

If you have any questions please do not  
hesitate to ask any team member for  
assistance

Your Room Phone Number is: \_\_\_\_\_



**Rehab 4C**  
**Trillium - Mississauga**  
100 Queensway West  
Mississauga, Ontario  
L5B 1B8

(905) 848-7167



## Rehabilitation Unit 4C



Information  
For Patients and Families

## The Ideal Patient Experience Rehab 4C

We hope that we can create an ideal patient experience for each person. We hope your experience will reflect the following:

While on the Rehab Unit, I was involved in all aspects of my healthcare. I knew the name and role of each team member and the Rehab staff called me by name as I requested. I was able to discuss my rehabilitation and medical concerns with the doctor when he/she visited each day. Staff answered my call bell quickly and with a positive demeanor.

Throughout my rehabilitation, my family and I received helpful information about the tests I was having done, about the medications I could take, and about the different assistive devices that helped me with my independence. This information enabled me to make informed decisions about my health care. I was aware that interpreters were available to enable patients to ask questions in their language of choice, and to help the team to discuss plans easily with patients. All of my questions and concerns were addressed which really put me at ease. Everyone really listened to me.

### **Communication:**

At every change of shift, you will be involved in Transfer of Accountability at the bedside. This means that as one nurse passes on your care to another, they will meet at your bedside to discuss your care and current status. You are encouraged to participate in this conversation and express any concerns you may have about your care.

You will also see the staff using computers as part of our Electronic Patient Record. This is to make sure that every member of your care team has the most up to date information about your health and care.

### **Walking Aids:**

For your safety, walkers, canes and crutches will be labelled with a red, yellow or green sticker to let the staff know how much help you might need for walking and/or transfers.

Red	Staff assistance needed
Yellow	Staff supervision needed
Green	Able to walk and transfer on your own with the walking aid (independent)

### **Discharge:**

Your discharge from rehabilitation should be planned for 9:00 a.m. Near the end of your stay, the team will assist you to arrange equipment, home supports, further therapy, transportation, or other resources that you may need to further your recovery at home.

## **During Your Stay**

### **Team Meeting / Rounds :**

The Team meets formally once a week to review your care, progress and goals. They also meet daily on an informal basis to review your care plan.

### **Target Discharge Date:**

A target discharge date will be determined during our team rounds and will be posted on the white board in your room. This date will be reviewed as your therapy progresses and will be discussed with you, your family and other team members.

### **Therapy sessions:**

During your stay you are expected to attend therapy sessions. Therapy may occur in your room, the hallway, or in one of the therapy rooms on the unit. Family and other visitors can help you with your therapy, along with the Rehabilitation Team. You may be given exercises or activities to do on your own or with your family, as part of your rehab program. Please do not use the gym without your therapist present.

### **TV Educational Channels:**

Television service can be arranged by filling out a form at the care station. Several channels have information to help you learn more about how to manage your health condition.

The Orthopaedics channel is 66. It includes information on osteoporosis. Channel 74 includes information about managing pain and about anticoagulation medication (Warfarin/Coumadin). Channel 70 has information about your cardiac health.

My family and I were very comfortable while on the Rehab Unit. The unit was safe, clean and clutter-free. When I had visitors, staff always respected my privacy and the Patient Lounge was available for us to spend time together. The team was able to accommodate my food choices and preferences. I had confidence in the staff that helped me walk and do my daily activities. They were all very caring and knowledgeable. It was clear that they knew what they were doing and shared the responsibility of my rehab with my family.

During the planning of my discharge, my family and I were educated about the information needed to make my transition a smooth one. The team assisted me in arranging what I would need and who to contact. I was comfortable about how to manage my pain, how I was going to move around, and how to continue with my activities of daily living. I left Rehab 4C feeling positive about the experience and wanted to recommend Trillium's Rehab Unit to others.

## **Welcome to the Rehabilitation Unit**

**Rehabilitation** is a process to help you reach your best personal level of independence. The Rehabilitation Team works with **you**, your **family** and **significant others** to help you set and achieve your recovery goals. You will be encouraged to do as much for yourself as possible so that your recovery will be faster and you can resume your daily activities. Your **family** and **significant others** will be encouraged to help you in achieving your goals.

Upon your arrival to the Rehabilitation Unit a staff member will orient you and your family and help you settle in. While in the Rehabilitation Unit you will need comfortable, loose fitting clothing for your therapy (e.g. shorts or tracksuit) and good running shoes. Each day, you will be getting dressed. Please also bring your toiletries such as soap, shampoo, toothpaste, toothbrush, hairbrush, and shaving equipment.

Visiting hours are flexible based on the needs of the patient, family and the healthcare team. Remember that most people have a roommate who may be disturbed by visitors in the room. Please think of the other person in the room when having visitors. The best time to visit is between the hours of 12 pm (noon) and 8 pm. We suggest a maximum of two visitors per patient.



### **Pharmacist : Linda**

Reviews and processes prescriptions and addresses drug related issues. Provides information to patients about when and how to safely take their medications.

### **Unit Coordination Assistant (UCA): Lee, Heloise, Elma**

Organizes and coordinates the daily office functions of the unit. Provides assistance to patients, visitors, and staff at the care station desk.

### **Community Care Access Centre (CCAC) Case Manager: Janet**

Supports planning for care at home or in the community following your discharge.

### **Volunteers :**

Provide support services on a one-to-one basis such as visiting and assisting with recreational activities.

### **Spiritual Care :**

Your personal spiritual leader / minister is welcome to visit you during your stay. Hospital spiritual support services are also available on request. Call ext. 7293 from your room or (905) 848-7293 from outside of the hospital.



**Social Worker (SW) :**

Assists patients and families in coping with illness, rehabilitation and resulting lifestyle changes. Can act as a liaison for you and your family, advocates on your behalf as necessary, and provides resource information. The Social Worker also works with you in making the most appropriate plan for discharge.

**Physiotherapist (PT) : Connie, Liesl, or Debbie**

**Physiotherapist Assistant (PTA): Erika or Xena**  
Helps you move as safely and independently as possible through transfers, walking and climbing stairs. They also work with you on your balance and strength.

**Occupational Therapist (OT): Ewa or Toni**

**Occupational Therapist Assistant (OTA): Erika or Xena**

Helps you to solve or prevent the problems that interfere with doing the regular activities that are important to you (e.g. taking care of yourself, making meals, driving, banking, hobbies...). The OT may assess and treat difficulties with thinking & visual skills. They may recommend equipment to make tasks easier or safer.

**Speech-Language Pathologist (SLP) : Suzy**

Helps you communicate more effectively and to eat/ swallow safely.

**Dietician : Rebekah**

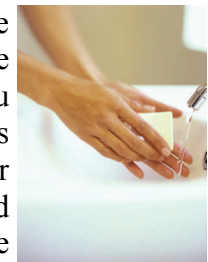
Provides nutrition care and counselling to help you choose the best food for optimum health.

You may wish to visit in the Patient Lounge at the end of the hall, near the gym. Please refrain from sitting in the hallways outside of the rooms when visiting, as this space is required for therapy and providing care. For patients' safety, please inform the unit staff and sign in and out at the care station when leaving the unit.

**Clean Hands**

Visitors must wash their hands or use alcohol hand sanitizer before and after visiting a patient, and as needed during the visit.

Please don't hesitate to ask us if we have cleaned our hands or to have us show you hand cleaning. You are also asked to clean your hands before you leave your room, after coughing or sneezing, before and after meals, and after using the washroom.



**Public Washrooms** are located on the 3rd floor near the "B" elevators. **For hygiene reasons, visitors are not to use patient washrooms.**

All electrical appliances brought onto the unit must be checked for safety by Biomedical Services and will be tagged as safe to use. **Please bring any electrical equipment to staff (e.g. hair dryer, cell phone charger, etc.) so that it can be safety checked before use.**

**Telephones** are available in your room at the cost of \$2.50 per day. If you and your family are not using the telephone, please advise the finance office, so that you will not be billed. If you decide not to use the telephone then you will not be able to receive incoming calls.

A fridge and microwave are available for your use in the unit pantry. Please label and date all food placed in the fridge. The fridge is used by all patients and staff, so please limit your containers. Food should not be left in the fridge for longer than 2 days.

### **The Rehab 4C Team**

The staff on the Rehabilitation Unit work together as a team. The following is a brief role description of the team members. You will be meeting the individual members of the Rehabilitation Team involved in your care during the first few days of your stay. A team / patient / family meeting can be arranged during your stay to discuss goals, needs, your progress, or discharge plans.



### **The Rehab Team**

#### **Manager : Kathy**

Responsible for the management of staff, and for the delivery of care and services for patients and their families.

#### **Clinical Leader : Marivic**

A Registered Nurse who coordinates patient care activities and is available from Monday to Friday between the hours of 7:30a.m. and 3:30 p.m. A charge nurse is available in the evenings and during the night and on the weekends.

#### **Registered Nurse (RN) & Registered Practical Nurse (RPN) :**

Assesses and monitors your health, and administers medication. Provides support, treatment, care and education. Your nurse's name is written on the white board in your room.

#### **Patient Navigator: Carol**

Assists you and your family to identify your needs in order to plan for your discharge. Provides information about resources and available options to help you and your family or friends make informed decisions related to your discharge from Rehab 4C