



## *A Guide and Resource For Patients and Families*

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The information in this guide was updated in  
November, 2024.

Your health care team will let you know if there have  
been updates since that time.



**ACCREDITATION**  
CANADA

Our hospital was  
Accredited in 2023.



## Welcome to Pembroke Regional Hospital

On behalf of the health care team at Pembroke Regional Hospital (PRH), we would like to personally welcome you and let you know that you're in good hands.

Since its founding in 1878, our Hospital has been on a journey of growth and expansion in order to meet the health care needs of those in our region, and our team has worked hard to ensure the delivery of quality care and compassion to all in need. We continue to honour that commitment to our community today.

As an organization, we strive to bring quality care closer to home and these efforts have resulted in significant growth in the variety of services delivered right here in our community. Today, the services and technology we have at PRH are state-of-the-art.

In addition, as a teaching hospital affiliated with the University of Ottawa's Faculty of Medicine, we pride ourselves on being able to provide learning opportunities for the medical professionals of tomorrow in a variety of health disciplines.

As skilled and dedicated health care professionals, we recognize that courteous, professional, patient-focused care is what matters most to those we serve, and providing you with the best possible health care experience is a priority for us.

For this reason, we offer this Guide and Resource for Patients and Families filled with information about our Hospital and what you can expect during your stay. It can also serve as a place to jot down questions for your health care team and other useful information. We thank those who have financially supported this guide so that we may offer it to our patients free of charge, and at no cost to our organization.

# Your Worksheet

We encourage you to use this page to help you take an active role in your care, and to make note of questions you want to ask your care team.

Name: \_\_\_\_\_

Unit: \_\_\_\_\_ Phone # (613) 732-2811, extension \_\_\_\_\_

Room number: \_\_\_\_\_

Targeted discharge date: \_\_\_\_\_

## Your care team:

Discharge Planner: \_\_\_\_\_ extension \_\_\_\_\_

Doctor(s): \_\_\_\_\_

Physiotherapist: \_\_\_\_\_

Occupational Therapist: \_\_\_\_\_

Speech Language Pathologist: \_\_\_\_\_

Social Worker: \_\_\_\_\_

Dietitian: \_\_\_\_\_

Home and Community Care Coordinator: \_\_\_\_\_

Other: \_\_\_\_\_

**Your care goals:** \_\_\_\_\_

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**Medications:** \_\_\_\_\_

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# Table of Contents

<b>Welcome to PRH</b> .....	<b>2</b>
<b>Your Worksheet</b> .....	<b>3</b>
<b>Notes and Questions</b> .....	<b>4</b>
<b>Table of Contents</b> .....	<b>5</b>
<b>Mission, Vision, Values</b> .....	<b>8</b>
Declaration of Patient Rights .....	9
<b>What to bring for your hospital stay</b> .....	<b>10</b>
<b>Patient Rooms</b> .....	<b>11</b>
<b>Discharge Planning</b> .....	<b>12</b>
<b>Protecting the Privacy of Your Personal Health Information</b> .....	<b>13</b>
<b>Your Care</b> .....	<b>14</b>
<b>Your Care Team</b> .....	<b>14</b>
<b>Hospitalists</b> .....	<b>14</b>
<b>Student/Post-Graduate Placements</b> .....	<b>15</b>
<b>Patient Feedback</b> .....	<b>16</b>
<b>Wayfinding at PRH</b> .....	<b>17</b>
<b>Stay Safe, Stay Well</b> .....	<b>18</b>
Preventing Infection .....	18
Communication.....	18
Hand Hygiene .....	19
Medication .....	19
Medication Management .....	19
Antibiotics or Not? .....	20
Patient Identification .....	20
Are you at risk for falling .....	21
Check your risk for falling .....	21
Preventing blood clots while in hospital .....	22
Accessibility .....	23
French Language/Translation Services .....	24
TTY Phone Service .....	24
Service Animals and Pet Visitation.....	24
Smoke-Free Property .....	24
Emergency Preparedness .....	25
Violence prevention .....	26

<b>Helpful Information .....</b>	<b>27</b>
Algonquins of Pikwakanagan Support Services.....	27
Banking Machine .....	27
Elevators.....	27
Environmental and Linen Services .....	27
Ethics.....	27
Flowers .....	28
Food Services .....	28
Cafeteria, Vending Machines, The Mural Cafe .....	28
Gift Cards .....	29
Gift Shop .....	29
Hairdressing/Barbering Services.....	29
Health Card .....	29
Internet Cafe.....	29
Lost and Found.....	30
Mail .....	30
Media Relations.....	30
Newsletter.....	30
Nurse Call System .....	30
Parking .....	31
Patient and Family Advisory Council .....	33
Patient Room Numbers and Telephone Extensions .....	33
Spiritual, Religious Care Services .....	33
Support for Nursing Mothers .....	34
Taxi .....	34
Telephones .....	34
Cell phones and other wireless technology .....	34
Televisions .....	35
Valuables .....	35
Visitor Policy .....	35
Volunteers.....	36
Website.....	36
Wifi.....	37
Trillium Gift of Life Network.....	37
<b>PRH Foundation .....</b>	<b>38</b>
<b>Welcome Guide Sponsors.....</b>	<b>42</b>

# Pembroke Regional Hospital

With the dedicated support of nearly 900 staff members, and an engaged physician community, the Pembroke Regional Hospital provides acute services in emergency and intensive care, medical/surgical care, acute mental health, orthopaedics and obstetrics.

The Hospital has a full range of rehabilitation services, is the designated District Stroke Centre for our region, and provides community-based mental health services throughout Renfrew County.

Chemotherapy, dialysis and a variety of ambulatory care clinics are offered on an outpatient basis through partnerships with regional centres and nearby specialists. The Hospital offers a full range of diagnostic services including computed tomography, MRI (magnetic resonance imaging), nuclear medicine and mammography.

As a regional referral centre, we have a large active group of physicians working with us. We have access to a significant number of specialists and we have a team of hospitalists who care for those without a family physician.

We also provide teaching experiences to a wide range of students in various health disciplines. Being a university and college-affiliated hospital keeps PRH at the forefront of patient care, medical knowledge, and health-related research. An important part of our mission is to provide excellent patient care while educating and training future doctors, nurses and other health care professionals.

## Hospital Programs and Services:

- Acute Mental Health
- Ambulatory Clinics (Including Chemotherapy and Sleep Lab)
- Diagnostic Imaging
- Dialysis Unit
- Emergency Department /
- Intensive Care Unit
- Laboratory Medicine
- Medical Program / Palliative Care
- Mental Health Services of Renfrew County
- Obstetrics
- Rehabilitation - Inpatient and Outpatient Programs
- Respiratory Therapy
- Surgical Program (which includes a comprehensive orthopaedics program)
- Vascular Health (Diabetes Education, Stroke Prevention/ Heart Function Clinics)



We are a regional community hospital committed to delivering a wide range of quality health services. Following Catholic tradition, we will meet the physical, emotional, and spiritual needs of all.



# Vision

Together, we care for our patients, our community and each other.

# Values



## Compassion

We believe everyone deserves to be treated with dignity and respect.

## Collaboration

We believe in the strength of working together as one team.

## Commitment

We always strive to do better.

## Courage

We believe that being brave will unlock new opportunities and innovations.



## Declaration of Patient Rights

- ◆ To effective communication and the opportunity to ask my healthcare provider questions about my care.
- ◆ To know that my personal information and privacy is respected and protected.
- ◆ To receive this current information in a manner and format that I understand and in the language of my choosing.

### Excellence & Confidentiality

### Respect & Dignity

- ◆ To be treated with courtesy and respect that fully recognizes my dignity, privacy, diversity and human rights.
- ◆ To have my healthcare providers introduce themselves and call me by my name.
- ◆ To receive competent and timely care, every encounter.

*I have the right...*

### Transparency

- ◆ To receive the best possible care that the hospital can deliver, using the most current knowledge and resources.
- ◆ To have my care provided in the safest manner possible to reduce the likelihood of errors or harm.
- ◆ To have the opportunity to review my medical records with my healthcare providers, should I so choose.

### Collaboration & Communication

- ◆ To receive complete and current information on my condition and treatment plan, so that I and my family can understand, question and be active participants with my healthcare team, with the ability to participate in clinical decisions.
- ◆ To have a discharge plan in order to understand next steps in my care that maximizes my independence when I leave the hospital.

- ◆ To be treated with empathy, patience, kindness and dignity with a focus on my body, mind and spiritual needs.
- ◆ To have healthcare providers that understand the patient story.
- ◆ To designate a person to represent or support me in decisions about my treatment or care.

### Compassion & Caring



# What to bring for your hospital stay

To make your stay more comfortable, please have your family bring the following personal items:

**Clothing:** You may bring your own pajamas and dressing gown, but they should be washable and worn well above the ankles so you do not trip or fall. We suggest you wear hospital gowns if you have drains or tubes. You are also welcome to bring loose, comfortable clothing such as track suits. When out of bed, non-slip, full-back slippers or walking shoes are recommended.

**Personal Care Items:** We suggest you bring your own toothbrush, toothpaste, denture care supplies, hairbrush, comb, shaving supplies, makeup, lotions, facial tissues, lip moisturizer, soap and shampoo, deodorant, and nail clipper or nail file. Please bring unscented personal care products due to patient and staff sensitivities. Other items you might wish to bring include magazines, books, pens and stationary, and a small amount of money, not exceeding \$20.

**Medications:** Please bring all the medications you are currently taking (including prescription, over the counter and herbal) in the original packaging or bottles for review. During your hospital stay, only medications prescribed by your hospital physician may be taken. Patients may be requested to use their own inhalers, eye drops, ointments and creams while they are in hospital.

**Valuables:** Please leave your valuables such as jewelry and watches, cash in excess of \$20 or credit cards at home. If you find yourself admitted to hospital unexpectedly, have a loved one take your valuables home. Although we work hard to maintain a secure environment, we are not responsible for lost, stolen or damaged property.

**Please do not bring:** Electrical appliances such as hair dryers, curling irons and electric heating pads and blankets, alcohol or tobacco products.

Please note: Personal belongings including visual aids and eyeglasses, dentures, hearing aids and personal physiotherapy devices such as canes and walkers, should be labeled with the patient name prior to admission to the hospital.



# Patient Rooms

Our hospital rooms have been designed to be as warm, welcoming and comfortable as possible during your stay. Each room has a bed, a small bedside table and chair, a closet for your clothes and your belongings, and a bulletin board for personal items, photographs, etc. Please refrain from taping any items to our walls or doors.

Patients or essential caregivers are welcome to request a telephone if required, which is free of charge for all local calls. Our television rental service is available through our Auxiliary's Sunshine Gift Shop.

**Please ensure that you contact your insurance carrier to check your coverage** as there are three different types of rooms available at PRH; ward, semi-private and private accommodation. Your insurance carrier **may** cover the cost of a semi-private or private accommodation. Semi-private and private accommodation is assigned based on availability. The rates are subject to change and you will be advised of the current rate during the admission process.

In our Obstetrics program, we are pleased to offer birthing suites that reflect the unique needs of newborns, their mothers and families. The unit features a family lounge and pleasantly decorated patient rooms with whirlpool baths that create a warm environment in which staff can provide care and help celebrate the birth of each new child.



# Discharge Planning

From the time you arrive at PRH, your care team will work with you to achieve your goals and plan your path to discharge.

## **As an inpatient, you may expect that we will:**

- Work with you to identify and address the goals that need to be met in hospital.
- Let you know as early as possible in your stay when you may anticipate being discharged so that you and your family can start preparing right away. As you progress in your stay, this estimated date will be reviewed with you and the actual date of your discharge will be determined. Our experience is that the actual date of discharge is often earlier than the original target date.
- Collaborate with home and community care services to explore what you may need to return home safely.

If you are being discharged home, please make arrangements for a family member or friend to pick you up at your planned discharge time so that other patients requiring admission can be accommodated. If you cannot be picked up at that time, you may be asked to wait in a designated waiting area.



Your care team will help to identify and access the services you will need when you leave the hospital.

We recommend that family and friends who will be helping you after discharge are aware of your discharge date and be included in the planning. This will help to avoid sudden surprises and ensure open communication right from the start.

Discharge rounds are conducted at bedside.

# Protecting the Privacy of Your Personal Health Information

We understand that health information about you is personal and must be protected.

## For these reasons, we will:

- Provide the best possible level of confidentiality around the collection, use and disclosure of your personal health information;
- Collect only necessary information and use that information solely for the care and treatment you are seeking;
- Disclose only information necessary for the delivery of your care and the management of the healthcare system. This could include sharing information with your family doctor, a laboratory, another health care provider, your health insurance plan or regional/provincial electronic patient records system. This could also mean disclosing information to comply with legal and regulatory requirements (ie. the Mental Health Act), research requests, patient satisfaction surveys, fundraising and teaching or statistical requirements;
- Ask your permission before disclosing any of your information for purposes not related directly to the above. We will also respect your right to withdraw your consent to use your information for purposes not required for legal or regulatory requirements;
- Respond to your questions or concerns about the way we handle the privacy of your personal health information.

To contact us and for more information about our protection practices, or to raise a concern with our practices, please email [privacy@prh.ca](mailto:privacy@prh.ca) or call (613) 732-2811, extension 6478.



# Your Care

Our teams are committed to providing the care, support and encouragement that you need to be actively involved in your health care. Your participation and hard work is key to achieving the goals identified in your individual care plan.

It is vital that you and your family participate and work towards your goals from the day you arrive at PRH so that you are fully prepared for a successful discharge transition back to active living. We embrace a “home-first” philosophy. This means we will work closely with you to explore all necessary requirements to get you back home safely, before considering alternate placement options.

## Your Care Team

Shortly after your admission to the hospital you will meet different members of the health care team to discuss the goals you want to accomplish by the time you are discharged.

Every PRH patient is cared for by an interprofessional team, which may include:

- primary care physicians and specialists
- hospitalists
- nurses
- physiotherapists
- occupational therapists
- speech language pathologists
- social workers
- spiritual care services
- dietitians
- pharmacy staff
- diagnostic imaging staff
- students
- volunteers

## Hospitalists

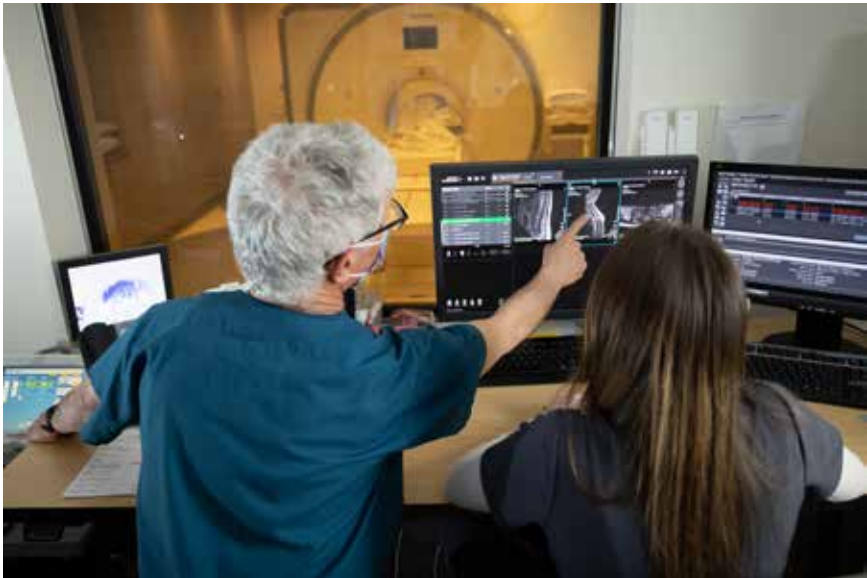
Hospitalists are doctors who care for you while you are in the hospital whether or not you have your own family physician. Patients who may be here for an extended stay may see more than one hospitalist as they will change on a rotating basis, however this will not impact the quality of your care. Other doctors who may be part of your care during your hospital stay are surgeons, internal medicine or other specialists depending on the care needs you require.

# Student/Post-Graduate Placements

PRH is an affiliated teaching hospital of the University of Ottawa and is also affiliated with other educational institutions. Our learners are multi-cultural and multi-faith. Being a university and college-affiliated hospital keeps PRH at the forefront of patient care, medical knowledge, and health-related research. An important part of our mission is to provide excellent patient care while educating and training future doctors, nurses and other healthcare professionals.

Students and post-graduate trainees are considered part of the healthcare team and are supervised by one of the professional staff. They will introduce themselves to you, however, at all times, your attending physician or a hospital staff member is ultimately responsible for your care and treatment. Our team approach to education ensures that you receive the highest quality care from a dedicated group.

As a patient in a teaching hospital, you have the opportunity to participate in the training of health professionals of the future. As a patient, you also have the right at all times to decline to have a student or post-graduate trainee involved in your care. Should you have any questions regarding the involvement of students or post-graduate trainees in the delivery of your care, please discuss them with your attending physician or the nurse in charge.



# Your Feedback

Patient feedback is very important to us as it provides an opportunity to improve the patient experience at Pembroke Regional Hospital.

This feedback includes compliments, enquiries, suggestions and concerns from our patients and their family members regarding their experience in the hospital, or our outpatient programs.

We are committed to responding to patient concerns in a positive, supportive and timely manner. Please feel free to provide feedback at any time through the “Your Feedback” section on our website [www.pembrokeregionalhospital.ca](http://www.pembrokeregionalhospital.ca).

Additionally, as part of our hospital’s process for collecting feedback, you will be asked to complete a survey about your hospital experience.

We appreciate you taking the time to respond to and complete our surveys. Your feedback helps us make improvements to our programs, services and the way we deliver care.

## Compliments/Concerns/Patient Advocate

At PRH, we take great pride in the high level of care we deliver to our patients and their families. We encourage you to share your experiences and feedback with us, whether it be positive or suggestions for improvement.

By communicating with us, we can best address any concerns you may have in a timely manner and also work on improving your care.

## How our Patient Relations Process Works:

If you have a concern during your stay:

1. Speak with any member of your healthcare team. They will listen and respond to your concerns.
2. Ask to speak to the Manager of the unit if you feel your concerns are not addressed by a member of the healthcare team.
3. If you need further assistance, ask to speak to the Patient Relations designate.
4. If you are not comfortable with this, you can submit your comment to the Patient Relations office by calling (613) 732-3675, extension 7000, or by email at [patientrelations@prh.ca](mailto:patientrelations@prh.ca).

Please rest assured that raising a concern or issue will not negatively affect your care in any way.



# Wayfinding at PRH - Quick Reference

## Tower A, Ground Floor:

- Washroom
- Emergency Department
- Intensive Care Unit
- Registration
- Switchboard

## Tower A, First Floor:

- Acute Mental Health
- Administration offices
- Washroom
- Chapel
- Health Records
- PRH Foundation
- Public Affairs and Communications office
- Spiritual Care Coordinator

## Tower A, Second Floor:

- Cafeteria (Lunch Box)
- Medical 2A Unit

## Tower A, Third Floor:

- Surgical Day Care
- Surgical Unit

## Tower A, Fourth Floor:

- Obstetrics

## Tower A, Fifth Floor:

- Information Technology
- Release of Information office

## Tower B, Ground Floor:

- ATM
- Diagnostic Imaging (CT / MRI / XRAY / Ultrasound, ECHO, Nuclear Medicine, Stress Test)
- Washroom
- Outpatient Rehabilitation
- Parking Pay Station
- The Mural Café
- The Sunshine Gift Shop
- Total Joint Assessment Clinic (TJAC)
- Zone B (Emergency)

## Tower B, First Floor:

- Inpatient Rehabilitation



## Tower B, Second Floor:

- Corridor to Tower C

## Tower B, Third Floor:

- Medical 3B Unit

## Tower C, Ground Floor:

- Washroom
- Dialysis Unit
- Geriatric Day Hospital
- Mulvihill Pharmacy
- Orthopaedics Fracture Clinic

## Tower C, First Floor:

- Washroom
- Orthopaedic Surgeon offices
- Physician Offices
- Main Boardroom (C142)

## Tower C, Second Floor:

- Cashier window
- Finance department
- Human Resources
- Washroom

## Tower C, Third Floor:

- Washroom
- General Surgeon offices

## Tower D, Ground Floor:

- Washroom
- Ambulatory Clinics
- Consulting Specialists:
- Cardiology
- Ophthalmology
- Physical Medicine
- Plastic Surgery
- Psychiatry
- Diabetes Education
- Heart Function Clinic
- Internal Medicine Clinic

- Med Sleep Lab
- Outpatient Services (procedure room and multi-function room)
- Pain Management
- Pre-Operative Assessment Clinic
- Stroke Prevention Clinic
- Telemedicine

## Tower D, First Floor:

- Washroom
- Chemotherapy
- Lab Specimen Collection Centre
- Medical Day Care
- Pulmonary Function
- Respiriologist

## Tower D, Fourth Floor:

- Family Medicine Teaching
- Unit

# Stay Safe, Stay Well

Everyone involved in your care has an important role to play in ensuring your safety - including YOU. Being involved in your own care can help decrease your risks. Here are some ways you can help you and your family stay safe and well while at PRH.

## Top 9 ways YOU can prevent infection

1. Clean your hands often - with hand sanitizer or warm water and soap.
2. Make sure your care team, family and visitors clean their hands too.
3. Where applicable, wear a mask that covers your nose and mouth to help protect yourself and others. Ensure that those with you do the same.
4. Stay six feet apart from those who don't live with you.
5. If you need to cough or sneeze, cover your mouth and nose with a tissue, or cough/sneeze into your sleeve. Then clean your hands.
6. Tell your visitors to stay home if they're feeling ill.
7. Tell your doctor or nurse of any unusual symptoms (such as diarrhea, cold symptoms, pain, fever).
8. Ensure your vaccinations are up-to-date, get an annual flu shot and the COVID-19 vaccine.
9. Eat regularly, drink plenty of water and try to get enough rest to help build immunity.

## Communication

Good communication with your care team ensures that you are an active partner in your care. Some tips:

- Your care team is here to answer questions about your care, so prepare a list of questions for your care team and ask for clarification if something is unclear.
- If you are unhappy with your care, ask to speak to the patient care manager on your unit.
- If you are hearing impaired or English is not your first language, ask for interpretation assistance.
- Know how your call bell works, and ensure it is within reach at all times.

- Encourage your family members or a friend to ask questions and communicate concerns or information relevant to your care when meeting with members of your care team.
- Make sure you have clear instructions on how to manage your care at home.

## Hand Hygiene

Please use the hand sanitizer dispensers found throughout the hospital, specifically located at all entry/exit points, elevators and patient rooms. Hand hygiene by all staff, patients and visitors is one of the best ways to limit the spread of germs, even if you are feeling well.

Family and visitors are asked to sanitize their hands when entering and leaving the hospital and when having direct contact with you such as in assisting with your care. Washing your hands and asking your healthcare providers and visitors to wash theirs and observing them do so is one of the best ways to prevent the spread of germs.

## Medication

When you are admitted to the hospital, a Hospital Pharmacy Technician will interview you to obtain a Best Possible Medication History. This information is used by your physician and healthcare team to ensure safe and effective treatment. The Pharmacy Department at the hospital stocks medications based on an approved list of drugs. Certain medications may not be readily available and we may ask you to use your own supply while in hospital.

Your medications may change while you are in the hospital. If there have been changes, ask for an updated list of the medications you are to take at home and be sure to bring this to your community pharmacist and family physician so they can update your file. If you have any questions about your medications, you can request a consultation with the Hospital Pharmacist.

## Medication Management

Before you take any medication, make sure that you ask why you are taking it, especially if it is a new medication.

- Share information: Tell us about other prescriptions, treatments (including naturopathic or homeopathic) or over-the-counter medications you're taking, and let us know if you smoke, drink alcohol, or have any food or medication allergies.

- Ask and take note: Ask your pharmacist, doctor or nurse for a medication card or list, and take it with you whenever you see your doctor or pharmacist. For each medication, you should know: the medication name; why, when, how and for how long you're taking it; what it looks like; side effects; and who to talk to if you have questions.

## Antibiotics or Not?

Antibiotics are effective against bacterial infections but not against viruses. Many common respiratory illnesses (such as the common cold or flu) are caused by viruses, and do not require antibiotic treatment.

Using antibiotics when they're not needed can contribute to antibiotic resistance. Antibiotic resistance means that the antibiotics we typically rely on to treat common illnesses are no longer effective against the bugs that cause them.

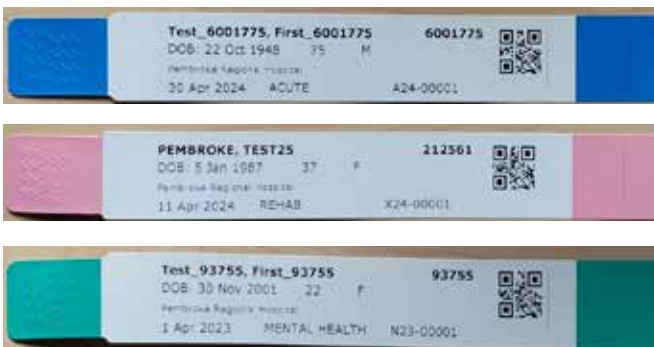
Preventing illness in the first place is another great way to prevent antibiotic resistance. It is recommended that adults, children and caregivers follow good illness-prevention practices such as regular hand washing with plain soap and water. If soap and water are not available, an alcohol-based hand rub can be used.

To learn more about responsible antibiotic use and antibiotic resistance, please visit [CANADA.CA/ANTIBIOTICS](https://CANADA.CA/ANTIBIOTICS)

## Patient Identification

All inpatients must wear a hospital identification (ID) band at all times, to ensure we give the right care to the right person. Your ID band contains your name and date of birth. You can:

- Check the information on your ID band to make sure it's clear and correct.
- If you have allergies, ensure you have a red allergy band.





## Are you at risk for FALLS?

Pembroke Regional Hospital wants you to **STAY SAFE!**



### CHECK YOUR FALL RISK!

COMPLETE "STAYING INDEPENDENT" CHECKLIST  
DO YOU HAVE 4 OR MORE POINTS?

- 1 Discuss with your family physician
- 2 Review the home tips in "A GUIDE TO PREVENTING FALLS"
- 3 Bring family to visits
- 4 Get regular health check-ups
- 5 Stay active

### FALL PREVENTION TIPS

These simple tips can help you prevent a fall:

**CALL FOR ASSISTANCE OR HELP**  
If you feel unsteady or dizzy, call for assistance. Safety is a priority.

**ALWAYS USE YOUR WALKING AID**  
Do not grab onto furniture or risk a step without your walking aid.

**TAKE YOUR TIME**  
Give yourself time to reach your destination. Do not rush to the bathroom, to stand up or to your clinic area.

**SIT DOWN WHILE GETTING CHANGED**  
Sit down when changing into a gown, or when putting on pants, socks, and shoes.

Adapted with permission from Suncoast Health Services Center, 2013

### PEMBROKE REGIONAL HOSPITAL HELPS WITH SAFETY:

WE WILL:

- ✓ Ensure your mobility aids are within reach
- ✓ Offer to help you
- ✓ Keep your family with you as much as possible
- ✓ Use non-skid wax
- ✓ Clean up spills quickly
- ✓ Check our hospital equipment regularly
- ✓ Work to reduce clutter
- ✓ Encourage use of eyeglasses, hearing aids and walkers/canes

This advice is out to take place of a review with your family physician. This is intended to promote safe independence at all ages and staying active in a safe environment.



## Preventing Blood Clots While in Hospital (Deep Vein Thrombosis and Pulmonary Embolism)

Admission to hospital for certain surgeries or medical illnesses can increase your risk of developing blood clots. The risk may be greater if you have a history of blood clots, a family history of blood clots, cancer, recent surgery, recent travel, birth control pill or hormone replacement therapy.

**Deep vein thrombosis (DVT)** is a blood clot formed in a deep vein in the leg or pelvis that can cause leg swelling and pain. Sometimes the clot can become loose and reach your lungs. This is called a pulmonary embolism (PE) which can cause chest pain and sudden shortness of breath, and can be very serious.

If you develop any of the following symptoms during your hospital stay or after discharge, please seek medical attention immediately.

AN EASY WAY TO REMEMBER THE MOST COMMON SYMPTOMS IS:

**C L O T S**

<b>C</b> hest pain	A blood clot in the lung can cause lung damage and inflammation resulting in sharp <b>chest pain</b> when breathing
<b>L</b> ight-headedness	A blood clot in the lung causes <b>light-headedness</b> or dizziness, especially if large or multiple clots block blood flow to the lung.
<b>O</b> ut of breath	A blood clot in the lung can reduce the amount of oxygen circulating in the body and cause <b>shortness of breath</b>
<b>T</b> Leg enderness	A blood clot in the leg causes <b>tenderness</b> or cramping in the calf or behind the knee, as well as redness and warmth
<b>S</b> Leg welling	A blood clot in the leg blocks blood flow in the veins that drain blood from the leg back to the heart, causing the <b>leg to swell</b> .

Your doctor will take steps to reduce your risk of developing a blood clot while you are in the hospital. These may include one of the following:

- Blood thinning medication in the form of a daily injection
- Compression stockings to improve circulation and reduce the risk of clots.
- Sequential compression devices which are leg wraps (from your ankle to your thigh) that can improve blood flow with gentle pressure on the leg.
- To reduce your risk of developing a blood clot while in hospital:
- Ask your doctor or nurse if they have taken steps to reduce your risk of getting a clot.
- Expect to receive an injection which reduces the chances of abnormal clotting of blood.
- Resume physical activity and walking as soon as your doctor permits it.
- Drink plenty of fluids if permitted.
- Report any chest pain, shortness of breath, or pain or swelling in your leg to a member of the health care team immediately.

## Accessibility

In order to ensure that every patient, family member and visitor feels welcome at Pembroke Regional Hospital, we are committed to meeting accessibility needs for people with disabilities in a timely manner. Our goal is to provide everyone who walks through our door with barrier-free access to our facilities, policies, programs, practices and services.

PRH is committed to creating a barrier-free environment for people with disabilities. Our goal is to prevent, identify and remove barriers that may challenge an individual's ability to receive care, access our programs, or work here in accordance with the Customer Services Standards established in the Accessibility for Ontarians with Disabilities Act (2005).

The Hospital's accessibility plan is posted on the Pembroke Regional Hospital's website. On request, the plan can be made available in alternative formats, such as CD in electronic text, or in large print.

To comply with the Accessibility Standards for Customer Service, Ontario Regulation 429/09, training has been provided to employees on how to provide service to patients with various disabilities.

## French Language Services / Translation Services:

French language services are available throughout the hospital upon request and translation services for other languages are also available. Please speak with any member of your health care team if you require services in French or another language.

## TTY (teletypewriter) phone service for the deaf, deafened and hard of hearing:

An amplified phone and a hands-free phone are available for our patients who need one. Please speak with a member of your health care team if you require one of these phones.

## Service animals and pet visitation:

PRH recognizes the value and therapeutic benefit of pet visitation and service animals. Please speak with any of your health care team members and they will be happy to assist you with the details for arranging this.

## Smoke-Free Property

PRH adopted a Smoke-Free policy to promote health and wellness, support efforts to quit smoking and to protect people from second-hand smoke.

Upon admission, all patients are screened for their smoking status. PRH follows the best practices for smoking cessation based on the Ottawa model. All patients will be offered nicotine replacement therapy during their hospital stay. Please talk to your health care professional for further details.

All patients are asked to refrain from bringing tobacco products, electronic cigarettes or flame-producing articles into the hospital.

As per the Smoke Free Ontario Act, Smoking or the use of electronic cigarettes by patients, staff or visitors is not permitted on PRH property including our buildings, grounds and parking lots.

We are committed to ensuring a safe, healthy and clean environment for everyone.





## Emergency Preparedness

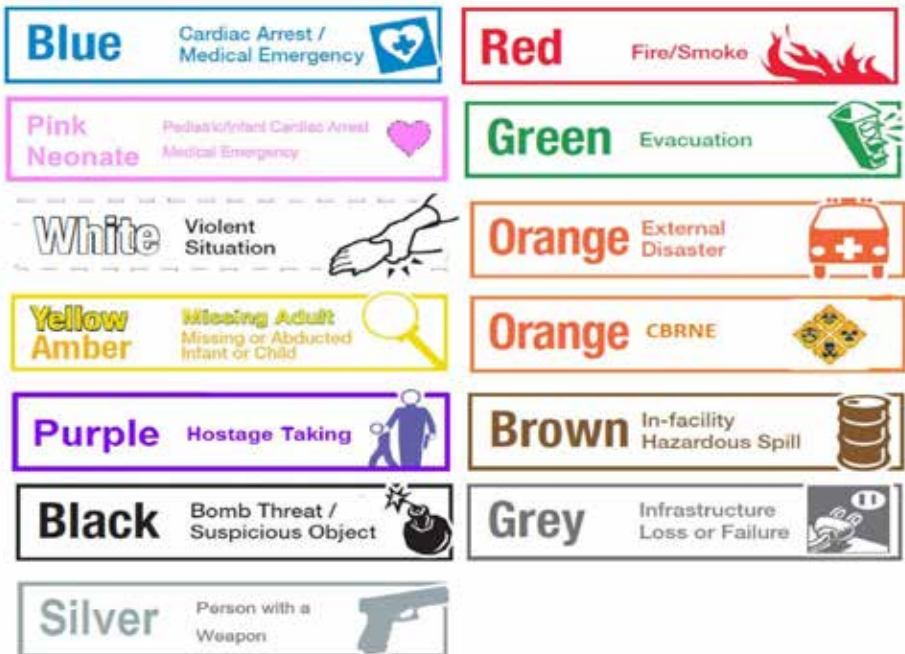
Emergency preparedness is a proactive, coordinated and effective response to emergency situations that will ensure the safety and protection of patients, visitors, staff and all persons who enter PRH.

PRH uses a colour system to help indicate different emergency situations. The primary method for communication is rapid with an overhead public announcement. This notifies staff of the code colour and the responses they will have to take to protect the safety of all individuals within the hospital.

Throughout the hospital, you will see Emergency Preparedness Stations that list emergency colour codes and procedures. Staff are trained and practise emergency responses through a series of education. Please follow staff direction upon hearing a code colour announced over the public address system.

When you hear the fire alarm (CODE RED) during your hospital stay, please remain where you are. Once you hear the "ALL CLEAR" over the public address system, you may continue with your normal activities.

We appreciate your co-operation and understanding in keeping Pembroke Regional Hospital a safe place for everyone.



## Violence Prevention

Pembroke Regional Hospital is committed to creating a safe environment for patients, visitors and staff. For everyone's safety, our violence prevention program prohibits any type of verbal or physical violence. People who display aggressive or violent behaviours, may be asked to leave. The Occupational Health and Safety Act requires us to inform our staff of any risk of violence. By keeping them informed and safe, we in turn help ensure that they can meet the needs of all our patients and families.

**If you are concerned or experience violence or aggression, please inform a member of your health care team right away.**



# Helpful Information

## Algonquins of Pikwakanagan Support Services

During hospital stay and discharge Home and Community Care and Home Care Services are available to assist community members to ensure the best health care for clients. For more information, please call Marlene Sackaney Keeling at (613) 625-2259 or Peggy Dick for Home Care at (613) 625-1230.



**Algonquins of  
Pikwakanagan  
First Nation**

## Banking Machine

Automated bank machines (ATMs), operated by the PRH Auxiliary are located on the Ground Floor of Tower B and in the main lobby of Tower D.

## Elevators

Public elevators to be used by patients and visitors are located in the Hospital's four towers (A, B, C and D). Towers A, C and D each have one public elevator, while Tower B has two. Use of the service elevator in Tower A is restricted to staff.

## Environmental and Linen Services

Your room and bathroom will be cleaned routinely by a housekeeper from our Environmental Services team. Your bedding will be changed regularly.

## Ethics

Are you facing difficult health care decisions about what is the right thing to do? The hospital Ethics team is available, on request, to help PRH personnel, patients and families explore options for their difficult ethical questions/concerns/issues concerning patient care. What is health ethics? In health care settings, ethical questions arise when "the right thing to do" is not clear, or when people disagree about what is best for a patient.

What are some types of questions/concerns/issues the Ethics team can help with? End of Life issues, advance care planning, treatment refusals, patient capacity and consent, patient restraints, confidentiality/ Privacy, and Organ and Tissue Donation are some examples. For additional information, please contact a member of your health care team.

## Flowers

If you receive flowers, they will be delivered to your room. Some patients and staff have sensitivities to heavily scented flowers. Please select varieties that are low scent.

## Food Services

### ***Patient Meals***

Nutrition is an important part of your recovery. The goal of the Food Services department is to deliver prompt and friendly service and provide meals that meet your nutritional needs.

Meals are served during the following time periods:

- Breakfast 7:30 a.m. to 9:00 a.m.
- Lunch 11:30 a.m. to 1:00 p.m.
- Dinner 4:20 p.m. to 6:00 p.m.



**Food Services**

### ***Cafeteria (The Lunch Box)***

Located on the second floor of Tower A, The Lunch Box which serves visitors and staff is open Monday to Friday for breakfast and lunch from 8:15 a.m. to 1:30 p.m.

### ***Vending Machines***

Vending machines are accessible 24 hours per day. Cold beverage vending machines are located on the Ground Floor of Tower B in the entrance by the Sunshine Gift Shop and in the Emergency Department (ED) waiting area. A refrigerated vending machine with food is also available in our ED waiting area. Additional cold beverage vending machines are available in our cafeteria located on the 2nd floor of Tower A. For the convenience of our visitors, microwave ovens and a toaster are also located in the hospital's cafeteria.



### ***The Mural Café***

Located on the ground floor of Tower B, across from the Diagnostic Imaging department, The Mural Café is operated by the Pembroke Regional Hospital Auxiliary, offering a variety of coffees, fresh-baked cookies, muffins, bagels, soup and sandwiches.

A selection of juices, soft drinks, fruit and yogurt is also available.

The Mural Café is open Monday to Friday 9 a.m. to 4 p.m. and 11 a.m. to 3 p.m. on weekends. The Café is closed on holidays.

## Gift Cards

Pembroke Regional Hospital gift cards can be purchased from the Hospital's cashier window (2nd Floor, Tower C), The Lunch Box (2nd Floor, Tower A), the Sunshine Gift Shop or the Mural Café (both located on the Ground Floor of Tower B). Gift cards are redeemable in The Lunch Box, The Sunshine Gift Shop or The Mural Café and can be loaded with any dollar amount the purchaser chooses.

## Gift Shop

10 a.m. to 4 p.m. Monday to Friday

1 p.m. to 4 p.m. Saturday and Sunday

The gift shop is closed evenings and holidays.

The Sunshine Gift Shop has a wide range of products for purchase including: flowers; clothing; sleepwear; giftware; cards; footwear; baby items; jewelry; watches; purses; snacks and sundry items.

Television rental vouchers are also available in the gift shop. More details about the television rental process can be found in the "Television" section of this guide (page \_\_).



## Hairdressing/Barbering Services

Please make arrangements with your hairdresser/barber or foot care professional to come to the hospital during visiting hours.

The hospital recognizes that strong scents can cause breathing difficulties or other distress and therefore scented products used for perms and colour treatment, and hairspray cannot be used.

## Health Card

If you do not have your valid Health Card or have lost it, please contact Service Ontario at 1-888-376-5197 and call the hospital at (613) 732-3675, extension 6534 with your Health Card number as soon as you receive it.

## Internet Café

A three-station Internet Café located at the back of the cafeteria (Tower A, 2nd Floor) is available and accessible 24 hours a day, seven days a week to all patients and visitors.

## Lost and Found

Please check with your unit if you have left personal items behind. Every effort will be made to locate your lost property. PRH is not responsible for items that go missing including dentures, hearing aids, glasses, jewelry, large sums of money or personal mementos.

## Mail

Incoming mail is delivered to your Patient Room. Please inform friends and family to address your mail as follows:

Your Name (and room number) c/o Pembroke Regional Hospital  
Pembroke ON K8A 1G8

Outgoing mail may be deposited in the Canada Post mailbox located outside Tower C. Canadian stamps are available for purchase from the Sunshine Gift Shop located at the entrance to Tower B.

## Media Relations For Patients and Families

Please make sure that our Public Affairs and Communications Coordinator is contacted prior to any meetings you may have scheduled with a reporter or photographer.

All media who visit the PRH must be accompanied by the Public Affairs and Communications Coordinator. This ensures a patient's right to privacy is respected.

Consent is always required before a photo or an interview with a patient or visitor takes place.

**To reach our Public Affairs and Communications Coordinator, please contact:** (613) 732-2811, extension 6165 or [pr@prh.ca](mailto:pr@prh.ca)

## Newsletter

Current and archived editions of our hospital's public newsletter, "Community Connection", can be found on our hospital's website [www.pembrokeregionalhospital.ca](http://www.pembrokeregionalhospital.ca).

## Nurse Call System

Every patient has the ability to call for assistance whenever necessary.

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

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

## Parking

Revenues generated from the parking fees are reinvested into our hospital to upgrade our services and equipment in order to improve the care we provide to our patients.

A one-way, drop-off lane for patients is available on the north side of Deacon Street. All parking on the north side of Deacon Street is designated accessible parking only. Public parking for all other patients and visitors is located on the south side of Deacon Street in gated parking lots.

Paid parking is operated by SP+. Automated pay stations are located at the hospital's main entrance (Tower B) and at the entrance to Tower D. The machines at the gates allow for contactless debit and credit card payment with tap and use WAVE technology for contactless ticket entry.

### Parking rates: Gated Parking Area

\$2 for the first 20 minutes

\$4 for 21-40 minutes

\$6 for 41-60 minutes

\$8 for 61 minutes to end of day

### Day Pass (with in/out privileges)

The Day Pass allows for same-day in and out privileges and is available for purchase at the parking pay stations (Tower B and D lobbies) for \$8

- Touch shopping cart icon
- Select "Day Pass" option on screen
- Insert entry ticket
- Pay fee displayed
- Take ticket
- Scan barcode at parking gate to enter and exit
- Do not lose your ticket. Ticket is non-refundable and is valid for 24 hours from first entry.

### Parking Rates: Accessible Parking Area (includes in/out privileges)

\$2 for the first 20 minutes

\$4 for 21-40 minutes

\$6 for 41-60 minutes



\$8 for 61 minutes to daily maximum

### Patient Drop off / Pick up Area

All gated lots allow for a 10 minute complimentary parking period for this purpose.

Simply take a ticket to enter the lot and drop off or pick up the patient. At the exit gate, insert or scan the ticket and as long as the departure time is within 10 minutes of arrival, the gate will open and you can exit without needing to pay.

Visitors who require more frequent daily visits may purchase a frequent user pass at the SP+ office located in room C004 (Tower C, next to Mulvihill Drug Mart) between 9:30 a.m. and 4:30 p.m. Monday to Friday (excluding holidays).

5 parks / \$25, 10 parks / \$40, 25 parks / \$75

- Cash, Debit or Credit
- Non-refundable
- No expiry date
- Transferable (can be shared and used for different cars)

For any parking related concerns or questions, please contact SP+ by phone, (613) 635-7275 or ask one of the parking attendants on duty.

### Where to Park When Picking up a Patient

When a patient has been discharged and is ready to go home, we ask that you please do the following when you are scheduled to pick up the patient:

- Please park in our Deacon Street parking lot and remember to bring your parking ticket with you unless you will be paying at the gate.
- Check in at the nursing station on the patient's unit to pick up the patient and receive any discharge instructions.
- When leaving to get your vehicle, the patient may wait in the seating by Diagnostic Imaging (Tower B by the Mural Café).
- On your way out you can opt to pay for parking at the machine located between the double doors at the Tower B entrance or you may pay directly at the parking gate.
- You may then drive into the Emergency Vehicle entrance (off Mackay Street) and pull up to the Tower B entrance to retrieve the patient from the DI waiting area. No extended parking is permitted in this area.



## Patient and Family Advisory Council

Patient and Family Advisory Council To support a Patient and Family Centred Care approach, PRH has developed a Patient and Family Advisory Council to form a collaborative partnership between patients, former patients, caregivers, families and PRH representatives to improve the quality of care and the patient experience.



This council acts in an advisory capacity to ensure the patient and families' voices are integrated in the planning, delivery and evaluation of services offered at PRH and make the recommendations on the matters that impact their experiences here. If you would like more information on the Patient and Family Advisory Council, please call (613) 732-3675, extension 6161.

## Patient Room Numbers & Telephone Extensions

A visitor phone for the purpose of accessing patient room numbers, telephone extensions and directions to patient rooms is located in between the double set of doors in the Ground Floor, Tower B entrance (off Deacon Street).

## Pharmacy

Mulvihill Drug Mart is located on the Ground floor of Tower C. Their hours of operation are Monday to Friday from 8:30 a.m. to 5 p.m.

## Spiritual Care Services

Our chaplain and members of the health care team are available to help meet your spiritual and religious care needs. Please let us know of any spiritual, religious or cultural practices or resources that may help you while you are here, and we will make every effort to support you in those ways.

Our hospital's Chapel is located on the first floor of Tower A. Everyone is welcome to use the Chapel for worship, to pray or to spend time in quiet reflection. Regular Mass is held the last Wednesday of each month at 10 a.m. unless otherwise posted. All are welcome to attend.



Arrangements can be made through the Spiritual Care office at extension 6264 for a visit from one's own clergy, Sacramental administration or particular rite observed in one's faith tradition.

## Support for Nursing Mothers

In keeping with our patient and family-centred care focus, we welcome and support mothers who want to breastfeed in any public area on our premises. Mothers who would like to breastfeed more privately may use the Mackay Street foyer area (1st Floor, Tower A).

## Taxi

Should you need a taxi, please call Switchboard by dialing "0" or ask a member of the health care team.

## Telephones

At PRH, telephones can be requested free of charge as required by patients or essential caregivers. An amplified phone and a hands-free phone are available for sign-out for patients with special needs. Speak with a member of your health care team if you require one of these phones.



Patients wanting to make external local calls should dial "36" to get an outside line. Patients wishing to make an external long distance call should dial "333" to reach the Bell automated service. If you have difficulties, dial "0" to speak with our operator.

Outside calls can be received in patient rooms. Please give your family and friends the main hospital telephone number (613) 732-2811 and your extension number which should be posted near the phone. Before you are discharged, please let your relatives and friends know when you are leaving so the next patient does not receive your calls.

If you have any questions or concerns about your telephone, please dial "0" and our switchboard operator will assist you.

## Cell phones and other wireless technology

Patients and visitors may use cell phones or other wireless technology in any area of the hospital where direct patient care is not being provided such as lobbies, cafeteria and closed private offices. In areas where patient care is being provided, cell phones must be turned off at all times.



This is important because radio-frequency devices have been shown to interfere with the proper operation of certain medical devices at close range.

Signs indicating where cell phones and other wireless technology can and cannot be used are posted throughout our facility. Anyone using a cell phone is asked to please be considerate of others and to respect others' privacy, safety and dignity.

Wireless communication devices are not to be used for the taking of pictures, recording or taking videos of patients, families or workplace parties.

## **Televisions**

Television rental vouchers are only available at the gift shop. The cost of renting a television is \$10 per day (including tax). You can also rent a television at a weekly rate of \$60 for seven days or \$150 for a month. For longer stays, rates are \$120 for the second consecutive month and \$100 for the third month. There are no refunds unless approved by the gift shop manager. Methods of payment accepted for television rentals are: cash, debit card, credit card or PRH gift cards.

This service can also be provided to a patient by calling the gift shop at (613) 732-2811, extension 6180. The only accepted method of payment for this service is by credit card. Television slips are picked up at 1 p.m. daily. After 1p.m. televisions will not be activated until the following day.

The gift shop is open weekdays from 10 a.m. to 4 p.m. and weekends from 1 p.m. to 4 p.m.

## **Valuables**

The Pembroke Regional Hospital is a public building. Although we work hard to maintain a secure environment, the hospital is not responsible for lost, stolen or damaged property. If you do bring valuables, they may be temporarily secured in the hospital safe until you can take them home.

## **Visitor Policy**

Please note that our Visitor Policy is subject to change and exceptions will be made for patients nearing end of life. For the most up-to-date information, please refer to the hospital's website or speak with a health care team member.

In general:

Family members are welcome at anytime (24/7) to participate in care or to offer reassurance and support. The appropriate number of family at any time for each patient can be determined in discussion with the care team. Patient's requested visitor restrictions are always respected.

Public visitors are welcome between 11:30 a.m. to 8:30 p.m. daily. Children are welcome with adult supervision.

If a unit is experiencing an outbreak, there may be increased visitor restrictions on that unit to ensure the safety of patients, staff and visitors. In some cases, this may mean that visitors are not allowed on that unit. In order to help provide the best possible care, we ask that visitors:

- Clean their hands before and after going into a patient's room.
- Delay their visit if they are feeling unwell. Visitors who have a fever, new cough, vomiting or diarrhea, should not visit until they have been symptom free for 48 hours.
- Wear personal protective equipment (masks, gowns, gloves, and/or eye protection) as indicated. Speak with a member of the care team if you have questions.

### Use of Masks

If patients admitted to hospital contract a hospital- acquired infection, they are at a higher risk of becoming seriously ill or experiencing serious complications.

As a safety measure for our patients, staff and visitors, all visitors may be required to wear masks and/or enhanced PPE (Personal Protective Equipment) depending on current circumstances and the medical status of the receiving a visit. Masks and hand sanitizer are available at all entrances.

### **Volunteers**

Our volunteers help to enhance service delivery in many areas of the hospital including spiritual care, hospitality, and wayfinding.

For further information about our volunteer program, or if you are interested in becoming a volunteer, please call (613) 732-2811, extension 6504.

### **Website**

If you are interested in obtaining additional information about the Pembroke Regional Hospital, or would like to join our team, we invite you to visit our hospital website at [www.pembrokeregionalhospital.ca](http://www.pembrokeregionalhospital.ca).

## WiFi

Pembroke Regional Hospital offers free Wi-Fi, making it easier for our patients and visitors to stay connected with family and friends. How to access free wireless internet:



- Enable Wi-Fi on your device.
- Select “PRH Guest WiFi” from the wireless network list.
- Read and accept the Terms and Conditions.
- Launch your internet browser.

## Trillium Gift of Life Network

The Gift of Tissue Donation – When a loved one dies, family members may be offered the opportunity to help others through the gift of tissue donation.

There are thousands of Ontarians who require tissue transplants each year and many may wait up to two years to receive their transplant – the need is great.

Donation is a generous and selfless act that not only helps recipients, but also donor families who often report feeling comforted in their grief by the legacy of hope their loved one has left behind.

To register your wish to be a donor, please visit [www.beadonor.ca](http://www.beadonor.ca). If donation is a possibility at the time of your passing, a coordinator from Trillium Gift of Life Network will speak with your family.

If you have registered your consent, your decision will be shared so that your family can be assured that they are honouring your wishes.

If you would like more information about Trillium Gift of Life Network and tissue donation, please speak to a member of the health care team who will assist you.

**beadonor.ca**





## Our Mission

The Pembroke Regional Hospital Foundation supports programs and services integral to the advancement of health care and the total wellbeing of citizens of Pembroke and the surrounding communities by the raising, managing and distributing of funds to the Pembroke Regional Hospital.

## Our Vision

The Pembroke Regional Hospital Foundation strives to ensure that those who support the Hospital through donations receive recognition that is appropriate, equitable and consistent. Developing and maintaining the trust of community is vital to our mission.

The foundation exists as a vehicle through which the community participates to help the Hospital to provide state-of-the-art health care to the patients it serves.

## Registered Charity

Established in 2002, PRHF is a Registered Charity. Our Charitable Number is 87004 7610 RR0001. We provide charitable tax receipts for all financial donations. The Foundation is grateful for all gifts, in any amount, and welcome patients, families, visitors and the community to become involved in its work.

## Ways to Donate

- **The Guardian Angel Program** is a meaningful way to thank a physician, nurse, staff member or volunteer who made a difference to a patient or their family. Upon receipt of your donation, your Guardian Angel will receive an acknowledgment card and a special pin to wear proudly, and will be added to our Honour Roll of Angels.

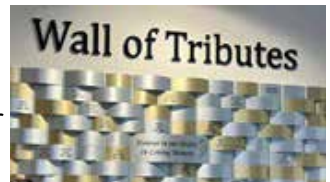


- Purchase a **Giving Garden** plaque in memory or in honour of someone you love, and support quality health care close to home. Each plaque is placed in our Giving Garden for one to three years. The Garden is located on the ground floor of Tower B next to the Foundation's Donor Appreciation Wall.



- **The Health Care Together Monthly Giving Club** is an easy way to spread your generosity over time. You can help to answer the growing health care needs in our region by committing to making a monthly gift.
- **The Healing Wishes Program** provides comfort to families suffering the loss of a child, from conception to early infancy, and offers mothers and families a path towards healing and hope. Families receive a memory box containing literature, mementos, an angel to take home and a pendant. Donations towards the program help provide Healing Wishes memory boxes.

- **The in Loving Memory Tribute Wall** offers families an opportunity to honour the lives of cherished loved ones who are no longer with us, with a permanent plaque inscribed in their memory. Legacy donors will be automatically added to the Tribute Wall, if desired.



- **In Memoriam Gifts in Lieu of Flowers** made towards the Pembroke Regional Hospital Foundation is a meaningful way to honour a loved one, a friend, a colleague or a neighbour. Acknowledgment of your gift is sent to the family by way of a memoriam card. You may also want to support this program by letting the funeral home know that you wish to direct in Memoriam donations to the Pembroke Regional Hospital Foundation.
- **Third Party Event** fundraisers run by volunteers from across the Valley are always welcome. These events generate substantial revenue to support advancing health care right here at home.
- **Bequests and Legacy Gifts** are two of the most important statements one can make. By planning this personal gift, individuals ensure that the spirit of their values lives on to enhance the health and wellbeing of their community and family long into the future.

- **Special Foundation Events** hosted throughout the year offer individuals, families and businesses an opportunity to support advancements to health care services, programs and equipment at their local hospital. Some of these events are: Community Challenge for Healthcare, Spring Lotto, Heroes Run for Healthcare, Black & White Gala as well as Catch the Ace!



**Please contact the Foundation office (613) 732-2811 extension 7408 to learn more about our programs and how you can get involved.**

## Your Hospital Foundation and You

The Pembroke Regional Hospital Foundation is very excited to update you on the success of our Cancer Care Campaign. This incredible campaign of \$3.5 million dollars launched in early 2021 and thanks to supporters in our community, just like you, and some incredible fundraisers like Catch the Ace and our signature Black & White Gala, we were able to complete this campaign in the early spring of 2024!

Building on PRH's commitment to having quality care closer to home, we are now focused on raising the necessary funds that will advance and expand our ability to provide top quality patient care, and ensure our teams have access to the very best equipment and advanced technology to serve our community. As the purchase of equipment is not fully funded by the government, we count on the generous support of the community to ensure we have state-of-the-art equipment available at PRH. In continuing the Foundation's mission of raising, managing and distributing funds to the PRH for its highest priority equipment needs, here are some of the upcoming needs we are fundraising for:

- Replacement CT Scanner - PRH's existing CT Scanner (purchased in 2012) currently services 12,000 patients per year and is approaching end of life (estimated date of 2026). An updated CT Scanner is required to ensure patients have continued access to this critical diagnostic imaging service at Pembroke Regional Hospital.



- Health Information System (Epic) – Featuring the MyChart patient portal, Epic will enable information to be transferred from a paper-based system to a connected digital system that receives and organizes all inputs along a patient’s journey and analyzes that data to provide staff and physicians with actionable information to treat patients. The MyChart feature will provide patients with access to health information including appointments, lab and diagnostic imaging results, and discharge/medication instructions.
- Other equipment needs - Bone Density test unit, Thyroid Uptake System, Ultrasound machines, patient beds, Maternal Fetal Monitor, GlideScope and more.

You can be part of this remarkable journey to advance local healthcare by making a donation using the donation form below or by becoming a Monthly Donor.

Whether it is a gift of cash, stock or property, we are a Registered Charity (#870047610RR001) and all donations generate a valuable tax receipt. We are equipped to accept Visa, Master Card, Amex, Debit and EFT Payments.

For more information about our programs and events, or to make a donation, please call (613) 732-2811 extension 7408 or email us at [prhfoundation@prh.ca](mailto:prhfoundation@prh.ca) or visit [prhfoundation.com](http://prhfoundation.com)

**YES. I WANT TO SUPPORT OUR HOSPITAL'S EQUIPMENT NEEDS**

Please complete this donation form and return it with an enclosed payment, if applicable, to **Pembroke Regional Hospital Foundation at 705 Mackay St, Pembroke, ON, K8A 1G8**  
A tax receipt will be issued for gifts of \$10 or more. Charitable Registration No. 870047610RR0001

One-time donation of     Recurring monthly donation of

\$500    \$250    \$100    \$50    \$20    prefer to give \$ \_\_\_\_\_

I wish to pay by:

Cash     Visa     MasterCard     American Express

Cheque (payable to Pembroke Regional Hospital Foundation)

Card #: \_\_\_\_\_

Expiry: \_\_\_\_ / \_\_\_\_    Signature: \_\_\_\_\_

DONOR INFORMATION

Donor Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/Town: \_\_\_\_\_

Province: \_\_\_\_\_    Postal Code: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

\*Providing your email helps us to keep costs low with electronic receipting

By selecting "Recurring Monthly Donation," you can make a gift that keeps on giving and help us purchase our highest priority needs, as we need them! For additional information please call 613-732-2611 ext. 7408 or email: [foundation@prh.ca](mailto:foundation@prh.ca). To make an online donation visit [www.PRHFoundation.com](http://www.PRHFoundation.com).

# WELCOME GUIDE SPONSORS

Pembroke Regional Hospital would like to thank the many local businesses/ sponsors who made this Welcome Guide possible for our patients.

Please take a moment to review the following advertisements. You will find an excellent variety of services which may be helpful to you during or following your hospital stay.

## ACCOMMODATIONS

Staywell Charity.....51

## COMMUNITY SUPPORT SERVICES

Champlain Community Support Network .....47

## COUNSELLING

Forging Forward Counselling Services..... 45

## FAMILY HEALTH TEAM

Algonquins of Pikwakanagan ..... 43

## MEMBER OF PARLIAMENT

Cheryl Gallant MP ..... 45

## MPP

John Yakabuski MPP .....47

## OUTREACH PROGRAM

Bernadette McCann House .....47

## PHARMACY

Shoppers Drug Mart..... 50

## PHYSIOTHERAPY SERVICES

Whitewater Physiotherapy ..... 44

## RESPIRE CARE

Champlain Gardens Retirement Home ..... 44

Chartwell - Pembroke Heritage Retirement Residence ..... 48

Riverview Heights Retirement Residence..... 43

## RETIREMENT RESIDENCE

Champlain Gardens Retirement Home ..... 44

Chartwell - Pembroke Heritage Retirement Residence ..... 48

Riverview Heights Retirement Residence..... 43

Supples Landing Retirement Residence..... 45

## SHELTER FOR WOMEN

Bernadette McCann House .....47

## SUPPORT SERVICES

Carefor Health & Community..... 46

Eganville and District Seniors..... 49

## TRANSPORTATION SERVICES

Priority Patient Transfer ..... 43



## HEALTH SERVICES pikwakanagan.ca

Health Centre:  
613-625-2259

Family Health Team:  
613-625-1175

1643 Mishomis Inamo,  
Pikwakanagan, ON



**RIVERVIEW  
HEIGHTS**  
RETIREMENT RESIDENCE

400 Bell Street, Pembroke ON  
www.riverviewheights.ca  
613-735-2200

INDEPENDANT &  
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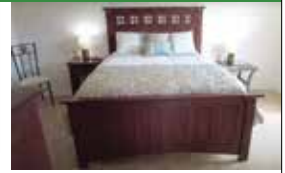
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Golden Age Activity Centre  
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(613) 431 - 8289 |  
info@renfrewhomesupport.ca



Centre Lajoie des Aînées, Aînés  
Francophones de Pembroke  
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(613) 732 - 7730 | info@ccfpembroke.ca



Silver Threads Seniors Club of Petawawa  
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(613) 687 - 6574 |  
silverthreadspetawawa@hotmail.ca



Eganville & District Seniors  
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Opeongo Seniors Centre  
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Seniors Active Living Centre  
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This advertisement was made possible through funding from the Community Services Recovery Fund

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