



Brant Community
Healthcare System

PATIENT AND FAMILY HANDBOOK

PLEASE TAKE THIS COMPLIMENTARY COPY WITH YOU

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



TABLE OF CONTENTS

WELCOME

Strategic Plan	4
Welcome Message	5
Map & Service Directory	
Brantford General	6
Map & Service Directory The Willett ...	7
What you can expect	8
Patient Relations	9
Patient and Family Advisors	9
Compliments	9
Complaints or Suggestions 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	13
Call Bells	13
Co-Gendering Rooms	13
Discharge	14
Mail	14
Meal Service	14
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
Sexual Assault and Domestic Violence (SADV) Treatment and Care	19
Indigenous Services	20

Medical Imaging Services	23
Mental Health Services	23
Outpatient Clinics and Services	25

PRACTICAL INFORMATION ABOUT YOUR STAY

Accessibility for People with Disabilities	26
Bank Machine	26
Chapel/Worship Centre	26
Finance & Billing	27
Food Services	29
Information Desk	29
Language Interpreters	29
Lost Items	29
Parking	29
Public Telephones	30
Service Animals	30
Volunteers	31
Vending Machines	31

PATIENT SAFETY

Fall Prevention	32
Blood Clot Prevention	32
Medication	32
Infection Prevention and Control	33
Harm Reduction	34
Patient Confidentiality and Privacy ..	35
Photo ID Badges	35
Photographs	35
Release of Information	35
Scent Free & Allergies	36
Security Services	36
Smoking Restrictions	36

FOUNDATION.....37-38

INDEX OF CONTRIBUTING ADVERTISERS.....39

**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**



**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.

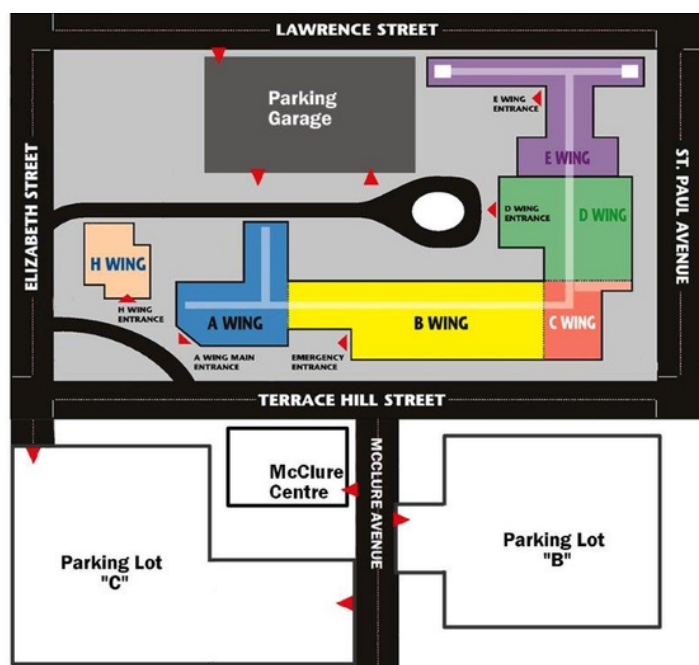
This guide will give you some insight into your encounter with us. Feel free to ask questions and seek answers.

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.

BRANTFORD GENERAL HOSPITAL



A WING

Main

Engineering & Maintenance
Infection Control
Release of Information

Level 1

BCHS Foundation
Business Cashier
SC Johnson Dialysis Clinic
Tim Hortons
Volunteer Association

Level 2

Chapel/Pastoral Care
HCCSS Office

H WING

Level 1

Communications & Public Affairs
Medical Affairs

Level 2

Administration Office

B WING

Main

Environmental Services

Level 1

Emergency Department
Patient Relations
Security
Switchboard

Level 2

Inpatient Rehab

Level 3

Labour & Delivery

Level 4

Pediatrics

Level 5

Surgical

Level 6

Medical B (B6)

Level 7

Medical A (B7)

Level 8

Medical D (B8)

C WING

Main

Nutrition Services

Level 1

Emergency
Department

Level 2

Integrated Stroke
Unit

Level 3

Labour & Delivery
Special Care
Nursery

Level 4

Medically Complex

Level 5

Medical
Cardiology

Level 6

Laboratory

Level 7

Palliative/Complex
Care

D WING

Lower Level 2

Mail Room
Medical Device
Reprocessing
Stores/Receiving

Lower Level 1

Day Surgery
Operating Rooms
Post Anesthetic Care

Main

Ambulatory Care
Fracture/Orthopedic Clinic
Internal Medicine Rapid
Access Clinic (IMRAC)
Oncology Clinic
Patient Registration
Tim Hortons 2

Level 1

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

Level 2

Therapy Services

Level 5

Critical Care

E WING

Lower Level 4

Redevelopment

Lower Level 3

Boardroom
Pro Resp.
Purchasing

Lower Level 2

Psychiatrist Offices

Lower Level 1

Inpatient Mental Health
Morrison Auditorium

Main

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

Level 1

Mental Health & Addictions
Outpatient Mental Health

Level 2

Information Technology

Level 3

Organizational Development
Quality & Risk

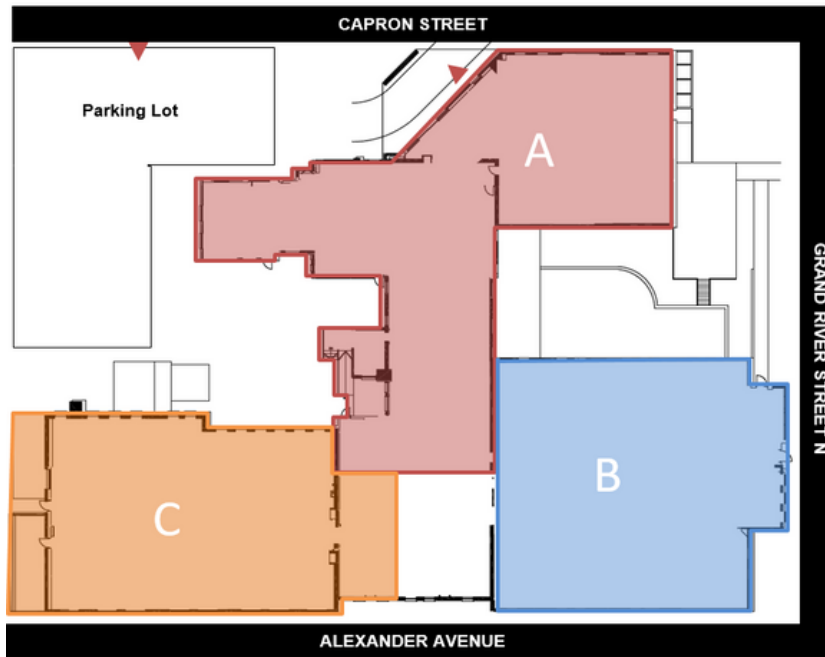
Level 4

Human Resources

Level 5

Financial Services

THE WILLETT

**A WING****Basement**

Facilities Planning & Engineering

Level 1

Diagnostic Imaging

Security

Urgent Care & Registration

Volunteers

Level 2

Administration Offices

Diabetic Clinic & Education

B WING**Basement**

Nutrition Services

Physiotherapy Services

C WING**Level 1**

Clinical Engineering

Level 2

Transitional Care

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 the Brant Community Healthcare System, we want to hear from you. It helps us to provide the best 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.

PATIENT AND FAMILY ADVISORS

The BCHS is always looking for people who have lived experiences in health care and willing to share their personal stories to join the Patient and Family Advisors (PFA) Team! Patient and family caregiver stories and voices help inform and inspire us to improve the health care system for people just like you.

If you're eager to make a difference in local health care please consider contacting the BCHS Patient Relations Department for more information:

By Phone: 519-751-5544 extension 2395 **By Email:** patientrelations@bchsys.org

You can also visit our website at www.bchsys.org/PFA

COMPLIMENTS

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

COMPLAINTS OR SUGGESTIONS FOR IMPROVEMENT

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

Patient Relations Coordinator

By Phone: 519-571-5544 ext. 2395

By Email: patientrelations@bchsys.org

Indigenous Patient Relations Navigator

By Phone: 519-571-5544 ext. 45601

By Email: leigh.staats@bchsys.org

In Person: The Patient Relations Office, B-Wing, Level 1

By Mail: Patient Relations - 200 Terrace Hill Street Brantford, ON N3R 1G9

For more information visit www.bchsys.org/patientrelations

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, non-slip footwear, 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.

The hospital is not responsible for lost or stolen items. Please leave valuable items 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 and/or Power of Attorney for Property
- B. Healthcare/Advance Care Directives (i.e. Any living document that you have created when capable that will help the substitute decision maker around care decisions)

Your healthcare team is easily identifiable with colour coded uniforms:

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

Members of your healthcare team may include:

Care Coordinators from of Home and Community Care Support Services (HCCSS) will work with you and your family to plan and arrange the right care and health supports you need. They provide a wide-range of health care services and resources to support you at home, at school or in the community.

The HCCSS has 14 locations across Ontario, including one specific to the Hamilton Niagara Haldimand Brant region. Care Coordinators can help you get the personal support, nursing and therapy care you need, as well as connect you with support services such as meal programs, friendly visiting and other types of services offered in your community.

If it becomes too hard to live at home alone or with help, the HCCSS can explore long-term care options with you.

For more information visit www.healthcareathome.ca

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.

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.

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.

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.

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.

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.

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

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, blessing or facilitation of sacred rituals such as sacrament of the sick or smudging.

For more information on the chapel/worship centre please see page 26.

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

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.

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 or designate.

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.

HOME FIRST PHILOSOPHY

BCHS supports the “Home First Philosophy”. When your acute medical treatment is completed, we work with our Home and Community Care Support Services (HCCSS) 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 Canadian Standards Association standards. Please tell your care team member or 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 any questions please connect with a care team member.

DISCHARGE

Discharge time is before 10:00am each day. Discharge is important because it makes hospital beds available to other patients who need them. We are counting on you and your loved one to help us follow this timeline. **Please be aware that if you are cleared for discharge and for some reason cannot go home then there may be a co-payment cost applied for your extended stay.**

Your healthcare provider will let you know in advance when you are expected to be discharged. We suggest that you ask a loved one 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 your 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 request to use a telephone from the nursing desk on your unit. This service is free of charge. For more information please speak to a member of your healthcare team.

TELEVISION (TV)

Bedside TV Services at Brantford General Hospital are provided by LOC Medical. Bedside TV Services are rentable 24/ 7 by patients or their loved ones and provide access to 48 Digital channels including Sports, News, Major Networks and Lifestyle channels.

The starting TV rental rates are as followed:

- \$13.00 per day
- \$65.00 per week
- \$195.00 for 30 days

Please note that the pricing for weekly and 30-day rentals are applicable only to those who make a full payment in advance. All rental rates are net of applicable taxes.

Information sheets will be available in patient rooms, as well as at Communication Stations.

For information on how to activate bedside TV services, press “Rent TV Service” on your bedside TV.

You can also contact LOC Medical at **1-800-263-1113** or **support@locmedical.com**

For more information visit **www.locmedical.com**

VISITING

We understand the importance of patient and family relations while in the hospital. In order to accommodate the presence of caregivers and families, we have flexible visiting hours for our patients. Please speak with a member of your healthcare team about visiting.

A reminder to all visitors: Masks are required while in the hospital. Please use hand sanitizer when entering and leaving the building.

We reserve the right to restrict visiting hours when in the best interest of patients, or for infection control precautions.

To learn more about visiting hours and up-to-date information please visit www.bchsys.org/visitors

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?

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?



Keep your medication record up to date.

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.

HOSPITAL PROGRAMS & SERVICES

BRANTFORD GENERAL EMERGENCY DEPARTMENT

200 Terrace Hill Street, Brantford, [519-751-5544](tel: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 URGENT CARE CENTRE

238 Grand River St. North in Paris, [519-442-2251](tel: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 Urgent Care Centre 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 Urgent Care Centre?

You should visit The Willett Urgent Care Centre 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 Willett Urgent Care Centre does not routinely renew prescriptions. The Willett 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 Willett 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 Centre are:

Monday – Friday: 9:00am – 9:00pm

Saturday and Sunday: 10:00am – 6:00pm

If you visit the Willett Urgent Care Centre, 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 Ontario Ministry of Health and Long-Term Care 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 Ontario Ministry of Health and Long-Term Care website at www.health.gov.on.ca or call **1-800-445-1822**.

SEXUAL ASSAULT AND DOMESTIC VIOLENCE (SADV) TREATMENT AND CARE



The Sexual Assault Domestic Violence (SADV) Care team is here to help people who have experienced sexual and or domestic (intimate partner) violence. It takes courage to reach out for help. We are here to offer support and care. We see anyone from the City of Brantford, Brant, Haldimand and Norfolk counties, Six Nations and Mississaugas of the Credit First Nation.

Our team provides free and confidential care to people who are survivors of sexual assault or domestic (intimate partner) violence. Our team includes nurses for care after an assault or abuse and social workers for short-term trauma counseling.

For emergency medical care at any time, please go to your closest emergency department or urgent care centre. Our team of nurses are available 24 hours a day 7 days a week at the Brantford General Hospital. Our office is located in the Brantford General Hospital Emergency Room. No appointment needed.

All visits are confidential. Police will not be contacted without the survivor's consent.

During business hours, our team can be reached by:

Phone: **519-751-5544 ext. 4449**

Text: **226-387-9480**

Email: **infosadv@bchsys.org**

For more information on the services we offer and any additional information please visit **www.bchsys.org/SADVsupport**

INDIGENOUS SERVICES

Indigenous Health & Medicine Team

Indigenous Health Services work collaboratively with leadership, staff, and physicians to improve the Indigenous patient experience at the Brant Community Healthcare System (BCHS) and advance the ideals of cultural safety therein.

In an effort to improve quality of care, foster inclusivity, and promote a culturally safe environment at the BCHS, the Department of Hospital Based Medicine has introduced the physician-led implementation of a Division of Indigenous Medicine and the role of an Indigenous Patient Relations Navigator.

Indigenous Medicine at BCHS includes support with:

- Understanding diagnosis, treatment, investigations and care plans through an Indigenous lens
- Connecting the patient with someone who understands traditional methods of health and healing
- Sharing their healing journey with someone who can help with their self-care plan
- Assistance during your hospital stay

The Indigenous Patient Relations Navigator assists with:

- Helping you access culturally appropriate care
- Providing support through community resources available to you and your family
- Offering clear communications to help you and your family understand health information
- Planning for your hospital discharge
- Supporting and advocating for you through the patient relations process

To access these supports, please speak to a member of your healthcare team or contact Indigenous Patient Relations Navigator, Leigh Staats, using one of the methods below:

By Phone: **519-751-5544 ext. 4561**

By Email: **leigh.staats@bchsys.org**

For more information visit **www.bchsys.org/indigenoushealth**

Indigenous Family Space

We have created an Indigenous Family Space, located on A-Wing Level 8 at the Brantford General Hospital. This room is open from 8:00am to 8:00pm, but also available beyond those hours by contacting the security office at **519-751-5544 ext. 2210** for access.

The Indigenous Family Room has been designated as a safe space for Indigenous patients and families to gather in body, mind, and spirit to practice their ways of healing. Please speak with a clerk for support on accessing the room.

For more information on our Indigenous Family Space please visit www.bchsys.org/indigenousfamilyspace

Indigenous Cultural Safety Committee

The BCHS Indigenous Cultural Safety Committee (ICSC) is a partnership of community members and healthcare providers who are committed to learn, share, and support strategies focused on improving experiences for Indigenous Health.



If you are interested in joining the ICSC, please visit our website at

www.bchsys.org/indigenoushealth for the chair's contact information.

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

Indigenous Community Resources

Aboriginal Health Advocacy Committee	Phone: 519-445-2947 Email: NDG@sixnations.ca 1769 Chiefswood Rd. Ohsweken, ON N0A 1M0 Monday to Friday 8:30am-4:30pm
Aboriginal Health Centre	Mental Health Youth Patient Navigator: 519-752-4340 ext. 237 Patient Navigation Program (Haldimand Brant): 519-750-4323 36 King Street Brantford, ON N3T 3C5 Monday to Friday 8:30am-4:30pm www.aboriginalhealthcentre.com

Brantford Region Indigenous Support Centre (BRISC)	Phone: 519-304-7400 325 West Street Unit B110 Brantford, ON N3R 3V6 www.ofifc.org
Gane Yohs Health Centre	Six Nations Sexual Health Program: 519-445-2672 ext. 247 1769 Chiefswood Rd. Ohsweken, ON N0A 1M0 www.sixnationssexualhealth.ca
Indigenous Victim Services	Six Nations Justice Department: 226-227-2192 1721 Chiefswood Rd. Ohsweken, ON N0A 1M0 Office Hours 8:30am-4:00pm For After Hours Call: 1-866-964-5920
Mississaugas of the Credit	Social and Health Services Department: 905-768-0141 Family Support Unit: 905-768-1181 659 New Credit Rd. Building #2 Hagersville, ON N0A 1H0 Monday to Friday 8:30am – 4:30pm
Six Nations Family Health Team	Family Health Team Clinic: 519-445-4019 Email: fht@sixnations.ca 1st floor White Pines Wellness Centre 1745 Chiefswood Rd. Ohsweken, ON N0A 1M0 Monday to Friday 8:30am-4:00pm *Wednesdays open until 8:00pm
Six Nations of the Grand River Social Services	Family Well-Being Navigator Program: 519-445-2071 ext. 4594 Email: Mninham-harvey@sixnations.ca 18 Stoneridge Circle Ohsweken, ON N0A 1M0
Six Nations Health Services	Child and Youth Health: 519-445-4983 2nd floor White Pines Wellness Centre 1745 Chiefswood Rd. Ohsweken, ON N0A 1M0 www.snhs.ca

For more resources visit www.bchsys.org/indigenoushealth

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.

MENTAL HEALTH SERVICES

Mental Health and Addiction Services (MH&A) at the Brant Community Healthcare System provides a variety of inpatient and outpatient acute hospital care services. We are a dedicated team made up of, nurses, social workers, occupational therapists, recreational therapists, and clerical staff. All of the programs and services we offer are based on recovery, striving to assist individuals in meeting their wellness goals, and transitioning to living well with community supports and services.

MH&A team members are bound by codes of confidentiality. Although the support of family and friends is valuable in assisting the individual to recovery, it may not be appropriate or possible for team members to share all information with family and friends. Please respect this obligation.

Acute Day Treatment

The Acute Day Treatment (ADT) program is a voluntary, transitional mental health recovery based program for outpatients that is designed to assist individuals with goal-setting, learn coping strategies, enhance daily life, connect with community resources, and learn about symptom management.

The ADT program is a 6 week program that consists of daily appointments with its members in a group setting (5x per week) and individual appointments (1x per week). The ADT Program operates Monday through Friday, between 8am-4pm, and is closed on all statutory holidays and weekends. Individuals must be at least 16 years of age to participate and only **psychiatrist** referrals are accepted at this time.

The goals and outcomes of the program include:

- Increased ability to use healthy coping skills
- Positive lifestyle changes to daily routine (eating, sleep, time management, and communication)
- Improved self-awareness (interests, abilities, triggers, stressors, warning signs of being unwell)
- Improved access to community resources and community supports
- Improved self-management of mental health symptoms
- Reducing hospitalization and emergency department visits

Please call **519-751-5544 ext. 2657** for any questions or more information.

Crisis Counselling

Crisis Counselling offers psychoeducation and skills for individuals with serious and persistent mental health related issues. This program offers up to five individual sessions for people aged 18+. The problem at hand must include a mental health and/or addiction issue but our service is more tailored towards a focus in mental health. There are other services in our area that focus on addiction being the prime focus. For example, Rapid Access Addiction Medicine (RAAM) and St. Leonard's.

Please note that there is a wait for this service. Priority is determined mainly by risk level and also by length of wait. Please ensure that all sections of your referral form be completed, including Risk. Incomplete referrals will be returned to you via fax for additional information. Your client's place on the wait list will be preserved in the interim. If there is a change to your risk level, please notify intake at **519-751-5544 ext. 2329 or ext. 5530.**

Early Intervention/Walking Alongside Youth (WAY)

The Early Intervention Program/Wayside Alongside Youth (WAY) Program at the Brantford General Hospital accepts referrals for people aged 16-24 years. The program accepts youth who are experiencing first or worsening mental health concerns or are transitioning from youth to adult services. WAY services the Brant, Haldimand and Norfolk areas and people referred to WAY will be asked to attend a group orientation via Zoom. Once the orientation is completed the client will be placed on the WAY-Early Intervention waitlist. Please note that waitlist times are different based on locations for services.

The WAY program offers one on one counselling for up to one year and is made up of two social workers and two peer support workers. Social workers provide the one on one counselling while peer support workers provide outreach and use their personal experience of mental health and the healthcare system to promote hope that recovery is possible.

For more information please contact **519-751-5544 ext. 2126**

Early Psychosis Intervention

The Early Psychosis Intervention (EPI) program is a voluntary program delivered through formal partnerships between Brant Community Healthcare System

and the Canadian Mental Health Association (CMHA). The EPI Family Support program is for parents, siblings, partners and friends of an individual who has been diagnosed with, or is showing signs of psychosis.

We provide intensive services that involve assessments, consultations, education and treatment plans. We also help clients and families identify concerns and goals and develop plans to support wellness and recovery. Our team consists of highly skilled and trained multidisciplinary team of nurses, occupational therapists, social workers/family support, and psychiatrists.

We focus on coping strategies, psychological treatment, and medications within a Cognitive Behavioural Model. We endeavour to provide continuous, comprehensive, consistent psychiatric care to provide stabilization as quickly as possible to allow individuals to engage in community aftercare.

The aim of this Early Psychosis Intervention (EPI) program is to equip you with the knowledge and tools of how to support both your loved one and yourself on this recovery journey.

Some of the services we offer through this program include:

- Individual counselling
- Education and support groups
- Opportunity to connect with other families for support
- Coping and safety planning
- Involvement in the client's care with permission
- Links to community resources

For more information please contact **519-751-5544 ext. 5530**

Mental Health Resources

Canadian Mental Health Association (CMHA)	The CMHA provides recovery-focused programs and services for people of all ages and their families. Brant Haldimand Norfolk: 519-752-2998 www.bhn.cmha.ca National: www.cmha.ca
--	--

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** for more information and see map on page 6 for locations.

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 at the Brantford General 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, located at the Brantford General Hospital (BGH) on A-Wing, Level 2, is a peaceful space with quiet sitting areas for patients and families to enjoy 24/7. In addition, a Christian worship service is held each week on Thursday mornings from 10:30am – 11:00am*. Family and friends of patients are welcome to attend and patient transport is available. Please speak with a member of your healthcare team to make arrangements.



We also offer Spiritual Care crisis support for situations involving end of life care and death. Any referrals to Spiritual Care can be made in person at the Spiritual

PRACTICAL INFORMATION ABOUT YOUR STAY

Care Office on BGH A-Wing, Level 2, via phone by calling 519-751-5544 ext. 4212, or via other healthcare providers.

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.

For information on our Indigenous Family Space please see page 21.

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

There are many options for payment of your account.

ONLINE	Online payments can be made by Visa or MasterCard. Please visit www.e-community.ca/payment-details to process your payment online.
---------------	---

IN PERSON	<p>In person payments can be made by cash, cheque, debit card or credit card.</p> <ul style="list-style-type: none"> • Brantford General Hospital – The Financial Services Business Office is located in the A-Wing Level 1 lobby. The office is open Monday to Friday from 9am to 3pm (excluding holidays). • The Willett – Bill payments can be processed at the reception desk.
OVER THE PHONE	<p>Phone payments can be made by Visa, MasterCard or American Express.</p> <p>Please call 519-751-5544 extension 4322 during business hours.</p>
BY FAX	<p>Mail payments can be made by cheque, money order or bank draft to the Brant Community Healthcare System. Do not mail cash!</p> <p>Please note the NSF fee is \$20.</p> <p>Mail to: Brant Community Healthcare System Financial Services 200 Terrace Hill Street Brantford, ON, N3R 1G9</p>
BY BANK	<p>You can pay your bill through the following banks by either speaking with a bank teller or navigating through your banks online website/portal:</p> <ul style="list-style-type: none"> •Scotiabank •TD •BMO •HSBC •CIBC •RBC <p>Please note: When entering the account number from your statement, you must enter letters and numbers only.</p> <p>For example, if your account number is OP0000161/18, it must be entered as OP000016118 (slash punctuation not included).</p>

For more information on how to pay your bill visit www.bchsys.org/billpayment

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

The Cafeteria is located on the C-Wing Main Floor of the Brantford General Hospital.

Before delivering food for a patient please ask a member of your care team.

INFORMATION DESK

The Information Desk is located in the A-Wing, Level 1 lobby of the Brantford General Hospital. 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.

Teletypewriter devices are available. Please contact Switchboard at **519-751-5544**.

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 **519-751-5544 ext. 4950**.

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

PARKING

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

however, please note that the D-Wing entrance has restricted hours on weekends.

Brantford General Hospital has automated parking machines. **The machine at the exit gates only accepts debit or credit.**

If you are paying by cash, or you would prefer to pay inside the hospital please make sure that you **bring your parking ticket with you when you enter the building.** Parking Payment Centre machines are located at the entrances/exits of A-Wing, D-Wing, E-Wing and the Emergency Department waiting area.

Parking lots at the Willett are located on Capron St. and Alexander Ave. The Willett exit gate accepts \$3.00 in exact change or an exit token which can be purchased by debit or credit inside the building at the registration desk.

Please be advised that parking rates are subject to change. For more information about parking visit www.bchsys.org/parking or visit the Security Office at either location.



PUBLIC TELEPHONES

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

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. To discuss further please contact a member of your care team.



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/volunteer

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 at the Brantford General Hospital.



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. This includes non-slip, well-fitting, and supportive footwear 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

- Work with your healthcare team to determine 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 medication 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.

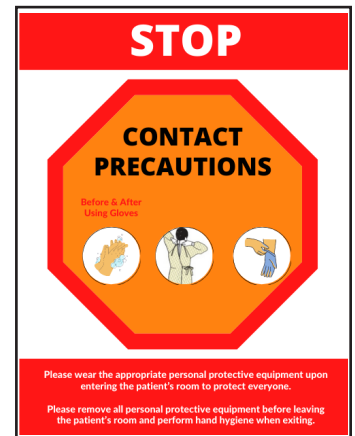
If you do not understand what or why you are taking a certain medication, ask your care team or your pharmacist for help.

At the end of your hospital visit, you will be given a list of current medications to take while at home. It is recommended that you review this medication list with your pharmacist and bring it with you to your next doctor's appointment. **Please be sure to throw away any medication lists that are not up to date.**

INFECTION PREVENTION AND CONTROL

Tips to help decrease the 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
- 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 and 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.

HARM REDUCTION

The Brant Community Healthcare System (BCHS) is committed to reducing the health, social, and economic consequences of substance use by engaging in harm reduction strategies.

Harm Reduction encompasses both a philosophy of care and group of interventions that focus on the individual and their needs to help decrease consequences associated with substance use. The focus of harm reduction is on modifying or mitigating the risks associated with unsafe substance use practices through meeting patients where they are at, while not being contingent on

reducing use or become abstinent.

At BCHS, harm reduction strategies include the provision of harm reduction equipment, education, and referrals to treatment, primary care, and social services. For any patient that engages in substance use and is registered and/or admitted to the BCHS, safer use equipment, such as inhalation and injection kits, and naloxone kits are available to help minimize the risk of infection, spread of communicable diseases, and prevent opioid overdose.

Additionally, BCHS offers on-site access (available Monday to Friday) to evidence based addictions care for individuals presenting to the Emergency Department with Opioid Use Disorder and/or Opioid Overdose. This care is delivered by a Nurse Practitioner from BCHS and an Addictions Case Manager from St. Leonard's Community Services.

*Some information is derived from the Canadian Research Institute in Substance Misuse (2021)

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.

RELEASE OF INFORMATION

Due to privacy laws regarding patient confidentiality, all release of patient information must occur through our Health Records department. Privacy legislation states that only the patient, their substitute decision maker (SDM) or, if deceased, the Executor of the Estate, is able to consent to the disclosure of information.

If you are the SDM, the Executor of the Estate or have questions about the process of releasing information, please contact the BCHS Health Records Department:

Phone Number: **519-751-5544**

Fax Number: **519-751-5867**

Email: **ROI@bchsys.org**

You can also visit our website at: **www.bchsys.org/healthrecords**

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 Willett Hospital, 24 hours a day, every day. They are vital for patient, staff and visitor safety and by responding to many different types of calls every day. 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 The Willett.

If you notice any suspicious activity or need security, call the security department at extension **519-751-5544 ext. 4950**.

SMOKING RESTRICTIONS

BCHS is a 100% tobacco-free property. Smoking and/or vaping 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. For inpatients who wish to quit smoking or to manage nicotine withdrawal while in hospital, we work with you to ensure referrals to a health unit where Nicotine Replacement Therapy (NRT) is provided. 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



Brant Community Healthcare System Foundation

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

Check us out online:

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

Brant Community Healthcare System Foundation

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

foundation@bchsys.org
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 BCBS
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 (BCBS) 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 BCBS and the BCBS Foundation. If at any time you wish to be removed from our mailing list, or wish additional information about the BCBS or the BCBS 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

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 41

AUTISM SERVICES

Woodview Mental Health & Autism Services ... 46

COMMUNITY HEALTH CENTRE

Grand River Community Health..... 42

DENTISTRY

Clarence Street Dental Group 42

FAMILY COUNSELLING

Guthrie and Associates Inc. 42

FUNERAL SERVICES

Tranquility Burial & Cremation 46

HEALTH CARE EQUIPMENT

Silver Cross 45

HOME HEALTH CARE

Concepts of Care 41

HOME HEALTH CARE SUPPLIES

Action Medical 40

LONG TERM CARE

Hardy Terrace Long Term Care 42

MEDICAL EQUIPMENT AND SUPPLIES

Action Medical 40

MEDICINE & REHAB CENTRE

Cobblestone Medicine & rehab Centres 43

MENTAL HEALTH

Canadian Mental Health 40

MENTAL HEALTH SERVICES

Woodview Mental Health & Autism Services ... 46

MOBILITY

Action Medical 40

OXYGEN

Absolute Respiratory 45

REAL ESTATE

Kate Broddick Team - Lisa Sly 44

RETIREMENT HOMES

Levante Living 47

RETIREMENT LIVING

Queensview Retirement Suites ISF

SLEEP THERAPY

Absolute Respiratory 45



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

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

519.756.8889
1.877.756.8889



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



STAY WITH
PEOPLE
WHO CARE

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 activities 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

mail@conceptsofcare.ca

See this publication and more at:

patientdirectory.ca



Quality Healthcare Publications





Clarence Street DENTAL Group

DENTAL HYGIENE | GENERAL DENTISTRY | ORTHODONTICS
PERIODONTICS | ENDODONTICS | ORAL SURGERY
DENTURES

AFTER-HOURS DENTAL EMERGENCY?
MESSAGE OUR 24 TEXTLINE: 226-286-8829

☎ 519-756-8080 ✉ clarencestreetdental@gmail.com

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



**Grand River
Community
Health Centre**



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

COPD Program • Memory Clinic • Fitness Exercise Programs
Group programs include: Stitch n Chat, 2SLGBTQIA+ Social,
Gender Journey, Community Music, Breakfast Club, Mental
Wellness Groups, 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

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

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



UNIVERSALcare



HARDY TERRACE
LONG-TERM CARE



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

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

COBBLESTONE *Medicine* *Rehab* Rehab | Wellness | Performance

FOR ALL YOUR HEALTHCARE NEEDS!



Open 6 Days A Week!

Call Us Today! (519) 442-2237

3 Local, Convenient Locations in Paris, Brant and Burford
Book Online! www.cobblestonemedicineandrehab.com

Chiropractic | Physiotherapy | Pelvic Health | Massage Therapy
Osteopath | Naturopathic Medicine | Registered
Acupuncturist Counselling & Psychotherapy
Occupational Therapy | Custom Orthotics | Footcare Nursing
Sports Bracing | Compression Garments | Personal Training
Neuro-Optometry | Pediatric Rehab | Family Medicine Physicians

Home

is where the heart is.

Your home is a special place.
Family gatherings, holidays, and a
lifetime of memories.



But when it's time for a change, I can help.

With my past professional experience as a geriatric social worker and mental health clinician, I ensured individuals received the mental, emotional, social and familial support needed during these transitional times. This experience has helped me provide a full service approach to real estate for my clients.



All my selling clients receive:

- Downsizing advice and staging tips
- House cleaning prior to listing
- Professional photography of your home
- Edited video tour of your home & property
- Strategic marketing plan to give your home listing maximum exposure



LISA SLY

REAL ESTATE SALES REPRESENTATIVE

519-755-0927

Lisa@TeamKate.ca

www.teamkate.ca

REVEL.

REALTY INC., BROKERAGE

THE
kate broddick
TEAM





- 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



JUST CLEAN YOUR HANDS

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.



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 Street 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



BURIAL & CREMATION SERVICES INC.

(519) 757-1654
24 Hrs Service

DIRECT CREMATION
All Inclusive
\$2020.35

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

276 St Paul Avenue
Brantford General Hospital
tranquilitycremation.com
Brantford's Funeral Home Alternative

**Prices subject to change without notice*



Brantford, we're here for you.

We support kids and youth up to 18 years and their families with:

- Counselling & Outreach Services
- Caregiver Support & Engagement
- Youth Wellness Hub
- Autism Services
- Community Education & Training

519-752-5308
woodview.ca/brantford

- 📍 643 Park Road North (Main Office)
- 📍 Harmony Square, #106-107 (Youth Hub)
- 📍 25 Bell Lane (Brantford Autism Services)
- 📍 + additional community spaces

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

Charlotte Villa
— Retirement Living —

Riverview Terrace
— Retirement Living —

We can't wait to meet you!

You just found them: Two beautiful retirement residences in Brantford, Ontario that will exceed your expectations. Lovely accommodations, delicious food, attentive care, and a community of friends that can't wait to meet you.

Welcome home!

Offering a warm welcome in Brantford, you'll find everything you need at these locations to live out your new chapter. Our team goes the extra mile to ensure our residents live a healthy and fun lifestyle.



- Independent Supportive Living
- Short-term stays and respite recovery are available in lovely furnished suites



**CALL YOUR
LOCAL RETIREMENT
RESIDENCE TO
LEARN MORE:**

**CHARLOTTE VILLA
RETIREMENT LIVING**
120 Darling Street
Brantford, ON N3T 5W6
519-759-5250
www.charlottevilla.ca
info@charlottevilla.ca

**RIVERVIEW TERRACE
RETIREMENT LIVING**
104 Brant Ave
Brantford, ON N3T 3H3
519-756-4141
www.riverviewterrace.ca
info@riverviewterrace.ca

OWNED AND MANAGED BY



Levante Living

