



HANDBOOK FOR PATIENTS AND FAMILIES



THE OTTAWA HOSPITAL REHABILITATION CENTRE

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WELCOME

Welcome to The Ottawa Hospital Rehabilitation Centre (TOHRC). We and our dedicated staff members, physicians and volunteers are here to provide you and your family with excellent service and hope to make your stay with us a truly positive experience. This booklet will help answer some of the questions you may have about our facility, our teams and your stay here at TOHRC. We are here for you and to work with you on your journey to improved health.

The Ottawa Hospital Rehabilitation Centre specializes in rehabilitation for people with physical disabilities, and associated cognitive or behavioural difficulties. Our interdisciplinary staff provides inpatient, outpatient, and outreach services for people with disabilities resulting from amputation, brain injury, spinal cord injury, stroke, lung disease, neurological disease and chronic pain. Many of our clinicians and physicians are leaders in their field and we often host national and international colleagues who come to learn from us and share knowledge.

TOHRC serves the residents of Eastern Ontario and Western Quebec in both official languages. It is a fully accredited teaching hospital affiliated with the University of Ottawa. We also carry out research under the direction of our Institute for Rehabilitation Research and Development, located right at TOHRC. We have a special focus on evidence-based practice and the ultimate improvement of the lives of the patients we serve.

Every day, our patients and their families manage adversity by learning to live with their disability and by attaining their own optimal level of functioning. The most important member of the Rehabilitation team is you. Together, we will work to make a positive change in your life.

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VP Planning,
Support Services,
Facilities and Clinical
Programs

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Acting Psychiatrist-in-Chief

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Our Vision

The Ottawa Hospital will provide each patient with the world class care, exceptional service and compassion that we would want for our loved ones.

Our Mission

The Ottawa Hospital is a compassionate provider of patient-centred health services with an emphasis on tertiary-level and specialty care, primarily for residents of Eastern Ontario.

The Ottawa Hospital provides a wide variety of educational opportunities across all health care disciplines in partnership with the University of Ottawa and other affiliated universities, community colleges and training organizations.

The Ottawa Hospital develops, shares and applies new knowledge and technology in the delivery of patient care through nationally and internationally recognized research programs in partnership with the Ottawa Health Research Institute.

The Ottawa Hospital plays an active role in promoting and improving health within our community. The Ottawa Hospital collaborates with a wide range of partners to address the needs of the community and to build a strong, integrated system for regional health care delivery.

The Ottawa Hospital functions in English and French while striving to meet the needs of the culturally diverse community we serve.

Our Core Values

Compassion

A Commitment to Quality

Working Together

Respect for the Individual

Our Rehabilitation Philosophy

The Ottawa Hospital Rehabilitation Centre (TOHRC) is dedicated to providing innovative care that focuses on the physical, psychological, social and spiritual needs of patients. TOHRC's team prides itself on treating its patients with dignity and respect in an environment that fosters health and wellness.

TOHRC is about people helping other people to maximize their independence and adapt and re-build their lives.

- Inpatient services are provided for people requiring intensive interdisciplinary rehabilitation. Family conferences provide you and your family with an opportunity to review goals, discuss progress and discharge issues. A trial admission may be offered to patients whose potential to participate in an active rehabilitation program is uncertain.
- Upon discharge, you may continue therapy as an outpatient. This service is time limited and related to attaining specific, achievable goals.
- Outpatient and outreach services link with community organizations and agencies to help ensure patients continue to maintain an optimal level of function and independence. Patients



may be referred to a community service while receiving treatment at TOHRC, or this link may be made as part of the discharge-planning process.

We strive to work with you and provide you with the tools to achieve optimal function. We count on you to participate actively in your care, and as such, welcome your ideas to assist us in helping you. Family and others are also provided with the opportunity to participate in your rehabilitation program, with your approval.

The most important member of the rehabilitation team is YOU.

YOUR THERAPY TEAM

At TOHRC, you will meet many professionals dedicated to providing you with the best possible care. Here are some of the staff members you may encounter:

- The **Physiatrist**, and/or primary care physician under his/her direction, examines you, evaluates your condition regularly, supervises your care, and prescribes necessary tests, medications, devices and treatment.
- During your inpatient stay, nursing care is provided 24 hours a day seven days a week. Depending on your needs, nursing care is provided by a **Registered Nurse (RN)** or a **Registered Practical Nurse (RPN)**.
- The **Physiotherapist (P.T.)** is your partner in evaluating and restoring strength, endurance, movement and physical abilities affected by your injury, disease or disability.
- The **Occupational Therapist (O.T.)** helps you learn to become as independent as possible in activities of daily living such as dressing, bathing and homemaking. Assistive devices (such as a bath seat, reacher, wheelchair ramp) and home accessibility may be investigated, and a wheelchair prescription may be provided if required.
- The **Psychologist and Psychology staff** is available to assist you and your family in adapting to the physical, emotional, and cognitive changes often related to disability and chronic illness. Rehabilitation Psychology and Neuropsychology assessment and treatment can help you deal with difficulties, such as depression, anxiety, pain, or changes in memory and thinking.
- The **Social Worker** offers counselling to you and your family to help you adjust to lifestyle changes associated with your disability and will coordinate your discharge from TOHRC. The social worker also provides support in arranging resources like housing, transportation, home care and financial assistance.
- The **Pharmacist** reviews your medications regularly and is available for consultation should you wish to know more about the drugs you are taking. Many people learn to take their medications safely through teaching provided by the self-medication program.
- The **Recreation Therapist** will help you adapt your leisure lifestyle. A variety of recreational activities may be used to help meet your physical, social, creative, intellectual and solitary needs. The ultimate goal is to develop a satisfying leisure lifestyle and to promote active community living.



- The **Clinical Dietitian** provides assessment, treatment and counseling to patients with nutrition-related issues. Nutritional care involves individualized meal plans, education and monitoring.
- The **Speech Language Pathologist** assists patients who require treatment of communication problems—speaking, understanding, reading and writing. The SLP also assesses and treats swallowing problems with the goal of achieving safe eating.
- The **Respiratory Therapist** specializes in caring for people with breathing difficulties. For someone with a lung disease such as chronic bronchitis or emphysema, or for someone who has had an accident, breathing can be a struggle. The Respiratory therapist monitors, assesses and provides the necessary treatment to facilitate the ease of breathing for people who have a lung disorder.
- The **Vocational Rehabilitation Counselor** assists in exploring readiness and potential to work. The Counselor helps to identify vocational rehabilitation goals and develop a realistic plan for achieving them. Services are tailored to meet individual needs and include: vocational counseling and assessment; labour market research; job seeking skills development; and liaison with employers, insurers and community service providers.
- The **Prosthetics and Orthotics team** provides ongoing assessment of patients' prosthetic and orthotic needs. They build, fit and repair a large range of artificial limbs (prostheses) and braces (orthotics). Patients' needs are determined in consultation with the physiatrist and other team members.
- The inter-faith **Chaplain** provides **Spiritual Care** for patients, their families, staff and volunteers. The chaplain responds to persons experiencing spiritual distress, assesses spiritual needs, offers emotional support and addresses cultural, religious and ethical concerns. The Chaplain also coordinates weekly worship services in the Prayer Room.
- The **Rehabilitation Engineering staff** is available to modify or create assistive devices to meet your unique requirements for access and independence.
- The **Chiropodist** provides specialized foot care through assessment, treatment, prescription of foot orthoses and/or footwear and education.
- The **Manager** oversees the overall function of the Care Stream—clinical and administrative. Please contact the manager if you have any questions.



OUR SERVICES

Locomotor Care Stream

The role of the Locomotor Care Stream is to provide interdisciplinary care to those with complex needs related to:

Musculoskeletal Conditions – as inpatients and outpatients who

- have experienced an amputation
- have sustained multiple trauma due to an accident or fire
- have had a prolonged stay in hospital or intensive care because of an acute or chronic condition
- had surgery resulting in severely weakened muscles
- are severely de-conditioned
- have pain where the goal of treatment is the reduction or elimination of the pain and improvement of quality of life
- have non-neurological diseases who require treatment for joint dysfunction or mobility issues

Chronic Obstructive Pulmonary Diseases – as inpatients and outpatients who

- have emphysema, chronic bronchitis, bronchiectasis, asthma
- experience sleep disordered breathing
- have restrictive pulmonary disorders
- are pre and post surgery
- have adult cystic fibrosis

The Respiratory Rehabilitation program is designed to help persons with chronic lung disease increase their ability to live independently in the community and overcome the physical limitations resulting from their disease.

Inpatient beds for these two populations are located on Ward A and outpatient activity occurs in a variety of clinical areas (e.g. gymnasium).

Chronic Pain

The Chronic Pain Management Program is a group based approach, addressing pain that persists despite appropriate medical treatment. The interdisciplinary program assists individuals with ongoing musculoskeletal pain such as fibromyalgia, chronic back or neck pain and some types of neuropathic pain.

The goal of this outpatient program is not to cure the pain, but rather to provide education to improve physical and emotional functioning, and to teach skills and techniques to better cope with pain and various life disruptions resulting from persistent pain.



Neuromuscular Care Stream

The purpose of the Neuromuscular Care Stream is to provide rehabilitation for people with spinal cord injuries, multiple sclerosis, ALS (Lou Gehrig's disease), stroke and other neurological conditions that affect primarily physical functioning. The Neuromuscular Stream is staffed by a multidisciplinary team who are dedicated to bringing patients to their full potential, with the ultimate goal of returning patients to their own home or to community living. Inpatient services are located on Ward B and outpatient services are provided in a variety of areas including the outpatient clinic and team members' offices.

Augmentative Communication and Writing Service

This specialized team provides interdisciplinary services to adults who are unable to achieve functional communication (speaking, writing). This may include people experiencing progressive loss of their ability to communicate due to a medical condition. The service offers individual solutions that may include voice output communication devices, computers or alphabet/picture boards.

Acquired Brain Injury Care Stream

The Acquired Brain Injury Stream provides client-centred care to maximize function in individuals with acquired brain injuries. The Stream consists of the following services: Post-Acute Rehabilitation, The Behavioural Rehabilitation Service, The Robin Easey Centre and Outpatient Clinic and Follow-up Services.

The **Post-Acute Rehabilitation Service** is a structured inpatient program where the focus is on improving deficits in memory, attention, perception, learning, planning and judgment. Therapy programs aid persons in the management of specific problems in perception, memory, thinking and problem solving. Skills are practiced and strategies are taught to help improve function and/or compensate for remaining deficits. The overall goal is to assist clients to return to the community with appropriate supports.

The **Behavioural Rehabilitation Service (BRS)** assists patients to gain control over behavioural and cognitive challenges associated with their brain injury. The BRS provides a neurobehavioural treatment approach to adults with an acquired brain injury with moderate to severe behaviours. This approach focuses on both—the behaviours and the cognitive difficulties, their interactions, and their impact on everyday functioning. Individualized inpatient and outreach services are offered.

The **Robin Easey Centre** provides community-based life skills instruction, neurocognitive rehabilitation and education services for adults who have sustained a brain injury. The Robin Easey Centre also provides training to other health-care providers to enable local, specialized support. There is a residential program, a day program and an outreach program. The Centre is a community-based transitional living centre located in Ottawa's West End at 125 Scrivens Street.

Outpatient Clinic and Follow-up Services. Outpatients are seen in the Acquired Brain Injury (ABI) clinic for follow-up after inpatient rehabilitation to discuss issues that may be occurring in the community after discharge. New clients who require the services of the Acquired Brain Injury Care Stream are referred from family physicians or other specialists.



Specialty Services Care Stream

The Specialty Services Care Stream is comprised of unique programs offered to patients with physical disabilities who have extraordinary needs.

Driving Rehabilitation Service

O.T. operates a fee-for-service driving evaluation service for patients whose physical or cognitive abilities may interfere with the safe operation of a vehicle. The Service also offers consultation and assessment for passengers with physical disability.

Rehabilitation Engineering

Rehabilitation Engineering services include professional engineering consultation, assessment, custom design and fabrication of new rehabilitation devices or adaptation of existing devices. The team also researches, develops and evaluates equipment. Clients include persons with physical disabilities, clinicians, researchers and manufacturers of equipment.

In conjunction with the Institute for Rehabilitation Research and Development, Rehabilitation Engineering also oversees a technology laboratory which assists researchers in the assessment and consultation of complex movement and walking problems and supports the development of new assistive devices.

Stuttering Treatment Clinic

TOHRC offers a number of treatment options for adults who stutter, including individual and group sessions of varied intensity, as well as follow-up and maintenance activities.

Telehealth

As TOHRC serves Eastern Ontario and Western Quebec, some patients are not able to come to the Centre easily. Video conferencing is used to deliver specialized care so patients can remain in their local community and the local health care providers can access the knowledge of TOHRC's teams.

Total Foot Care

Foot care involves all techniques from nail and minor surgery to high-risk foot care. TOHRC's Foot Care Clinic focuses on the assessment and treatment of patients with diabetes and others at high-risk to help prevent serious implications such as amputation. Education on proper foot care and footwear is provided. Total Foot Care also provides routine nail and callous care for those with limited mobility. A range of custom made and 'off-the-shelf' foot orthoses and shoes are available.



INSTITUTE FOR REHABILITATION RESEARCH AND DEVELOPMENT

The Institute for Rehabilitation Research and Development (IRRD) of the Ottawa Health Research Institute (OHRI) fosters research, development and program evaluation with a focus on the clinical and practical application of rehabilitation services.

The IRRD coordinates rehabilitation research, research-based conferences, seminars and public lectures. Nationally, the IRRD promotes research networking and information exchange and facilitates multi-centre research studies. Internationally, the IRRD assists developing countries with the formation and growth of rehabilitation services through research, evaluation and consultation.

For more information about the IRRD, please call 613-737-7350, ext. 75321.

OUR VOLUNTEERS

The Ottawa Hospital Rehabilitation Centre is proud of its volunteers! We believe that volunteers are active partners with staff in fulfilling the mission of TOHRC. We recognize that volunteers contribute in multiple ways to enhance the services and care provided within TOHRC.

Volunteers bring a vast pool of knowledge, skills, and experience to their volunteer position. They help make TOHRC part of the community it serves and the community part of TOHRC.

If you would like to volunteer at TOHRC or for more information about the Volunteer Services Program, please call 613-737-7350, ext. 75430.

THINGS YOU CAN DO AT TOHRC

Our rehabilitation philosophy encourages patients to participate in many activities. Part of the service offered by the Therapeutic Recreation Discipline is to provide activities for you to choose from according to your interests. Below are some examples:

- enjoy live entertainment provided by members of the community
- take trips out to the community—e.g. casino, boat rides, bus tours
- do puzzles, crafts, play games, read books or watch TV in the patient lounges
- borrow movies, cassettes or books on tape from the Recreation Resource Room



KEY THINGS YOU NEED TO KNOW

Patient/Family Responsibility for Assigned Equipment

The Ottawa Hospital Rehabilitation Centre (TOHRC) in collaboration with Motion Specialties, strives to provide access to good quality equipment for its inpatients. It is important to you as a patient and to us for future patients, that equipment be maintained intact and in good functioning order. Quality equipment comes at a high price and preservation is of great importance.

When you are assigned a wheelchair and cushion, you are responsible for **ALL** its parts during your stay at TOHRC. For your information, your assigned wheelchair can be taken home on weekend leave.

We ask that:

- You do not leave your assigned wheelchair unattended at the entrance of TOHRC or at the General Campus. Leave it in your room when not needed.
- You use the temporary use wheelchairs at the front entrance to take you to the front door when necessary when you are not taking your own wheelchair out with you.
- If your wheelchair is in need of repair, **please notify staff at the nursing station.**
- Upon assignment of your chair, an information package will be provided that explains care and maintenance and we ask that you read it and follow the directions.

For overnight or weekend leaves, should you be given equipment on loan, you will be required to sign a form acknowledging responsibility.

Should any part of the equipment be damaged or lost due to negligence or misuse, you will be billed for its repairs or replacement.

We trust you will help us maintain our equipment complete and in good functioning order.

Discharge Planning

Our Centre provides specialized physical/cognitive rehabilitation services to patients of this community and region. We look forward to working with you in arranging a safe discharge plan once you have completed your course of inpatient Rehabilitation.

There are many resources available of which you may not be aware. We are committed to supporting you in accessing the services that will most adequately serve your needs. The following will hopefully answer many of the questions you may have about how your discharge plan is developed and the hospital policy concerning discharge of inpatients.

Q. What is discharge planning?

- A.** Discharge planning is the development of a plan for managing to live in the community following rehabilitation. Development of your discharge plan begins early in rehabilitation, usually with the setting of goals that you establish in conjunction with the interdisciplinary team. Discharge planning has the overall goal of maintaining the benefits derived from your rehabilitation as all inpatient.



Q. What are the important issues addressed by your discharge plan?

- A.** In your discharge plan, you will identify a safe place to live after leaving TOHRC. That place may be your present home. A safe place may mean moving to another house or residence. You may want to consult with family and rehabilitation team members about a realistic plan that meets your physical, social, cognitive and cultural needs.

You will have to decide about personal care and assistance required by you. If you require care, you will have to identify who your caregivers will be. They may be family members or paid personal care providers. Whoever you choose as a caregiver will need to be taught the skills necessary to properly assist you.

It may be recommended that you continue to receive rehabilitation after your discharge. You may have to decide between treatment as an outpatient of this Centre, the Community Care Acces Centre if you qualify, or from a fee-for-service private agency. Your decision will depend in part on the availability of services and your financial resources.

You may also have to address special equipment needs and the financing of equipment prescribed and recommended by the rehabilitation team. If financing is a problem, you can speak with your Social Worker. As well, you may want to discuss the implications of your physical/cognitive disability on your feelings about yourself and on your role within the family. Finally, you may want to explore opportunities for employment and use of leisure time.

Q. Who are the key persons involved in your discharge plan?

- A.** The most important persons involved in planning for discharge are yourself, members of your family or close friends and all members of the rehabilitation team. Other key participants are representatives from community agencies who may be arranging or providing services to you in the community. You may want family members or friends to assist you with planning for discharge if your physical/cognitive disability has caused speech and language or memory problems.

Q. What will happen to me if I cannot return to my own house?

- A.** While the ideal is to return to your own home, this may not always be possible. You may need a lot of help and not be able to return to your present home if no one is available to assist you with self-care and activities of daily living. In this case, you will have to reside in a place where such assistance is available. If you do not have anyone available to look after you, it may be necessary to make an application to a retirement home, supervised residence or Long-Term Care Home. You may not be able to return home because your apartment or house is not accessible. In this case, you will have to find a place to reside without physical barriers or make adaptations to your own house.

Q. Where will I go if I cannot live alone?

- A.** The rehabilitation team Social Worker will meet with you and your family to discuss your need for support, to provide you with the names of supported service living units, retirement residences or Long-Term Care Homes and to assist with applications.



Q. What if my income is too small to pay for equipment or pay for a place to live?

- A. The Social Worker will assess your financial circumstances and identify community agencies that may assist you with this.

Q. Will someone on the rehabilitation team tell me how to make my house accessible and give me ideas about adapting my home to my physical needs?

- A. The Occupational Therapist will talk with you about your home and if needed arrange a visit to determine the changes that have to be made in order for you to live there safely again. The rehabilitation team is interested in having you reside in a place that offers the greatest opportunities for independence while affording you an appropriate level of safety.

Q. When will I be discharged from TOHRC?

- A. Shortly after the team has had an opportunity to assess your rehabilitation needs, an expected date of discharge will be determined and communicated to you and your family. You will be discharged from the Centre when the treatment team reaches the rehabilitation goals that have been established with you. If initial goals cannot be reached, they will be modified and the team will determine a new date of discharge and inform you and your family of the intention to discharge you.

Q. Where will I go if I am unable to go home or to a residence/Long-Term Care Home at the time of discharge from TOHRC?

- A. You may be returned to the acute care hospital in which you were treated prior to coming to the Centre. You will probably remain in the acute care hospital until a long-term care bed is found for you. At the acute care hospital, the patient and family can continue to practice the skills taught at TOHRC. The family is encouraged to remind the acute care staff of the needs of the person with the physical disability.

In some cases, your discharge may be delayed by renovations that have yet to be done to your home. The rehabilitation team will consult with you about the anticipated lengths of delay when deciding about your return to the acute care hospital.

Q. What is the relationship between weekend visits at home and planning for discharge?

- A. Visits to your home on weekends are encouraged because they provide opportunities to experience what it is going to be like for you and your family when you go home permanently. The weekend at home is a trial visit that can identify what went well and what was difficult so that you, your family and the treatment team can pinpoint the issues that still need to be addressed before final discharge.

Throughout this process, every effort will be made to consider your individual and family needs. We are committed to making your hospital stay as comfortable and anxiety-free as possible. We would like you to know that for most people, discharge planning and the transition back to the community goes very smoothly.

If you have any questions or concerns, please contact the social worker on your team. If you are calling from your room, dial 75322 for the Social Work secretary who will give you the Social Worker's name and phone number. If a family member is calling from outside the hospital, please call 613-737-8899, ext. 75322.



GENERAL THINGS YOU NEED TO KNOW

Appliances

For inpatients, all your personal appliances should be labeled with your name. Before connecting to electrical outlets, appliances must be inspected by Facilities Management as some equipment is allowed and others are not. Personal walkers and wheelchairs are permitted.

Banking

An ATM is located in the lobby by the elevators on the main floor.

Bicycle Racks

Bicycle racks are located at the front of TOHRC by the patient drop-off area.

Cafeteria

Located on the second floor, the cafeteria is open from Monday to Friday for breakfast, lunch and supper. Specific hours are posted outside the cafeteria. Families are welcome and encouraged to eat with patients.

Clothing

Loose fitting, comfortable clothing is recommended as is footwear with rubber soles.

Coffee Kiosk

Located in the front lobby, the “Café” offers light snacks and beverages. It is operated by TOHRC Volunteer Association and is open Monday to Friday from 8 a.m. to 4 p.m.

Email Service

The Volunteer Service provides a confidential email message service to inpatients with out-of-town family and friends.

Fire Safety

Fire drills are held on a regular basis to ensure staff is well-prepared for real-life emergency situations. Do not be distressed if you hear the fire alarm, but if you are unsure of what to do, please ask a staff member.

Infection Control

There are many things we do to reduce your risk of developing an infection while in the hospital. There are also things that you can do to make sure your chances of getting an infection are very small. The best way to prevent the spread of germs is by washing your hands regularly with soap and water or an alcohol-based gel.



Interpretation

For patients who do not understand either English or French, we ask that a family member or friend be available to help with interpretation. If this is not possible, the services of an interpreter can be arranged. The services of a sign language interpreter can also be arranged for deaf or hard-of-hearing patients.

Laundry

For inpatients, you and/or your family are expected to take care of your personal laundry. A washer and dryer are available on each ward. Please bring detergent and fabric softener.

Non-Smoking Environment

TOHRC is a smoke-free environment. As a result, smoking is not allowed anywhere on hospital property, inside or outside, except in the designated areas. These areas are clearly marked. Anyone who disregards the Hospital's no-smoking policy may receive warnings and fines from the City of Ottawa tobacco enforcement officers. Any inpatient who wants to quit smoking should ask their health-care provider for information and assistance.

Non-Violent Environment

TOHRC employees deserve a safe workplace. Coarse language and aggressive behaviour will not be tolerated. We encourage you to make your visitors aware of our policy.

Parking

Paid parking is available at TOHRC, including designated handicapped spaces for those with valid handicapped parking stickers. If you or a family member is a frequent visitor to our Centre, please see the security officer whose office is located adjacent to the front entrance. You may be able to purchase a special parking pass or take advantage of other discounted rates.

Pets

TOHRC welcomes pets. Please speak to a member of your care team regarding our pet policy.

Prayer Room and Worship Services

TOHRC has a Prayer Room that provides space for quiet reflection and prayer. Every Wednesday after therapy time, a worship service is held, alternating between a Catholic Mass and an Interfaith Service.

Privacy

TOHRC places a high value on your confidentiality, and is committed to protecting your personal information. The legislation reiterates the importance of privacy and requires that the hospital tells you how your personal information is used, how it is protected, and how one can access it. A booklet on the Privacy Program is available.



Quality Care

TOHRC strives to provide quality patient care and is committed to continuously improving our care and services. Quality patient care means a number of things. Within the hospital, it means that we provide safe and appropriate care to our patients. For people using our services it means that they receive care when they need it and experience a supportive, caring, clean environment.

Scent-Free Environment

TOHRC is committed to providing a safe and healthy environment for patients, visitors, volunteers and employees. We therefore ask that you refrain from wearing perfume, scented after-shave lotion and all other scented products. Please respect our policy on scented products and tell your visitors about it.

Taxi

A direct telephone line for taxi service is located in the front lobby.

Telephones

A public phone is located at the main entrance. Inpatient rooms have individual telephones.

Cellular telephones are only permitted in designated low-risk areas defined as lobbies and certain waiting areas. Cellular phones are **not** permitted in patient rooms or in patient care areas.

Transportation – Bus and Para Transpo

OC Transpo bus routes* 16, 106 stop outside TOHRC (*subject to change).

A Para Transpo direct telephone line is located in the front lobby. The Para Transpo bus will pick you up at the main entrance of TOHRC.

Para Transpo services are available for those with permanent or short-term disabilities who are unable to safely walk or board regular transit. Applications forms and eligibility guidelines are available through the Social Work department.

Valuables

Please do not bring valuables or large amounts of money with you. You may want to have a small amount for incidentals like magazines, candy, etc. TOHRC is not responsible for theft or loss of personal property, including bicycles, vehicles.

Vending Machines

Vending machines are located on the second floor immediately outside the cafeteria. You will find cold beverages and snack foods.

Visiting Hours

TOHRC welcomes visitors. A maximum of two visitors per patient at a time is allowed. Visiting hours are 3 p.m. to 8 p.m., Monday to Friday and 12 noon to 8 p.m. on Saturday and Sunday. There may be changes to these times so please check with your care team. Thank you for respecting the visiting hours.



Washrooms

Public and wheelchair accessible washrooms are located on both floors throughout TOHRC.

TOHRC RESOURCE CENTRE

TOHRC and VHA Health & Home Support have partnered to provide a Resource Centre for persons with physical disabilities, their families and service providers. A Community Support Worker from VHA Health & Home Support, along with Volunteers from TOHRC Volunteer Services, provide visitors with assistance to locate the disability-related information they are seeking.

The Resource Centre is located in the main lobby and is open generally from Monday to Friday. Please check with the Centre for specific hours.

We have many partners who work with us such as the Amputee Society and the ALS Society of Canada. These important organizations and teams link TOHRC with our community and provide valuable peer support. Please speak to a member of your care team or visit the Resource Centre for more information.

YOUR FEEDBACK IS IMPORTANT

TOHRC welcomes feedback from our patients and families. Comment cards are available and satisfaction surveys are conducted at the time of discharge for inpatients and annually for outpatients. TOHRC also hosts focus groups on special projects. TOHRC patients have access to the Department of Advocacy and Clinical Risk (patient relations) at 613-737-8899, ext. 13377.

The Rehabilitation Consumer Advisory Committee (RCAC) advises Administration about the rehabilitation experience from the patient's perspective. The RCAC also advises concerning matters in the community that may affect the entire disabled community. If you are interested in getting involved with this group, please call 613-737-7350, ext. 75680.

THE OTTAWA HOSPITAL FOUNDATION

The Ottawa Hospital Foundation exists to help our community support improvements in patient care and equipment in all areas of The Ottawa Hospital and supports research through the Ottawa Health Research Institute.

The Foundation represents the interests of our donors and makes certain that their support is allocated as intended. There are many ways in which to help raise funds for TOHRC, whether it's volunteering your time, making a specific donation to the Foundation for use in the Rehabilitation Program or organizing a fundraising event. Another way is through the **Guardian Angel Program**. The Guardian Angel Program allows grateful patients or families to support improvements at The Ottawa Hospital while paying tribute to any doctor, staff member or volunteer who made a difference during their time in hospital.

For more information, please visit www.ohfoundation.ca or call 613-761-4295.



A FINAL WORD FROM OUR PATIENTS AND FAMILIES

Comments from our patients and families are always welcome. We are working to ensure the very best care in the very best setting. Thank you for your feedback.

“The quality of care provided was excellent. We couldn’t ask for anything to have been different then or now that he has been discharged. We are very pleased that you will follow him and care about him.”

“The gym and the exercise program were extremely helpful. I shall continue to follow the regime on a daily basis. The nursing staff were extremely kind and supportive. To the rest of the team, you were wonderful! The information we received was clear and easily understood.”

“Staff are friendly and very helpful. My team has been very informative in keeping me up to date. The doctors are very caring.”

“All of the services were very helpful. All of the personnel from the cleaning staff to the physiotherapists helped me by being so friendly.”

“The care you gave me was excellent. Please do not change anything.”

“Best doctors I have ever dealt with. Nurses and rehab staff were excellent.”

“Hard to improve something that is already perfect.”

“Keep up the good work. You are a wonderful group.”

TOHRC

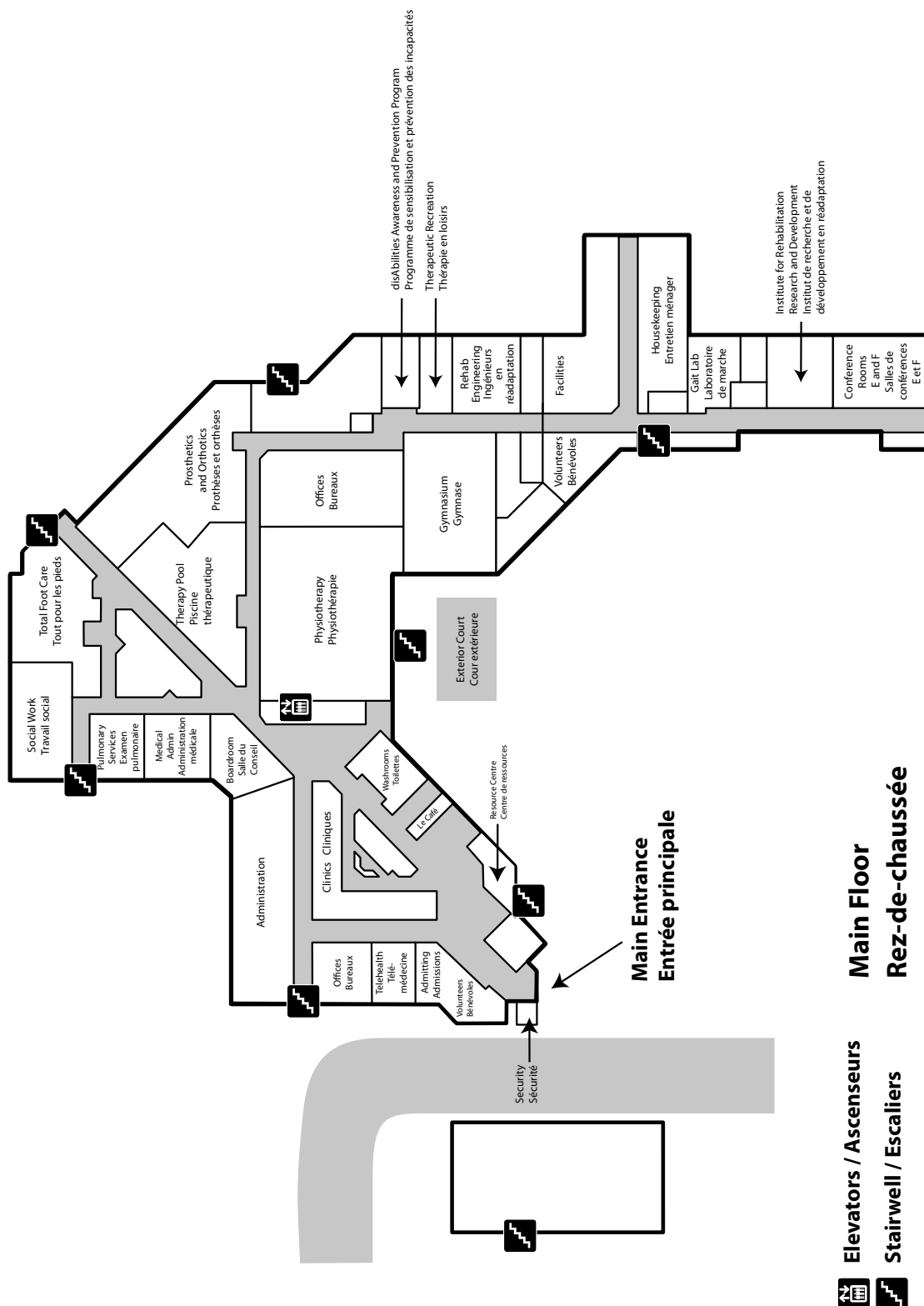


THE ROBIN EASEY CENTRE

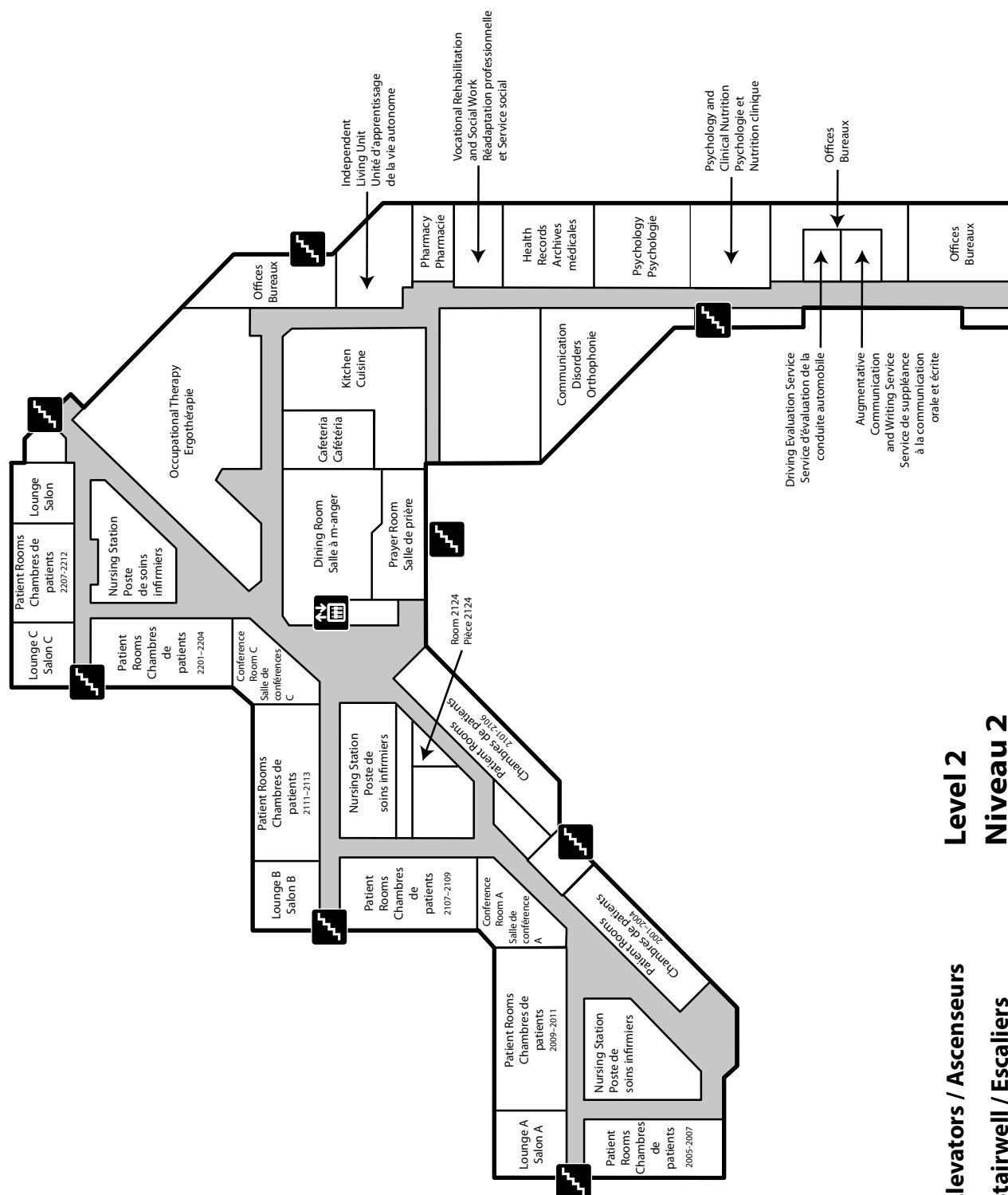


125 Scrivens Street, Ottawa

THE REHABILITATION CENTRE INTERIOR MAP



THE REHABILITATION CENTRE INTERIOR MAP



Level 2
Niveau 2

Elevators / Ascenseurs
Stairwell / Escaliers

