

WELCOME TO THE RICHARDSON HOSPITAL

At the Richardson Hospital, rehabilitation is about CARING for people, not only providing treatment. Our team can help you in every step of your rehabilitation. We work with you and your loved ones, caring for your medical, functional, psychological and social needs.

During your stay, we will work together to help you achieve your rehabilitation goals, increase your ability to care for yourself, and try to prevent complications or further illness.

This guide was designed to help you and your family understand the services offered by the Richardson Hospital. If you need more information, please ask our staff.

We are an institution certified by Accreditation Canada. We welcome your comments and feedback so that we may continuously improve the quality of our services.

Thank you for entrusting your care to us. We hope that your stay at the Richardson Hospital will be as successful as possible.

Felicia Guarna

Director of Rehabilitation

Johanne Boileau

Director of Nursing

REHABILITATION PROGRAM MISSION

Philosophy:

We believe that if you are unable to manage at home safely following hospitalization, you can benefit from inpatient rehabilitation. Together we will foster your independence and improve your quality of life.

Rehabilitation helps you go back to your community and gain independence. Tell us your goals and we will foster your active participation in your care.

Rehabilitation Objectives:

- Offer you and your loved ones support during 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 your treatment;
- Explain what you need to do to have a safer home environment once discharged;
- Encourage to try to do as much as possible on your own and to know when you need help!
- Ensure your rehabilitation continuum as an outpatient, if required.

In-Patient Rehabilitation Programs:

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

- Geriatric rehabilitation;
- Stroke neurology rehabilitation.

Our programs aim at helping you regain your independence and prepare your return to the community as soon as possible. Everyone comes with unique rehabilitation needs.

For some, inpatient therapy is only the start of your rehabilitation journey and they will continue their progress at home with outpatient therapy.

For others, your objectives are focused at improving your level of function and you may need to adjust to an alternative assisted living arrangement.

Out-patient Rehabilitation Program:

If your care needs can be met at home, you will return home and complete your rehab goals at our outpatient rehab clinic. Our mission is to provide you with access to rehabilitation services when residing at home.

BRIEF HISTORY OF THE RICHARDSON HOSPITAL

The Richardson Hospital was founded by William Sutherland Richardson in 1918, after his son Julius was killed in action, along with 11 other soldiers during World War I (WWI). Originally located in the family's home in Chateauguay, the hospital was known as the Khaki House and served as a convalescence home for soldiers returning from the war.

By 1926, there being no further need for the hospital by WWI soldiers, the mission of the hospital changed to convalescent care of underprivileged children, suffering from poliomyelitis, rheumatic heart disease, tuberculosis and other long-term illnesses. The children were referred from the public wards of Montreal city hospitals. The financial support came from donations and philanthropic activities. Since most of the children came from Montreal it was moved to Montreal to allow parents more frequent visits.

The Notre-Dame-de-Grâce land, on Bessborough Avenue, where the hospital is presently located was purchased in various lots from 1940 until early 1950 by the Board of Directors. The cornerstone of the building was laid in 1951 and the hospital opened its doors on July 19, 1952.



The Richardson Hospital integrated with the 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 Quebec Government's Law 10.

CAVENDISH USERS' COMMITTEE STATEMENT

This welcoming guide was sponsored by the Cavendish Users' Committee. Its mandate is to protect the rights of users and ensure that they are treated with respect for their dignity and their rights. The Users' Committee is comprised of members who are clients and volunteers of the health institutions in our network.

The Users' Committee:

- Informs users of their rights
- Promotes the improvement of the quality of care for users
- Supports users during the complaint process

You can reach the Cavendish Users' Committee at 514-484-7878, extension 1728 or by email uccavendish@gmail.com.

HOW TO PREPARE FOR YOUR STAY

WHAT TO BRING?

TOILETRIES:

Please bring your personal hygiene products:

- Toothbrush
- Toothpaste
- Dental floss
- Mouthwash
- Denture adhesive and cleaner
- Hairbrush or comb
- Lotion
- Makeup
- Diapers

The hospital is not responsible for lost or stolen articles.

CLOTHING:

Please bring comfortable clothing suitable for therapy:

- Shorts
- Comfortable fitting pants
- Walking or running shoes.

You can also bring typical clothing that you would wear at home — such as shirts with buttons — so you can practice getting dressed along with underwear, socks, pajamas, a robe, and slippers with tread or traction.

Tips on caring for your personal items:

Eyeglasses and hearing aids are best placed in their cases when you are not wearing them. You can ask your nurse for a special cup for your dentures. Note that all of your items should be kept in a designated space and identified with your full name. Do not wrap them in tissue or place them where they might accidentally be thrown away (Example: on your food tray or on your bed.)

Protect your belongings:

Please send your valuables home with a relative or friend. Do not keep large amounts of cash, credit cards, valuable electronics or jewelry at your bedside. If this is not immediately possible, please speak to your nurse about using the safe in the Patient Accounts Office.

Please note that due to the size of the rooms, we ask that you have the least amount of personal belongings possible in the hospital.

The hospital makes every reasonable effort to safeguard the property of patients and visitors.

WHAT TO EXPECT DURING YOUR STAY

Mutual respect

The Richardson Hospital values compassion and mutual respect. We are committed to providing a safe, violence free environment for our clients, 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, threatens any person or destroys hospital property.

Our staff is here to help you deal with difficult situations. Please ask for our help whenever you need it.

What are the room arrangements?

A room will be assigned to you when you arrive. However, you may have to change rooms during your stay. The hospital reserves the right to change your room if required for medical or infection prevention and control precautions.

The Quebec Ministry of Health and Social Services (MSSS) covers the cost of your accommodation in a standard three or four bedroom. If you wish to stay in a private or semi-private room, you may ask to do so at admission. The admission team will do their best to meet your needs. A room change may be made if a private or semi-private room becomes available. Fees are applicable in semi-private or private room.

Mixed rooms:

Due to the high demand for rehabilitation hospital beds and IPAC requirements, men and women may be sharing the same room. Our staff is sensitive to this situation and will do its best to ensure your privacy, dignity and comfort.

What are the daily routines in the hospital?

THERAPY:

The schedule for therapy appointments is posted near the nursing station and should be checked daily as scheduled appointments can vary. Therapy can include individual sessions, group classes or education sessions. The team will also advise you on what you can practice on your own, outside of the scheduled appointments.

The nursing team will encourage you to do as much as you can on your own so that you can practice what you worked on during your therapy sessions.

Frequency of treatment varies per week, depending on your individual situation. In certain circumstances family members may attend the therapy sessions. At the Richardson, we encourage family participation in therapy sessions.

Meals:

Our food services offer balanced meals and snacks. Menus are varied and adapted according to the seasons. You will meet a dietitian shortly after your admission to discuss your food preferences. They will consider your tastes, diet and/or allergies.

Upon request, frozen kosher meals are supplied from an outside service and are heated up for clients in our hospital kitchen.

Meals can be taken in your room, in the patient lounges located on each floor (limited places) or in the cafeteria. Meals can also be purchased at the cafeteria between 11:30 a.m. and 1:30 p.m.

Showers:

Showers are scheduled on a regular basis, twice per week.

Laundry:

A washer and dryer are available for your personal use.

Television:

Personal television rentals are available at a cost.

Please DO NOT bring in your own electrical appliances.

WHAT TO EXPECT DURING YOUR STAY

Telephone:

The main phone number is the same throughout the hospital 514-484-7878. Your room extension number will be given to you when you arrive. Daily rates apply. You will be advised of the cost upon admission.

To make outside calls from within the hospital, you must first dial "9". To make long distance calls, you must use a calling card or reception can help you to make a collect call.

Although cell phone use is permitted in many areas of the hospital, please respect patients, visitors and staff members by lowering your voice and by keeping the camera flash, music, ringtone and other notification sounds off.

It is very important to protect the privacy of users. DO NOT take photos or videos of your loved ones or others if other patients, visitors or staff members appear in the background.

Computers:

There are computers with Internet access for personal use located in the patient lounges on the 3rd and 4th floors. Please note there is no Wi-Fi in the hospital.

Transport Payment and Accompaniment:

The hospital will arrange and pay for your transport to and from appointments outside the hospital that are related to your stay with us (e.g. going back to see your surgeon or a consultation at the Emergency Department). We strongly encourage you to have a family member or friend accompany you to your appointments.

The hospital will not cover the cost of transportation when you return home or to a private nursing home, when you leave the hospital on a pass, or for appointments not related to your rehabilitation stay (e.g. dentist). If you have any questions, please ask the assistant head nurse.

Pastoral services and spirituality:

We respect your religious beliefs and spiritual values. Scheduled Chapel services are posted on the unit hallway. The Rabbi visits regularly. Speak to a member of your healthcare team to receive more information.

Other services:

Certain additional services may be provided by an outside company, for a fee (e.g. hairdressing). The unit clerk can help you arrange an appointment.

Tips or gratuities:

Please, no gratuities (tips). Staff is not allowed to accept money or gifts from you or your family. If you would like to highlight the good work of a staff member, we welcome you to mention them in your patient experience survey or with a note or letter, or with a donation to the Foundation.

What to do if you are not satisfied:

It is important to inform us if you are dissatisfied with a particular aspect of your care. To do so, we suggest the following:

- First speak with a member of your healthcare team who will try to correct the situation or find a solution to the problem that you have raised. They can also direct you to the right person to deal with a particular issue. This could be the nurse manager or program manager.
- If the problem persists, you may contact the CIUSSS West-Central Montreal Local Commissioner of Complaints and Quality of Service at 514-484-7878, extension 1383.

For more information please consult posters and pamphlets within your unit. You can also call Service Québec toll-free at 1-877-644-4545 or visit: <http://sante.gouv.qc.ca/en/systeme-sante-en-bref/plaintes/>.

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

WHO IS INVOLVED IN YOUR REHABILITATION

Physician: Your physician ensures your medical monitoring. They refer 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 your medication after the pharmacist assesses the medication documents received from the referring institution.

Registered Nurse (RN): Your RN is responsible for your health care needs and is supportive of your well-being throughout your hospital stay. They meet you upon your arrival on the unit; assess your health and coordinate your care with other members of the health-care team. The RN assures that your rehabilitation program is continued on the unit and may act as a liaison with community resources such as the CLSC.

Licensed Practical Nurse (LPN): The LPN provides you with nursing care under the direction of medical practitioners, the registered nurses (RNs) or other health-care team members.

Orderlies: The orderlies, also referred to as nursing aides, assist you with daily living activities such as walking, transferring, feeding, bathing, dressing, grooming and using the toilet.

Dietitian: The dietitian evaluates your nutritional status and implements a nutrition care plan which will help you to reach your optimal level of health.

Dietary Technician: The dietary technician works with the physician and dietitian. They monitor your diet to make sure you don't encounter any problems and they prescribe regimens in order to promote your optimal recovery.

Educator: The specialized educator in collaboration with the rehab professionals, aims to help with your continued learning /practice of new functional skills and assisting you to achieve your rehab goals. In addition, the educator will organize activities to provide support to users during their hospital stay.

Occupational Therapist (OT): The OT works with you to regain or improve your functional independence with your daily activities. This consists of the activities you do every day, e.g. bathing, dressing, using the toilet, meal preparation and other home making activities. The frequency and

intensity of therapy will be tailored to your individual needs. It is important that you practice the new skills you have gained such as transfers, walking and going up stairs.

Physiotherapists (PT): The PT helps you improve your physical function. Emphasis will be on mobility and helping you to be as independent as possible. When necessary, your therapist will train your caregiver in activities to assist your mobility. The frequency/intensity of therapy will be tailored to your individual needs.

Physical Rehabilitation Therapists (PRT): The PRT will also help you to improve your physical function. They will help you to practice the various medically prescribed physiotherapy interventions to assist in your rehabilitation.

Social Worker or Social Service Technician (SST): The social worker or SST assesses your psychological and social needs that may arise following an accident or illness.

Speech-Language Pathologists (SLPs): The SLP specializes in the assessment and treatment of speech, language, swallowing and cognitive-communication disorders.

Pharmacist and Pharmacy Technical Assistants: The pharmacist evaluates and assures that you are prescribed the right medications. They will follow-up with the physician and nurses if necessary and will keep a detailed computerized chart of your medication profile, including your drug allergies. Pharmacists are also available to provide you with information and address your questions or concerns regarding medications.

A psychologist or rehab counsellor will be referred as needed for counselling and interventions to facilitate your psychosocial coping and adapting to your new medical and physical condition.

Remember that YOU are an important member of the team

The involvement of your family and friends can be very helpful in your rehabilitation. If you agree, we will communicate with them to share information regarding your needs and state of your health during your stay. Upon your arrival, tell us who you would like to be as your main contact with the team.

SAFETY AND SECURITY

We are committed to promoting and providing safe care and services to you, your family, visitors and staff. Safety is everyone's responsibility.

Emergencies: In case of a personal emergency, use the call bell in your room or bathroom. In case of a general emergency, stay calm and wait for instructions from Hospital staff who are specially trained in responding to various types of urgent situations.

Identification: Check that the information on your name bracelet is correct. Make sure staff ask you to identify yourself before administering medication or giving a treatment.

All employees are required to wear ID badges that include their name and title. You are entitled to know who is providing services to you at all times. If you are unsure at any point of who is working with you, ask to see his or her identification badge.

Medication: Please inform your nurse or doctor about every type of medication that you take regularly (including over-the-counter and homeopathic medication). We will make sure they are safe to use with your prescribed medications. Your nurse will review your medications with you, and will help you identify if any of them require special attention because of potential risks with their use.

You will be provided with information relative to new medications or changes made to ones you are already taking.

Make sure your nurse or doctor identifies you correctly before administering any medication. Prior to taking the medication, ask your nurse what it is and what it is used for.

Don't hesitate to ask questions if the medication looks different from what you were taking previously. Tell your nurse or doctor about any allergies or negative reactions to medications you may have had in the past, or that you are experiencing while under our care, especially after you start taking a new medication.

Falls: Follow the safety recommendations given by your healthcare team. Use walking aids and wheelchairs as instructed. Always lock both brakes on your wheelchair before standing up. If unsure, please consult with a team member.

At all times, ring for help whenever you get out of bed or out of your wheelchair. Our staff is specially trained to assist patients safely. For the safety of everyone, it is best to consult with our staff before family members attempt to help on their own.

Try to give yourself lots of time to get to the bathroom, to avoid slips and falls that may occur when in a hurry.

In the event of a fall, please inform the healthcare team.

Please be aware of your surroundings. Wet floors or obstacles may cause you to slip or fall. Wear, well-fitting footwear with non-slip soles

Smoking: Smoking is prohibited in all areas of the Hospital and within 9 meters (30 ft.) of any entrance to the building.

Individuals smoking on the premises, or within the restricted areas outside the building is considered an offence, and can be fined under the Tobacco Act.

INFECTION PREVENTION CONTROL (IPC)

Help Prevent Infections:

Please respect the 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 number of germs on them in most situations. If soap and water are not available, use an alcohol-based hand sanitizer. Alcohol-based hand sanitizers can quickly reduce the number of germs on hands in some situations, but sanitizers do not eliminate all types of germs and might not remove harmful chemicals.

Other ways to help stop the spread of germs:

- Do not share your personal belongings;
- Ask friends or family not to visit you if they are sick (e.g. cold, flu, diarrhea, fever, rash or other contagious illness);
- Ask visitors to use washrooms designated for their use;
- Follow any IPC precautions that may be requested of you and your visitors.

VISITING INFORMATION

Visiting hours:

Weekly visiting hours are from 9:00 a.m. to 9:00 p.m. We count on you and your visitors to ensure a calm, respectful and safe environment for the staff and other patients. Visitors must leave the room at the end of visiting hours or whenever requested by hospital staff. You are allowed two visitors at a time. Other visitors may wait in the users lounge or other designated public areas. Please note that due to the size of the rooms it is not possible to add extra chairs. After 5:00 p.m., guests must sign in and out at reception and receive a visitor card.

Absence from the unit:

If you plan to leave the unit for an unscheduled activity or for personal reasons, please inform the staff and sign out. Please consider your therapy times so that you do not miss a scheduled appointment. Please verify with your nurse if a medication is required during the time you will be off the unit.

Reaching the hospital by bus:

Richardson Hospital
5425 Bessborough Avenue
Montreal, Quebec, H4V 2S7
514-484-7878

• Bus lines:

66 & 103 East (Exit at Côte Saint Luc & Randall)
103 West (Exit at Côte Saint Luc & Cavendish)
104 East (Exit at Côte Saint Luc & Cavendish)

You can also plan your route by visiting
<http://www.stm.info/>

Parking at the hospital:

A parking lot is available at a cost, and can be accessed by Cote St-Luc and Chester street.

CSSS CAVENDISH FOUNDATION

The CSSS Cavendish Foundation's mission is to raise money for all the former CSSS Cavendish sites, including the Richardson Hospital.

Anyone wishing to donate to the Richardson Hospital can do so by making a donation to the CSSS Cavendish Foundation with a note at the bottom of the cheque indicating that they would like the money to go to the Richardson Hospital.

To make a donation:
The CSSS Cavendish Foundation
5425 Bessborough Avenue
Montreal, Quebec, H4V 2S7
514-484-7878, extension 2235

You can also make a donation online by visiting the following protected Website: www.CanadaHelps.org

MISSION AND VALUES

Integrated Health
and Social Services
University Network
for West-Central Montreal

Québec 

The mission of CIUSSS West-Central Montreal²

1. To provide the highest quality continuum of health care and social services throughout our network of institutions

Within our network of institutions, we provide a safe continuum of care, including specialized and ultra-specialized care and services, rehabilitation services, long-term care, community health and social services and frontline services. Quality care depends on respectful collaboration and partnership between users and health and social service professionals, staff and administration.

2. To provide compassionate care and services that are centred on the user and create an exceptional user experience

We strive to accommodate the individual needs of all of our users based on language, ethnic origin, gender, age, sexual orientation, socioeconomic background and religion*, to an extent that is reasonably possible.

*Several healthcare institutions within the CIUSSS West-Central Montreal, which were founded by the English Catholic community, the English Protestant community and the Jewish community, continue their commitment to providing an environment and services that are respectful of cultural and religious needs of the founding community.

3. To develop and promote leadership and excellence in health and social sciences education

4. To advance health and social sciences knowledge and practices through excellence in research and innovation

²Each individual institution within the CIUSSS West-Central Montreal retains its specific Mission under the umbrella of the network Mission

The Values of the CIUSSS West-Central Montreal

1. Highest Quality of Care

We value excellence and are committed to providing the highest quality of care for all—care and services that are safe, evidence-based and follows best practices in ethics, medicine and social services.

We are committed to improving access to a continuum of services for our users.

2. Compassion, Dignity and Respect*

In the provision of quality care and services, we are respectful of everyone as unique individuals and we treat them with dignity and compassion, while respecting their privacy and confidentiality.

An exceptional user experience is our goal.

*“Respect for one another” is a core value of our network.

3. Safety

We are committed to providing care and services within a safe and secure environment. The responsibility for safety is shared by everyone at all times within the network.

4. Teamwork

Because the provision of quality health and social services is a highly complex endeavour, we recognize the important contributions of each member of our staff and our partners. Our teamwork is characterized by: 1) a shared consciousness, 2) a shared purpose, and 3) empowered execution. As a team, we are supported in sharing all of our knowledge and expertise with one another, with the ultimate goal of providing a highest quality care and services.

5. Knowledge and Innovation

We value excellence in teaching and research, and their role in providing the best quality of care and services for users.

We encourage creativity and initiative in our staff, in order to identify and implement innovative ways to enhance the care and services that our network provides.

UNIVERSITY MISSION STATEMENT

The Integrated Health and Social Services University Network for West-Central Montreal (CIUSSS West-Central Montreal) is affiliated with universities in Montreal. It also works in partnership with public and private colleges and other universities. At any one of our sites, students and/or residents, under the supervision of healthcare and social services professionals, may observe, examine or treat you, as well as offer you services. You may also be contacted by healthcare providers and research assistants to participate in research projects, on the understanding that the research of today creates the care of tomorrow. This commitment to training future experts is a key element in the role of each facility that belongs to our network.

As part of our network's university mission, CIUSSS West-Central Montreal is committed to providing the highest quality of care and services in partnership with our users and their families, as well as advancing the knowledge and practices of health and the social sciences. This is accomplished through excellence in research, education and innovation, which ultimately enhances the care and services that this institution provides.

SUMMARY OF THE CODE OF ETHICS

Basic Principles

We (the providers of health care and social services) and you (the user of those services*) have obligations toward one another. The basic principles, as outlined in the Code of Ethics, call for respect for one another and an obligation on our part to always protect your independence and best interests. These standards reflect our commitment to acting respectfully and professionally in the course of our duties.

Respect includes care that:

- is safe
- benefits you
- is respectful of your wishes honours your independence
- is provided in privacy / confidentially
- conforms to the principles of justice

Your Rights

We will work together as partners to ensure that you understand your health issues and are aware of your care options. This includes providing you with all of the relevant information; ensuring that you understand the risks and benefits of a proposed test, treatment or service; offering you polite and simple explanations; and making sure that you feel free to ask questions and receive answers before any final decisions are made.

Our Commitment

Our commitment is to provide care of the highest quality by working together. This guiding value is based on scientific research, as well as respect for the choices and independence of the user. Care is provided in a setting that is honest, private and safe. We are committed to keeping ALL USER INFORMATION strictly confidential. Information will be shared only with family members or relatives after your permission has been obtained. In obtaining permission, we always base our understanding on your ability to give consent, or on the need to obtain

consent from your legal decision-maker. If you cannot make a decision for yourself, your mandate, living will or advance directive[†] will guide the care team to *your chosen decision-maker, who will then make decisions for you based on your wishes and instructions.*

About End-of-Life Care

End-of-life care is a natural part of life and must be provided in a manner that ensures your dignity and respect until the end. End-of-life care often involves keeping an individual as comfortable as possible until the end of life. At the individual's request, this type of care may also entail providing medical assistance in dying.

Conclusion

Fundamental to the Code of Ethics are the values of respect, dignity, care of the highest quality, open and honest communication, and ensuring that you are aware, comfortable and informed about promoting your choices and independence. You are entitled to have these objectives met, without feeling that you have been subjected in any way whatsoever to discrimination, bias or judgment. In this way, we strive to ensure that you receive health care and social services of the highest quality.

WE ARE PARTNERS IN CARE

Support

Any complaints about health care or social services, should be addressed to the Local Commissioner of Complaints and Quality of Service at 514-340-8222, extension 5833. Any questions about the CIUSSS West-Central Montreal Code of Ethics can be addressed to the Office of Clinical Ethics at 514 340 8222, extension 3625.

For the full version of the Code of Ethics, please visit www.ciuss-centreouestmtl.gouv.qc.ca.

[†]The term "user" refers to a patient (receiving acute care), a resident (in a residence or nursing home), or a client (community service), according to the mission of CIUSSS West-Central Montreal.

[†] Documents that express in writing your personal wishes and instructions for care

