COMPLIMENTARY COPY

TIMMINS AND DISTRICT HOSPITAL

PATIENT SERVICES DIRECTORY

2015

700 Ross Avenue East • Timmins, Ontario P4N 8P2
Tel: (705) 267-2131 • Fax: (705) 267-6311
www.tadh.com

WELCOME TO THE

TIMMINS AND DISTRICT HOSPITAL

Dear Patients and Visitors:

Welcome to your Hospital. The Timmins and District Hospital Health Care Team is committed to provide health care services that promote health, wellness and wholeness.

We endeavour to ensure that your stay or visit is comfortable and that your health care needs are addressed on a personal basis.

The purpose of this directory is to provide you with information about our services. If you require further assistance, please feel free to approach any of our staff.

The Timmins and District Hospital was opened in 1993 to meet health needs of Timmins and the surrounding Northeastern communities. We are dedicated to providing health care services that are consistent with the needs of the Community and District. While there have been many changes as the Hospital's programs have evolved, our top priority remains you, and the provision of safe, quality patient and family centered care.

We are committed to ensuring that your needs are met and that your privacy is respected.

We would like to hear from you and encourage you to share your feedback with us so that we can work together to serve you better in the future.

Sincerely,

Bryan Bennetts
Chief Financial Officer and Interim CEO

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PLEASE NOTE: We are constantly changing to meet your needs. The information presented here may be subject to change.

TADH Strategic Plan

Vision

Compassionate and Exceptional Patient Care…Together!

Mission

Advancing the provision of quality hospital care.

Addressing the evolving health care needs of our communities.

Working with our partners to strengthen the care continuum in Northeast Ontario.

Strategic Directions

1. Enhance patient centered care
2. Strengthen core and specialized programs
3. Contribute to the development of best practices and a safe patient environment
4. Embrace clinical and technological advances
5. Redefine our role within the region's health care system
6. Achieve financial sustainability

Our Values

QUALITY	RESPECT	RESPONSIVENESS
COMPASSION	ACCOUNTABILITY	COLLABORATION

Strategic Foundations

Our **PEOPLE**	Our **RESOURCES**	Our **PARTNERS**

Success Factors

Improve the Patient Experience
Invest in People
Ensure Value
Build Strong Partnerships

Quality Care with Pride

Timmins and District Hospital
Your Health Information

A Summary of Our Facility's Privacy Responsibility to Patients

- Timmins and District Hospital collects, uses, releases, and keeps personal health information to be used in:
  - Direct patient care (i.e. as it relates to this hospital visit);
  - Administration and management of the health care system (i.e. to administer/track tests or procedures which are then filed in your medical record chart);
  - Research, statistics; and,
  - Obeying legal and regulatory requirements (i.e. Personal Health Information Protection Act, Coroner's Act, Vital Statistics Act)
- Your personal health information will be used in accordance with Timmins and District Hospital's Privacy policy (which is available at your request). If you wish to learn more about how your personal information will be used and the security measures being taken to protect your privacy, please ask for a copy of the TADH Privacy Pamphlet from one of the staff.
- Your request for health care services means that you are agreeing to allow us to use your personal health information for specific, related health care purposes.
- Your request for health care services means that you are agreeing to allow the hospital to share your personal health information with your Family Physician/ Referring Doctor/Consulting Doctor(s), all health care professionals within the NEON, NORrad, CRLP, and eCHN Hospital partnerships, who will be directly/ indirectly involved in your care (see TADH Privacy Pamphlet for description of partnerships).
- Timmins and District Hospital has specific guidelines and procedures for the safe keeping and destroying of personal health information, details are available from the Manager of Health Data.
- You can ask to see and seek corrections to correct your own personal health information. The hospital can give you a report on how your information has been used and with whom it has been shared (the TADH Privacy Pamphlet will explain how to make this request).
- Questions or complaints about privacy may be addressed to our Privacy Officer at (705) 267-2131 ext 6005 or e-mailed to privacy@tadh.com.

Timmins and District Hospital Patient Declaration of Values

The following values are embraced by the Timmins & District Hospital. These values reflect a patient and family centered environment to which we aspire.

Voice

- Provide patients with a means of expressing their opinions, positive or negative, about their health care experience.

Respect

- Treat patients and their families with respect, including respect for cultural diversity.

Quality

- Providing high quality, evidence-based care and services.

Engagement and Participation

- Enable patients to be active participants in their health care and health care decision-making.

Informed

Provide patients with access to reliable and current information about their health care options, in order to support informed decision making and active participation in care.

Patients Have a Right to:

- Be treated in a respectful manner, considerate of you as a whole person, valuing the uniqueness of every individual.
- Privacy and confidentiality of your health information.
- Receive relevant information and education concerning your condition, diagnosis, treatment, and prognosis, in a manner which is understandable to you.
- Be informed of any expenses that will be incurred by hospitalization.
- Know who your care providers are, and who the doctor is in charge of your treatment.
- Make decisions about the plan of care prior to and at any time during the course of treatment.
- Refuse treatment in accordance with the law, and to be informed of the health risks and benefits of this decision.
- Express your concerns, positive or negative, and to receive a response to your questions.
- A clean, comfortable, safe and secure environment.
- Expect members of your health care team will communicate with one another in order to ensure coordination of care.

Patients are Responsible to:

- Provide accurate and complete information about your health to your hospital team members in order to help them care for you.
- Participate cooperatively in the mutually agreed upon plan of care, to the best of your ability.
- Assist in the provision of your care by identifying one spokesperson, with whom the team can communicate in the event you become incapable.
- Tell the hospital team if there is a change in your condition, or if concerns arise during treatment.
- Accept responsibility for the consequences of refusing treatment or medical advice.
- Be courteous and respectful of other patients, visitors, and all members of your hospital team.
- Recognize that the needs of other patients may sometimes be more urgent than your own.
- Recognize that providers need not provide any treatment that they consider being medically or ethically inappropriate.
- Respect hospital property and comply with hospital regulations and policies.
- Make arrangements for discharge, when the physician determines that discharge is appropriate, or accept alternate level of care as appropriate.
- Be responsible for all expenses not covered by OHIP or private insurance, during your hospitalization.

Patient Relations Process

If you have any questions about your care or treatment, we will help you understand.

If you wish to offer compliments about the hospital's service or staff, we will pass it along.

If you have needs that you feel have not been met, we are here to listen.

We try to meet your needs in the best way possible. If you feel you have a problem or concern about your care, please follow these steps:

- Talk to your nurse or physician. If you are still not satisfied, or they are not available, ask to see the Program Manager.
- In other areas of the hospital, you may talk to the staff in that department. If no one can assist you, ask to see the supervisor.
- If you still have questions or concerns, or to schedule an appointment, please contact the Director of Organizational Performance at (705) 267-2131, ext. 2193.

Frequently Called Numbers

Main Hospital Telephone Number..... (705) 267-2131

Connections Hotline
(Questions, comments, concerns etc.) ..... (705) 267-2131 ext. 7100

Patient Inquiry Line ..... (705) 267-2101

Admitting .....(705) 267-6350
Breast Screening Clinic..... (705) 360-6012
Business Office.....(705) 267-2131, ext. 2087
Cafeteria.....ext. 2154
Cardiopulmonary..... (705) 267-6313
Chaplain's Office/Pastoral Care .....(705) 267-6351
Community Care Access Center..... (705) 267-7766
Crisis Intervention..... (705) 264-3003
Diagnostic Imaging..... (705) 267-6312
Family Room (CCU)..... ext. 2440
Family Room (ER) ..... ext. 2011
Foundation Office.....(705) 360-6039
French Language Services.....(705) 267-6371
Gift Shop.....(705) 267-2131, ext. 2116
Human Resources.....(705) 267-6371
Infection Control..... (705) 267-6344
Joint Assessment Centre .....ext. 6186
Native Patient Services..... (705) 267-2131, ext. 2375
Patient Relations .....ext. 2125
Security /Lost & Found.....ext. 2001
Volunteer Services.....(705) 267-6352

NURSING UNITS

Critical Care Unit (ICU).....(705) 267-6339
Medical C .....(705) 267-6368
Medical A .....(705) 267-6367
Day Surgery .....(705) 267-6399
Dialysis.....(705) 267-6369
Emergency Dept. ..... (705) 267-6340
Medical B .....(705) 267-6334
Mental Health Inpatient.....(705) 267-6309
Nursery .....(705) 267-6382
OBS/Maternity.....(705) 267-6362
Oncology .....(705) 267-6387
Peds/Medical .....(705) 267-6361
Surgical.....(705) 267-6360

Hospital Services

Accommodations:

Timmins and District Hospital can provide family members/friends with a list of hotels and other accommodations available throughout the city that provide special rates. Unfortunately, the hospital is unable to accommodate family/friends overnight.

Administration:

Located on the Main Floor – Irene Krys Wing

Admitting/Reception:

(Central Patient Registry)

Located on the Main Floor - in the Emergency Wing

Hours: Open 24 hours/day, 7 days/week

Please present your valid Ontario Health Card and private health insurance (if applicable).

AODA (Ontario Accessibility for Ontarians with Disabilities Act):

The Timmins and District Hospital is fully compliant with the Ontario's Accessibility for Ontarians with Disabilities Act and welcomes feedback. To enquire or comment on Accessibility at TADH please call (705) 267-2131 ext. 2129 or use the comment boxes located at the front and back entrances of the hospital.

Appliances:

No patient owned appliances are to be plugged into the Hospital's electrical system. Battery operated appliances without chargers are permitted.

ATM:

Automated Teller Machine (ATM) available at the hospital entrance.

Auxiliary:

If you are interested in becoming a volunteer with the TADH Auxiliary please contact (705) 267-2131 ext. 2116.

Bus Services:

Timmins Transit has a scheduled stop at the front entrance of the hospital. For the bus schedule/rates, contact Timmins Transit Services at (705) 360-8466.

Cafeteria:

The Courtyard Café is located on the lower level and is happy to offer you products from Tim Horton's as well as choices of hot or cold food. The cafeteria is open from 6:30 a.m. to 8:00 p.m. Visitors are welcome!

Cellular Phones/Walkie-Talkies:

Use of cellular phones and walkie-talkies in the Hospital are allowed in certain areas that are non-clinical. Please ask before you use your phone in patient care areas.

Radio wave signals from cellular phones and walkie-talkies can affect the operation of critical electronic equipment used for patient care.

Chapel:

The chapel is open to patients, staff and families 24 hours/day. The chapel is open to patients, staff and families 24 hours/day. For pastoral care services see page 18.

Continuous Quality Improvement:

Quality at Timmins and District Hospital means doing the right thing, at the right time, for the right person and producing the best possible result. Our Quality Improvement Plan, or QIP, is one tool that we are using to help us document and review our current performance in a variety of areas. With this plan, we will be able to very clearly see our targeted areas for improvement and chart our progress. QIPs contain a number of indicators and targets for improvement. QIPs must also outline how those targets will be achieved, and the results will be reported publicly. The QIP will help Timmins and District Hospital achieve continuous quality improvement and is available on the TADH website.

Cultural Interpreters:

Interpreters are available for various languages. To access this service, please ask your health care provider.

Diagnostic Imaging/Cardiopulmonary:

The Diagnostic Imaging and Cardiopulmonary Department is located off of the Main Promenade, directly across from the Gift Shop. The Department provides a full range of imaging services and respiratory therapy by referral. Services include CT scan, MRI, Ultrasound, X-ray, Nuclear Medicine, Respiratory Therapy, Cardiopulmonary diagnostics, EEG and Sleep Lab. The Department offers coverage of 24 hours per day, 7 days per week.

Directions to the Hospital:

Timmins and District Hospital is located at the corner of Ross Avenue East and Highway 655.

If travelling east or west on Highway 101, turn north on 655. At Ross Avenue, turn West (left) and the hospital in on your right. If travelling south (from Hearst, Kapuskasing) on 655, turn West (right) onto Ross Avenue.

Discharge Information:

Please note that our discharge time is 11:00 a.m. for most patients. A family member or friend should take you home after a Hospital stay. Please make sure that you have all of your belongings and Hospital cards, as well as after-care instructions and prescriptions as needed. It is important that you understand all instructions about your medication, diet, activity and return appointments. If you are unsure about anything, ask your health care provider before you leave.

Discharge Planning:

Discharge planning now begins at the time a patient is admitted to the hospital. Social work/Discharge planners are available on all inpatient units. It is their job to begin the discharge process with patients and families immediately. They can assist with Long Term Care applications, referrals to community agencies, and ensuring adequate services are in place to facilitate an easy and time-appropriate discharge. Members of your healthcare team on the units ensure that all patients leave the hospital with education specific to their medical needs. They also provide after-care instructions and prescriptions as needed.

Your health care team will begin to plan for your discharge with you and your family when you arrive. Your expected length of stay will be discussed and planning will occur accordingly.

Elevators:

There are four elevators located on the East side of the promenade for client use. Each elevator has an emergency phone located in a cabinet below the control panel which is directly connected to the Switchboard operator. Elevators are returned to the main floor during a fire alarm.

Fire Exits:

Fire exits are clearly marked by “Exit” or “Sortie” signage throughout the facility. During a fire alarm, remain in your area and do not move through the hospital unless directed by staff or Fire Department personnel.

Flowers:

If you receive flowers, they will be delivered by the florist's delivery service. Flowers are not permitted for patients in the Critical Care Unit (ICU). Flowers are also available in the Gift Shop.

Food Services:

For inpatient meal inquiries, call ext. 6310. Select Service offers a new way of presenting your meal choices. At mealtime, our CSA or Dietary Aide will come to your room to offer the menu choices and serve your meal. If you follow a special diet, be sure to let us know when you arrive. A Clinical Dietitian or a Dietary Coordinator may visit you to discuss special needs. Meals are served at approximately 8:00 a.m., 12:00 noon, and 5:00 p.m.

Gift Shop:

Located on the Main Floor. It is operated by the TADH Auxiliary and has a large selection of gifts, cards, and personal items available for sale.

Hours:

- Monday, Wednesday, and Friday: 10:00 a.m. to 4:00 p.m.
- Tuesday and Thursday: 10:00 a.m. to 7:00 p.m.
- Saturday: 10:00 a.m. to 4:00 p.m.
- Sunday: 1:00 p.m. to 4:00 p.m.

Health Information:

The **Health Information Centre** is located on the Main Floor promenade near the Chapel. It hosts a variety of printed information from a number of local, provincial and national agencies for your taking.

Helpline Program:

Personal Emergency Response Service Sudbury Regional Hospital. For information call 1-800-667-8019 or (705) 267-2131, ext. 6347.

Infection Control:

Handwashing with alcohol hand rub or soap and water are the most effective ways to prevent the spread of infection.

- **Isolation:** Observe the signage on patient's door and follow directions to clean your hands and wear the personal protective equipment (PPE) indicated prior to entering room. Remove PPE when leaving the room and discard in hamper. Clean hands again. Ask your healthcare provider if you have questions or need assistance with PPE.
- **Tips: -** Do not use the patient's washroom, use public washrooms down the hall.

  - Cover your cough or sneeze, do it in your sleeve.

How to HANDRUB

1. Apply hand rub gel or foam to palm of hand.
2. Spread over both sides of hands and between fingers.
3. Rub fingers together for at least 15 seconds or until dry.
4. Once dry, your hands are safe.

How to HANDWASH

1. Wet hands with warm water.
2. Apply soap and later onto hands.
3. Wash both sides of hands and between fingers for 30 seconds.
4. Rinse hands under running water.
5. Pat hands dry with paper towel. Turn off tap with paper towel.

Joint Assessment Centre:

The Joint Assessment Centre (JAC) is located on the Main Promenade next to the Gift Shop. Patients requiring hip and/or knee replacements are referred through their family physician, nurse practitioner, walk in clinic, or ER department for an appointment with the Advanced Practice Physiotherapist. A thorough assessment on patients is done to determine if the patient requires surgery. The JAC will support the patient's choice for a referral to the local Orthopedic Surgeon, or the Surgeon of their choice in the NE LHIN, or the first available surgeon in the North East Local Health Integration Network (NE LHIN). In addition, the centre offers a conservative treatment plan to help manage symptoms while patients are waiting for joint replacement surgery.

Latex:

Timmins and District Hospital is a "Latex Allergy Aware" facility. Since latex balloons can cause allergic reactions for some people, we ask that no latex balloons be brought onto the premises. Mylar balloons are permitted. Latex-free patient care products are available for those who have allergies. If you have an allergy, please notify your health care provider immediately.

Lost and Found:

All lost and found items are to be turned into or recovered from Security. The Security Guard is located at the Hospital's main entrance.

Mail:

Ask your friends and relatives to send items clearly marked with your full name and room number to:

Timmins and District Hospital
700 Ross Avenue East
Timmins, ON P4N 8P2

A Canada Post mailbox is located outside at the front entrance. Stamps may be purchased in the Gift Shop.

There is also an email for patients available on the website: www.tadh.com under Patient Mail. This is an opportunity to let your loved ones know you are thinking about them during their hospital stay.

Medication:

Bring all medication with you in original containers if possible. (Prescriptions drugs, over-the-counter medications, herbal and alternative medications)

Mutual Respect and Tolerance:

Timmins and District Hospital believes that its patients and staff are entitled to an environment free of harassment and aggression. Physical or verbal abuse of staff, patients, family members or visitors will not be tolerated. We encourage mutual respect and tolerance at all times. Any person who verbally or physically threatens or attacks another, or destroys Hospital property, is liable to be reported to the police.

Native Patient Services:

Native Patient Services provides Cree translation and support for Native patients from Monday to Friday from 8:30 a.m. to 4:30 p.m. and on call services are available after hours and weekends for emergencies. For assistance please call (705) 267-2131 ext. 2375 or (705) 267-4661 after hours and weekends.

Newspapers:

Newspapers are available at the Gift Shop.

Ontario Telemedicine Network:

Timmins is a member of Ontario Telemedicine Network, a program that offers access for rural and remote communities to Specialist Services using interactive television. The basic tele-video stations are augmented with accessories for conducting heart, chest skin, and other assessments. Ontario Telemedicine Network has studios in all Hospitals, CCAC's, LHIN's, Public Health Units in Ontario.

There are 1700 sites so far and 3200 systems (cameras). Many of the sites have multiple systems. Most specialties lend themselves well to this type of technology. Patients are referred by their family doctor for initial and follow-up medical appointments.

The Ontario Telemedicine Network makes all the arrangements and communicates them to the patients and specialists.

Many people prefer to receive their health care via Ontario Telemedicine Network rather than travel long distances.

Ask your doctor if your appointment can be via tele-video. Inquiries can be made by calling 1888-346-6784. Visit the website for more information www.otn.ca

Organ Donation:

Timmins and District Hospital provides guidance and information to those individuals/families who have decided to give a personal gift of life - organ and tissue donation.

Medical advances have made it possible to successfully transplant the following organs: kidney, liver, heart, lung, pancreas and small bowel as well as these tissues: cornea, skin, bone and heart valves.

For more information, contact your health care provider.

Parking:

Parking lots are available for clients in the front and rear of the Hospital. Fees are as posted. There are some parking meters and each has allotted times and costs. Parking spots with electrical outlets are reserved for individuals who have been issued the appropriate parking permit.

Pastoral Care Services:

Hospitalization presents many challenges to the emotional and spiritual well- being of patients and family members. You may feel the need to contact pastoral care if you are experiencing grief, loss of hope, or lack of support. Chapel is open to patients, staff and families 24 hours/day. Chaplaincy services provide a caring presence to patients, family, and friends in a crisis or emergency situation. The pastoral care office is open Tuesdayto Thursday 8:30a.m. to 3:00 p.m. Telephone: (705) 267-6351 or ext. 6351 from your room phone. After hours and weekends requests are to be made through the nursing staff. You do not need to belong to a specific faith community or even consider yourself religious to request a visit from the chaplain. Services are offered in a multifaith approach, respecting all belief systems.

Patient Accounts:

Located on the Main Floor, Irene Krys Wing. You may pay your account upon discharge, by cheque, cash or credit card (Visa, Mastercard or American Express) or Interac.

Hours: 8:00 a.m. to 4:30 p.m. Monday to Friday. (Closed on weekends and holidays).

If you know that you will be discharged on a weekend or a holiday, please arrange to settle your account in advance or make payment in Registration/Admitting.

Please bring your:

- Insurance information
- Hospital card
- Ontario Health Card
- Credit card

You must ensure that the hospital has received full payment for any charges that are not covered by OHIP.

Please check your insurance coverage before you are admitted. OHIP does not cover extra costs such as those for an upgraded room or telephone. Your insurance company may cover all or part of the costs of the upgraded service. If not, you are responsible for the difference.

Patient Drop Off:

Clients are permitted to pick up and drop off clients/patients at the front entrance of the Hospital. Drivers must remain in view of their vehicle.

Patient Safety - Partners in Care:

The Timmins and District Hospital cares about your safety when you access any of our services.

We believe in safe, quality services but we need your help. One way to do this is by being SAFE.

Speak up if things don't seem right or if you have questions or concerns. Pay attention to the care you are getting. Make sure you are getting the correct treatments and medications from the correct healthcare professionals. You are the expert on you.

Ask questions. If you don't understand information given, ask again. You have the right to ask questions and get answers you can understand. Participate in all decisions about your care. Asking questions helps you to learn as much as you can about your condition, treatment plan, any planned tests, and about your choices so that you can make the best decisions.

Family or friends, with your permission, can come with you to the hospital for support or to ask questions on your behalf when you are not feeling well. Let your health care team know who this person is.

Educate yourself about your condition, what your treatment plan is and what you can do to improve your health. The more you know, the better you are at preventing mistakes and taking care of yourself. Know what medications you are on, why you take them and keep an updated list with you.

Three Big Risks to Safety

Studies have shown that three of the most common risks for patients are infections, falls, and medicines.

The following tips outline some of the ways that you can help lower your risk while you are in hospital:

Infections

Hospital associated infections are one of the most common types of adverse events occurring in hospitalized patients. Here are some simple things that you can do to reduce your risk:.

- To help prevent the spread of infections, wash your hands often using soap and water or hand sanitizer
- When you visit the hospital or any healthcare facility it is very important that you wash your hands
- If you are being seen by a healthcare provider, ask them to wash their hands before examining you
- If you are visiting a patient in isolation, follow the directions on the sign posted on the door and wear the protective equipment provided

Falls

- Make sure you can reach the call bell if you are in bed, a chair, or the bathroom so that you can ring for help
- Make sure you ASK FOR HELP if you need it to use the bathroom or sit/stand
- Wear slippers/shoes with non-skid soles that fit well.
- Keep your room free from clutter. Be aware of tripping hazards such as cords, or newspapers on the floor.
- Some medicines can make you dizzy or sleepy. Know how your medicines affect you - ask your healthcare provider.
- If you require equipment to help you, such as a wheelchair or walker, it should be in good working order. If you have any concerns ask your physiotherapist and/or occupational therapist.

Medicines

- Know what medicines (name, strength, and how often) you are on and why (even any non-prescription medicines like Tylenol, vitamins or herbals).
- Make sure your health care provider identifies you correctly before giving you any medicine
- Ask what the medicine is that you are being given and what it is used for each time
- Ask questions if the medicine looks different than what you were taking at home or from what they have been giving you in hospital
- Ask for a list of all the medications you are supposed to be on at discharge

Patient Satisfaction Survey:

We conduct internal surveys with you before you are discharged; however, you may instead receive a patient satisfaction survey in the mail after you leave the Hospital (for E.R and Mental Health Unit)Your opinion is important to us as we are continually trying to improve services for patients and families. We ask that if you do receive a survey, that you take the time to share your comments and feedback with us. You can also complete a satisfaction survey on our website at www.tadh.com.

Rehabilitation:

Our rehabilitation services are provided by physiotherapists, occupational therapists, kinesiologists and a speech language therapist. Services are provided to both inpatients and outpatients.

Outpatient services consist of public services which is available to those who have no access to private funding.

Examples of outpatient services offered by our staff include:

- Cardiac/respiratory rehab
- Sports injuries assessment and treatment
- Orthopedic and post-op assessment and treatment
- Hand therapy and splinting
- Neuromuscular rehabilitation
- Driving screening, cognitive assessments
- Speech and language therapy
- Lymphedema assessment and treatment
- Walker and wheelchair assessments

Our facility is fully equipped with both therapeutic and exercise equipment.

Ultraviolet light therapy is also available with a referral from a dermatologist.

Please call (705) 267-6394 for an appointment or more information.

Scent Reduction Policy:

Many people are sensitive to fragrances and may in fact have serious reactions to them. In the interest of ensuring a healthy environment, we ask that patients and visitors refrain from using strongly scented personal care products and perfumes.

Smoking Policy:

Smoking is not permitted anywhere on the hospital property including parking lots and in personal vehicles. All patients, visitors, staff, physicians and volunteers are required to leave Hospital property entirely if they wish to smoke. The Timmins and District Hospital implemented this program to eliminate the hazardous impacts of smoking for those who work, visit and stay at the hospital, while simultaneously staying committed to providing high-quality healthcare services.

TADH will help you to manage your withdrawal while you are in the hospital. For further information during your admission please ask you health care worker.

Community Resources include:

- Porcupine Health Unit offers assistance to people who are interested in quitting: (705) 267-1181 ext. 417 or toll free 1-800-461-1818 ext. 417
- The Smokers' Helpline Quit Specialists: 1-877-513-5333
- Ontario Lung Association: 1-146-864-9911

Please send comments/inquiries to: TADHisSMOKEFREE@tadh.com.

Social Work Services:

Social workers are available on all inpatient units of the hospital. There are also social workers in both inpatient and in specialized outpatient mental health services. Social workers offer a wide range of services: counselling, grief therapy, the renal program crisis intervention, coping strategies when dealing with chronic and/or palliative illnesses as well as discharge planning services. Social workers have a wide repertoire of well-developed communication, interpersonal and negotiation skills to assist patients and their families.

Spiritual Room:

The Spiritual Room is available 24 hours a day for spiritual and related healing purposes. It is located on the second floor of the Hospital by the Oncology and Maternity departments. The Spiritual Room has ventilation which allows clients and families to be able to do smudging in the room. There is limited supply of sage, sweetgrass that can be used for spiritual purposes if clients do not have their own. These supplies are available in the Native Patient Services from Monday to Friday from 8:30 a.m. to 4:30 p.m.

Support/Education Groups:

Men's Support Group for Acquired Brain Injury

- For men affected by acquired brain injury (strokes, aneurysm, mva, infection, assault ect.)
- Every Monday morning from 10:30 a.m. to 11:30 a.m. on the 3rd floor, Unit B at the Timmins and District Hospital.
- Facilitated by the Seizure & Brain Injury Centre in partnership with the TADH Social Services department.

For more information please contact the Seizure & Brain Injury Centre at (705) 264-2933.

Taxis:

A direct line to a local taxi service is located in the front lobby.

Telephones:

For your convenience, local telephone service is provided for a nominal fee payable at registration. Telephones are located at the bedside but will not be activated until the fee is paid.

Pay telephones are located as follows:

- Front entrance
- 2nd floor (near surgical wing)
- ER waiting room
- Rehab entrance (North)

Televisions:

Hospitality Network is pleased to offer patients a new quick and easy method of renting personal TV services at the Timmins and District Hospital.

Call the Hospitality Network Call Centre between the hours of 8:00 a.m. – 8:00 p.m., Monday to Friday and 1:00 p.m. – 5:00 p.m. on weekends (excluding statutory holidays) by dialing extension 4288 from your patient bedside phone. Payment is by **VISA or MasterCard only**. Service will be activated within a few minutes.

If you are transferred to a different location within the hospital, please dial extension 4288 and a Hospitality Network Call Centre Agent will gladly transfer your TV rental service to your new location.

Please note: Service is non-refundable and non-transferable to another patient.

Transportation:

Patients will often be transported from their local hospital to Timmins and District Hospital by ambulance. If however the doctor feels that your condition is stable and that you can be discharged from Timmins and District Hospital, you will be responsible for arranging your own transportation home. Please ensure that you have made arrangements with your family or friends to assist or that you bring sufficient money to cover the cost of a bus or taxi fare back to your home.

Uninsured Services:

Include:

- ambulance services
- crutches, special braces and other personal therapy equipment
- fiberglass casts
- delisted services and cosmetic surgery (unless medically necessary and approved by the Ministry of Health)
- circumcision
- tubal ligation
- personal accounts such as telephone, television, etc.

Valuables:

Please leave money, credit cards, jewelry, valuable items and papers at home. If you arrive at the hospital with anything deemed valuable, please ask your health care provider to have it deposited by Security for safekeeping. Dentures are valuable too. Keep them safe.

The Hospital does not accept responsibility for lost or damaged valuables or personal property kept at the bedside.

Vending Machines:

Vending Machines are located near the cafeteria and on the 3rd floor.

Visiting Hours:

- **Medical, Continuing Care, Obstetrics/Maternity**, **Surgical:** 11am – 8pm.
- **Surgical:** In addition to the above, up to 2 visitors may accompany patients during the immediate pre and post-operative periods.
- **Mental Health:** 2pm-4pm and 6pm-8pm
- **Paediatrics:** 24 hours
- **Critical Care:** 24 hours except 8am – 9am and 8pm – 9pm
- **Emergency:** 24 hours except 7am – 8am and 7pm – 8pm
- **Dialysis and Oncology:** During treatment periods.

1. Immediate family and support persons are welcome in the hospital and are encouraged to support and provide comfort to patients. Visitation times and the number of visitors can be amended to meet the compassionate and special care needs of the patient. The Health care team along with the patient, will determine what visiting modifications are required on an individual basis.
2. Visitors must wash their hands on entering the hospital, on entering the patient room, after any contact with the patient or items in their room, on leaving the patient room and on leaving the hospital.
3. Visitors must not visit if they display any symptoms of ill health that is different from their normal state of health, such as: fever, cough, shortness of breath, muscle aches, fatigue, headache, nausea, vomiting etc.
4. No more than two visitors per patient at any one time including children.
5. All arrangements for children under the age of 12 to visit must be made in collaboration with the Health Care Team. A responsible person must supervise children under the age of 12.
6. During outbreak situations when the hospital is experiencing clusters or wide scale incidents of infectious and/or contagious conditions, the visiting policy may be unilaterally amended and restricted as appropriate by the CEO or designate.
7. The hospital and its staff may, in their sole discretion, acting reasonably, restrict a visitor's access to the Hospital or to a particular patient where such a restriction is in the best interest of a patient or patients of the Hospital.

Please keep noise and activity (e.g. active children) to a minimum and please do not visit if you have a cold or contagious illness.

Volunteers:

Our team of volunteers is comprised of individuals dedicated to giving time back to their community. Our youth volunteers are usually placed in patient areas where they come in after school and on weekends. Any students who are interested in completing their 40 hours of community service are able to do this in the hospital setting. Adult volunteers are involved in over 20 areas of the hospital, some of which are the Information Desk, Emergency Waiting Room, Dialysis, Clinics and all patient areas.

To become a volunteer, you must be 14 years of age or older. All volunteers must go through an initial screening interview, reference check, police check, and orientation. During this process, the interests/skills of the individual are matched with available Hospital services and patient units. If you are interested in becoming a volunteer at the Timmins and District Hospital, please contact Volunteer Services at (705) 267-6351.

Washrooms:

Public washrooms are conveniently located throughout the hospital and most are wheelchair accessible. Public washrooms are identified.

Website:

If you are interested in obtaining additional information about Timmins and District Hospital, we invite you to visit our website at www.tadh.com.

What to Bring to the Hospital:

We recommend that you bring the following items with you during your stay. These items will not be supplied in our hospital:

- comb and brush
- housecoat, nightgown or pyjamas
- slippers with non-slip soles
- Kleenex
- toothbrush and toothpaste
- mouthwash
- razor (electric preferred)
- sanitary napkins/tampons
- shampoo
- specialty soaps and lotions
- shaving cream

What NOT to Bring to the Hospital:

- large sums of money
- jewelry
- credit cards
- television (rental sets are available)
- cellular phones or two way radio
- fans or other electrical equipment

You can use the safety deposit system if you bring valuables.

The Hospital does not accept responsibility for personal items or valuables.

Your Health Care Team:

During your stay at the hospital, you will be cared for by a dedicated team of health care professionals. They work with you to provide the best possible care by sharing expertise, information and treatment plan. Your team includes doctors, nurses and a number of allied health professionals. Pastoral care is also available to you during your stay.

We want to offer the latest medical technology… You deserve no less!

Changing demographics and the increasingly complex needs of our community are putting incredible pressure on our hospital, and at the same time medical technology is evolving. Your investment in the only way the hospital can ensure patients receive the finest healthcare possible and provide the staff with the best working environment. Since its inception in 1985, the Foundation has donated over $33 million to the hospital to assist in the purchase of new equipment and technology.

Ways to Help

There are many ways to support the Timmins and District Hospital with your contribution to the Timmins and District Hospital Foundation. Your hospital needs your help to continue to purchase state-of-the-art equipment so our doctors, nurses and staff can give you the quality healthcare you expect and deserve. Through our fundraising programs and events, every gift large and small has made a difference.

Tribute Donation

- In Memoriam donations are a way to pay tribute to a loved-one who has passed away
- In Honour donations are a way to recognize the excellent work of a Health Care Team member or to honour a significant event in a loved-one's life.

Buy-a-Brick

Donors can have a personalized message engraved onto our Buy-a-Brick Wall for a minimum donation of $100.

Planned Giving

These gifts can include bequests from estates, gifts of life insurance, charitable annuities, real estate, securities and charitable remainder trusts. We understand your legacy is important to you.

Donate online at www.tadhfoundation.com

Timmins and District Hospital Auxiliary

The Timmins and District Hospital Auxiliary continues to work for the hospital Foundation as well as community charities. Some 119 volunteers, dressed in their burgundy -coloured smocks, work in the gift shop, on the Tuck Wagon, sales of Nevada Tickets, Bazaars, and special events throughout the year.

Over 12,308 volunteer hours were logged in 2013!!

The Auxiliary in its early existence was known as "Ladies Auxiliary" but the name changed to Timmins and District Hospital Auxiliary as men became interested in volunteering. The Gift Shop carries a variety of items such as Gift Ware, Fresh Flowers, Children's Wear, Baby Clothing, Plush Toys, Ladies Nightgowns, Men's Pyjamas, Hospital Nightgowns, Sundries, Magazines, Greeting Cards and Confectionery items.

To date the Auxiliary has donated to the Hospital Foundation over 1, 250,000.00 dollars since 1996, through various Raffles, Bake Sales, Mother's and Father's Day draws, Nevada Sales, Knitting, Crafts and Sales in the Gift Shop. The Auxiliary is an ongoing contributor and benefactor of the Hospital Foundation. The Auxiliary has purchased stretchers, an operating table, mobile x-ray unit, colonscope, dialysis unit and chair, hospital beds, cell washer and tissue processor for the Laboratory department and the purchase of much needed medical equipment for the eyes and ears, nose and throat services.

The Timmins and District Hospital Auxiliary continues to be one of the greatest supporters of the Foundation. Through their contributions, many lives will change for the better by improving efficiency, access and safety of the healthcare professionals and those served at the hospital.

The Gift Shop operating hours are from 10:00 a.m. to 4:00 p.m. Monday, Wednesday, and Friday, 10:00 a.m. to 7:00 p.m. Tuesday and Thursdays, Saturday 11:00 a.m. to 4:00 p.m. and Sundays 1:00 p.m. to 4:00 p.m.

Auxiliary Membership is only $5.00 per year and can be purchased at the Gift Shop or at our monthly Luncheon from the Membership Convener.

Nancy Pandolfi
President

Northeastern Ontario Stroke Network
Ontario Stroke System
Fewer strokes. Better outcomes.
neostrokenetwork.com

Stroke is an Emergency

Stroke Warning Signs

WEAKNESS OR NUMBNESS

Sudden weakness, numbness or tingling in the face, arm or leg.

TROUBLE SPEAKING

Sudden loss of speech, or slurred speech or trouble understanding speech.

VISION PROBLEMS

Sudden loss of vision, particularly in one eye or double vision.

DIZZINESS

Sudden loss of balance, especially with any of the above signs.

HEADACHE

Sudden severe and unusual headache.

STROKE IS AN EMERGENCY.

If you or someone near you is demonstrating any of these signs, do not attempt to drive or to be driven to the hospital.
Call 911 Immediately!!
Time is Brain.

District Stroke Centre

SECONDARY STROKE PREVENTION CLINIC

700 Ross Avenue East
Timmins, ON P4N 8P2

Entrance via West Wing

Tel: (705) 360-6098
Fax: (705) 360-6097

STROKE

A DEVASTATING LIFE ALTERING EVENT

Minimize your Risk

A personal commitment to healthy living can be a key factor in preventing heart disease and stroke.

- Eat healthy foods and maintain a healthy weight.
- Increase your physical activity.
- Do not smoke.
- Monitor and treat high blood pressure, high cholesterol and diabetes.

www.neostrokenetwork.com
www.heartandstroke.ca
www.health.gov.on.ca

Notes: