



Surrey Memorial Hospital

Specialized Rehabilitation Unit
at Laurel Place

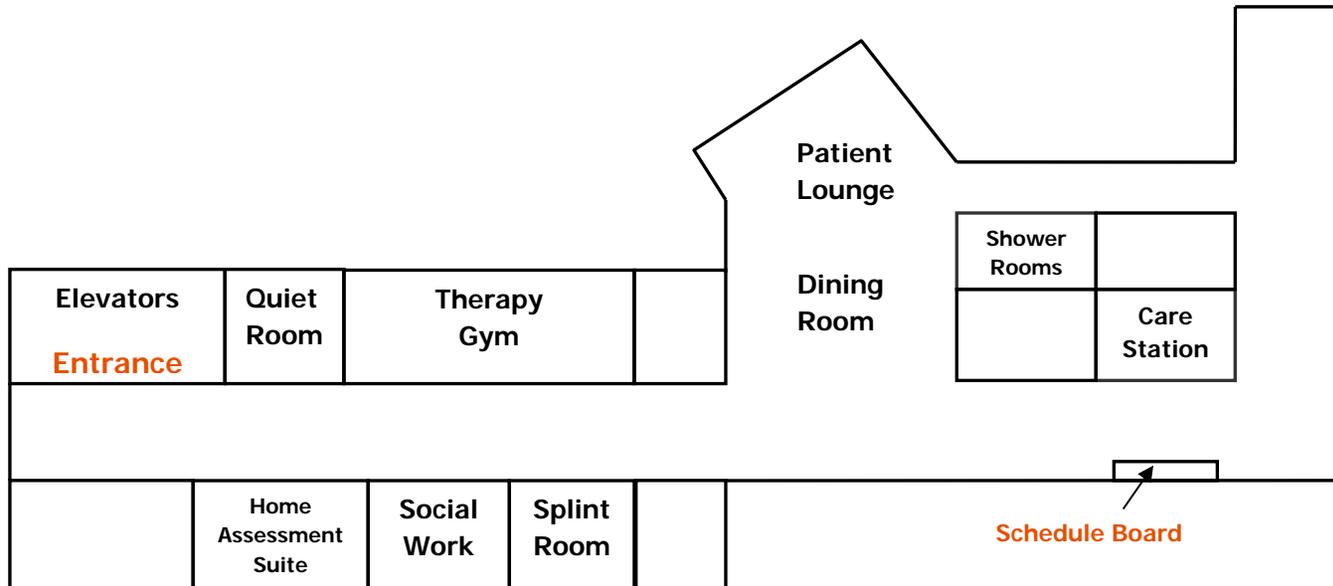


Patient and Family Handbook



Surrey Memorial Hospital

Specialized Rehabilitation Unit
at Laurel Place
4th Floor



Rehabilitation Unit Map

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Empowerment

Excellence

Integrity

“Rehabilitation
Care at its Best”

- SMH Rehab Unit

WELCOME

Surrey Memorial Hospital Specialized Rehabilitation Unit offers a bridge from acute care to outpatient services by providing inpatient rehabilitation to adults with new physical and/or mental impairments (leg amputation, stroke, brain injury, etc).

Our goal is to teach patients and their caregivers in ways that maximize independence with the aim of successfully returning to a residential setting (home or community living). We use an integrated team approach, putting the skills and knowledge of a multidisciplinary team together in a personalized way to help each patient set and reach their goals. We encourage community re-entry through guided outings, weekend passes home, and adaptive equipment.

We recognize that rehab 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 expect each patient to be self-motivated and take an active role in their own goal-setting and rehabilitation with the assistance of the rehab team.



WHAT IS REHABILITATION?

Rehabilitation is the process of helping you to regain as much of your independence as possible after a stroke, brain injury, amputation, or other debilitating illness or injury. It helps build your strength, coordination, endurance, and confidence.

A dedicated team of rehab professionals will empower you to do more for yourself, to decrease your dependence on others and to maximize your quality of life.

INFORMATION TO HELP YOU DURING YOUR STAY

WHAT SHOULD I BRING?

We want your stay to be as comfortable as possible. We recommend that you wear your own clothing rather than a hospital gown. 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 your personal items.

A Helpful Checklist	
Clothing	Toiletries
<input type="checkbox"/> pajamas or nightgown and robe	<input type="checkbox"/> toothbrush and toothpaste
<input type="checkbox"/> underwear and socks	<input type="checkbox"/> hairbrush / comb
<input type="checkbox"/> sturdy shoes and slippers with non skid soles	<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
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

LAUNDRY FACILITIES

The Rehabilitation Unit does not wash personal laundry. Machines are located on the ground floor of Laurel Place beside the vending machines. There is no charge to use the washer or dryer but you will need to supply your own detergent.

YOUR ROOM

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

PREFERRED ACCOMODATION

Fraser Health is proud to offer you the option of a private or semi-private room during your hospital stay, based on availability. A daily charge applies for this service, but your extended health insurance may cover all or the majority of the cost. Please contact your insurance provider to find out the details of your coverage for this benefit.

RATES: Private Room 180.00 per day

Visiting Hours

Monday
to
Friday

2:00 pm
8:00 pm

Saturday
&

Sunday
10:00 am
8:00 pm

INFORMATION TO HELP YOU DURING YOUR STAY

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 4:00 pm.

Please remind your visitors that your therapy is your first priority and that they may have to wait to see you.

Close family members or significant others may be invited to attend treatment sessions to learn techniques or assist with exercises. If you are interested in attending, please speak to the therapist.

In order to enhance the quality of care, specific visiting hours and guidelines have been established.

Visitor Guidelines:

- Visiting hours are from 2:00 pm - 8:00 pm Monday to Friday and 10:00 am – 8:00 pm on weekends and holidays.
- 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 Times

Breakfast

9:00 am

Lunch

12:30 pm

Dinner

6:00 pm

INFORMATION TO HELP YOU DURING YOUR STAY

MEALS

A menu of nutritious meals is prepared onsite. Meals are served in the dining room from mobile steam tables, allowing patients to see and select the food being served. Enjoying your meals in a group setting allows you to share experiences with other patients.

MEAL TIMES

- Breakfast 9:00 am
- Lunch 12:30 pm
- Dinner 6:00 pm

MEAL VOUCHERS FOR FAMILY

Your family is welcome to join you for your meals. Limited meal vouchers are available for lunch and dinner. Please see reception on the ground floor of Laurel Place for details and payment.

PRICES: Lunch \$7.50 Dinner \$10.00

SNACKS & BEVERAGES

For those who are on a special diet, snacks are served at 2:00 pm and 7:00 pm. For those patients not on a special diet, snacks are located in the dining room and must be served by a staff member. These snacks are for patients only.

Tea, coffee and juices are available for patients throughout the day. Please see staff for service.

REFRIGERATOR FOR PATIENT USE

There is a white 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 food, snacks and beverages are available 24 hours a day. They are located across from the reception area on the ground floor of Laurel Place.

"Strength does not come from physical capacity. It comes from an indomitable will."

- Gandhi

INFORMATION TO HELP YOU DURING YOUR STAY

CASH AND VALUABLES

We recommend that you not keep jewelry, credit cards, expensive electronics, or large sums of money in your room.

If you wish to keep a small amount of money (\$20-\$30), there is a locked cupboard in the care station where money can be kept.

Surrey Memorial Hospital cannot assume responsibility for the loss of personal items in the Rehab Unit.



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 604.930.6804.

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. Please remember to keep the volume low at all times and turn off the TV after 11:00 pm to avoid disturbing other patients.

TELEPHONES

Telephones are provided in each room. Local and toll-free calls may be made, without charge, at any time from the room 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 @ 604.930.6804 and the unit clerk will transfer the call to the appropriate room.

“It is health that is real wealth and not pieces of gold and silver.”

-Ghandi

INFORMATION TO HELP YOU DURING YOUR STAY

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.



Spiritual Care services are available on the Rehab Unit by contacting:

- The Recreation Therapist
- The Charge Nurse
- The Social Worker

HAIRDRESSING SERVICES

The T.L.C. Hair Salon is located on the ground floor of Laurel Place by the recreation hall. Appointments are necessary and made by contacting the Salon directly at 604.582.6336 ext: 1126

Hours of Operation: Monday to Friday from 9:30 am – 4:30 pm except statutory holidays. All services must be paid when service is rendered.

PETS

Patients often have close emotional bonds to their pets; therefore, personal pet visitation is permitted on the Rehab Unit. Please contact the Recreation Therapist or Charge Nurse to discuss guidelines around bringing your pet in for a visit.

INTERPRETERS

Surrey Memorial Hospital offers interpreter services by specially trained staff. If you do not feel comfortable conversing in English, you may request an interpreter. Your therapist can arrange for these services for you.

“Restore
the body,
empower
the
spirit”

- anonymous

INFORMATION TO HELP YOU DURING YOUR STAY

SMOKING POLICY

Fraser Health Authority recognizes its responsibility to provide a safe and healthy environment for its patients, families, visitors, staff and volunteers.

Fraser Health and Laurel Place have a Smoke-free premises policy, only allowing patients to smoke unassisted in the designated Gazebo located in the courtyard on the second floor.

If you want 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 cleaning 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. For your convenience, alcohol hand sanitizers are installed throughout the unit.

If a pink infection control sign is on the door to the person you are visiting, please stop at the care station prior to entering for instructions.

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 the Doctor's permission or keep personal medications at their bedside.

As you move closer to your discharge, you may be placed on a self-medication trial under the supervision of a nurse. This is to ensure that you will be able to manage this aspect of your care safely when you are discharged.

“Words of
comfort,
skillfully
administered
are the
oldest
therapy
known to
man.”

- Louis Nizer

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 rehab professionals who understand what you are going through and will help you to set reasonable and achievable goals for this stage of your rehabilitation.

Together, we will work to meet your goals, helping you regain as much independence as possible in this setting.

GOAL-SETTING CONFERENCE AND DISCHARGE PLANNING

Soon after arriving on the unit, you and your family will be invited to attend a goal-setting conference with the team. This discussion will help to clarify the purpose of your admission to the unit and set appropriate discharge goals for you.

We are a short-term inpatient hospital facility and serve as a stop on the path of your recovery. We start planning for your discharge as soon as you arrive so that 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 you may be recommended to continue your rehabilitation on an outpatient basis.

If requested or deemed beneficial, a pre-discharge family/team conference may be arranged to review your progress and discuss any issues pertaining to leaving the unit.

“All Rehab
has an
intangible.
It is the
belief in
yourself.”

- anonymous

YOUR REHABILITATION PROGRAM

ROUNDS

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

HOME ASSESSMENTS

Your Occupational Therapist (OT) along with other team members may conduct a home assessment by visiting your home. You may be invited to accompany them to 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 for you and your family to be ready for your discharge.

DAY OR WEEKEND PASSES

As you progress, you are expected to leave the unit on a pass to give you a chance to practice newly learned skills in a real-life setting before you are discharged. You may need to practice special skills such as climbing stairs or getting in and out of a car before you go on a pass. A home assessment may need to be completed prior to your first pass.

Before leaving on any pass, you are required to sign a “Release from Responsibility Form”. You will need to do this each time you go out. You will be provided with any prescription medications that you require. After your initial home weekend pass, you may continue to go home during weekends and we ask that you or your family fill out the “Weekend Pass Planning Sheet” at the care station by Wednesday evening. This will ensure that your medications are ready on time.

Weekend Pass Times: Friday 4:00 pm – Sunday 8:00 pm

Important Note

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

Your
Rehab
Team
starts
with
YOU”

YOUR REHABILITATION TEAM

Your rehabilitation team starts with **YOU**, your family and a variety of professionals who specialize in rehabilitative care are also a part of your team.



PHYSIATRIST (REHABILITATION DOCTOR)

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 physicians on the team.

REGISTERED NURSES, LICENSED PRACTICAL NURSES AND ACUTE CARE AIDES

Will work with you to help with daily and personal care needs, administer your medications and encourage independence everyday.

They also review your progress with other clinicians during the team conferences, communicate with you and your family frequently about your care, assist in planning your discharge, and support you through the transition home.

SOCIAL WORKER

Supports you and your family by offering supportive counseling to help cope with the illness and its impacts, address employment and financial concerns and provide community resources. As well, throughout your admission, your social worker will assist in your care and discharge planning. The social worker is available to help with any other concerns or problems that may arise.

YOUR REHABILITATION TEAM

PHYSIOTHERAPIST & REHABILITATION ASSISTANT

Evaluate and treat problems related to mobility, balance, coordination, and strength. They will 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 will prescribe adaptive equipment such as canes or walkers.



OCCUPATIONAL THERAPIST & REHABILITATION ASSISTANT

focus on integrating your physical abilities into daily functional tasks. This includes grooming, personal hygiene, dressing (self-care), homemaking and community integration (productivity), and activities for enjoyment (leisure).

Your OT will be able to advise you on solutions, strategies, and/or equipment related to:

- Cognition and memory
- Meal management
- Seating & positioning in wheelchairs
- Upper extremity function, including splinting
- Stress management
- Assistive devices and adaptive equipment
- Environmental access and home modifications



RECREATION THERAPIST & THERAPUETIC RECREATION PRACTITIONER

will work with you to explore past, present and new leisure interests that will help you to develop skills, increase confidence and have fun!

They will provide you with opportunities to participate in leisure programs that enhance your functional ability, independence, and quality of life.

In addition, they will provide you and your family with education on leisure resources in your community and assist you in accessing them.



Some
members of
my team are:

Physiatrist
(Rehabilitation Doctor)

Case Coordinator

Social Worker

Occupational Therapist

YOUR REHABILITATION TEAM

DIETITIANS

Provide nutritional counseling and recommend dietary changes to benefit you. If you are at nutritional risk, a registered 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.

SPEECH-LANGUAGE PATHOLOGIST AND SPEECH & HEARING ASSISTANT

Work with you to help you communicate effectively and swallow safely. They will assess your speech, language, cognitive-communication, voice, fluency, hearing, and swallowing skills if you are having difficulty.

They may offer structured therapy tasks to improve your abilities as well as provide education, strategies, and resources to you and your family to help with your disorder.

YOUR REHABILITATION SCHEDULE

Everyday, you may participate in 2-5 hours of intensive rehabilitation therapy. You will be busy! Patients receive physiotherapy, occupational therapy, recreation therapy and some may require speech therapy. Some of the treatment we provide will be one-on-one and some will be in a group. 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.

SCHEDULE BOARD

A schedule board is located across from the care station so that you and your visitors will know where and when your therapy appointments are scheduled. The times should be posted the day prior by 5:00 pm but it is a good idea to check the board the morning of your therapies for any updates. You need to be ready for your appointments on time and are expected to attend these sessions in order to receive maximum benefit from the therapy.

A Word....

On behalf of the Surrey Memorial Specialized Rehabilitation Unit, we wish you the best in health as you continue your journey to wellness.

YOUR DISCHARGE

Once your physician has approved your discharge, the nursing staff will finalize your plans. You will be provided with discharge instructions, medications, and follow-up appointments.

CHECK-OUT TIME

The day of your discharge we ask that you make arrangements to leave by **11:00 am**. Please be sure to inform your family or friends so transportation can be arranged.

THINGS TO REMEMBER:

- Your Valuables
- Collect all of your belongings and double check closets and drawers
- New Prescriptions
- Next Doctor's Appointment
- Outpatient Appointments

A Friendly Reminder:

Be sure to return all hospital-owned equipment that you have been using:

- Wheelchairs
- Walkers
- Canes
- Splints
- Transfer Belts
- Brown cloth self care bags and contents:
 - Long handled Shoehorn
 - Dressing stick
 - Reacher
 - Sock Aid



Thank you to Roni Braslins for her time and efforts in putting this wonderful brochure together.



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