



Riverside Health Care
“Caring, Together”

PATIENT INFORMATION

Welcome to our Facilities

Thank you for leaving this
Patient Information Book
for future patients

www.riversidehealthcare.ca

VISION

Caring, Together

MISSION

Improving The Health of Our Communities

VALUES

Progressive • Integrity • Caring • Accountable

STRATEGIC PILLARS

ONE RIVERSIDE

Supporting a consistent and enabling organizational culture

INVESTING IN THE PEOPLE WHO SERVE

Creating a plan to strategically leverage human resources

TOMORROW'S RIVERSIDE TODAY

Making investments today, to support Riverside tomorrow

STRIVING TO EXCEL IN EQUITY, DIVERSITY & INCLUSION

We will support EDI in all we do



**Riverside
Health Care**

Welcome to Riverside Health Care

Riverside Health Care is a fully accredited multi-site, multi-sector health care system serving the Rainy River District. Our health care sites serve a catchment area of over 20,000 residents in 15,500 km² across the District.

Riverside operates La Verendrye Hospital (Fort Frances), Emo Health Centre (Emo), and Rainy River Health Centre (Rainy River), along with Raincrest Long-Term Care Home (Fort Frances) and La Verendrye Non-Profit Supportive Housing (Fort Frances). Each community is also served by Riverside Mental Health & Addictions, Community Support Services extending to Atikokan, and the Riverside Diabetes Education Program which provides chronic disease management programming.

Reporting to a volunteer, skills-based board of community representatives, Riverside employs over 650 staff and partners with our dedicated, local physicians and consulting/visiting specialists, dentists and nurse practitioners.

Caring for your needs is our first priority. We strive to make your stay safe and welcoming, and we embrace a culture of dignity and respect for all patients and staff.

This patient information booklet provides useful information that you may wish to refer to during your time with us.

The aim of this booklet is designed to acquaint you with this facility and its services, and to answer any questions you may have about the care you will receive before, during and after your stay.

If you need anything or have any questions, please ask a member of our staff who will be happy to assist you.

You can easily recognize our **Riverside staff** members by their identifications badges.

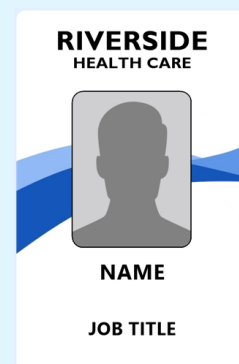


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A Message from the CEO

Henry Gauthier,
President & CEO
of
Riverside Health Care
Facilities, Inc.



Dear Patient/Visitor,

We would like to welcome you to one of the following Riverside Hospitals:
La Verendrye Hospital in Fort Frances;
Emo Health Centre;
Rainy River Health Centre.

We hope that your patient experience is a positive one, as we strive to meet the Riverside Vision of “Caring, Together.”

We understand the difficulty of leaving your home and family, and the apprehension you may experience as you enter the hospital. We want to ensure that you receive the very best care, and that your experience here is a comfortable one.

Our Strategic Plan, which is endorsed by our Board of Directors, focuses on ensuring that we deliver optimal, safe and equitable care, and that the patient experience is enhanced for each individual we serve. If you feel you have received exceptional care or believe that we need to improve our practice, please let us know.

Should you have any questions or concerns regarding your care, please engage your healthcare providers and do not hesitate to reach out to management, senior leadership or myself.

Sincerely,
Henry Gauthier, CPA, CGA
President & CEO

General Information

Main Registration/Switchboard Phone (807)-274-3261

Valuables

Riverside Health Care is not responsible for patient belongings, with the exception of articles placed in safe keeping. Please send all valuables, jewelry, purses and wallets, and large sums of money home with family.

Scent-Free Facilities

Riverside is a scent-free organization. Please refrain from using scented products such as perfume, aftershave & body lotions due to the sensitivities and allergies of our patients and staff. Scented diffusers and other products are not allowed at our facilities, although low-scent flowers are welcome.

Smoking/Vaping

All of our facilities support a smoke-free environment. Smoking/vaping by staff, patients and visitors is prohibited while in our buildings and on our grounds or property. In accordance with the Smoke-Free Ontario Act and the Electronic Cigarettes Act, the use of tobacco products such as cigarettes, or extracts of tobacco (e-cigarettes), are not permitted on any Hospital grounds in Ontario. Speak to your healthcare provider about approved smoking locations and nicotine replacement options if necessary.

ATM

La Verendrye: An ATM machine is located in the Riverfront Café on the ground floor.

Telephone & T.V. Services

Pre-paid phone & T.V. rentals are available. For details and/or to make arrangements for these services, contact the Registration Desk at the facility you are staying in.

Courtesy Phones

Courtesy phones for our patients and visitors are available for brief, local calls in the following locations:

La Verendrye Hospital: Emergency Department waiting area and near the Front Street entrance on the ground floor

Rainy River: In the Quiet Room

Gift Shops

La Verendrye: Located on the Ground Floor near the Front Street entrance (Open Weekdays, 12:30 - 3:30 pm)

Emo: Located in the Cafeteria (Open Weekdays, 10:00 am - 12:00 pm)

Rainy River: Gift Shop items can be accessed through Administration



The Riverfront Café offers retail food services to the public at La Verendrye Hospital and Emo Health Centre

La Verendrye Hospital

Located on the ground floor near the Front Street entrance. Open weekdays 9 a.m.— 3 p.m. with lunch specials from 11:30 a.m.— 1 p.m.

Emo Health Centre

Located on the west end of the building next to the Golden Age Manor and staffed by Hospital Auxiliary volunteers. Open weekdays from 11 a.m.— 12:30 p.m.

Rainy River Health Centre & Rainycrest Long-Term Care

Currently, retail food services are not offered at these sites. Families visiting loved ones may purchase meal tickets from Administration at each location. Meal tickets are redeemable at all Riverside locations.

Patient/Family Lounge

La Verendrye Hospital, Emo Health Centre and Rainy River Health Centre each have patient and family lounges available for use.

A dining room is also located on the second floor of La Verendrye Hospital for patients and families.



Internet

Free wireless Internet services are available for patients and visitors at all three Riverside Hospitals via a partnership with Tbaytel. You will need to re-connect your device every 24 hours.



1. Connect your mobile device to the “Free Tbaytel WiFi” network
2. When the Tbaytel Splash Page appears, select “Connect as Guest”
3. Select the checkbox to agree to the WiFi Terms of Service and click “Connect”

If you are a Tbaytel Internet customer at home, you can access enhanced WiFi, which may provide you with faster speeds, automatic connections and seamless transitions when traveling between hotspots. In Step 2, above, select “Connect as a Customer” and log in using your 10-digit Internet account number and the postal code for your billing address.

For any connection or technical issues, please contact the Tbaytel Support Desk at 1-800-264-9501.

Visitor Policy

Riverside is dedicated to providing patient & family-centered care; our visiting policy is in place to promote a restful, healing environment for patients/residents.

General Visiting Hours

La Verendrye, Emo, and Rainy River

9 a.m.—9 p.m.

Patients are encouraged to identify a caregiver and/or essential care partner who may visit and stay with them beyond General Visiting Hours. Please inform your nurse or the nursing supervisor if you plan to have your caregiver/essential care partner accompany you. A caregiver/essential care partner is someone who provides physical, psychological, spiritual and/or emotional support to the patient.

We discourage you from visiting if you have been feeling unwell (fever, cough, diarrhea, etc.) within the last 48 hours. This is to protect other patients who may be immunocompromised.

***** These guidelines are subject to change during a pandemic. *****

Children: Children under 14 years old are welcome as visitors when a responsible adult accompanies them. Be mindful of the number of visitors, as we wish to ensure a restful atmosphere for all patients.



Refreshments: Food and drink for the patient should only be brought in with prior approval from their healthcare team.

Pets: Riverside has a Visiting Pet policy. Please speak with your nurse or the nursing supervisor if you wish to have your pet visit.



Balloons: Please do not bring latex balloons into our facilities, as other patients or staff may have latex allergies.

Religious/Spiritual Care

Religious/Spiritual Care

If you desire Religious/Spiritual support and comfort during your stay, our staff are happy to facilitate your request for a visit by a religious/spiritual advisor.

La Verendrye Hospital

A Multifaith space is available for quiet meditation and prayer 24 hours/day. This area is located on the first floor near the Emergency Department; please ask your healthcare team or a staff member to direct you.

Emo Health Centre

Church services are held in the Activity Centre on Thursday mornings. All services are interdenominational.

Rainy River Health Centre

The Chapel is available for quiet meditation or prayer. Church services are held in the Activity Centre on Tuesday evenings. All services are interdenominational.

Cedar/Tobacco Ties

Traditional Indigenous culture recognizes that cedar/tobacco ties hung above doors or windows absorb and draw out negative energies, allowing individuals to enter the space with a positive energy. These ties hang inside the LVGH Ceremonial Space.

Cedar (giizhikaatig) wards off and protects against negative energies. As you walk underneath it, it is a blessing of good energy and protection.

Tobacco (asema) is offered in ceremonies and when asking for help. It may be offered to an elder, knowledge keeper or another individual invited to share knowledge.

In Indigenous culture, tobacco is offered and received from the left hand to keep it close to the heart. After receiving tobacco, you can give it to fire, water or Mother Earth.

Smudging

The practice of smudging is a common tradition and part of a natural healing process.

Available upon patient request, please notify your nurse if you desire smudging or any other cultural practices/traditions related to your well-being.

Riverside provides patients with the opportunity to practice their traditions. We also encourage suggestions and requests to accommodate cultural needs and practices.



Patient Declaration of Rights & Responsibilities

Riverside is Dedicated to Fully Respecting and Promoting the Rights of All Patients

RIGHT TO:

Quality Care

- Respect and dignity
- Cultural diversity
- Receive safe care

Collaboration and Communication

- Know the risks and benefits to refusing care
- Know your caregiver

- Express concerns
- Request and receive information
- Understand information given

Participate in Care

- Know benefits and risks of all care
- Treatment options
- Discharge planning

Privacy and Confidentiality

- Privacy of your health information
- Informed of fees not covered

YOUR RESPONSIBILITIES:

Quality Care

- Actively participate in your care
- Provide name of substitute decision maker
- Control number of visitors



**Riverside
Health Care**

Collaboration and Communication

- Ask for clarity
- Provide correct and complete information
- Advise of religious or cultural needs
- Act safely and responsibly
- Report a safety concern

Privacy and Confidentiality

- Respect privacy of others
- Accountable for all fees not covered



**A copy of the Patient Declaration of Rights
and Responsibilities is available at:
www.riversidehealthcare.ca/patient-rights**

Principles of Conduct

Here at Riverside, we expect all staff, patients and visitors to follow our Principles of Conduct:

CARE

Treat others as you would like to be treated

Uphold Privacy and Confidentiality

Know your clients' needs

Communicate openly and effectively

Support a learning journey





COMPASSION

Be courteous

Be empathetic

Be attentive

Be open-minded

Be kind

**Ensure a supportive,
safe, and comfortable
environment**

COMMITMENT

Work as a team

**Build relationships and
trust**

**Understand your role and
responsibilities**

**Take responsibility for
your actions and for
yourself**

**Making Learning your
attitude**

Personal Health Information & Privacy

Ontario's Personal Health Information Protection Act (PHIPA) mandates the protection of your personal health information, including all information about you kept at this hospital. We are required to keep your personal health information safe and secure. You have the right to know how we may use and give it out and how you can access it.

Who Can Use and See Your Health Information

By law, your personal health information must be kept private and secure.

You, and a person who can legally make decisions for you about your personal health information, can use and see your personal health information. Your personal health information is shared among your doctors, nurses, and all other team members who provide care and assistance to you at the hospital.

We may collect, use and give out your personal health information to others, as reasonably necessary to:

- Provide you with health care and assistance, both within and outside the hospital;
- Communicate or consult about your health care with your doctor(s) and other health care providers;
- Get payment for your health care and hospital services, including from OHIP and private insurance;
- Conduct health system planning and research; and
- Report as required or permitted by law.
- There are certain other circumstances where we may be required to give out some of your personal health information.

Your Rights and Choices

You or a person who can make decisions for you about your personal health information have the right:

- To see and obtain a copy of your personal health information or hospital record;
- To request we make corrections to inaccurate or incomplete personal health information;
- To instruct us not to give out your personal health information to other health care providers – we will not give out this information unless permitted or required by law to do so; and
- To be informed if your personal health information is stolen, lost or improperly accessed.

Who You Can Talk To About Your Decisions

When you give us permission to use or give out your information, you may change your mind at any time. However, sometimes the law permits or requires us to share your information without your permission. To inform us of your choices, please speak to your healthcare team or to our Privacy Officer, privacy.officer@rhcf.on.ca or (807)-274-3261 Ext. 4689.

Research, Education and Planning

We may be asked to share your personal health information with a research project. We will obtain your permission before we use or give out any of your information. (There are also other types of research projects which do not require your consent; however, these must have safeguards in place to protect your privacy.)

We may use your personal health information without your consent for our own education, planning and management. We may also give out your personal health information to certain listed organizations for use in the planning and management of the health care system.

How to Reach Us

If you have questions or concerns about our privacy practices or you would like to begin the procedure of accessing, releasing or correcting information in your Health Record, please speak to our Privacy Officer by email at privacy.officer@rhcf.on.ca or (807) 274-3261 ext. 4689.

The Information and Privacy Commissioner of Ontario

The Information and Privacy Commissioner of Ontario is responsible for making sure that privacy laws are followed. For more information about your privacy rights, or if you are not able to resolve a problem directly with our Hospital and wish to make a complaint, contact:

Information and Privacy Commissioner of Ontario

2 Bloor Street East, Suite 1400

Toronto, Ontario, M4W 1A8

Toll Free: 1-800-387-0073

www.ipc.on.ca



**Riverside
Health Care**

Improving the Patient Experience

Bedside Shift Reporting

The nurses caring for you will give reports (share information) to each other at your bedside when they change from one shift to another. We hope that this will help to keep you better informed about your plan of care, medications and progress. We also hope this will help you feel comfortable about the safety and quality of care that you receive while you are here.



Let your nurse know if you are not comfortable with reports at your bedside, or if you only want certain information, or none at all, shared in front of other people. The nurse will make other arrangements if you prefer.

Hourly Rounding

Your nurse is responsible for checking on you every hour to assess your needs. The goal of this hourly rounding is to ensure that your care and safety needs are met.

Your Nurse will Assess the Four 'P's During these Rounds:

- Pain
- Positioning
- Personal Care Needs
- Possessions

EDD:
Patient:
Appointments:
Date:
Nurse:
Minimal Lift:
Assistive Aids:
Fall Risk:

Whiteboards

The whiteboard near your bed or on the wall in your room is a communication tool for you and your health care team. You or your family may write down any questions, concerns, or needs you may have throughout your stay and your care providers will address them.



Inpatient Satisfaction Survey

Your voice matters. Please scan the QR code to complete a Satisfaction Survey. Paper copies are available from the Registration desk or by asking your healthcare team. You can also visit the Patients & Visitors section of our website, www.riversidehealthcare.ca to fill out a Complaints, Concerns or Compliments form.



Discharge Information

In order to allow staff to prepare the room for other patients, discharge time is no later than 11 a.m. daily. We ask that you make arrangements to leave promptly following your discharge. Ensure you review and sign your discharge instruction/summary sheet prior to leaving.

We appreciate your cooperation in helping us to meet the needs of all our patients.

After Discharge Feedback

All in-patients will receive a phone call following their discharge. We endeavour to reach out to you within the first 48 hours after discharge.

Feedback regarding your stay is important and will allow us to make improvements in the care we provide to our patients.

All collected information is confidential and used to improve our services.

Health Systems Navigator

Health System Navigators are trained, culturally sensitive workers who will provide you with support and guidance throughout your health care experience. They serve as a single point of contact to provide resources and assistance for clients/patients dealing with opioid or other related substance-use issues.

The Navigator works closely with physicians, members of the health care team and community agencies to assist you and your family in accessing clinical and supportive care services offered in the Rainy River District.



Your Health System Navigator will help you with:

- Assessments and Referrals for Services based on your Needs
- Addiction & Mental Health Screening, Assessment & Treatment Planning
- Paperwork and Addressing Barriers to Access
- Building Relationships with Local Groups and Agencies
- Linkages to Follow-up Services, including Detox and Treatment
- Updates and/or Changes to Local Groups and Service Agencies
- Support and Encouragement through Patient Advocacy

Alternate Level of Care Community Nurse

The Alternate Level of Care (ALC) Community Nurse supports patients who have been or potentially will have an ALC designation. ALC patients are patients who are occupying a hospital bed but no longer require the intensity of care provided in a hospital setting.

Generally, ALC patients are:

- Medically stable
- Not searching for a new medical diagnosis
- Require some level of assistance in returning home or moving to another level of care, such as long-term care
- May have mental health, cognitive or behavioural difficulties that could be managed with interventions outside the hospital
- May require professional therapeutic services



The ALC Nurse provides the following services:

- Assist in Transitioning ALC Patients from the Hospital to Home, Long-Term Care and Community Programs
- Assistance in Health System Navigation
- Early Identification of Potential ALC Patients
- Completes Daily Living Assessments and Medication Assessments of ALC Patients Discharged Home



You may be referred to the ALC Community Nurse by your physician or another healthcare provider. You may also self-refer yourself for these services by calling (807)-271-5962.

Indigenous Care Coordination Program

What is the Indigenous Care Coordination Program?

The Indigenous Care Coordination Program is run through Gizhewaadiziwin Health Access Centre (GHAC) and was put in place to address the needs of and improve the in-hospital experiences of our Indigenous (inclusive of First Nation & Metis) patients.

The Indigenous Care Coordinators (ICCs) work primarily out of La Verendrye Hospital in Fort Frances. They work with hospital staff and community programs to address the needs of in-hospital clients and assist in discharge planning.



What is an Indigenous Care Coordinator?

ICCs are part of the circle of care team. They provide a range of physical and mental health navigation, advocacy, discharge planning and support services to Indigenous peoples.

- ICC staff are committed to improving the physical and mental health outcomes of Indigenous peoples by providing culturally appropriate and safe care, as well as assisting clients in navigating the health system.
- At this time, ICCs are available for client advocacy while in the Emergency Department, but cannot fast-track your wait. They can provide you with a contact number to reach the Nursing Supervisor should you or a loved one feel like you are not being considered fairly.
- ICCs can also help you file a complaint if you feel that you or your loved one has not been treated with respect and consideration during your care.



Goal of the Indigenous Care Coordination Program

- To improve equitable access to care for Indigenous (inclusive of First Nation & Metis) clients
- To support their return home through discharge planning
- To support community-based services that are safe and culturally appropriate



ICC Services Include, but are Not Limited to:

- Advocate and Ensure In-Hospital Patients Understand What is Happening & What to Expect
- Speaking with the patient in their first language, or coordinating for someone to come in who can speak the language
- Arranging for Smudging, Medicines, Asema, Etc. for Ceremonial Purposes
- Coordination of Elders, Healers, Knowledge Keepers, Etc.
- Coordination with CHN, CHR, Health Directors, Etc. at Community Band Levels
- Assistance in Transition & Discharge Planning from Hospital to Home
- Aid with Palliative Encounters



You may request an ICC by asking your nurse, or calling one of the following phone

La Verendrye Hospital ICC
807-274-3266 Ext. 4195

Indigenous Liaison
807-274-3266 Ext. 4533

Gizhewaadiziwin Health Access Centre
807-274-3131 Ext. 234



Patient Safety

The Team at Riverside Health Care is working hard to make sure you receive the best and safest care possible.

To Ensure Your Safety:

- ♦ You must wear your hospital/health centre identification bracelet to help staff identify you. If you have any allergies, you will receive a separate allergy bracelet to wear during your stay.
- ♦ You may be asked for a list of medications you are taking, including non-prescription medications such as vitamins, herbs, aspirin, Tylenol, eye drops, inhalers, creams, food supplements and recreational and illicit drugs.
- ♦ You should share an updated list of your medications and doses with your health care providers. You can record this information on paper or on a medication tracking app available on the app store.
- ♦ Any medications you bring with you during your stay will be safely stored and returned to you upon your discharge.



Advocate For Yourself

Riverside Health Care recognizes each patient's right to play a role in their own safety and well-being. We encourage patients and their families to:

- Ask for help reaching items and getting out of bed
- Ask questions about your medications and treatment plan if you are unsure about them
- If something just doesn't seem right, say something to your health care team
- Have a close friend or family member stay with you to help ask questions and to understand your treatment plan



Restraints

At Riverside, we recognized each individual's rights and believe patients should have the freedom to move around as much as possible. However, there are times when it may be necessary to limit a patient's activity to reduce the risk of them harming themselves or others.



Restraints May Help:

- Keep Patients from Pulling Out Medical Tubes/Lines
- Limit their Activity During a Procedure
- Act as a Reminder That They Need Help Getting Up
- Keep Patients from Harming Themselves or Others

Restraint Alternatives

Our healthcare team will try to use alternative methods or interventions to prevent the need for restraints. These may include:

- Increase in Visits from Family/Friends
- Identifying & Treating Problematic Behaviour or Pain/Discomfort
- Fall Prevention Techniques and Wearing Proper Footwear
- Use of Safety Devices (Bed/Chair Alarms)
- Adjusting the Frequency of Care Needs (Food/Fluid Intake, Toileting)

When Restraints are Necessary

If alternative methods are not successful, the healthcare team will restrain the patient in the least restrictive way for the shortest amount of time possible. Patients are regularly monitored to ensure they are not being injured by the restraint, determine whether restraints are still necessary and to provide care. As soon as restraints are no longer needed, they will be removed.



Infection Control & Hand Hygiene

Riverside Health Care is committed to providing the safest possible care to you. One of the ways we ensure this is through special monitoring programs to detect antibiotic-resistant germs, fever and pneumonia. You may be asked to have some tests done as part of these programs. By doing this now, we can help prevent a small problem from becoming a bigger one later on.

If you have any questions about our special monitoring programs, please speak to your healthcare team.



If you have a cough, make sure to cough into your sleeve or a tissue and then clean your hands to prevent passing germs to others.

Why Should I Care about Hand Hygiene?

Clean hands are the single most effective way to prevent the spread of disease. You can protect yourself and your family from hospital-acquired infections by keeping your hands clean and your skin healthy!

When Should Hands Get Cleaned?

- When Entering and Exiting a Patient Care Area
- When Entering and Exiting a Patient's Room
- Before and After Invasive Procedures
- After Glove Use
- Before and After Eating and Drinking
- After Using the Washroom

How Should I Clean my Hands?

Soap and water must be used if your hands are visibly soiled.

If you are using alcohol-based hand sanitizer, ensure you rub your hands together for 15-20 seconds or until your hands are dry.



Fall Prevention

At Risk for Falls?

Please Tell the Healthcare Team if you or a Loved One has Any of the Following Risk Factors that Could Lead to a Fall:

- A Previous Fall in the Last 6 months
- Difficulty Walking or Standing
- Difficulty Maintaining Balance while Walking
- Any Weakness or Dizziness
- Forgetfulness
- A Recent Medication Change

By sharing this information, our healthcare team will adjust their care to meet your needs and ensure your safety.



Avoiding Falls

- Medications, surgeries, and/or illness may affect your mobility. Ask for assistance if you notice a change in your mobility status.
- Make sure you can reach the call bell from your bed, chair or bathroom, so you can ring for help if needed.
- Wear loose-fitting clothing and slippers or shoes with non-skid soles so you can easily get in and out of bed.
- If you use a mobility aid in your home, such as a cane or walker, ask a family member to bring it in for you to use, or ask that your healthcare team arrange for one to use while you are in hospital.
- Please feel free to ask staff any questions regarding patient safety.

Visiting Specialty Clinics

Riverside provides patients with access to multiple specialist services within the Rainy River District while reducing the need to travel long distances to access care.

Our services include Urology, Gynecology, Orthopedic, Otolaryngologist (ENT) and Paediatric services. Over 1,500 patients accessed our specialized clinics last year, which are hosted on the Ground Floor of La Verendrye Hospital.



These services are available by physician referral within the Rainy River and Atikokan District catchment area. Most visiting specialists will prioritize referrals based on the information provided in the referral, making it difficult to provide an exact wait-list time.

Pharmacy

La Verendrye Hospital has its own on-site pharmacy which provides medication distribution to registered inpatients and outpatients at La Verendrye Hospital, Emo Health Centre and Rainy River Health Centre.

The Pharmacy is open weekdays to provide dispensing, chemotherapy, medication counselling and drug information. The Pharmacy strives to continuously maintain and improve medication management and pharmaceutical care to patients.



5 QUESTIONS TO ASK ABOUT YOUR MEDICATIONS

when you see your doctor, nurse, or pharmacist.

1. CHANGES?

Have any medications been added, stopped or changed, and why?

2. CONTINUE?

What medications do I need to keep taking, and why?

3. PROPER USE?

How do I take my medications, and for how long?

4. MONITOR?

How will I know if my medication is working, and what side effects do I watch for?

5. FOLLOW-UP?

Do I need any tests and when do I book my next visit?



Keep your medication record up to date.

Remember to include:

- ✓ drug allergies
- ✓ vitamins and minerals
- ✓ herbal/natural products
- ✓ all medications including non-prescription products

Ask your doctor, nurse or pharmacist to review all your medications to see if any can be stopped or reduced.



Visit safemedicationuse.ca for more information.

Rehabilitation Services

Riverside is proud to offer a variety of rehabilitation services. Our goal is to assist patients in attaining their highest possible level of active and independent function while providing safe, quality, client-centered care.

A doctor or nurse practitioner referral is required for Physiotherapy, Occupational Therapy and Speech-Language Pathology services. Referrals are not necessary for Pre-School Speech Language Services. Patient referrals are prioritized using a regional standardization system, and we strive to see high priority patients within 7 business days. Rehabilitation services are typically covered by OHIP or WSIB.

Physiotherapy

These services are designed to maintain functional independence and physical performance by promoting fitness, health and wellness. Our team assesses and treats a variety of conditions including orthopaedic dysfunctions, post-surgery, fractures, repetitive stress, work and sports injuries, motor vehicle injuries, arthritis or rheumatic conditions, stroke and neurological conditions.

Physiotherapists can assess the need for mobility devices and help

complete grant funding paperwork for the Assistive Devices Program (ADP). Other programs include post knee and hip replacement class, GLA:D for osteoarthritis and cardiac rehabilitation.



Inpatient and outpatient services are available at La Verendrye Hospital, 807-274-4815.

Outpatient services, as well as acupuncture and vestibular rehabilitation are available at Emo Health Centre, 807-274-3261 Ext. 5540.

Occupational Therapy

Occupational therapy (OT) strives to restore or maintain an individual's ability to perform daily living tasks, often by developing ways to modify activities. Occupational therapists can assess patients for equipment needs including walkers, wheelchairs and adaptive aids and can help complete grant funding paperwork for the Assistive Devices Program (ADP). OT also provides cognitive assessments and treatment for memory, concentration, visual-spatial, problem-solving and executive function impairments. Pre-driving screening assessments and custom fabricated splinting services are also available.

Inpatient and outpatient services are available at La Verendrye Hospital.



Speech-Language Pathology

This program involves the assessment and treatment of children and adults for communication disorders including articulation, fluency (stuttering), early language development, expressive language (understanding), voice and oral-motor skills such as swallowing disorders/difficulties and functional/behavioural feeding difficulties.

Inpatient and outpatient services are available at La Verendrye Hospital, 807-274-4836.



Antibiotic-Resistant Germs

What are Antibiotic-Resistant Germs?

These are germs that resist many of the antibiotics used to treat infections. They normally live in the nose or bowel.

Are Antibiotic-Resistant Germs Harmful?

They are not harmful to healthy people, but can cause problems for those who are seriously ill. These germs do not cause more serious infections than other germs, but are more difficult to treat using antibiotics.

Who Might Have These Germs?

People who have been in hospital/health centre, rehabilitation facilities, or long-term care are at higher risk.

What is Being Done to Protect Me?

Staff will take precautions to prevent these germs from being passed to other patients. At times, visitors may be asked to take special precautions such as wearing personal protective equipment (PPE) or sanitizing their hands.

You will likely be moved to a private room and a sign indicating the type of precautions to be taken will be posted on the door.

If your visitors have to use extra precautions, your healthcare team will let you know what they are.



***“Wash them well;
Wash them often”***

Antimicrobial Stewardship Program

Antimicrobial Stewardship is a coordinated program that promotes the appropriate use of antimicrobials, improves patient outcomes, reduces microbial resistance, and decreases the spread of infections caused by multidrug-resistant organisms.

How to Take Antibiotics

If you need antibiotics, take them exactly as prescribed. Never save your antibiotics for later use or share them with family or friends.



Talk with your Healthcare Professional if you have any questions about your antibiotics, including how they could interact with other medications you are taking, or if you develop any side effects.

Outbreak Information

What is an Outbreak?

An outbreak is a sudden rise in the number of cases of a disease in a specific area, such as a community, or within a healthcare facility.

While most people are familiar with COVID-19 outbreaks, other types of respiratory outbreaks, as well as gastrointestinal outbreaks can occur.



During an outbreak, patients, visitors and staff may be advised to follow certain precautions. This could include wearing additional personal protective equipment (PPE) such as a medical mask, gloves or a gown or taking measures such as sanitizing/washing your hands and physically distancing from others.

These measures are in place for the safety of all patients, visitors and staff.



**For the Safety and Comfort of our Patients,
Visiting Hours may Change During an Outbreak**

If you have any concerns, please speak to your healthcare team.

Understanding & Preventing Blood Clots

What is a Blood Clot? Normally, blood flows easily through your blood vessels. However, if a blood vessel becomes damaged or if the flow slows down or stops, a clot can develop and form a “plug.”

Why Does this Happen? When an injury occurs, the body creates blood clots to prevent major bleeding. Sometimes a blood clot forms even when there has been no injury.

Deep Vein Thrombosis

When a blood clot forms deep inside a vein in your body, usually in the lower leg, it is called a deep vein thrombosis (DVT).

Pulmonary Embolism

If a blood clot comes loose from the walls of the vein, it can travel through your blood stream to your lungs. This is called a pulmonary embolism (PE).



When you are at the Hospital/Health Centre

Your risk of blood clots increases during surgery, or if you will be in the hospital/health centre for any length of time.

There are a number of steps your healthcare team can take to help reduce your risk of deep vein thrombosis before, after, and during your stay in hospital/health centre such as ensuring you are hydrated and encouraging you to be active.

If you have any of these Risk Factors, Speak with your Doctor or Health Care Team as You May be at an Increased Risk for Blood Clots:

- A Trauma or Injury
- Hospital/Bed Confinement/Immobilization
- Surgery
- History of Blood Clots
- Cancer
- 60 years of Age or Older
- Blood Disorders
- Currently using Oral Contraception and/or Hormone Therapy containing Estrogen
- Chronic Medical Condition (Diabetes, etc.)
- Overweight
- Pregnant



Signs and Symptoms of a Blood Clot

You should seek help immediately if you experience any of the following in the days or weeks after your treatment:

- Pain or swelling in your leg or calf
- Skin on your leg is warm or discoloured
- Veins near the surface of your legs appear larger than normal or more noticeable
- Sudden breathlessness or shortness of breath that cannot be explained
- Sudden, sharp pain in your chest or upper back
- Light-headedness
- Coughing up blood

Going Home



If your risk of blood clots is high, your healthcare team will give you an anticoagulant prescription to continue after you leave the hospital/health centre. However, for most patients, moving around and getting back to normal activities as soon as possible will be enough to reduce the risk of clots forming when discharged home.

Pressure Ulcers

What is a Pressure Ulcer?

A pressure ulcer is a change or break in the skin caused by constant pressure, especially over a boney area, such as the ankle, tailbone or elbow.

How do Pressure Ulcers Develop?

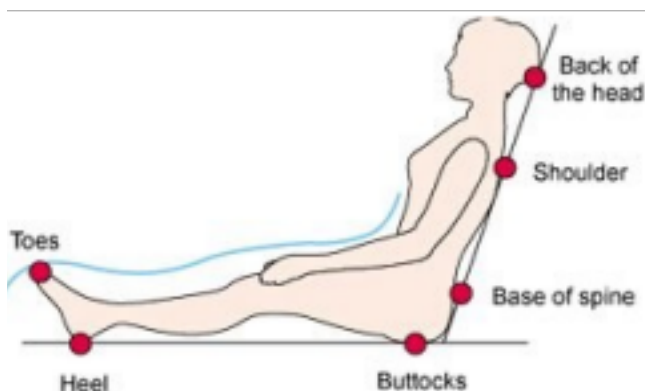
They develop in several ways. One way is when the body is compressed against another surface, causing constant pressure on a body part, thus limiting blood flow to the area. Skin can be damaged when the body is rubbed, dragged or slid against a surface, such as a bed sheet.

What does a Pressure Ulcer Look Like?

A pressure ulcer can appear as a red or discoloured area on the skin, as a blister, or as an open sore.

How Long Does it Take to Develop a Pressure Ulcer?

They can appear over a short period of time. Areas that receive pressure such as heels, elbows, and tailbones may become red or discoloured quite quickly in bed- or chair-bound persons. If these boney areas are not protected, they may worsen and become open sores.



Areas of the Body at Risk of Developing Pressure Sores While Sitting



How do You Prevent Pressure Ulcers?



For more information,
visit:
**The Canadian
Association of Wound
Care**
www.cawc.net
or
www.preventpressureulcer

- To reduce pressure on any one boney body part, shift your body position often or ask your healthcare team for help
- Avoid lying on boney areas such as your hip for long periods of time
- Do not rub reddened or discolored areas of skin. This will cause more damage
- Eat a well-balanced diet and drink plenty of fluids to keep your skin healthy and hydrated
- Protect skin from incontinence by using a skin barrier cream and incontinence pad

Wounds

What is a Wound?

A wound is a break or loss of the protective function of your skin due to injury. You may have a wound from a surgical incision, ulcer, pressure injury, scratch, bite or tear.

Recovery

To recover from a wound more quickly, you can take the following steps:

Pain Medication

Take pain medication as prescribed by your healthcare team. A sudden increase in pain could mean you are being overly active or have a complication.



Physical Activity

If recommended by your healthcare team, you may perform gentle exercises and progress your way to more difficult ones. For surgical wounds, you may need to avoid lifting objects over 10 lbs./4.5 kg for six weeks or longer.

Diet

Ensure you are eating healthy, well-balanced meals and drinking plenty of water each day.

Personal Hygiene

Follow your healthcare team's instructions for bathing. They may recommend a bath, sponge bath or shower. Some wounds may need to be kept dry for several days before they can get wet.

Wound Care

Your healthcare team will assess and perform wound care/dressing changes. Your hands should be clean whenever you touch your wound or change your dressings. Let your healthcare team know if your wound or dressings are leaking.



Follow-Up Care

You will be given appointment information and instructions upon discharge.

Notify Your Nurse if you Experience

- Chills or Fever (38 °C or 100.4 °F for more than 24 hours)
- Sudden/Severe Pain of Wound Area
- Increased Bleeding, Drainage, Excessive Redness, Warmth or Odor of the Wound Site

Vascular Access Devices

What is a Vascular Access Device (VAD)?

A Vascular Access Device (VAD) is a device inserted into a vein for receiving intravenous (IV) fluids, medications, blood products and for taking blood samples or monitoring blood pressure.

Different Types of VAD

Depending on whether you need short- or long-term care, the type of treatment you're receiving, your current condition and your preference, you may receive a peripheral VAD or a central VAD.

Type of Device	Uses	Example
Peripheral VAD		
Peripheral Intravenous Catheter (PIV or IV)	• Short-term • Administer fluids, medications and/or blood products	
Peripheral Arterial Catheter	• Blood pressure monitoring • Blood sampling	
Central VAD		
Central Venous Catheter	• Long-term treatment	
PICC Line Peripherally Inserted	• For difficult access or failed attempts at peripheral access	
Porta Cath Implanted Venous Device	• Catheter tip ends in a large blood vessel so irritating medications can be administered	

Let your healthcare team know right away if you experience redness, swelling, leaking, if your insertion site feels warm or painful, or if you device falls out or becomes bent.

Patient Controlled Analgesia (PCA)

What is PCA?

Patient Controlled Analgesia (PCA) is a medical machine or pump that allows you to control your own pain medication by pressing a button. This means you won't have to wait for your healthcare team to administer your pain medication.

How Does Intravenous PCA Work?

Pain control medication is added to a medical pump which is attached to your intravenous (IV) tubing. When you need pain relief, you press the button which signals the pump to send you a measured dose of medication through the IV. It may take up to 5-10 minutes for you to feel the effects of the medication. Depending on your treatment, there may be a regular flow of medication coming through the pump, but you can still press the button if you feel that you need an extra dose. As the patient, you are the only one who should press the button.



When Should I Press the Button?

1. Once your pain starts to become uncomfortable; do not wait until it becomes unbearable.
2. Before you do something that brings on pain, such as right before a physiotherapy session.
3. Before starting breathing and coughing exercises.
4. Before you move or turn.

When Should I Avoid Pressing the Button?

1. Do not let family or visitors press the button; you are the only one who should press the button.
2. Do not press the button if you are comfortable or sleepy.

Should I be Worried About Side Effects?

Notify your nurse if you experience any of the following:

1. Nausea or vomiting
2. Sleepiness
3. Find it hard to think clearly
4. Slowed breathing
5. Itching, usually in several small areas on the body
6. Trouble emptying your bladder
7. Constipation

Can I Give Myself Too Much Medication?

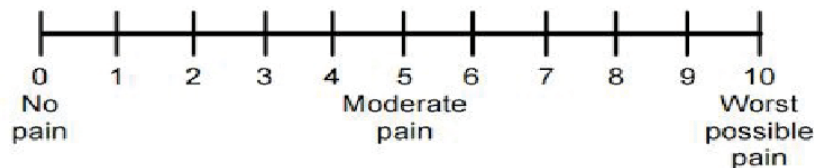
PCA devices have safety features that prevent you from giving yourself too much medication. The device is programmed to only release a certain dose of medication at a time. If the button is pressed too often, the device will lockout and you won't receive any additional medication until it is safe to do so.



How will the Nurse Know if My Pain is Controlled?

Your nurse may ask you to rate your pain on a pain scale of 0-10.

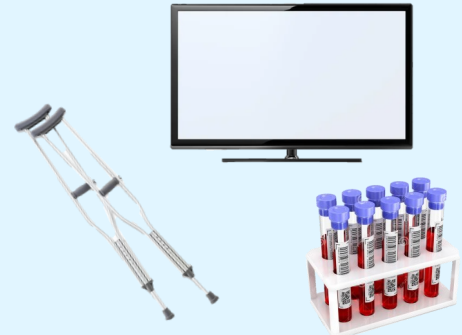
0–10 Numeric Pain Rating Scale



Billing Information

While the Ontario Health Insurance Plan (OHIP) covers most in-hospital expenses for Ontario residents, it may not cover everything during your stay. Some expenses that you or your private health insurance plan are responsible for covering include:

- Ambulance Services
- Tests Deemed Non-Medically Necessary
- Television Services
- Medical Equipment such as Crutches & Splints



How do I Pay?

If you do receive a bill, you can call 807-274-4829 to pay your bill by card. You may also submit your payment in-person to the Switchboard/Registration desk or mail your payment to:

Riverside Health Care Facilities, Inc.
Attn: Finance Department
110 Victoria Avenue
Fort Frances, ON P9A 2B7

How do I get a receipt?

After your payment has been processed, you will automatically be mailed a receipt as proof of payment.

What if I have questions about my bill?

If you have any questions or concerns regarding your bill, you can call 807-274-4805 from Monday – Friday.



Patient Self-Advocacy

How to Self-Advocate

- Ask Questions about your Care if you have any Doubts or Concerns
- Share Information about Allergies, Addictions, Smoking, Drug & Alcohol Use
- If you are Scheduled for Surgery, Make Sure You, Your Doctor and Your Surgeon all Agree on Exactly What will be Done During Your Operation
- Tell your Healthcare Team about Past Illnesses and about Your Current Health Condition(s)
- Don't be Afraid to Ask Your Healthcare Team if They Have Washed their Hands Before Beginning Your Care
- Ask Questions Such as, "Could you Please Explain That to Me?, Can I Come Back with my Family to Talk About this Again?, How Sure are You that I Have This Condition?"
- Write Down Questions You Have Before Meeting with your Healthcare Team so You Don't Forget
- Invite a Family Member or Friend to Attend Appointments with you



Your Voice Matters!

Inpatient Satisfaction Survey

Please provide your feedback by scanning this QR code to complete the Inpatient Satisfaction Survey. Paper copies are available at the Registration desk or by asking your care provider. You can also visit the Patients & Visitors section of our website, www.riversidehealthcare.ca to fill out a Complaints, Concerns or Compliments form.



Emergency Planning & Preparedness

Riverside takes a number of steps to ensure patient and resident safety in the event of an emergency or disaster. You may hear Emergency Codes announced over the public address (PA) system at times. These may be drills or actual events. If it is a drill, this will also be announced.

Each type of emergency is assigned its own colour to help staff know how to respond. If you are required to do anything during one of these Emergency Codes, a staff member will let you know.



What to Do During an Emergency

Don't Panic!

As a patient, you should remain calm and stay with your healthcare team in your care area. If you left your room without telling your healthcare team, you should return to your room as soon as it is safe to do so.



How Does Riverside Health Care Make it Safe Here?

Riverside ensures each of its facilities are safe for patients, visitors and staff. We take special measures to maintain a safe environment, which include:

- Fire Safety Inspections
- Safety Testing of Medical Equipment
- Elevator Testing
- HVAC System Testing
- Riverside's Joint Health & Safety Committee Consults with Employees to Hear & Address Safety Concerns



EMERGENCY COLOUR CODES

CODE GREEN:
Precautionary Evacuation

CODE GREEN:
Evacuation (Crisis)

CODE YELLOW:
Missing Person

CODE YELLOW:
Missing Child/Child Abduction

CODE ORANGE:
Disaster

CODE ORANGE CBRNE:
CBRNE Disaster

CODE RED:
Fire

CODE WHITE:
Violent/Behavioural Situation

CODE PURPLE:
Hostage Taking

CODE BROWN:
In-Facility Hazardous Spill

CODE SILVER:
Person with a Weapon

CODE BLACK:
Bomb Threat/Suspicious Object

CODE GREY:
Infrastructure Loss/Failure

CODE GREY:
External Air Exclusion

CODE BLUE:
Cardiac Arrest/Medical Emergency - Adult

CODE PINK:
Cardiac Arrest/Medical Emergency – Infant/Child

Diagnostic Imaging

During your hospital stay, your physician may order a Diagnostic Imaging study to help diagnose and monitor your condition. We are pleased to offer X-Ray, ultrasound, CT and mammography services at Riverside. These modalities are performed by skilled Medical Radiation Technologists (MRTs) who play a critical role in contributing to the overall quality of patient care. If you have any concerns, consult your healthcare team or discuss them with your MRT prior to your tests.



Laboratory

Your physician may order blood tests to aid in your diagnosis or to monitor your condition. A lab technician will come to your bedside to draw blood. They will ask you your name and date of birth, and check your armband to compare this information with the lab orders. This ensures that your blood samples are correctly labeled. They will collect the least amount of blood needed to perform the testing and will do their best to make the experience as comfortable as possible. Most collections are done between 7 a.m.-8 a.m. in order to have the results available for your doctor when they come to see you. If you have any concerns regarding any of the testing being performed, please discuss this with your healthcare team.



Once your test results are complete, they will be available to your physician through the **Ontario Laboratories Information System (OLIS)**, a secure electronic system controlled by the Ministry of Health and Long-Term Care.

If you wish to withdraw consent for other health care providers to access your test results, you may contact Service Ontario at 1-800-291-1405.

Telemedicine Program

Healthcare Visits and Follow-Up Appointments Using Videoconferencing Technology

Telemedicine is an interactive, two-way, tele-video conferencing system which provides an alternative option to attending an in-person healthcare appointment. Using a monitor and high definition camera, you will be able to see, hear and speak with your healthcare specialist and discuss your plan of care. This means that you will be able to “visit” your health care providers without having to leave your community.



Tele-Visitation

Tele-visitation is a video link between patients and their families in another Northwestern Ontario Facility with videoconferencing capability.

Studio Locations

LVGH: Throughout the Building
Emo: Basement Board Room
Rainy River: Rainy River Clinic

Is Telemedicine Right for Me?

Telemedicine is useful for many appointments, but may not be available for all of your visits. Talk to your healthcare team to find out which appointments can be scheduled through Telemedicine, as some physicians/consultants cannot offer appointments in this way.

Surgical Services

Riverside provides a number of surgical services at La Verendrye Hospital, including day surgeries, where you will be discharged home the same day as your procedure.

Riverside Offers the Following Specialty Surgery Services:

- General Surgery
- Endoscopy Screening
- Dental
- Orthopaedic (Joint Replacements for Hips/ Knees, Sports Medicine including ACL Repair, MTP Fusion and Arthroscopy)
- Gynecological
- Urology



Riverside is committed to ensuring the comfort and safety of each of our patients during surgical procedures. Our highly trained, skilled staff and fully integrated operating room, complete with advanced technology, help to guarantee positive surgical outcomes.

Unsure what to Expect? There are videos available for you to watch at home to help you prepare for your upcoming surgery. You can view them online at <https://riversidehealthcare.ca/preparing-surgery> or by scanning the QR Code:



SeamlessMD

What is SeamlessMD?

SeamlessMD is a real-time, step-by-step guide to your surgery journey. The interactive program puts you, the patient, in the heart of your healthcare. The program is accessible by desktop computer, tablet, and smartphone (both iPhone & Android).



Who Can Use SeamlessMD?

SeamlessMD is available to patients undergoing Bariatric, Orthopaedic (Hip, Knee and Shoulder), Colorectal, Spine, Breast, Gynecology and Urology surgeries.

Guidance Through Each Stage of Your Procedure:

Before Surgery:

- Sends messages to help manage your procedure preparation
- Provides to-do lists to help you prepare for your procedure
- Allows access to a self-care library with information on different topics

In-Hospital:

- Sends messages about what to expect each day
- Allows access to a self-care library

At-Home Recovery:

- Sends messages about what to expect during your recovery
- Provides to-do lists to help you heal at home
- Offers feedback on your recovery based on Daily Health Checks to ensure you are recovering well at home
- Allows access to a Nurse Practitioner for support as needed



How Do I Sign Up for SeamlessMD?

To sign up, you need to:

1. Have your healthcare team enroll you in the program
2. Ensure your device is connected to WiFi
3. Check your email for a message titled, "Welcome to SeamlessMD"
4. Open the email and click on the blue button, "Click here to start"
5. Click on the green button, "Let's Start"
6. Download the SeamlessMD app from the Google Play Store or Apple App Store

Obstetrics

La Verendrye Hospital offers a number of amenities for new parents, and makes every effort to make the labour and delivery experience as safe and comfortable as possible.



Comfort Items: Birthing parents are encouraged to bring any items they desire during labour. This may include music, essential oils, personal pillows, birthing balls, traditional medicines, etc.



Support People: The birthing parent is encouraged to have one or more labour support person(s). While Riverside does not limit the maximum number of support people, we reserve the right to ask excessive numbers of visitors to wait elsewhere. This is to maintain a restful environment for our other patients.

Rooming In: Both parents are encouraged to stay in the room with the newborn to help ease the transition of day/night routines. This will ensure your baby receives the care you want while allowing you to learn their feeding cues more quickly.



Caesarean Sections: C-sections are available at La Verendrye Hospital should the need arise. If you undergo a c-section, you should expect to spend an additional day in the hospital.

Pain Management: Options for pain control include laughing gas, intravenous medications and epidurals.

Active Labour vs. Pre-Term Labour

Active Labour is defined as regular contractions with progressive change in the cervix and cervical dilation of at least 4 cm.

Pre-term Labour is defined as a pregnancy less than 36 weeks. Parents in pre-term labour will be transferred to Thunder Bay Regional Hospital or Winnipeg Health Sciences Centre. Pre-term babies delivered at La Verendrye Hospital will also likely be transferred depending on the baby's overall condition.

A parent in active labour will be admitted to a Labour & Delivery Postpartum room, where 1:1 nursing care will be provided. Your healthcare team will likely encourage IV access with a saline lock for safety reasons. Fetal monitoring will take place according to current guidelines.



La Verendrye Hospital supports the following practices for their obstetrical patients:

- **Skin to Skin Contact:** Parents are encouraged to have direct contact with the baby right after delivery. This releases hormones that relieve stress and stabilize the baby's temperature, breathing, heart rate and blood sugars.
- **Breastfeeding:** New parents are educated on breastfeeding, including proper positioning, frequency and latching.
- **Postpartum Care:** Following delivery, the birthing parent is taught how to properly care for themselves after birth.
- **Delayed Cord Clamping:** By delaying cord clamping (>30 seconds), blood continues to flow from the placenta to the newborn after delivery.
- **Keeping the Placenta:** Patients who wish to keep their placenta are welcome to bring it home with them following delivery.
- **Doulas:** The healthcare team will work together with doulas to support patients during the labour process.
- **Spiritual/Cultural Support:** Riverside is committed not only to the physical health, but the overall well-being of our patients and has supports religious/spiritual or cultural practices. See the 'Religious/Spiritual Care' and 'Indigenous Care Coordination Program' sections of this booklet for more information.

Many minor neonatal issues can be managed locally at La Verendrye Hospital. However there are occasions when even full-term newborns will require transfer to Thunder Bay Regional Hospital or Winnipeg Health Sciences Centre.

Hospice/Palliative Care

Riverside Health Care's multidisciplinary approach to palliative care is intended to improve the quality of life of our patients and their families who are dealing with life threatening illnesses and their associated physical, emotional and spiritual needs. Our primary goal is to support our patients in an atmosphere of respect, dignity, compassion, understanding and acceptance. Services are provided by a health care team consisting of physicians, nurses, social workers, pharmacists, physiotherapists, occupational therapists, and spiritual care associates, with active participation from the patient and their family.



At La Verendrye Hospital, we have a large, private room, that creates a home-like atmosphere for patients and their loved ones. We are fortunate to be able to provide this room to our patients through the vision and hard work of our staff and donations received from community partners and memorial funds.

At Emo and Rainy River Health Centres, we provide a similar environment using one of our acute care rooms.

If these rooms are not available for use during your time of need, palliative care support will be provided in another space within the facility.

Admission Criteria

The following criteria and individual circumstances will be reviewed to determine eligibility for admission to the Hospice/Palliative Care Room:

- The patient and family agree with a hospice or palliative plan of care. This means that a decision has been made to stop any further active treatment aimed at curing the illness, and to focus instead on promoting patient comfort by managing symptoms.
- A "Do Not Resuscitate" (DNR) status has been discussed and agreed upon by the patient and family.
- On occasion, the condition of the patient may stabilize or improve. We will work with the patient and family to find a more appropriate care setting.

Visiting Hours

Visiting hours for hospice/palliative patients are flexible. Space within the hospice/palliative care room is limited and patients often tire easily. Therefore, we may ask to limit the number of visitors when appropriate. We support families who wish to remain with their loved one overnight. In order for the staff to provide care, visitors may be asked to leave the room momentarily.

The end of life journey can be very exhausting for families, and while we understand the importance of being with loved ones, families also require periods of rest for their health and well-being. For this reason, Riverside does not ask families to be present at all times.

Counselling

Riverside Mental Health & Addictions provides non-emergency counselling to individuals and families dealing with the end of life journey. They are available by phone to request an appointment, (807)-274-4807 Ext. 1.

Cultural Diversity/Spiritual Care

Riverside promotes cultural diversity and the rights of all patients to practice their own beliefs, rituals and traditions. All religions are respected, and all personal spiritual advisors are welcome to visit at any time.

We realize the importance of spiritual care for our patients and their families, and our staff will be willing to assist you in obtaining the contact information of local spiritual care providers, or to accommodate any special requests.

Items to Bring from Home

- Personal toiletries such as soap, razor, deodorant, skincare, toothbrush and toothpaste & hair brush
- Favorite pillow or blanket
- Small items such as pictures, books, music, etc.

Provided Amenities Include:

- Corkboard for hanging cards and pictures
- Large screen TV, DVD Player and Stereo
- Local Phone and Television Services



Food

Family and friends are encouraged to bring in favorite foods from home for the hospice/palliative patient. Staff will document food preferences and attempt to accommodate special dietary requests. A small refrigerator is available in the hospice/palliative care room, and coffee and tea facilities are also available.

Family and friends are welcome to use the Second Floor Dining Room on the LVGH Inpatient Unit or the Riverfront Café where microwaves are available for use. For directions and hours of operation, see the 'General Information' section of this booklet.

Convalescent Care Program

What is Convalescent Care?

When the acute phase of your illness has passed, your care team may recommend the Convalescent Care Program (CCP) at Rainycrest Long-Term Care Home as the next step on your path to returning home. The CCP will help you to build strength, reducing your need for assistance and reinforcing your independence.

A dedicated team of health professionals specializing in nursing, medicine, physiotherapy, dietary and therapeutic recreation will guide your care. The team will develop a tailored program to help you build strength and manage your daily living activities.

During your stay, you will wear your regular clothes and be an active participant in your own recovery while taking part in a variety of recreation and rehabilitative activities.



Who needs Convalescent Care?

- Individuals in the hospital/health centre who no longer need acute care, but still require 24-hour supervision, assistance or treatment. Your healthcare team will discuss the suitability of this program for your recovery with you. The program is only available to meet the goal of returning home or proceeding to rehabilitation.
- Individuals in the community who need to build strength to increase their independence in their home setting or improve their health condition prior to surgery.

Who is Eligible?

- Be at least 18 Years of Age
- Medically Stable Condition
- Willing to Learn and Work Towards Discharge Goal
- Have the Motivation to Participate in their Care Plan
- Participate in Educational Activities in Preparation of Discharge Home

Is there a Cost for the Program?

The Ontario Ministry of Health and Long-Term Care provides funding for the CCP. The CCP provides private room accommodations, with telephone and television amenities available at low cost. An additional fee will be required for amenities such as the Tuck shop, hair care, transportation, mobility aids, specialized devices, etc.

Transportation

For those who require specialized mobility services, Medically Stable Patient Transport is available for patient transportation across the Rainy River District. A fare will apply for this service which varies, dependent on destination. Please call (807)-271-0650 to book a trip. Additionally, for transportation within the Town of Fort Frances only, Handi-Van services are available with a referral for a fee.

Laundry

Laundry services are provided, although you may prefer to have your own laundry done by your family members. "Wash and Wear" garments which don't require ironing are recommended.

What to Bring

- Comfortable, Casual Clothing
- Non-Slip Shoes
- Personal Toiletries
- Please do NOT bring Valuables or Large Amounts of Cash



Rainycrest Long-Term Care

Rainycrest offers supportive service in a comfortable setting designed to maximize independence in anticipation of your return home. Rainycrest offers many special features, including:

- Bright, Spacious Exercise & Therapy Services Area
- Fully-Equipped Hair Services
- Tuck Shop Run by Auxiliary Members
- Computer Room with Internet Connection
- A Multi-Denominational Chapel
- Enclosed Courtyards for Safe Enjoyment of the Outdoors

Auxiliaries

La Verendrye Hospital Auxiliary

Formed in 1952, the Auxiliary is a volunteer organization dedicated to supporting La Verendrye Hospital. Their primary activities involve fundraising, with main events including an annual Strawberry Social hosted since 1955, a Fall Tea, Christmas Cash Draw and Rock-a-thon. The Auxiliary also operates a gift shop located near the facility's Front Street entrance.



Rainy River Health Centre Auxiliary

For over 30 years, the Auxiliary has been committed to supporting members of the community in both acute care and long-term care. Since their inception, they have raised thousands of dollars by hosting an annual Christmas Tea, Bazaar, Strawberry Social and through the sale of HELP tickets in the local grocery store.



Emo Health Centre Auxiliary

The Emo Auxiliary is comprised of volunteers who dedicate their time to support the patients, residents and staff of Emo Health Centre. They visit long-term care residents, donate Christmas gifts and volunteer in the cafeteria. They also run the Gift Shop located in the facility's cafeteria. The group regularly holds fundraising events including the Shamrock Tea & Bake Sale, Strawberry Social, Fall Tea and Bazaar.

Rainycrest Auxiliary

The Rainycrest Auxiliary is committed to supporting the residents of Rainycrest Long-Term Care Home. They host social events for residents and their families, and operate the Tuck Shop located near the main entrance.



Our Auxiliaries are comprised of dedicated community volunteers who have a passion for health care. Together, they have been raising funds for over 70 years. They host fun events and are always looking for dedicated members.

Ethical Decision Making



Riverside's Ethics Framework

Healthcare can raise a number of questions on what is best and what is ethical. Riverside understands that each situation is different and works to find and apply the best possible solution to each dilemma.

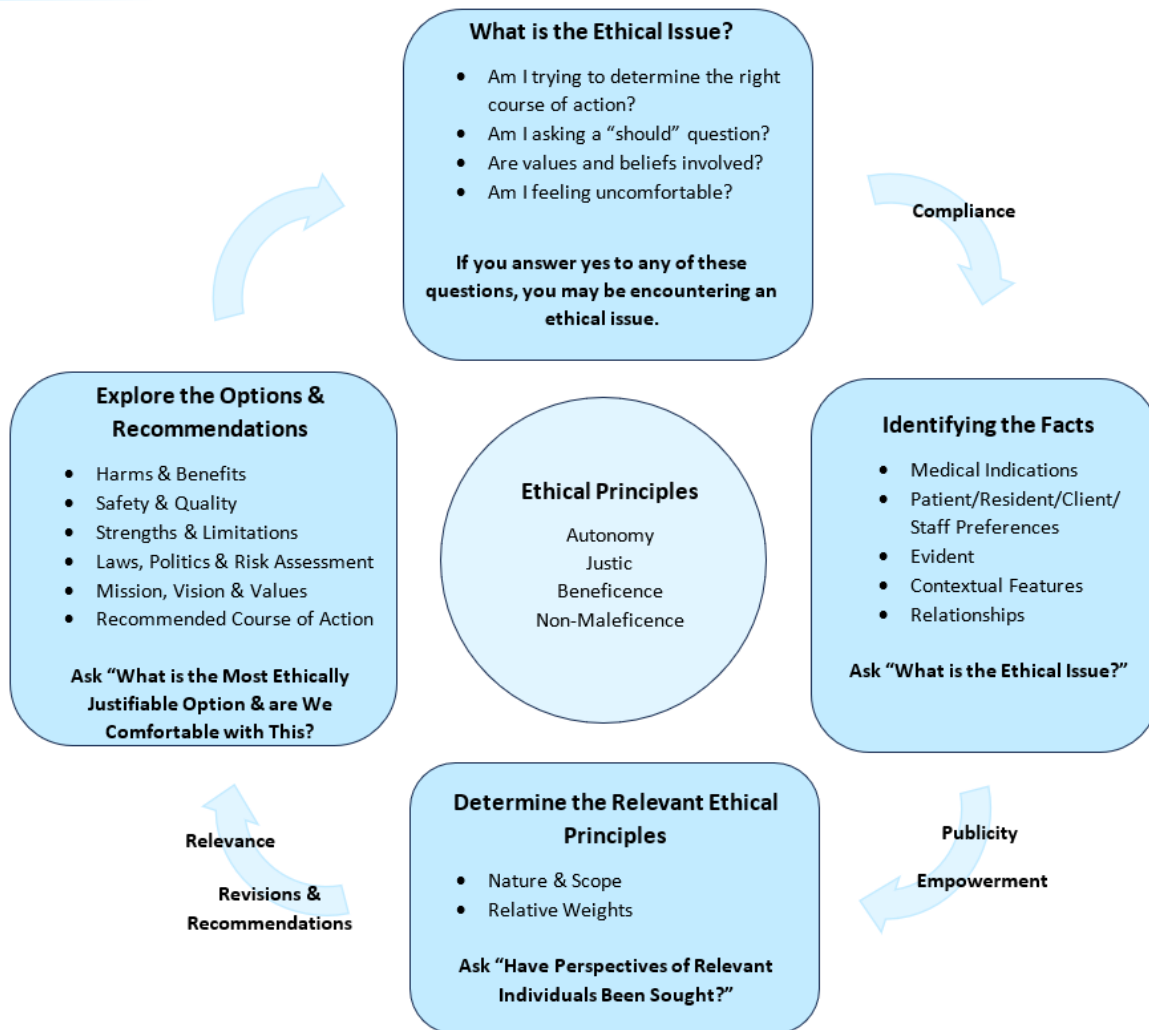
To do this, we use an Ethics Framework to help explore decision-making. This was adapted from IDEA: Ethical Decision-Making Framework from the Toronto Central Community Care Access Community Ethics Toolkit (2008). It provides a standardized approach to work through ethical issues and guide behaviour and decision-making. It takes into consideration the perspective of the patient, healthcare team and family.

We encourage anyone in the organization, including patients and families, to raise any ethical issues and concerns. This can be done confidentially if preferred.

Any research activities occurring within Riverside Health Care must be reviewed by the Riverside Ethics Committee. For more information about Ethics and the Riverside Ethics Committee, please ask your healthcare team.



Ethical Framework



Ethical Principles

- **Autonomy:** Individuals are Capable of Sound Decision-Making
- **Justice:** Fairness and Impartiality Ought to Prevail
- **Beneficence:** Promoting Good and Provision of Benefit
- **Non-Maleficence:** Refrain from Inflicting Harm

Conditions of Ethical Decision Making

- **Empowerment:** Differences in Power Should be Minimized and Opportunities for Participation Should be Optimized
- **Publicity:** The Process, Decisions Made and their Rationales Should be Transparent
- **Relevance:** Decisions Should be Made on the Basis of Reasons (i.e., Evidence, Principles, Arguments) that Fair-Minded People can Agree are Relevant
- **Revisions and Recommendations:** There Should be Opportunities to Revisit Decisions in Light of New Evidence

Patient and Family Advisory Council

Who? We invite patients, and family members/caregivers of patients, who have received services at La Verendrye Hospital, Emo Health Centre or Rainy River Health Centre within the last two (2) years to apply to become a member of our Patient and Family Advisory Council.

What? Riverside Health Care recognizes the important role that patients and their family members have in improving the overall patient care experience. The Patient and Family Advisory Council (PFAC) is an opportunity for us to connect with you and/or your loved ones and get feedback on how we deliver care. Your input is vital in helping us to make changes that will improve the experience of patients and their families at our sites.

Why? Riverside Health Care (RHC) values the feedback and suggestions of its patients, and their family members and caregivers.

How? As a member of the PFAC, you may be asked to participate in regular meetings, provide feedback on written materials, and take part in various committees and working groups. At the heart of our efforts is the philosophy of patient and family-centred care; the confidence that the patient, their family, and the health care team are partners, working together to improve the patient experience and ensure the delivery of high-quality care.



To learn more about the Riverside Patient and Family Advisory Council or to apply, please contact Riverside Health Care's Director of Nursing by phone at (807)-274-3266 ext. 4511 or via email at riverside@rhcf.on.ca

Comments & Feedback

Riverside Health Care wants to make Every Encounter with Patients and Families an Opportunity for Quality Improvement.

We welcome all concerns, complaints and compliments at the time they occur. If you have feedback for us, you may request a 'Concerns, Complaints, & Compliments' form from your healthcare team. This form can also be found on our website under 'Comments & Feedback.'

Riverside is also Committed to a Culture of Patient Safety where Everyone is Encouraged to Report and Learn from Safety Incidents.

If you have any safety concerns, you are encouraged to share them with any staff member or manager, who will report them to the appropriate authority.

All reported events are investigated and followed up on with a focus on quality improvement and prevention. If you have any safety concerns, they may be directed to Administration, where they will be forwarded to the proper authority for follow-up.

All Completed Forms & Feedback can be Submitted via:

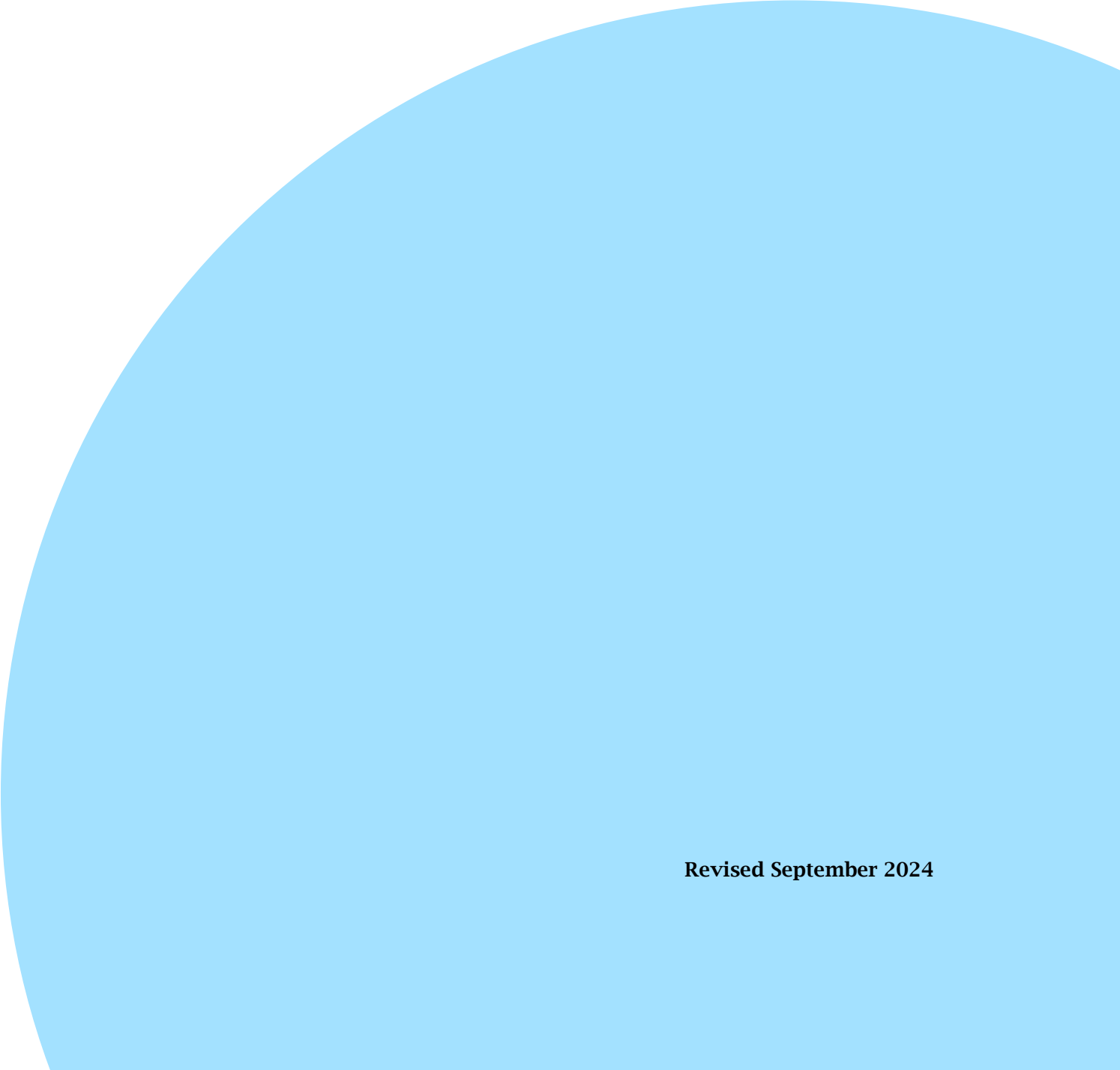
Mail:

Riverside Health Care Facilities, Inc.
Attn: Patient Experience & Flo Coordinator
110 Victoria Avenue
Fort Frances, ON P9A 2B7

Email:

riverside@rhcf.on.ca





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