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# Restorative Care at St. Peter's Hospital

Information for patients and families

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## Contacting the unit

For information please call during business hours,  
8:00 am to 4:00 pm, please call 905-521-2100, ext. 12258.

To reach a specific team member please see the list of  
extensions posted at your bedside and in your orientation  
package.



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## Welcome

Welcome to Restorative Care at St. Peter's Hospital. In Restorative Care you will participate in rehabilitation to help you recover after your illness or injury.

After a serious illness, many individuals have to adapt to changes with everyday activities such as:

- moving and getting around
- communicating effectively
- controlling their bladder and bowel
- eating, dressing and bathing

Members of the Restorative Care Team will work with you on the activities that support your recovery, strength and independence.

## When you arrive at St. Peter's

You will meet your Case Manager. A Case Manager is a registered nurse (RN) who will coordinate your care.

Your Case Manager is the person that you speak with if you have any concerns during your stay. If your Case Manager is not here when you arrive, another registered nurse or a registered practical nurse (RPN) will welcome you.

After you first arrive at St. Peter's your Case Manager will:

- discuss our program
- answer your questions

Your nurse will take you on a tour of the unit.

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You will also meet the Business Clerk, located at the 2 West Staff Station. The Business Clerk works Monday to Friday and is available to help you with other questions you may have.

Other team members will introduce themselves and get to know you. Your health care team consists of:

- Registered Nurses or Registered Practical Nurses who provide your medications, treatments and daily care.
- A Social Worker, Occupational Therapist, Physiotherapist and Dietitian.
- Pharmacist, Speech-Language Pathologist, Communicative Disorders Assistant (CDA), Occupational Therapist Assistant/Physiotherapy Assistant (OTA/PTA), Clinical Nurse Specialist and Chaplains can be consulted as needed.
- Business Clerks, Environmental Aids and volunteers can help direct you to hospital services.
- The Clinical Manager has the overall responsibility for managing the unit. If you have any problems that cannot be resolved with the team, call Brenda St. Amant at 905-521-2100, ext. 12524.



Stop the spread of germs and infection. Clean your hands.



## Doctors

Your medical doctor comes weekly to review health and medical issues and responds by phone to other urgent issues during the week. Other doctors are on-call 24 hours a day and can be reached in an emergency.

## Education

There is a lot for you and your family to learn while here at Restorative Care. Ask us your questions. If you do not understand what you need to know and do, please tell us!

As well, there are a variety of resources available on the unit for you to read. Ask staff if there is something that you wish to learn.

## Visitors

Visiting hours are flexible to accommodate friends and families schedules, and better meet the needs of our patients.

Restorative Care is a busy place where patients are working toward their rehabilitation goals. We ask that you and your visitors respect the need for all patients' privacy and their need to be well rested.

We also ask that visitors check in with therapy staff before visiting during therapy time (such as the gym). If visitors are sick, please ask them not to come to the hospital.



## About your stay in Restorative Care

Your expected stay in Restorative Care is 45 to 60 days or less. You will need to be active and work hard with many different team members to reach your goals.

Your anticipated date of discharge, to return home or go to another location, will be on or before\_\_\_\_\_.

Strength and endurance are important goals in Restorative Care and you may need to do more for yourself than you did in other hospital settings. The more activities you are able to do for yourself, the more progress you may make towards recovery. It is important to practice the skills you learn in therapy in your daily activities with the nurses. You will be encouraged to do as much for yourself as you are **safely** able to do.

Outdoor mobility can present a challenge if using a wheelchair or walker is new for you. We recommend that you do **not** attempt to use the courtyard or other outdoor spaces until you have been advised by your Occupational Therapist and/or Physiotherapist that you are safe to do so.

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## Team meetings

A meeting with the members of your health care team will take place during your stay to discuss your progress. Your family members or other people important to you will also be invited to attend. The meeting gives you a chance to talk about your goals and to participate in decisions about your care.

Plans for your discharge will also be discussed at this meeting. To ensure that team members are available for these meetings we ask your family's cooperation in making themselves available to meet at pre-set times.



Your goals, progress and readiness for discharge are reviewed biweekly at health care team meetings.

You or your family can request meetings with various members of the health care team as needed. Phone extensions are included in your orientation package and posted at your bedside so you or your family can leave messages and speak with health care team members.

As you prepare for discharge we may invite family members to participate in therapy sessions such as getting in and out of a car, climbing stairs. However, due to limited space and privacy protection we may limit the number of visitors at one time for patient and staff safety. Please make arrangements with your therapist(s) to observe a therapy session.

## Hospital routines

**Room change** — We understand that it is important for you to feel settled in your room. However, from time to time we have to make room changes, so your room may change during your stay.

**Shift change** — At the end of each shift, 7am and 7pm, the outgoing nurses meet with the oncoming nurses for about 30 minutes to review the care needs of all our patients for that day. To ensure good communication we try to limit interruptions to the nurses during these times. The nurses will check in with you before and after this meeting to address any care needs you might have.

**Meals** — Currently a meal tray will be brought to your room for breakfast (8:00/8:30). Lunch (11:30/11:45) and dinner (4:30/5:00) are in the common dining room. A dietitian is available to help with your nutritional needs.

**Shower** — Bathing is done at the bedside or in the shower room. Once a week we will schedule a shower day.

**Appointments** — If you leave the hospital for any appointment, please tell the Business Clerk on 2 West at least 1 week before so the paper work can be completed and transportation arranged. Please tell the Clerk the dates and times of appointments.

We will inform you of any medical appointments made by the doctor/case manager as soon as possible so your family member can adjust their schedule and join you. Transportation will be arranged by the Clerk. You still need paper work completed if you are going by private vehicle.

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**Physiotherapy** — Most patients will be scheduled for physiotherapy in our gym. Your physiotherapists will provide you with a physiotherapy schedule to meet your rehabilitation needs. The time of therapy will usually be for 1 hour between 9:00 am and 12:00 pm or 1:00 pm to 3:00 pm.

**Occupational Therapy** — Your occupational therapist will provide you with a schedule to meet your rehabilitation needs. Therapy may take place in various places such as the OT treatment room, your room, the gym, Activities of Daily Living (ADL) apartment, and in the community. The ADL apartment is located on the main level. The time, sessions and schedule of OT will vary.

**Speech Therapy** — If you need speech therapy you will meet with the Speech Language Pathologist and the Communicative Disorders Assistant. Speech therapy may take place in your room, on the unit, or in the therapists office located on the main floor.

### **Reaching your therapy goals**

As you progress towards your goals and reach your maximum point (plateau), your schedule will change to a maintenance schedule. You will be encouraged to participate in more independent forms of exercise programming to prepare for going home.

### **Important!**

- Patients and visitors cannot go to the therapy areas without a staff member.
  - There is no therapy coverage on the weekends.
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## **Clothing and shoes**

Every morning, you are expected to get up, get dressed and remain dressed all day. If needed, staff are available to help you. Wearing loose-fitting, comfortable clothing will make therapy easier! For your safety, non-slip footwear must always be worn. You may need a special kind of shoe. Please check with your therapists before buying new shoes.

## **Personal Items**

You will need to bring in your own personal items, such as a toothbrush, toothpaste, tissues, soap, shampoo and grooming supplies. This also includes eye glasses, hearing aids and dentures. Send all items that you do not need home. Staff are not responsible for lost or misplaced items.

## **Fragrance restricted**

We are a fragrance restricted hospital. Please do not wear or bring perfume, cologne, aftershave, scented hair spray or other scented products. Ask your visitors to do the same

## **Environmentally friendly**

Aerosol products are not allowed at St. Peter's. These include: shaving cream, hair spray, spray deodorant or any thing that has the caution logo on it. Ask staff for suggestions for other products.

## **Latex free**

Do not bring latex balloons into the hospital. You may bring in Mylar foil balloons only. If you have a latex allergy, please let your nurse know.

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## Electrical appliances

All electrical appliances such as blow dryers and shavers must be checked for their safety by the Engineering/Maintenance Department. Please give any such items to your nurse or the business clerk. Curling irons, heating pads and extension cords are not allowed.



## Money

Any large amounts of money should be left at home. Please keep only small amounts with you.



## Smoke-free hospital

We are a smoke-free hospital. This means that smoking is not allowed anywhere on the grounds, including parking lots, garages and vehicles. Hospital policy prohibits staff from escorting patients to smoking areas off hospital grounds.



For support or help to stay smoke-free:

- talk to a member of your health care team
- contact Smokers' Helpline toll free at 1-877-513-5333 or [www.smokershelpline.ca](http://www.smokershelpline.ca)



## **Spiritual care**

A Chaplain is available Monday to Friday, 9:00 am to 5:00 pm.

- Peter Lopinski, ext. 12315 or Mary Fleming, ext. 12316.
- During the day, please page one of the chaplains through switchboard by dialing "0".

A chaplain is available for urgent situations, call HHS paging ext. 46311 and ask for the Chaplain on-call.

Roman Catholic: To request the Sacrament for the sick: contact your parish first. There are 2 back-up parishes:

- St. Patrick's – 905-522-9828
- St. Francis Xavier – 905-662-8593

## **Patient Experience**

We welcome your feedback. Hearing from patients and families is the best way to improve our care and services. If you have compliments or concerns about your care, please speak with a member of your health care team or the unit/area manager.

If you wish to share your feedback or compliments further, or feel your concerns have not been addressed, please contact the Office of Patient Experience at 905-521-2100, ext. 75240.

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## Getting home ready to go home

### Equipment

Team members may recommend equipment to support your mobility or to change your home to support your safety. It is important that you follow up with these recommendations in a timely way so your equipment is ready when you are discharged.

### Home renovations

You may be concerned about getting around your home when you leave the Restorative Care Unit. Your Occupational Therapist may need to visit your home to see if any home renovations or specific equipment is needed.

If renovations are needed, it is best to start as soon as possible. If renovations cannot be done when you are ready to go home (discharged), you may need to go to another location during the renovations.

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## Going home from Restorative Care Unit

Since your stay is time limited it is important that you and your family actively participate in planning to return home from the time you arrive. Services may be discontinued or scheduled less often when:

- you move toward the completion of your goals, or
- you have reached your maximum rehabilitation potential (natural stopping point) or plateau with your progress and the team determines that you no longer need to be in the hospital, or
- you reach the end of your 45 to 60 day stay

A team meeting to confirm the date, location and plan for your discharge may be arranged with you and your family members. The Case Manager from the Community Care Access Centre (CCAC) may work with you and your family to finalize the preparations.



**Transportation** – Transportation to return home is the responsibility of the patient and family.

**Medications** – Prescriptions will be faxed to your Pharmacy for pick-up. You will be given a 1 month supply. Please make an appointment with your family doctor within 1 month of discharge.

**Note** — We appreciate your cooperation in leaving your room by 9:00 am, so that we can prepare the room for our next patient. Patients are discharged from Restorative Care Monday to Friday. Thank you for your support and understanding.

## Therapeutic Leaves of Absence (TLA)

TLAs are an important part of your rehabilitation and preparation for discharge. The team wants your TLA to be safe and successful.

1. Please be aware that a TLA is limited to a maximum 72 hours by Ministry of Health and Long Term Care regulations.
2. A doctor's order is required before a TLA can be granted.

TLAs are typically part of the preparation for discharge to home. Participating in TLAs helps you and the team determine your readiness for discharge. TLAs usually progress from a half or whole day to overnight, then to weekend stays at home. If your discharge location is home it is important that a TLA is scheduled as soon as you are able to participate.

3. In order to safely prepare for any TLA the team needs to know your plans **by 3 pm on Wednesday each week.** **Please sign the clipboard on 2 West**, including the time you are leaving and the time of your return, so that Pharmacy has time to prepare the medications you will take with you. **Notice of your TLA intentions is especially important at holiday weekends and Christmas time** when we have many patients going out for a TLA.

4. Before your first TLA, members of the team such as your Occupational Therapist or Physiotherapist will want to ensure that any safety issues and equipment needs are addressed before you go.
5. It is important that you check with your nurse to sign out before leaving for your TLA to ensure that you have everything you may need including your medications.

On return from your TLA it is very important that you:

- check in with your nurse to confirm your return
  - return any unused medications
  - advise the nurse if any issues or problems arose during your TLA such as a fall or illness. This is important so that we can provide appropriate monitoring or follow-up care.
6. If you are admitted to an acute care hospital during your TLA, a family member must advise the nurse right away by calling 905-521-2100, ext. 12258.