

# **Laurel Place Inpatient Stroke Rehabilitation Unit**

Surrey Memorial Hospital

## **Patient and Family Handbook**



**Name:** \_\_\_\_\_

9688 137A Street  
Surrey, BC  
604-930-6804

# Contents

<b>Welcome .....</b>	<b>1</b>
<b>What is ‘Rehabilitation’? .....</b>	<b>2</b>
<b>Map of Rehabilitation Unit.....</b>	<b>3</b>
<b>Part 1: Your arrival.....</b>	<b>4</b>
What to bring .....	4
Your room .....	5
Visitor information.....	5
<b>Part 2: Your rehabilitation journey .....</b>	<b>6</b>
Your rehabilitation team.....	6
Your role in rehabilitation.....	8
Schedule board.....	8
Estimated discharge date (EDD) .....	9
Family meeting.....	10
Medications .....	10
Mental health and wellbeing .....	10
Spiritual care .....	10
Home passes .....	11
<b>Part 3: Your stay on the unit .....</b>	<b>12</b>
Calling the unit .....	12
Telephones in rooms .....	12
Television.....	12
Wifi .....	12
Cash and valuables.....	13
Meals and snacks.....	13
Laundry .....	13
Hairdressing services.....	14
Pets.....	14
Interpreters .....	14
Respectful environment.....	14
Smoking policy .....	15
Infection Control.....	15
<b>Part 4: Your return home.....</b>	<b>16</b>
Before you leave.....	16
The day you go home .....	16
Check-out time .....	16
Things to remember .....	17
<b>Notes: .....</b>	<b>18</b>

## Welcome

The rehabilitation unit is a step in your journey from hospital to home. We provide rehabilitation to adults who have had a stroke and have changes in their ability to do activities, think, or communicate.

Our goal is to teach you and your care partners, family, and friends ways to help you become more independent and successfully return home. We are a team of health professionals that work together to help you set and reach your goals.

We encourage people to get back to their homes and community with outings and home passes.

If you need to use special equipment to help you to move around or do activities, we help you learn how to use it.

We expect you to be self-motivated. You will need to take an active role in setting goals, rehabilitation, and planning for home. We will support you through this process.

Rehabilitation is a long and intensive process. It starts once a person is medically stable and continues long after they return home. Our program is an intensive step in that process but is not the end.

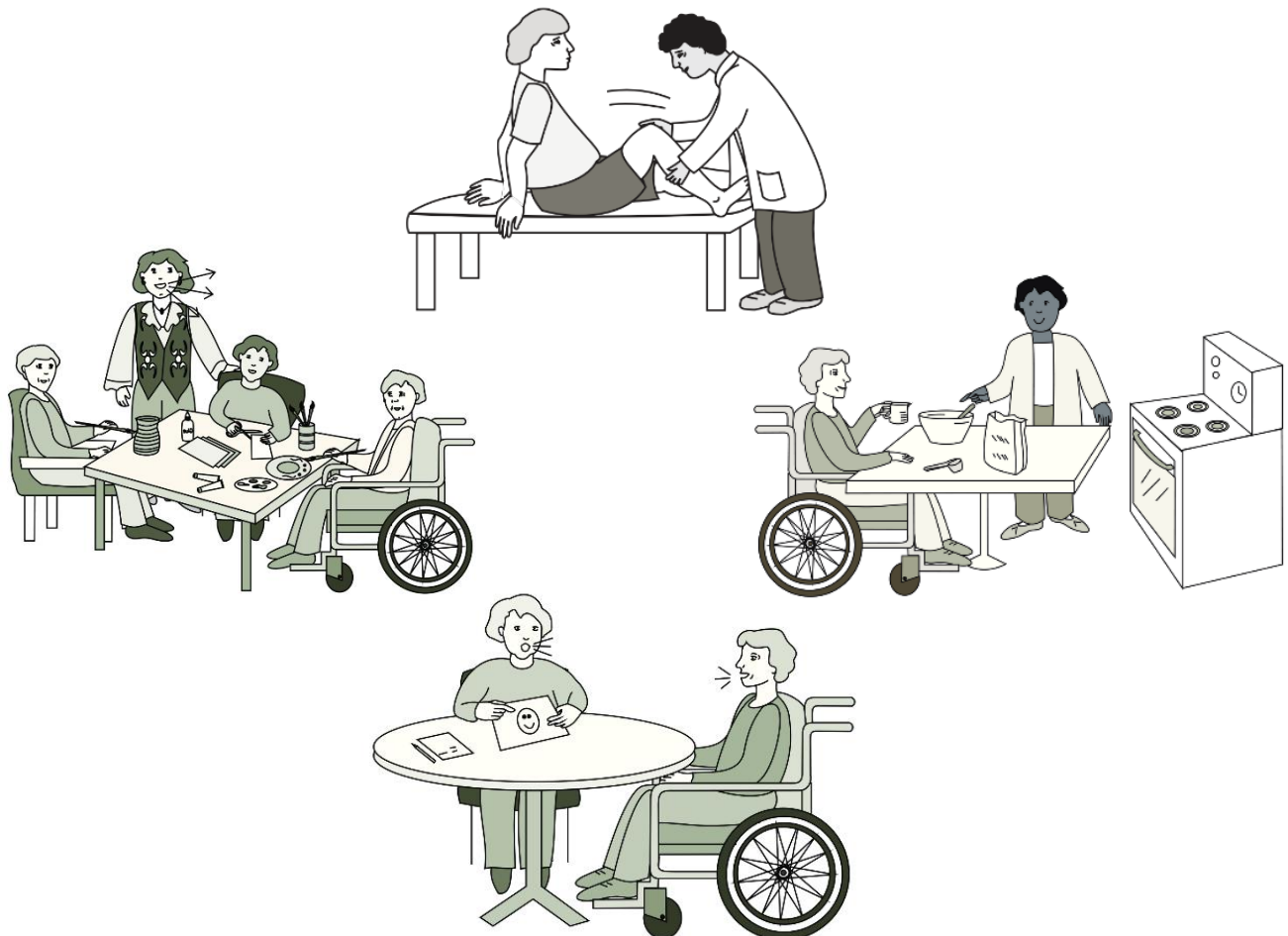
## What is 'Rehabilitation'?

Rehabilitation is the process of helping you to regain as much of your independence as possible after a stroke.

We work with you toward your rehabilitation goals, which can include building skills for life such as the following:

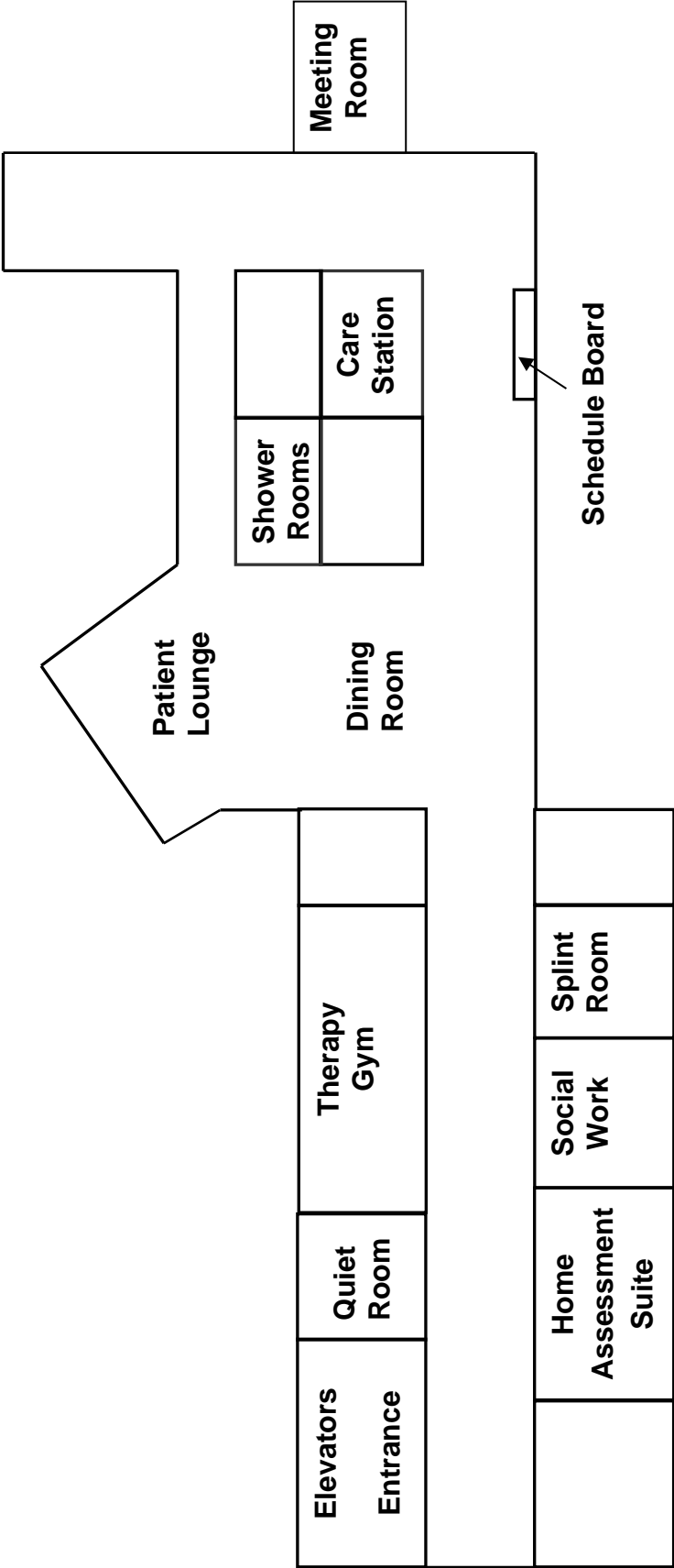
- moving around
- doing personal care
- communicating

Our team helps you get the skills and confidence to do more for yourself, improve your quality of life, and prepare you to continue your rehabilitation journey in your home and community.



# Laurel Place

## Map of Rehabilitation Unit



## Part 1: Your arrival

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### What to bring

We suggest you wear your clothing instead of a hospital gown.

It is a good idea to bring at least 3 changes of loose-fitting clothing.

Use the checklist below to help you know what to bring.

What to bring	
Clothing	Toiletries
<input type="checkbox"/> pajamas or nightgown and robe <input type="checkbox"/> underwear and socks <input type="checkbox"/> sturdy shoes with a back <input type="checkbox"/> loose-fitting shirts or blouses <input type="checkbox"/> pants or jogging pants <input type="checkbox"/> sweater	<input type="checkbox"/> toothbrush and toothpaste <input type="checkbox"/> hairbrush or comb <input type="checkbox"/> shaving equipment <input type="checkbox"/> deodorant <input type="checkbox"/> soap or body wash <input type="checkbox"/> other items from your routine
Assistive items	Miscellaneous
<input type="checkbox"/> hearing aids <input type="checkbox"/> glasses or contacts, reading glasses <input type="checkbox"/> dentures <input type="checkbox"/> personal walker, wheelchair (non-electric), braces, prosthetics	<input type="checkbox"/> phone or personal electronics <input type="checkbox"/> books, magazines, crosswords, journal <input type="checkbox"/> personal leisure items, photos <input type="checkbox"/> other:

## Your arrival

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### Your room

The room you are given is based on your medical needs and the rooms available on the day you arrive.

We do our best to let you keep the same room while you are here but there is a chance that we might have to move you to a different room due to the needs of the unit.

### Visitor information

All visitors must follow all of our infection control policies. Visitors should connect with the care team when they arrive at the unit.

If your care partner or family would like to come to your treatment sessions to support you, please talk to the therapists.



Please ask the staff for the current visiting hours.

Visiting hours are

\_\_\_\_\_ to \_\_\_\_\_

You can have up to two visitors at a time.

There are pay-parking options around the building.

If your family and friends are not able to come to visit, ask your care team to help you with virtual visits.



## Part 2: Your rehabilitation journey

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Your rehabilitation program is made for you, with the support of your family, friends, and rehabilitation team.

Please speak to us anytime you have concerns or questions about your care, rehabilitation, or goals.

### Your rehabilitation team

Your team might include any of the following, depending on your needs and goals:

**Physiatrist:** a doctor who specializes in rehabilitation

- Meets with you to check your progress and review plans

**Hospitalist:** the medical doctor on the unit

- Helps you with any medical concerns you have during your stay

Note: The hospitalist will be a different doctor each week.

### Nursing team and care aids

- Work with you to help with daily personal care needs, give you your medications, and encourage independence
- Review your progress with the team and help your family to learn your care needs

### Patient care coordinator (PCC)

- Coordinates your care and your plans for going home

### Community health nurse

- Gives you information on home health and other resources in your community

### Social worker (SW)

- Supports you and your family's social and emotional needs
- Helps you deal with money concerns, income benefits, housing, and social issues. Gives you information on community resources.



## **Your rehabilitation journey**

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### **Physiotherapist (PT)**

- Explains and treats challenges with your movement, balance, coordination, and strength
- Suggests equipment to help, if needed

### **Speech-language pathologist (SLP)**

- Checks for any problems with communication and swallowing
- Explains and treats any problems they find

### **Occupational therapist (OT)**

- Checks any changes to your thinking, vision, and physical ability, and how these affect your ability to do your daily activities
- Gives suggestions on equipment and changes to make to your home

### **Recreation therapist (RecT)**

- Supports you to do activities that are important to you, or explore new activities
- Connects you with community resources for activities and recreation for when you return home

### **Rehabilitation assistant (RA)**

- Assists you with your treatment and exercises from PTs, OTs, and SLPs

### **Dietitian (RD)**

- Checks your nutrition needs
- Gives you and your family information about what foods will help your health and help you enjoy eating

## Your rehabilitation journey

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### Your role in rehabilitation

You are in charge of your rehabilitation journey and responsible for working toward your therapy goals.

Use the skills you learn to do your daily care, such as getting dressed, going to the washroom, and connecting with family or friends. Your nurse, care partner, family, and friends can support you.

You might get homework that we expect you to complete on your own time.

After you have been here for a while, we expect you to take the lead with your therapy and care. You might have fewer appointments with the therapist as we encourage you to do more things on your own.



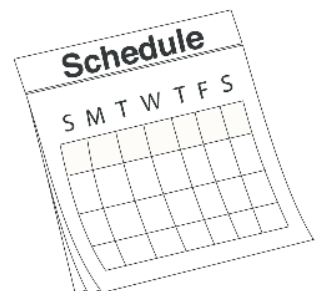
### Schedule board

A schedule board is across from the care station. You and your care partners can check the schedule to know where and when you have therapy appointments.

We post the schedule by 9:00 a.m. each morning. Your schedule changes daily.

Please be on time for appointments so you get the most benefit from the therapy.

Your weekly shower day is on the schedule board.



## Your rehabilitation journey

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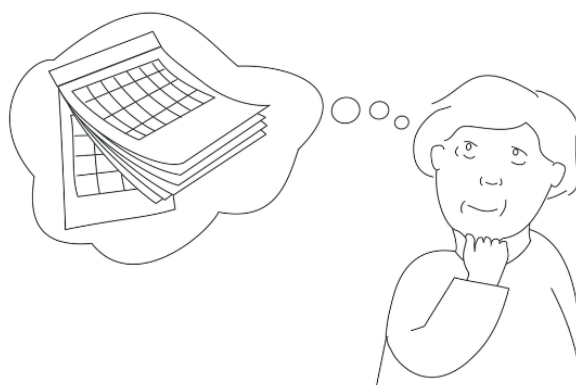
### Estimated discharge date (EDD)

Your EDD is the day we expect you to leave the unit and return home. We start planning with you for your return home as soon as you arrive.

Your EDD is determined in the first 2 weeks of your arrival at the unit. We decide on the date after reviewing your initial assessments. Once we know your EDD, we will let you know and write it on your whiteboard.

The EDD can change based on your progress. It could be sooner than expected. It is important for you and your family or friends to start planning now for what you will need for going home.

My estimated date of discharge: \_\_\_\_\_



## **Your rehabilitation journey**

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### **Family meeting**

In complex cases, we have a family and team meeting to review your progress with therapy and your plan for returning home.



### **Medications**

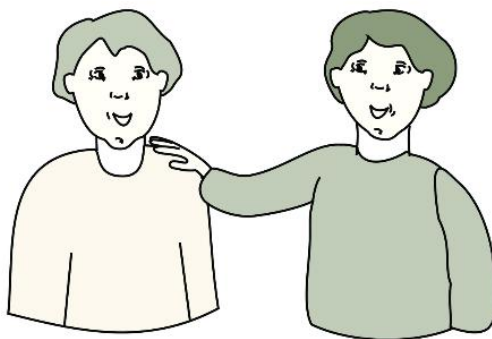
All medications you take while here are prescribed by your doctor, prepared by the hospital pharmacy, and given to you by a nurse.

If you bring your own medications from home, you need the doctor's permission before you are allowed to take them on your own.

### **Mental health and wellbeing**

A key part of how we care for you is our concern for your physical, emotional, and spiritual health.

If you notice changes to your mental health, or if you have had mental health services in the past and would like support, please speak to your team.



### **Spiritual care**

Many people find support and comfort in their faith. We can connect you to our spiritual care services. Please speak to your team.

## Your rehabilitation journey

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### Home passes

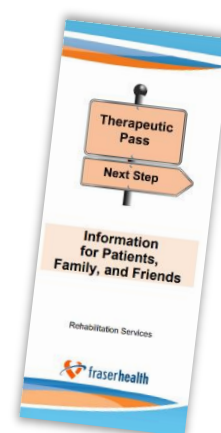
As you progress, your team might suggest a home pass. A home pass is time away from the unit that lets you practice the skills you have learned in rehabilitation at home.

You might go home for a few hours or as long as two nights.

Spending time at home often makes it easier for people to move home when they leave rehabilitation.

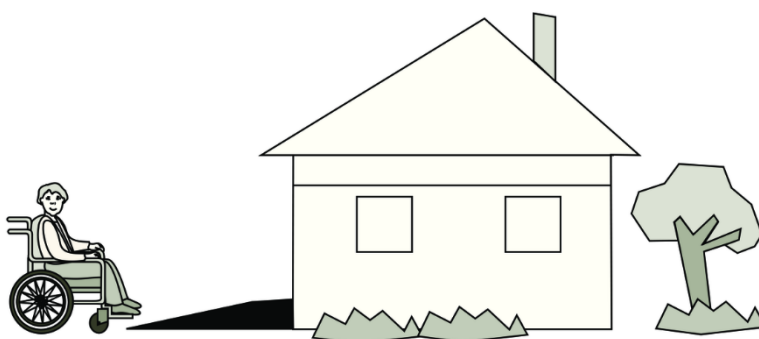
We give you a form to take home. Please write (or have your care partner write) what went well, and what needs more practice. When you return to the unit, share this form and information with your team.

For more information on home passes (also called therapeutic passes), go to [patienteduc.fraserhealth.ca](http://patienteduc.fraserhealth.ca) and search for 'therapeutic pass'.



My first visit to home will be:

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## Part 3: Your stay on the unit

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### Calling the unit

Please choose one care partner (a friend or family member) as a contact person to call the unit to see how you are doing.

This person should be responsible for passing on any information to other family members or friends.

The phone number for the unit is

**604-930-6804.**

### Telephones in rooms

There are telephones in each room. You can make local and toll-free calls for free. Dial 9 and then the number.

Friends or family can call your room by calling the number below and entering an extension. Please ask the unit clerk for the extension for your room.

The phone number for my room is:

**604-585-5666** extension: \_\_\_\_\_



### Television

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

You can also use the TV in your room. Please always keep the volume low and turn the TV off after 10:00 pm to avoid disturbing other patients.



### Wifi

There is wifi on the unit. We write the password on the whiteboard in your room. The password changes on the 1<sup>st</sup> of every month.

## Your stay on the unit

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### Cash and valuables

Do not keep jewelry, credit cards, expensive electronics, or large amounts of money in your room. If you wish to keep a small amount of money, there is a locked cupboard in the care station where money can be kept. Please ask the care staff.

Please keep glasses and hearing aids in a safe place.

We are not responsible for the loss of personal items on the unit.

### Meals and snacks

A menu of healthy meals is prepared on-site. Mealtimes are:

Breakfast	9:00 a.m.
Lunch	12:30 p.m.
Dinner	5:30 p.m.

Family and friends are welcome to bring you food from home, especially if you have specific foods you prefer.

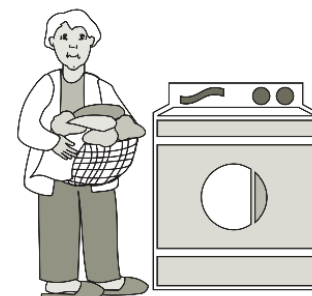
**Important note:** Some people need food and fluids to be a special texture due to changes from their stroke. Tell your family or friends to ask the nurse before bringing food.

There is a microwave and fridge on the unit for your use. Please speak to your nursing team.

We can give you extra snacks and drinks during the day. Please ask your care team.

### Laundry

Your family or friends will need to wash your personal laundry. We do not wash personal laundry.



## **Your stay on the unit**

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### **Hairdressing services**

The T.L.C. Hair Salon is on the ground floor by the recreation hall.

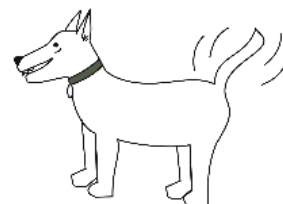
If you want hairdressing services, you need an appointment. Make an appointment by calling:

604-582-6336 extension 1126  
Monday to Friday  
9:30 a.m. to 4:30 p.m.

Please pay the hairdresser at your appointment.

### **Pets**

We do not allow pets on the unit. If you would like time with a pet, we can help arrange an outdoor visit. Please contact the recreation therapist or talk to your team to discuss an outdoor pet visit.



### **Interpreters**

We offer interpreter services in person or virtually.

If you do understand or speak English well enough to have medical conversations, you can ask for an interpreter in your language. We can arrange these services for you.

### **Respectful environment**

We expect you to treat others with dignity, respect, and without discrimination, just as you can expect to be treated by us. Violence, foul language, and abusive behaviour are not acceptable.



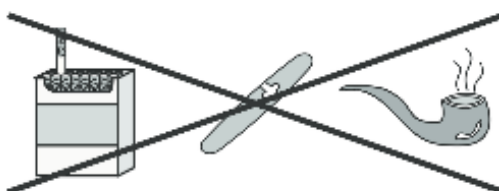
## Your stay on the unit

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### Smoking policy

We do not allow smoking in the building or on the property.

If you would like information on nicotine replacement therapy, or would like help to quit smoking, please ask your nurse.



### Infection Control

Please follow hand-washing recommendations and [wash](#) or [sanitize](#) your hands regularly. For more information, go to [patienteduc.fraserhealth.ca](http://patienteduc.fraserhealth.ca) and search 'clean your hands'.



Visitors need to follow all of our infection control policies.

If there is a sign with a stop sign on it outside your door, visitors must ask the care staff for instructions before going into your room.

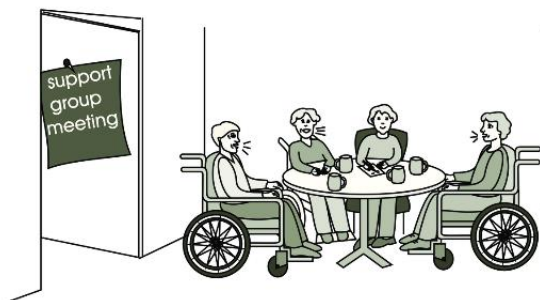
## Part 4: Your return home

### Before you leave

Your team reviews your plans, resources, and supports in the weeks before your EDD. We will give you information on resources you might need, such as:

- equipment
- outpatient therapy and homework programs
- After Stroke BC
- Home Health
- HandyDART
- Lifeline

You will get recommendations for the services that are appropriate for you.



Please ask your family or friends to plan a way for you to get home.

### The day you go home

On the day you go home, we will give you instructions for discharge, and do the following:

- ☐ review your medications with you and your care partner
- ☐ talk to you about any follow-up appointments
- ☐ send your prescriptions to your local pharmacy. The pharmacy will give you enough medication for 1 month.



### Check-out time

We kindly ask you to leave the unit by **11:00 am** so your room can be cleaned for the next patient.

## Your return home

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### Things to remember

- ☐ Get all your valuables.
- ☐ Check closets and drawers to make sure you have all of your things.
- ☐ Make sure you have the following:
  - prescription information
  - date or contact information for doctor's appointment
  - phone number for outpatient appointments
- ☐ Return all Laurel Place equipment such as wheelchairs, walkers, dressing aids, and therapy kits.





## Notes:

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

This information does not replace the advice given to you by your healthcare provider.

Catalogue #262608 (August 2023)

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