

Welcome to Brain Injury Rehabilitation

Queen's Park Care Centre



This booklet belongs to: _____



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Welcome

Welcome to the Brain Injury Rehabilitation Program. This program is the next step of your recovery. We provide an environment that encourages you to be as independent as possible. Our goal is to make sure you can return home and care for yourself safely.

Note: People often refer to rehabilitation as ‘rehab’.

Our Vision

Our team is dedicated to becoming leaders in the provision of safe, efficient and high quality rehabilitation. We are committed to creating a positive environment that includes respect, teamwork and clear communication. We are united in our passion to help patients and families achieve their goals.

Our Shared Commitments

We believe in providing safe and compassionate care that is based on mutual respect, dignity, open communication, and understanding.

To learn more our pledge to a care culture, search “Our shared commitments” at fraserhealth.ca or scan this QR Code.



**Persistence, practice and patience
are key to your road to recovery.**

Your Journey

When you arrive

Our care staff assess you to find out what types of therapy are best to help you recover. The programs you do are based on your needs.

You are a key member of your care team. We work with you to set therapy goals. It is important to note that some goals take time. You might be continuing some of your therapy after you leave our unit.

In the first week of your stay, we assign a primary clinician for you. This person will be someone from your care team. They will give weekly updates to you and your family and answer any questions you might have.

Therapy programs

You work towards your therapy goals by attending therapy programs every day. The programs are run by members of your care team. They can be one-on-one or in a group setting.

There is a schedule board by the nurses' station. It shows you what programs you are doing for the day, including the time and place. We update the board every morning at 9:00 a.m. It is your responsibility to check the board and go to your scheduled program. If you are not able to get to or read the board, ask your nurse for your schedule.

Planning to go home

We start planning with you for your return home from the time you arrive. If you need it, your care team helps you find equipment for when you leave the hospital.

Care Conference

If you want to meet with your care team to talk about your progress before you go home, we can plan a care conference for you. We talk about your progress with therapy and your plan for returning home. You can ask any questions you might have. If you would like, your family are welcome to attend. Please ask your care staff to arrange a care conference for you.

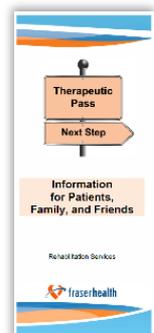
Day or Overnight Pass

As you start to get better, your doctor might give you a pass. A pass is time away from the hospital that allows you to practice at home what you have learned in rehab. You can go home for a few hours to as long as overnight.

Before you return, you and your family will fill out an 'Information & Feedback' form. This gives us information about how your time away from the hospital was.

If you have concerns while you are away, you can call the unit or come back to the hospital at any time.

See to the 'Therapeutic Pass' pamphlet or speak to your care staff.



Going home

On the day that you are going home, we give you information about any follow-up appointments you might need. Your doctor might also give you a prescription for medicines.

Arrange for someone to pick you up, preferably between 9:00 a.m. and 10:00 a.m.

You are welcome to wait on the unit if you cannot arrange a pick up before this time.

Please note: Your room will be, emptied and cleaned for the next patient while you wait.

Please return any equipment you borrowed during your stay (such as wheelchairs, walkers, canes, or splints).



Remember:

- Check your closets and drawers.
- Pack all your belongings.

Your Stay

Personal Belongings and Valuables

Please label all your belongings before bringing them to the unit. Bring only what you need because space is limited.



Here are some items you can bring:

Clothing	Toiletries
<ul style="list-style-type: none">- pajamas- night gown or robe- underwear- sweater- loose fitting shirts or blouses- pants without buttons or zippers- socks- closed heel shoes with non-skid soles	<ul style="list-style-type: none">- toothbrush- toothpaste- hairbrush or comb- shaving tools- deodorant- make-up- incontinence pads
Other Items	
<ul style="list-style-type: none">- hearing aids (and spare batteries)- glasses- dentures	<ul style="list-style-type: none">- books or magazines- crosswords- journal

This is a public building. Please do not leave cash, credit cards, jewelry or electronics in your room. We are not responsible for lost, damaged, or stolen items.

Meals



We serve our meals in the dining room so our patients can socialize with each other. Meals are prepared on site and arrive around these times:

Breakfast	8:15 a.m.
Lunch	12:15 p.m.
Dinner	5:00 p.m.

Water is available for you in the kitchen area. If you would like juice, coffee or tea, please ask the care staff.

If you are on a special diet for your health, ask your care staff about what foods and drinks are right for you. Some patients on a special diet will need snacks during the day. Snacks are sent to patient rooms at 2:00 p.m. and 7:00 p.m.

There is a fridge in the dining room for your personal food. Please label the food you are storing with your name and the date you placed it in the fridge.

There are vending machines on the first floor for your use.

Medicines



Your doctor reviews your medicines and gives new prescriptions if you need them. Your nurse gives you all your medicines while here. If you have medicines or herbal remedies from home, please let your nurse or doctor know. We will keep them safe at the nurse's station.

Your Room



When you come to stay at our unit, we give you the first available bed. We do our best to keep you in the same room throughout your stay. We only move people when it is absolutely necessary. We realize a change can be hard for everyone involved. We will talk with you about the reasons for the move.

Communicate with us

You and your family can use the “Understanding my stay” board in your room to write down notes, question, or reminders. For example, you might write the name you would like us to call you.



Your care team uses this board to write down your weekly goals and planned date for leaving.

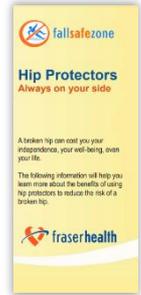
Interpreters

If you do not understand or speak English well enough to have medical conversations, let us know. We can get a medical interpreter in person, by phone, or by video, if video is available. This is a free service. The medical interpreter will help you communicate with your healthcare team. It might take time to arrange. Please be patient.

Hip Protectors

Hip protectors are shorts or pants with special padding on the sides to protect you during a fall. We have some available for you to borrow if your care staff decide you need it.

If you want to buy your own, ask your nurse or occupational therapist. To learn more, see our “Hip Protectors” pamphlet.



Laundry

Please ask family or friends to bring you clothes to wear. Our laundry will label and wash your clothes while you are here.



Telephones

A telephone is available on the unit for your use. Your family and friends can reach you by calling our unit's number.



Television

There is a shared television in the dining room for your use. Please be considerate of others and keep the volume low at all times.



Internet

Free Wi-Fi is available at our Wi-Fi areas. You can connect to the internet using this name and password:



Wi-Fi Name: Fraser Health Guest

Visitors

Family and Friends

We welcome those who are most important to you as we know that they can offer important support for your recovery.

You must attend your therapy even if you have visitors. Check the schedule board so that you don't miss your therapy. We might invite your essential care partner to your therapy program to help you with exercises.

The best time for visitors is from 4:00 p.m. to 8:00 p.m. This gives you and others time to rest after therapy.

For the safety of both our patients and staff, we lock our front doors at 8:00 p.m. If someone would like to come in after this time, please talk to your nurse.

Children, who need care and supervision, must have a responsible adult with them at all times while visiting. This adult cannot be the patient.

Please be respectful and considerate of other patients. Keep noise levels low.

If you have a pink or yellow sign on your door, everyone visiting must check with the nurse's station before entering the room.

Ask people not to visit if they have any signs of illness.

Pets

Our unit is pet friendly!



Pets are welcome if they are part of our pet visit program.

Therapy dogs also visit our patients regularly. For more information, ask to see our Pet Visitation policy.

Volunteers

We have some volunteers who will visit with anyone wanting help with therapy activities or just a friendly visit. Let us know if you are interested in this.

For Your Safety

Your identification bracelet

Your identification bracelet is one way to make sure we are caring for the correct person.



Make sure the information on your identification bracelet is correct.

Make sure you leave your identification bracelet on until it is time for you leave.

Before we do any procedures or tests, expect us to ask to see your identification bracelet or ask you to identify yourself by stating your name and birth date.

Our identification

We all are required to wear a photo identification tag. If you are not sure who is caring for you, ask to see their Fraser Health identification.



Scent-Free

Many people are sensitive or have allergies to scented products. We ask everyone who comes into the hospital to not wear or use any scented products. This includes patients, visitors, staff, doctors, volunteers, etc.



Smoke-Free

All our buildings and surrounding property are smoke-free, inside and outside. No one is allowed to smoke in hospital buildings, on stairs, or outside on hospital property. This includes electronic cigarettes and marijuana.



We encourage you to stop smoking. However, we know that for some people this might be a challenge. We can offer Nicotine Replacement Therapy to keep you comfortable. Ask your nurse about the options available.

Prevent Infections

The simplest way to prevent the spread of germs is to wash your hands often.



You can clean your hands with soap and water or use hand sanitizer.

Clean your hands when you:

- enter or leave your room
- enter or leave the unit
- before eating
- after using the bathroom

Falls

Most falls happen when you are:

- not feeling well
- in an unfamiliar place
- needing to go to the toilet
- getting out of the bed or a chair



Move carefully to prevent slips and falls.

- Make sure you can easily reach your call bell, telephone, or anything else you might need.
- If you feel unsteady or have problems getting up and walking on your own, use your call bell to have someone come and help you (especially at night). Please wait for them to arrive.
- Always wear the hip protectors we give you even while you are in bed. These help prevent any injury to your hips should you fall.

When up and walking

- Wear shoes or slippers with fully closed heel and toe as well as non-slip soles, or wear non-skid socks.
- Wear your glasses and hearing aids.
- Use your mobility aid (cane, crutch, or walker) even if only walking short distances.



Photos, videos, recordings

Taking pictures and videos of you and your family is allowed. However, make sure you do not include other patients, other visitors, or hospital staff in the background.

Note To protect the privacy of others, no one is allowed to take pictures or record videos of other patients or other visitors in the hospital without them agreeing to it.

If you wish to take pictures or record videos of hospital staff, you must ask permission first. If any staff do not wish to have their picture taken or be videotaped, please respect their wishes, and stop if asked.

To learn more about staying safe, ask for our booklet “Safety Starts With Me: 5 Steps to keep safe while in the hospital” or scan this QR code on your smart device.



About Brain Injury

A brain injury, or disease involving the brain, can result in various changes depending where the brain is injured.



You might notice changes in how you talk, think, behave, move, and do things. You might have changes body functions.

Here were review some changes you might notice and what you can do to help yourself.

A. Changes in how you communicate and speak

- Your speech might not make sense to others.
- You might choose incorrect words or have difficulty thinking of words.
- Your speech might be slurred or you might have trouble forming words.
- You might have trouble understanding what others are saying or have trouble making sense of words.

What can help?

- Take time to respond to questions.
- Use short sentences.

B. Changes to your thinking

- You might feel confused or disoriented.
- You might be easily frustrated.
- You might find it hard to pay attention and concentrate.
- It might have changed how you take in information and respond. You might need more time to think and respond. It might take you longer to complete tasks.
- It might change how you are aware of yourself and the tasks you do. You might not realize that you did not do a task correctly.
- You might have trouble starting tasks or planning activities.
- Tasks might feel very overwhelming. You feel very frustrated.

What can help?

- Turn off or move away from things that distract you such as the TV, radio, or noisy places.
- Take rest breaks often.
- Keep to the same routine each day.
- Set realistic goals for yourself.

C. Changes in behaviour

- You might feel sad, frustrated, and angry.
- You could feel anxious or depressed.

What can help?

- Ask your social worker for help to sort through your emotions.
- Speak to your doctor.
- Ask to speak to your neuropsychiatrist.

D. Changed in how you move about

- The way you move might have changed.
- You might move slowly or have trouble keeping your balance.
- You might need a walker or wheelchair to move around safely.
- Your arms or legs might feel stiff or weak.
- You might have some numbness or tingling in parts of your body, maybe more on one side of your body.
- You might have trouble knowing what position your arm or leg is in without looking at it.
- You might feel very tired after some exercise.

What can help?

- Take your time when changing positions. Try not to make sudden changes.
- Rest between exercise sessions.

E. Body Changes

- You might have trouble controlling your bowels and bladder.
- You might notice changes in your vision, such as blurry or double vision.
- You might feel more sensitive to light or to noise.
- You might have changes in your sense of taste or smell.
- You might have trouble hearing or have ringing in your ears, and this is new for you.

What can help?

- Tell us about any changes you have noticed. We will work with you to make sure you are comfortable.
- Talk to dietitian about changes to taste and smell.

My questions

Your Care Team

Doctor

You have a doctor assigned to be your main doctor. This doctor is in charge of your everyday needs.

Nurses

You have both registered nurses and licensed practical nurses caring for you 24 hours a day. Your nurse monitors your health throughout the day, and gives you medications and any needed treatments.

Community Health Nurse

Some patients need more support after leaving the hospital. This nurse from Home Health Services makes sure that you have what you need at home, including help with self-care or other community services.

Health Care Assistant

Health care assistants help you with your personal care. They might help you bath, dress, eat, and go to the toilet.

Physiotherapist

The physiotherapist checks your movement, balance, coordination, and strength. They might give you some exercises, activities, or equipment to make it easier and safer for you to move as best you can.

Occupational Therapist

The occupational therapist looks at how well you are able to look after your own daily care needs and how much help you need. You might need to learn or relearn everyday activities. They might suggest certain equipment to help you with personal care, eating, or sitting.

Speech Language Pathologist

The speech language pathologist specializes in helping with swallowing and speaking problems. If you have trouble communicating with us, the speech language pathologist can bring in tools to help you communicate.

Therapy Assistant

Physiotherapists, occupational therapists, and speech-language pathologists have assistants working with them and under their direction to help you as well.

Social Worker

The social worker works with you around your housing and living situation. They can help set up community supports. They can also offer counselling and support for you and your family. If you have worries or concerns about finances and legal issues, the social worker can give you advice on where to get support.

Dietitian

The registered dietitian makes sure you get the nutrition and fluid you need. The dietitian arranges any special diets and makes sure the food served meets your needs and preferences.

Patient Care Coordinator or Charge Nurse

This is the person in charge of overseeing daily care on the unit.

Manager

The manager is the administrator for the unit. The manager focuses on the overall operations of the unit, making sure we provide safe and quality care.

Help Us Improve

How is your care experience today?

Let me share my thoughts

Please take our
Real Time Patient Experience Survey

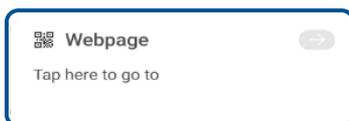


Scan this QR code, or visit
tinyurl.com/QPCC3EBrainInjury

Step 1. Using your smart device:

- Open the camera and hover over this Quick Response code, **or**
- Download a QR Code Reader app to your device then scan this code.

Step 2. Look for this message.
Tap this webpage link to start the survey.



Step 3. Take the survey. It takes about 5 minutes.
Please leave out any personal information.

Any time you have an urgent question or concern about your current care, please speak with your care provider, the patient care coordinator, or the unit manager.



Your feedback is valuable and helps us improve the patient experience. Fraser Health is committed to Patient Family Centred Care. Thank you!

Resources to help you

Brain Injury

Acquired Brain Injury Services fraserhealth.ca

Search “brain injury” under Health Topics

Offers community support services, day programs, and specialized community beds for adults living with moderate to severe brain injury.

B. C. Brain Injury Association brainstreams.ca

Parking permits for people with disabilities

SPARC BC sparc.bc.ca

Healthy eating and nutrition

HealthLinkBC healthlinkbc.ca/healthyeating

Speak to a dietitian at 8-1-1 (7-1-1 TTY)

Monday to Friday, 9:00 a.m. to 5:00 p.m.

Canada’s Food Guide hc-sc.gc.ca

First, select your language.

Under Services and Information on each page, select “Food and nutrition” then select “Canada’s Food Guide”.

Health care and support at home

Home Health Service Line 1-855-412-2121

7 days a week, 8:30 a.m. to 9:00 p.m.

A way to connect with Home Health Services in your home and community. Experienced Fraser Health staff answer your questions, assess your needs, and refer you to the services you need.

Queen's Park Care Centre
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www.fraserhealth.ca

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

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For more copies: patienteduc.fraserhealth.ca