



Niagara Health's Indigenous Health Services and Reconciliation team is pleased to unveil the initial piece of artwork by community member, Delbert (JayR) Jonathan, to create a visual identity and presence across all Niagara Health locations.

This beautiful piece incorporates the representation of Turtle Island, with the medicine wheel in the centre. The use of Turtle Island as well as the medicine wheel are intended to be inclusive and visually recognizable to many nations.

The medicine wheel represents the importance of balance, the balance of our mental, emotional, physical and spiritual components. We recognize the importance of incorporating supports to bring each of us into balance to achieve and maintain health.

The plants, medicines, animals and waters, all have roles and responsibilities. Creation has accepted their roles and responsibilities and works to fulfill those daily. We sometimes need to remember to move in a way that cares for and respects creation, including ourselves and our communities. It is our responsibility to care for ourselves and everyone around us.

Indigenous Land Acknowledgment

At Niagara Health, we remain committed to highlighting inclusion as a key driver for providing Extraordinary Caring. As part of our continued commitment to diversity, equity and inclusion, and in effort to increasing awareness of the impact of colonization and displacement of the Indigenous communities, we would like to share our organizational Indigenous Land Acknowledgment that was developed in partnership with local Indigenous partners. This acknowledgment is only a small piece to the overall education and awareness for non-Indigenous community members. Honouring Indigenous cultures and contributions to our way of life through a statement of respect and gratitude is a small but powerful step towards reconciliation.

Niagara Health is honoured to provide care on lands where Indigenous Peoples have lived for thousands of years with their own unique cultures, identities, traditions and languages. These lands are steeped in the rich history of the First Nations such as the Hatiwendaronk, the Haudenosaunee, the Anishinaabe and the Mississaugas of the Credit First Nation. There are many First Nations, Métis, and Inuit peoples from across Turtle Island that live and work in Niagara today.

We are committed to listening and learning more about the history and current experiences of Indigenous Peoples and acknowledge our responsibility to take meaningful action towards reconciliation in the healthcare system.

Notes

Message from Niagara Health's President & CEO

Extraordinary Caring. Every Person. Every Time.

I would like to personally welcome you to Niagara Health. Our teams are dedicated to making you and your loved ones feel as comfortable as possible, and we will partner with you to meet your care needs in a safe,



compassionate and respectful environment. We have prepared this handbook to help answer questions you may have during your stay at Niagara Health. Why do care providers wear different-coloured uniforms? What is the Niagara Health Engagement Network? How do patients and visitors access the Wi-Fi? You'll learn about the importance of handwashing and sharing your medication history with your care team, as well as details on our work to prevent falls. It's all here in a simple guide that is yours to keep when you leave. Depending upon your needs and wishes, you may be seen and cared for by a number of different team members during your stay with us. Please speak with them or a manager in your care area if you have any questions, compliments, concerns or suggestions about how we can make your experience extraordinary. Our caring and compassionate team of professionals is here to help and support you in any way we can.

Lynn Guerriero

President and Chief Executive Officer
Niagara Health

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Who We Are

About Niagara Health

Niagara Health is a regional healthcare provider with multiple locations and a growing network of community-based and virtual services.

We believe that every person in our region deserves to live every day of their life in the best health possible. As a community-based academic centre, our focus on teaching and learning, research, innovation and partnership propels us to continually improve care and make a difference in people's lives.

Our team is made up of more than 7,300 staff, physicians and volunteers who we count on to deliver Extraordinary Caring. Every Person. Every Time. Our Accreditation with Exemplary Standing is a clear demonstration of the team's commitment to the highest safety and quality standards.

We provide a full range of acute care hospital services to the 450,000 residents across the Niagara region, and we are one of the few hospitals in Ontario that own and operate a long-term care facility.

Creating a healthy community is a collaborative effort. The courage and hope demonstrated by so many during the COVID-19 pandemic inspires us to continue to work with community partners to improve the health and well-being of our region.

FAST FACTS

INPATIENT



1,045

Beds



34,648

Admissions

SURGICAL CASES



7,115

Inpatient



32,116

Outpatient

CARE BY NUMBERS



3,343

Babies Born



6,698

Cataract Surgeries



21,027

MRI Scans



2,331

Heart Investigation Unit Procedures

VISITS



185,061

Emergency and Urgent Care



62,920

Dialysis/Renal



25,209

Mental Health



190,660

Other Outpatient

★ Niagara Falls hospital
5546 Portage Road
Niagara Falls, ON L2E 6X2

**★ Fort Erie
Urgent Care Centre**
230 Bertie Street
Fort Erie, ON L2A 1Z2

**★ Port Colborne
Urgent Care Centre**
260 Sugarloaf Street
Port Colborne, ON L3K 2N7

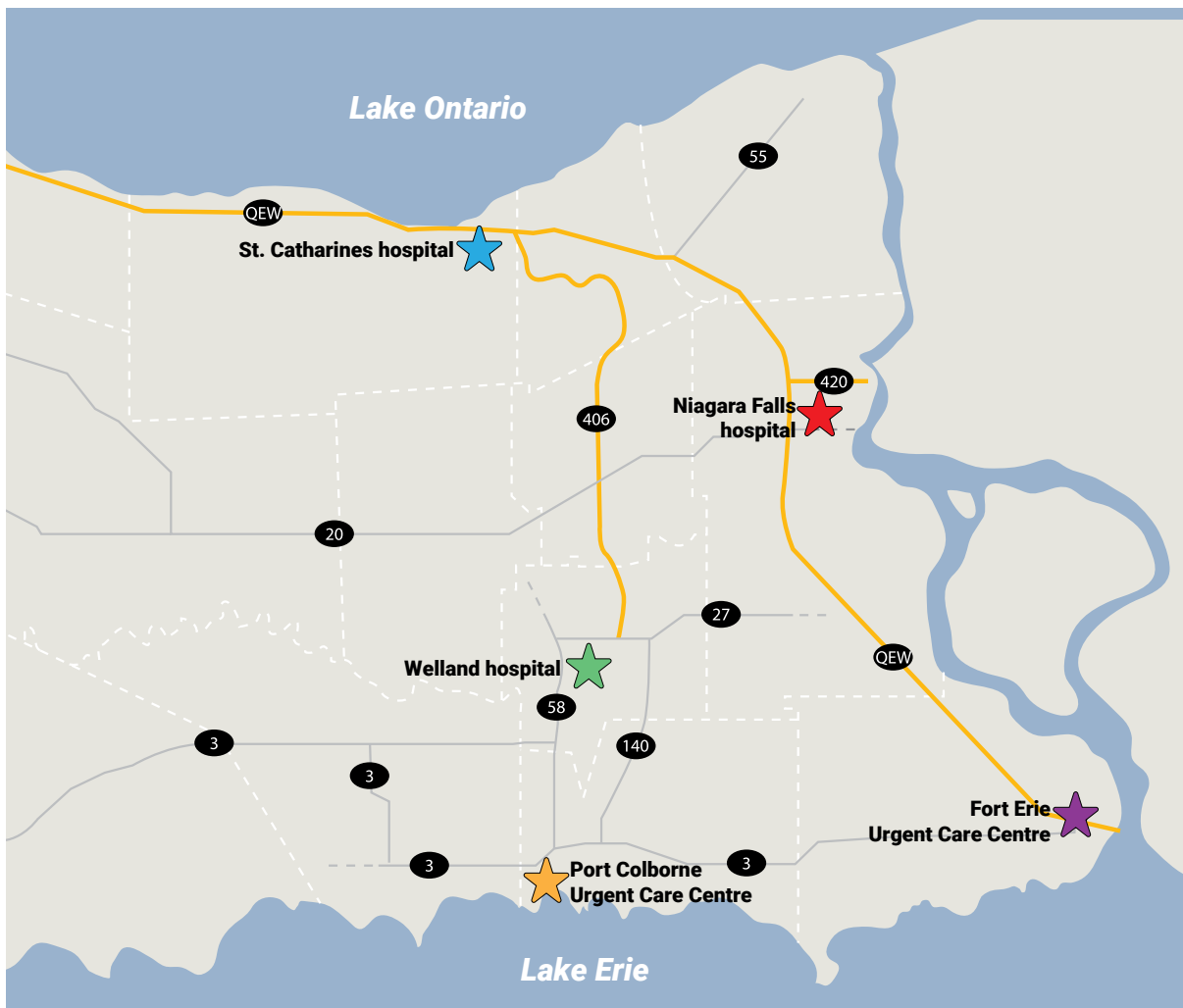
★ St. Catharines hospital
1200 Fourth Avenue
St. Catharines, ON L2S 0A9

★ Welland hospital
65 Third Street
Welland, ON L3B 4W6

Locations and Contact Information

Niagara Health also offers several programs in the community including the Niagara Falls Satellite Dialysis Centre, New Port Centre in Port Colborne and Withdrawal Management Services in St. Catharines.

To learn more about the services provided across Niagara Health, please visit NiagaraHealth.on.ca





Preparing for your visit

Medications

To provide the best possible care, your healthcare team needs to know what medications you are taking. Remember to keep your home medication list updated and bring it with you to every medical appointment.

Prior to going home, you will be provided with a discharge plan and list of medications you are to continue at home. If you have any questions regarding your medications, please ask your healthcare team before discharge. ■

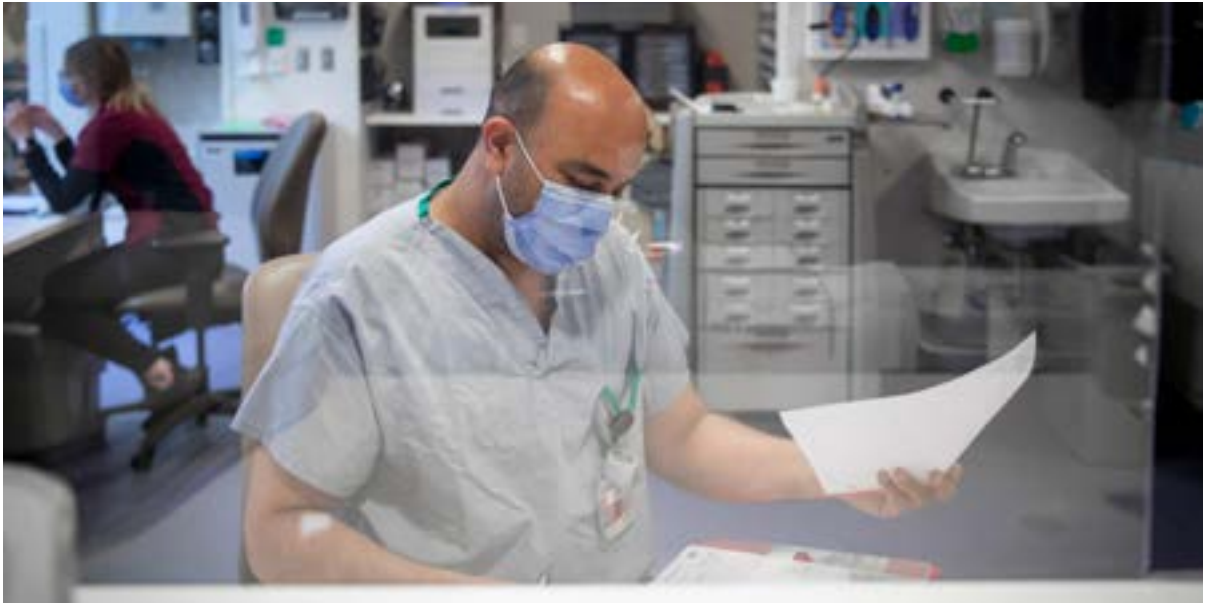
Personal Belongings

Patients are advised not to bring personal belongings/cash into the hospital and do so at their own risk. Arrangements should be made by the patient to have all non-essential clothing and belongings sent home. The hospital does not accept any responsibility for the loss or damage of any personal items. ■



Patient and Family Bill of Rights

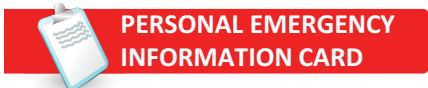
We worked with patients, community members and members of our team to develop values aimed at establishing a caring relationship built on mutual respect and understanding with our patients, their family members and alternative decision makers.



Personal Emergency Information Card

Unfortunately, health emergencies can happen. It would be helpful to fill out this Personal Emergency Information Card and carry it with you just in case you need it in the future. This card can be printed and folded to fit in a wallet. Personal information is critical in a health emergency, especially when people can't speak for themselves. Filling out a Personal Emergency Information Card will help ensure you receive timely and appropriate treatment and your wishes are known by emergency responders and hospital personnel. It is important to update the card when the information changes and to tell family members and caregivers where the card is kept. ■

 Fill out the form below, cut along the dotted line, fold it and keep it in your wallet!



First Name: _____
 Last Name: _____
 Phone #: _____
 Date of Birth: _____
 Health Card #: _____

Family Doctor: _____
 Phone #: _____
 Person to be notified: _____
 Phone #: _____
 Advanced Directives / Living will: Yes / No
 If you answered yes, please list on back under "Other"
 Power of Attorney: _____



PERSONAL EMERGENCY INFORMATION CARD

Other: _____
 Medications (Name & Dosage): _____
 Allergies: _____
 Pharmacy Name: _____ Phone #: _____
 Religious Considerations: _____
 Allergies: Yes / No Medications: Yes / No Religious Considerations: Yes / No if you answered yes please list below






KNOW YOUR OPTIONS FOR EMERGENCY AND URGENT CARE SERVICES IN NIAGARA



What you will need while in the hospital

If you have been admitted to stay overnight, you should have the following:

 <p>Identification that clearly shows your name, address and date of birth, as well as your Ontario Health Card and any additional insurance cards</p>	 <p>Updated home medications list</p>	 <p>If you received patient education from your doctor or the hospital clinic, please bring it with you</p>
 <p>Dentures and/or hearing aids if you require them</p>	 <p>Personal hygiene items such as toothbrush, toothpaste, mouthwash, comb/brush, deodorant, shampoo and tissues</p>	 <p>Clothing (pajamas/nightgown, robe/ housecoat, slippers)</p>
 <p>Please send your valuables home with a relative or friend. If you cannot do so, cash and valuables will be placed in a locked cabinet for safekeeping until you are discharged</p>	 <p>If you are in hospital to deliver a baby, please have an outfit for your baby, diapers and a car seat with you in order to be discharged smoothly</p>	 <p>Books/magazines, stationery, knitting, etc., or a favourite toy for young patients</p>

Some departments may require you to have personal items not included here. These departments can provide you with this information directly. For safety reasons, we restrict the use of privately owned electrical appliances. If you brought items such as hair dryers, curling irons, or electric shavers, they must be checked and safety certified by our Engineering Department before you use them. Please discuss this with your care team.

The hospital does not accept any responsibility for the loss or damage of personal items such as money, eyeglasses or dentures. ■



Wheelchair Accessibility

Wheelchair-accessible entrances are available at all hospitals. Please follow hospital directional signage for drop-off and pick-up areas.



General Information

Accommodations

Niagara Health offers private, semi-private and ward accommodations to our patients.

Ward – up to four patients to a room (covered by your provincial healthcare plan)

Semi-private – two patients to a room (additional charge)

Private – one patient to a room (additional charge)

Please indicate your room preference on the payment agreement when you register with the hospital. Every effort will be made to provide you with the room type you request, but room assignments are based on bed availability and medical necessity of our patients.

Provincial health insurance (OHIP) covers the costs of a ward room only. Some insurance policies cover semi-private or private room charges, or you may wish to pay personally for additional room costs. Unfortunately, the hospital cannot check your insurance coverage, so please verify your coverage in advance with your employer or insurance provider because any remaining balance is your responsibility. ■

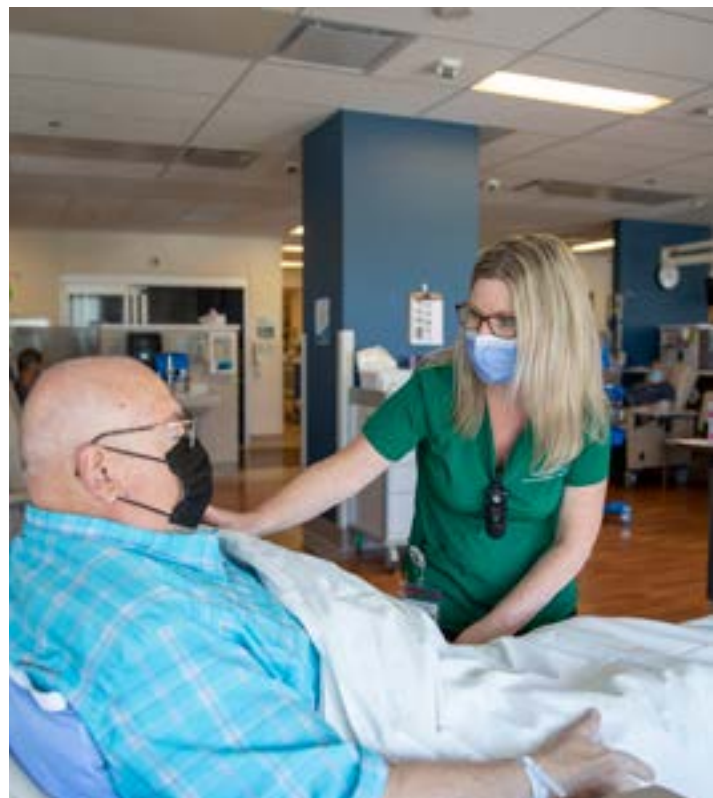
If you have any questions on semi-private and private room charges, please phone the Billing Office at 905-378-4647 x32234 or dial 32234 directly from your room's phone.

Ambulances

There is a fee for ambulance services. Patients are responsible for paying \$45 per ambulance trip, with OHIP covering the rest. Please pay the patient portion at the time of discharge. ■

Bank Machines

Bank machines can be found in the main lobbies of our Niagara Falls, St. Catharines and Welland hospitals. ■



Communicating about your care

Concern about a family member is natural. We support families and want their help in developing a patient's treatment plan.

It's helpful, where possible, to provide the name and relationship of one individual to serve as the primary contact or spokesperson for your family. Appointing a spokesperson has several benefits. With fewer people calling for patient updates, it reduces the number of phone calls to the unit. It also ensures all family members receive the same information.

If you have previously identified a 'Substitute Decision Maker' (SDM) than this would be the most appropriate person to list at the time of registration. This individual would make healthcare decisions for you if you were unable to make them yourself.

In the event that your healthcare team determines you are incapable of making certain personal care decisions, there is a specific order of SDMs or people (mostly relatives) who we are required to contact to make decisions on your behalf. Contacting your SDM for consent purposes is mandatory as part of the Health Care Consent Act. If you prefer to choose your SDM, you must appoint them through a Power of Attorney document. Also note that identifying a 'next of kin,' 'emergency contact' or 'person to notify' when you come to the hospital may not be the person that can legally make decisions for you, which is why you are encouraged to appoint a SDM and list them at the time of registration.

Who can be your SDM?

- Guardian
- Power of Attorney (POA)
- Spouse or partner
- Family member (parent, child over 16, sibling or any relative)

To discuss this procedure and other concerns related to decision-making, please ask to speak with a social worker at Niagara Health. ■

Fire Alarm

Niagara Health team members are trained in fire safety and evacuation procedures. In the event of a fire alarm, stay in your room with the door closed and await instruction. Please follow these instructions carefully. Do not use the elevators until the 'All Clear' announcement has been made. ■

Housekeeping

Our housekeeping (Environmental Services) team thoroughly cleans all rooms using the most effective disinfectants and latest technologies. Every room and all washrooms are cleaned a minimum of once daily to ensure the safest, cleanest environment possible for our patients, their families, visitors and staff. If you have any additional cleaning needs during your stay, please speak to your care team or call 905-378-4647 x33500. ■





Indigenous Health Services and Reconciliation

PHILOSOPHY OF CARE

When we speak of our health, we are not just speaking to our physical health but rather all components including mental, emotional, and spiritual. This is reflected in our medicine wheel teachings. Our teachings tell us that in order to walk a good life and be healthy, we must do our best to have all of these in balance. When one area is imbalanced, it affects the other areas of our medicine wheel.

The Indigenous Health Services and Reconciliation team works with staff and patients to provide services that align with this teaching. Our patient-centred approach to care means creating a relationship of understanding and trust to in order to facilitate the best care experience possible, encompassing every direction.

The team strives to create a safe environment where Indigenous patients receive a holistic approach to health while they are receiving care at Niagara Health. This includes the following services:

- Spiritual Care (Smudging, Traditional Medicines, Elder Services)
- Emotional one-on-one support for patients
- Advocacy
- Case management
- Community referrals
- Community engagement
- In-patient follow up, case conferencing, referrals (internal/external)

If you have any questions or wish to speak to a team member from Indigenous Health Services and Reconciliation, please call 905-378-4647 x43211 or email

IndigenousHealthServices@NiagaraHealth.on.ca ■

Insurance

If you hold a supplementary insurance policy, (e.g. Manulife Financial, Sun Life, Green Shield, etc.), the hospital can bill your insurer on your behalf for costs that are not paid by OHIP, but are covered by your insurance policy. Please note that if you request Preferred Accommodation (a semi-private or private room) and your supplementary insurance only pays a portion of the charge, you are responsible for the balance. Please check your insurance policy carefully and make sure you are covered before requesting a semi-private or private room and signing a preferred accommodation payment agreement.

The same responsibility applies to all other charges, such as those for splints, crutches and canes.

To make sure you have all of the information you need regarding your insurance coverage, please ask your insurer to answer the following questions:

- What is your insurance policy number?
- What is the effective date and expiry date of your coverage?
- What benefits are covered? (e.g. Semi-private or private accommodations)
- Do you have a deductible? (e.g. You must pay the first \$50 of charges incurred)
- Do you have a cap? (e.g. The insurance will only pay a maximum of \$100/day of your semi-private coverage). Is the cap a daily, yearly, or lifetime limit?
- Are you covered for the services you are receiving?

If you wish to change your accommodations, you must contact Patient Registration directly in order for your request to be processed. Discussions with other members of your care team cannot be considered notification of your request. A new payment agreement will be prepared and you will be responsible for all charges incurred before the new agreement is signed. Payment for services not covered by your insurer should be paid when you are discharged. Payments can be made by cash, cheque, debit or major credit card at the Cashier Desk or outside of regular business hours at Patient Registration. ■

Interpreter Services

Interpreter services are available in many languages. Niagara Health also provides Video Remote Interpretation Services (VRI), which allows the user to see the person who is interpreting the information. Please ask a member of your healthcare team if assistance is required. ■

Know Your Healthcare Options

WHERE TO GO TO ACCESS THE CARE YOU NEED

There are different types of care available in the community based on how immediately you need to see a healthcare provider.

Knowing which option is right for your situation can save you time and possibly save your life. ■



NiagaraHealth.on.ca/Options

Lost and Found

Please send your valuables home with a relative or friend. If you cannot do so, cash and valuables will be placed in a locked cabinet for safekeeping until you are discharged. Please check that you have all of your personal belongings with you before being discharged from the hospital. If you leave anything behind, immediately contact the unit where you were staying. Call the main number at 905-378-4647 and ask to be put through to the unit. ■

Palliative Care

Palliative Care is a type of care for people who have a serious illness. It can be offered at any point from diagnosis to near the end-of-life, and may be in addition to the treatment a person is receiving for their illness.

This holistic approach to care focuses on improving quality of life and emotional well-being for patients and families.

The Niagara Health Palliative Care Consultation Service offers support with managing symptoms, providing social and emotional support, organizing home or hospice care, and providing end of life care.

This service is available to all Niagara Health patients. Please speak to your inpatient physician if you would like a referral to the Palliative Care Consultation Service. ■



Parking

On-site parking is available across Niagara Health. Signage at each location will direct you to park in the lots designated for patients and visitors.

A gated system is in place at our hospitals in St. Catharines, Niagara Falls and Welland. Pay and display systems are in use at the Port Colborne and Fort Erie urgent care centres.

DID YOU KNOW?

Revenue generated through parking services helps to purchase much-needed healthcare equipment used at Niagara Health across the region.

We appreciate your support.

ST. CATHARINES, NIAGARA FALLS AND WELLAND HOSPITALS

Parking lots with the gated system have three payment options - cash, VISA or MasterCard. The parking system cannot take debit at this time.

You can use your VISA or MasterCard by directly swiping to get in and out of the parking lot. The same card must be used to enter and exit and no ticket is required.

Alternatively, you can take a ticket upon entry into the parking lot. Bring the ticket into the hospital with you – do not leave it in your vehicle. There are kiosks at the entrances where you can pay by cash, VISA or MasterCard before leaving the building. If you have a ticket, you can also use your VISA or MasterCard to pay at the exit gate. You would need to insert your ticket into the machine, followed by your VISA or MasterCard.

PORT COLBORNE AND FORT ERIE URGENT CARE CENTRES

When parking in pay and display lots, please purchase a ticket in the machine and display it on your dashboard. ■

Patient Privacy

At Niagara Health, we treat your personal health information with respect and sensitivity and do so in accordance with the Ontario Personal Health Information Protection Act (PHIPA, 2004) and all other applicable legislation.

The people at Niagara Health who provide and support your care are permitted to see your health information. This group includes doctors, nurses, technicians, therapists, and other health professionals who provide care and treatment. Students may also work with your healthcare team under the guidance of qualified teachers.

Your family physician is considered an important member of your healthcare team. If you are receiving care at our hospital, a copy of your treatment record and/or diagnostic

test results will be forwarded to your family physician unless you tell us not to provide this information.

With your consent, non-clinical information about your visit such as your name, location within the hospital and home address may be released in order to:

- Assist visiting family, friends and clergy to locate you in the hospital
- Conduct patient experience surveys that allow us to monitor and improve the quality of our patient services
- Conduct fundraising campaigns through the Niagara Health Foundation.

To contact Niagara Health's Privacy/Freedom of Information Office, please call 905-378-4647 x44475 ■



Patient Relations

The goal of Patient Relations is to enhance the overall quality of care at Niagara Health. We are committed to patient and family-centred care. Niagara Health works with healthcare teams to enhance the hospital experience and feedback from patients and their families is important in helping us to improve our services.

We encourage you to contact Patient Relations should you have any compliments, comments, concerns or suggestions. Patient Relations requires consent from patients whose family members reach out on their behalf. At any time during your stay in the hospital, please discuss your questions and concerns directly with a member of your healthcare team (i.e., charge nurse, unit manager or treating physician). If there are matters that you feel require further attention, please contact a Patient Relations Specialist.

After your stay in the hospital, you may receive an email inviting you to complete our Niagara Health Patient Experience survey. Please take the time to complete this as your feedback will help us improve our care service.

You can also provide feedback using your mobile device on the NH Navigator app. This feedback is submitted directly to our Patient Relations team.

Patient Food Services

Patients are provided with three nutritious meals daily – breakfast, lunch and dinner. If you have nutritional concerns or special dietary needs, please ask a member of your healthcare team to arrange for a Dietitian to visit you. The hospital does not provide meals to visitors on patient units. To learn more about Retail Food Services, turn to page 26. ■

WE WILL:

- Listen to your comments and feedback in a respectful way.
- Follow-up with the appropriate manager(s) to inform them of your complaint or compliment.
- Work with you and your care team to explore and review any concerns you or your loved one may have with your care experience in a transparent, safe and compassionate manner.

Contact Patient Relations by calling 905-378-4647 x44423 or emailing PatientRelations@NiagaraHealth.on.ca

You may also write a letter or meet with a Patient Relations Specialist in-person from Monday to Friday, 8 a.m. to 4 p.m.

Niagara Health Patient Relations Specialist
1200 Fourth Ave.
St. Catharines, ON L2S 0A9

Note: If a Patient Relations Specialist is unavailable to take your call, please leave a detailed message and your call will be returned as soon as possible. ■



Payment of Accounts

Niagara Health offers many ways to make a payment on your account.

IN PERSON:

Payments can be made during regular business hours from Monday to Friday (excluding holidays). Payment for crutches, canes, splints, ambulances, etc. can be made at time of discharge to the hospital's Cashier Office at the Niagara Falls, St. Catharines and Welland hospitals. At the Fort Erie and Port Colborne urgent care centres, payments can be made at Patient Registration. On weekends and holidays, payments are accepted at Patient Registration desks.

BANK OR ONLINE BANKING:

Payments can be made in person or online with the five major Canadian financial institutions as well as select credit union locations. Please inquire with your financial institution for more information. Payee Name: Niagara Health System. Please note: You will be required to enter your account number found on your Niagara Health invoice or statement. Enter account numbers without the '/' slash.

PHONE:

Payments can be made by calling the Niagara Health Cashier Office at 905-378-4647 x44260. Please have your credit card information with you.

ONLINE:

You may also pay your hospital bill on the Niagara Health website, 24 hours a day/seven days a week using your credit card. You will need to refer to your account number on your patient bill or statement to pay online. Please note there is a \$2 service fee to make an online payment. This fee goes directly to the provider of this service, not the hospital. ■

Pharmacy

To assist you with your prescription needs, independently owned and operated pharmacies are located in our Niagara Falls and St. Catharines hospitals. ■

Photography and Videography

As a public hospital, Niagara Health is responsible for protecting the privacy of all patients, visitors, staff, physicians and volunteers. The use of audio or video recording devices and the taking of photographs are not permitted on Niagara Health premises without the advance consent of the individuals in being filmed. Family and friends often bring mobile devices containing built-in cameras with them into the hospital while visiting patients. It is not practical to forbid the carrying of such devices. However, our staff, physicians and volunteers are obliged to remind patients and visitors that taking photographs, video recording, etc., without the advance consent of the individuals being recorded is not permitted.

Please talk to a member of your care team or call the Security Manager at 905-378-4647, x44303, if you have questions. ■





Security and Surveillance

Hospital premises and parking across Niagara Health are monitored by electronic surveillance equipment for the protection and safety of our patients, staff and visitors. ■

Scent-Free Policy

Niagara Health aims to provide a safe, healthy and accessible environment for all. Some fragrances can cause an adverse reaction or make people sick. Respecting this, Niagara Health has adopted a scent-free policy. Staff, patients and visitors are requested to avoid wearing perfume, aftershave and other scented products when they come to Niagara Health. No strongly scented flowers, please. ■

Smoke-Free Hospital Properties



Smoking is not allowed anywhere on hospital property (indoors or outdoors) in accordance with the Smoke-free Ontario Act and Niagara Health's workplace policy. This includes the exterior grounds, parking lots and vehicles. Vaping, using electronic cigarette products and smoking cannabis are also not allowed. Niagara Health is committed to providing a safe, healthy environment for patients, visitors, staff, physicians and volunteers and has a responsibility to ensure compliance under the Smoke-free Ontario Act.

We have several resources available to support you to quit smoking such as counselling and nicotine replacement therapy (patches) that can be requested through community resources. Please speak to your nurse or doctor for more information. ■



Spiritual and Religious Care

Niagara Health Spiritual Care staff are interprofessional team members who work with patients, families, staff and volunteers across Niagara Health. They can help you:

- Explore meaning
- Connect with spiritual resources
- Face anxieties and fears
- Express feelings
- Think through healthcare decisions
- Participate in prayers or rituals

Spiritual and Religious Care staff also work with area faith communities/congregations in order for appointed visitors ('ordained' and 'lay') to attend to the spiritual needs of people in the hospital.



























SPIRITUAL CENTRE

Spiritual Centres are multi-faith areas located across Niagara Health. These spaces are open to individuals of all religious traditions and spiritual expression.

To contact the Spiritual Care team, call the switchboard at 905-378-4647 and ask for Spiritual Care. ■

Staff Identification

Hospital staff and physicians can be identified by their photo badge worn while on duty. Many staff who provide direct patient care also wear coloured uniforms to help you more easily identify the role of each person involved in your care. Here is a full list of our uniformed staff:

COLOURS BY JOB DESCRIPTION					
Registered Nurse		Ceil Blue	Personal Support Worker		Green
Registered Practical Nurse		Ceil Blue	Unit Aide		Green
Nurse Practitioner		Ceil Blue	Healthcare Aide		Green
Occupational Therapist		Wine	Dialysis Technician		Navy
Physiotherapist		Wine	Respiratory Therapist		Navy
Speech Language Pathologist		Wine	Clerk		Pink
Rehab Assistant		Wine	Environmental Services		White
Recreational Therapist		Wine	Environmental Services		Royal Blue
Recreational Therapy Assistant		Wine	Clinical Nutrition		Violet
Medical Radiation Therapist		Purple	Food Services		Black
Cardiology Diagnostics		Purple	Materials Management		Grey
Diagnostic Sonographer		Purple	Pharmacy Technician		Red
Radiation Therapist		Purple	Laboratory		Teal

Telephones and TVs

ST. CATHARINES, NIAGARA FALLS & WELLAND HOSPITALS

In-room entertainment

Connect with HealthHub Solutions through an easy-to-use device for patient in-room entertainment, information and services at your bedside. Services include TV, video calling, Pluto TV and more. Ask your healthcare team for more information.

FORT ERIE & PORT COLBORNE URGENT CARE CENTRES

A telephone providing free local calling is located at most patient bedsides. Pay phones are also available throughout the hospital. Please ask a member of your healthcare team for information on television service in your room. ■



Wi-Fi

A guest wireless internet service is accessible to our patients, visitors and guests on a pay-for-use basis. This system, called iVisitor, is provided in partnership with Cogeco Cable Canada LP and is similar to guest internet services offered at other hospitals. iVisitor is available across Niagara Health, and revenue generated from the service is directed to patient care.

iVISITOR RATES ARE AS FOLLOWS:

- 4 hours: **\$5.95 + HST**
- 1 day: **\$9.95 + HST**
- 3 days: **\$18.95 + HST**
- Weekly (7 days): **\$28.95 + HST**
- Monthly (31 days): **\$47.95 + HST**

QUICK STEPS

1. From your device, check the Wireless and Networks Status and Signal Availability
2. Select "iVisitor" as the Wireless provider/Service Set Identification (SSID)
3. Open up your Internet browser and follow the instructions on the login page
4. Click on "Read the FAQ Document" for pertinent information to the guest wireless service
5. Click on "Purchase an Access Code" to proceed to the purchase screen. If you already have a code enter it in the current users access code box, review and agree to the Acceptable Use Policy and click on "Login"
6. Choose the Prepaid Plan
7. Enter your information; note that an email address is important as a copy of your code will be sent to you
8. Review and agree to the Acceptable Use Policy
9. Select either "Credit Card" or "PayPal" for payment
10. Once your payment is accepted you will be provided with an access code; this is the code you can use to access the Internet during your plan time

Note: utilizing the iVisitor service assumes acceptance of the Acceptable Use Policy. ■

Workplace Respect

All of our staff, physicians, volunteers, patients and visitors expect and deserve a respectful, safe, caring and inclusive environment. Disruptive behaviour in the hospital is not acceptable and will not be tolerated. Please be kind to one another. If you do have a concern, please see the Patient Relations section on page 17.

BE 
kind



Keeping Patients Safe

Identification: We Check ID

Correct patient identification is critical to ensure we are providing you with safe care. We will check your correct identification multiple times during your stay. Our healthcare providers will frequently ask for at least two identifiers before any treatment or procedure begins. These include your:

- Full name
- Unique hospital number
- Date of birth
- Ontario Health Card Number

To partner with us for safe care, ask your care provider if they have checked your ID. ■

Preventing Falls

Patient Safety is a top priority for us at Niagara Health. We will work with you and your loved ones to keep you safe during your stay. Your caregiver will complete a falls risk assessment on admission and at intervals during your stay. Be sure to tell us if you have recently experienced a fall and remember to bring in any assistive devices to hospital with you: eyeglasses, hearing aids, canes, walkers, and non-slip shoes with a closed back. We encourage you to speak to your care providers about your balance and mobility plan while admitted to help keep you moving as safely as possible. If you are unsteady, please ring the call bell in your room for assistance. ■

Preventing Hospital Acquired Pressure Injuries (Bed Sores/Ulcers)

Your caregiver will complete a skin assessment at the time of admission and at intervals during your stay to check the health of your skin and identify any areas of pain or redness. We will assess your risk for developing a pressure injury and ensure you have any additional care required to help keep your skin healthy. Please inform your healthcare team if you have previously experienced a pressure injury. We encourage you to speak to your care providers about any concerns you may have regarding the health of your skin during your hospital stay. ■

We Move

Did you know that staying in bed could be a health risk? You can lose up to five per cent of your muscle strength for each day you stay in bed in the hospital. We Move helps patients to maintain functional mobility. Members of your care team will assess you to determine how to move safely during your hospital stay. Your care team will help you to get up or sit in a chair for meals and integrate movement into your daily care in a way that is safe and supportive of your goals. If you have questions about how you can move safely, please speak to a member of your care team. ■

We Round

We Round is one of the ways our team members ensure the safety of our patients on inpatient units. During We Round, nurses and interprofessional team members will check in with you to assess your personal needs, position/mobility and pain, as well as ensure that your possessions are within reach and that pumps are operating correctly. ■



we Round

to provide extraordinary care for our patients

POSSESSIONS

Ask: Is everything in reach?
Example: Table, Kleenex, Phone, Trash, Call Bell, Glasses, Water

PAIN

Ask: How is your pain?
Assess: Using pain scale
Offer: Meds/comfort

PERSONAL NEEDS

Ask: Do you need to go to the bathroom? Do you need to be changed?
Assess: Brief, other aids
Leave: Commode, bedpan, urinal within reach

POSITION

Ask: Are you comfortable?
 Reposition/Transfer every two hours. Assess skin surfaces every two hours
Scan area: Bed, Rails, Pillow, Supports
Check: Is the room decluttered?

PUMP/ALARM

Assess: Type of pump, rate of flow, medication. Any equipment with an alarm?
 Check battery or plug in.



We Round at least every two hours, around the clock

We all have a role in rounding

We Round Schedule

0800	1000	1200	1400	1600	1800
2000	2200	2400	0200	0400	0600

We TOC

Patients and their loved ones are an important part of care transitions at Niagara Health. During your care journey, multiple teams in different locations may care for you. We TOC (Transfer of Care) is a standardized way that teams communicate about your care to ensure that every member of your team is aware of your care needs and knows how to keep you safe. We encourage patients and their loved ones to participate in We TOC to ensure your team knows what is most important to you. ■

Whiteboards: My Space

There are My Space boards in each in-patient room to help you engage with your healthcare team. We encourage you to fill these out with your team and update them regularly. They're an excellent way for caregivers and to get to know their patients, and for patients and families to share what's important to them, and their goals of care. The My Space boards identify who is involved in a patient's care, describe important actions that healthcare providers take to keep our patients and families safe, and much more. All of these actions help guide conversations and remind patients and families that we are equal partners in safety. ■

niagarahealth
Essential Care. Every Person. Every Time.

My Space Tell us about you

Today is _____
I like to be called: _____
Estimated discharge date: _____

ALL ABOUT THE TEAM
Your team today is:

To keep you safe:

- We wash our hands.
- We Check ID. Every Patient. Two times. Every time.
- We help to prevent falls and pressure injuries.
- We involve you and your family in your care.
- We follow safe medication practices.

Round
to provide extraordinary care for our patients

Wellfound at least every two hours, around the clock

We TOC (Transfer of Care)
As you move through the hospital, we TALK about your care.

We Handover
As your care providers change, we share information about you.

ALL ABOUT ME

My goals while in hospital:

Things I'd like you to know about me:
What matters to me...

Family messages:

I have questions about my care

ALL ABOUT MY DAY

What to expect today (tests/procedures):

I would like my:

- Glasses on
- TV on
- Clock in view
- TV off
- Hearing aid(s) in
- Other _____

To keep me strong, active and moving:

- I walk independently
- I need assistance

To be nourished:
I eat/drink:

- Independently
- I need some help
- I need full assistance

I use:

- Cane/crutches
- Mechanical lift
- Wheelchair
- Other _____
- Walker

REVIEWED BY
Patient Partners

SAFETY/EQUIP; BEDSIDE CHECK COMPLETED

Infection, Prevention and Control

Patient safety depends on good Infection Prevention and Control, and our staff are committed to reaching the highest standards. Our Infection Prevention and Control teams do this by gathering information, education and working together with patients, staff and visitors to make certain the best infection control practices are followed. This involves a complete hand hygiene program, an advanced cleaning program, the reporting of infection rates, and a process to review, analyze, learn and improve infection control practices. ■



Handwashing to Prevent the Spread of Germs

Stopping the spread of infection can be as simple as thoroughly cleaning your hands. Hand hygiene remains the single most effective way to control infections.

Here are some tips on how to clean your hands properly:

USING SOAP AND WATER:

- Use warm running water and soap
- Rub hands together briskly for 20 seconds
- Rinse hands thoroughly
- Dry hands with a clean paper towel
- Use paper towel to turn off the tap

USING ALCOHOL-BASED HAND RUB:

- Squirt enough hand rub to cover both of your hands (the size of a toonie)
- Thoroughly rub the product into your hands including the back of your hands, your wrists, between your fingers and under your nails
- Rub until dry or around 15 seconds

MAKE SURE YOU CLEAN YOUR HANDS:

- When you enter the hospital
- Before and after visiting a patient
- After coughing or blowing your nose
- After using the washroom
- Before eating

We take handwashing very seriously. The four most important times for healthcare workers to clean their hands are:

- Before contact with a patient or their environment
- Before doing a procedure
- After contact with body fluid
- After contact with a patient or their environment

If you are not sure whether a member of your healthcare team has cleaned their hands, please feel free to ask. It is in your hands! ■



Visitor Information

For information about visiting guidelines and Essential Care Partners (ECPs) please visit NiagaraHealth.on.ca/Visitors

Gift Shops

As a primary fundraising program, Niagara Health features gift shops maintained by Hospital Auxiliary members. In the gift shops, you can buy personal items such as soap, toothpaste, and shampoo. Some locations also sell a variety of gift items such as fresh and silk flower arrangements. Our Auxiliary members also help the Niagara Health Foundation by raising funds for patient-care equipment through gift shops, lottery ticket sales, and other resource-generating activities. ■

Balloon Policy

Latex balloons may cause an allergic reaction in patients and hospital staff. Please inform your well-wishers that they cannot bring latex balloons into the hospital. Mylar balloons are permitted. ■

Niagara Health Engagement Network

The Niagara Health Engagement Network (NHEN) is deeply rooted in our commitment to create meaningful and authentic partnerships with patients, families and community members to enhance the quality of care and overall experience of those we serve. The engagement network provides opportunities for Patient Partners to share their time, experiences and perspectives to help make improvements in quality and safety as we continue on our path to a healthier Niagara. They receive specialized training from the Patient Partnerships and Relations team and provide feedback to enhance the quality of care and overall experience of those we serve. Patient Partners can determine what, when and how they wish to participate based on their interests and knowledge. They work alongside Niagara Health staff and physicians on committees, working groups, special projects, co-design and many other types of initiatives such as committee advisories, focus groups, program evaluations and more.

For more information about the NHEN call 905-378-4647, x44427 or email NHPatientPartners@niagarahealth.on.ca ■

Retail Food Services

There is a cafeteria and Tim Hortons at the St. Catharines hospital, a cafeteria at the Welland hospital, Tim Hortons at the Niagara Falls hospital and other fresh and packaged items at the Fort Erie and Port Colborne urgent care centres. Vending machines providing hot and cold beverages and snacks are available 24 hours a day in Emergency Department and Urgent Care waiting areas and cafeterias. ■

Visiting Hours

As of Summer 2023, visiting hours for inpatients are from 11 a.m. to 8 p.m.

- Inpatients can have two support persons at their bedside at a time.
- One visitor/ECP per patient is permitted in acute respiratory infection (ARI)/COVID-19 outbreak units.
- ECPs can be present 24/7 but will need to co-ordinate with other visitors to ensure only two people are at the bedside at a time.
- Each department will assess its unique requirements in providing timely care and adequate rest for patients, and communicate any specific visiting guidelines to patients, their families and friends.

Discharge

ALTERNATIVE LEVEL OF CARE

When a patient no longer require acute medical care, their patient status is changed to alternate level of care (ALC). This refers to when a patient is occupying a bed in a hospital and does not require the intensity of resources or services provided in this care setting. ALC patients have an increased risk of developing hospital-acquired infections and experiencing functional decline. This also affects the healthcare system as there are reduced acute hospital beds for patients who require them.

Our Discharge Planning team will work with you to identify appropriate options to facilitate a safe discharge. This could include discharge to home (with or without supports), a Complex Care Unit, or admission to a long-term care facility. You may be moved to a transitional care site while waiting for long-term care in the community. Members of our team will discuss with you how they can best support you and your family during this transition period. Please note that ALC patients waiting for a long-term care home will be charged a co-payment fee. This also applies to patient on the acute care

unit of the hospital. The ALC co-payment fee is determined by the Ministry of Health and Long-Term Care and is updated on an annual basis.

DISCHARGE PLANNING

Our focus is not only on your care and treatment while in hospital, but also on your discharge. We will start planning for your discharge as soon as possible to help ensure that the appropriate services are in place, if needed. The team will discuss expected date of discharge with you in advance. We request your assistance with your discharge and ask that you or your loved ones arrange for you to be picked up by 10 a.m. on your scheduled discharge day. Please ensure you have any necessary items (clothes, shoes, etc.) so that you are comfortable when you leave. Although every effort is made to accurately predict the day of discharge, you should be prepared for discharge to occur earlier than planned. We encourage you to ask questions about your discharge so that you are prepared for when you get home.

If you have questions about your discharge, please discuss with your Discharge Planning Case Manager or any member of your healthcare team.

TIPS TO ENSURE YOU ARE DISCHARGED SMOOTHLY

We recommend you plan your ride home with family or friends to avoid having to pay for transportation services. If you are not able to arrange transportation, the hospital will help you make arrangements at your cost.

There are private transportation services available that usually need to be booked 24 hours in advance. Your healthcare team can provide further information. You will be required to pay for your own transportation when you are discharged home.

If you are transitioning to another hospital, Niagara Health will arrange and pay for your transportation.

Please note: We cannot hold beds to accommodate delayed travel arrangements. ■



Niagara Health Foundation

niagarahealth
— ECG — foundation

Help Build a Healthier Niagara.

Are you grateful for the care you received at Niagara Health and want to give back? Did you know that when you make a donation to Niagara Health Foundation, or participate in one of our events, you are ensuring that Niagara Health is able to provide extraordinary care to the thousands of patients who rely on Niagara Health each year? Niagara Health Foundation, along with its community partners, is committed to building a healthier Niagara. Each year, Niagara Health Foundation is given a list of the most urgently needed capital equipment from Niagara Health for its hospitals and urgent care sites.

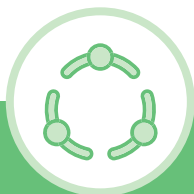
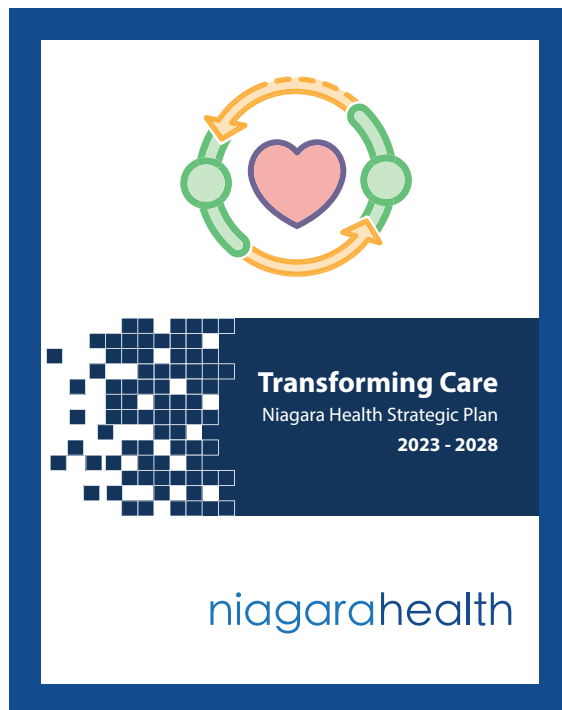
Niagara Health Foundation needs your support to purchase these essential pieces of equipment to ensure that your doctors, nurses and care teams can continue to offer you the highest standard of care.

With the help of donors like you, patients across Niagara are able to receive the care they need, when they need it. Every single day, we see the powerful ways your donations have an immediate and lasting impact on how Niagara Health delivers care.

Strategic Plan

We are excited to share with you Niagara Health's 2023-2028 Strategic Plan, Transforming Care.

Our ambitious and realistic plan will unite us over the next five years in focusing our efforts on key areas and initiatives that strengthen the care we provide for our community. It was time for us to look inward, recognizing that without our teams, there would be no hospital (which exists to serve patients).



PUTTING PEOPLE FIRST

- Strengthening our patient-centred culture
- Building an inclusive and collaborative workplace
- Equipping our team members with the tools for success



DELIVERING SAFE AND QUALITY CARE

- Improving how patients move across Niagara Health
- Integrating data and research
- Embedding continuous quality improvement



TRANSFORMING HOW WE WORK

- Refining our regional model
- Implementing interprofessional team best practices
- Enhancing and leveraging technology

Scan to read our 2023-2028 Strategic Plan, Transforming Care.



Defining Types of Care

Here you will find more information on the types of care you or your loved ones may receive both inside and outside of a hospital setting.



ACUTE CARE SHORT-TERM

Medical treatment for patients with more serious illnesses or injuries or are recovering from surgery.

ALTERNATE LEVEL OF CARE

Patients who no longer require our hospital resources but are unable to live independently may need to wait for services they need to become available in the community. These patients cannot be safely discharged, and our teams work hard to look after their needs during this transition period.

AMBULATORY CARE

Personal healthcare consultation, treatment or intervention delivered on an outpatient basis.

COMPLEX CARE

For patients having chronic illnesses or disabilities requiring 24-hour nursing care and access to hospital services.

LONG-TERM CARE

Care for patients who can no longer live in their own homes and need help with the activities of daily living and have access to 24-hour nursing care or supervision in a secure setting.

END OF LIFE OR PALLIATIVE CARE

An approach to care that improves the quality of life for patients and their families facing problems associated with life-limiting illness.

HOME SUPPORT

Community service agencies work to provide support to people of all ages in their places of residence and in their communities. This could include in-home supports to address care needs after hospital discharge and can reduce the need for hospital admissions.

PRIMARY CARE

This is the first point of contact a patient has with the healthcare system and is where healthcare needs and concerns are initially assessed. Primary care is delivered in the community by family physicians, nurse practitioners and other community care providers. This type of care includes diagnosis, chronic disease management, as well as illness prevention, rehabilitation, counselling and wellness promotion.

REHABILITATION

Treatments designed to facilitate the process of recovery from injury, illness, or disease to as normal a condition as possible.



NiagaraHealth.on.ca

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