



WELCOME GUIDE FOR PATIENTS AND FAMILIES

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WELCOME TO CATHERINE BOOTH HOSPITAL

Catherine Booth Hospital welcomes you on behalf of its leaders, healthcare team and staff. We are honoured to work with you and your family on your rehabilitation journey.

As Director of Rehabilitation, I have pledged to make the high-quality care and support of our patients our number one priority.

Catherine Booth Hospital has 86 beds. It is affiliated with McGill University and accredited by Accreditation Canada. Our intensive geriatric, orthopedic, multisystemic and post-acute rehabilitation programs take a holistic, person-first approach, in order to effectively support your recovery and avoid complications after you return home. Our interprofessional team of experienced and compassionate rehabilitation therapists, nurses and doctors will work with you and your family to develop a personalized treatment plan that meets your unique needs and goals.

We also provide a continuum of care for patients who leave the hospital and continue their rehabilitation on an outpatient basis, including remotely.

We provide several additional services to complement our comprehensive rehabilitation programs, so that your time with us will be as comfortable and enjoyable as possible. This guide lays out our services and policies to help keep you and your family informed.

It also contains practical advice on making the most of your stay. We welcome any feedback on how to keep improving the quality of our rehabilitation services.

Once again, welcome to Catherine Booth Hospital. We wish you the very best in your rehabilitation.

Mary Lattas, erg. M.Sc.
Director of Rehabilitation

HISTORY OF THE CATHERINE BOOTH HOSPITAL



Catherine Booth Hospital was named after the wife of William Booth, the founder of the Salvation Army. It began in 1890 as a rescue home for women. Originally located in Plateau-Mont-Royal, the home moved to a larger facility in Outremont in 1895 to increase its capacity.

In 1925, the Salvation Army relocated again to Walkley Avenue, and the facility became a dedicated maternity hospital called Catherine Booth Hospital Centre.

In 1973, after more than 50 years of maternity care, the facility was slated for closure by the Quebec government. However, the Salvation Army stepped in and converted it to a rehabilitation hospital.

In 2012, Catherine Booth Hospital integrated with CSSS (*Centre de santé et de services sociaux*) Cavendish, which ultimately joined the Integrated Health and Social Services University Network for West-Central Montreal (CIUSSS West-Central Montreal) in 2015, as part of the Government of Quebec's Bill 10.

PREPARING FOR YOUR STAY

WHAT TO BRING

TOILETRIES

- Toothbrush, toothpaste
- Dental floss
- Mouthwash
- Denture adhesive and cleaner (a denture cup can be provided to you, if needed)
- Hairbrush or comb
- Lotion
- Makeup
- Facial tissues

CLOTHING

Please bring comfortable clothing suitable for therapy:

- Shorts
- Loose pants
- Walking or running shoes
- Underwear, socks, pajamas, a robe, and slippers with tread or traction are recommended. Also consider bringing clothing that you would typically wear at home—e.g., shirts with buttons, for practice in getting dressed.

Tips on caring for your personal items

Eyeglasses and hearing aids are best placed in their cases when you are not wearing them.

An orderly can provide a special cup for your dentures. Do **not** wrap them in a tissue or leave them where they might accidentally be thrown away, such as on your food tray or in your bed.

All of your personal effects should be kept in a designated place and identified with your full name.

Protect your belongings

Please ask a family member or friend to take your valuables home. Do not keep credit cards, large amounts of cash, valuable electronics or jewelry with you. If you must keep valuables at the hospital, ask your nurse about using the safe in the Patient Accounts Office.

Due to the size of the rooms, we ask you to keep as few belongings with you as possible.

Though the hospital makes every effort to protect visitors' and patients' personal effects, it is not responsible for the loss or theft of these belongings.

Items that are the property of the hospital: Please leave all hospital materials and equipment in your room when you are discharged.

ATTENTION

INFECTION PREVENTION AND CONTROL (IPAC)

To help prevent infections, please follow IPAC guidelines to protect yourself, your family and your fellow patients. Washing hands with soap and water is the best way to prevent the spread of infection and to reduce the transmission of microbes.

Alcohol-based hand sanitizers quickly and effectively kill many of the microbes on your hands, but they do not eliminate all types of microbes, nor do they necessarily remove harmful chemicals.

There are other ways to help prevent the spread of microbes. Ask your friends and family to:

- Comply with infection prevention measures, in effect at all times. **(Respect the instructions on signs at the door to your room and on the unit.)**
- Stay home, instead of visiting, if they have a cold, flu, diarrhea, fever, rash or any other contagious illness.
- Use the washrooms designated for their use.

Don't share your personal belongings. Follow any additional IPAC precautions.

VISITING INFORMATION

Visiting hours

Visitors are welcome between 9:00 a.m. and 9:00 p.m. When receiving visitors, please make sure to maintain a calm, respectful and safe environment for other patients and staff. Visitors must leave at 9:00 p.m. or when requested by hospital staff. You may receive one visitor at a time in your room, provided the visit does not disturb the other patients. Other visitors can wait in the users' lounge or other areas that are open to the public. Please note that due to the size of the rooms, it is not possible to add furniture. Visitors who arrive after 5:00 p.m. must sign in and out, and carry a visitor's card.

Leaving the unit

Please inform staff whenever you leave the unit for personal reasons or for an unscheduled activity. Keep your therapy times in mind to avoid missing an appointment. Check with a nurse whether you need to take any medication while you are out.

Reaching the hospital by bus

Catherine Booth Hospital
4375 Montclair Avenue
Montreal, Quebec H4B 2J5
514-484-7878

Accessible entrance: 4400 Walkley Avenue, under the awning next to the garden

Bus line

162 (nearest stop: Monkland and Walkley)
Plan your route by visiting <http://www.stm.info/>

Hospital parking

Available on Montclair Avenue and Walkley Street. Take note of the parking restrictions. A hospital parking lot with limited spaces is also available at 4400 Walkley Avenue. Fees apply.

MAKING PHONE CALLS

All rooms in the hospital can be reached through the same phone number: 514-484-7878. Your room extension will be provided to you when you arrive and posted in your room.

To place calls to locations outside the hospital, begin by pressing "9". To make long-distance calls, you may use a calling card or press "0" to ask Reception for help in placing a collect call.

Cell phone use is permitted in many areas of the hospital. However, please respect patients, visitors and staff members by speaking quietly and switching off the camera flash, music, ringtone and other notification sounds.

Patients' privacy is paramount. DO NOT take photos or videos of your loved ones if other patients, visitors, or staff members appear in the background.

MISSION OF THE REHABILITATION PROGRAM**Our philosophy**

If you cannot safely return home after being hospitalized, you may benefit from inpatient rehabilitation. It can improve your quality of life and support your independence, so that you can return home sooner. We work closely with you to help you meet your rehabilitation goals.

Rehabilitation objectives

- Support you and your family during your hospitalization
- Prepare you for a safe return home, or help you plan for alternate living arrangements
- Foster a partnership between you and your caregivers during treatment
- Ensure that your living environment is safe after discharge
- Encourage you to independently accomplish as many activities as possible, and help you only as needed
- Ensure your rehabilitation continuum as an outpatient, if necessary

Inpatient rehabilitation programs

Our mission is to provide you with moderate to intensive rehabilitation, using an interdisciplinary approach in the following programs:

- Intensive rehabilitation
- Geriatric rehabilitation
- Post-acute rehabilitation

Our programs aim to help you regain your independence and prepare for a quick return home.

Everyone has different rehabilitation needs. For some, inpatient care is only the start of the rehabilitation journey, which will continue at home with outpatient therapy. For others, the goal will be to improve functional independence. If your previous level of independence cannot be regained, you may need to consider assisted living support when you get home.

Outpatient rehabilitation program

If your care needs can be met on an outpatient basis, you will return home and complete your rehabilitation goals at an outpatient clinic in your area.

IMPORTANT ADDITIONAL INFORMATION

Mutual respect and tolerance

Catherine Booth Hospital values compassion and mutual respect. We are committed to providing a safe and non-violent environment to our patients, visitors, staff and volunteers. Aggressive behaviour or coarse language will not be tolerated.

Appropriate action will be taken against any individual who is physically or verbally abusive, utters threats, or destroys hospital property.

Our staff is here to help you manage difficult situations. Don't hesitate to ask for help if you need it.

Room arrangements

A room will be assigned to you when you arrive. However, you may need to change rooms during your stay. The hospital reserves the right to move you to another room for medical reasons or for infection prevention and control.

Quebec's Ministry of Health and Social Services covers the cost of your accommodation in a standard room, which contains three or four beds. If you wish, you may request a private or semi-private room when you are admitted, and the admission team will make every effort to fulfill your request. Accommodation in a private or semi-private room is subject to additional fees.

All patients must fill out and sign a form indicating their preferred room type upon admission, and confirm any applicable fees. Please check with your insurance broker to determine the extent of your coverage.

Mixed rooms

Due to IPAC requirements and the high demand for rehabilitation hospital beds, it may be necessary for men and women to share a room. Our staff understands the sensitive nature of this situation and will make every effort to ensure your privacy, dignity and comfort.

DAILY HOSPITAL ROUTINE

Rehabilitation therapy: The schedule for appointments for rehabilitation therapy is posted near the nursing station. Appointment times may change, so please check the schedule every day. An orderly will also inform you in the morning about the time of your rehab session, which will be written on the whiteboard in your room.

Rehabilitation therapy sessions may be individual, group classes or informational. Our care team will also advise you on which exercises you can perform on your own, outside of appointments. You will be encouraged to carry out as many rehabilitation activities on your own as possible, and to practise what you worked on in your rehab sessions. Repeating the exercises as well as you can after returning to your unit is an integral aspect of your rehabilitation.

Rehab sessions may be scheduled on as many as five days per week, depending on the program you are admitted to and your individual needs. In certain circumstances, family members may attend rehab sessions. Be sure to check with your therapist first, since space is often limited.

Any required equipment, including a walker or a wheelchair with a cushion, will be loaned to you based on your care needs, throughout your stay at the hospital. This equipment and any other loaned materials, including pillows, towels, pitchers, and urinal bottles, must be left at

the hospital when you are discharged. If you require any equipment after you are discharged, our team would be happy to recommend how to obtain it, before you leave.

Meals: Our food services team provides nutritiously balanced meals and snacks. Menus vary seasonally.

Shortly after you arrive, you will meet with a dietitian to discuss your food preferences, diet and/or allergies.

Frozen kosher meals are available upon request. They are provided by an outside service and are heated in the hospital kitchen.

Meals can be taken in your room, in the floor's lounge (seats may be limited), or in the cafeteria. Cafeteria meals can also be purchased between 11:30 a.m. and 1:30 p.m.

Showers are scheduled twice per week. The schedule is located on the patient information board in your unit's hallway.

Laundry: A washer and dryer are available for personal use on your floor.

Television: Televisions are available in each unit's lounge and in the cafeteria on the ground floor.

Please DO NOT bring your own electronic appliances.

Transportation and accompaniment to outside appointments: The hospital will arrange and pay for your transportation to and from appointments outside the hospital that are related to your rehabilitation, including surgical and emergency department consultations. Patients are strongly encouraged to have a family member or friend accompany them to these appointments.

The hospital will not pay for transportation for day trips, returning home after discharge, transferring to private accommodations, or for appointments unrelated to rehabilitation (e.g., dentistry). If you have any questions, do not hesitate to speak with the assistant head nurse.

Chaplaincy and spirituality: We respect your religious beliefs and spiritual values. Ask a member of your healthcare team for more information.

Other services: External companies may provide certain additional services, such as haircuts, for a fee. Your unit's receptionist can help you set up an appointment.

Tips and gratuities: Staff cannot accept tips or gratuities from you or your family. If you would like to recognize a staff member's good work, we suggest sending a letter of appreciation to the unit manager or making a donation to the Julius Richardson Foundation inc.

WHO IS INVOLVED IN YOUR REHABILITATION

Your **physician** oversees your medical treatment. He/she refers you to specialists or for consultations, if required. You may need to go to an acute care hospital for certain tests or follow-up appointments. The physician also prescribes medication after the pharmacist has assessed the documents from your referring institution.

Your **registered nurse (RN)** is responsible for meeting your healthcare needs and supports your well-being throughout your hospital stay. She/he meets you upon your arrival on the unit, evaluates your health, and coordinates your care with other members of the healthcare team. The RN makes sure that your rehabilitation program is followed within the unit, and liaises with community resources like the CLSC.

The **licensed practical nurse (LPN)** provides you with nursing care under the supervision of the attending physician, RN and other members of your healthcare team.

The **orderly**, also known as a nursing aide or PAB, assists you with daily living activities like walking, standing, eating, bathing, dressing and using the toilet, as needed.

The **dietitian** evaluates your nutritional needs and implements a nutrition care plan to help you achieve optimal health.

The **dietary technician** works with the physician and dietitian to monitor your diet and ensure you do not encounter any problems.

A **social worker** or **social service technician (SST)** assesses your psychological and social needs after an accident or illness.

The **occupational therapist** works with you to regain or improve your functional independence in your daily activities, including bathing, dressing, using the toilet and cooking. The frequency and intensity of therapy is tailored to your individual needs. It is important to practise the skills you learn in therapy, like walking and climbing stairs.

The **physiotherapist (PT)** or **physical rehabilitation therapist (PRT)** helps you improve your physical function, especially your mobility and independence. If necessary, your PT or PRT will train your caregiver how to help improve your mobility.

The frequency and intensity of therapy is tailored to your individual needs. It is important to practise what you learn in therapy, once you get back to your unit, to ensure your rehabilitation progresses smoothly.

The **pharmacist** evaluates your medications to make sure they are appropriate for your state of health. If necessary, he/she will follow up with the physician and nurses, and keep a detailed digital medication profile, which includes your possible allergy to certain drugs. Pharmacists are also available to provide you with information and to answer any questions or concerns about medications.

Remember that YOU are an important and active member of your care team.

The involvement of your family and friends can be very helpful to your rehabilitation. With your permission, we will communicate with **one** person of your choosing to share information about your needs and state of health.

Upon your arrival, you will be asked to designate **one** person with whom your healthcare team will communicate. This person can follow up with us and keep your other friends and family informed.

SAFETY AND SECURITY

We are committed to providing safe services and care to our patients, their families and visitors, as well as safe working conditions for staff. Safety is everyone's responsibility.

Emergencies: In case of a personal emergency, use the call bell in your room or bathroom. If there is a general emergency, stay calm and wait for instructions from hospital staff, who are trained in emergency situations.

Identification: Check that the information on your hospital bracelet is correct. Make sure a member of staff confirms your identity before providing you with care or medication.

All employees are required to wear ID badges that include their name and job title. You have the right to know who is providing your care at all times. If you do not know who is providing your care, ask to see their ID badge.

Medication: Please inform your nurse or physician about every medication you take regularly, including over-the-counter and homeopathic medication. We will make sure they are safe to take with your prescribed medication. Your nurse will review your medications with you and help you identify if any of them pose a potential risk.

You will receive information about any new medication or changes to your current medication.

Do not hesitate to ask questions if the medication seems in any way different from what you were taking previously.

Tell your nurse or physician about any allergies or negative reactions to medications, whether in the past or during your care, and especially about any reactions after you have started taking any new medication.

Falls: Follow your healthcare team's safety recommendations. Use walking aids and a wheelchair as instructed. Always lock both brakes on your wheelchair before standing. When in doubt about what to do, ask a member of your healthcare team. We're here to help you. Please use the call bell to ring for help when getting out of your bed or wheelchair. Our staff is specially trained to move patients safely.

To ensure everyone's safety, we ask family members to consult our staff before attempting to move patients on their own.

Give yourself plenty of time to get to the bathroom, in order to avoid the slips and falls that can happen when you're in a hurry.

Take stock of your surroundings. A wet floor or some sort of obstacle can cause slips and falls. Wear non-slip, well-fitting footwear.

Be sure to tell your healthcare team about any falls or near-falls.

Smoking: Smoking is prohibited in the hospital and within nine metres (30 feet) of any building entrance or window. There is a designated smoking area on hospital grounds.

Anyone found smoking in the hospital or in the restricted areas on hospital grounds will be considered to have committed an offence and may incur fines under the Tobacco Act.

If you would like to quit smoking, talk to your healthcare team.

CONCERNS AND DISSATISFACTION

If you are not satisfied with any aspect of your care, please let us know by following these steps:

- First, speak with a member of your healthcare team. He/she will try to correct the situation or find a solution. You may also be directed to the appropriate person to deal with the problem, such as the unit's head nurse or a program manager.
- Depending on the circumstances, you can contact the Users' Committee (see below).
- If the problem persists, you can contact the Local Commissioner of Complaints and Quality of Service for CIUSSS West-Central Montreal at 514-340-8222, ext. 24222, or ombudsman.ccomtl@ssss.gouv.gc.ca.

For more information, please consult the posters and pamphlets in your unit. You may also wish to contact Service Québec, toll-free, at 1-877-644-4545 or at <http://sante.gouv.qc.ca/en/systeme-sante-en-bref/plaintes/>.

If you have any additional questions, please do not hesitate to ask your healthcare team.

THE USERS' COMMITTEE: ADVOCATING FOR YOUR NEEDS

Each healthcare facility in Quebec has a users' committee to advocate for users' needs and concerns with hospital administration. At Catherine Booth Hospital, service users are represented by the Cavendish Users' Committee.

It has developed collaborative initiatives to:

- Inform you of your rights and obligations
- Help you and your family find solutions if you are not satisfied
- Defend your rights and interests
- Assess your satisfaction with your care and services
- Promote continuous improvement of care and services

Do you have questions or concerns about hospital care or services? Get in touch! We can help, so do not hesitate to contact us. All of our services are confidential.

Consider joining us! The Users' Committee consists of volunteers who are dedicated to the well-being of rehabilitation patients. Patients, informal caregivers, family members and members of the public are all invited to join. We are always seeking new members.

Contact us:

Cavendish Users' Committee

514-484-7878, ext. 61728

userscommittee.cavendish@ssss.gouv.qc.ca

DONATIONS

THE JULIUS RICHARDSON FOUNDATION

The Julius Richardson Foundation raises funds for all of the former CSSS Cavendish facilities, including Catherine Booth Hospital.

Anyone who wishes to support Catherine Booth Hospital can make a donation to the Julius Richardson Foundation inc through CanadaHelps:

<https://www.canadahelps.org/en/charities/julius-richardson-foundation-inc/>

You can also donate by cheque, which should include a note at the bottom indicating that the funds be used to support Catherine Booth Hospital's clinical teams.

Send it to:

The Julius Richardson Foundation inc
c/o Oaklins Canada, office 200

418 Sherbrooke St. E, Montreal, Quebec, H2L 1J6