



# Patient and Resident Information Handbook

Almonte General Hospital  
Fairview Manor  
Lanark County Paramedic Service



*Compassionate care with pride and excellence*

Complimentary  
Copy



*Collaboration  
Cooperation  
Teamwork*

Almonte General Hospital

75 Spring Street • Almonte, Ontario K0A 1A0 • Tel: (613) 256-2500 • Fax: (613)-256-8549

[www.almontegeneral.com](http://www.almontegeneral.com)

## Why rechargeable hearing aids?

**Constantly changing batteries can be a real drawback to wearing hearing aids. The batteries are small, can be difficult to change, and they typically last only 5 to 14 days.**

Siemens Hearing Instruments offers small, sleek hearing aids that sit in a recharging unit overnight; in the morning, they are ready to go. In addition to their reliability, performance and convenience, these hearing aids have received one of the highest ratings for hearing-in-noise.

For more information about this technology, or for a trial demonstration, contact us at Capital Audiology.

Pamela Flatt  
Hearing Instrument Specialist

## When was your hearing last tested?

**Having your hearing tested is as important as having your eyes examined. In adults, hearing loss usually happens so gradually that it isn't until your relationships and social interactions are affected that you decide to take action.**

Younger individuals are also at risk for hearing loss, especially noise-induced hearing loss, due to the widespread increase of personal music devices. An annual hearing test can identify issues before they impact your day-to-day living. Come visit us at Capital Audiology, because the earlier you have your hearing tested, the longer you can enjoy the fullness of life!

Lori McCarron  
Audiologist

Kanata                      Almonte Hospital  
613.836.1295              613.884.4327

**Capital**audiology.ca



## Message from Mary Wilson Trider President & Chief Executive Officer

Welcome to the Almonte General Hospital and Fairview Manor. We know how important your health and well-being are to you and appreciate the trust you have shown in us by choosing to be cared for here.

Almonte General Hospital is a 52 bed general hospital with 21 Medical /Surgical beds, 5 Obstetrical beds and 26 Continuing Complex Care beds on the Rosamond Unit. In addition to providing emergency and acute care, the Hospital provides the regional obstetrical, complex continuing care and day hospital programs. Fairview Manor is a 112 bed long-term care facility offering 111 residential beds and one respite bed for families caring for a loved one in the community. The Hospital also operates Lanark County Paramedic Service which has five bases across the County.

We are proud to be Accredited under the rigorous national quality and safety standards of Accreditation Canada.

Our health care team of physicians, midwives, staff and volunteers will provide ongoing assessment, design, provision and evaluation of your plan of care and treatment. You are an important partner in your care. Please review the Bill of Patient/Resident Rights and Responsibilities that is included in this brochure and feel welcome to discuss any aspect of your care with team members who are working with you.

Providing you with the best possible experience is a priority for us. For this reason, we offer this Patient & Resident Information Handbook to provide you with information about the services we provide and what to expect while you are with us.

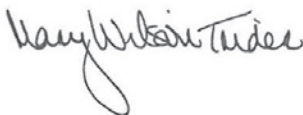
When you leave the Hospital you may receive a patient satisfaction survey form in the mail. We would appreciate you taking the time to fill in the form and send it back. Feedback from our patients is very important to us and provides valuable information about how we can improve.

Fairview Manor residents and family members are invited to complete our Resident Satisfaction and Family Satisfaction surveys which are distributed once per year. We also welcome feedback at any other time. Please contact the Director of Care or me.

If there is anything you would like to bring to my attention, please contact me by phone at 613-256-2514 ext. 2220, by email at [mwilsontrider@agh-fvm.com](mailto:mwilsontrider@agh-fvm.com) or by mail at 75 Spring Street, Almonte, ON K0A 1A0.

We thank those who have financially supported this directory so that we may offer it to our patients and residents free of charge, and at no cost to our organization.

With best wishes,



Mary Wilson Trider  
*President & CEO*

# Patient Satisfaction Survey

Part of being a community hospital is knowing your “community”. This is accomplished by taking the time to listen to what is important to people and their loved ones. At Almonte General Hospital we participate in the Hospital Report Card survey every year and use this patient satisfaction survey as one way of finding out if we are meeting your health care needs. On occasion, upon discharge, you may receive a survey in the mail asking you for feedback on your hospital experience. We strongly encourage you to complete/participate in the survey because it helps us to improve the services and programs we deliver to you and your family. These surveys are administered on behalf of the hospital by an independent third party, NRCC Picker. Your participation is voluntary and any personal information supplied is kept strictly confidential.

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*Please note that we are constantly changing to meet your needs.*

*Information presented may be subject to change.*

*Information compiled April 2017*



# Mission, Vision, Values

## Mission Statement

Our mission is to provide a continuum of integrated primary health and long-term care services to our communities, focusing on quality care and personal attention, accountability and fiscal responsibility.

## Vision Statement

Our vision is to be recognized as the preferred centre of primary health, obstetrical care and long-term care, providing a continuum of excellent, efficient, integrated services and improving the health and quality of life of those we serve.

### We will be:

- The facility of choice for preventative health, primary health and long-term care;
- The workplace of choice for medical, health-care and support staff;
- A charity and endowment trust of choice in our communities;
- A major contributor to our area's reputation as a good place to live, work and raise a family; and
- A regional leader in developing innovative health care solutions.

## Values

- Compassionate care with pride and excellence
- Individual integrity, respect and dignity
- Innovation
- Transparency and accountability
- Collaboration, cooperation and teamwork
- Trustworthiness, consistency, justice and fairness

## Bill of Patient/Resident Rights and Responsibilities

### RIGHTS

#### As a patient/resident you have the right to:

1. Receive safe, high quality care that is compassionate and respectful of your dignity, personal beliefs and culture.
2. Know the names, titles and roles of your healthcare providers.
3. Expect the healthcare team to be supportive and respectful of you and your family members/significant others.
4. Designate a Substitute Decision Maker or Power of Attorney who will make decisions about your care if you are unable to do so.
5. Receive care from a healthcare team that communicates well with each other and with you, to ensure your care is coordinated and evaluated.
6. Understand your healthcare needs, treatment options and the expected risks and benefits of recommended care so you can make an informed choice to accept or refuse care, or request an additional opinion.
7. Be supported to participate in your care to the extent possible.
8. Receive information and support needed to understand and plan to meet your healthcare needs after discharge.
9. Privacy and confidentiality of all information and records relating to your care, in accordance with legislation.
10. Express honest opinions about your care experience and be assured that your opinions, whether positive or negative, will be used constructively to assess and improve quality of care.
11. Be informed of costs that you or your family will have to pay for, that are not covered by OHIP.
12. Review and access information in your health record in accordance with legislation and hospital policy.

## RESPONSIBILITIES

### **As a Partner in your healthcare it is your responsibility to:**

1. Provide the healthcare team with accurate, complete information about yourself, including:
  - current condition
  - medical history
  - allergies or reactions you have had
  - prescription and non-prescription medication, and supplements (bring them with you)
  - other substances used
  - recent travel history
  - lifestyle and personal beliefs
  - problems affecting communication or learning: e.g. reading problems, hearing loss,
  - memory problems
  - fears and anxiety
2. Ask questions whenever you don't understand something or if you need something repeated. This is very important.
3. Tell your healthcare provider if you think something is wrong, your condition is changing or you have pain.
4. Wash your hands on arrival and often during your stay, and ask your family or visitors to do the same.
5. Follow the treatment plan for your condition or tell your healthcare provider if you aren't doing this.
6. Follow safety instructions.
7. Tell us if you have a designated Substitute Decision Maker and provide a copy of the document.
8. Designate a person who may be given information about your condition and ensure that this person is identified to all concerned parties.
9. Be as considerate and respectful of other patients, residents, staff, physicians, volunteers and visitors, as you would want them to be of you.
10. Tell us if you are dissatisfied or unsure about any aspect of your care or your experience so we can deal with your concerns quickly.
11. Keep your appointments and prepare for them as instructed.
12. Be responsible for your belongings (e.g. leave expensive items at home).

## **Protecting the Privacy of Your Personal Information and Your Personal Health Information**

**We understand that your personal information and personal health information must be protected.**

### **For these reasons we will:**

- Provide the best possible level of confidentiality around the collection, use and disclosure of your personal information and personal health information;
- Collect only necessary information and use that information solely for the care and treatment you are seeking;
- Disclose only information necessary for the delivery of your care and the management of the health care system. This could include sharing information with your family doctor, a laboratory, another health care provider, your health insurance plan or regional/provincial EMPI systems ( Enterprise Master Patient Index). This could mean disclosing information to comply with legal and regulatory requirements, research requests, patient satisfaction surveys, religious organizations, and teaching or statistical requirements;
- Ask your permission before disclosing any of your information for purposes not related directly to the above such as internal Almonte General Hospital and Fairview Manor

fundraising. We will also respect your right to withdraw your consent to use your information for purposes other than for legal or regulatory requirements;

- Recognize your right to access your personal information and personal health information when you request it and provide copies for a fee;
- Recognize your right to access your personal information and personal health information with a member of our staff during your stay;
- Respond to your questions or concerns about the way we handle the privacy of your information.

**Unless you tell us differently, we may:**

- Advise visitors or callers that you are a patient in the Almonte General Hospital and which unit you are on
- Disclose your personal health information with other health care providers in the Circle of Care who need to know this information to provide you with care or help provide you with care
- Give your name, your location in the hospital, and your religious affiliation to community faith group representatives, but only if you tell us your religious affiliation
- Disclose your contact information (name and address) to our Foundation so that they may conduct fundraising to improve our health care facilities, services and programs

## Accessing Your Patient Record

You may access and correct your personal health records or request your chart for legal or other purposes by contacting the health records department at extension 2258. Please note that a fee will be charged to cover administrative costs.

You also have the right to withdraw your consent for the different ways we use or disclose your personal health information by contacting us (subject to legal expectations, such as where disclosures are required by law).

As required by the Public Hospitals Act and the Personal Health Information Protection Act, the Health Records Department protects the privacy and confidentiality of your record and keeps your record for 10 years.

## Privacy Officer

To contact us and for more information about accessing personal health information, our privacy practices, or to raise a concern with our practices, please contact the Chief Privacy Officer at 613-256-2500 ext. 2240.

You have the right to complain to the Information and Privacy Commissioner of Ontario if you think we have violated your rights. The Commissioner can be reached at:

**Address:** 2 Bloor Street East, Suite 1400 Toronto, ON M4W 1A8  
**Phone:** (416) 326-3333 / 1-800-387-0073  
**Fax:** (416) 325-9195  
**Website:** [www.ipc.on.ca](http://www.ipc.on.ca)

# Hospital Information

## Contact Information

Almonte General Hospital  
75 Spring Street  
Almonte ON K0A 1A0  
**Tel:** 613-256-2500 **Fax:** 613-256-8549 **Email:** [info@agh-fvm.com](mailto:info@agh-fvm.com)

## Website

If you are interested in obtaining additional information about the Almonte General Hospital or Fairview Manor or would like to join our team, we invite you to visit our website at:  
[www.almontegeneral.com](http://www.almontegeneral.com)



## Compliments and Concerns

Every member of our team strives to provide safe, high quality care to the patients, residents and families we serve. Please share your experiences and feedback with us. We want to know about what we have done well and how we can do better. Your suggestions will help us to improve.

We want to address any concerns you have in a timely way. If you feel you have a problem or are concerned about your care, please follow these steps:

Talk to your nurse, physician or midwife. If you are still not satisfied, or they are not available, ask to see the Unit Manager.

In other areas of the hospital, you may talk to the staff in that department. If no one can assist you, ask to see the Supervisor.

If you still have questions or concerns, or to schedule an appointment, please contact the Patient Relations Delegate at extension 2505.

## Media Relations

Information about Almonte General Hospital, Fairview Manor and Lanark County Paramedic Service is available in a number of ways. A weekly newspaper column in the local paper, Millstone News online and regular updates on our website keep members of the community informed about events and activities related to the Organization. Any media inquiries should be directed to the President & CEO by calling extension 2220.

## Frequently Called Numbers

The main number is the same throughout the Hospital. All phone numbers in this guide (unless otherwise specified) are simply the extension for the destination you are calling. When dialing from within the hospital, dial only the extension. To make outside calls from within the hospital, you must first dial “9”.

### Almonte General Hospital Main Phone Number: 613-256-2500

#### Administrative:

AGH Registration/Switchboard .....	0
Foundation .....	2296/2297
Compliments & Concerns .....	2505
Fairview Manor .....	613-256-3113
Finance .....	2237
Health Records .....	2258
Media Relations .....	2220
Patient Relations .....	2505
Privacy Officer .....	2240
President & CEO .....	2220
Volunteer Services .....	2226

#### Clinical:

Day Hospital .....	2953
Dietitian .....	2245
In Patient/Discharge Planner .....	2112
Medical Surgical Unit .....	2230
Obstetrical Unit .....	2233
Outpatient Clinic Bookings .....	2114
Physiotherapy .....	2221
Complex Continuing Care (Rosamond Unit) .....	2223
Ultrasound .....	2114
X-Ray .....	2114

## Patient and Family Centered Care

AGH is dedicated to nurturing a partnership with our patients and families to improve their health and well-being. Patient and Family Centered Care (PFCC) is part of a global movement that recognizes the value of the patient in care decisions from the governance approach to bedside care. Patient and Family Centered Care is central to our Quality and Safety Strategy. Our goal is to seamlessly incorporate this philosophy into every patient and family interaction. We commit to the exchange of open communication between patient, family and providers that includes patients as an integral part of the health care team.

### There are Four Core Concepts supporting PFCC:

1. **Respect and Dignity:** Health care providers listen to and honor patients’ and families’ perspectives and choices. Their knowledge, values, beliefs and cultural backgrounds are incorporated into the planning and delivery of care.

2. **Information Sharing:** Health care providers communicate and share complete and unbiased information with patients and families in ways that are affirming and useful. Patients and families receive timely, complete and accurate information in order to effectively participate in care and decision-making.
3. **Participation:** Patients and families are encouraged and supported in participating in care and decision-making at the level they choose.
4. **Collaboration:** Patients and families are also included on an institutional wide basis. Health care leaders collaborate with patients and families in policy and program development, implementation and evaluation; in health care facility design; and in professional education, as well as in the delivery of care.

## Patient and Family Advisory Committee (PFAC)

To support a Patient and Family Centered Care approach, the hospital has developed a Patient and Family Advisory Committee (PFAC). The purpose of the committee is to form collaborative partnerships between patients, former patients, caregivers, families and the hospital leadership team to improve quality of care and the patient experience. The PFAC acts in an advisory capacity to ensure the patient and family voice is integrated in the planning, delivery and evaluation of services at the hospital and make recommendations on matters that impact their experience here. For any questions regarding this committee please contact the VP of Patient/Resident Services & Chief Nursing Executive at 613-256-2514 ext. 2235.

# Hospital Admission

## Registration

The Registration desk is located inside the Emergency entrance which is open Monday to Friday from 7:30 am to 11:00 pm and on Saturday and Sunday from 8:00 am to 8:00 pm. At other hours you will need to ring the buzzer to be let in by the Emergency Room nursing staff.

### What to Bring

1. Ontario Health Card
2. Other Health Insurance Card
3. Medications
4. Medical Directives/Power of Attorney for Personal Care/Living Wills (if applicable)

### Personal Items

You should bring only necessary personal toiletries such as a toothbrush, toothpaste, comb and brush, shaving items, or cosmetics (**NO scented** products, please). Please bring and inform staff of any assistive devices used routinely: hearing aids, dentures, glasses, etc.

Pay careful attention to where you place them, as they are all important to your comfort and well-being. Although the hospital provides patient gowns, you may want your own pyjamas or nightgown together with a bathrobe and non-slip slippers.

You are fully responsible for any valuables or items that you choose to keep with you at your bed side. We strongly encourage you to leave your valuables at home; including jewellery, credit cards, and large sums of money.

### Medications

Bring all current prescriptions and non-prescription medications, in their original containers.

**Please tell your doctor and nurse if you are allergic to any medications or suffer from any other allergies.** If you have any questions about your medications, your doctor, nurse, or hospital pharmacist will assist you.

### What Not to Bring

**Please do not bring:** valuable papers or documents, **scented** personal care products, items of sentimental value, jewellery or expensive clothing, large amounts of cash, alcoholic beverages, TV-

VCRs, radios, or plug-in appliances unless otherwise approved by staff. **The hospital will not accept responsibility for patients' personal items and valuables.**

### **Patient Contact Person**

It is very important to select someone to be your information contact and preferable it will be a family member or a close friend. The name and telephone number of your contact person should be shared with your doctor and your nurse in charge.

### **Patient Identification**

All patients will have a bracelet applied to their wrist that uniquely identifies the patient. Please wear this bracelet at all times as staff check the bracelet before treating you.

Staff will use two (2) patient identifiers to ensure the correct patient is being treated.

Out-patients will then report to the department they registered for.

In-patients admitted directly from registration or from our emergency department will be taken to the unit by a nurse.

### **Hospital Accommodation/Rates**

Our hospital offers three types of accommodation to suit your financial and social needs as well as the requirements dictated by your health. Please arrive prepared with your additional insurance coverage information. We require your policy number, certificate number or ID number. In addition, if you are covered under a group plan, you will be asked for your group number and the name of your employer. If you do **NOT** have a valid OHIP card or you are not covered under a group plan you will be required to provide a credit card number/expiry date, and the name of the cardholder, as it appears on the credit card.

**Standard Wards:** With three/four beds, this is the basic accommodation for the medical surgical unit. Cost is covered entirely by OHIP for Ontario residents insured under the plan, for out-of-province patients with other valid provincial insurance and Federal plans such as WSIB, and RCMP/DVA/CAF group members. Exception: Quebec coverage where Physician fees are charged to the patient.

**Semi-private:** This is a hospital room with just two occupants. There is an extra charge for semi-private accommodation above the cost covered by OHIP and most other Canadian provincial and federal plans.

**Private:** This is a one-bed room. There is an extra charge for private accommodation above the cost covered by OHIP and most other Canadian provincial and federal plans.

Upon admission, you are able to request the type of accommodation you prefer, and we will try to meet your needs, however, rooms are assigned on the basis of medical need as a first priority. It is the sole responsibility of the patient, to check with your insurer to confirm your insurance coverage and limits. Please note: that many insurance companies do not cover 100% of hospital charges and you are responsible for any balances owed to the hospital and will be billed accordingly.

Please refer to [www.almontegeneral.com](http://www.almontegeneral.com) for current rates.

### **Hospitalization Costs**

You will be held 100% responsible for the costs of your care if:

You do not have a valid Ontario Health Card or Canadian private or group health insurance;

- You do not have valid Canadian provincial health insurance or Canadian private or group health Insurance;
- You do not have Canadian Federal Plan coverage;
- You are a foreign national (non-Canadian resident);
- You are a foreign student without valid OHIP coverage;
- You are an Embassy employee or diplomat without valid insurance.

Costs of your care can include fees for inpatient services, emergency services, out-patient service, ambulance, appliances, radiology, laboratory work, procedures performed, exams, etc. You will be required to provide a credit card number/expiry date, and the name of the cardholder, as it appears on the credit card.

Physicians and Anesthesiologists will also bill for their services in addition to the hospital charges. These charges vary and are to be discussed directly with the physicians.

## Ambulance Charge

The Ministry of Health and Long Term Care sets a charge of \$240.00 for using an ambulance. This amount is reduced to \$45.00 if:

- You are a resident of Ontario with a valid Ontario Health Card, AND
- Using the ambulance was medically necessary (usually determined by the attending physician).

If you are not an insured resident, or if using an ambulance was not medically necessary, the hospital is required to charge you the \$240.00.

### Who pays the \$45.00?

***The \$45.00 is payable by you unless:***

- You were receiving professional services through a Community Care Access Centre (CCAC) when you were transported to the hospital. If this applies to you, please forward your statement to your Community Care Coordinator.
- You are on SOCIAL ASSISTANCE or DISABILITY ASSISTANCE. If this applies to you please forward your statement to your Case Worker for validation and return to the Almonte General Hospital Finance Department.
- You were hurt at WORK and came to the hospital by ambulance DIRECTLY FROM WORK, then your employer pays the \$45.00 directly to the hospital. All patients are responsible for providing the invoice to their employer. If you need an ambulance for the same injury later on, the charge is paid by WSIB.

IN ALL OTHER CASES, you are responsible for paying the \$45.00 fee.

## Paying Your Bill

Patient Accounts, including preferred accommodation, ambulance fees, and other uninsured procedures is due at the time of service (or discharge) A receipt will be issued upon payment of account.

Accounts may be settled at Patient Registration which is open twenty-four hours a day, seven days a week.

You may pay for your bill in the following ways: Visa, Mastercard, American Express, Interact, or cash.

We also accept personal and certified cheques which can be made payable to the Almonte General Hospital.

## Visitors

**Visiting hours are: General: 8:00 am to 8:00 pm**

We ask you not to have more than two visitors at any time, so as not to tire yourself or disturb other patients. For the same reason, visits should be limited to 30 minutes. The Hospital reserves the right to restrict visitors when necessary. With the exception of the Obstetrics Department where only the baby's siblings may visit, children 12 years of age and under are allowed to visit in the hospital but must be supervised by an adult at all times.

When you are in the hospital do not be shy about telling visitors to stay home if they are not feeling well. It has been identified that human hands easily transmit germs. Visitors should not use the washrooms in patient rooms. Please see Public Washrooms section for more information.

## Wheelchairs/Walkers

Wheelchairs and walkers can be borrowed from the Almonte Civitan Club for no charge. Please call 613-256-6234.

## Making Plans for Discharge

### Discharge Planning

The Discharge Planning process often begins shortly after an individual enters hospital with an initial assessment of the individual's previous level of functioning, home setup, and social supports. This assessment is referred to as a psychosocial assessment and helps inform the hospital's interdisciplinary team about an individual's care needs.

With the individual's care needs in the mind, the hospital team will meet with the individual and/or their decision makers to discuss the next transition and to create a Discharge Plan. This process is designed to support the individual in their next steps and to answer key questions including "where will I go", "who will help me", and "what equipment will I need".

When a discharge date and destination are determined, the interdisciplinary team will complete any appropriate referrals, such as to the Community Care Access Centre (Home Care) and can provide information to assist the individual and their family to arrange for other necessary equipment and support.

- When you are preparing to go home from hospital, some pertinent questions to ask include:
- What treatment you received
- Whether you will have to pick up a prescription before you go home
- What medicine you must take, how to take it, and any side effects
- What symptoms to watch for and who to call if something does not feel right
- What foods you should eat and not eat
- When you can go back to normal activities, such as work, school, exercise, and driving
- What follow-up appointments you will need and who will make them
- What home care (CCAC) support do you need, when it will start, and who to contact

Discharge transportation costs are the patient's responsibility. The interdisciplinary team can suggest transportation options as required.

### Home First

Home First is an approach that helps eligible hospital patients to continue their recovery safely at home while receiving enhanced home-care services for up to 60 days. These patients are often frail seniors who have completed their acute-care treatment. Your Health Care Team and the hospital-based CCAC Care Coordinator will co-ordinate any service required to ensure a safe discharge home.

#### **What are the main benefits for patients and families?**

Patients can recuperate in a familiar environment, reducing the risk of losing strength from lack of mobility while remaining in hospital. There is no cost for eligible services provided through the CCAC.

Seniors have more time to improve their health status prior to making a major decision about their future care needs.

#### **What are the main benefits for the health system?**

- Home First helps people get better at home and relieve pressure on hospitals.
- Preventing premature admission to long-term care homes results in greater access to these beds for individuals who require a more intensive level of care.
- When appropriately managed, care in the home can moderate the demand for more costly health-care options while maintaining a person's independence.



## Community Care Access Centre (CCAC)

Your CCAC connects you with the care you need at home and in your community by offering information, referral and access to services to help you maintain health, independence and quality of life. Services are available for people of all ages.

**For general Champlain CCAC inquiries, or to make a referral, contact us toll free at:**

310-2222 (no area code required) or Toll Free: 1 800 538-0520 - Outside Canada: 613 745-5525

For more information please visit: <http://healthcareathome.ca/champlain/en>

Additional Home and Community Care support can be found by visiting: [www.champlainhealthline.ca](http://www.champlainhealthline.ca)

## For Your Safety, Health & Comfort

### Abuse/Harassment

The Almonte General Hospital and Fairview Manor believes that its employees deserve a safe working environment. Aggressive behavior and/or coarse language will not be tolerated.

### Accessibility

As a healthcare facility, we endeavor to be totally accessible to all members of our community. The Annual Accessibility Plan can be accessed on the Almonte General Hospital website or a hard copy may be obtained by contacting the CEO's office.

To assist the Almonte General Hospital & Fairview Manor in ensuring that the delivery of goods and services to those with disabilities is provided in an effective and timely manner, patients, residents and staff are invited to provide their feedback as follows:

In writing, in person, e-mail or telephone, addressed to:

Mary Wilson Trider, President & CEO  
Almonte General Hospital / Fairview Manor  
75 Spring Street  
Almonte, ON K0A 1A0

**Tel:** 613-256-2514 x 2220

**Email:** [info@agh-fvm.com](mailto:info@agh-fvm.com)

**Website:** [www.almontegeneral.com](http://www.almontegeneral.com)

The President & CEO will respond either in writing, in person, e-mail or telephone acknowledging receipt of feedback and will set out the action to be taken in response to any complaints. A response will be provided within twenty-one days. Alternate formats of our information are available upon request. We will endeavor to supply a suitable format for your needs in a timely fashion.

### Balloons

Latex balloons can cause allergic reactions in some people. In order to minimize unnecessary exposure and to safeguard the health and safety of staff, patients and visitors, we ask that no latex balloons be brought onto the premises.

### Cellular Phones

The use of a cellular device is strongly discouraged and cannot be used in patient rooms or treatment rooms such as Emergency Department, Operating Room, Diagnostic Imaging and Clinic Rooms, etc. To help limit disruption to both patients and staff please set wireless devices to "quiet" or "vibrate" and maintain a moderate speaking volume. You may use devices such as cell phones, blackberries, wireless-equipped laptops etc. in public areas of the hospital such as hallways, waiting rooms and the cafeteria.

In order to preserve patient confidentiality, cell phones and other wireless communication devices may not be used to photograph, take video images or record the conversations of any patient, physician, volunteer or staff member without appropriate signed consent. For more information, contact the Chief Privacy officer at ext. 2240.

## Directives for Personal Care/Power of Attorney/Living Wills

If you have made a living will, indicating your wishes regarding resuscitation and life support or if you have made a decision regarding how you wish to be cared for should your condition worsen, it is important that you inform your physician or your nurse of your wishes.

It is also imperative that you let us know if a Substitute Decision Maker such as a Power of Attorney for Personal Care has been officially designated. Your Substitute Decision Maker must clearly understand your wishes for care, as this person will be responsible to speak on your behalf if you are not able to.

## Electronic Appliances

Please advise your nurse if you have brought electrical appliances, such as hair dryers and electric razors, etc., to the Hospital to determine if the application can be safely used in your unit. All electrical appliances must first be checked by our Maintenance/Engineering Department. Patient-owned electric heating pads, blankets and humidifiers are not permitted as they are a potential fire hazard.

## Emergency Codes

The Hospital and Fairview Manor have a list of Codes to identify emergencies. From time to time, staff practice emergency situations. If a code is called, patients and visitors are to remain calm and in their room until a hospital employee gives further direction.

## Fire Safety

Fire exits are clearly marked on each floor. During a fire alarm, all fire doors are closed on your unit until there is an “**ALL CLEAR**” announcement on the Public Address system. Upon hearing a fire alarm, please stay in your room with any family or visitors. Staff on your unit will inform you if any action becomes necessary. If you are in the cafeteria, or another department, please stay there until an “**ALL CLEAR**” is announced. Elevators must not be used when there is a fire or a fire drill.

Fire Drills are held periodically to ensure our staff is trained to help protect you and the Organization. Fire drills do not affect you other than your door will be closed by one of our staff during the exercise.

## Falls Prevention

Falls are a major cause of injury in hospitals and long-term care homes every year. Almonte General Hospital and Fairview Manor follow the *Prevention of Falls and Fall Injuries in Older Adults* Best Practice Guideline from the Registered Nurses Association of Ontario (RNAO).

When admitted all patients/residents are screened for fall risk. If a patient/resident is identified as being at high risk for falls, strategies are put in place to reduce the risk of falling and other healthcare professionals, e.g. Physiotherapist, may be consulted. We ask that the patient/resident help us by:

- Using the call bell to ring for assistance to get to the bathroom. Ensure call bell at bedside is within easy reach.
- Wearing non slip footwear when you leave your bed.
- Ensuring that your clothing or belts do not drag on the floor.
- Not removing or adjusting safety belts or side rails on the bed by pushing your call bell for assistance/help.
- Wearing your eyeglasses and/or hearing aids when you are awake.
- Using walkers and canes provided for support. Other items do not. Do not lean on the bedside table, furniture, IV pole or other items to steady yourself.
- Letting your healthcare team know if you need to use the bathroom often or in a hurry.
- Using a urinal or bedside commode if this is easier for you.
- Minimizing clutter in your room. Keep items within easy reach. Over reaching for the phone or bending down to the floor for your slippers increases risk of falls.

## Hand Hygiene

*Hand Hygiene is one of the best ways you and your Health Care Team can prevent infections from spreading!*

Did you know that the main way germs can spread are by hands? Keeping hands clean is the best thing you, your visitors and your health care team can do to prevent infections from spreading.

In Canada, one in nine patients may acquire an infection while in hospital. Thousands of times a day members of your health care team handle things that could have harmful germs. Without good hand cleaning, these germs can spread to patients and cause infection.

Your health care team works hard to keep their hands clean. Your health care team plays a big role in preventing the spread of infection. They are committed to giving you clean safe care.

## Infection Control

Antibiotic Resistant Organisms are a group of bacteria which are resistant to antibiotics which help to prevent and fight infection. If you are carrying one of these bacteria, they can be spread to other people.

All admitted patients are assessed and screened for colonized bacteria by taking swabs. If you are identified as being positive, then you will be put in isolation so that the bacteria does not spread. Usually the spread is by hand contact.

If your family member develops one of these multidrug resistant organisms, there are patient/visitor leaflets that tell you more about the control measures. Ask your health care provider for one of these.

If you are interested in knowing more about our infection prevention and control program, contact the Director of Infection Prevention and Control at ext. 2490.

## Medication in the Hospital

Patient safety is a priority for our Hospital and knowing what medication you take is an important part of your safety. Please bring in all your medications, including any medicated patches, herbal medication or health food supplements. Always keep medicine in the bottle it came in. They will be reviewed by a health care team member and safely stored by the nursing staff. At discharge your medications will be reviewed with you. If you have medication that you are no longer to be taking upon discharge it will safely be disposed for you if you ask us to. All drugs, including alcohol, must be ordered by your physician and given to you under the supervision of Hospital staff.

You are not allowed to keep medications at your bedside, except in special circumstances which will be discussed with you by the nurse administering your medication. For medications not stocked by the hospital you may be asked to use your own supply while in hospital. The nurse will keep them secured in the medication cart and return them to you when you are discharged. When you go home you will be given updated instructions on what medications to take at home.

At any time during your stay you may ask a member of the health care team for information about your medication. You may request a visit from the hospital pharmacist to answer your questions.

Tell a member of your health care team if you have ever had an allergic reaction or bad reaction to any medicine or food. Reactions can include rashes, headaches, breathing trouble, and feeling sick. Because some medicines have food in them (such as the eggs used to develop the flu shot), be sure to talk about your food allergies too. Tell a member of your health care team right away if a new medicine makes you feel unwell. If you do not know if you have allergies, you can get tested.

Some people have reactions to anesthetics- the drugs used to put them to sleep or stop pain during surgery. If you have ever had a reaction, tell your family and your health care team in case you need surgery again.

Do not wait until you get sick to tell people about your allergies. Some people wear an ID bracelet such as Medic Alert™. This tells the health care team about your allergies when you can't tell them yourself. Make sure you know what to do when you go home from the hospital or from your medical appointment.

## No Scents Makes Good Sense

Due to increased allergies among the public, patients, and staff, our hospital has adopted a No Scent Policy. **Please refrain from wearing or bringing any scented products such as perfumes, aftershaves, hair sprays, hand lotions, baby lotion, and deodorant.**

Flowers are a welcome addition to all patient rooms. However, you may be asked to send flowers home if you or any patient in the area suffers from allergies. If you are sending flowers to a patient, consult with the florist to choose a scent-free variety. Please note that our Hospital does not routinely provide vases for cut flowers.

## Nurse Call System

Every patient has the ability to call for assistance whenever necessary. Your nurse will explain how the nurse call system works when you are admitted to your room. Patients also have the ability to call for assistance from all washrooms located on patient care units. To activate the system, press the “push” button or pull the cord; this will transmit your call to the nursing station.

If you are having difficulty accessing the call bell, please inform the nursing staff so they can adapt the call bell for better accessibility.

## Ontario Telemedicine Network

Almonte General Hospital and Fairview Manor offer patients and residents the opportunity to receive care for some specialties using Telemedicine through the Ontario Telemedicine Network (OTN) which is one of the largest telemedicine networks in the world.

Telemedicine uses videoconferencing and other electronic equipment to connect patients/residents to their specialist without leaving their home community.

The OTN also offers non-clinical services including access to many educational events such as webinars to help keep staff up to date with best practices.

## Pastoral or Spiritual Care

The Almonte General Hospital makes every effort to provide spiritual support during your hospitalization. The Clergy of the Almonte Ministerial Association, representing the various churches within our community are prepared to be present to support you and your loved ones. Upon admission if you wish to receive a visit from your clergy of your denomination he/she can be notified by making a request with your nurse.

## Patient Safety

Patient safety is a priority at Almonte General Hospital and Fairview Manor and we strive to be in compliance with all Accreditation Canada required organizational practices. By working together with physicians, nurses and other hospital staff you can lower your risk of injury during your hospital stay.

### What is the Hospital doing to improve patient safety?

- Ensuring that our housekeeping practices are in line with the infection prevention and control best practices in healthcare
- Following the “Just Clean Your Hands” program for excellence in hand hygiene
- Conducting audits on various practices to verify that patient care is as safe as possible
- Implementing programs such as “Fall Prevention” and “Medication Safety” initiatives.

## Prevention of Venous Thromboembolism (VTE)

VTE is a condition in which a blood clot develops in the deep veins of the body. Most often, they develop in the legs, either above the knee or below it, however they can develop in other veins as well. Lack of movement can allow blood to collect in the veins which can lead to thrombus formation.

All patients should keep in mind the following, both during your hospital admission and on discharge to prevent the development of blood clots;

- Reduction in movement when patients are admitted to hospital can result in the development of blood clots in the arms and legs
- When you are admitted to the hospital the doctor will assess and order medication (if appropriate) to prevent blood clots
- Your health care team will also encourage you to take other measures to help prevent blood clots

If at any time you notice swelling, redness or pain in your arm, hand, leg or foot, please immediately inform your nurse or physician.

## Security

Safety is important to us. For your safety and security, we have cameras throughout the facility. Hospital staff, medical staff, students and volunteers are easily identified by their photo identification badge. It is mandatory for these individuals to wear these Identification badges while at the Hospital and Fairview Manor. If you observe any suspicious activity or individuals, have lost personal items or have any security concerns, please notify a staff member immediately. **We appreciate your co-operation and understanding in keeping the Almonte General Hospital and Fairview Manor a safe place for everyone.**

## Service Animals

A service animal means any animal individually trained to do work or perform tasks for the benefit of a person with a disability. A service animal is not a pet. To be considered a service animal under the Accessibility Customer Service Standards, it must either be readily apparent that the animal is being used because of a person's disability or the person with the disability must be prepared to show a letter from a doctor or nurse confirming that it is required for reasons relating to their disability.

When a person with a disability is accompanied by a guide dog or other service animal, the Hospital will permit the person to enter the premises with the animal and keep it with him or her, unless the animal is otherwise excluded by law from the premises (for example, the Hospital kitchen).

Should the service animal or guide dog be excluded by law from the premises, the Hospital will look to other available measures to enable the person with a disability to obtain, use or benefit from the Hospital's goods and services.

Should the service animal become unruly or disruptive, an employee may ask the person with a disability to remove the animal from the area or refuse access to the Hospital's goods and services then the Hospital will look to other available measures to enable the person with a disability to obtain, use or benefit from the Hospital's goods and services.

## Smoking

In keeping with the Smoke free Ontario Act, smoking is prohibited on Hospital property which includes the hospital parking lots.

Municipal by-law enforcement officers may, in accordance with the legislation, fine anyone they find contravening the law.

## Smoking Cessation Program

In keeping with our commitment to patients' needs and excellence in clinical practice, the Almonte General Hospital will offer a smoking cessation program to all inpatients who smoke. On admission, you will be assessed regarding your smoking practices and assistance in the form of medication and/or counseling will be offered to you.

Almonte General Hospital and Fairview Manor in partnership with the Ottawa Heart Institute provides smoking cessation follow-up to all patients on discharge from the Hospital. For any questions, please approach any of your healthcare providers.

Smokers' Helpline has proven tips and tools to help you quit successfully. For free, personalized and non-judgmental support, advice and information connect to quit today.



## Therapeutic Pet Visitation

**Almonte General Hospital** - Authorized Visiting Pets, (excluding Certified Therapy Dogs), are not to be brought into the hospital environment by patients, staff or visitors except in select humanitarian circumstances where it is deemed therapeutic by the patient's Care Team and approved by the Manager.

For more information regarding approval for pet visitation, please contact a member of your Care Team.

**Fairview Manor** - Authorized visiting pet visits and Certified Therapy Dogs visits will take place between the hours of 9:00 am to 8:00 pm for all of the Fairview Manor home units (Garden Walk, Maple Grove, Old Mill Place and Heritage House). Visits should be limited to 1 hour per resident.

For more information regarding approval for pet visitation, please contact the Fairview Manor Director or Assistant Director of Care.

## Valuables

Valuables remain your responsibility and should be kept at home. While we will do everything possible to prevent loss, the Hospital is not responsible if personal items go missing or become damaged.

## Whiteboards

When you are a patient you can expect to be treated with respect and dignity in a safe and comfortable environment. Your health care team attends patient-focused rounds to develop a personalized care plan to help you move through the system in a coordinated manner.

All of the patient rooms on the Medical/Surgical unit have a "white board" communication tool. We encourage you and your families to write down your questions, concerns or comments on the whiteboard.

The whiteboard will be updated routinely to reflect your discharge plan, and to communicate your daily health goals. The whiteboard will also provide you with the names of your health care team.

If you have questions or concerns regarding your discharge plan, please discuss these with your health care team.

## Your Health Care Team / Units

Almonte General Hospital uses a team approach to deliver excellent healthcare.

During your stay, depending on your needs, you may be seen by a variety of hospital professionals and volunteers. The team takes pride in working together to create a world-class health experience for our patients and families. Each member of your team is committed to putting your needs first and collaborating with each other in order to provide expert and compassionate care.

## Clinics

The Almonte General Hospital's outpatient clinics provide specialized health-care close to home. Thousands of area residents a year see specialists in cardiology, neurology, orthopedics, general surgery, urology, plastic surgery, physiatry, menopause, anesthesia, and oral surgery.

If you are attending an outpatient clinic, be sure to bring your Health Card, medical insurance information and your requisition form for any tests.

Services provided at the outpatient clinics include: initial assessment, diagnosis, ongoing treatment and follow-up. Surgical clinics' services include preoperative assessments and postoperative follow up. Some of our surgeons will see their patients in their own offices for pre and post-operative visits.

Patients are referred by their family doctor to the outpatient clinics. The frequency of scheduled clinics varies from once a week to once every few months, depending on the availability of the

specialist and the community needs. Medical specialists who staff the clinics come from hospitals across our region.

Please contact your family physician for referral to any of the specialists listed below.

<b>Cardiology</b>	Dr. John Catching
<b>Dental</b>	Dr. Walter Wayne
<b>General Surgery</b>	Dr. Eric Bigelow
<b>Menopause</b>	Dr. Ardelle Stauffer
<b>Neurology</b>	Dr. Vanessa Doyle
<b>Obstetrics/Gynaecology</b>	Dr. Bahaa Awwad and Dr. Dave Caloia
<b>Plastic Surgery</b>	Dr. James Lacey, Dr. Howard Silverman and Dr. Kirsty Boyd
<b>Physiatry</b>	Dr. Taunya St. Pierre
<b>Urology</b>	Dr. Ed Woods and Dr. Matthew Roberts

(The above clinics were current at time of publication of this Handbook. For more up to date information please visit the website at [www.almontegneral.com](http://www.almontegneral.com))

## Complex Continuing Care Unit (Rosamond)

The Complex Continuing Care unit is a 26-bed unit located on the second floor of the Hospital. This unit provides care to medically stable patients with complex care needs that cannot be met in the community or in a Long-Term Care Home.

A team of professionals will be working together, and in collaboration with patients and families, to provide safe, quality care. This interdisciplinary team includes physicians, registered nurses, registered practical nurses, personal support workers, a pharmacist, physiotherapist, occupational therapist, recreation therapist, dietician, volunteers and a discharge planner. Members of the care team will ensure the ongoing assessment, planning, intervention and evaluation of care and treatment. Patient and family feedback is important to the care team during all phases of care and service delivery.

Staff on the Complex Continuing Care Unit are committed to providing safe, quality, patient and family-centered care. Input from patients and their families is vital to ensure we achieve our commitment. The Nurse Manager, who is responsible to ensure that the unit runs as smoothly as possible, is also available to respond to questions and concerns and can be reached at extension 2250. Patients and families are encouraged to use our comment/suggestion box located at the Unit's care desk. In addition, feedback/comment forms are posted on corkboards in each room. All written comments will be responded to if they include the patient or family member's name and phone number.

### Activity Room

A cozy activity room in the central area of the unit promotes socialization and friendship among patients and families. Our hospital volunteers, community volunteers, recreation groups and family members are welcomed participants in our program, bringing enjoyment to our patients.

### Clothing and Personal Items

Patients are encouraged to dress in everyday clothing. Clothes need to be easy to put on and comfortable to wear.

A laundry bag kept in the patient's cupboard is provided to take laundry home. Families are asked to store seasonal clothing elsewhere since cupboard space is limited.

Patients need similar toiletries to those used at home. Patient's toiletries can be kept in the bedside table or in their washroom, as desired.

**ALL ITEMS AND CLOTHING BROUGHT IN MUST BE LABELLED WITH THE PATIENT'S NAME TO HELP PREVENT LOSS.**

## Electronic Equipment

Patients are welcome to bring in a radio, television, VCR and DVD player; the cost of cablevision is included in the co-payment accommodation fee. PLEASE NOTE: All electrical equipment brought into the Hospital must be checked by our Engineering Department before being used.

## Laundry and Labelling Service

The Hospital provides a service to launder and label residents clothing. In order to help prevent items becoming misplaced, clothing must be labeled and all items must be washable as the Hospital is not responsible for damages that might occur during the laundry process. Order forms and information regarding charges are available at the Complex Continuing Care Unit Nursing Desk. If patients would like to use either of these services, please let our staff know as soon as possible.

## Out of Hospital Visits

With a written order from the patient's physician, family and/or other responsible persons may take patients home for a visit, to a community event or when necessary, to appointments at other health facilities.

The Hospital does not provide a nurse and/or ambulance escort to take residents to appointments unless medically necessary.

## Phone Service

Patients, and or their family, wanting to have a private telephone in their room are responsible for contacting the phone company to initiate service. **Please note that payments for telephone service are to be made directly to the phone company.**

## Co-payment

Regulation 552 of the Health Insurance Act states that Acute Care Hospitals such as Almonte General Hospital must charge a co-payment rate for patients who, in the opinion of the attending physician, no longer require acute services and instead require complex continuing care.

The co-payment fee covers "ward room (4 bed room) accommodation and meals. The co-payment rate is \$58.99 per day.

The patient may also request a semi-private room (for an additional fee of \$80.00/day) or private room (for an additional fee of \$110.00/day). Access to preferred accommodation is based on availability. Preferred accommodation rates are in addition to the co-payment rate.

All rates are subject to change annually, on July 1.

A completed copy of the Co-Payment calculation form, accompanied by the most recent "Notice of Assessment" from Revenue Canada should be submitted to the business office.

## Day Hospital

The Day Hospital is a therapeutic goal-oriented Rehabilitation Program for adults requiring interdisciplinary assessment, treatment support and teaching to adapt and cope with health changes related to aging, acute or chronic illness. A physician's referral is required for admission to the program. Services provided include Nursing, Recreation Therapy, Physiotherapy and Occupational Therapy. The Day Hospital team collaborates with other community health services such as the Community Care Access Centre, Lanark County Mental Health and Home Support. Attendance is 1 to 2 days per week for a prescribed duration, followed by discharge to community based wellness programs. The goal of the Day Hospital is to increase clients' quality of life and independence so that they can continue to live in the community.

## Diagnostic Imaging

The Diagnostic Imaging Department is located to the right of the Emergency waiting room. It provides a range of services including x-ray, ultrasound, ECG's, Holter monitoring and Pacemaker checks. A requisition is required for all exam types.

You must register for your Radiology and Ultrasound tests at the Registration Desk first. Please

have your OHIP card ready (or other provincial health card). Radiology and Ultrasound tests are by appointment only. If you wish to make an appointment, please visit the department or call ext. 2114.

After hours the Radiology Department is staffed through an on-call basis by the Emergency Department. For exact hours of operation please call extension 2114 or visit our website.

If you have a pacemaker that needs to be checked, the Heart Institute will arrange your appointment with the Almonte General Hospital. Upon arrival of your appointment at the Hospital, you must first register at the Emergency Room Registration Desk. Once you are registered you will go to the Diagnostic Imaging Department where a technologist will perform the pacemaker check through a dedicated line with the Heart Institute. If your pacemaker has any malfunctions the Health Institute will be in touch with you for a follow up appointment with them.

## Emergency Department

In an Emergency do not hesitate to go directly to our Emergency Department located at 75 Spring Street, Almonte.

The Emergency Department is open 24 hours a day, seven days a week with a physician on call at all times. On off hours, the Emergency Room Physician provides services to all of Almonte General Hospital and Fairview Manor.

Nurses and physicians are available to provide expert and immediate care to those requiring treatment for sudden and serious medical and surgical emergencies.

To serve you better, we have implemented a five level triage system. Highest priority is given to those who are critically ill. Upon assessment, people with the most serious illnesses or injuries will be treated first.

### The goals of triage:

- To rapidly identify patients with life-threatening conditions
- To determine the most appropriate treatment
- To decrease congestion in emergency treatment areas

Every patient will be seen by a registered nurse with special skills and training in triage. Patients should let the nurse know if their condition gets worse.

Please be aware that “off work” or “sick notes” are NOT available through the Emergency Department.

### What are my alternatives to the Emergency Department?

- Call your family doctor or primary health care provider
- **Telehealth Ontario:** If you have an illness or injury you can call Telehealth at 1-866-797-0000 and speak to a nurse over the phone. This is a 24 hour, 7 day a week service if you live in Ontario.
- **Find a doctor or nurse practitioner:** Health Care Connect helps people find a doctor or nurse practitioner who are taking new patients. You can register with Health Care Connect by calling 1-800-445-1822 or register online at [ontario.ca/healthcareconnect](http://ontario.ca/healthcareconnect)
- **Ontario 211:** 211 is a helpline and online database of Ontario's community and social services. 211 is answered and updated by highly-trained specialists. Call 2-1-1. This is a free, confidential, live answer service offered 24/7.

If you have any questions, comments or concerns, please contact the Emergency Room Manager at ext. 2120.

## Laboratory Medicine

The laboratory's role on the healthcare team is to provide a comprehensive range of tests which will assist in the diagnosis and treatment of patients. Laboratory staff, under the umbrella of the Eastern Ontario Laboratory Association (EORLA), visit the patient areas throughout the hospital to collect specimens. Most test results are available for the doctor within a few hours.

If you have questions, comments or concerns, please contact the Laboratory at ext. 2229.

## Medical Surgical Unit

The Medical Surgical unit contains 21 acute-care beds and is located on the 2nd floor of the Hospital. The Unit provides care to patients who are adolescent, adult, or geriatric and who have a variety of acute diagnoses or require post-operative care. Among these most common diagnoses are respiratory, cardiac, renal, and diabetes related illnesses. Our team consists of qualified Physicians, Registered Nurses, Registered Practical Nurses, Social Worker/Discharge Planner, Physiotherapist, Dietician, and a Unit Clerk.

The Medical-Surgical unit's Health Care Team practices a patient centered model of care. The patient is in the center of all decisions made on our unit. Family members are welcome to participate in the care and decisions for their loved one. A plan of care is developed with collaboration and input from the interprofessional team that includes: physicians, pharmacists, social worker, registered dietician, physical therapists and Community Care Access Centre (CCAC) care coordinator.

From admission to discharge, the team's goal is to optimize an individual's own abilities, promote a safe transition back into the community and ensure that follow-up care and services are in place. The team also ensures that compassionate and skilled palliative care is available for patients who require that level of care.

## Obstetrical Unit

At Almonte General Hospital (AGH), our experienced staff pride themselves on providing a warm, friendly and supportive environment. Our staff appreciates the individual needs of our expectant mothers and family members. Pregnancy is an exciting time for you and your family.

Our unit has 5 post partum rooms with their own washrooms, 2 labour and delivery rooms, a whirlpool tub and showers, and an operating room for caesarean sections. Ultra-sound services are available on site. A full range of pain management options are available, including 24 hour epidural service.

With a commitment to best practice, we have the distinction of being Ontario's top performer in Maternity care.

### Model of Care

- Provided by a range of health care professionals – physicians, midwives and nurses
- A flexible approach to meet the needs of expectant mothers and their families
- Rooming in for mothers and babies

### Registration

When you arrive at the Hospital we request that you register at the AGH Registration Desk located in the Emergency Department.

Please have the following information available:

- Your Provincial Health Card
- Any Hospital Insurance Coverage you may have (Semi-private or Private coverage)

### Hospital Tours

Tours are available to familiarize you with the Obstetrics Unit. Please call 613-256-2500 ext. 2233 before you come to be sure the unit is able to accommodate a tour.

### Prenatal Classes

The Public Health Unit offers prenatal classes in seven locations in Leeds, Lanark and Grenville. These locations include: Almonte, Carleton Place, Perth and Smiths Falls.

It is preferred that you register before the 20th week of pregnancy. To register for a prenatal class in your community please call the Health ACTION Line: 1-800-660-5853.



## **Admission**

Please call the Obstetrics Unit at 613-256-2500 ext. 2233 before you come to the Hospital. During normal Hospital hours, Monday to Friday 7:30 am – 11:00 pm, Saturday and Sunday 8:00 am – 8:00 pm, please enter at the Emergency Entrance and register at the Reception Desk. All entrances to the Hospital are locked during night-time hours. During these hours, please come to the Emergency Entrance and ring the buzzer. This will ring to a phone in the Emergency Room and a staff person will then unlock the door to let you in.

## **What to Expect During your Stay**

An initial assessment will be done when you arrive on the Obstetrics Unit which may include blood pressure, temperature, pulse, urine test, monitoring of the fetal heart rate and potentially a vaginal examination. Your care provider will then be notified regarding your progress.

If you are not in active labour, your doctor may advise you to return home until labour begins. If you are in active labour, you will stay on the Obstetrics Unit until your baby is born. You will be moved into one of our postpartum rooms following the delivery.

We encourage your partner or coach, friends and family members to support you while you are on the Obstetrics Unit. However, we ask that only two people be present at one time in the delivery room. We encourage your partner to remain with you for the birth. We will support and assist both of you during the birthing process. Your progress will be monitored carefully throughout your labour.

Our team is here to ensure a safe delivery for you and your baby.

## **What to Pack**

We happily provide linen, towels, face cloths, feminine pads, breast pads, feeding supplies, sleepers, blankets and diapers during your hospital stay.

Bring Personal products such as:

Toothbrush, toothpaste, lip balm, soap, brush or comb, shampoo and conditioner, body lotion, a supportive nursing bra, nipple cream, non-slip slippers, night gown or pajamas, house coat, and clothing to wear home.

For your Baby:

Weather appropriate clothing for the trip home. Parents should bring their own rear facing car seat to the hospital to ensure that the infant can be taken home safely.

Optional Items:

Music, camera, video camera, favorite pillow, breast feeding pillow

For your Partner:

Comfortable clothing, appropriate indoor footwear and personal toiletries or pillow. You and your partner may wish to bring extra snacks and drinks.

## **Safety and Security for Newborns**

When a baby is born at Almonte General Hospital, mother and newborn each receive a hospital bracelet with matching identification numbers unique to them. This allows health-care providers to properly identify mom and baby.

Almonte General Hospital added an additional level of security with the Hugs® Infant Security System. This system provides comprehensive protection to newborns by adding a tamper-proof bracelet to the newborn's ankle. In addition to the traditional unique identification bracelets the staff puts a tamper-proof tag on the baby's ankle. If any baby is moved to an unauthorized zone, an alarm sounds and the system activates all exit doors in the unit to a lock down, keeping newborns safe and secure on the obstetrical unit. The tag is removed when mom and baby are discharged.

## **Circumcision**

Circumcision is a non-therapeutic procedure, which means it is not medically necessary. Parents who decide to circumcise their newborns often do so for religious, social or cultural reasons. The procedure normally takes less than 10 minutes and is performed in the Nursery at the hospital, usually 1 to 10 days after birth. After reviewing the scientific evidence for and against circumcision, the Canadian Paediatric Society does not recommend routine circumcision. Please visit [www.cps.ca](http://www.cps.ca) for more information.

Circumcision might not be an option if certain blood-clotting disorders are present. In addition, it might not be appropriate for premature babies who still require medical care in a hospital nursery.

If you are interested in having your baby circumcised, you will need to notify the nurse as soon as possible. Prior to the procedure the family must pay a fee of \$300 at the Registration Desk outside of the Emergency Room. Every effort will be made to schedule this procedure while you are in hospital as long as your baby is healthy, has passed urine and is at least 24 hours old. The physician will assess the infant to make sure that he is a candidate and will explain the procedure and proper care for the infant afterward. Parents will need to sign a consent form with the physician.

If a physician is not available prior to discharge the nurse will provide you with information on how to book the procedure as an outpatient.

## **Birth Certificates**

The birth of your child must be registered using the Service Ontario website within 1 month of birth. A fee will apply. You also have the option to apply for a Social Insurance Number (SIN) card for your baby and sign up for Canada Child benefits. For more information or to register your baby, please visit <http://www.ontario.ca/page/register-birth-new-baby>

## **Obstetricians/Gynaecologists**

Almonte General Hospital has 2 Obstetrician/Gynaecologists on Active Staff; all located at 95 Spring Street, Almonte. The Hospital is designated as a level 1B/low risk facility.

We appreciate your referrals and would like to advise that the obstetrician initially referred to may not be the delivering obstetrician. The obstetrician team works together on call as we feel this shared model is key to retaining and sustaining our new and existing providers. Higher risk patients will be managed appropriately and will be directed accordingly.

Dr. Bahaa Awwad, MD, FRCSC , Chief of Obstetrics and Gynaecology.: 613-256-8800

Dr. Dave Caloia, MD, FRCSC: 613-256-3950

## **General Practitioner - Obstetrics**

The Almonte General Hospital has two General Practitioners with obstetrics experience who are responsible for pre-natal, postnatal and neonatal care. They are located at 95 Spring Street where referrals can be faxed at 613-256-0949 or by calling 613-256-9370.

Dr. Ursula McGarry

Dr. Julie Stewardson

## **Ottawa Valley Midwives**

Mothers-to-be who want to give birth at the Almonte General Hospital (AGH) with a midwife attending can do so. In September 2009, the Ottawa Valley Midwives were granted privileges at AGH and have been delivering babies at the Hospital ever since.

Ottawa Valley Midwives provides care to healthy low-risk women and their families throughout pregnancy, child birth and the immediate postpartum period. You can access midwifery care with the Ottawa Valley Midwives clinic if you live in West Ottawa, Lanark County, parts of Renfrew County and parts of Leeds-North Grenville County.

For more information contact <http://ottawavalleymidwives.com/> or call 613-253-3148.

## Occupational Therapy

The Occupational Therapy Department at the Almonte General Hospital provides Occupational Therapy services to Day Hospital, Complex Continuing Care and Fairview Manor, and Recreation Therapy services to Day Hospital and Complex Continuing Care. The Occupational Therapist also provides splinting consults for a limited number of Out-Patients. The Occupational Therapist assesses the impact of health changes on daily function and works with the patient/client to recover and/or adapt to changes through the use of equipment and/or strategies. The Recreation Therapist determines the patient's/client's leisure interests and abilities and provides opportunities for leisure and recreational activities at home, in the community or in the hospital setting.

## Perioperative Medicine

Our multi-skilled team coordinates all the necessary individual patient care needed to ensure that the process of having surgery flows easily. This includes a phone call before the surgery to give the patient information about the expected date and time of arrival, when you can last eat or drink what you can and cannot wear into the operating room. Some patients will be informed that they need to be seen in our Pre-Anesthetic clinic in the weeks prior to surgery. Day surgery patients need to arrange to have someone drive them home and stay with them for 24 hours after surgery. Follow up calls are made to ensure that everything is going well post operatively.

Our main operating room plus the pre-op/post anesthetic care unit (PACU), and our central equipment processing area are located in a dedicated area on the main floor of the Hospital. Our patient and family waiting area is located in the main lobby of the Hospital and is just down the hall from the PACU. The waiting area has a phone that can be used to call and enquire about a patient. Instructions are provided by the phone.

Our second operating room is used for Caesarian Sections and is located on the Second floor within the maternity unit.

Our surgical program offers the following specialties; General Surgery, Obstetrician/Gynaecology surgery, Plastics, Urology, and Dental Surgery.

If you have questions, comments or concerns, contact the Clinical Manager at ext. 2120.

## Physiotherapy Department

The Physiotherapy Department is open 5 days a week. For exact hours of operation please call extension 2221 or visit our website.

### **The Physiotherapy Department:**

- provides services to hospital inpatients, outpatients, clients in the Day Hospital program, residents at Fairview Manor and residents at Orchard View by the Mississippi
- offers primarily private and some public services through our outpatient clinic
- provides treatment for musculoskeletal, cardiovascular and neurological injuries, as well as workplace-related injuries and injuries sustained in motor vehicle accidents
- offers group classes, by referral, for patients with total knee replacement and total hip replacement
- is staffed by physiotherapists, physiotherapy aide and a receptionist

## Registered Dietitian

A Registered Dietitian and Food Services Manager oversee all food and nutritional services. Menus are based on Canada's Food Guide and provincial long-term care and hospital standards.

At Fairview Manor, the Registered Dietitian assesses every resident shortly after admission and develops a nutritional care plan tailored to the resident's needs. The plan is monitored and updated regularly to ensure the resident's nutritional needs are being met. Therapeutic meals are prepared and served as directed by the Manor's Medical Director or Registered Dietitian.

In the Hospital and Continuing Complex Care unit, as part of your treatment, you may be prescribed a special diet or have particular nutrition requirements. The Registered Dietitian is available during your hospital stay. A referral from a physician is required for the dietitian to provide individual and family counselling for patients with restricted or special dietary needs. The Food Services Manager is available if you have any dietary concerns about the meals.

## Volunteers

Members of Volunteer Services volunteer in most departments, including Physiotherapy, Health Records, the Complex Continuing Care (Rosamond) Unit, the Medical-Surgical and Obstetrical Departments, the Day Hospital, Fairview Manor Recreation, Hairdressing, and the Gift Shop and Tuck Shop, as well as on committees such as the Volunteer Services Committee and Fairview Manor Auxiliary.

Volunteer duties depend on the department, but include greeting patients, delivering water to patients' bedsides, making snacks, managing the Hospital Gift or Fairview Manor Tuck Shop, performing clerical duties and helping Day Hospital patients work on activities and projects. Volunteers also help decorate the Hospital for the holidays. In the Complex Continuing Care Unit and Fairview Manor, volunteers help with bingo games, spa activities, pet therapy and pastoral care.

New volunteers are required to go through a screening process, including a Vulnerable Sector Check, health screening for immunization, and completion of an application form. All volunteers are given extensive support when they begin donating their time, including a complete orientation and a position description outlining their roles and responsibilities. Annual training is provided to keep all volunteers up to date on safety and other policies and procedures, as well as offering opportunities for new learning on related topics.

For more information about volunteering at Almonte General Hospital or Fairview Manor, please contact Volunteer Services at ext. 2226 or [volunteers@agh-fvm.com](mailto:volunteers@agh-fvm.com)

### Art in the Manor

Art in the Manor (AIM) is a volunteer group that collects and displays original artwork in both Fairview Manor, and the Hospital. Original art creates a more home-like atmosphere for residents and patients, as well as for staff, volunteers and visitors. AIM invites donations of original artwork, original hand pulled prints and photographs, signed limited edition reproductions and photographs, or pieces of unique historical or local interest. Artwork is accepted based on condition of the work and appropriateness for public display in the Fairview Manor or Hospital environment. Donors may be issued an income tax receipt, which will be based on an independent appraisal of the artwork's value.

For further information or to donate, please contact the AIM committee:

By email: [AIM@ArtInTheManor.ca](mailto:AIM@ArtInTheManor.ca) or by phone: Cathy Blake 613-256-0108

## Hospital Amenities

### Bank Machine

Bank machines are not available at Almonte General Hospital or Fairview Manor.

### Beauty Salon

Cathy's Beauty Salon is located in Fairview Manor and can be contacted by calling 613-256-2500 ext. 2911.

### Bill Changer Machine

A bill changer machine is located in the Hospital on the second floor hallway in the "Link". This machine will change \$5, \$10 and \$20 bill denomination and will dispense loonies.

## Cafeteria

The Cafeteria is located in the “Link” between the Hospital and Fairview Manor. It serves meals and snacks to staff and visitors and is open 7 days a week from 7:30 am until 1:30 pm. The Cafeteria accepts CASH only. Almonte General Hospital and Fairview Manor are part of the Champlain LHIN Health Foods in Hospitals initiative and emphasizes healthy food and beverage choices.

## Elevators

Elevators in the Hospital can be found in the main lobby which will bring you to the Rosamond Unit and in the Administration hallway which will bring you to the 2nd Floor if you need to go to the Obstetrical Unit or Medical/Surgical Unit to visit a patient. A third elevator is located on the 2<sup>nd</sup> Floor in the Link before you reach the Cafeteria and will bring you down to the 1<sup>st</sup> Floor in behind the Laundry Room. Elevators must not be used when there is a fire or a fire drill.

## Food Services

During your hospital stay, your doctor will prescribe a diet most suited to your nutritional needs. All meals are based on Canada’s Food Guide to Healthy Eating and your diet requirements. Nourishments are available between meals for those with specific dietary requirements. We ask that you check with the dietitian if you have any special needs or concerns regarding your diet or meals.

**Meals are delivered to the rooms at approximately:**

Breakfast: 8:00 am   Lunch: 12:00 noon   Supper: 5:00 pm

## Gift Shop

The Almonte General Hospital Gift Shop is located in the lobby of the main entrance to the Hospital. It is open Monday to Friday excluding holidays and is operated by a dedicated group of volunteers. Patients, staff and the general public can shop for a wide variety of items including gifts, ladies purses and wallets, jewelry, greeting cards, personal care items and healthy snacks along with coffee, tea and hot chocolate.

The Gift Shop also carries a large assortment of baby items – sleepers and baby outfits, blankets, booties, hats, mitts, baby toys, stuffed animals and assorted gift baskets plus many beautiful and unique handmade items donated by local residents.

Proceeds from the Gift Shop benefit a wide range of programs at the Hospital.

If you have any questions about our gift shop, or if you would like to volunteer at the Almonte General Hospital Gift Shop, please contact us at ext. 2226, or email [volunteers@agh-fvm.com](mailto:volunteers@agh-fvm.com).

## Housekeeping

Housekeeping Services takes great pride in providing you with a clean and sanitary environment. Patient rooms and bathrooms will be cleaned routinely by a Housekeeper. Bedding will be changed regularly.

Should you have any questions or concerns, please inform a member of your care team.

## Information Desk

Staffed by volunteers, the Information Desk is located in the main lobby of the hospital and provides visitors with information, offers directions to the various services within the hospital and encourages proper hand hygiene when entering and exiting the Hospital. Hours vary depending on availability of volunteers.

## Internet

Currently, there is no public wifi access at the Hospital or Fairview Manor.



## Interpreters

If you require interpretation services, please advise a healthcare team member who will make arrangements on your behalf.

## Lost and Found

If you have lost an item or you would like to report a found item, please contact:

Hospital Registration at ext 0 or Fairview Manor Business Office by calling 613-256-3113.

## Mail

Mail addressed to you at the Hospital should be clearly marked as “inpatient” and will be delivered to your room by a staff member. Any mail arriving after your discharge from the Hospital will be mailed to your home address on file. Our address is 75 Spring Street, Almonte, ON K0A 1A0

## Parking

Patient and visitors may use the main parking lot located on the South side of the hospital with two large parking lots. Several designated accessible parking spots are available for individuals with disability permits. There is also a 10 minute pickup and drop off zone at the main door and Emergency door entrances. Fire lanes are posted around the facility and we ask that you not park in them or in front of the ambulance entrance. Please ensure that your vehicle is locked and valuable items properly secured. The Hospital is not responsible for theft or any damage incurred on the premises.

## Public Telephones

Main Floor: Public pay telephone is located in the main lobby of the hospital by the Physiotherapy entrance.

Second Floor: Public pay telephone is located on the wall in the hallway between the Obstetrical Unit and the Complex Continuing Care Unit.

An courtesy phone is located in the Emergency Room and in the main lobby of the hospital at the Information Desk. This phone can be used to connect you to the switchboard to assist with locating patient rooms or to the Recovery Room to inquire about a patient in surgery. Instructions are provided by the phone on the Information Desk.

## Public Washrooms

Washrooms in patient rooms are for patient use only. Public washrooms including wheelchair accessible washrooms are located throughout the Hospital and Fairview Manor

- Main Lobby of Hospital between the Day Hospital and Physiotherapy
- Second Floor of Hospital directly across from the Elevator
- Main floor of Fairview Manor beside Cathy’s Hair Salon

## Taxis

The following taxi service is available in Almonte:

- Don’s Taxi at 613-253-6456 • County Cab at 613-253-7777 • Bud’s Taxi at 613-257-5911

## Vending Machines

Machines with soft drinks, juice and water are available in the Emergency Room, the Main Lobby of the Hospital and Second Floor hallway in the “Link”.

## Fairview Manor

Fairview Manor is a long-term care home owned and operated by the Almonte General Hospital. The Manor is a bright and spacious state-of-the-art home to 112 residents.

The Manor's second floor includes the Restorative Care Room, which is where residents exercise and receive help with mobility problems. It also houses the Life Enrichment Office, where staff members plan programs and activities to ensure each resident has the most independence and best quality of life.

Fairview Manor is connected to the Almonte General Hospital by a 15,000-square-foot link that houses a cafeteria and kitchen serving Fairview Manor and the Hospital. The link permits residents, staff, volunteers and visitors to move easily from Long Term Care to the Hospital.

Fairview Manor is regulated by the Ontario Ministry of Health and Long-Term Care and is fully accredited by Accreditation Canada.

For more information, contact the Fairview Manor Director of Resident Care at:  
75 Spring St., Almonte, ON K0A 1A0  
613-256-3113 ext. 2913

### Home Units

Fairview Manor has four home units, two on each floor. Each home unit has 28 residents.

On the ground floor, the Garden Walk unit is home to residents who need lighter care and Maple Grove is home to residents with memory loss.

On the second floor, Old Mill Place and Heritage House are home to residents needing all levels of care.

In addition to residents' rooms, each home unit has its own dining room, living room, activity room, kitchenette, spa room and nursing care centre.

### Business Office

Located on the ground floor, the Business Office is where residents conduct their financial transactions with Fairview Manor.

So that they do not have to carry cash, residents are encouraged to set up trust accounts for their personal purchases, such as Tuck Shop items. Residents can withdraw funds from their accounts during office hours. If residents wish to withdraw more than \$50 from their account, they are asked to give 24 hours' notice.

Business Office hours are 11:00 a.m. to 3:00 p.m. on Mondays and 9:00 a.m. to 3:00 p.m. Tuesday to Friday. The office is closed between noon and 1 p.m. daily.

### Comfortable Bedrooms

Residents are encouraged to make their rooms as home-like as possible. In the interests of safety, we do ask residents to talk to staff about any changes to their rooms and furnishings.

There are 40 private rooms, each with its own washroom. All other rooms have two beds each and a shared washroom. These rooms have a large vestibule and a dividing wall that extends about three-quarters of the room's width, affording more privacy and providing space for two large closets.

Call buttons are located in every bedroom and washroom. When a resident calls for assistance, the signal goes directly—and quietly—to pagers carried by staff.

Bedroom windows are equipped with roller blinds. Each window also has a pane that opens, letting in fresh air.

Each bedroom has a large washroom with a sliding door, making it easy to enter with a wheelchair or walker. There are safety bars beside each toilet and grab bars on every wall, to maximize safety.

On the wall outside the door to each bedroom is a memory box with a lockable glass door. The memory boxes display residents' photos and other keepsakes.

## Courtyard

The beautifully landscaped courtyard has raised flowerbeds and a covered gazebo equipped with electricity, water and natural gas, permitting residents to listen to music and enjoy barbecues and other outdoor activities.

Part of the courtyard is secure, so that residents with memory loss can enjoy it safely.

## Dining, Living, Activity and Spa Rooms

Residents dine at tables of four. The servery in each dining room has a toaster, microwave and coffee maker, so residents can make their own snacks if they wish. The dining rooms open to patios on the ground floor and to wide balconies on the second floor, permitting residents to eat outside on nice days.

Each living room is furnished with sofas, high- and low-backed chairs and rocker-recliners. Each one also has an electric fireplace, wide-screen TV and entertainment unit, providing a comfortable place for residents to socialize.

Activity rooms in each home unit have a fridge, stove and microwave for baking, canning crafts and other activities.

Spa rooms have up-to-date hot tub and shower equipment, making bathing safe and easy.

## Entrance and Great Room

The State Street entrance to Fairview Manor has a dedicated parking area for 15 vehicles. Entrance doors are equipped with a security system to protect residents' safety.

The Great Room has a double-sided gas fireplace, piano, library, computer workstations and Worship Room for church services.

## Tuck Shop

Located at the entrance to the Fairview Manor Great Room, a Tuck Shop, operated by volunteers, provides various articles for residents to purchase. Items may be charged to residents' trust accounts.

## Recreation and Social Activities

Our Life Enrichment team organizes a wide range of activities for residents, including outings, fitness programs, games and social get-togethers. A calendar of events is posted at the beginning of every month, and residents select which activities they would like to pursue. A typical month includes several sing-alongs and other musical entertainment, teas and barbecues, sightseeing drives, outings to shop, baking and crafts, bingo, spa activities, horse races, parties, card games and pub nights.

## Resident and Family Councils

Fairview Manor has a Resident Council and a Family Council. Each Council elects its own executive and meets regularly to provide peer support, provide feedback or pursue particular interests or projects.

The Residents' Council meets monthly. There is also a Residents' Dining Committee, which provides feedback relating to menus and food.

Established in late 2004, the Fairview Manor Family Council is an organized, self-led group of family and friends of Manor residents. Its mission is to: "Improve the quality of life and quality of care for all residents by promoting an atmosphere of sensitivity, caring and support among staff, friends and family members of the residents of Fairview Manor."

The Council's goals include informing and educating families, sharing ideas for the purpose of problem-solving, maintaining communications between families, residents and the Manor staff, advocating on behalf of all residents and families, providing mutual support for family and friends of residents, including those who are new to the Manor, and facilitating communications with other Manor committees, such as palliative care and pastoral care.

The Alzheimer Society of Lanark County also provides support services to families of residents with dementia.

## Laundry and Labelling Service

The Laundry staff launder residents' clothing, which is collected from residents' rooms and then returned. The Manor does have a washer and dryer available to residents who wish to do their own laundry.

All clothing is labelled with the resident's name when the resident moves in and when any additional items of clothing are purchased or added to the resident's wardrobe. Residents are encouraged to have clothing that is easily laundered. The FVM is not responsible for damages that might occur during the laundry process.

Residents and/or family members may send clothing requiring dry cleaning to a commercial dry cleaner. The cost of this service is charged to the resident. Residents/families are also responsible for any alterations to or mending of clothing.

## Television/Telephones/Computers/Newspapers

Each home unit's living room has a wide-screen television. Residents may also have a television in their own rooms. Residents wishing to obtain cable services must make a request in writing to the FVM Resident Accountant at ext. 2920 to authorize a monthly charge from their trust account. Those who share a room are encouraged to use earphones so they don't disturb other residents.

Residents may arrange with the phone company to have a phone installed in their room when they move in, at their cost. If a resident changes rooms, the Business Office will arrange for the transfer of phone services.

A computer with Internet access is available in the library for residents' use. Life Enrichment staff members can provide basic computer/Internet training.

Community newspapers are delivered to Fairview Manor for all residents to enjoy. Residents may also purchase their own copies of weekly and/or daily newspapers to be delivered to the Manor.

## Dental Care

Residents may visit their dentist offsite by arranging their own transportation or take advantage of basic dental services that are provided by a mobile dental clinic each month at the Manor on a fee-for-service basis. More complex procedures are done in dental offices in the community and are charged directly to the resident.

## Ear Care

A hearing aid clinic is held at the Manor the second Wednesday of each month.

## Eye Care

Appointments for basic eye care can be arranged with local optometrists. Any testing or procedures will take place in the optometrist's office and transportation must be arranged by the resident and or family. Basic eye exams can be provided by a mobile eye exam clinic at the Manor on a fee-for-service basis. If specialized ophthalmology testing or consultation is required, a medical doctor arranges a referral to an ophthalmologist.

## Foot Care

Fairview Manor provides basic foot care to residents. If advanced foot care is required, we can arrange appointments with recommended fee-for-service service providers who visit the Manor on a regular basis to provide care.

## Medical Care

Fairview Manor's Medical Director is a local physician who provides medical supervision and makes sure the quality of medical care provided at the Manor meets provincial standards.

Residents may continue to have their own doctor look after their medical care. They may also choose to be looked after by any other doctor who has admitting and treatment privileges at the Almonte General Hospital.

## Nursing and Personal Care

We encourage and assist all residents, as needed, with the activities of daily living, such as eating, bathing, dressing and going to and from meals and other activities.

Nursing and personal care is provided around the clock under the supervision of a Registered Nurse (RN). Registered Practical Nurses (RPNs) give medication and carry out treatments. Personal Support Workers (PSWs) provide direct personal care.

Every resident of Fairview Manor is an individual with unique needs. To ensure those needs are met, we develop an individual plan of care for each resident. This plan, which is updated regularly, includes input from the resident, family members, doctors and Manor staff. Everyone works together to ensure each resident develops and maintains an interesting and meaningful life at Fairview Manor.

## Palliative Care

A team of medical, nursing and other Manor staff provides palliative care, also known as end-of-life care. Our commitment is to ensure that residents and their loved ones are supported during this time in an environment of respect, comfort and dignity. When their health is critical, residents can have their families with them around the clock.

## Pastoral Care

A monthly Anglican Church service with Holy Communion is held on the first Tuesday of every month and also offers pastoral visits.

The Roman Catholic Church provides a monthly mass with Holy Communion on the 4<sup>th</sup> Friday of every month and a monthly prayer service on the 1<sup>st</sup> Monday of the month. They also offer pastoral visits every Sunday morning with Holy Communion.

All other faith groups take their turn leading a non-denominational service every Sunday afternoon at 2:00 pm.

Arrangements for further pastoral care from any of the church groups can be made at the request of the residents or families by inquiring with any of the FVM nursing staff.

## Restorative Care

We are committed to keeping residents as physically fit and mobile as possible. New residents are assessed and, if required, a goal-oriented physiotherapy program is designed for them.

The Restorative Care room is equipped to ensure residents can exercise or receive physiotherapy safely and easily. Physiotherapy is provided by the Almonte General Hospital/Fairview Manor Physiotherapy Department and can be obtained without a referral if new issues arise.



## Lanark County Paramedic Service

In 1967 Lanark County was served by ambulance services in Almonte, Carleton Place, Perth and Smiths Falls. In 2000, the four services amalgamated to become the Lanark County Paramedic Service, owned and funded by Lanark County, managed by Almonte General Hospital Corporation on a contract basis. All Management and paramedic staff are employees of Almonte General Hospital. The Administration Office is Located at 84 Lorne St. Smiths Falls. Ambulance Stations are located in Almonte, Carleton Place, Lanark, Perth and Smiths Falls.

### The Service:

- Is a Primary Care Paramedic service with additional Autonomous IV trained paramedics.
- Conducts multiple specialized medical programs ((Symptom Relief (pharmaceuticals)), defibrillation, Acute Stroke Protocol, Community Paramedicine).
- Conducts a Public Access Defibrillation Program which teaches CPR-AED skills to the public and assists interested agencies in obtaining AED's.
- Responds to approximately 20,000 calls per year and travels approximately 550-600,000 km's annually.
- Undergoes an accreditation process (3 year cycle) to maintain a license to operate.
- Conducts a Patient Satisfaction Survey to determine the experience by patients. This 11 question survey is mailed to random patients and includes a stamped return envelope. If you receive one we would appreciate your response.

All ambulances are dispatched by the Kingston Ambulance Communications Center. The Lanark County Paramedic Service is regulated by the Ontario Ministry of Health & Long Term Care (Emergency Health Services Branch).



For more information, contact:

Ed McPherson, Chief, Lanark County Paramedic Service - 613-205-1021  
84 Lorne St. Smiths Falls, ON K7A 3K8 or [emcpherson@lcps.care](mailto:emcpherson@lcps.care)

## Almonte General Hospital – Fairview Manor Foundation



“We have no doubt that Dr. Matthew Tiffany saved Bert’s life that night (in Almonte’s Emergency Ward). I have since resolved to work even harder to raise funds to purchase equipment to help our nurses and doctors work their miracles because I know it benefits my family, friends and neighbours” Joy Delahunt, Foundation board member and Bert’s wife.

(PICTURED ABOVE: BERT DELAHUNT AND DR. MATTHEW TIFFANY)

In the past five years, 100% of the cost of new and urgently needed equipment at the AGH and the Fairview Manor has been covered by funds provided through the AGH/FVM Foundation. Equipment purchased benefited patients and residents every day..

Donations, proceeds from special events, sponsorships and bequests are some of the ways that individuals, service clubs and companies help ensure that hospital and manor staff have the latest and best tools with which to care for their patients and residents.

### **Thanks to donations to the Foundation, patients are now benefiting from new:**

- Delivery/work stations in our Obstetrical Unit labour rooms so staff have better access to equipment at the bedside,
- IV pumps and poles in the Emergency Department for the safe delivery of fluids and medication,
- Beds, mattresses and bedside chairs in the Medical-Surgical Department for increased comfort and safety of recuperating patients,
- Ceiling lifts on the Rosamond Unit allowing for the safe transfer of patients from wheelchair to bed and back thus reducing staff back injuries.

Donors were also directly responsible for a new resection scope and sonic washer for the O.R. and a tub room ceiling lift in the Fairview Manor.

## GUARDIAN ANGEL PROGRAM

### ***How can you help?***

In response to patient and donor interest, the Foundation has created the Guardian Angels program to offer patients, residents staff and volunteers of the Hospital, Manor and Lanark County Paramedic Service a meaningful way to acknowledge a staff member or a volunteer who has touched their lives in an extraordinary way.



You can nominate your Guardian Angel (a staff member or volunteer) and make a \$25 donation or more. The staff member or volunteer receives a pin and public acknowledgement for their exemplary care. Your donation, like all funds donated to the Foundation, helps the Hospital and Manor purchase new or replacement equipment. Your donation may even impact your next visit. Ask a staff member for one of the Guardian Angel nomination brochures or pick one up in the Hospital front lobby from the Foundation office.

*Legacy of providing healthcare to Mississippi Mills residents inspires others  
to leave their own legacy*

Mr. John Jamieson Waddell passed away on March 13, 2012, less than two months after reaching an amazing milestone: his 100th birthday.

He understood that choosing to leave a gift from the heart brings meaning, dignity and purpose to a life well lived. His bequest to the Almonte General Hospital will long be remembered.

Just before his 99th birthday, Mr. Waddell was admitted to Almonte General Hospital's Rosamond Unit for a short stay, receiving excellent care and making new friends. He was later transferred out but when a room became available at Fairview Manor, Mr. Waddell moved again. His solemn wish to live out his life at Fairview Manor was realized. Moving four times in a lifetime is not so unusual, but living in one home for 98 years, and then moving three times in two years certainly is!



Throughout his life Mr. Waddell understood the value of giving back to his community. He gave willingly of his time and used his talents where he felt they would most useful. He recognized that the Almonte General Hospital/Fairview Manor Foundation was an organization integral to Almonte and the surrounding area, and he generously bequeathed the bulk of his estate to the Foundation.

***"It takes a noble man to plant a seed for a tree that  
will someday give shade to people he may never meet."***

*D. Elton Trueblood, Theologian*

As our community grows and ages, it is more important than ever to make sure our Hospital and Manor are fully equipped and continue to offer a diverse range of services that meet the increasing demands of our growing community.

The Ontario Government does not provide funding for equipment as a part of the operational dollars given to hospitals. As a result, in the past five years, 100% of the cost of new equipment has been paid for through donations and funds raised through the AGH-FVM Foundation. When you support the Foundation, you are investing in your health, and that of your family, neighbours and friends.

Estate planning is something that all adults with property and assets should do in consultation with professional advisors such as your lawyer.

AGH-FVM Foundation staff would be pleased to provide you with information on ways to include the AGH-FVM in your estate plan which you can then discuss with your advisors.

Please call the Foundation at 613-256-2500, ext. 2297 to speak with the Managing Director or visit: [www.almontehospitalfoundation.com/legacy-giving](http://www.almontehospitalfoundation.com/legacy-giving)



## **Foundation Board of Directors**

The Almonte General Hospital-Fairview Manor Foundation is governed by a committed group of community leaders.

Annual funding priorities, such as new or replacement equipment, staff education, or building enhancements, are identified and prioritized by the Hospital senior staff and Board of Directors and submitted to the Foundation Board of Directors for approval. Since its inception in 2001, the AGH-FVM Foundation has worked with our community to raise approximately \$10 million in support of safe, high quality patient/resident care.

### **Your Hospital, Your Health**

A donation to the Almonte General Hospital-Fairview Manor Foundation is an investment in the health care of you and your loved ones.

One hundred percent of new and replacement equipment purchased by the Hospital in the past five years has been paid for by community support. New Diagnostic Imaging equipment is the major priority for the Foundation in 2017.

A well-equipped Hospital and Manor will continue to provide our community with health-care services at every stage of life. Modern and specialized equipment in the hands of our dedicated and

well trained staff directly benefits patients. Not only does it allow for patients to receive the latest medical and surgical procedures but it also helps our Hospital and Manor attract and retain the best health-care professionals in all disciplines of medicine.

### **Join our Exclusive Circle of Friends Club**

Members of our Circle of Life Friend's Giving Club know that the doors of the Hospital and Manor are always open to care for our community. As such they have chosen to do what they can to help every month.

Circle of Friends Monthly Giving Club is made up of special donors who have committed to donate at least \$10 per month. These gifts are automatically processed by cheque, credit card or automatic bank withdrawal each month, and a tax receipt is issued at the end of year.

Our Circle of Life Friends know that the doors are always open at Almonte General Hospital and Fairview Manor and monthly donors are helping out all year long.

Please stop by the Foundation office in the lobby to join our exclusive Circle of Friends club or visit our website at: [www.almontehospitalfoundation.com](http://www.almontehospitalfoundation.com)

## **Services On Campus**

### **Capital Audiology**

One of the Ottawa region's most respected treatment sources for hearing loss for more than 10 years. Capital Audiology takes pride in their commitment to improve communication for those who deal with hearing impairment.

Clinic staff are members in good standing with the Canadian Association of Speech Language Pathologists and Audiologists and the Association of Hearing Instrument Practitioners of Ontario.

Capital Audiology is located at 95 Spring Street. For a full list of Clinic Services and products and hours of operation please call 613-884-4327 or visit [www.capitalaudiology.ca](http://www.capitalaudiology.ca). You may also email [hearing@capitalaudiology.ca](mailto:hearing@capitalaudiology.ca)

### **LifeLabs**

Life labs is located at 95 Spring Street. The hours of operation are Monday to Friday: 7:30 am to 3:30 pm and is closed on weekends and statutory holidays.

Clinical lab testing often provides few simple answers to commonly asked questions. For more information on lab tests, patient instructions, and what to expect when visiting a LifeLabs patient service centre please visit [LifeLabs.com](http://LifeLabs.com) or call the Customer Care Centre toll-free at 1-877-849-3637.

To minimize your wait time at the patient service centre, we recommend you book an appointment for your next visit using the Online Appointment Booking Service at [LifeLabs.com](http://LifeLabs.com).

LifeLabs also accepts walk-in patients. A patient greeting computer system keeps all patients in order and those waiting for lab tests will be called accordingly.

When you visit the LifeLabs patient service centre, bring 1) Requisition form – a valid and completed Ministry of Health and Long-Term Care Laboratory Requisition form for the tests ordered by your doctor. Present this form to the medical laboratory assistant and 2) a Valid health card - although most routine tests are covered under your provincial health insurance plan, some tests may not be covered.

### **Lanark County Mental Health**

Lanark County Mental Health is a community based mental health service responding to Lanark County adults and transitional aged youth (17 yrs and over) who experience mental health concerns such as suicidal thoughts, trauma, anxiety, depression or symptoms of psychosis.

A multidisciplinary team including case managers, social workers, community mental health

nurses, psychiatric consultants and social recreation worker provides a range of mental health services including crisis response, assessment, treatment, rehabilitation, court diversion and community supports. Mental health workers are on-site at our three local hospitals to provide comprehensive mental health assessments, resources and services to referrals received through the Emergency Department.

The Lanark L.E.A.D. Team Protocol includes local hospitals, police services, mental health and addiction services, ambulance services, child and youth services and schedule one hospitals in providing proactive crisis response to persons experiencing mental health concerns.

The Program also hosts specialized services including the Geriatric Psychiatry Outreach Team and general psychiatry consultants via service protocol agreements with Brockville Mental Health Centre (ROMHC). Affiliate teams include Dual Diagnosis Assertive Community Treatment Team, Assertive Community Treatment Teams, Early Intervention in Psychosis (Heads Up and On Track) and Dual Diagnosis Consultation Team.

Counselling and other clinical services are available to support adult victims of domestic violence and/or sexual assault trauma.

Services are provided confidentially, respectfully and within a shared care model of treatment which promotes recovery. All service enquiries are welcome.

#### Office Hours

Monday to Thursday 8:00 a.m. to 8:00 p.m. and Friday 8:00 a.m. to 4:00 p.m.

Main Office - 88 Cornelia St. W., Unit A2 Smiths Falls Tel: 613-283-2170.

Almonte General Hospital – 75 Spring Street Almonte, ON Tel: 613-256-2514 ext. 2249

A Satellite office in Carleton Place is located at 5 Bates Drive.

More information can be found at [www.lanarkmentalhealth.com](http://www.lanarkmentalhealth.com)

### **Leeds, Grenville & Lanark District Health Unit**

Public health programs and priorities are established by the provincial government for all local public health organizations in Ontario, whose legislative mandate comes from the Health Protection and Promotion Act (HPPA). The purpose of the HPPA is to “provide for the organization and delivery of public health programs and services, the prevention of the spread of disease and the promotion and protection of the health of the people of Ontario.”

The Ontario Public Health Standards (OPHS) are published by the Minister of Health and Long-Term Care under the authority of the HPPA. The OPHS are the minimum mandatory programs and services with which all Boards of Health must deliver.

#### **The standards ensure the Health Unit has programs and services in the following areas:**

- Chronic Diseases and Injuries (lifestyles and healthy living such as physical activity, nutrition, substance use prevention, mental wellness, oral health and healthy sexuality)
- Family Health (reproductive health, pregnancy, parenting, baby friendly initiative)
- Infectious Diseases (infection control, TB prevention and immunization)
- Environmental Health (safe water, food safety, rabies prevention, health hazards, hygienic personal and child care settings, built environments)
- Emergency Preparedness
- Health Equity (Food security, access to services, social connectedness)

There is a Health Unit service site located at 79 Spring Street Unit 2 in Almonte directly across from the Hospital's parking lot. Office staff can be reached by calling 613-256-1203. Office Hours are Tuesdays 9:00am - 4:00pm Thursdays 9:00am - 4:00pm (Closed over the lunch hour).

The Sexual Health Clinic hours are Tuesday 10:30am - 4:00pm (closed 12:00pm - 1:00pm).

Immunizations Clinic is on Tuesdays from 9:00am - 10:00am by appointment only.

Main offices are in Brockville. For more information please visit [www.healthunit.org](http://www.healthunit.org) or you can call 1-800-660-5853. You can also connect with us @LGLHealthunit on Facebook and Twitter



## Mills Community Support Seniors' Services

### Assisted Living 613-461-1100

Assisted living services are publically-funded, community based health care services that provide eligible seniors with the personal support services needed to allow them to continue living on their own, or with an informal caregiver at home for as long as possible. These services are available in/near (within 10 minutes of) Almonte and Carleton Place and focus on the essential activities of daily living that an individual can no longer do, or finds challenging to do on their own, such as:

- Personal hygiene
- Dressing
- Medication Assist/Reminder
- Homemaking services
- Safety and reassurance checks (via phone or in person)
- 24-hour urgent response

### Home Support 613-256-4700

Our programs and services are designed to help seniors and adults with physical disabilities to be healthy, happy, active in their community, and independent at home for as long as possible. All services are coordinated by our staff and provided by volunteers and paid-workers who undergo thorough reference and police checks, as well as vulnerable sector screening. Services provided (some are fee-for-service programs) include:

- Accessible Transportation
- Client Information and Assistance
- Congregate Dining Meals
- Day Trips and Special Events
- Escorted Transportation
- Fit as a Fiddle (exercise program)
- Foot Care Clinics
- Health and Wellness Programs
- Income Tax Clinic
- Meals on Wheels
- Nature Walks
- Referral Service
- Security and Reassurance
- Vial of Life Program

### Respite Care Program 613-461-1100

Respite Care provides a fee-for-service program to seniors who do not qualify for provision of services through CCAC. This program operates in Almonte, Carleton Place and Lanark from 8:00 am to 3:00 pm, Tuesdays through Fridays. It provides the following services:

- Respite care to provide relief for family caregivers;
- Assistance with personal care, such as bathing, grooming, dressing and exercise programs;
- Assistance with meal planning and preparation;
- Supportive Care through companionship, motivational activities and socialization; and,
- Assistance with household management such as laundry and light housekeeping.

For more information, please visit our website at: [www.themills.on.ca](http://www.themills.on.ca)

## Ottawa Valley Family Health Team

The Ottawa Valley Family Health Team (OVFHT) brings together a variety of health care providers to coordinate the highest possible quality of care for our patients. The OVFHT is comprised of 13 family physicians, Paediatrician, a Nurse Practitioner, and a team of interdisciplinary health care providers that includes: nursing, mental health workers a dietitian and a pharmacist. All of our primary care services are provided under one roof located on the Almonte General Hospital campus. Please visit our web page for more information at [www.OVFHT.ca](http://www.OVFHT.ca)

## Community Supporters

The Almonte General Hospital and Fairview Manor is extremely grateful to all advertisers for helping to make this directory possible. Please note, an advertisement in this directory does not imply an endorsement by the Almonte General Hospital and Fairview Manor.

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Bicycle Month  
Bus Fusion  
Relay for Life  
**JULY** Canada 150  
Almonte Fair  
Cellfest  
Fireman's Pancake  
Breakfast  
**AUGUST** Puppets Up  
North Lanark Highland  
Games  
Pakenham Fair  
**SEPTEMBER/OCTOBER** Miss Mill at a Glance  
North Lanark Seniors Expo  
Fibrefest  
Crown & Pumpkin  
Studio Tour  
**NOVEMBER/ DECEMBER** Pak. Country Christmas  
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[www.mississippimills.ca](http://www.mississippimills.ca)



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## Quality Healthcare Publications



# Your Health Care Be Involved



Be involved in your health care. Speak up if you have questions or concerns about your care.



Tell a member of your health care team about your past illnesses and your current health condition.



Bring all of your medicines with you when you go to the hospital or to a medical appointment.



Tell a member of your health care team if you have ever had an allergic or bad reaction to any medicine or food.



Make sure you know what to do when you go home from the hospital or from your medical appointment.