These snacks are for patients only.

Tea, coffee and juices are available for patients throughout the day.

REFRIGERATOR FOR PATIENT USE

There is a refrigerator located in the dining room for patients to store personal food. We ask that you mark all items with your name and the date.

VENDING MACHINES

Vending machines offering a variety of snacks and beverages 24 hours a day are located outside the cafeteria, the laboratory and the emergency department.

CASH AND VALUABLES

We recommend that you not keep jewelry, credit cards, expensive electronics, or large sums of money in your room. Please have family members take these items home or speak with your nurse about safekeeping. A small amount of money (\$20-\$30) can be kept in the cashier's office.

Eagle Ridge Hospital does not assume responsibility for the loss of personal items.

MEDICATIONS

All medications you take while in the hospital are prescribed by your physician, dispensed by the hospital's pharmacy, and administered by a nurse. Patients are not permitted to use their own medications without their doctor's permission or to keep personal medications at their bedside.

As you move closer to your discharge, you may be placed on a Self-Supervised Medication Program (SSMP) under the supervision of nursing staff. This is to ensure that you will be able to manage this aspect of your care safely when you are discharged.

TELEVISION

A large-screen television is located in the patient lounge area for all patients to use.

Patients can also use the television in their room for an additional charge. Please remember to keep the volume low at all times and turn off the TV after 10:00 pm to avoid disturbing other patients.

LAUNDRY

The rehab unit staff does not wash personal laundry. Please make arrangements with family or friends to have personal laundry washed and returned to the unit.

SPIRITUAL CARE

Concern for the whole person (physical, emotional, and spiritual) is basic to patient care. Many people find support and comfort in their faith. Chaplains and spiritual helpers, representing all religions, can offer support and counseling especially during times of crisis and life change.

The social worker can provide spiritual care contact information to patients and families as necessary.

HAIRDRESSING SERVICES

The hairdresser comes to the unit on Mondays. Patients can sign up at the nursing station for an appointment; a price list is also available.

PETS

Patients often have close emotional bonds to their pets; therefore, personal pet visitation is permitted on the rehab unit. Please contact the Patient Care Coordinator to discuss guidelines around bringing your pet in for a visit.

INTERPRETERS

If required, the rehabilitation program is able to access the help of professional interpreters for most languages. If you or your family is unable to understand complex medical information or to tell us about your medical concerns in English, you may request an interpreter. Your therapist can arrange these services for you.

SMOKING POLICY

The Fraser Health Authority recognizes its responsibility to provide a safe and healthy environment for its patients, families, visitors, staff and volunteers. Thus the FHA has adopted a smoke-free policy: smoking is not allowed anywhere on the grounds or premises of Eagle Ridge Hospital.

If you need information on nicotine replacement therapy or smoking cessation please ask your nurse.

INFECTION CONTROL

Germs that cause infections can be spread a number of ways. The most common is through hands. Proper hand washing removes germs from the hands and helps protect you from infection. Hand washing doesn't take much time or effort, but it is very effective in preventing illness. As well, alcohol hand sanitizers are installed throughout the unit.

You are encouraged to wash your hands or use the alcohol sanitizer every time you leave/return to your room, leave/return to the rehab unit after your therapy, before you eat, and after you use the toilet.

Visitors are encouraged to wash their hands or use the alcohol sanitizer before entering and upon leaving the rehab unit, before entering or leaving the patient room, and before and after they provide any hands-on care.

If an infection control sign is on a patient's door, please stop at the nursing station for instructions prior to entering.

YOUR REHABILITATION PROGRAM

Every person is unique, so your rehabilitation program is specifically tailored for your particular requirements. You will work with a team of rehabilitation professionals who understand what you are going through and will help you to set reasonable and achievable goals. You and your team will work together to meet your goals, helping you to regain as much independence as possible.

Upon your arrival at the unit, you will meet the program's nurses. They will serve as your primary resource for any questions about your program. They can direct your questions to the appropriate staff member and will make sure you are set up for a patient-family conference and weekend passes. They will orient you to the unit and introduce you to other team members. They will also review this handbook with you. When they meet with you, they will ask you a few questions to get to know you and your needs better.

REHABILITATION SCHEDULE

During the week, you will participate in rehabilitation therapies each day. Therapy times will be based on your specific needs and goals.

On a regular basis you will receive physiotherapy, occupational therapy, nursing care and speech therapy if required. Getting dressed in the morning, getting to meals, and going to the washroom are also parts of your rehab program and allow you to practice your skills in order to gain independence. On a less-frequent basis you may also see physicians, the social worker, the dietician, and others.

Some of the therapies will be 1:1 and some may be in a group. Some of your treatment time may be used by your therapists to complete very important tasks on your behalf such as arranging for specialized equipment, applying for community programs, and liaising with community supports. On these days you may not get face to face therapy time, however these interventions are equally important in your rehabilitation journey

SCHEDULE BOARD

A schedule board is located across from the nursing station so that you and your visitors will know where and when your appointments are scheduled. Check the board each day after breakfast for any updates. You need to be ready for your appointments on time and are expected to attend all sessions in order to receive maximum benefit from the program.

ROUNDS

The therapy team meets on a weekly basis to discuss your progress, create or modify goals, and plan for discharge. We will discuss with you any changes to your anticipated discharge date or goals.

PATIENT-FAMILY CONFERENCE AND DISCHARGE PLANNING

Within the first week of arriving on the unit, you and your family will be setting goals with the team members and will also be asked to book a conference with the team. At this patient-family conference, team members will review your progress on each of your goals, answer questions and plan for discharge.

As we are a short-term inpatient hospital facility, we start planning for your discharge as soon as you arrive on the rehab unit. This is so we can minimize your hospital stay and get you on to your next stage of rehabilitation. Our goal is to see you functioning as safely and independently as possible back in the community, where it may be recommended that you continue your rehabilitation on an outpatient basis (as services are available).

HOME ASSESSMENTS

Your occupational therapist (OT) along with other team members may make a referral for a community OT to visit your home to conduct a home assessment. You will need to be present at that time so that they can see how you are functioning in your current home setup. The OT will make recommendations on ways to make your home safer and more accessible to you. They will evaluate your need for special equipment and adaptations to your home. These recommendations should be completed as soon as possible so that you and your family are ready for passes and discharge.

DAY OR WEEKEND PASSES

As you progress, you will start to leave the unit on passes to practice newly learned skills at home or in other settings. Prior to your first pass, you may need to be familiar with special skills such as climbing stairs or getting in and out of a car. A home assessment may also need to be completed prior to your first pass.

Each time you go out on any pass, you will be required to sign a **Release from Responsibility Form**. You will be provided with any prescription medications that you require for the duration of the pass. After your initial weekend pass, you may continue to leave the hospital on weekends, however we ask that you or your family notify nursing staff by Wednesday evening if you intend to leave the hospital on a pass the following weekend. This will ensure that your medications and other preparations are ready on time. You will be given a pass information sheet to complete and hand in to nursing at the end of the pass. This will provide valuable information about your pass to your rehab team.

Please note that no pass should interfere with your therapy schedule. Please check with your therapy staff if unsure.

Important Note:

You may return to the hospital at any time during a pass if you or your family members feel unable to manage.

YOUR REHABILITATION TEAM

Your rehabilitation team includes you, your family and the following professionals who specialize in rehabilitative care:

PHYSIATRIST (REHABILITATION DOCTOR)

The physiatrist is a doctor specializing in rehabilitation medicine who will manage your clinical progress during your stay. Once you have been admitted, a physiatrist will evaluate your needs, develop your care plan, and work with other physicians and therapists on the team.

HOSPITALIST (GENERAL PRACTITIONER)

Hospitalists are general practitioners who will look after your general medical needs while on the rehab unit. However, now that you are in a rehabilitation setting, you are deemed medically stable and should not require daily medical care. Any concerns will be communicated to the appropriate physician.

REGISTERED NURSES, LICENSED PRACTICAL NURSES AND ACUTE CARE AIDES

The nursing staff supports all aspects of your rehabilitation program 24 hours a day, 7 days a week. Nursing focuses on activities of daily living skills including bathing, toileting, medications, pain management, bowel and bladder management, nutrition and sleep. Nursing staff will assist you as required and encourage independence daily. Nursing will monitor and review your progress with other team members regularly and during team rounds. They will communicate with you and your family as needed about your care and assist in planning your discharge.

SOCIAL WORKER

Social workers support you and your family by offering counseling to help cope with your illness and how it has affected you. The social worker can address employment and financial concerns and provide information about community resources. As well, throughout your stay, your social worker will assist in planning for your discharge needs and is available to help with any other concerns or problems that may arise.

PHYSIOTHERAPIST

Physiotherapists evaluate and treat problems related to mobility, balance, coordination, and strength. They use a variety of treatment techniques to help you improve physically with the aim of helping you achieve as much independence as possible.

Where appropriate, physiotherapists may prescribe adaptive equipment such as canes or walkers. You may borrow hospital equipment for the duration of your stay, but on discharge you will be required to rent or purchase any equipment still needed.

OCCUPATIONAL THERAPIST

Occupational therapists focus on maximizing your physical abilities in everyday living tasks. This includes dressing yourself, meal preparation and tasks related to your employment and leisure activities.

Your occupational therapist will assess and treat problems related to using your arm and hand. Thinking skills such as memory, concentration, safety awareness may also need retraining. If you need special equipment such as a wheelchair or bathroom equipment, your occupational therapist will help you select the appropriate items.

REHABILITATION ASSISTANT

Rehabilitation Assistants work under the direction of the physiotherapists and occupational therapists to assist you with your daily treatments.

SPEECH-LANGUAGE PATHOLOGIST

Speech-Language Pathologists work with you to help you communicate effectively and swallow safely. They will assess your speech, language and overall communication abilities. They will also evaluate any swallowing difficulty and make recommendations to help you. They provide activities in therapy to help your speech and language as well as provide education and strategies to you and your family to help with your difficulties.

DIETITIAN

Dietitians provide nutritional counseling and recommend dietary changes as required. If you are at nutritional risk, a dietitian will assess your needs, coordinate your dietary treatment and provide you and your family with information to help you understand and follow your diet plan.

PHARMACIST

Pharmacists are experts in the field of medication. They work together with your doctor to recommend which medications to give patients. Pharmacists also advise doctors about the potential side-effects of medications, and provide drug information to doctors and nurses as well as to patients and their families.

DISCHARGE

Once your physician has approved your discharge, the nursing staff and other team members will help you finalize your plans. You will be provided with discharge instructions, prescriptions and follow-up appointments.

CHECK-OUT TIME

On the day of your discharge we ask that you make arrangements to leave by **10:00 am**. Please be sure to inform your family or friends so transportation can be arranged.

THINGS TO REMEMBER BEFORE LEAVING:

- all of your belongings – please double check closets
- prescriptions
- doctors' appointments

Please be sure to return all hospital-owned equipment that you have been using, including:

- Wheelchairs
- Walkers
- Canes
- Splints
- Transfer Belts
- Hip protectors

NOTES

www.fraserhealth.ca

This information does not replace the advice given to you by your healthcare provider. Catalogue # 256234 (July 2017)
To order: patienteduc.fraserhealth.ca