

# 2023/2024

## Patient & Family Information Guide



Perth/GWM Site:  
33 Drummond Street West  
Perth, ON  
K7H 2K1

Smiths Falls Site:  
60 Cornelia Street West  
Smiths Falls, ON  
K7A 2H9



# Land Acknowledgement

The Perth and Smiths Falls District Hospital acknowledges that it is situated on unceded traditional Algonquin territory and with this acknowledgement comes respect for the land, people and the shared history of the territory. PSFDH recognizes the injustices of the past and those that continue today. As PSFDH seeks to achieve Reconciliation, PSFDH is committed to speaking Truth and working towards Justice in solidarity with Indigenous Peoples.

The Perth and Smiths Falls District Hospital is also committed to taking action in areas that it can to recognize and support our Indigenous community through enhancing supportive health care choices, building partnerships and continuous learning.

Reference: [www.lanarkcountyneighbours.ca](http://www.lanarkcountyneighbours.ca)

## About PSFDH

The Perth and Smiths Falls District Hospital is a fully accredited acute care health care organization located on two state-of-the-art sites. The hospital is situated in the heart of the Rideau Canal region on unceded Algonquin territory and proudly provides health services to more than 60,000 people in the surrounding communities. The hospital delivers a broad range of primary and secondary services and programs such as emergency care, diagnostic imaging, obstetrics, general and specialty surgical services, dialysis as well as laboratory and infection control services.

# Quick Facts for Patients and Visitors

## Ambulance Billing

- There may be an Ambulance charge for patients transported to the hospital by Ambulance.

## Cafeteria Hours

- Monday to Friday, 10 a.m. to 1:30 p.m. Vending machines are located in the Emergency waiting rooms at both sites and in the Smiths Falls Cafeteria

## Discharge Times

- Patients should plan for a 10 a.m. discharge time in order to facilitate patient flow through the hospital. This is a guideline that helps to support patient flow and discharges.

## Gift Shops

- The GWM/Perth Auxiliary Gift Shop is located on the GWM/Perth Site. Operating hours are Monday to Friday from 9 a.m. to 4 p.m.
- SFCH Auxiliary Gift Shop is located off site at Settlers Ridge Centre, 275 Brockville Street in Smiths Falls.

## Parking Fees

- \$4 to exit parking. Correct change is required (\$1 or \$2 coins only.) Change machines are located in the Smiths Falls Cafeteria and Emergency waiting rooms at both sites. 5-day, 10-day or 30-day passes are available to purchase from Human Resources at both sites.

## Television Service

- Televisions are available in the patient lounges on each of the units.

## Visiting Hours/ Family Presence

- Family Presence is encouraged and valued. Your care team will work with you to support Patient and Family Centred Care.

## Valuables

- Please do not bring any valuables with you to the hospital. If you come with valuables, please make arrangements to have them taken home. PSFDH will not be held responsible for the loss or damage of personal belongings.
- **E-readers (such as Kobos, Kindles, etc.)** are permitted. **Laptops/iPads/iPods/MP3s** are not to be used without headphones.
- Your valuable items remain your responsibility and while PSFDH will do everything possible to prevent losses, PSFDH is NOT financially responsible if any items go missing or become damaged.

## Public Washrooms

- Please note that patient washrooms are for patient use only. There are many accessible washrooms located throughout the hospital sites for visitors to use.

## Website

- For additional information and for up to date information, please visit [www.psfdh.on.ca](http://www.psfdh.on.ca)



## Wireless Internet

- To help patients and their families stay connected with their life beyond the hospital, PSFDH offers free Wi-Fi access in all areas of our two sites. Using this service patients and family members can easily stay in touch with friends and relatives. The daily password can be accessed from any of the care stations at either site. Computers are not provided by the hospital. Computers are not provided by the hospital, but patients or families who bring in their own devices can connect to the Internet free of charge. Access to internet is subject to “restricted access” based on the PSFDH disallowed sites.

Please note that:

- No one except senior administration at PSFDH can witness any legal documentation.
- PSFDH is constantly changing to better meet your needs.
- If you are not certain about something related to your visit to please ask a member of the PSFDH Team or check our website for updates.
- COVID-19 changes may impact some amenities.

# *Welcome to the Perth and Smiths Falls District Hospital*

Dear Patients and Families,

The Perth and Smiths Falls District Hospital (PSFDH) prides itself on providing high quality care to everyone it serves. PSFDH encourages and invites you to explore this booklet that was created with the patient and family in mind. Inside, you will learn about our organization, the services PSFDH offers and how best you and your family members/support persons can be important members of your health care team.

It is our mission to provide high quality person-centered care built on collaboration and partnerships. PSFDH is here to work with you, your family and our community. PSFDH employees/volunteers take pride in our facilities and services. PSFDH is dedicated to ensure that patients and families receive exceptional patient focused care every time.

The excellent physicians, nurses, and allied healthcare professionals at PSFDH contribute significantly in the provision of high quality, safe healthcare. Members of your healthcare team have chosen to partner with us in maintaining our position as a leader in healthcare and to ensure our commitment of excellence to the communities PSFDH serves. PSFDH is also grateful for the daily support of our support staff, physicians, volunteers, its Auxiliaries and our Foundation.

On behalf of all of us who work and volunteer at PSFDH and whose roles are represented on the following pages, PSFDH welcomes you to our Hospital. Please let us know how PSFDH can improve our services or simply let us know what you think. PSFDH appreciates and welcomes your feedback, it is the only way PSFDH can continue to enhance and provide safe, excellent, patient and family centered healthcare.

Michael Cohen  
President & CEO

Dorothy Thomson  
Patient Advisor and Co-Chair  
Patient & Family Advisory Council

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**PLEASE NOTE: WE ARE CONSTANTLY CHANGING TO MEET YOUR NEEDS. INFORMATION PRESENTED HERE IS SUBJECT TO CHANGE**

# Frequently Called Numbers

	<b>GWM/Perth</b>	<b>Smiths Falls</b>
<b>MAIN TELEPHONE LINE</b> .....	<b>613-267-1500</b> .....	<b>613-283-2330</b>
Administration .....	1420 .....	1129
Business Office .....	- .....	1144
Day Hospital .....	2127 .....	-
Diagnostic Imaging .....	4271 .....	1115
ECG .....	4228 .....	1117
Emergency .....	0 .....	0
Foundation .....	343-881-4483 .....	343-881-4483
Gift Shop .....	4106 .....	1465
Health Records .....	4215 .....	1146
Intensive Care .....	4262 .....	1220
Joint Assessment Clinic .....	4149 .....	-
Laboratory .....	4274 .....	1112
Marketing & Communications .....	- .....	1268
Medical/Surgical .....	4236 .....	1200
Medicine/Rehab .....	4237 .....	-
Obstetrics .....	- .....	1150
Occupational Therapy .....	4212 .....	-
Palliative Care .....	2180 .....	2180
Patient Flow Coordinators .....	4269 .....	1196
Patient Registration .....	4170 .....	1105
Patient Relations/Privacy .....	1149 .....	1149
Physiotherapy .....	4275 .....	2116
Respiratory .....	4284 .....	1118
Speech Therapy .....	4268 .....	2107
<b>Switchboard</b> .....	<b>0</b> .....	<b>0</b>
Volunteer Services .....	- .....	1265



## Our Strategic Priorities



**Provide an excellent experience for the persons we serve, every time**

- Deploy best practice to deliver safest possible care
- Remove barriers to care
- Improve care transitions and health system navigation



**Meet the changing needs of our community**

- Improve our physical facilities and infrastructure
- Align our services with the needs of the community
- Improve engagement with our community and our partners



**Support and empower our people**

- Ensure a supportive and safe work environment
- Recruit and retain high-performing people
- Ensure our people have the right skills for now and the future



**Ensure our future sustainability**

- Secure the capital funds required to meet the needs of our community
- Secure the operational funding required to meet the needs of our community
- Ensure we are prepared to respond to a changing environment

### Our Mission

We provide our community with a high-quality environment for person-centred care, built on collaboration and partnerships.

### Our Vision

To be a leading community healthcare organization, chosen by people to support their care from birth to end-of-life and recognized as a preferred place to work and volunteer.

### Our Values

- Respect and Dignity
- Inclusion and Diversity
- Stewardship and Accountability
- Collaboration and Partnership

## Patient Declaration of Values

I Value.....	I Expect.....
C – Caring Compassion	That, I, and those important to me, will be treated in a considerate, respectful and dignified manner by all members of the health care team.
C–Communication	To receive honest and meaningful information about my health and my care. To receive focused, timely attention to my queries and concerns.
C – Competence	To receive skilled, quality care protecting me from harm and focusing on best practice.
C–Confidentiality	To have my privacy respected in all aspects of my care.
C – Commitment	To be able to rely on the Hospital to continue to provide state-of-the-art health care to our communities.
	Ensuring a good relationship with my care providers is important to me; I will share the responsibility for my health care by providing accurate information, asking for help when needed and being courteous and respectful.



**Per Occupational Health & Safety Act - Bill 168, the Perth and Smiths Falls District Hospital does not tolerate violence in words, actions or gestures.**

## Patient Bill of Rights and Responsibilities

The Perth and Smiths Falls District Hospital is committed to providing exemplary patient care and to partner with patients and families. In order to achieve these goals, PSFDH makes the following pledge to you - the patient.

### Your Rights:

- ✓ You have the right to be treated with dignity and respect in a manner which maintains your privacy and your right to confidentiality.

- ✓ You have the right to be a full participant in your care and to receive relevant information and education concerning your condition, diagnosis, treatment and prognosis in a manner which is understandable to you.
- ✓ You have the right to make fully informed decisions about the plan of care prior to and at any time during the course of treatment.
- ✓ You have the right to refuse care to the extent permitted by law.
- ✓ You have the right to expect that members of your care team will communicate and collaborate with one another in order to ensure continuity of care and safe transitions of care.
- ✓ You have the right to know who is treating you at all times and which most responsible care provider is guiding your treatment.
- ✓ You have the right to express your concerns and receive a response to your questions.

## Your Responsibilities:

Your rights carry with them certain responsibilities. PSFDH asks you and your family (support person) to respect the following obligations:

- ✓ Provide relevant information to the members of your health team to help them in the process of care.
- ✓ Facilitate the provision of your care by identifying a spokesperson with whom PSFDH can communicate or provide a valid power of attorney, in the event that you become incapacitated.
- ✓ Follow the care and treatment plan that you have participated in creating to the best of your ability.
- ✓ Accept responsibility for the informed decisions you make about your treatment.
- ✓ Be courteous and respectful of other patients, family members and members of the health care team.
- ✓ Recognize that the needs of other patients and families may sometimes take precedence.
- ✓ Recognize that providers need not provide any treatment to patients that the province may consider to be medically or ethically inappropriate.
- ✓ Respect Hospital property and comply with Hospital regulations and policies.
- ✓ Understand and be responsible for all expenses not covered by OHIP or private insurance during your hospitalization.
- ✓ Be responsible for your own property and send home all possible valuables for safe keeping.

# Things to Expect while in Hospital

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## Consent to Treatment/Informed Consent

You will be asked to sign a consent form for certain tests, procedures and treatments. Before you sign, please make sure you know and understand the benefits and risks of the proposed treatment. This is called informed consent. If you have questions or need additional information, please speak with your doctor. You have the right to refuse treatment, but please ensure you are aware of what may happen if you do.

## “Home First” Planning for Your Return Home

The goal is to support you to return to the comforts of your own home as soon as possible. In preparation, you are requested to:

- Make arrangements for transportation before you are discharged
- Plan for attendance at any follow-up appointments
- Plan for how your prescriptions will be filled
- Make sure you have the Home/Community Care contact information (as needed)
- Make decisions about long term care and other alternative living arrangements once back home

## *Bill 7 More Beds, Better Care Act*

PSFDH is committed to working with patients, substitute decision makers, families, and caregivers during any transition in patient care. To facilitate a consistent and transparent approach to discharge planning, the South East regional hospitals, including PSFDH have developed a detailed process based on Bill 7, More Beds, Better Care Act. Please speak with a member of your health care team for more information.

## Advance Directive/Living Will/Power of Attorney

If you have prepared an Advance Directive, Living Will or Power of Attorney for Personal Care, please tell a member of the health care team when you are admitted.

## Life Saving Measures

It is standard practice when anyone is admitted to hospital to make sure that the health care team is aware of resuscitation wishes, also called advanced directives. A form will be used to guide the conversations around the patient’s wishes regarding resuscitation and other life saving measures. PSFDH will keep this form and communicate the wishes of the patient or substitute decision maker to the health care team.

Review of the patient's resuscitation wishes can take place at any time a patient/patient's substitute decision maker requests. PSFDH encourages patients to have these conversations with family members and substitute decision makers in an open manner. These conversations can happen at any point, including when a patient's condition changes.

## Family Presence/Visiting Hours

Family presence is encouraged and valued. Your care team will work with you to support Patient and Family Centred Care. Please be mindful of space limitations and the need to respect the privacy of all patients. Your healthcare team will work with you to develop a family visiting plan that best meets the needs for your family. Please check our website [www.psfdh.on.ca](http://www.psfdh.on.ca) for the most current visiting information. Family or friends who have a fever, cold or respiratory symptoms or other contagious illnesses like nausea and diarrhea should not come to visit patients.

Make sure that you, your family members and other visitors clean their hands often while in hospital with the hand sanitizer provided throughout the hospital facility. Please do not wear any perfumes, aftershaves, or other scents when visiting, as these may be harmful to other patients with respiratory conditions.

While dealing with outbreaks, please adhere to hospital policies and wear a mask as required.

## Transfer of Accountability

As part of PSFDH's ongoing commitment to safe and high quality patient and family centred care, with your permission nursing staff will transfer accountability to your oncoming nurse at the start and end of each shift. With this report nursing staff will discuss key information about your care plan, safety concerns, your preferences and goals. Your family is also welcome to take part in this transfer if you wish. Research indicates that bedside reporting improves communication between the patient and their health care team as well as improves the patient and families experience in hospital.

## Building a Culture of Ethics

Perth and Smiths Falls District Hospital (PSFDH) takes its commitment to promoting an ethical culture seriously. Building the organization's ethics capacity, providing support to those making difficult treatment options decisions and faced with challenging ethics issues, and most importantly, ensuring that PSFDH delivers health care and provide services with the highest ethics standards, is essential.

Perth and Smiths Falls District Hospital supports you in making good ethical decisions. For more information contact the Privacy Officer at [privacyofficer@psfdh.on.ca](mailto:privacyofficer@psfdh.on.ca) or 613-283-2330 ext. 1149 or request a copy of our pamphlet on Ethics from a member of your health care team.

## Restraints

Restraint use may be considered and will be kept to a minimum requiring consent. Please discuss with your admitting nurse who will give you further information and a specific safety pamphlet regarding the use of restraints.

## Spiritual Care

Spiritual care is available to all patients as part of the hospital's commitment to provide holistic care. Upon admission, you will be asked if you would like a visit from interfaith spiritual volunteers and/or your personal faith leader. Following admission, you may also notify your nurse at any time if you would like a visit. A "quiet" room is available on the main level of each site and is open to all people for reflection, meditation and prayer.

## MOVE TO IMPROVE!

Staying active while you are a patient helps promote recovery and makes your transition home easier. Staying active while you are a patient also helps to decrease falls. To prevent the negative effects of bed rest and immobility, ask your healthcare team members which activities you can safely do. Healthcare members are trained on activities of our Move to Improve program. Please remember your safety is important, use your call bell to ask for assistance or plan with your nurse on arranging a time for these activities if you need assistance.

### Suggestions for staying active while in hospital include:

- ✓ Going for walks in the hallway, with supervision and/or equipment as needed
- ✓ Calling for supervision/assistance to walk to the bathroom
- ✓ Performing some of your own hygiene, such as bathing or grooming after walking to the bathroom
- ✓ Time out of bed or sitting in a chair for meals

## What to Expect During Your Hospital Day

### Meals / Snacks

- ✓ Breakfast 7:45-8:15 a.m.
- ✓ Lunch 11:45-12:15 p.m.
- ✓ Dinner 4:45-5:15 p.m.
- ✓ Snacks on request

### Medication Routine Times

- ✓ 8:00-9:00 a.m.
- ✓ 11:30-12:30 p.m.
- ✓ 4:30-5:30 p.m.
- ✓ 9:00-10:00 p.m.

### Personal Hygiene

- ✓ 7:45-11:30 a.m.
- ✓ And as requested/scheduled

### Nursing Assistance

- ✓ Nurses will respond to call bells and visit on a regular basis

### Vital Signs and Nursing Assessment

- ✓ As ordered by physician
- ✓ Every 1 to 12 hours

### Hospital Tests

- ✓ Blood work 7:00-9:00am/1pm or as required for your care
- ✓ X-rays / CT scans /ECG / Ultrasounds 8:00-5:00 p.m., unless urgent

# Patient and Family Centered Care (PFCC)

## How is this different from what we do everyday?

The way patients and families view their care may be different from that of the healthcare provider. This perception has been recognized as being key to providing safe, quality patient care. By bringing the perspectives of patients and families directly into the planning, delivery, and the evaluation of their own health care, in partnership with their health care providers, PSFDH can improve its quality and safety. The evidence is clear that when health care administrators, providers, patients and families work in partnership, the quality and safety of health care rises, providers and patients satisfaction increases and costs decrease. PSFDH will provide health care in partnership WITH our patients...and not just TO our patients.

## PFCC Core Concepts:

**Dignity and Respect.** Health care practitioners listen to and honour patients and families perspectives and choices. Patients and families' knowledge, values, beliefs, and cultural backgrounds are incorporated into the planning and delivery of care.

**Information Sharing.** Health care practitioners communicate and share complete and unbiased information with patients and families in ways that are affirming, useful and understandable.

**Participation.** Patients and families are encouraged and supported in participating in care and decision-making at the level they choose.

**Collaboration.** Patients, families, health care practitioners, and health care leaders collaborate in policy and program development, implementation, and evaluation; in facility design; and in professional education, as well as in the delivery of care.

## Your health care. Be involved.

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

PSFDH is a recognized rural teaching hospital. This means that some of your health care team may include students, under the supervision of qualified



professionals who will introduce them to you as such. These students are here to learn, and would very much appreciate being part of your circle of care. It is very important that the health care team know how you are feeling now; if you are taking any medication; if you have had surgery or recent illness that runs in your family; or if you have an addiction of any kind. It is important that you bring all the medication that you take with you to the hospital.

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

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

Your health care team will discuss these issues with you before you leave.

# Preparing for Your Hospital Stay

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## Accessibility

PSFDH commits to the continuous improvement of access to hospital facilities, policies, programs, practices and services for patients and their family members, staff, health care practitioners, volunteers and members of the community with disabilities. Please discuss any accessibility concerns with your health care team or feel free to direct them to our Patient Relations Coordinator at [patientrelations@psfdh.on.ca](mailto:patientrelations@psfdh.on.ca) or by phone at 613-283-2330 ext. 1149.

## Admissions

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

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



## Compliments & Complaints

PSFDH aims to provide the best quality of care to enhance your health, safety and well-being. You will occasionally receive a survey from an independent company seeking feedback regarding the care you received. Please take a moment to complete the survey as your comments are invaluable and help us to further enhance our programs and services. If you wish to discuss your experience directly with us, please contact our Patient Relations Officer at 613-283-2330 ext. 1149 or by email at [patientrelations@psfdh.on.ca](mailto:patientrelations@psfdh.on.ca).

## Confidentiality/Privacy

Protecting your privacy is important to Perth and Smiths Falls District Hospital. PSFDH ensures that your confidential information is kept secure and used only for the purposes stated.

Please note that your health records are kept secure in accordance with the *Public Hospitals Act*. Release of any information follows all legislative requirements. If you have any questions or concerns regarding your health record you may contact Health Records at 613-283-2330 ext. 1146 (Smiths Falls Site) or 613-267-1500 ext. 4215 (GWM/Perth Site).

For more information regarding your privacy, please visit: [www.psfhdh.on.ca/privacy](http://www.psfhdh.on.ca/privacy) or ask a member of your healthcare team.

## Medication Safety Review

Please try to have a medication review printout from your community pharmacist the week before any planned admission (surgery). Bring this review along with all of your medications you are taking including prescriptions and over the counter medications such as Tylenol, vitamins or herbal products that you take whether taken occasionally or on a regular basis.

## Patient Safety Events

In the event that you suffer a patient safety event while in hospital, PSFDH will thoroughly investigate the incident. PSFDH will involve you or your family member, with your consent, in the discussion and guarantee transparency and full disclosure.

The concepts outlined in the *Apology Act* also apply. PSFDH makes every effort to prevent incidents or errors, but if they do occur, PSFDH will make the necessary process changes to prevent further issues.

## Tips to Improve Your Patient Care

- Ask lots of questions
- Write down questions or concerns
- Be open and honest with the care team
- Participate in the collection of your medication history
- Include a support person in your healthcare stay
- Participate in the bedside report with your healthcare team
- If you leave your room, please let your nurse know where you will be
- Reach out to the Charge Nurse or Management Team if you have concerns or suggestions to better our care
- While you are in the hospital, do not take or use any medications on your own

## Your Health Care Team and Services

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While at PSFDH, your care is provided by many capable professionals. Every member of your health care team receives ongoing educational support to remain current in all leading best practices. They are all working together to help you meet your care goals.

### • **Cardiopulmonary/Respiratory Therapy Services**

Services offered include a range of diagnostic testing such as ECG, cardiac stress testing, portable cardiac monitoring and lung capacity testing, as well as support of in-patient care in the treatment of acute and chronic cardiac and pulmonary disorders. In-patients receive priority access as required.

## • Diagnostic Imaging Services

Services offered on an in-patient and out-patient basis include x-ray, ultrasound, echocardiography, bone mineral density (BMD), mammography and computed tomography (CT). In-patients receive priority access as required. Emergency x-ray coverage is provided 24 hrs a day. Elective testing is offered Monday to Friday during regular business hours. Procedure information is available for in-patients scheduled for testing – simply ask your nurse or access out patient testing preparation information that is located on our website.

## • Dialysis Services

PSFDH partners with Kingston Health Science Centre to provide dialysis services to area residents at the Smiths Falls Site. This service allows patients with renal disease to get their regular weekly treatments closer to home.

## • Dietitians Services

Dietitians may see you to help with selecting a specialized diet and counselling you about the types of food to eat. If you have diabetes, or you are at risk to develop diabetes, talk to a member of your health care team to be referred to a diabetes education program. A doctor's referral is necessary.

## • Emergency Services & Supports

Both sites of the PSFDH have 24/7 Emergency Department access to highly trained and educated Physicians, Nurses and Support Staff. PSFDH coordinates your care with our regional partners such as EMS (ambulance), Lanark, Leeds and Grenville Mental Health and Addiction Services, Lanark County Support Services, Brockville General Hospital as our partner in acute mental health crisis, and both Kingston Health Sciences Centre and The Ottawa Hospital. Care is provided in a respectful manner reflecting the values of the Hospital and our Patient and Family Centred Care philosophy.

## • Environmental/Housekeeping Services

Environmental Services takes great pride in providing you with a safe and clean environment.

## • Home & Community Care Support Services, South East

The Home Care Coordinator may see you during your hospital stay or contact you by phone to assess your needs in preparation for returning home. Arrangements may be made at that time for such services as nursing, therapy or home support. The Home Care Coordinator can also provide information about other community agencies and support services. For information on community resources in your area, see

## • Intensive Care Services

These critical patient care areas on both sites provide coordinated care to our most critically ill patients. PSFDH has strong relationships with Kingston Health Sciences Centre and The Ottawa Hospital cardiac and neurology programs. PSFDH has a quiet room for your comfort and the staff all work toward supporting the entire family not just the patient.

## • Joint Assessment Clinic

The Joint Assessment Clinic is a provincial healthcare initiative that is in place to provide all Ontario patients with timely access to high quality, integrated musculoskeletal care for joint and disability related to osteoarthritis of the hip and knee. At the Joint Assessment Clinic, patients are assessed by an Advanced Practice Physiotherapist who will assess and work with the patient to determine the appropriate care pathway – surgical intervention or non-surgical management.

## • Laboratory Services

The PSFDH Laboratory uses the latest technology and highly trained and certified staff to provide testing in chemistry, hematology and transfusion medicine for both sites. Staffed by both Medical Laboratory Technologists and Assistants, these are the staff you will see if your physician has ordered blood tests for you.

Outpatients requiring laboratory services must present to Life Labs.

PSFDH is proud to partner with Kingston Health Science Centre for microbiology and advanced laboratory testing.

## • Medical Day Care/Chemo Services

The Perth and Smiths Falls District Hospital Medical Day Care Unit provides outpatient day treatments to our patients such as transfusions and other IV therapies.

PSFDH is also partnered with the Cancer Center of Eastern Ontario, part of Kingston Health Sciences Center, (“KHSC”) to enable the provision of select chemotherapy and supportive therapies at our site.

This partnership is called the Regional Systemic Treatment Program, and has the goal of providing care closer to home. Patients in this program receive initial diagnosis and treatment in Kingston. If the patient meets certain criteria and they wish to continue to receive their treatments at PSFDH this is arranged by KHSC. The staff in the medical day unit maintains regular contact with staff at KHSC throughout the patient’s treatments.

The Medical Day/Chemo Unit is open Monday to Friday. Hours of operation

are very flexible to meet the needs of our patients and families.

In addition, the hospital has worked with the Regional Systemic Treatment Program in Kingston to provide chemotherapy treatment services and will incorporate the current practice guidelines and standards to all for patients to receive care closer to home.

### • Nurses

Registered Nurses and Registered Practical Nurses are an integral part of your health care team. Nurses, as your 24/7 care providers while in hospital, help navigate and plan with your health care goals.

### • Obstetrics Services

Located at the Smiths Falls Site, there are four birthing rooms which are used for all stages of labour and delivery. Each birthing room is designed to reflect a home environment and provides a jetted tub, private bathroom and kitchenette. Family and friends are welcome to visit as each patient room is spacious and comfortable.

PSFDH supports 24 hour rooming in for our new parents. This allows the much needed exposure to their new baby prior to being discharged from hospital. PSFDH is also building midwifery services into the hospital obstetrical program. Currently, PSFDH midwives will provide newborn care and C-section assists.

### • Baby Friendly Initiative

The PSFDH is committed to achieving BFI certification. The Baby-Friendly Initiative (BFI) Strategy for Ontario is one area of investment by the Ministry of Health and Long-Term Care to enhance breastfeeding in Ontario. The BFI Strategy will provide hospitals and community health organizations with training, tools, guidance, and educational resources to help achieve World Health Organization's BFI designation and adopt best practices that meet BFI requirements.

### • Occupational Therapists (OTs) Services

Occupational Therapists help people learn and manage every day activities that are important to them, including caring for themselves and performing activities of daily living. They also assess and treat thinking skills and visual perception. The therapist may also make splints and prescribe equipment and assistive devices. Occupational Therapists are supported by Occupational Therapy Assistants who will help deliver your care.

### • Palliative Care Services

Palliative Care Services offers support for in-patients that require pain and symptom management, consultation with healthcare workers and patients, volunteer support in hospital, as well as physical, social, psychological,

spiritual and bereavement support during end of life care.

### • Patient Flow Coordinators and Discharge Planners

In support of the Home First philosophy, planning for your discharge begins the day you are admitted to PSFDH. Your plans may involve arranging services at home, in a temporary convalescent placement or other supportive environments. The Patient Flow Coordinators are available to assist you in assessing your future care needs and how these needs may be met. They can be contacted at 613-267-1500 ext. 4269 (GWM/Perth Site) or 613-283-2330 ext. 1196 (SF Site).

### • Pharmacists/Pharmacy Services

The PSFDH pharmacy team encourages all patients to bring their medications with them when they come to the hospital. Having your medications on hand provides us with the opportunity to ensure PSFDH has an accurate history of the medications you take at home. This includes all prescription, over the counter medications and supplements you are currently taking. Once at the hospital one of our nurses will review your medications with you. This is part of our medication reconciliation process.

Please also make sure you let us know if you have any allergies or have had any adverse reactions to medications you have taken in the past.

PSFDH encourages all patients to have an annual medication review with your community pharmacy to ensure you are taking your medications correctly and ask the pharmacist any medication related questions you may have.

### • Physicians

Your physician will coordinate your tests, medical care and treatment. They will work closely with the rest of the team to make sure your needs are met and that your transition between services, facilities and home is smooth. Should you presently not have a permanent family physician, PSFDH supports a “hospitalist” model of care that will ensure your health care needs are met while in hospital.

### • Physiotherapy Services

If your primary care provider feels it is indicated, therapists may be requested to assess and treat a wide variety of musculoskeletal, neurological and cardiopulmonary problems. They may prescribe exercises to help you with your functional mobility, strength, balance, pain or breathing. You may also be given an exercise program to work on in your room between therapy sessions. While in hospital, please ensure that you have proper fitting, rubber soled footwear.

The Advance Practice Physiotherapist is specially trained by the orthopedic surgeon(s) to conduct a comprehensive physical assessment to confirm the

need for surgical consult. The goal is to ensure that each patient is assessed promptly after referral, managed proactively and triaged to a surgeon based on urgency and appointment available.

## • Rehabilitation Services

PSFDH offers specialized rehabilitation therapy services. The program offers support to patients and their families for diagnoses such as stroke and orthopedic conditions. The team includes nursing, physiotherapy, clinical nutrition, occupational therapy, speech-language pathology and day hospital. Consultant rehabilitation specialist services enhance these programs.

## • Speech Language Pathology Services (SLPs)

Speech Language Pathologists may be asked to assess and treat communication and/or swallowing concerns in order to restore and/or maintain functional ability. In collaboration with the Dietitian, the Speech Language Pathologist will make recommendations regarding the most appropriate diet to meet your swallowing abilities.

## • Student Learners/Externs

PSFDH welcomes many student learners and externs every year. As a result, you may experience the presence of healthcare professionals in training as part of your care team.

## • Support Services

Your health care team would not be complete without the ongoing support of ancillary services and departments such as Administration, Communications, Finance, Food Services, Health Records, Hospital Information Systems, Housekeeping, Human Resources, Laundry, Maintenance, Patient Registration, Materials Management and Motor Transport.

## • Surgical Services

PSFDH offers a comprehensive range of surgical services shared between two sites. PSFDH offers advanced specialized care in the following specialties:

- General surgery
- Gynecology
- Ophthalmology
- Orthopedic surgery
- Urology

## • Vascular Protection Clinic and Supports

PSFDH supports and provides an out-patient Vascular Protection Clinic through a partnership with the Stroke Network of Southeastern Ontario. Through a physician referral, this clinic provides streamlined access to assessment, diagnostic tests, medical, surgical management and counseling in lifestyle changes to reduce the risk of stroke.

# Speciality Services

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PSFDH is a proud sponsor of the following community programs: Lanark County Sexual Assault & Domestic Violence Program, Lanark County Mental Health and Lanark County Support Services.

## **Lanark County Sexual Assault & Domestic Violence Program**

is a hospital-based program that provides 24 hour care to persons of all gender identities and ages who have been sexually assaulted or who have experienced intimate partner violence. Services include:



- Emergency medical and nursing care;
- Crisis intervention;
- Safety planning;
- Collection of forensic evidence;
- Arrangement of health care follow-up; and
- Counseling and referral to community resources.

Care and treatment is accessed through the emergency departments of both hospitals.

### **Further Information can be found at:**

<http://www.endabuseinlanark.ca>

<https://psfdh.on.ca/sexualassault>

Call or text (613) 284-6656 anytime for more information.

The police will not be contacted unless you would like them to be involved.

**Lanark County Mental Health (LCMH)** is a community-based mental health program providing mental health services and supports to transitional aged youth ages (17 to 24) and adults experiencing serious and persistent mental health symptoms and/or disorders. The services are across Lanark County with the central office in Smiths Falls and satellite office in Carleton Place. LCMH works with the PSFDH and local primary care physicians to ensure the appropriate care and access to services.

LCMH ensures linkage to community supports and resources outside our catchment area with other health care providers. It provides services and links to people ranging from assessment, referral, intervention, treatment and education.

### **Services include:**

- Crisis Services including Hospital Crisis Worker
- Court Diversion/ Support Services
- Counseling and Treatment Services
- Case Management Services
- Emergency Room Diversion Case Management Services
- General Psychiatry Consultation Services
- Geriatric Consultation Services
- Family Violence Counseling



**For more information, please contact: 613-283-2170**

### **Lanark County Support Services**

Lanark County Support Services offers a broad spectrum of support/service options and choices to adults with developmental disabilities in our Lanark County communities. Supports are individualized and person directed.

The range of options include: transition support from school to community, life skills acquisition, recreational/social activities, volunteer/paid job support, creative living opportunities, travel experiences, activities for senior population, family support and planning.

Individuals interested in receiving support must meet the eligibility criteria for a developmental disability from Developmental Services Ontario (DSO.)

**For further information, please contact: 613-283-2297**

## Be Respectful

Everyone is entitled to a safe environment.

Please be thoughtful of the rights of all patients and hospital team members and follow all hospital policies and ensure all interactions are respectful.



# Your Safety During Your Stay

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PSFDH is committed to your safe health care and invite you to participate in your care while staying at the hospital. Patients who are involved with their care in the hospital heal better. Clear communication is one of the most important parts of your care while you are in the hospital.

## Infection Prevention and Control

The goal of the Infection Prevention and Control program is to protect patients, staff and visitors from preventable infections.

### How do we achieve our goal?

- By recognizing and promoting the important role that hand hygiene plays by providing increased access to alcohol hand rub for use by all patients, visitors and members of your healthcare team.
- By screening patients on admission for antibiotic resistant organisms.
- By ensuring our housekeeping practices and products effectively clean and disinfect the environment.
- By promoting the responsible use of antibiotics.
- By providing education to staff, students and volunteers.

## Hand Hygiene

Hand hygiene is the most effective way to control the spread of infections. Everyone must clean their hands and when you enter the hospital and within the hospital, hand hygiene is important. Whether you are a patient or a visitor you can do your part in helping prevent the spread of germs by cleaning your hands.

- ✓ When you enter or exit the hospital
- ✓ When your hands are visibly dirty
- ✓ Before you eat or drink
- ✓ After you use the washroom
- ✓ After you cough, sneeze or blow your nose
- ✓ After you handle garbage
- ✓ Remember to cough and sneeze into your sleeve or elbow.



Patients are provided with a personal sized bottle of hand sanitizer to assist in sanitizing your hands while staying in the hospital, PSFDH encourages you to take this home with you when you are discharged.

Hand hygiene compliance rates are measured and posted on the hospital web site at [www.psfhdh.on.ca](http://www.psfhdh.on.ca). Patients can ask their healthcare team members if they have cleaned their hands.

## Additional Precautions

Occasionally it is necessary for patients to be placed on additional precautions like isolation. This means health care staff and visitors may need to wear gowns, gloves or a mask when visiting or providing health care. Signs indicating the type of isolation precautions will be placed at the entrance to your room. Staff will be able to explain the reason for the additional precautions to you if required. Please ask for assistance with any additional precautions.

## Patient Safety - Creating Awareness

### Be Aware, Ask Questions!

Hospitalization greatly increases blood clot risk. If you are hospitalized or planning for surgery, ask your doctor:

- Am I at risk for blood clots?
- Should I be on a medication to prevent blood clots? (You may hear such blood clot prevention measures called DVT prophylaxis by your doctor.)
- If yes, then: How long should I be on this medication?
- Should I be given elastic compression stockings to wear while hospitalized? Please speak with a member of your Health Care Team.

## Know Your Risk Factors

*Factors that increase blood clot risk that you should discuss with your doctor:*

### **Immobility:**

- Hospitalization
- Prolonged sitting

### **Surgery and Trauma:**

- Major surgery (pelvis, abdomen, hip, knee)
- IV catheter (i.e. pic line, central line, etc.)
- Bone fracture or cast

### **Increased estrogens:**

- Birth control pills, patches, rings
- Pregnancy, for up to 6 weeks after giving birth
- Hormone therapy

### **Medical conditions:**

- Cancer and its treatment
- Heart failure
- Inflammatory disorders, such as lupus, rheumatoid arthritis, inflammatory bowel disease

### **Other risk factors:**

- Previous blood clot
- Family history of clots
- Smoking

- Clotting disorder
- Obesity
- Older age

## Preventing Pressure Areas

Pressure areas are caused by constant pressure that damages the skin and underlying tissue. They can develop in a very short time period and take longer to heal. They may have a huge impact on your every day life as normal activities can be restricted while the pressure area heals. If they do occur, they can be healed.

### How do they develop?

There are a number of risk factors that lead to pressure areas. Some of the factors include:

- a very ill person (e.g. paralysis, acute/chronic illness or surgery).
- incontinence (loss of bowel and/or bladder control).
- not having a well-balanced diet.
- decreased movement.

### How do you prevent or reduce your risk of developing pressure areas?

- Try to mobilize at least 3 times per day. This can include getting up in a chair for meals, mobilizing and even dangling your feet at the bedside with the support of staff. Ask your team about PSFDH “Move to Improve” initiative on page 19.
- Remember that you can best help yourself. Change your position frequently by turning your body. Do this at least every 2 hours. If you cannot move on your own, have someone assist you.
- Avoid lying on your hip. Instead, turn to your side and support yourself with pillows.
- Use pillows or foam wedges to avoid contact between bony areas. Use devices such as heel protectors that will reduce pressure on the heels and ankles.
- Avoid massaging reddened areas.
- Eat a balanced diet. Drink plenty of fluids. If you cannot handle a balanced diet, ask your nurse, doctor or dietitian about nutritional supplements.
- Keep your skin clean and dry.
- Moisturize dry skin.

### What we do if you have a pressure area?

With proper treatment, most pressure areas can be healed. Healing of pressure areas depends on your general health, diet, relieving pressure on the area and careful cleaning and dressing of the wound. Your health care team will develop a personalized treatment plan based on ongoing assessments and your health history.

PSFDH follows Registered Nurses Association of Ontario (RNAO) best practice guidelines.

## Your Identification Will Be Confirmed for Procedures and Medications

Patients when admitted to hospital will be given a Hospital identification wristband that shows your name, birthdate, and hospital number. Patients with allergies that could affect their care in hospital will be given an orange allergy alert wristband or if they present as a fall risk they will receive a blue wristband. To ensure your well-being, the wristband(s) must be worn at all times during your hospital stay. Staff members will always check your wristband and will always ask your name and/or birthdate to confirm your identity before you are given any medicine and/or any tests or procedures are carried out. Please understand that staff will continually check your identity for your protection and safety. Your identity and information will not be shared outside of the health care team providing your care.

## Medication Safety During Your Stay

- During your first day in the hospital, PSFDH asks you about which medicines you take at home. Make sure you tell us about all prescriptions, over-the-counter drugs, vitamins, and herbal supplements you are taking. The healthcare team will complete a medication reconciliation to include all these medications during your hospital stay or let you know PSFDH has made changes to your medications.
- Bring your medication with you whenever possible.
- Remember to ask lots of questions about your medications.
  - ✓ What is the name of the medicine and why am I taking it?
  - ✓ When and how do I take it and for how long?
  - ✓ Are there foods, drinks, and activities I should avoid while taking this medicine?
  - ✓ Are there side effects? What should I do if I experience them?

## Senior Friendly Care

PSFDH is committed to align with best practices related to the care of frail and vulnerable adults in hospitals. This includes early and regular promotion of mobilization through the “Move to Improve” program; Falls Prevention strategies; and screening for malnutrition as well as delirium.



## Falls affect everyone, we all have a role to play!

When you are in hospital you are at a higher risk of falling because of illness, surgery, medication changes, and change in your normal physical environment. During your stay, PSFDH asks you about your history of falls and complete a risk assessment for falls in hospital. If you are identified to have an increased risk of falls, your nurse may ask to put a blue armband on your wrist and place a blue falls risk sign in your hospital environment. Please ask your nurse about your risk of falling and what measures are being taken to help reduce your fall risk. How can you as a patient help?

- ✓ Bring your mobility aid (cane, walker, or wheelchair) with you.
- ✓ Take part in the falls risk assessment when you are admitted.
- ✓ Wear flat, well-fitting shoes with rubber soles while walking.
- ✓ Wear your required glasses and/or hearing aids during your entire stay.
- ✓ Use your call bell to alert nursing before you attempt to move. Call for bathroom assistance when you feel the first need. Don't wait until it is urgent.
- ✓ Use your mobility aid if needed. Notify the nurse if you need one of these items and they are out of reach.
- ✓ If you can move without help, move slowly and rest often. Sit down if you feel dizzy.
- ✓ Tell a member of your healthcare team if there are spills or wet areas on the floors.

How can family members and visitors help?

- ✓ Reinforce to the patient the importance of asking the nurse for help when getting up.
- ✓ Make sure the patient can reach the call bell and bed stand.
- ✓ Notify a nurse before leaving a confused or disoriented patient.
- ✓ Notify a nurse of any potential medication side effect including weakness or dizziness.

# Patient Services/Amenities

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## Banking Machines

A 24-hour bank machine is located in the cafeteria at the Smiths Falls Site and in the ER Department waiting area at the GWM/Perth Site.

## Business Office & Patient Accounts

The main Business (Billing) Office is located on the main floor of the Smiths Falls Site and is open Monday to Friday, 8:00 a.m. to 4:00 p.m. Bills can also be paid at the patient registration department at the GWM/Perth Site. You can pay for hospital charges not covered by OHIP using cash, cheque, Visa, MasterCard, or debit. For further information, please call 613-283-2330 ext. 1144.

## Cafeteria Food Services

Cafeterias are accessible at each site. Vending machines are available outside of regular business hours. The vending machines are located in the waiting areas of each Emergency Department at both sites and in the Cafeteria by the Main Entrance at the Smiths Falls Site.

Further, the gift shops offer snacks and beverages throughout their respective business day at each site. This service is staffed and managed by the Auxiliaries.

## Environmental Services/Housekeeping

Environmental Services takes great pride in providing you with a safe, clean environment.

## Hairdressing/Barber

Should you require hairdressing/barber services, please contact your nurse to coordinate.

## Lost & Found

If during your stay you have misplaced or lost an item, please speak with a member of your health care team as soon as possible. Please do not bring valuables with you. Any valuable items remain your responsibility.

## Mail

Patient mail is delivered on a regular basis. Your incoming mail should be clearly labeled. If the patient has been discharged, any mail received after discharge will be returned to sender.

## Main Entrance

Both sites can be accessed 7 days/week. GWM (Perth) Site (via Drummond Street) and SF Site (via Elmsley Street) Main Entrances Monday to Friday 7 a.m. to 4 p.m. After hours, please access the building via the Emergency Department.

## Meal Delivery Times

Meals are delivered to the rooms as follows:

Breakfast: 7:45 a.m. – 8:15 a.m.      Lunch: 11:45 a.m. – 12:15 p.m.  
Dinner: 4:45 p.m. – 5:15 p.m.

In addition, snacks are always available on each nursing unit for patients. Snacks include items such as juice, milk, crackers, bread and peanut butter, etc. Please contact a member of your health care team if you have any questions or concerns. You are welcome to bring in your own food permitting there are no dietary restrictions during your stay. Please speak with a member of your health care team about bringing and storing your own food.

## Overhead Paging

PSFDH does try to minimize the level of noise pollution. However, when urgent assistance is needed, the paging system is used. Staff will speak to you directly in the event of an emergency.

## Parking

\$4 to exit parking lot. Correct change is required (\$1 or \$2 coins only.) Change machines are located in the Smiths Falls Cafeteria and Emergency waiting rooms at both sites. In addition, multi-day passes can be arranged:

- 5 day pass: \$30
- 10 day pass: \$40
- 30 day pass: \$50

Please contact **Human Resources** at ext. 1132 for a multi-day pass.

All parking revenues support patient and clinical services and programs. *Parking rate is subject to change.*

## Telephones/Cellphones

Bedside telephones are provided free of charge and each bedside has its own extension number.

To make a local call from a patient phone, dial "9" and the number you want. Long distance calls must be made through the Operator and be at the expense of the caller. Press "0" for assistance.



Use of cell phones for telephone purposes at PSFDH is permitted inside hospital facilities (patient room, lobbies, waiting areas, lounges and private offices) with the exception of ICU, Operating Rooms, and Emergency Rooms. Signage is in place indicating the restrictions.

Patients, visitors, staff and physicians are **prohibited** from using their cell phones for taking photographs, videos or voice recordings due to the privacy rights of our patients and staff. Cell phone users must also respect their surroundings and the people around them. It is asked that all cell phone users keep their voices and ringers low.

## Send an E-Greeting

At PSFDH, knows how important it is to keep in contact with family or friends.

PSFDH is also pleased to offer an e-mail service for our patients. Anyone with internet access can go to <https://psfdh.on.ca/sendgreetings> and create a colourful card and submit.

Your message will be printed and delivered to the patient. If the patient has been discharged, PSFDH will make every effort to send your message to them. Please note that PSFDH does not provide a means for the recipient to reply to your message.

If you have questions at any time, please speak with a member of your healthcare team.

## Hospital Policies

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### Fire Alarms & Exits

Every effort is made to protect the Hospital against fire. If you hear the fire alarm, please remain where you are and listen for direction as it may only be drill. During a fire alarm, elevators are shut down and all fire doors automatically close until there is an "All Clear" announcement on public speakers.

### Balloons

Please make sure any balloons you bring to the Hospital are made of foil, not latex. Latex balloons may cause severe allergic reactions in some people. No latex balloons are permitted at PSFDH.

## No-Scent

PSFDH has a no-scent policy. In consideration of others who may suffer from chemical sensitivities and/or allergies PSFDH requests all patients, visitors and support persons refrain from wearing or bringing scents such as perfumes, colognes, hairspray, creams or aftershave when at either site of the Hospital.

As well, visitors are asked not to bring fragrant flowers or gifts.

## No-Smoking

All hospital buildings and property, including parking lots are designated completely smoke free (cigarettes, e-cigarettes, vaping, cannabis, etc.) PSFDH asks that these restrictions be observed and supported by everybody coming to our hospital. Non-compliance may result in individual fines that are enforced by the local by-law enforcement agency.

Smoking cessation supports are available for patients while they are in hospital.

## Pets

PSFDH recognizes the value and therapeutic benefit of pet visitation and animal therapy. Pet visits help to alleviate loneliness and stress for patients by providing opportunities to maintain meaningful relationships with their pets; to provide stimulus for the withdrawn or anxious patient through contact with their pet on a reasonably regular basis; and to alleviate a patient's concern for a pet's well-being by providing contact through visiting arrangements.

Please speak with the charge nurse to discuss the requirements and how to arrange a visit with your pet.

## Security

Safety is important to us. For your safety and security, PSFDH has cameras throughout the facilities. Access is limited to the ER entrances from 8:00 p.m. to 7:00 a.m. There is an on-site security guard in place at each site from 7 p.m. to 7 a.m.



# Make a Difference by Volunteering

*"The Power of One, the Value of Many"*

PSFDH volunteers are important members of the Hospital Team and are instrumental in supporting the programs and services provided to patients, families, visitors and staff. Volunteers also perform a number of fundraising events to purchase medical equipment and provide financial support for other hospital services, programs and initiatives.

PSFDH is supported by two energetic and generous auxiliaries: Smiths Falls Community Hospital Auxiliary and Great War Memorial Hospital Auxiliary, with a total membership of over 200 caring and dedicated volunteers.

Volunteers share a common commitment of making a meaningful contribution to the Hospital and the community in which they live.

## Smiths Falls Community Hospital Auxiliary

The Smiths Falls Community Hospital Auxiliary supports various projects, programs and services. There are over 85 volunteers and this number continues to grow daily.



Here is a list of a few of the services and programs supported by the SFCH Auxiliary:

- Toast & Tea
- Information Desks
- Support to Clinics
- Meal Assist
- Portering
- Fundraising & Event Planning
- Gift Shop
- Gift of quilt to each baby born

Please contact 613-283-2330 ext. 1265.

## Great War Memorial Hospital Auxiliary

Since 1922 the GWM/Perth has depended on the support of dedicated volunteers to help it meet the health needs of our community. Your contribution can make a difference!



Here are a few of the programs and services supported by the GWM/Perth Auxiliary:

- Information Desk/Portering
- Clinics
- Gift Shop
- Hospital Elder Life Program
- Fundraising Events and Event Planning
- Bursaries to graduating high school students entering a health care field
- Meal Assist
- Crafts / Knitting
- Tea & Toast

Please contact 613-267-1500 ext. 1265

# Patient & Family Advisory Council

PSFDH is committed to partnering with our patients and families to improve the patient experience. One way PSFDH does this is to work collaboratively with our Patient and Family Advisors. These volunteers have experience using PSFDH services as a patient or assisting family members and they seek to bring their positive voice to our teams and committees in the planning, delivery and evaluation of our healthcare services. For more information, please visit: [www.psfhdh.on.ca/pfac](http://www.psfhdh.on.ca/pfac).

## Our Hospital is looking for Patient and Family Advisors.

Patient and Family Advisory Council (PFAC) members collaborate, advocate and provide feedback and ideas in a positive manner for hospital signage, initiatives, programs, and relevant policies that enhance, ensure and embrace the model of high quality patient-centered care at PSFDH. Your contribution can make a difference.



***YOU Can Make A Difference!***



Current Medications: List all prescription and over-the-counter medications currently taken or prescribed.

Name of Medication	Dosage	Times per day	Reason for taking
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			

Allergies:

Name of Family Physician:

Name of Pharmacy:

Pharmacy Phone:

Current Medications: List all prescription and over-the-counter medications currently taken or prescribed.

Name of Medication	Dosage	Times per day	Reason for taking
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			

Allergies:

Name of Family Physician:

Name of Pharmacy:

Pharmacy Phone:

# Foundation

## Perth & Smiths Falls District Hospital Foundation



### *Keeping Care Close to Home*

PSFDH is generously supported by the Perth & Smiths Falls District Hospital Foundation.

### *One Hospital. One Foundation. Two Sites.*

The PSFDH Foundation works with our community to raise and steward funds for projects and services for health care at our hospital.

Government funding models do NOT cover equipment like patient beds, IV pumps, an MRI machine, and many other vital components of a thriving hospital. As a result, it is the community that must provide needed funds.

Donors help us to maintain the high standard of patient care that we are proud of. New equipment has a ripple effect, bringing new doctors to a community, along with new surgical techniques and renewed economic prosperity.

Having services available at our hospital for our community helps eliminate the need to travel to the city for care. This saves patients travel time, associated travel costs and allows them to be close by to their families.

Donations of any size help us to support and maintain the best quality of care for residents by funding exceptional health care by keeping care close to home!

The Foundation has offices at both sites of our hospital:

Perth	Smith Falls
Located to the left of the main entrance, across the hallway from the lab (first door on your right)	Located through the main entrance, past the elevators on the left side of the hallway

**Phone Number:** 343-881-GIVE (4483) | **Email:** [info@psfdhfoundation.com](mailto:info@psfdhfoundation.com)

**Website:** [psfdhfoundation.com](http://psfdhfoundation.com) | **Facebook:** psfdhfoundation

**Instagram:** psfdh\_foundation

**Mailing Address:** Perth Office: 33 Drummond Street W./Perth ON/K7H 2K1  
Smiths Falls Office: 60 Cornelia Street W. / Smiths Falls ON / K7A 2H9







YOUR DONATIONS HELP KEEP

*care close to home*



PERTH & SMITHS FALLS  
DISTRICT HOSPITAL

*Foundation*

[www.psfdfoundation.com](http://www.psfdfoundation.com)

343-881-GIVE(4483)

[www.psfdh.on.ca](http://www.psfdh.on.ca) 41





### PSFDH Comment Card

Please indicate how we are doing:	Great	Good	Poor	Comments
Quality of treatment you received				
Staff courtesy				
Physician courtesy				
Opportunities to participate and communicate with your health care team were appropriate.				
How would you rate the cleanliness of the building?				
Was the information provided in the booklet helpful?				

Would you recommend this hospital to family and friends? **Yes No**

If no, why not? \_\_\_\_\_

Which area of the hospital did you visit? \_\_\_\_\_

Would you like someone from the hospital to contact you about your visit? **Yes No**

Phone Number and/or Email: \_\_\_\_\_

Email Patient Relations at [patientrelations@psfdh.on.ca](mailto:patientrelations@psfdh.on.ca) or drop off completed card in comment box located on each site.



# MAGNIFYING

*care close to home*

The PSFDH Foundation works with our community to raise and steward funds for projects and services for health care at our hospital.

The Ontario Government does not pay for equipment and machines like the MRI (pictured above) that will be operational at the Smiths Falls Site in 2023.

Every dollar raised helps keep care close to home!

[www.psfdfoundation.com](http://www.psfdfoundation.com)

343-881-GIVE (4483)

# The Spotlight Awards

## Let's Shine a Light on Our Hospital Team

Did you know that the Perth and Smiths Falls District Hospital has a recognition program called The Spotlight Awards?

The Spotlight Awards recognize staff members, physicians and volunteers for the great work they do that makes a difference in the hospital experience for our patients and their families.

Anyone can nominate a member of the PSFDH Team.

How do you shine a spotlight?

- submit a nomination online at [www.psfhdh.on.ca/spotlightawards](http://www.psfhdh.on.ca/spotlightawards)
- request a hard copy from a member of the PSFDH team
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Name

Number

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### Need more or other healthcare information?

*211 is the source Canadians trust when seeking information and services to deal with life's challenges. This telephone help line (2-1-1) and website, [www.211.ca](http://www.211.ca), provide a gateway to community, social, non-clinical health and related government services. 211 helps to navigate the complex network of human services quickly and easily, 24 hours a day, 7 days a week, in over 100 languages.*

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