Communications and Media Relations 2018

Welcome to the Jewish General Hospital (JGH)

All of the information in this pamphlet will help you better navigate your way around the Jewish General Hospital (JGH).

For parking lot locations, please refer to the map on the back. For information about our daily parking rates visit jgh.ca/Parking.

Our underground parking lot is accessible from Bourret Avenue, off Légaré Street. We also offer valet parking at the Côte-Sainte-Clotilde picnic area.

Admitting

JGH main telephone number: 514-340-8222

Admitting

Emergency Services

JGH main telephone number: 514-340-8222

Security/Lost and Found

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Ombudsman’s Office

The Ombudsman’s Office can be reached at extension 24222, during the working hours, and extension 24221 at night.

The Ombudsman’s Office

If you see something unsafe or suspicious, say something!

Your healthcare team

During your stay, you may be offered a partnership with staff and health professionals, who are committed to ensuring that you receive the care you need. If you are not satisfied with the care you receive, you can speak with your healthcare team or the Commissioner of the Ombudsman’s Office to discuss the issue.

Personal items

Theátre des Drôles and the Solarium is not permitted to smoke anywhere in the hospital.

Kosher food

Your healthcare team will ensure that your meal requests are prepared by our kitchen, at your request. You will not be billed for extra food items.

Meals and food services

Women’s Health

The CIUSSS West-Central Montreal values the Ombudsman’s Office, an organization known in Quebec as the Ombudsman, which is independent of the government and has the mission of ensuring that citizens are treated fairly, especially by the public administration.

If you see something unsafe or suspicious, say something!

By law, you have the right to be informed and to have any changes to your medications explained to you before you leave the hospital.

Your stay

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Patient services and support
The Jewish General Hospital (JGH) is dedicated to providing compassionate, high quality care to its patients. The JGH Patient Services and Support team is available 24 hours a day to assist you with any problems you may have. If you have concerns about the quality of your care, or for more information, contact Volunteer Services at extension 25985.

Patient & Family Resource Centre (PFRC)
The PFRC is where you and your family can find reliable and up-to-date patient services and support. Volunteer services are also available here. For more information, contact Volunteer Services at extension 25985.

Patient Information Guide
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Volunteer services
Volunteers provide supplementary help to patients and staff. They contribute to the well-being of patients, their families and to the smooth functioning of the hospital. Our volunteers are valued members of a dedicated team. For more information, contact Volunteer services at extension 25985.

Spiritual services
Jewish General Hospital (JGH) is dedicated to providing compassionate, high quality care to its patients. The JGH Patient Services and Support team is available 24 hours a day to assist you with any problems you may have. If you have concerns about the quality of your care, or for more information, contact Volunteer services at extension 25985.

Food and beverage

**Food Court in the Carrefour Lea Polanski**
Beso Prêt à manger
Monday to Thursday: 11:00 a.m. – 4:00 p.m., Friday: 11:00 a.m. – 7:00 p.m., Saturday: 11:00 a.m. – 4:00 p.m., Sunday: Closed
Gare 18
Monday to Thursday: 11:00 a.m. – 7:00 p.m., Friday: 11:00 a.m. – 10:30 p.m., Saturday: 11:00 a.m. – 10:30 p.m., Sunday: Closed
Café Sofia
Monday to Thursday: 11:00 a.m. – 6:00 p.m., Friday: 11:00 a.m. – 8:00 p.m., Saturday: 11:00 a.m. – 5:00 p.m., Sunday: Closed

**Atrium Café**
Monday to Thursday: 7:00 a.m. – 4:00 p.m., Friday: 7:00 a.m. – 5:00 p.m., Saturday: 7:00 a.m. – 4:00 p.m., Sunday: Closed

**Conclusion of the Spiritual Care Center**
The Healing process continues after your hospital stay ends. Therefore, the Spiritual Care Center (Spa) offers various services and resources to support your spiritual well-being. We offer chaplains of various faiths, who can assist you with problems of a spiritual nature. If you have a concern about the quality of your care, or for more information, contact Volunteer Services at extension 25985.