

Welcome to Stroke Rehabilitation

Queen's Park Care Centre



Table of Contents

Welcome	1
Our Vision Statement.....	1
Getting Around.....	2
Your Journey.....	3
When you arrive.....	3
Therapy programs	3
Planning to go home.....	4
Going home.....	5
Your Stay.....	6
Personal belongings and valuables	6
Meals	7
Interpreters.....	7
Room	8
Hip protectors	8
Laundry	8
Showers	9
Nail care	9
Telephones	9
Television.....	9
Wi-Fi	10
Visitors	11
Family and friends	11
Pets	12
Volunteers.....	12
Our Policies.....	13
Smoke-free policy.....	13
Scent-free policy	13
Flowers.....	13
Prevent infections.....	14
Your Care Team	15

Welcome

Welcome to the Stroke 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.

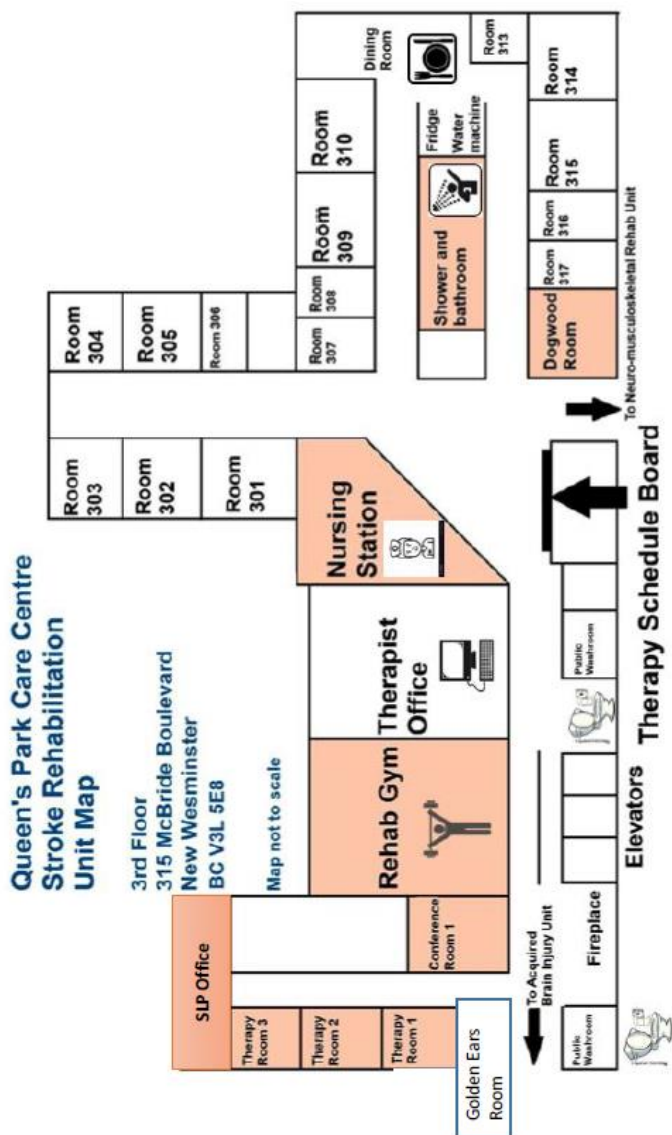
Our Vision Statement

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.

Note: People often refer to rehabilitation as 'rehab'.

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

Getting Around



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 that 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. These 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 beside 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 by 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.

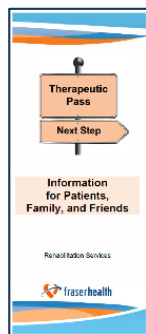
Day or Overnight Pass

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.

For more information, refer 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.

Arrange for someone to pick you up, preferably before 9:00 am. You are welcome to wait on the unit if you cannot arrange a pick up before this time.

Please note: Your room is emptied and cleaned for the next person while you wait.

Please return any equipment (such as wheelchairs, walkers, canes, or splints) you borrowed during your stay. Remember to check your closets and drawers, and to 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 - charger for electronic devices 	<ul style="list-style-type: none"> - books or magazines - crosswords - journal

If you bring money or valuables, we can keep it in a locked cupboard in the nurses' station for safe keeping.

Please do not leave cash, credit cards, jewelry, or electronics in your room. Our staff are not responsible for lost, damaged, or stolen items.

Meals

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

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



Water is available for you in the dining room. 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 people on a special diet will need snacks during the day. We provide snacks to 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 in the cafeteria for your use.

Interpreters

We have access to interpreters for people who need translation services. Please ask your care staff for an interpreter if you need one.

Medications



Your doctor reviews your medications and gives new prescriptions if you need them. All medications are provided to you by our nurses. If you have medications or herbal remedies from home, please let your nurse or doctor know. We will safely store them at the nurse's station.

Room



When you come to stay on our unit, you will be designated the first available bed. Based on availability, you might be able to ask for a private room. For more information about private rooms, please ask your nurse.

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, please ask your nurse or occupational therapist for information.

Laundry



Please ask family or friends to take your clothes to be washed and to bring in fresh clothes for you. If no one is able to take your clothing for washing, talk to your nurse.

Showers

A nurse or care aide will help you have a shower once a week. If you are able to do your own care, we encourage you to ask for showers more often. Please talk to your nurse so they can set up the shower room if you need it.

Nail care

A nurse can help you with caring for your fingernails and toenails. If you have diabetes or have nails that are difficult to cut, a special foot care nurse will do it.

If you wish to have your nails done, please ask your family or friends to arrange it with the unit clerk. If family or friends are not able to arrange it, please ask your nurse. There is a fee for this service and you will need to pay with cash.

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.



Please do not use the TV when group exercises or therapy classes are happening in dining room.

Wi-Fi

Free Wi-Fi is available at our Wi-Fi areas.

To connect to wifi:



1. Go to Wi-Fi setting on your phone or computer.
2. Click on 'Fraser Health Guest.'
3. You should now be at the Fraser Health Guest Wi-Fi page. It will ask you to read the terms of service. Click on "Accept and Connect".

Visitors

Family and friends

We welcome your family and friends to visit, as we know that they can provide important support to your recovery.

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

The best time for your family and friends to come is between 9:00am and 8:00pm. This gives you time to rest and get ready before therapy.

For the safety of our staff and the people we serve, we lock our front doors at 8:00pm. If your family and friends would like to come after this time, please talk to your nurse.

Visitors need to know:

- Children who visit must have an adult (who is not the person in rehabilitation) with them at all times.
- Be respectful and considerate of other people. Keep noise levels low.
- Do not visit if you have any signs of illness.

If you see a pink or yellow sign on the door of the person you are visiting, please visit the nurse's station before entering the room.

Pets

Our unit is pet friendly! Pets are welcome if they are part of Fraser Health's visitation program. Therapy dogs also visit regularly. For more information, see Fraser Health's Pet Visitation Policy.

Volunteers

Sometimes, volunteers will visit patients on Saturdays and Sundays. They can do activities with you, including:

- games (bingo, word searches, or card games)
- gardening
- listening to music
- art projects (colouring, painting, knitting)

Our Policies

Smoke-free policy

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.

Scent-free policy

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.



Flowers

Most flowers are welcome, but we do not allow flowers with a strong scent such as lilies. Flowers that have a strong scent can cause severe allergic reactions.

Prevent infections

The simplest way to prevent the spread of germs is to wash your hands often. You can wash your hands with soap and water or hand sanitizer. Wash your hands when you:



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

We want to keep you and your family safe and healthy. If there is an outbreak of an illness, some of our services, therapy sessions, or rooms might be closed. We might also limit visitors to our unit. If you have any questions, ask a member of your care team.

Your Care Team

Doctor

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

Rehab Doctor (Physiatrist)

The rehab doctor specializes in looking at your recovery after your stroke.

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.

Home Health Primary Care Nurse

Some people need more support after leaving the hospital. This nurse arranges for you to have self-care help at home or other community services if you need it.

Health Care Assistant

Health care assistants help the nurses by helping you with your personal care such as bathing, dressing, toileting, and feeding.

Physiotherapist

The physiotherapist checks your movement, balance, coordination, and strength. They might give you 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. The occupational therapist might suggest certain equipment for personal care, eating, or sitting.

Speech Language Pathologist

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

Recreation Therapists

The recreation therapist works with you to find activities that help you improve your confidence, function, independence, and quality of life. They can refer you and your family to programs in your community.

Therapy Assistants

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

Social Workers

The social worker works with you around your housing and living situation. The social worker can help set up community supports. The social worker offers 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.

Registered Dietitian

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

Patient Care Coordinator or Charge Nurse

This registered nurse is in charge of overseeing daily care on the unit. This nurse makes sure your hospital stay and return home is safe and smooth.

Manager

The manager is the administrator for the unit. The manager is responsible for all the nursing staff and unit clerk(s). The manager focuses on the overall operations of the unit, making sure we provide safe and quality care.

My Questions

Queen’s Park Care Centre
315 McBride Blvd
New Westminster, BC
604-519-8561