



**Brant** Community  
Healthcare System

# PATIENT AND FAMILY HANDBOOK

PLEASE TAKE THIS COMPLIMENTARY COPY WITH YOU

[www.bchsys.org](http://www.bchsys.org)



The nationally awarded  
Queensview Retirement  
Community in Paris is  
ready for you.

Say hello to **customized care**,  
**larger main suites, Villas**,  
**home cooked meals** and plenty  
of engaging activities to bring the  
family together.



**Personalized service is our specialty, and it all starts with you!**

We are trained to guide you through the entire process from discovering  
your options to moving in. Our goal is to make the move  
as stress free and as comfortable as possible.

**Choose comfort, customized care and value at  
Queensview Retirement Community & Villas.**

**VISIT US  
70 KING EDWARD STREET, PARIS**

Connect with us, front desk: 519-442-5621  
on-line: [queensviewrc.ca](http://queensviewrc.ca)



# TABLE OF CONTENTS

## WELCOME

Welcome Message .....	5
Map & Service Directory .....	6
Patient Declaration Of Values .....	8
Patient Relations .....	9
Compliments .....	9
Suggestion for Improvement .....	9

## YOUR HOSPITAL STAY

What to Bring/What to Leave at Home .....	10
Your Healthcare Team .....	10
Home First Philosophy .....	13
Staying Active in Hospital .....	13
Appliances .....	14
Call Bells .....	14
Co-Gendering Rooms .....	14
Discharge .....	14
Mail .....	14
Meal Service .....	15
Pet Visiting .....	15
Telephones .....	15
Television (TV) .....	15
Visiting .....	15
Wireless Internet (Wi-Fi) .....	16

## HOSPITAL PROGRAMS & SERVICES

Brantford General Emergency Department .....	18
Willett Urgent Care Centre .....	18
Primary Healthcare Providers .....	19
Brant Six Nations Health Link .....	19
Medical Imaging Services .....	19
Outpatient Clinics and Services .....	19
Indigenous Health Services at BCHS .....	19

## PRACTICAL INFORMATION ABOUT YOUR STAY

Accessibility for People with Disabilities .....	21
Bank Machine .....	21
Chapel/Worship Centre .....	21
Electronic Greetings: Healthy Wishes .....	21
Finance & Billing .....	22
Food Services .....	23
Gift Shop .....	23
Information Desk .....	23
Language Interpreters .....	23
Lost Items .....	24
Parking .....	24
Public Telephones .....	24
Service Animals .....	25
Volunteers .....	25
Vending Machines .....	25

## PATIENT SAFETY

Fall Prevention .....	26
Blood Clot Prevention .....	26
Medication .....	26
Infection Prevention and Control .....	27
Patient Confidentiality and Privacy .....	28
Photo ID Badges .....	28
Photographs .....	29
Scent Free & Allergies .....	29
Security Services .....	29
Smoking Restrictions .....	29

## FOUNDATION ..... 30-31

## INDEX OF CONTRIBUTING ADVERTISERS ..... 33

Please note: We are constantly changing to meet your needs.

The information presented here may be subject to change.



Our Voice. Our Vision.  
This is Our BCHS.  
#OurBCHS

Brant Community Healthcare System

# STRATEGIC PLAN 2020-2025

## Our Vision

Exceptional Care—Exceptional People

## Our Mission

Working together to build a healthier community.

## Our Values

Compassion Accountability Respect Equity

KEY GOAL

1

Advance Quality  
& Safety

KEY GOAL

2

Partner to  
Transform Care

KEY GOAL

3

Support &  
Empower People

KEY GOAL

4

Build  
Sustainability

KEY GOAL

5

Champion  
Health Equity



EXCEPTIONAL CARE - EXCEPTIONAL PEOPLE

To view the full plan, visit **[ourbchs.ca](http://ourbchs.ca)**



The Brantford  
General Hospital



The Willett

# WELCOME

Welcome to the Brant Community Healthcare System (BCHS). Our organization has a strong tradition of providing high quality care and service to patients and visitors throughout their stay.

When you enter the doors of our facilities in Brantford or Paris, we want you to feel that you are important and welcome.

This guide will give you some insight into your encounter with us. Feel free to ask questions and seek answers.

Our patients are the heart of the BCHS.

It does not matter what area of the hospital you are in or which employee you encounter – everyone here at the BCHS is here to serve! Serving patients and families by providing the highest possible quality of care is our goal.

*Thank you for entrusting your care to us.*

## Maps & Service Directory

### Brantford General Hospital

#### A Wing

##### Level 2

Chapel/Pastoral Care  
CCAC Office

##### Level 1

Tim Hortons  
Gifts Plus Gift Shop  
Business Cashier  
Volunteer Association  
BCHS Foundation  
SC Johnson Dialysis Clinic

##### Main

Release of Information  
Infection Control  
Engineering & Maintenance

#### B Wing

##### Level 8

Medical D

##### Level 7

Medical A

##### Level 6

Medical B

##### Level 5

Surgical

##### Level 4

Paediatrics

##### Level 3

Family Birthing Centre

##### Level 2

Inpatient Rehab

##### Level 1

Emergency Department  
Switchboard  
Security  
Patient Relations

##### Main

Environmental Services

#### H Wing

##### Level 2

Administration Office

##### Level 1

Communications  
Medical Affairs

#### C Wing

##### Level 7

Palliative/Complex  
Care

##### Level 6

Laboratory

##### Level 5

Medical Cardiology

##### Level 4

Medically Complex

##### Level 3

Family Birthing Centre  
Special Care Nursery

##### Level 2

Integrated Stroke Unit

##### Level 1

Emergency Department

##### Main

Nutrition Services

#### D Wing

##### Level 5

Critical Care

##### Level 2

Therapy Services

##### Level 1

Diagnostic Imaging (MRI,  
Fluoroscopy, X-Ray, CT  
Scan, Nuclear Medicine,  
Ultrasound,  
Mammography, OBSP)  
Cardiac Diagnostics

##### Main

Ambulatory Care  
Oncology Clinic  
Fracture/Orthopaedic  
Clinic  
Patient Registration  
Tim Hortons 2

##### Lower Level 1

Operating Rooms  
Day Surgery  
Post Anesthetic Care

##### Lower Level 2

Stores/Receiving  
Medical Device  
Reprocessing  
Mail Room

#### E Wing

##### Level 5

Financial Services

##### Level 4

Human Resources

##### Level 3

Quality & Risk  
Organizational  
Development

##### Level 2

Information Technology

##### Level 1

Outpatient Mental  
Health  
Mental Health &  
Addictions

##### Main

Pre-op Clinic  
Women's Health Clinic  
Mohawk Classrooms 1&2  
Diabetes Education

##### Lower Level 1

Inpatient Mental Health  
Morrison Auditorium

##### Lower Level 2

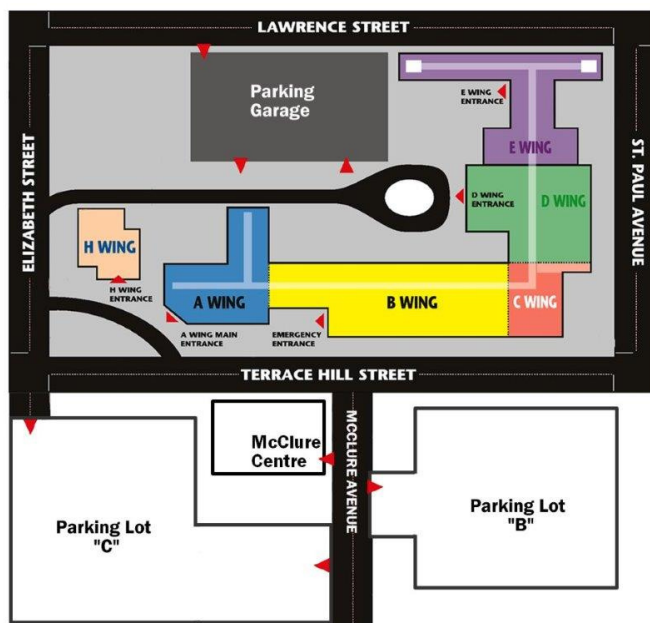
Psychiatrist Offices

##### Lower Level 3

Boardroom  
Purchasing  
Pro Resp.

##### Lower Level 4

Redevelopment





## WHAT YOU CAN EXPECT AS A PATIENT

### As a patient, I can expect the following from my hospital:

- Respect** A right to health care services that meet my diverse and unique needs and are provided in a way that respects my individual identity, beliefs, history, culture and ability.
- Quality** A health care experience that is delivered with empathy, kindness and compassion.
- Accountability** Staff, physicians and volunteers to take responsibility for their actions and work with me to make progress towards my health goals.
- Information/Transparency** Clinical staff and physicians to communicate information clearly so that I can make informed decisions about my care.
- Involvement** I, along with my designated family and caregivers, be recognized and respected as part of the health care team, be fully informed about my condition and have the right to collaborate and make decisions in my care.
- Access** Fair and equal access to Patient Centered Care without any prejudice or biases of any kind.

**If I am an Indigenous patient,** I expect fair and equal access to quality and culturally safe health care including traditional and indigenous-led health services. I expect that my voice matters and that I am welcomed to provide feedback on how culturally safe and equitable care is experienced by Indigenous patients.

## WHAT WE CAN EXPECT FROM YOU AS A PATIENT

### As a patient, I am responsible to:

- Respect** staff, volunteers, visitors, other patients and hospital property and respect that there is a zero tolerance for violence and abusive behaviour.
- Provide health information** that includes an accurate medical and health history.
- Participate** in health care decisions.
- Talk to hospital staff and physicians** about any concerns or questions I have about my treatment and care.
- Be accountable** and follow the agreed upon treatment plan. This includes understanding the possible consequences when care is refused.
- Advise friends and families** to be up to date on the current visitor policy and not to visit if they, or their children, are feeling sick.



---

## PATIENT RELATIONS

Our Patient Relations group is here to help. If you have feedback about your experience at Brant Community Healthcare System, we want to hear from you. It helps us to provide the healthcare possible when we hear the things we do well and what we need to improve.

Patient Relations is available to help support patients, their family and the community when they have complaints, compliments or questions about their experience at BCHS. We have a process to investigate, resolve and record complaints and to make improvements based upon the feedback that we get. If you have a concern, it will be responded to in a respectful, supportive and timely manner.

## COMPLIMENTS

If you have a compliment to share with us, please feel free to speak with your care provider or contact the Patient Relations Coordinator using one of the methods below. We will share your stories with the physicians and staff that were involved in your care, unless you ask us not to.

## COMPLAINTS OR SUGGESTION FOR IMPROVEMENT

It is best to solve your concern at the time and place that they happen. We suggest that you start by speaking directly to the person that is providing your care or the manager of the unit. If you do not feel comfortable doing so or feel that your concern has not been addressed, please contact the Patient Relations Coordinator using one of the methods below.

Contacting the Patient Relations Coordinator:

By Phone:	519-751-5544 x2395
By Email:	<a href="mailto:patientrelations@bchsys.org">patientrelations@bchsys.org</a>
In Person:	The Patient Relations Office, B-Wing, Level 1
By Mail:	Patient Relations 200 Terrace Hill Street Brantford, ON N3R 1G9

# YOUR HOSPITAL STAY

## WHAT TO BRING/WHAT TO LEAVE AT HOME

### What to bring to the hospital

- Bring canes, walkers, wheelchairs, hearing aids, dentures, eyeglasses, or any other aid you use.
- You are responsible for supplying your own toiletries and personal items such as toothbrush, toothpaste, hand soap, shampoo, tissues, deodorant, razor, shaving cream, comb and brush. Do not use powders and aerosol sprays as they may trigger the fire alarm. Due to patient and staff allergies, fragrance-free products are required.
- You may wish to bring your own pajamas, a robe, slippers, or pillow.
- Please bring all medications you are currently taking in their original containers, including any non-prescription medication, vitamins, and herbal remedies. These can be taken home once recorded by a member of your healthcare team.
- A change of clothes for going home.

### What to leave at home

- Money & valuables should be left at home.

## YOUR HEALTHCARE TEAM

You are the most important part of the healthcare team. We will work with you and your family to develop a care plan to meet your individual goals for recovery and to outline a discharge plan that helps with your successful transition back into the community. As a member of the team, you will be sharing in the decision-making about your care.

Please tell your physician or nurse if you have either of the following:  
(documentation will be required)

- A. Power of attorney for personal care or finance
- B. Healthcare Directives i.e. Living Will

Your healthcare team is easily identifiable with colour coded uniforms:

Nursing (Registered Nurse or Registered Practical Nurse)
Personal Support Worker
Environmental Services Aide
Registration / Unit / Service Clerk
Therapy Services
Medical Lab Technologist / Assistant
Diagnostic Imaging / Cardiac / Pulmonary Function / EMG
Material Handler
Nutrition Aide

**The Pharmacy Team** consisting of knowledgeable pharmacists, pharmacy technicians and pharmacy assistants deliver optimum clinical care in providing medications in a safe and timely manner. You can ask to see a pharmacist at any time during your hospital stay.

**Members of your healthcare team may include:**

**Nurses** work with you to facilitate your physical and emotional wellbeing. The nurse provides 24-hour care and works with you and the other members of the healthcare team.

**Doctors** supervise your medical care. This may be your family doctor or a specialist. If you do not have a family doctor or your family doctor does not see patients in the hospital, a Hospitalist will act as your family doctor during your hospital stay.

**Unit Clerks** provide clerical support to the program and play an important role in the communication of information to the team, including you and your family/designate.

**Diet Technicians** are available to all patients to assess and address questions about your meals. You may request snacks and additional beverages in between meals. Please ask your nurse to contact the diet technician if you have any questions, concerns or requests.

**Environmental Services Aides** transport patients and perform housekeeping duties throughout the hospital.

**Medical Laboratory Technologists and Assistants** perform a variety of laboratory tests and procedures, including the collection of blood specimens to assist physicians in diagnosing, monitoring, treating and preventing disease.

**Medical Radiation Technologists, Ultrasound Sonographers and ECG Technicians** perform a variety of radiological imaging techniques including X-ray, fluoroscopy, CT scanning, MRI scanning, interventional radiography, mammography, ultrasound, ECGs and cardiac studies. They produce quality images used in the diagnosis, treatment and monitoring of patients.

**Navigators** work with patients, their families and the healthcare team to help transition patients from the hospital back into the community. They help identify what care and assistance you will need and provide information about services and resources that are available in the community, as well as, navigating your through your continuum of care.

**Occupational Therapists** work towards increasing independence with activities of daily living. They provide individualized treatment programs and can arrange for specialized equipment to help patients achieve their potential abilities.

**Personal Support Workers** assist other members of the healthcare team to provide care such as feeding, bathing, getting into and out of bed, visual assessment, toileting and personal care to patients.

**The Pharmacy Team** consisting of knowledgeable registered pharmacists and pharmacy technicians delivers optimum clinical care in providing medications in a safe and timely manner. You can ask to see a pharmacist at any time during your hospital stay.

**Physiotherapists** plan and carry out individually designed programs of physical treatment to maintain, improve or restore functional abilities, lessen pain, and prevent physical decline.

**Recreation Therapists** are part of the Spiritual Integrated Health team and assess individual recreation/leisure needs. They provide therapeutic programs, leisure education, and resources to help with overall health and well-being.

**Registered Dietitians** are available by referral for nutrition concerns or special diet requirements. The dietitian assesses, recommends and explains the need for all special diets or nutritional interventions.

**Respiratory Therapists** care for patients that have trouble breathing; for example, from a respiratory illness, such as pneumonia or COPD.

**Social Workers** provide emotional support while you adjust to changes in your health and lifestyle. The social worker will help and assist you and your family in obtaining the resources needed to ease your return into the community. There is no referral required to request a meeting with our social workers.

**Spiritual care practitioners (also identified as chaplains)** are professional members of the hospital's inter-disciplinary team who come alongside patients and their families during times of crisis, transition, and healing with the intent of promoting and enhancing spiritual well-being. This may include counselling, anxiety management and deep listening, as well as offering a spiritual perspective, prayer or blessing. Practitioners/Chaplains also facilitate sacred rituals, such as sacrament of the sick or smudging. Referrals to Spiritual Care can be made in person at the Spiritual Care Office on A2, at ext. 4212 (519-751-5544), and via other healthcare providers. Spiritual Care crisis support for situations involving end of life care and death is available 24 hours a day and can be arranged through the healthcare team of the patient.

The Spiritually Integrated Health Center (identified as the Chapel and located on A2) is a peaceful space with quiet sitting areas for patients and families to enjoy. A Christian worship service is offered on Thursday mornings at 10:30 a.m.\* Families and friends of patients are welcome to attend and patient transport is available.

### **Important note about Community Spiritual Care Partners**

Our Spiritual Care team works in partnership with community faith leaders who care for patients. Patients and families are encouraged to make spiritual leaders aware that they are in hospital. The Spiritual Care team is available to help you contact these providers.

*\*Christian Worship Services at BCHS may be cancelled or postponed when heightened safety protocols are in effect at the hospital.\**

**Speech-Language Pathologists** work with patients and their families to assess and treat communication difficulties and to improve swallowing safety.

**Therapy Assistants** provide treatment and activities under the guidance of occupational therapists, physiotherapists, and recreation therapists.

**Volunteers** play an important role in the hospital and as part of your care team. They are easily recognizable in their blue volunteer uniforms and can assist you with many aspects of care.

**Care Coordinators** from the Hamilton Niagara Haldimand Brant Community Care Access Centre (HNHB CCAC) work with you and your family to plan and arrange the care you need to help you stay in your home as long as you can. CCAC Care Coordinators are regulated health professionals with backgrounds in nursing, social work and therapies. The HNHB CCAC can connect you with community support services such as meal programs, friendly visiting and other types of services offered in your community. Care Coordinators can also help you get the personal support, nursing and therapy care you need. If it becomes too hard to live at home alone or with help, the HNHB CCAC can explore long-term care options with you. To learn more call the HNHB CCAC at 1-800-810-0000.

## HOME FIRST PHILOSOPHY

BCHS supports the “Home First Philosophy”. When your acute medical treatment is completed, we work with our CCAC partners to help you transition home with community supports where you can have help to make longer term decisions about your care.

## STAYING ACTIVE IN HOSPITAL

**Continue to do the things you were able to do safely at home:**

- Sit up as much as you can, especially when you have visitors
- Participate in your daily care as much as you can such as brushing your teeth or washing your face
- Sit up in a chair for all of your meals
- Walk around the unit, either alone or with help, wearing non-slip footwear and using required walking aids

If you are not sure what you are safe to do, ask a member of your healthcare team.

## Benefits to staying active include:

- Lungs: better breathing; better able to cough up mucous
- Muscles & bones: less weakness; less joint pain
- Skin: prevent bedsores
- Nutrition: better appetite; less risk of choking when eating
- Brain: better mood; better sleep; better able to fight infections

## APPLIANCES

All electrical appliances (e.g., hairdryers) brought into the hospital must be inspected by our maintenance department to ensure that they meet CSA standards. Please tell your caregiver if you are bringing an appliance and they will arrange for the maintenance inspection.

## CALL BELLS

If you need assistance from staff, press the call bell attached to your bed. This alerts the staff to come to your room.

## CO-GENDERING ROOMS

BCHS has implemented all-gendering rooms to minimize the number of empty beds and unnecessary room transfers, decrease costs and to maximize patients' healthcare time. Patients are placed in a room based on availability and illness, prior to preference of gender. If you need to be placed in a room with a patient of a different gender, we will inform you. For more information, visit the Patient Flow Initiatives section at [www.bchsys.org](http://www.bchsys.org)

## DISCHARGE

Discharge time is **before 10:00am each day**. We count on you and your family to help us follow this timeline. It is an important way to make hospital beds available to those patients who need them. We will talk to you early in your stay about when you are expected to be discharged. We suggest that you ask a family member or friend to accompany you home after discharge. Please make sure that you have all of your belongings, after care instructions, prescriptions and return appointments when you leave the hospital. If you have any questions or concerns about your medications, diet, activity or return appointments, ask a member of the healthcare team before you leave. If you need assistance with your discharge planning needs, please ask a member of your healthcare team to contact the navigator.

## MAIL

Mail sent to the hospital for patients will be delivered to them. Please have your family and friends address mail as follows:

Your full name  
200 Terrace Hill St.  
Brantford, ON N3R 1G9

## MEAL SERVICE

Patients will be given the option to select their meals at their bedside by letting a Nutrition Services Aide know what their preferred food options include or on a paper menu provided, depending on their diet.

### **Meal delivery times can be expected:**

Breakfast    7:45am to 8:45am  
Lunch        11:45am to 1:00pm  
Dinner       4:45pm to 5:45pm

For your safety, please keep bedside tray tables clear during meal time delivery.

## PET VISITING

BCHS understands that pets can help the wellbeing of patients. If you would like your pet to visit you or your family member, please speak to a member of the healthcare team who can help you to make these arrangements. (See also Service Animals, page 22).

## TELEPHONES

You may rent a telephone from Hospitality Network to have at your bedside. Information brochures and payment envelopes are available at the Communication Station. Hospitality Network can be contacted at extension 4224. The Hospitality Network representative is available in the hospital from 2:00pm – 7:00pm and will visit patient rooms.

## TELEVISION (TV)

You may rent a television from Hospitality Network to have at your bedside. Information brochures and payment envelopes are available at the Communication Station. Hospitality Network can be contacted at extension 4224. The Hospitality Network representative is in the hospital from 2:00pm – 7:00pm and will visit patient rooms.

## VISITING

We understand that it can be important to patients to have family present at different times in the day and we have flexible visiting hours for caregivers and family. Please speak with a member of your healthcare team about visiting. A reminder to all visitors: please use hand sanitizer when coming into and leaving the hospital. We reserve the right to restrict visiting hours when in the best interest of patients, or for infection control precautions.

## WIRELESS INTERNET (WI-FI)

BCHS is pleased to offer free wireless internet service to our patients, visitors and guests. Users are requested to make a voluntary donation to our Foundation when logging on.

### To login:

1. Select the "Guest" network from the available Wi-Fi connections.
2. Open your internet browser (Internet Explorer, Google Chrome, Safari, Mozilla Firefox). You will be redirected to a BCHSYS login page.
3. Select "Guests Login"
4. Select "Create Account"
5. Enter your name and email address and accept the terms of use then click register.
6. You should now be connected to the Guest network.

# 5 QUESTIONS TO ASK ABOUT YOUR MEDICATIONS

when you see your doctor, nurse, or pharmacist.

## 1. CHANGES?

Have any medications been added, stopped or changed, and why?



Keep your medication record up to date.

## 2. CONTINUE?

What medications do I need to keep taking, and why?

## 3. PROPER USE?

How do I take my medications, and for how long?

## 4. MONITOR?

How will I know if my medication is working, and what side effects do I watch for?

## 5. FOLLOW-UP?

Do I need any tests and when do I book my next visit?

### Remember to include:

- ✓ drug allergies
- ✓ vitamins and minerals
- ✓ herbal/natural products
- ✓ all medications including non-prescription products

Ask your doctor, nurse or pharmacist to review all your medications to see if any can be stopped or reduced.

Visit [safemedicationuse.ca](http://safemedicationuse.ca) for more information.

# HOSPITAL PROGRAMS & SERVICES

## BRANTFORD GENERAL EMERGENCY DEPARTMENT

200 Terrace Hill Street, Brantford, 519-751-5544

The Emergency Department is open 24 hours per day, every day. It is staffed by a specially trained team of emergency physicians and nurses who use guidelines from the Ontario Ministry of Health and Long-Term Care (MoHLTC) to make sure the sickest patients are seen first.

**If you visit the Emergency Department, please bring:**

- Your health card
- A list of your current medications or medication containers

## THE WILLETT

238 Grand River St. North in Paris, 519-442-2251

The Willett Urgent Care Centre is an acute care facility staffed by doctors and nurses to provide rapid and expert care for non-emergent conditions. We see approximately 20,000 patients each year. The Willett Urgent Care Centre is equipped to provide same-day x-ray, bloodwork and other diagnostic services.

The Willett Hospital is a valued part of the Brant Community Healthcare System. As part of our affiliation with the Brantford General Hospital, we have access to the specialists and diagnostic tests of the hospital.

When should I visit The Willett?

You should visit The Willett if any of the following apply to you:

- coughs, colds, sore throats, ear infections
- urinary tract infections
- sprain, strains and other joint or muscle injuries
- suspected fractures (unless the patient cannot ambulate)
- mild to moderate asthma
- rashes
- other acute, non-emergent issues

The Urgent Care Centre does not routinely renew prescriptions. The Urgent Care Centre does not renew controlled substances (e.g. narcotics, stimulants). Care is provided by registered nurses and a group of physicians who provide coverage for the hours at Urgent Care.

The Urgent Care Centre is not an Emergency department. We are not equipped to handle major trauma, obstetrical problems or emergencies. If your situation is an emergency, call 911 or proceed directly to the Brantford General Hospital Emergency Department.

The hours at the Willett Urgent Care are:

Monday – Friday: 9:00am – 9:00pm

Saturday and Sunday: 10:00am – 6:00pm

If you visit the Urgent Care, please bring:

- A valid OHIP card
- A list of your current medications or medication containers

## PRIMARY HEALTHCARE PROVIDERS

Health Care Connect is a service provided by the MoHLTC that helps Ontarians who are without a family health care provider (family doctor or nurse practitioner) to find one. People without a family health care provider are referred to a family doctor or a nurse practitioner who is accepting new patients in their community. To find out more about this program, you can log on to the MoHLTC website at [www.health.gov.on.ca](http://www.health.gov.on.ca) or call 1-800-445-1822.

## BRANT SIX NATIONS HEALTH LINK

Health Links provide coordinated, efficient and effective care to patients with complex needs. For more information visit [www.bsnhealthlink.org](http://www.bsnhealthlink.org)

## MEDICAL IMAGING SERVICES

Medical Imaging Services is located on D-Wing, Level 1 and provides many different types of tests including Radiology, Ultrasound, Mammography, Bone Mineral Density, Nuclear Medicine, Computerized Tomography (CT) and Magnetic Resonance Imaging (MRI); cardiac diagnostics including Stress Testing, Electrocardiography (ECG), Holter Monitoring, 2D Echo, and Electromyography (EMG).

A doctor's referral is required for all medical imaging tests with the exception of the Ontario Breast Screening Program (OBSP). (To be eligible for OBSP, women must be over 50 years old, have no history of breast cancer, and no symptoms.) Appointments are not needed for regular x-ray studies (chest x-ray, back x-rays etc.). Simply come to the department with the requisition from your doctor when convenient. General walk-in x-ray tests can be performed at any time between 8:00am – 8:00pm, but it is recommended to arrive before 4:00pm.

All other medical imaging tests require a booked appointment coordinated by your physician's office. Tests that require a booked appointment are performed between 7:00am and 11:00pm.

## OUTPATIENT CLINICS AND SERVICES

BCHS has a number of outpatient and ambulatory clinics and services available to patients who are referred by a doctor. Visit [www.bchsys.org](http://www.bchsys.org) for more information and see map on page 6 for locations.

## INDIGENOUS HEALTH SERVICES AT BCHS:

In an effort to improve quality of care, foster inclusivity, and promote a culturally safe environment at the Brant Community Healthcare System, the Department of Hospital Based Medicine has introduced the physician-led implementation of a Division of Indigenous Medicine.

Indigenous Health Services work collaboratively with leadership, staff, and physicians to improve the Indigenous patient experience at BCHS and advance the ideals of cultural safety therein. We have also created an Indigenous Family Space, located on floor A8 at Brantford General Hospital. This room has been dedicated as a safe space for Indigenous patients and families to gather in body, mind, and spirit to practice their ways of healing.

To learn more about Indigenous Health Services at BCHS, please contact the Indigenous Patients Relations Navigator, Leigh Staats, at 519-751-5544 ext. 4561 or [leigh.staats@bchsys.org](mailto:leigh.staats@bchsys.org).



---

# PRACTICAL INFORMATION ABOUT YOUR STAY

## ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

All patients need to be able to access the services that they require. Brant Community Healthcare System (BCHS) has an Accessible Customer Service policy which includes:

- procedures for assistive devices
- use of service animals and support people
- notices of service disruption
- safe workplace accommodation
- accessible formats of information upon request
- training of staff, volunteers and board members
- a feedback process (see Patient & Client Experience on page 9).

## BANK MACHINE

**There are three ATM cash machines available in the hospital:**

- Emergency Waiting Room B-Wing, Level 1
- A-Wing, Level 1 Lobby
- D-Wing, Level Main Lobby

## CHAPEL/WORSHIP CENTRE

The theme of Spiritual and Religious Care at BCHS is “Caring for People in All of Life’s Seasons.” The chapel/worship centre is located on A-Wing, Level 2. This beautiful space is available to all. Many find this space to be a peaceful haven in a stressful time. An interdenominational chapel service is held each week on Thursday morning from 10:30am – 11:00am.

## FINANCE & BILLING

### Preferred Accommodation/Room Rates

BCHS offers semi-private and private rooms.

Private: \$265.00/day    Semi-private: \$230.00/day

When you arrive at the hospital, the registration clerk will ask you if you have semi-private or private insurance coverage. Please review your insurance coverage and present your insurance card at the time of admission.

You will be asked to sign a payment agreement Form for the accommodation requested and provide insurance information for your coverage of semi-private or private accommodations. This will allow the hospital to bill the insurance company on your behalf. Please read the form carefully before signing. \*Rates are subject to change.

### Uninsured Costs

People living in Ontario with valid health cards are covered by the Ontario Health Insurance Plan (OHIP). This includes admission to a hospital ward room for inpatient care. Some costs NOT covered by OHIP may include, but are not limited to ambulance co-payment, medical apparatuses, casts, non-emergent patient transports, uninsured delisted procedures, complex care and alternate level of care co-payments. Please advise your care team if you have additional or out-of-county medical insurance coverage.

### How to Pay Your Bill

#### Online:

Visit <https://www.bchsys.org/en/patients-and-visitors/paying-your-bill.aspx>.

#### OPTIONS FOR PAYMENT OF YOUR ACCOUNT

<p>AT THESE BANKS</p> <ul style="list-style-type: none"> <li>- Scotiabank</li> <li>- TD</li> <li>- BMO</li> <li>- HSBC</li> <li>- CIBC</li> <li>- RBC</li> </ul>	<p>Payment can be made:</p> <ul style="list-style-type: none"> <li>• In person, through a Bank Teller; or</li> <li>• On-line, through your bank's website</li> </ul> <div data-bbox="725 1306 1273 1507"> <p><b>**Special instructions if paying at bank or through your bank's website**</b></p> <p>When entering the account number from your statement, enter letters and numbers only</p> <p><i>For example, if your account number is OP0000161/18, it must be entered OP000016118.</i></p> </div>
<p>BY CREDIT CARD</p>	<p>To pay by credit card:</p> <ul style="list-style-type: none"> <li>• Please call 519-751-5544, extension 4322, or;</li> <li>• Sign and complete your credit card information at the top of your statement and Fax to 519-751-5591, or;</li> <li>• Pay on-line through the hospital website at <a href="http://www.bchsys.org">www.bchsys.org</a> <ul style="list-style-type: none"> <li>o Click on Patients and Visitors, then Paying Your Bill, then click Pay your bill on-line.</li> </ul> </li> </ul>

BY MAIL	<p>Mail to: Brant Community Healthcare System or BCHS Financial Services 200 Terrace Hill Street Brantford, ON, N3R 1G9</p> <p>Payment can be made by cheque, money order or bank draft (do not mail cash).</p> <p>Please note the NSF fee is \$20.00.</p>
IN PERSON	<p>Payment can be made in person at the Cashier's office:</p> <ul style="list-style-type: none"> <li>• Located in A-Wing, next to the Main Entrance off of Terrace Hill Street;</li> <li>• Open Monday to Friday, 9:00 a.m. to 3:00 p.m.</li> <li>• Accepts debit/credit, cash, and cheques.</li> </ul>

## FOOD SERVICES

### Tim Hortons

There are two Tim Hortons locations at Brantford General Hospital – one on A-Wing, Level- 1 near the lobby, open seven days a week from 6:30am to 9:00pm.

There is a second Tim Hortons kiosk\* located on D-Wing, Main Level at the entrance near Ambulatory Care, open Monday to Friday from 8:30am to 3:30pm.

\*Kiosk hours may vary.

### Cafeteria

Vending machines are available in the Cafeteria, open 24-hours a day. The Cafeteria is located on the C-Wing Main Floor.

## GIFT SHOP

### Gifts Plus

Operated by the BCHS Volunteer Association, Gifts Plus is located in the lobby of the hospital on A-Wing, Level 1, across from Tim Hortons. There is a large selection of gifts, fresh flowers, cards, magazines, candy and other items available to purchase. Flower delivery and phone orders are available by calling 519-751-5544 extension 2272.

#### Gifts Plus Hours:

Monday to Thursday	10am - 7pm
Friday	10am - 6pm
Weekends	1230pm - 430pm

### Vendor Program

Various vendors set up tables in the D-Wing, Main Level lobby to sell various items such as jewellery, clothing and shoes. A portion of all sales are donated to the BCHS Foundation.

Vendors are usually here Monday to Friday from 9:00am – 3:00pm.

## INFORMATION DESK

The Information Desk is located in the A-Wing, Level 1 lobby. Our friendly volunteers can provide information about patient room numbers and directions to the clinics and services available at BCHS. Volunteers usually staff the information desk Monday to Friday from 8:30am – 8:00pm and from noon – 4:00pm on weekends.

## LANGUAGE INTERPRETERS

BCHS is committed to providing clear, barrier-free communication for patients who do not speak English as their first language, are deaf, deafened or hard of hearing. This may include providing sign language interpretation, oral interpretation, real time captioning and/or technical devices and written materials, depending on the patient's preferred mode of communication. Trained professional interpretation services are provided by external agencies and are paid by the hospital if required. Speak to your healthcare provider.

TTY devices are available. Please contact Switchboard.

## LOST ITEMS

If you have lost an item at the hospital, please contact the unit or department you visited. If your item has not been located, please contact hospital security services at either location, or call extension 4950.

Please note: BCHS is not responsible for lost or stolen items.

## PARKING

Parking lot entrances at Brantford General Hospital are located on Terrace Hill Street and McClure Street. The parking garage can be reached using the driveway to D-Wing Entrance on Elizabeth Street and from Lawrence Avenue. D-Wing entrance has restricted hours on weekends.

Brantford General Hospital has automated parking machines. Bring your parking ticket with you and before leaving the hospital, pay your parking fees using the machine with cash or credit cards, or pay at the exit gate with your credit card.

Parking Payment Centre machines are located at the entrances/exits of A-Wing, D-Wing, E-Wing and in the Emergency Department waiting area.

Parking lots at The Willet Hospital are located on Capron St. and Alexander Ave. The Willet Hospital has parking gates that except change only at the gate. \$3.00 only exact change is required.

Visit the Security Office at either location for more information about parking.



## PUBLIC TELEPHONES

Public telephones and direct lines to local taxi companies are available in the entrance to A-Wing, D-Wing and E-Wing.

## SERVICE ANIMALS

BCHS welcomes service animals who accompany people with disabilities. When an animal accompanies a patient or visitor, the animal is able to access all areas of the hospital with the patient or visitor except those areas that require special precautions/or clothing. All reasonable efforts are made to accommodate patients with service animals.

## VOLUNTEERS

Volunteers play an important role as part of your hospital care team. You can spot volunteers easily in their blue volunteer uniforms. They are always happy to help in many areas of your care and can assist with directions and other important information about BCHS. We are grateful to all volunteers for their commitment to patients and families and the important work they do. To find out how you can become a volunteer please visit [www.bchsys.org/en/careers-and-volunteering/volunteer.aspx](http://www.bchsys.org/en/careers-and-volunteering/volunteer.aspx).

## VENDING MACHINES

Vending machines are located in the Dining Room on C Wing, Main Level and in the Emergency Department and Critical Care waiting rooms.





**Patient Safety**  
It's in our hands

## FALL PREVENTION

The hospital is an unfamiliar place and the effects of your illness, surgery or medications can increase the potential of experiencing a fall.

### **What you can do to reduce risk of falling in hospital:**

- Share any and all fears or concerns you have about falling with your healthcare team
- Call for assistance if you are concerned with moving about, especially at night
- If you feel dizzy, weak, unsteady, or light-headed sit down and call for help
- Get up slowly after eating, lying down, or resting
- Wear proper footwear: non-slip, well-fitting, and supportive such as running shoes or slippers with heel support and tread
- Ensure clothing is not going to be tripped on such as pants, skirts, or housecoats that are too long
- Wear glasses and/or hearing aids as needed
- Take medications as prescribed
- Use recommended walking aids and supports
- Participate in regular and safe physical activity
- Eat healthy, regular, and well-balanced meals

## BLOOD CLOT PREVENTION

- Ask members of your healthcare team if you are receiving, or should be receiving, clot prevention medication or stockings
- Read the *“Preventing Blood Clots in Hospital”* brochure given on admission
- Resume normal physical activity and walking as soon as possible and safe to do so
- Report any pain in your chest, shortness of breath, pain, swelling, or redness in your leg to a member of your healthcare team
- Drink plenty of water to keep hydrated (unless on fluid restriction)
- Exercise your legs and feet throughout your stay

## MEDICATION

Review all medications you are taking with your care team including all prescription medications, vitamins, herbal remedies and over-the-counter medications. Bring a current medication list whenever you go to the hospital

or your doctor's office. Let your care team know if you have any allergies or reactions to any medications, food or latex.

If you do not recognize a medication, verify that it is prescribed for you.

If you do not understand what or why you are taking a certain medication, ask your care team or your pharmacist for help.

At the end of your hospital visit, you will be given a list of current medications to take at home. It is recommended that you bring all of your medications from home to your pharmacy and have your pharmacist review your current medication list. Bring your current medication list to your next doctor's appointment and be sure to throw away lists that are not up to date.

## INFECTION PREVENTION AND CONTROL

### Tips to help decrease spread of infection

- **Cleaning your hands** is the best way to avoid infection. Hand sanitizer is available throughout our hospitals and outside each patient room. To clean your hands take one pump of the sanitizer and rub all surfaces of your hands until it is completely dry. Remember to clean your hands before your meals, after using the toilet and before leaving and returning to your room
- When your hands are visibly dirty, use soap and water instead of hand sanitizer
- Please ask your care team if they have cleaned their hands before providing your care
- Cover your mouth when you cough or sneeze or cough/sneeze into your shoulder or sleeve – not your hands
- Place tissues in the trash right after using, and clean your hands
- If family or friends are not feeling well or have a fever, cough, cold, sore throat, rash, diarrhea or vomiting they must not visit the hospital.
- It is standard practice for patients to wear a mask if they are isolated for respiratory infection, when a health care provider comes into their room, when they have a visitor and when they leave their room for any reason.



### Special Signs

Some patients will have an extra precautions sign posted on their door to prevent germs from spreading from person to person.

Please follow all safety precautions to protect yourself, other patients, visitors and hospital staff.

Special door signs include pictures of what must be done to keep everyone safe.

## **When I am visiting a patient, what am I expected to do?**

- Look at the door sign to know what kind of personal protective equipment (PPE) to put on before entering the room.
- Before entering and when leaving the room, clean your hands with alcohol hand rub.
- Before you leave the room, take off your gloves and put them in the trash by the door. Remove gown and put it in the laundry hamper by the door; clean your hands with alcohol hand rub before touching anything.
- If wearing a mask take it off, throw it in the garbage and clean your hands again
- Do not re-use gowns, gloves & mask – use fresh PPE each time.
- Do not leave the room wearing the gloves and gown for any reason, as this will spread the germs to other surfaces and people.

## **When I am visiting a patient, what am I expected to do?**

- Look at the door sign to know what kind of personal protective equipment (PPE) to put on before entering the room.
- Before entering and when leaving the room, clean your hands with alcohol hand rub.
- Before you leave the room, take off your gloves and put them in the trash by the door. Remove gown and put it in the laundry hamper by the door; clean your hands with alcohol hand rub before touching anything.
- If wearing a mask take it off, throw it in the garbage and clean your hands again
- Do not re-use gowns, gloves & mask – use fresh PPE each time.
- Do not leave the room wearing the gloves and gown for any reason, as this will spread the germs to other surfaces and people.

## **What are patients supposed to do?**

It is very important that you clean your hands with alcohol-based hand rub before leaving your room and frequently while you are out of your room. If you have questions about how to do this please talk to a member of your care team.

Before leaving your room you must ensure that you:

1. Clean your hands
  2. Wear a clean hospital gown or clean clothes
  3. Follow instructions from your care team
- Patients who have a precaution sign on their door may have to restrict activity outside of their room

- Read all patient information sheets provided by your care team
- If you have questions about what to do or why, please ask a member of your care team

### **Why are patients swabbed when they are admitted?**

The hospital takes many steps to help prevent the spread of germs. Some patients are at higher risk for carrying certain germs. For these reasons, patients have their nose and bottom swabbed to see if they are carrying these germs.

## **PATIENT CONFIDENTIALITY AND PRIVACY**

Patients have the right to expect that their personal health information about their attendance, condition or treatment at BCHS will be used by and are available to only those individuals involved in their circle of care or the advancement of medical care in general. BCHS is committed to keeping your health information private and confidential.

## **PHOTO ID BADGES**

All hospital staff, physicians and volunteers are required to wear their identification badge with their name, job title and photograph.

## **PHOTOGRAPHS**

To protect the privacy of our patients, visitors and staff and in accordance with privacy legislation and BCHS policy the taking of still and video images without consent is strictly prohibited.

## **SCENT FREE & ALLERGIES**

Scented products make health problems such as asthma, respiratory conditions, allergies and migraines worse. The use of perfumes, colognes, aftershave, lotion, and body spray are not permitted. Highly scented flowers such as roses, lilies, and hyacinths must be sent home with family. Latex balloons are also not permitted.

## **SECURITY SERVICES**

Security staff is on site at The Brantford General Hospital and The Willet Hospital, 24 hours a day, every day. They are vital for patient, staff and visitor safety responding to many different types of calls every. From helping patients find their way to assisting in emergencies, the security team at BCHS is always here to help. Their BGH office is located at the Emergency Department entrance and on the main floor hall of The Willet.

If you notice any suspicious activity or need security, call the security department at extension 4950.

## Scent Free and Allergies

For those with health issues – asthma, respiratory condition, allergies, migraines – scented products and perfumes can make matters worse. BCHS does not permit the use of perfumes, colognes, aftershave, lotion, body spray and essential oils.

In addition, strong scented flowers such as roses, lilies and hyacinths must be sent home with family. Latex balloons are not permitted.

## SMOKING RESTRICTIONS

BCHS is a 100% tobacco-free property. Smoking is not permitted within the hospital, on all hospital property, in parking lots and garages, and in all vehicles on hospital property. We ask that you leave all tobacco products at home while attending the BCHS locations. We have Nicotine Replacement Therapy (patch, gum, inhaler) available for inpatients who wish to quit smoking or to manage nicotine withdrawal while in hospital. Please ask your care provider. We appreciate your cooperation in providing a healthy and safe environment for everyone.





## The Brant Community Healthcare System Foundation

The Brant Community Healthcare System (BCHS) Foundation relies on the generous support of our many donors to ensure we are able to meet the healthcare needs of our patients, both today and tomorrow.

The BCHS Foundation is committed to raising critical funds to ensure a strong healthcare system for our community. Your support of the BCHS Foundation helps us purchase medical equipment that is not paid for by the Ministry of Health and Long-Term Care, provide essential resources to maintain the exceptional level of compassionate patient care, and invest in new and innovative technology.

If you are interested in learning more about the BCHS Foundation and find out how you can help to build a healthier community, please contact us today! We are located on the main floor of The Brantford General in the A-Wing.



# did you know?

- The proceeds from your Tim Hortons coffee purchase at the BCHS helps to purchase patient equipment.
- You can recognize a caregiver for delivering exceptional patient care through the BCHS Foundation Grateful Family program.
- Over the past 12 years, the BCHS Foundation has granted more than \$21.7 million to the BCHS to benefit patient care!

Learn more at [www.bchsysfoundation.org](http://www.bchsysfoundation.org)



### Brant Community Healthcare System Foundation

200 Terrace Hill Street  
Brantford, ON N3R 1G9  
phone 519-751-5510

Check us out online:

[www.bchsysfoundation.org](http://www.bchsysfoundation.org)



Like us on Facebook



Follow us on Twitter  
[@BCHSFoundation](https://twitter.com/BCHSFoundation)



Watch us on YouTube  
[BCHS Foundation](https://www.youtube.com/BCHSFoundation)

**Donate online at [www.bchsysfoundation.org/donate](http://www.bchsysfoundation.org/donate)**



## Brant Community Healthcare System Foundation

200 Terrace Hill Street,  
Brantford, ON N3R 1G9  
519-751-5510  
foundation@bchsys.org  
[www.bchsysfoundation.org](http://www.bchsysfoundation.org)



☐ I wish to remain anonymous

### Please support one of our Pillars of Care

- ☐ Top Priority Fund  
☐ Patient Equipment  
☐ Other: .....

For more ways to support, please contact the  
BCHS Foundation office directly at 519-751-5510.

### Personal Information

Please fill out your contact information below.

.....  
Name (Individual or Company name)

.....  
Address

.....  
City

.....  
Province

.....  
Postal Code

.....  
Phone Number

.....  
Email Address

### Regular Monthly Gift (OPTION A)\*

☐ Pre-authorized giving from my bank account  
(please include a voided cheque)

Gift Amount \$ .....  
(on or about the 25th of each month)

☐ Pre-authorized giving from my credit card  
(please complete credit card information)

Gift Amount \$ .....  
(on or about the 25th of each month)

### One Time Gift (OPTION B)

☐ Enclosed is my gift of \$ .....  
(please make your cheque payable to the BCHS  
Foundation)

☐ Please charge my credit card \$ .....  
(please complete credit card information)

### Credit Card Information

☐ Visa ☐ Mastercard ☐ AMEX

.....  
Card Number

.....  
Expiry Date

.....  
Cardholder's Signature

.....  
Cardholder's name as it appears on the card

The Brant Community Healthcare System (BCHS) Foundation respects your privacy. We do not rent, sell, trade or otherwise share our mailing lists. Your contact information is used to keep you informed and provide you with opportunities to be involved with the BCHS and the BCHS Foundation. If at any time you wish to be removed from our mailing list, or wish additional information about the BCHS or the BCHS Foundation, please contact us by phone at 519-751-5510 or email: foundation@bchsys.org. Please allow 10 business days for staff to update our records.

**Donate online at [www.bchsysfoundation.org/donate](http://www.bchsysfoundation.org/donate)**



Connecting you to YOUR health record



**REGISTER ONLINE  
OR IN-PERSON TODAY**

**MYCHART IS A FREE, SECURE ONLINE TOOL  
THAT PROVIDES YOU WITH EASY, 24-HOUR  
ACCESS TO YOUR HEALTH RECORDS FROM  
HOSPITALS IN SOUTHWEST ONTARIO.**

**WHAT INFORMATION CAN I SEE?**

- > Hospital Discharge Reports
- > Medications
- > Pathology & Genetic Reports
- > Lab Results
- > MRI, CT & X-Ray Reports
- > Allergies

**ADDITIONAL FEATURES:**

- > Track your own health data  
(i.e. weight, blood pressure, immunizations)
- > Share your account with  
family and caregivers

**Visit [healthrecordsonline.ca/register](https://healthrecordsonline.ca/register)**

**MORE INFORMATION?** [MyChart@HITSeHealth.ca](mailto:MyChart@HITSeHealth.ca)



**HEALTHRECORDSONLINE.CA**



# INDEX OF CONTRIBUTING ADVERTISERS

Brant Community Healthcare System is extremely grateful to all advertisers for helping to make this guide possible.

Please note that an advertisement in this guide does not imply an endorsement by Brant Community Healthcare System.

## ACCOMMODATIONS

Best Western ..... 40

## AUTISM SERVICES

Woodview Mental Health & Autism ..... 41

## CHARTERED ACCOUNTANTS

Millard, Rouse & Rosebrugh LLP ..... 40

## COMMUNITY HEALTH CENTRE

Grand River Community Health Centre..... 38

## CPAP THERAPY

Medigas ..... 39

## CREMATORIUM

Beckett-Glaves Family Funeral and Cremation..... OSB

## DENTISTRY

Clarence Street Dental Group ..... 39

## FAMILY COUNSELLING

Guthrie and Associates Inc..... 36

## FUNERAL SERVICES

Beckett-Glaves Family Funeral and Cremation... OSB

Tranquility Burial & Cremation ..... 41

## HEALTHCARE EQUIPMENT

Silver Cross ..... 35

## HOME HEALTH CARE

Concepts of Care..... 37

## HOME HEALTH CARE SUPPLIES

Action Medical ..... 34

## LEGAL SERVICES

Delong Law Services..... 36

## LONG-TERM CARE

Hardy Terrace Long-Term Care Home ..... 39

## MEDICAL EQUIPMENT AND SUPPLIES

Action Medical ..... 34

## MEDICINE & REHAB CENTRE

Cobbelstone Medicine & Rehab ..... 38

## MENTAL HEALTH

Canadian Mental Health ..... 38

## MENTAL HEALTH SERVICES

Woodview Mental Health & Autism ..... 41

## MOBILITY

Action Medical ..... 34

## OXYGEN

Medigas ..... 39

Absolute Respiratory ..... 36

## PHARMACY

North Brant Pharmacy ..... 36

## REAL ESTATE

Kate Broddick Team ..... 34

## RETIREMENT HOME

Park View Retirement Home ..... 35

Riverview Terrace Retirement ..... 42

## RETIREMENT LIVING

Queensview Retirement

Community ..... Inside Front Cover

## SLEEP THERAPY

Absolute Respiratory ..... 36

THE  
*Kate Broddick*  
TEAM  
TEAMKATE.CA

Guiding you through this transition  
with *care + compassion.*



**Our "Full Service" Approach to Selling Your Home Includes:**

- help with decluttering & organization.
- professional home cleaning prior to listing.
- professional photography & video tour.
- a strategic marketing plan.
- communication with family members, financial advisors & lawyers.
- we'll connect you with trusted movers or handymen.



**Rebecca Johnson**

REAL ESTATE  
SALES REPRESENTATIVE

DIRECT: 519-755-1652

EMAIL: [info@AgentRebecca.ca](mailto:info@AgentRebecca.ca)



**Your 1st Choice for Mobility & Home Health Care**



**Scooters • Wheelchairs • Hospital Beds  
Walkers • Support Stockings  
Incontinent Supplies • Lift Chairs  
Stair Lifts • Daily Living Aids**



Authorized dealer for ADP, DVA, ODSP, NIHB, WSIB,  
Insurance companies, and Charitable organizations.



130 Clarence St., Brantford, ON N3T 2V5  
**[www.actionmedical.ca](http://www.actionmedical.ca)**

**519.756.8889**  
**1.877.756.8889**



## Helping You Stay at Home

Our staff carefully works alongside healthcare professionals to provide the best solutions for clients – from ceiling lifts to stairlifts, from bath safety to walkers and wheelchairs. We provide free in-home assessments, delivery, professional installation service and some rental programs. We are also pleased to assist clients with funding program applications.

Authorized ADP Vendor  
479 Queensway W. Simcoe

**519.426.0525 | 1.800.597.7725**  
**silvercrossstores.com**

 **Silver Cross®**  
RECYCLED & NEW HEALTHCARE EQUIPMENT

stairlifts • porch lifts • ceiling lifts • hospital beds • wheelchairs • walkers • bath safety • daily living aids



## Park View Retirement Home

*Home With a Heart*

254 Dalhousie Street, Brantford, ON N3S 3V2 (519)752-1714  
[www.parkviewbrantford.com](http://www.parkviewbrantford.com) • [info@parkviewbrantford.com](mailto:info@parkviewbrantford.com)

*Situated in the core of Brantford, we offer an exceptional, affordable retirement experience. We have something for everyone. Enjoy great home-cooked food and fun activities. Our family-like staff are friendly, helpful and professional. Come and experience a new way to live--we'd love to have you join our family.*



See this publication and more at:

**patientdirectory.ca**



*Quality Healthcare Publications*



# Guthrie & Associates

*life is for living!*



## SPECIALIZING IN:

*Individual, Couple & Family Counselling  
Child and Adolescent Counselling  
Financial Counselling • Critical Incident Debriefing*

**P. 519 752 8280**  
**info@guthrieandassociates.com**

108 St. George Street, Suite 5  
Brantford, Ontario N3R 1V6

***We provide better  
advice than Google.***

- Custody & Access
- Separation & Divorce
- Child/Spousal Support
- Criminal
- Division of Property
- Restraining Orders
- Childrens Aid Proceedings
- Wills and Power of Attorney



16 Darling Street Brantford, ON N3T 2K2 T: 519.720.6700 F: 519.720.6757  
[www.delonglaw.ca](http://www.delonglaw.ca)



# North Brant PHARMACY

**Mon to Fri: 9:00 AM – 6:00 PM • Sat: 10:00 AM – 2:00 PM  
SUN: CLOSED**

**(519) 304-8855 • (519) 304-8856**  
**Unit 5 - 525 Park Road North, Brantford, ON N3R 7K8**

**FREE DELIVERY AND SENIOR DISCOUNT**

# Absolute RESPIRATORY

- Full Service Home Respiratory Care
- Registered Respiratory Therapists
- Locally Owned & Operated

*Stop by & see local owner Lyndsey Ross today!*

**SIMCOE OFFICE**      **TILLSONBURG OFFICE**  
92 Norfolk Street South, Unit B,      169 Broadway Street, Unit A  
Simcoe, Ontario, N3Y 2W2      Tillsonburg, ON N4G 3P9  
**519.426.1113**      **519.842.5353**

**[www.absolute-respiratory.com](http://www.absolute-respiratory.com)**



**Grand River  
Community  
Health Centre**



**Primary health care, health & wellness programs,  
and community development initiatives.**

COPD Program • Memory Clinic • Fitness Programs  
Group programs include: Stitch n Chat, LGBTQ2S+ Social,  
Men in Action, Sew What, Gender Journey, Serenity Now,  
Coping with Anxiety/Depression, Nutrition/Cooking and more!

**ALL PROGRAMS ARE FREE!**

*See our website or Facebook page for program dates & info.*

**363 Colborne St, Brantford ON | tel. 519-754-0777  
[WWW.GRANDRIVERCHC.CA](http://WWW.GRANDRIVERCHC.CA)**

*A community where we work together to achieve equity,  
belonging, health and wellbeing for all.*

# CLEAN HANDS PROTECT LIVES.

Your Health Care - Be Involved



## How to HANDWASH

1.

Wet hands with warm water.



2.

Apply soap and lather onto hands.



3.

Wash both sides of hands and between fingers.



4.

Rinse hands under running water.



5.

Pat hands dry with paper towel. Turn off tap with paper towel.



ONTARIO  
HOSPITAL  
ASSOCIATION

[www.oha.com/patientsafetytips](http://www.oha.com/patientsafetytips)



Ontario

## CONCEPTS of CARE

*"A hand to help, or just to hold."*



Professional Nursing and Home Care  
Support Services in your community since 1996



*Our trained professionals can help you and your family with:*

- personal care or nursing services
- assistance with of daily living
- 24-hour supervision and assistance
- short-term, chronic or long-term care
- home, hospital or facility care
- palliative care

*We're here to lend you a helping hand, today and tomorrow.*

**Call us anytime 519.442.1670**

**22 Washington Street | Paris, Ontario N3L 2A3**

**[conceptsofcare@bellnet.ca](mailto:conceptsofcare@bellnet.ca)**



## Canadian Mental Health Association

Brant-Haldimand-Norfolk  
Branch



*Family members don't always know where to turn for support when they have a loved one living with mental illness.*

44 King Street, Suite 203 Brantford, ON N3T 3C7  
395 Queensway West, Simcoe, N3Y 2N4

Toll free: **1-888-750-7778**

Tel: 519-752-2998 ext. 112 | Fax: 519-752-2717



@CMHABrantHaldimandNorfolk



@cmhaBHN

HELPING PEOPLE MOVE FORWARD

[bhn.cmha.ca](http://bhn.cmha.ca)

## COBBLESTONE Medicine & Rehab

Rehab | Wellness | Performance



**ALWAYS ACCEPTING NEW PATIENTS!**  
**519.442.2237**

### SERVICES:

Chiropractic  
Physiotherapy  
Massage Therapy  
Osteopath  
Naturopathic Medicine  
Counselling & Psychotherapy  
Occupational Therapy  
Custom Orthotics  
Footcare Nursing  
Bracing and Compression Garments  
Family Medicine Physicians

### SPECIALTIES:

Concussion/m TBI Management  
Sports Injuries  
Acupuncture  
Bioflex Laser Therapy  
Shockwave Therapy  
Athletic Therapy  
Orthopedic Conditions  
Post Surgical Rehab  
Workers Compensation Claims  
Motor Vehicle Accident Claims

8-1084 Rest Acres Rd - Paris | 3 Maple Ave. N - Burford | 25 Curtis Ave N - Paris  
We OPEN EARLY and STAY LATE daily!

Book Online: [cobblestonemedicineandrehab.janeapp.com](http://cobblestonemedicineandrehab.janeapp.com)



**UNIVERSALcare**



**Committed to the provision of the highest quality of physical, social, emotional and spiritual support and whole wellness!**



**HARDY TERRACE**  
LONG-TERM CARE

We are located on beautiful landscaped grounds in Mount Pleasant, just minutes from Brantford. 101 beds/residents. Our home has two decor gardens for residents/families to enjoy. We have dedicated, caring professional staff on site. Country setting, Smoking Gazebo, Palliative Program and Room, Café, Patios, Hairdresser on site, Activities, live entertainment, bus trips and more!




 **612 Mount Pleasant Rd Brantford N3T 5L5**

 **519.484.2431/ 519.484.2500**  **[www.universalcareinc.ca](http://www.universalcareinc.ca)**



**Medigas**  
A Linde company



**Medigas, your first choice for home oxygen and CPAP therapy.**

**Call today! Ask about our portable oxygen concentrators.**

**519-442-0734**

**4-71 Charing Cross St., Brantford**

medigas.com  medigascpap.com





**Clarence Street  
DENTAL.com**

Dental Hygiene • General Dentistry  
Pediatrics • Orthodontics • Endodontics  
Periodontics • Oral Surgery • Dentures

 **1325 Clarence St. S., Unit 1, Brantford, ON N3S 0C7**

 **519-756-8080**  **[clarencestretdental@gmail.com](mailto:clarencestretdental@gmail.com)**

**After-Hours Dental Emergency? Text: 226.286.8829**



*Myra's*  
BAR & GRILL

Breakfast | Lunch | Dinner  
Special Events



- 158 GUEST ROOMS & SUITES
- RESTAURANT, BAR & PATIO
- PRIVATE CONFERENCE ROOMS FOR SMALL TO LARGE EVENTS: CELEBRATIONS OF LIFE, WEDDINGS, ANNIVERSARIES, FAMILY GATHERINGS & MORE!
- COMPLIMENTARY PARKING, WIFI, LOCAL & LONG DISTANCE CALLING

**PREFERRED RATES FOR THE  
BRANTFORD GENERAL HOSPITAL**

19 Holiday Drive, Brantford  
519-753-8651 | 877-341-1234  
[bestwesternbrantford.com](http://bestwesternbrantford.com)



STAY WITH  
PEOPLE  
WHO CARE

**Please remember that visitors are not to visit at any time if they feel ill in any way, with fever, headache, sore throat, chills, cough, muscle aches, etc.**



**You Expect the Best from your Health Care Providers.  
You Deserve the Best from Your Financial Providers.**



**Millards**  
Chartered Accountants

Brantford  
519-759-3511 [www.millards.com](http://www.millards.com)  
BRANTFORD • SIMCOE • NORWICH • DELHI • TILLSONBURG



**(519) 757-1654**  
24 Hrs Service

**DIRECT CREMATION**  
All Inclusive  
**\$1907.35**

- Service Charge
- OSB Cremation Container
- Coroner Fee
- Death Registration
- Cremation Fee (Holy Cross)
- HST

**276 St Paul Avenue**  
Brantford General Hospital  
[tranquilitycremation.com](http://tranquilitycremation.com)  
**Brantford's Funeral Home Alternative**  
*\*Prices subject to change without notice*



## MENTAL HEALTH 'WALK-IN' CLINICS

FOR CHILDREN & YOUTH UP TO  
18 YEARS & THEIR FAMILIES

TALKING TO A MENTAL  
HEALTH COUNSELLOR  
TODAY WOULD MAKE A  
BIG DIFFERENCE!



**1** Call **519-752-5308** and press '0'  
or text 226-920-4427

**2** We'll book you a face-to-face or  
virtual appointment with a  
Woodview counsellor!

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> FREE         | <input checked="" type="checkbox"/> NO REFERRAL NEEDED    |
| <input checked="" type="checkbox"/> CONFIDENTIAL | <input checked="" type="checkbox"/> NO HEALTH CARD NEEDED |

*Are you in crisis? Call St. Leonard's 24/7  
Mental Health Crisis Line at 519-759-7188*

YOUR **ONE STOP PRINT SHOP**  
FOR ALL YOUR COMMERCIAL AND PERSONAL PRINTING NEEDS



**SAVE 20% OFF**

**YOUR ONLINE ORDER**

USE PROMO CODE **HOSPITAL20**

CANNOT BE COMBINED WITH ANY OTHER PROMOTIONS



#ifyoucantinkit #wecaninkit

T: 1-800-339-5662 E: [info@wecaninkit.ca](mailto:info@wecaninkit.ca)

**Charlotte Villa**  
— Retirement Residence —

**Riverview Terrace**  
— Retirement Residence —



***You already know us!***  
***Two retirement residences who  
provide amazing care in  
Brantford.***

*Known for our great care and lovely accommodations, we have several well equipped and nicely furnished respite rooms and suites available at both locations in Brantford. Hospitals have been trusting Charlotte Villa and Riverview Terrace for years, and you can too. Ask about our transportation options!*

**Charlotte Villa**

**Contact Elaine at:**

**519-759-5250**

**Email: [Elaine.mccartney@charlottevilla.ca](mailto:Elaine.mccartney@charlottevilla.ca)**

**Website: [www.charlottevilla.ca](http://www.charlottevilla.ca)**

**Location: 120 Darling St**

**Riverview Terrace**

**Contact Cathy at:**

**519-756-4141**

**Email: [GM@riverviewterrace.ca](mailto:GM@riverviewterrace.ca)**

**Website: [www.riverviewterrace.ca](http://www.riverviewterrace.ca)**

**Location: 104 Brant Ave**

# Your Health Care Be Involved



Be involved in your health care. Speak up if you have questions or concerns about your care.



Tell a member of your health care team about your past illnesses and your current health condition.



Bring all of your medicines with you when you go to the hospital or to a medical appointment.



Tell a member of your health care team if you have ever had an allergic or bad reaction to any medicine or food.



Make sure you know what to do when you go home from the hospital or from your medical appointment.

Funding for this project was provided by  
the Ontario Ministry of Health and Long-Term Care

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

**OHA** Patient Safety  
Support Service

# Glaves Family

FUNERAL HOMES

*Single Family Owned and Operated for 4 Generations!*  
*Managing Director ~ D. Todd Glaves*



519-752-4331

24 Hours

## Beckett-Glaves Family Funeral Home

- ~Traditional Funeral Service
- ~Celebration of Life
- ~Memorial Service
- ~Economy Cremation Options
- ~Reception Facilities
- ~Free Web-Casting (BG only)



Hill & Robinson



519-752-2543

24 Hours

## & Hill & Robinson Funeral Home & Cremation Centre

- ~Memorial Receptions
- ~Graveside Services
- ~Large Parking Lots
- ~Modern Facilities
- ~Free Video Production

Celebration of Life / Tradition Services / Direct Cremation

*Saying goodbye to a loved one is the hardest  
thing we have to do in life.*

*It is our hope to make a difficult time easier for you.*