



Compassionate Excellence



YOU CAN TAKE THIS BOOKLET HOME!



Welcome! **A GUIDE FOR PATIENTS AND FAMILIES**



www.wdmh.on.ca

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Welcome

Welcome to Winchester District Memorial Hospital (WDMH)! We hope this handbook will help answer some of the questions you and your family may have about your care at WDMH. COVID-19 has changed many things at WDMH in recent years. What hasn't changed is our commitment to Compassionate Excellence.

On page 6, you will find our Commitment Statement. It defines who we are and what we aspire to be. We want to ensure that every patient has the best experience possible at WDMH. To do so, we welcome your feedback. Please speak with your doctor or nurse to share any compliments or concerns. You may also visit our website at www.wdmh.on.ca to share your comments. Let us know how we are doing and what we might do better.

WDMH is governed by a volunteer Board of Directors from our local communities. We are working with our community partners to create a Centre of Excellence for Rural Health and Education. This 'health hub' coordinates services for patients in the hospital, residents in nursing homes, and clients of community services.

Our team is proud to provide compassionate care for our local communities – close to home. We wish you good health!



A handwritten signature in black ink, appearing to read 'B. Millar'.

Bruce Millar
Board Chair



A handwritten signature in black ink, appearing to read 'C. Boland'.

Cholly Boland
CEO

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Please direct any questions, comments or concerns to the CEO's office at 613-774-2420 extension 6350

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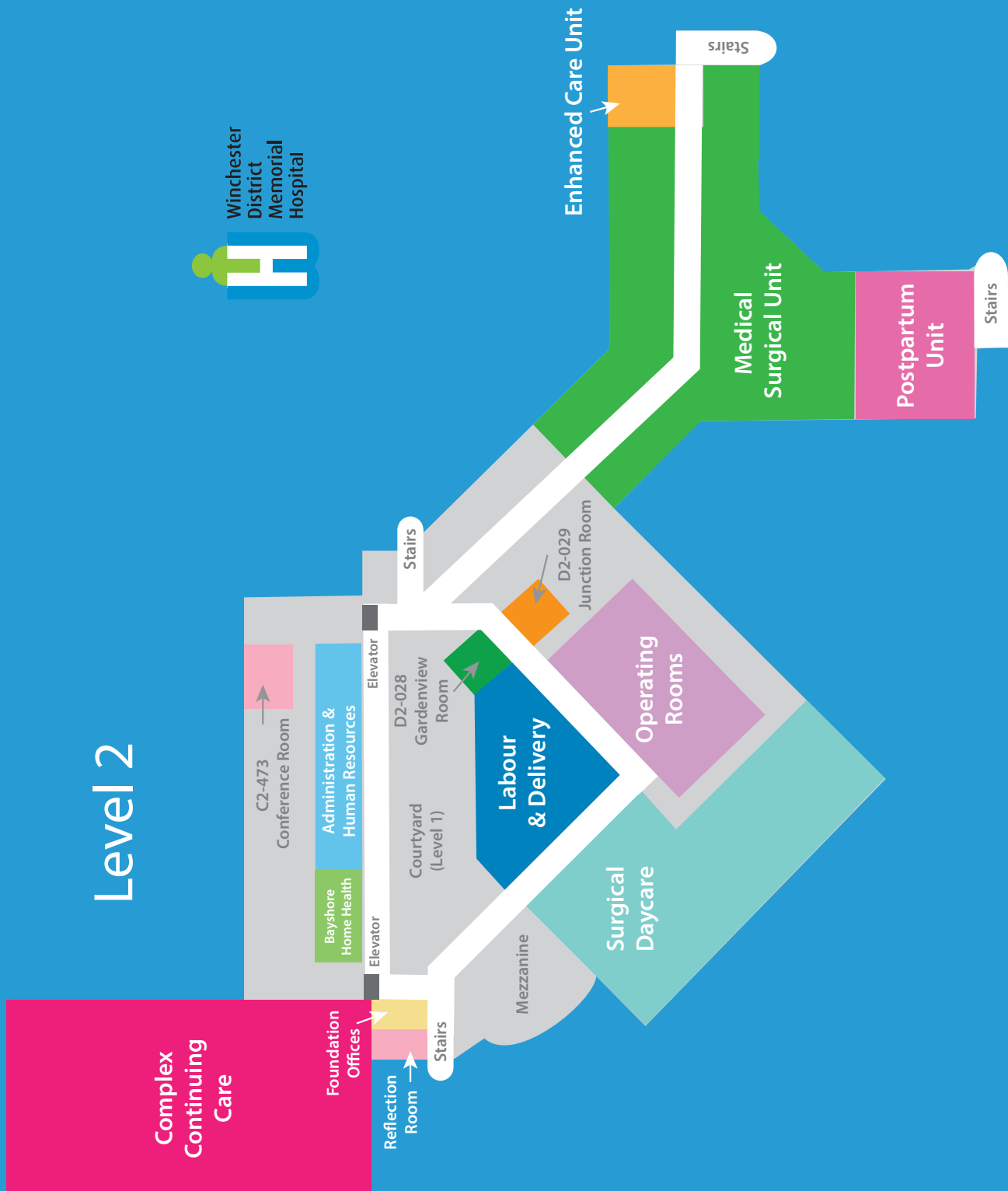
Finding Your Way



Winchester
District
Memorial
Hospital



Level 2



Our Approach to Care



Winchester
District
Memorial
Hospital

Our Commitment

We are here to care for our patients with compassion – close to home and with our partners.

We pursue excellence in all we do.

We are one team. We value respect, accountability, innovation and learning.

Compassionate Excellence

What I Value as a Patient

- **Voice:** I value being able to courteously express my opinions about my healthcare experience.
- **Courtesy & Respect:** I value being treated with courtesy and respect by healthcare providers, students and volunteers. This includes respect for my family, language, culture, spirituality and patient confidentiality.
- **Quality:** I value receiving timely, high quality care, supported by research and professionalism.
- **Informed Decision Making:** I value having access to reliable information about my care options to help me make decisions.
- **Active Participation:** I value being a partner in healthcare decision-making, especially about my treatment.

Patient and Family Centred Care

At WDMH we embrace patient and family-centred care. This is an approach that fosters respectful, compassionate, culturally appropriate, and competent care that responds to the needs, values, beliefs, and preferences of clients and their family members.

Patient and Family Engagement Committee

To ensure that our patients are at the centre of everything we do, we need to hear from them and their families. WDMH's Patient and Family Engagement Committee (PFEC) helps us to improve quality of care and the patient experience. Patient advisors share their stories and provide input on programs, policies and hospital materials. They also sit on hospital committees.

We are always looking for new members to join our PFEC. To learn more, please visit www.wdmh.on.ca/pfec or call extension 6351.

Epic and MyChart

WDMH is proud to be part of a digital network of hospitals in our region using Epic, a digital health information system that uses the latest technology to securely store, organize, and access patient records. Simply put, patients will get better access to their own health information and more seamless care from their providers.

MyChart is a secure, online patient portal that makes it easy for you to access your health information from anywhere, at any time, and at no cost. Using MyChart can help you to manage and engage in your health care.

For more information, visit www.wdmh.on.ca/epic to learn more about Epic and how to sign up for MyChart.

Palliative Care

Palliative care is an approach to care that focuses on comfort and quality of life for those whose disease cannot be cured. Its goal is much more than comfort in dying; palliative care is about living, through meticulous attention to control pain and other symptoms, supporting emotional, spiritual, and cultural needs, and maximizing functional status. Palliative care does not hasten or delay death. Palliative care is not a physical location but a philosophy of care at the end of life.

At WDMH, our healthcare team is focused on patient-centred care, ensuring that our patients and their families are well supported throughout the course of their illness. We are committed to maximizing patients' quality of life and minimizing symptom burden. WDMH also works closely with Dundas County Hospice (www.dundascountyhospice.ca). If you have questions, please speak with your health care.

Be Involved In Your Health Care!

At WDMH, we encourage patients to be active members of their health care team. It is important to come prepared for your medical treatment by understanding as much as you can about your medical problem, the treatments and/or procedures you will have, and to have a plan in place for when you go home. You should discuss any questions or concerns you have with a member of your health care team.

WDMH is a recognized rural teaching hospital. This means that some of your health care team may include students, under the supervision of qualified professionals. If you have any questions, please ask to speak to a manager.

It is very important that the health care team know:

- How you are feeling now
- If you are taking any medication
- If you have had surgery or recent hospital visits
- If you have an ongoing illness like diabetes
- If there is any illness that runs in your family
- If you have an addiction of any kind
- If you have concerns about managing at home

Please bring all of your medications with you.

Before you leave the hospital, you may need to know:

- What sort of transportation you will need to get home
- Whether you will have to pick up a prescription on the way home
- If you will need care at home, what type of care, or if you will need someone to stay with you
- If you require a special diet
- When you can resume your normal activities such as work, school, exercise and driving
- If and when you have any follow-up appointments

If you do not know the answers to these questions, please ask your doctor or nurse before leaving the hospital.

Preparing for Your Hospital Stay

Admissions

Ontario residents with valid health cards are covered by the Ontario Health Insurance Plan (OHIP) and are entitled to standard ward accommodation. You may upgrade your room to semi-private (two patients per room) or private, when available. OHIP does not cover the upgrade cost. Patients may have insurance coverage to assist with these additional expenses. If your insurance does not cover the upgraded room, you will be responsible for payment.

Please confirm the type of coverage and daily maximum with your insurance provider, prior to admission. Some insurance companies place a daily maximum on the accommodations and any balance remaining will be the responsibility of the patient. If you have requested an upgraded room, we will make every effort to accommodate your request as soon as possible.

Televisions and telephone service are provided in each room. There is no additional charge, except for outgoing long distance calls. If you have questions regarding your television or telephone service, please call extension 6809. You are welcome to bring your own cellphone. For more information about Patient Accounts, please visit page 19.

Consent to Treatment

You may be asked to sign a formal consent form or provide verbal consent for certain tests, procedures and treatments. Before any treatment, please make sure you know and understand the benefits and risks as not all procedures have a formal consent form. If you have questions or need additional information, please speak with your doctor. You have the right to refuse treatment.

Advance Care Planning and Substitute Decision Makers

In Ontario, everyone has a Substitute Decision Maker who will speak on your behalf and make health care decisions for you if you are unable to speak for yourself. Your Substitute Decision Maker may be your spouse, a family member or a legal guardian.

If you have a Power of Attorney for Personal Care and/or if you have discussed advance care planning for end of life wishes, please tell a member of the health care team when you are admitted.

WDMH's Social Worker would be happy to meet with you if you have questions. They can be reached at extension 6125.

The WDMH Team

We're here for you! That's the message that Winchester District Memorial Hospital (WDMH) wants to share with patients and families in our surrounding communities. We are proud of the care we provide – close to home.

Below we are pleased to introduce our senior team, clinical, and physician leadership.

Our Senior Team

- Cholly Boland, CEO – cboland@wdmh.on.ca
- Michelle Blouin, Vice President, Corporate Services & Chief Financial Officer – mblouin@wdmh.on.ca
- Maureen Taylor-Greenly, Interim Vice President, Clinical Services & Chief Nursing Executive – mtaylor@wdmh.on.ca
- Dr. Brian Devin, Chief of Staff – bdevin@wdmh.on.ca

Clinical Leadership

- Shannon Horsburgh, Clinical Manager, Emergency, Family Birthing, Respiratory Therapy, Hemodialysis and Laboratory – shorsburgh@wdmh.on.ca
- Michael Paglia, Clinical Manager, Medical/Surgical Unit, Enhanced Care Unit, Complex Continuing Care, Rehabilitation, Clinical Nutrition, and Discharge Planning – mpaglia@wdmh.on.ca
- Katie Robertson, Clinical Manager, Diagnostic and Cardiac Imaging, Chemotherapy, Perioperative, Operating Room, Medical Device Reprocessing Department, Ambulatory Care, Diabetes Education and Professional Practice – krobertson@wdmh.on.ca

Physician Leadership

- Chief of Anaesthesia – Dr. Matthew McNevin
- Chief of Emergency Medicine – Dr. Megan Argue
- Chief of Family Medicine – Dr. Joseph Phillips
- Chief of Internal Medicine – Dr. Rimon Ghattas
- Chief of Laboratory Services – Dr. Ivan Blasutig
- Chief of Obstetrics & Gynecology – Dr. Roger Perron
- Chief of Medical Imaging – Dr. Richard Aviv
- Chief of Surgery – Dr. Malika Oberoi

While at WDMH, you may meet a variety of physicians, staff, students and volunteers - all working together to help you meet your care goals.

WDMH is proud to be a University of Ottawa-affiliated teaching hospital. Your physician may have a medical student, resident or fellow working with them. (Medical residents and fellows are medical doctors taking specialized training.) We also have agreements with other educational institutions and frequently have nursing, physiotherapy, spiritual care, laboratory and diagnostic imaging students at the hospital. All students are directly supervised by a staff member or physician.

At any time, if you have any concerns about your care, please ask to speak to a manager.

• Physicians

Your physician will coordinate your tests, medical care and treatment. They may request that a consulting physician such as a surgeon or internist see and assess you. They will work closely with the rest of the team to make sure your needs are met and that your transition between services, facilities and home is smooth. WDMH also has dedicated, inpatient physicians called Hospitalists who may care for you.

• Nurses

Nurses (including Registered Nurses, Registered Practical Nurses and Nurse Practitioners) will attend to your day-to-day health care during your stay. Talk to your nurse about any questions or concerns you have. Your nurse will involve other members of the health care team as required.

• Pharmacists

Pharmacists and pharmacy technicians work behind the scenes to manage medication use and provide drug information, helping to build a medication system that is safe, effective, and efficient. Please bring all of your medications to the hospital and give them to the nurse. This will help build your medication history profile. As well, there may be occasions when your own supply of medication could be used while you are in the hospital. It is very important to let us know if you have any allergies, or have had any adverse effects to any medications.

The Pharmacist is available to answer medication questions that you or your family may have. The Pharmacist will work with other members of your health care team to ensure that you receive the best care during your stay.

• **Physiotherapists (PTs)**

Physiotherapists and Physiotherapy Assistants treat patients with physical difficulties resulting from illness, injury, disability and aging. They help promote their patient's health and well-being, and assist in the rehabilitation process to help your muscles, heart and lungs. They may teach you exercises that you will have to perform during and after your admission to the hospital.

• **Occupational Therapists (OTs)**

Occupational therapists help people learn or manage the everyday activities that are important to them, including caring for themselves, caring for their home, and performing activities of daily living and meal preparation. The OT may also make splints and prescribe equipment and assistive devices. If you normally use a wheelchair or walker, please bring it with you to the hospital.

• **Dietitians**

Dietitians may see you to help with selecting a specialized diet, assessing your swallowing ability and counseling you about the types of food to eat.

• **Diabetes Educators**

If you have diabetes, or are at risk to develop diabetes, you may be referred to WDMH's Diabetes Education Program. You can also refer yourself to the program by calling extension 6765. Diabetes educators offer many different programs designed to help you live well with diabetes. All programs are free of charge.

• **Pastoral and Spiritual Care Providers**

Spiritual and religious care is available to all patients as part of WDMH's commitment to provide holistic care. With your permission, the hospital will notify your clergy of your admission. Following admission, you may let your nurse know at any time if you would like a visit from your clergy or a spiritual care volunteer.

• **Social Worker**

Our Social Worker can help you and your family understand and learn to cope with your illness, diagnosis or disability. The Social Worker can also connect you with various community services and can be reached at extension 6125.

- **Laboratory and Diagnostic Imaging and Cardiac Technicians**

Your physician may order tests such as x-rays, blood work, urinalysis and ultrasounds. These tests are performed by technicians, either at your bedside or in the related department.

- **Home Care Coordinator**

We will work with Home & Community Services to plan your home care needs. The Care Coordinator may see you during your hospital stay to assess your needs in preparation for returning home. Arrangements may be made at that time for such services as nursing, therapy or home support. The Care Coordinator can also provide information about other community agencies and support services.

- **Discharge Planners**

Planning for your discharge begins the day you are admitted to WDMH. Your plans may involve arranging services at home, in a temporary convalescent placement, a move to a rest home, a long-term care facility or a complex continuing care unit. Other referrals may also be arranged to various social service or health care organizations and equipment vendors for assistance with needs identified during your hospital stay. The Discharge Planner is available to assist you in assessing your future care needs and how these needs may be met, and can be contacted at extension 6320.

- **Cancer Care Coach**

WDMH's Cancer Care Coach supports cancer patients and their families to identify their unique needs and develop a plan for their journey. The Cancer Care Coach answers questions about your care, provides education and links patients to local community resources. The Cancer Care Coach can be reached at extension 6798.

- **Volunteers**

One of WDMH's richest resources is its volunteers. Each year, more than 100 volunteers donate more than 11,000 hours of service to the hospital. From high school students to seniors, there is a role for everyone. Please turn to page 29 for more information.

Protecting Your Privacy

Confidentiality

Ensuring confidentiality and privacy is of the utmost importance. If you have any questions or concerns, please contact the Chief Privacy Officer at extension 6366.

Please note that your health records are kept secure in accordance with the Public Hospitals Act. Release of any information follows all legislative requirements. If you have any questions or concerns regarding your health record, you may contact Health Records at extension 6360 or the Chief Privacy Officer at extension 6366.

Written Statement of Information Practices

Collection of Personal Health Information

We collect personal health information about you directly from you or from the person acting on your behalf. The personal health information that we collect may include, for example, your name, date of birth, address, health history, records of your visits to WDMH and the care that you received during those visits. Occasionally, we collect personal health information about you from other sources if we have obtained your consent to do so or if the law permits.

Uses and Disclosures of Personal Health Information

We use and disclose your personal health information to:

- treat and care for you
- obtain payment for your treatment and care (from OHIP, WSIB, your private insurer or others)
- plan, administer and manage our internal operations
- conduct risk management activities
- conduct quality improvement activities (such as sending patient satisfaction surveys)
- educate health care professionals
- compile statistics
- comply with legal and regulatory requirements, and
- fulfill other purposes permitted or required by law

Your Choices

You may access and correct your personal health records, or withdraw your consent for some of the above uses and disclosures (subject to legal exceptions) by contacting Health Records at extension 6366.

Important Information

- We take steps to protect your personal health information from theft, loss and unauthorized access, copying, modification, use, disclosure and disposal.
- We conduct audits and complete investigations to monitor and manage our privacy compliance.
- We take steps to ensure that everyone who performs services for us protects your privacy and only uses your personal health information for the purposes you have consented to.

How to Contact Us

To contact the Chief Privacy Officer, please call: (613) 774-2422 extension 6366.

For more information about our privacy protection practices, or to raise a concern you have with our practices, contact us at:

566 Louise Street
Winchester, ON K0C 2K0
E-mail: privacy@wdmh.on.ca
Website: www.wdmh.on.ca

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

Telephone: (416) 326-3333
E-mail: info@ipc.on.ca
Website: www.ipc.on.ca

Keeping Our Patients Safe

Celebrating Diversity

WDMH recognizes that our diversity is among our greatest strengths. We are committed to continual growth and improvement in ensuring that our hospital remains a safe space for all members of our community. We will continue to listen, learn, and review our policies and procedures to ensure that WDMH remains truly inclusive in its provision of excellence in healthcare.

If you have a suggestion, please email saferspace@wdmh.on.ca.

Preventing Falls

Falls are a major cause of injury in hospitals every year and we want to keep you safe. If a patient is identified as being high risk, certain strategies are put in place. Here are a few ideas to help you:

- Use the call bell to ring for assistance to get out of bed. Ask for help.
- Know your body. Tell staff if you feel drowsy, dizzy or weaker than usual. Tell staff if you have a change in your memory or vision.
- If you have been lying down, sit up and count to 10 before standing. If you have been sitting for awhile, stand up and count to 10 before walking. Take your time – do not rush.
- Make sure your path is clear before walking and that there is enough light. Look for things on the floor such as spills or clutter.
- Wear non-slip footwear or slippers such as running shoes or closed-back slippers with a nonslip sole. Ensure that your night clothes are not too long.
- Wear your eyeglasses and/or hearing aids when awake.
- Keep important things such as eye glasses, your tray table or drinks close so you can reach them. Before staff leave the room, make sure these items are within reach.
- Use only a walker or cane for support. Do not lean on the bedside table, IV pole or other items to steady yourself. Most hospital equipment has wheels which can easily slip away from you.

Preventing Blood Clots

Venous Thromboembolism (VTE) is a condition in which a blood clot develops in the deep veins of the body. Every patient is assessed for VTE,

and those at risk receive special treatment and medication. Tell your health care team if you have a history of blood clots or other risk factors – or if you notice swelling, redness or pain in an extremity.

Pressure Ulcers

Each patient is assessed on admission using the Braden scale. This is a tool used to assess each patient's skin and the potential for skin breakdown which could cause a pressure ulcer.

The scale assesses a patient's nutritional status, mobility, cognitive function and current skin condition. From this scale, a nurse can make a care plan to prevent skin breakdown and prevent pressure ulcers while in hospital. Nurses also assess each patient's existing wounds or skin breakdown using our wound care protocol.

Delirium

Delirium is when a person suddenly becomes confused when they are sick. They may not be able to think clearly, follow a conversation, or remember things. If you think your family member has delirium, or has had delirium in the past, please let the doctor or nurse know.

Medication Reconciliation

Please bring all your medications to the hospital. Upon admission and again upon discharge, the health care team will review your medications with you. This will help create an accurate list of all medications you are taking. It will also help to reduce medication errors or adverse reactions between medications.

Trillium Gift of Life Network

WDMH is proud to partner with the Trillium Gift of Life Network (TGLN) to work to save more lives through organ and tissue donation and transplantation. WDMH is a designated facility that provides notification to TGLN about potential donation opportunities. A call to TGLN starts the process of saving and enhancing lives. For more details, visit www.wdmh.on.ca/trilliumgiftoflife.

Purposeful Rounding

Purposeful rounding is a proactive approach to address each patient's needs on a regular basis. It is a way for nurses to check on their patients on a consistent, scheduled basis using a formal checklist. If you have questions, please speak with your nurse.

Infection Prevention and Control

WDMH has an active program for the prevention and control of infections. The COVID-19 pandemic has changed some of our infection control measures. Any additional precautions will be identified through signage or by your health care provider. Please follow all instructions provided.

Hand Washing

Hand washing is the single most effective thing you can do to prevent the spread of infection. Everyone at WDMH, including all staff, patients, physicians, and visitors must practice routine hand washing. For your convenience, alcohol-based hand rub stations are available throughout the hospital. Visitors should wash their hands when entering and exiting WDMH.



Admission Screening

All admitted patients are assessed and screened for antibiotic-resistant organisms. The most common one is MRSA - methicillin-resistant staphylococcus aureus. A member of the care team will take a swab and send the results to your doctor.

Infection Precautions

When patients have a specific organism/disease that can spread to other patients, certain precautions are necessary. These precautions may include a private room where everyone who enters may be required to put on protective equipment such as masks, gloves and/or gowns. It is important that both patients and visitors follow the nurse's directives to prevent the spread of a contagious disease.

Everyone must wash their hands prior to entering and exiting a patient's room. Additional signage will be posted at the entrance to alert staff, physicians and visitors. The sign will indicate the specific infection precautions that must be taken. Your nurse will provide you with information to help you understand the infection precautions and monitoring program.

Patient Accounts

The Billing Office is located on the first floor in Room D1-021A and is open from Monday to Friday, 8 a.m. to 4 p.m. We accept cash, cheque, debit or credit cards (Visa, MasterCard or American Express). BMO (Bank of Montreal) clients may also pay through online banking. For further information, please call extension 6809. If your insurance does not cover the upgraded room, you will be held responsible for payment.

Ontario residents with valid health cards are covered by the Ontario Health Insurance Plan (OHIP) and are entitled to standard ward accommodation. You may upgrade your room to semi-private (two patients per room) or private, when available. OHIP does not cover the upgrade cost. Patients may have insurance coverage to assist with these additional expenses.

Where possible, please confirm the type of coverage and daily maximum with your insurance provider, prior to admission. Some insurance companies place a daily maximum on the accommodations and any balance remaining will be the responsibility of the patient. If you have requested an upgraded room, we will make every effort to accommodate your request as soon as possible.

Patients who are admitted and do not have a valid health card will be responsible for payment prior to their discharge. This includes Ontario residents whose health cards have expired.

Patient Services

Food Services

Cafeteria Food Services

The New Horizons Café is located on the ground floor and features a variety of hot meals, sandwiches, soups, salads, and beverages.

Hours of operation:

- Monday to Friday: 7:00 a.m. to 1:30 p.m., serving breakfast, lunch and snacks
- Saturday, Sunday & holidays: closed*

*Vending machines are located in the alcove next to the cafeteria and next to Emergency and are available 24 hours per day.

WDMH is a proud member of the *Healthy Foods in Champlain Hospitals Program*. We have been awarded with the achievement of Silver Status, offering a variety of healthy food and beverage choices in the cafeteria, vending machines, and Gift Shoppe.

Your Menu

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. Should you have any special needs or concerns regarding your diet or meals, please speak with your nurse.

All menus are developed by a team of Registered Dietitians and the Food Service Supervisor. The menus are planned to ensure that they meet the nutritional requirements for each diet. The development of the menu involves extensive taste testing with patients and hospital staff to ensure all menu items meet our standards for quality and acceptability.

Meal Delivery Times

Meals are delivered to the rooms as follows:

Breakfast	7:50 a.m. to 8:00 a.m.
Lunch	11:35 a.m. to 11:45 a.m.
Supper	4:45 p.m. to 5:00 p.m.

In addition, snacks are always available on each nursing unit for patients. Snacks include juice, milk, sandwiches, crackers, bread, peanut butter, and ice cream.

Visitors

WDMH has an open door visiting policy. Our visiting hours are flexible with no specific hours. Visiting hours are based on the expressed wishes of the patient, unique infection control restrictions or safety issues. Please note that visitor guidelines may change due to the pandemic. For specific details, please visit www.wdmh.on.ca/guidelinesforvisitors.

Parking

WDMH has both daily and monthly parking rates. Visitors must take a ticket when they enter the parking lot and bring it with them into the hospital. When leaving the hospital, they can pay by cash or credit card at two pay stations located at the front entrance and in the Emergency Department. Visitors may also pay by credit card only at the exit gate.

If you are making frequent trips to WDMH, you can purchase a monthly parking pass from the Business Office in Room D1-021A or by calling extension 6809. Parking revenues support patient care.

Mail

Patient mail is delivered by volunteers each morning from Monday to Friday. Your incoming mail should be clearly labeled with:

Your Name and Room Number
Winchester District Memorial Hospital
566 Louise Street
Winchester, Ontario K0C 2K0

E-mail

WDMH is pleased to offer an e-mail service to our patients. The patient's name, and room number (if known) are required. We also require the sender's full name and e-mail address. Messages will be printed and hand delivered to the patient by the following business day. If the patient has been discharged, messages will be discarded without notification to the sender. E-mail should be treated as if it were a postcard. Messages should not include anything that would not be put on a postcard. To send a message, visit the Contact Us section of the website at www.wdmh.on.ca.

Cultural / Language Interpreters

It is important to understand your care and treatment. If you require an interpreter or have a hearing impediment, please speak with a member of your health care team for assistance. WDMH has 24/7 interpreter service available upon request. There are also a number of staff members who speak languages other than English and French and are willing to offer informal assistance to patients.

Newspapers

Local newspapers are available at your nursing station.

Telephones/Televisions

WDMH provides telephones and cable television to each patient room at no cost to you. Outgoing long-distance charges apply. You are welcome to bring your own cellphone.

Internet Access

To help you stay connected, WDMH has high-speed Wi-Fi access available. Patients and family members can easily stay in touch with friends and relatives. Computers are not provided by the hospital, but patients and families who bring their own laptop computer can connect to the Internet free of charge.

ATM

There is an Automated Teller Machine (ATM) in the front lobby.

Housekeeping Services

Housekeeping services takes great pride in providing you with a clean environment and were congratulated for the quality of their work during WDMH's last Accreditation survey.

Valuables

Please send all articles of value home. If you are unable to do so, please contact Accounts Payable at extension 6165 or in Room C2-467 to arrange for temporary safekeeping for your items. WDMH cannot be responsible for loss or damage of personal belongings.

Reflection Room

WDMH offers a quiet, reflective place for patients and families. The Reflection Room is located just above the lobby on the second floor and is open 24 hours a day.

Incident Reporting and Disclosure

Keeping our patients safe is a top priority at WDMH. If you experience an incident or unsafe situation, please report it to your care provider. They will ensure that it is reported in our Risk and Incident Management System for investigation and correction. If you are involved in an incident or unsafe condition, we will ensure that you are notified and included in any required follow-up.

Compliments and Concerns

If you want to discuss any aspect of your stay, please ask to speak to the Clinical Manager. You may also contact WDMH's Chief Executive Officer directly at 613-774-2420 extension 6349.

Should you or your family wish to support the hospital through a gift to the Foundation, there is an 'Honour Your Caregiver' donation form on page 32.

Hospital Policies

Fire Alarms and Exits

Fire exits are clearly marked throughout the buildings. During a fire alarm, elevators are shut down and all fire doors automatically close until there is an “All Clear” announcement on public speakers. During a fire alarm, stay in your area; do not move to another place unless a member of the Fire Department or hospital staff directs you. Those entering the hospital at the time of an alarm will be asked to remain in the lobby until the “All Clear” is given. WDMH has monthly fire drills.

Smoke Free Policy

WDMH is completely smoke-free and smoking anywhere on the property (including vehicles) is prohibited. The rules apply to the smoking of tobacco, medical and recreational marijuana and e-cigarettes (smoking/vaping).

All Ontario hospitals must comply with the Smoke-Free Ontario and Electronic Cigarettes Acts which ban smoking on all hospital properties. As well, smoking is not permitted within 60 feet of the public school, playground or sports field.

Local Public Health Unit officers carry out inspections and respond to smoking complaints. Individuals smoking in a non-smoking area can be charged up to \$1000 for a first offence. WDMH can also be fined, up to \$100,000 for a first offence.

WDMH is committed to supporting patients and staff who wish to stop smoking. Please speak to your health care provider or visit MyQuit.ca for details.

Balloon Policy

No balloons are permitted at WDMH. Some patients and staff members are very allergic to latex and can have severe reactions.

No Scent Policy

WDMH has a “No Scents Makes Sense” policy for the protection of people with sensitivities or allergies to perfumes or scented products. Please refrain from wearing or bringing any scented products to WDMH (including flowers such as lilacs, hyacinths, lilies and poinsettias).

Harassment Policy

WDMH will not tolerate any type of violent, abusive or sexual harassment within the workplace or at work related activities and therefore, will make every reasonable effort to identify all potential sources of violence, abuse or sexual harassment in order to eliminate and or minimize these risks.

Electrical Appliances

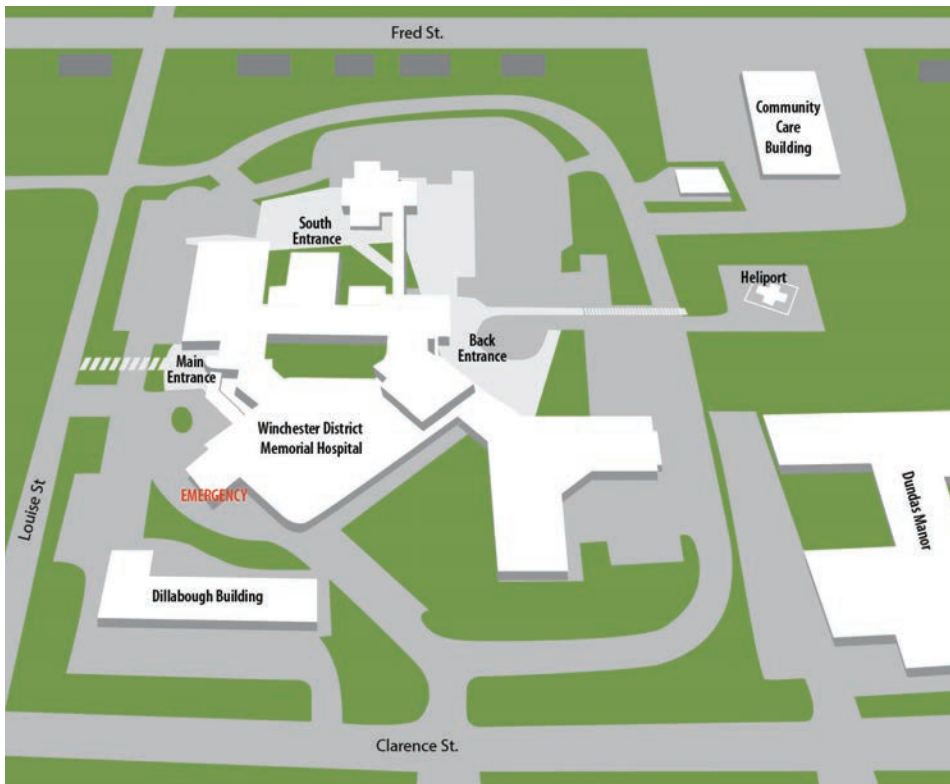
You are welcome to bring your own electrical appliances such as razors and hair dryers, which can be safely used in the electrical outlets in the patient bathrooms. All electrical equipment must be approved and checked by the hospital maintenance staff before use. Call ext. 6214 for details. Battery operated appliances are encouraged. External televisions, radios, iPods, MP3s or DVD players cannot be accommodated without headphones for volume control. Please speak with your nurse for more information.

Local Partners

Good Neighbours. Great Care.

The WDMH team works closely with our health partners to care for our local communities. This health hub coordinates services for patients in the hospital, residents in nursing homes and clients receiving community services. Together, we can ensure the very best compassionate care - close to home.

Within one village block, you will find Winchester District Memorial Hospital, the Community Care Building, the Dillabough Building and Dundas Manor Long-Term Care Home.



Local Services

When you are visiting WDMH, please be sure to take advantage of the services available close to the hospital. There are several restaurants and stores located nearby.

For details, please visit the Township of North Dundas website at www.northdundas.com/business/business-directory.

Here are our local partners:



At WDMH

- Bayshore Home Care Solutions
- Health Link
- Ontario Breast Screening Program
- Ontario Telemedicine Network
- Satellite Site of The Ottawa Hospital Dialysis Program
- Satellite Site of The Ottawa Hospital Regional Cancer Centre



Community Care Building

- Eastern Ontario Health Unit
- Home & Community Care
- Job Zone d'Emploi
- Mental Health & Addictions Counselling Support Services – Cornwall
- North Dundas Medical Clinic
- Ontario Early Years Centre
- Ontario Works
- Robillard Hearing Centre
- Summers Physiotherapy and Gym



Dillabough Building

- Addiction Services of Eastern Ontario
- Dynacare Blood and Medical Test Lab
- Low Vision Clinic
- Ministry of Transportation Seniors Driving Education
- Pulmonary Function Testing Lab
- Sleep Lab



Inspiring Happiness and Joy!

Dundas Manor opened in 1978 and is home to 98 residents. The Dundas Manor team assists each resident to maintain independence and promote the best quality of life. The focus is on resident-directed care, working with each resident to create individual plans and goals. Truly ladies and gentlemen serving ladies and gentlemen.

Planning continues for the new Dundas Manor. It will transform the look and feel of the residence to create a truly home-like environment where we can also welcome thirty additional residents.

The new home will improve quality of life with more accessible space, wider halls and larger windows. Outdated four-bed units will change to single or two residents per room. There will be air conditioning throughout. And new dining and gathering spaces will create opportunities for even more happiness and joy.

To learn more about Dundas Manor, visit www.dundasmanor.ca.





OUR COMMITMENT

Dundas Manor is a home where:

**We enrich the lives of our residents
by nourishing mind, body, heart and soul.**

**We value respect and dignity,
and inspire happiness and joy.**

We are one family.

**We will be the trusted home-of-choice
by exceeding expectations and
pursuing excellence in all we do.**

WDMH Volunteers

Volunteers Go Above and Beyond!



Since 1947, the WDMH Auxiliary has provided services for patients and the community. A founding partner of WDMH, the Auxiliary consists entirely of volunteers with the unified goal of supporting high quality patient care. Our motto is 'Helping patients, staff and visitors'.

The Auxiliary Executive sets policy and engages in many activities to support the hospital to improve patient care or to raise funds for capital equipment. These activities include:

- In Memoriam Fund
- The Gift Shoppe
- Plus many other services!
- Fundraising
- Social/ Special events

Our Gift Shoppe

The Auxiliary Gift Shoppe is located in the lobby near the main entrance of the hospital. The Shoppe offers a wide range of gifts, clothing and sundries. All proceeds are used to purchase hospital equipment. The Gift Shoppe hours are posted on the door. Gift certificates are also available.

Raising Funds

Over the past seven decades, the Auxiliary has purchased dozens of pieces of equipment to support patient care. Some examples include:

- Wireless IV pumps
- Lab equipment
- Colonoscope
- Anaesthetic machines
- Patient lifts
- Portable x-ray equipment
- Ultrasound equipment
- Vital Signs monitors
- Defibrillator and Monitor
- Electric beds
- Examination tables

In Memoriam Gifts

The WDMH Auxiliary accepts donations to the In Memoriam program to honour loved ones. These funds are used to purchase equipment to support the needs of the hospital. The WDMH Foundation provides administrative support to the Auxiliary and will provide charitable receipts for these donations. Please contact the Auxiliary for donation cards at 613-774-2420 extension 6323.

Volunteer Opportunities

Here are just some of the many roles that volunteers play at WDMH:

Administration

- Assisting WDMH staff with routine tasks such as photocopying and office assistance.
- Welcoming visitors and patients at the front desk and directing / escorting them to their destination.



Patient Care

- Supporting health care professionals in various ways.
- Escorting patients from their rooms to hospital service areas.
- Assisting with exercise programs in physiotherapy.
- Providing refreshments and comfort to patients recovering from day surgery.

Retail

- Duties for Gift Shoppe volunteer staff include assisting customers, operating the cash register and restocking the shelves.
- Selling HELPP Lottery break open tickets in the main foyer.

Community

- Working with community partners assisting with various fundraising activities.

To become a volunteer, please fill out an application and submit to Volunteer Services, call extension 6323 or email volunteer@wdmh.on.ca.



Our Commitment

Together with current and future donors who - like us - value excellence in local health care, we work to inspire and support their investments of time and financial gifts.

We work hard to ensure that our donors trust us, feel our gratitude, are well-informed, and enjoy positive giving experiences. In all things, our donors are #1.

We value accountability, transparency, integrity - and celebrating our donors' achievements and successes along the way.

Fundraising for Excellence

Dundas Manor Long-Term Care Home | Winchester District Memorial Hospital

Thank You!

When I joined the WDMH Foundation team in 2010, I knew that I had become part of a special place supported by our extraordinary local communities. We are so fortunate to have WDMH close to home.

Did you know that the provincial government does not provide funding for everything that we need to take care of you? The WDMH Foundation is here to help meet those funding needs. But it's only because of our generous donors, that we can support compassionate, excellent care – close to home.

There are many ways that you can help. Whether it's a memorial gift, a monthly contribution or planning a fundraising event in support of WDMH, thank you for your generosity.

And if you received wonderful care while you were at WDMH, please consider honouring a staff member, physician or volunteer for their hard work using the form on the next page. Your chosen caregiver or volunteer will be notified and given a special recognition pin.

For more information about the WDMH Foundation, please visit www.wdmhfoundation.ca. The website also includes details on ways to give and offers an online giving option. We'd also be happy to chat with you. Stop by our office in the front lobby of the hospital or call 613-774-2422 extension 6169.

Thank you for your support.



Kristen Casselman
Managing Director, WDMH Foundation



Fundraising for Excellence.
Dundas Manor Long-Term Care Home
Winchester District Memorial Hospital



HONOUR YOUR CAREGIVER

DONATION FORM

Your Name: _____

* Provide my name to my Caregiver(s) or Department(s) YES NO

* Address: _____

* City: _____ * Province: _____

* Postal Code: _____ * Day Phone: _____

Email: _____

Yes, I would like to receive quarterly e-updates about the Foundation and have provided my email address.

Name of Caregiver(s) or Department(s): _____

Occupation (e.g. nurse, physician, volunteer, etc.): _____

Reason for honouring: _____

Yes, I would be interested in sharing my story.

Gift Amount: \$ _____

**Please complete these fields so that we may issue you an official income tax receipt for your gift.*

Payment method: VISA MC Cheque Cash _____

Card # _____ Exp. Date: _____

CVV _____ This is a corporate credit card

Name as shown on credit card (Please Print): _____

Signature: _____

My cheque is enclosed
(Please make cheque payable to the WDMH Foundation)

Charitable Registration Number 89282 4368 RR0001

I would like to support WDMH all year long by joining Lynne's Club, your monthly giving program.



Did a caregiver, staff member or volunteer make a difference during your time at the Winchester District Memorial Hospital?

You can recognize them by making a donation to support the WDMH Foundation, in their honour. Your chosen Caregiver will then receive acknowledgment of your gratitude as well as a unique lapel pin to proudly wear throughout the hospital.



WDMH Foundation
566 Louise Street, Winchester, ON K0C 2K0
T: 613-774-2422 x 6169 F: 613-774-7202



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patientdirectory.ca



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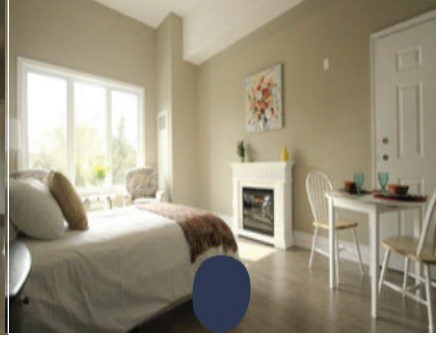
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