



# PATIENT AND FAMILY HANDBOOK

PLEASE TAKE THIS COMPLIMENTARY COPY WITH YOU

NOVEMBER 2025



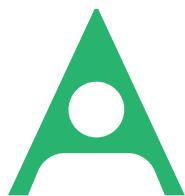
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Please note: We are constantly changing to meet your needs.

The information presented here may be subject to change.

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

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# Strategic Plan 2025-2030

Brant Community Healthcare System

## Vision Leading Beyond Care

### Mission

Serving as an anchor for community well-being through healthcare excellence.

### Values

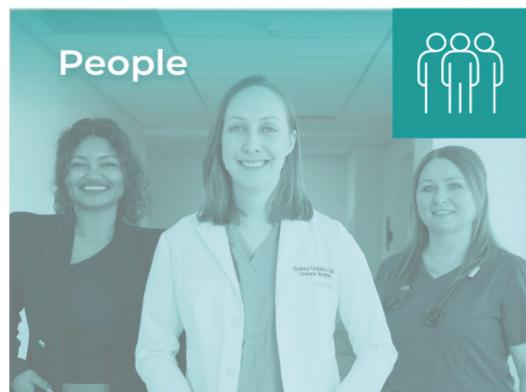
Be Bold and Courageous  
Commit to Excellence  
Champion Equity  
Be Trustworthy

## Strategic Pillars

The 4 Ps



Patients



People



Partners



Progress

To view the full plan, visit [bchsys.org/strategicplan](http://bchsys.org/strategicplan)



The Brantford  
General Hospital



The Willett

# WELCOME

Welcome to 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.

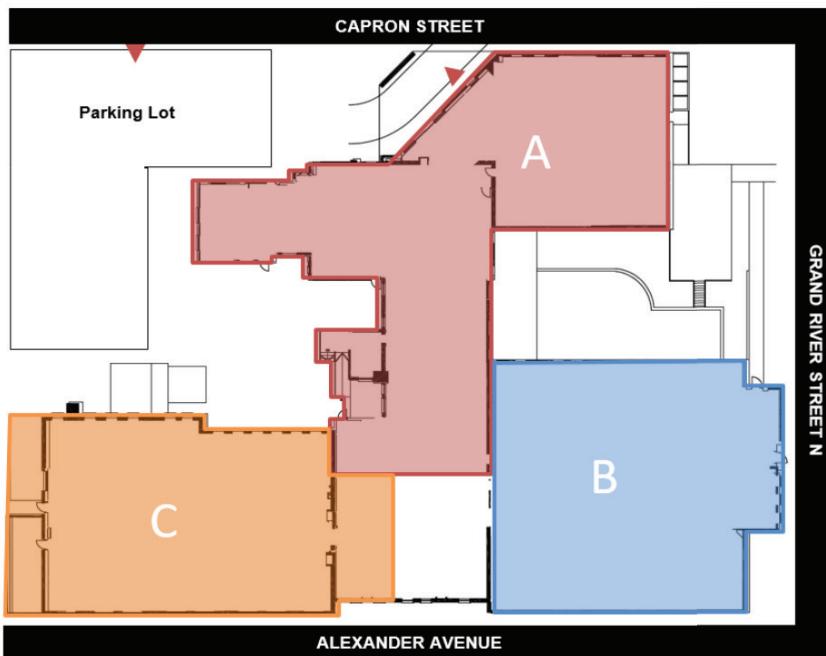
Our patients are the heart of BCHS.

It does not matter what area of the hospital you are in or which employee you encounter – everyone here at 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.*



## 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

#### Level 1

Able Living Services - Thrive Group

### C WING

#### Level 1

Clinical Engineering

#### Level 2

Transitional Care

# PATIENT DECLARATION OF VALUES

At Brant Community Healthcare System, we are committed to high-quality, person-centered care that honours the diverse cultural identities, traditions, and values of the people we serve.

Our patients and families have developed statements to guide the care they receive in our hospitals.



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

Reviewed by  
BCHS Patient  
& Family  
Advisors



## YOUR EXPECTATIONS

As a patient, I expect:



### QUALITY & ACCOUNTABILITY

- Provide me with high-quality care that follows best practices and standards.
- Make sure my care meets my unique needs.
- Give me a way to share my thoughts or concerns about my care — both good and bad.



### COMPASSION

- Be sensitive to my values, beliefs, and cultural practices.
- Be kind and caring toward me.
- Listen to my worries and respond with understanding.



### RESPECT

- Treat me with dignity and protect my privacy.
- Involve and educate me so I can make informed choices about my health.
- Include me and those most important to me in my care.
- Respect my background, culture, religion, gender, identity, language and abilities.

## OUR EXPECTATIONS

As a Patient or Family Member, I Will:

- ✓ Be kind, patient, and understanding with my care team.
- ✓ Share honest and accurate information about my health.
- ✓ Participate in my health care decisions.
- ✓ Ask questions and talk about any concerns I have.
- ✓ Respect the staff, volunteers, visitors, and other patients.

## PATIENT EXPERIENCE

Our Patient Experience Office 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 best healthcare possible when we hear the things we do well and what we need to improve.

## PATIENT AND FAMILY ADVISORS

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 Engagement Coordinator for more information:

**By Phone:** [519-751-5544 extension 2177](tel:519-751-5544)

**By Email:** [patientfamilyadvisory@bchsys.org](mailto:patientfamilyadvisory@bchsys.org)

You can also visit our website at [www.bchsys.org/PFA](http://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 the Patient Experience Office. 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 with 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 the Patient Experience Office.

**Patient Experience Specialist**

By Phone: [519-751-5544 ext. 2395](tel:519-751-5544 ext. 2395)

By Email:

[patientexperience@bchsys.org](mailto:patientexperience@bchsys.org)

By Mail: Office of Patient Experience

200 Terrace Hill Street Brantford, ON N3R 1G9

For more information visit [www.bchsys.org/patientexperience](http://www.bchsys.org/patientexperience)

**Indigenous Patient Relations Navigator**

By Phone: [519-751-5544 ext. 4561](tel:519-751-5544 ext. 4561)

By Email: [IndigenousNavigation@bchsys.org](mailto:IndigenousNavigation@bchsys.org)

# HOSPITAL CONSTRUCTION

Over the past decade, Brantford General Hospital (BGH) has experienced increased demand for emergency care. Currently, over 50,000 patients present at the Emergency Department (ED) annually to receive care. It is anticipated that these patient volumes will continue to grow to over 70,000 patient visits per year by 2030.

To meet the increasingly complex healthcare needs of our growing community, the Emergency Department Renovation Improvement Project, which started in September 2023 at an estimated cost of just over \$30 million, has made significant progress.

**Patient care the horizon:** During the next phase of work, construction of the new ED waiting room, triage, and patient registration areas are underway and are scheduled to open in Summer 2026. These new spaces are designed to improve patient flow, privacy, and overall experience. Modern layouts and furnishings will support efficient triage and registration, while providing staff with a more functional and collaborative work environment to deliver high-quality care.

We know construction always causes interruptions and inconveniences. We appreciate the patience and support of our community as we undertake this vitally important renovation project.

**The Emergency Department Renovation Improvement Project is estimated for completion in early 2027.**

To learn more about our new hospital and construction projects at BCHS, visit our Reimagine BCHS website at [www.reimaginebchs.ca](http://www.reimaginebchs.ca)

Questions can be sent to [reimagine.bchs@bchsys.org](mailto:reimagine.bchs@bchsys.org)



# 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) | Diagnostic Imaging/Cardiac/Pulmonary/Function/EMG |
| Personal Support Worker                                  | Therapy Services                                  |
| 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 **Ontario Health atHome** will work with you and your family to arrange the right care in the right setting.

Ontario Health atHome help patients, their families, and caregivers when they need services, support, and guidance to:

- Remain safely at home with the support of health and other care professionals
- Return home from hospital and recover at home
- Find a family doctor or nurse practitioner
- Find community services that support healthy, independent living
- Transition to long-term care or supportive housing
- Die with dignity in the setting of their choice

For information and referrals related to home and community care or long-term care home placement, please call **310-2222** for service in English or **310-2272** for service in French (no area code required).

**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 you 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.

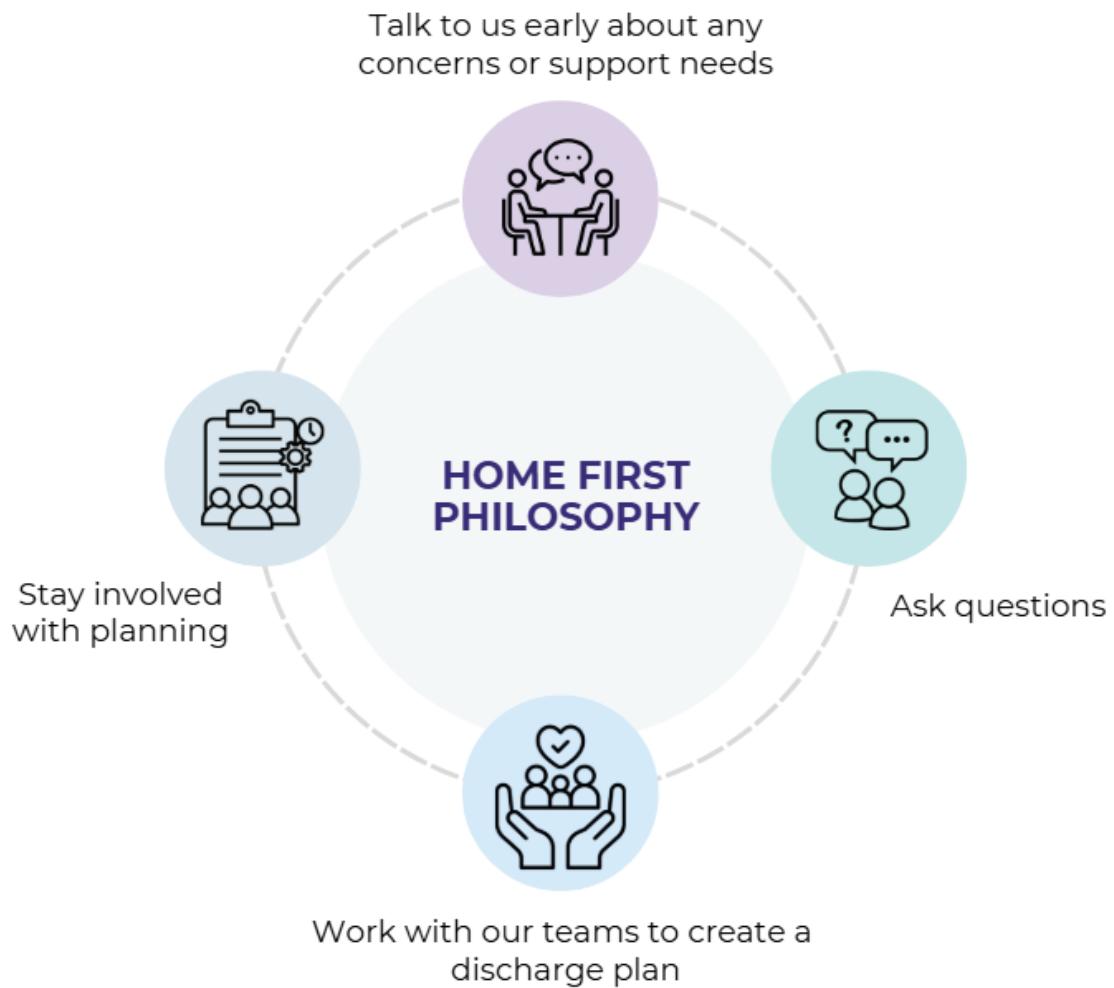
**The Pharmacy Team** consisting of knowledgeable pharmacists, pharmacy technicians and pharmacy assistants deliver optimum clinical care in providing medications in a safe and timely manner. You can ask to see a pharmacist at any time during your hospital stay.

**Unit Clerks** provide clerical support 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

At Brant Community Healthcare System (BCHS), we follow Ontario's Home First philosophy - helping patients return home with the right care, at the right time, in the right place.



Visit [www.bchsys.org/homefirst](http://www.bchsys.org/homefirst) for more information on how to plan for at home.

## 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 mucus
- 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 at their bedside can work with a Nutrition Services Aide to select their meals depending on dietary restrictions, allergies, and preferences.

BCHS is pleased to offer a Halal menu to our patients.

Halal food adheres to Islamic dietary laws and regulations, ensuring that it meets the dietary requirements of our Muslim patients. Some key points regarding Halal food include:

- Preparation: Halal food is prepared in accordance with Islamic guidelines, including specific methods of slaughter and processing.
- Ingredients: Halal food does not contain any prohibited ingredients, such as pork or alcohol, and must be free from contamination with non-halal substances.
- Certification: Halal certification ensures that the food has been inspected and approved by authorized certifying bodies to meet Halal standards.

Please speak to a member of your care team about ordering Halal meals.

### 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.

For more information, please visit [www.bchsys.org/nutritionservices](http://www.bchsys.org/nutritionservices)

## 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 30).

## 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](mailto:support@locmedical.com)

For more information visit [www.locmedical.com](http://www.locmedical.com)

## VISITING

We know how important visitors are to patients who have been admitted to the hospital, and we have a policy in place to accommodate visitors in a safe and controlled manner.

BCHS follows a masking-encouraged policy. This means it is not mandatory that you wear a mask when visiting BUT it is strongly encouraged during the respiratory season.

**Please note the following exceptions which will continue to require masking:**

- Patients are required to wear a medical mask if they have symptoms of acute respiratory infection (i.e. Cough, congestion, fever)
- Visitors are required to wear a medical mask when visiting patients on a unit in respiratory outbreak.
- Visitors are required to wear a mask as indicated on isolation signage if they are visiting a patient in additional precautions.
- During peak respiratory season visitors are strongly encouraged to wear a medical mask when visiting the hospital.

**Masks continue to be available at both BCHS sites for those who would like to wear one, and individuals will be respected and supported in their decision to do so.**

**Additional notices:**

- Please use hand sanitizer when entering and leaving the building.
- For visitors, if you are feeling unwell, please stay home. This will help us continue to ensure the safety and wellbeing of our staff, patients and community.
- 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](http://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.

# 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 URGENT CARE CENTRE

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 Urgent Care Centre is a valued part of 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](http://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.

# HOSPITAL PROGRAMS & SERVICES

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](http://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 the Indigenous Patient Relations Navigator, using one of the methods below:

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

**By Email: IndigenousNavigation@bchsys.org**

For more information visit [www.bchsys.org/indigenoushealth](http://www.bchsys.org/indigenoushealth)

## Indigenous Family Space

Located on A-Wing, Level 1 (Room 117B), the Indigenous Family Space is open to all Indigenous patients and families. It is a dedicated culturally safe environment and allows for traditional healing practices.

Kindly note that the room locks at 7:00pm. Patients and families can contact Switchboard or Security to be let in, or arrangements can be made with the Indigenous Health team.



## Indigenous Community Resources

|                                                           |                                                                                                                                                       |                                                                                                                    |
|-----------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|
| <b>Brantford Region Indigenous Support Centre (BRISC)</b> | 148 Colborne Street<br>Brantford, ON N3T 2G6<br>Monday-Friday<br>9:00am-4:00pm                                                                        | 519-304-7400<br><a href="http://www.briscfc.org">www.briscfc.org</a>                                               |
| <b>Brant Native Housing</b>                               | 318 Colborne Street East<br>Brantford, ON N3S 3M9<br>Monday-Friday<br>8:30am-4:00pm                                                                   | 519-756-2205<br><a href="http://www.brantfordnativehousing.com">www.brantfordnativehousing.com</a>                 |
| <b>De dwa de dehs nye – Aboriginal Health Centre</b>      | 36 King Street Brantford, ON N3T 3C5<br>Monday-Friday<br>8:30am-4:30pm                                                                                | 519-752-4340<br><a href="http://www.aboriginalhealthcentre.com">www.aboriginalhealthcentre.com</a>                 |
| <b>Gedeo Community Crisis Hub (Six Nations)</b>           | 1769 Chiefswood Road<br>Ohsweken, ON N0A 1M0<br>Monday-Friday<br>8:00am-11:00pm<br>(except holidays)                                                  | 226-446-9902<br><a href="http://www.snhs.ca/mental-wellness/crisis-hub">www.snhs.ca/mental-wellness/crisis-hub</a> |
| <b>Grand River Community Health Centre</b>                | 363 Colborne Street<br>Brantford, ON N3S 3N2<br>Monday & Wednesday<br>8:00am-5:00pm<br>Tuesday & Thursday<br>8:00am-7:30pm<br>Friday<br>8:00am-4:30pm | 519-754-0777<br><a href="http://www.grandriverchc.ca">www.grandriverchc.ca</a>                                     |

# HOSPITAL PROGRAMS & SERVICES

|                                                                       |                                                                                                                                                                                           |                                                                                                                  |
|-----------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|
| <b>Indigenous Victim Services (Six Nations)</b>                       | 1721 Chiefswood Road<br>Ohsweken, ON N0A 1M0<br>Monday-Friday<br>8:30am-4:30pm                                                                                                            | 1-866-964-5920<br><a href="http://www.sixnationsjustice.com">www.sixnationsjustice.com</a>                       |
| <b>Mississaugas of the Credit Social and Health Services</b>          | 659 New Credit Road Unit 2<br>Hagersville, ON N0A 1H0<br>Monday-Friday<br>8:30am-4:30pm                                                                                                   | 905-768-1133<br><a href="http://www.mncfn.ca">www.mncfn.ca</a>                                                   |
| <b>Six Nations Family Health Team</b>                                 | 1745 Chiefswood Road 1st Floor White Pines Wellness Centre Ohsweken, ON N0A 1M0<br>Monday, Tuesday, Friday 8:30am-4:00pm<br>Wednesday & Thursday 8:03am-8:00pm<br>Saturday 9:00am-12:00pm | 519-445-4019<br><a href="http://www.snhs.ca/family-and-community-care">www.snhs.ca/family-and-community-care</a> |
| <b>Six Nations Department of Wellbeing (formerly Health Services)</b> | 1745 Chiefswood Road 2nd Floor White Pines Wellness Centre Ohsweken, ON N0A 1M0<br>Monday-Friday<br>8:30am-4:30pm                                                                         | 519-445-2418<br><a href="http://www.snhs.ca">www.snhs.ca</a>                                                     |
| <b>Six Nations Mental Health &amp; Addiction Services</b>             | 1769 Chiefswood Road<br>Ohsweken, ON N0A 1M0<br>Monday-Friday<br>8:30am-4:30pm                                                                                                            | 519-445-2143<br><a href="http://www.snhs.ca/mental-wellness">www.snhs.ca/mental-wellness</a>                     |
| <b>Six Nations Social Services Family Well-Being Navigator</b>        | 15 Sunrise Court<br>Ohsweken, ON N0A 1M0<br>Monday-Friday<br>8:30am-4:30pm                                                                                                                | 519-732-5881<br><a href="http://www.sngrsocialservices.ca/outreach">www.sngrsocialservices.ca/outreach</a>       |

## MEDICAL IMAGING SERVICES

Medical Imaging Services is located on D-Wing, Level 1 and provides many different types of tests including X-Ray, Ultrasound, Mammography, Bone Mineral Density (BMD), Nuclear Medicine, Computerized Tomography (CT), Magnetic Resonance Imaging (MRI), and Interventional Radiology (IR); Cardiac Diagnostics including Stress Testing, Electrocardiography (ECG), Holter Monitoring, Echocardiography (2D/3D), 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 40 years old, have no history of breast cancer, and no symptoms. Appointments are not needed for regular x-ray studies (chest x-ray, knee 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 7:00am – 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

For more information on any of the below programs and services, please visit: [www.bchsys.org/mentalhealth](http://www.bchsys.org/mentalhealth)

### 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 twice-daily appointments with its members in a group setting (5 days per week), as well as optional social-recreational groups.

For more information, please contact **519-751-5544 ext. 2657**

### Crisis Counselling

Crisis Counselling offers psychoeducation and skills for individuals with serious and persistent mental health related issues. This program offers short-term counselling services for people aged 18+. For more information, please contact **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 beginning or worsening mental health concerns or are transitioning from youth to adult services.

## HOSPITAL PROGRAMS & SERVICES

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

### **Early Psychosis Intervention**

The Early Psychosis Intervention (EPI) program is a voluntary program 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 a highly skilled and trained multidisciplinary team of nurses, occupational therapists, social workers/family support, and psychiatrists.

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

### **Mental Health Resources**

For more information on programs and services, please visit [www.bchsys.org/mentalhealth](http://www.bchsys.org/mentalhealth)

## **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.

# 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 is one ATM cash machine available at the Brantford General Hospital:**

- D-Wing, Level Main Lobby

## MULTIFAITH CENTER

The theme of Spiritual and Religious Care at BCHS is “Caring for People in All of Life’s Seasons.”

The Multifaith Center, located at the Brantford General Hospital (BGH) A-Wing, Level 2, is available 24/7 for both scheduled and unscheduled usage.

Patients, families, and staff can use this space for meditation, quiet prayer, reflection, and other spiritual care and wellness needs.

Spiritual Care Practitioners are also on-call daily from 10:00am-10:00pm.

Please talk to your healthcare team for support on how to access and/or to request the booking of the Multifaith Center for private use.



# PRACTICAL INFORMATION ABOUT YOUR STAY

A Christian worship service is held on Tuesday mornings at 10:30am\*. Family and friends of patients are welcome to attend, and patient transport is available. Please speak to a member of your healthcare team to make arrangements.

## 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.\**

# FINANCE & BILLING

## Preferred Accommodation/Room Rates

BCHS offers semi-private and private rooms.

Private: \$315.00/day      Semi-private: \$275.60/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, visit [www.bchsys.org/insurance](http://www.bchsys.org/insurance).**

## 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. |
|--------|----------------------------------------------------|

|                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>IN PERSON</b>      | <p>In person payments can be made by cash, cheque, debit card or credit card.</p> <ul style="list-style-type: none"> <li>• Brantford General Hospital – The Financial Services Business Office is located in the D-Wing, Level Main. The office is open Monday to Friday from 9am to 3pm (excluding holidays).</li> <li>• The Willett – Bill payments can be processed at the reception desk.</li> </ul>                                                                                                                                                           |
| <b>OVER THE PHONE</b> | <p>Phone payments can be made by Visa, MasterCard or American Express.</p> <p>Please call <b>519-751-5544 extension 4322</b> during business hours.</p>                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>BY FAX</b>         | <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<br/>Financial Services<br/>200 Terrace Hill Street<br/>Brantford, ON, N3R 1G9</p>                                                                                                                                                                                                                                                          |
| <b>BY BANK</b>        | <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"> <li>• Scotiabank</li> <li>• TD</li> <li>• BMO</li> <li>• HSBC</li> <li>• CIBC</li> <li>• RBC</li> </ul> <p>Please note: When entering the account number from your statement, <b>you must enter letters and numbers only</b>.</p> <p><b>For example, if your account number is OP0000161/18, it must be entered as OP000016118 (slash punctuation not included).</b></p> |

For more information on how to pay your bill visit [www.bchsys.org/billpayment](http://www.bchsys.org/billpayment)

# PRACTICAL INFORMATION ABOUT YOUR STAY

## 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

We are pleased to offer an on-site cafeteria serving made-to-order food for patients, visitors, and staff.

Standard meal options include breakfast foods, a grill station, a salad and wrap bar, and a rotating menu of specials. A full menu can be found at

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

The Terrace Bistro is located on the C-Wing Main Floor of the Brantford General Hospital. Its hours of operation are **Monday – Friday, 8:30am to 3:30pm.**

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

## INFORMATION DESK

The Information Desk is in the A-Wing Level 1 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 between 8:00am to 5:00pm, and on weekends from 12:00pm to 4:00pm.

## 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.**



### Voyce Translation Services

In support of improving care with better communication, BCHS recently launched a new translations vendor, Voyce, to provide a service that brings live interpreters into our facilities within seconds.

Voyce is a translation service that employs professional medically trained language interpreters to connect patients/families and care teams to communicate effectively. With the capacity to support more than 240 languages, Voyce's medical interpreters also provide support in Arabic, Spanish, Ukrainian, Cantonese and Vietnamese, some of the most requested languages at BCHS.

Additionally, languages for interpretation through Voyce include American Sign Language (ASL) and Indigenous languages such as Cree and Ojibway, among others.

**Voyce Translation Services is free of charge and is available in both inpatient and outpatient departments/units. Please ask a member of your care team if you would like to access this service.**

## 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

Visitors and non-urgent patients are asked to please park in the parking garage and Lot F of the Brantford General Hospital. This parking area can be accessed from Elizabeth Street coming from either the direction of Lawrence Street or Terrace Hill Street and provides direct access to the D-Wing entrance.



Alternative parking for patients and visitors can also be found in Lot C and Lot B. These lots are accessible from McClure Avenue and Terrace Hill Street.

**For up to date information please visit [www.bchsys.org/parking](http://www.bchsys.org/parking)**

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](http://www.bchsys.org/parking)** or visit the Security Office at either location.

# PRACTICAL INFORMATION ABOUT YOUR STAY

## 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](http://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

## EMERGENCY CODES

At any given time, hospitals must be prepared to respond to all emergencies that may arise within hospital facilities or the community at large. In order to ensure that the Brant Community Healthcare System (BCHS) has a coordinated effective emergency response, it is imperative that hospital emergency plans and emergency codes are regularly implemented, tested and maintained.

The emergency codes system at BCHS was developed based on the standardized colour code system set by the Ontario Hospital Association (OHA) to ensure uniformity amongst hospitals province wide. Consistency across hospitals also facilitates the transition of essential information to the responding code teams to ensure optimal response, while preventing stress or panic among patients and visitors.

Please see the following list of emergency codes for your awareness:

### Medical Codes

| Code           | Stage 1                                                                                                                                      | Stage 2                                                                    |
|----------------|----------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------|
| Blue           | Cardiac arrest requiring Code Team response                                                                                                  | 2nd Code Blue occurring                                                    |
| Blue Pediatric | A single cardiac arrest of a patient within the hospital who is older than 28 days but less than 18 years and requiring a Code Team response | Multiple Code Blue patients occurring within the hospital                  |
| Navy           | Medical emergency requiring Code Team response                                                                                               | 2nd Code Navy occurring                                                    |
| OB             | Patient delivering imminently outside of Labour and Delivery on hospital property or close to hospital property                              | There are multiple Code OB patients                                        |
| Pink           | Neonatal emergency requiring Code Team response                                                                                              | 2nd Code Pink occurring                                                    |
| Transfusion    | A single patient requiring an immediate and Massive Hemorrhage Protocol (MHP)                                                                | There are multiple Code Transfusion patients occurring within the hospital |

### Emergency Codes

| Code                       | Stage 1                                            | Stage 2                                                                            |
|----------------------------|----------------------------------------------------|------------------------------------------------------------------------------------|
| Amber                      | Child missing or abducted within the site          | Child missing or abducted in the community                                         |
| Aqua                       | Significant flooding, leak or water damage         | Flooding, leak or water damage impacting staff and patient safety and patient care |
| Beige                      | ICT system severely impaired; workaround available | ICT system down impacting staff and patient safety and patient care                |
| Black – Bomb Threat        | Non-specific bomb threat received                  | Specific bomb threat received                                                      |
| Black – CBRNE              | Not applicable                                     | CBRNE or unknown agent intentionally released inside hospital                      |
| Black – Suspicious Package | Suspicious package assessment suggests concern     | Package looks like a bomb                                                          |
| Black – Suspicious Vehicle | Suspicious vehicle assessment suggests concern     | Vehicle looks like a bomb                                                          |

|                                        |                                                                                                                                                                                                                                                                    |                                                                                              |
|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|
| Brown                                  | Hazardous spill requiring decontamination by external resources                                                                                                                                                                                                    | Contaminated or injured person; rescue decontamination required by Fire Department           |
| DECON                                  | Contaminated patient presents; staff can safely decontaminate                                                                                                                                                                                                      | Contaminated patient presents requiring decontamination by Fire Department                   |
| Green                                  | Horizontal or vertical evacuation                                                                                                                                                                                                                                  | Full building evacuation                                                                     |
| Grey – Elevator Failure                | Failure of elevators affecting patient safety                                                                                                                                                                                                                      | Entrapment                                                                                   |
| Grey – External Air Exclusion          | External contaminated air affecting non-clinical areas                                                                                                                                                                                                             | External contaminated air impacting staff and patient safety and patient care                |
| Grey – Internal Noxious Odour/Gas Leak | Internal noxious odour/gas leak affecting non-clinical areas                                                                                                                                                                                                       | Internal noxious odour/gas leak impacting staff and patient safety and patient care          |
| Grey – Medical Gas Failure             | Medical gas failure affecting non-clinical areas                                                                                                                                                                                                                   | Medical gas failure affecting vented patients and clinical areas                             |
| Grey – Utility Failure                 | Unplanned utility interruption affecting non-clinical areas                                                                                                                                                                                                        | Unplanned utility interruption affecting entire site(s)                                      |
| Lavender                               | The purpose of Code Lavender is to provide immediate emotional support to staff and physicians when a traumatic event takes place. Code Lavender supports individuals who are experiencing an episode of high or emotional distress. <b>This is a silent code.</b> |                                                                                              |
| Maroon                                 | Weather severely impacting community                                                                                                                                                                                                                               | Weather severely impacting the hospital; Tornado Warning issued or sighted in the area       |
| Orange                                 | Event-caused Mass Casualty Incident; hospital is able to operate within current capabilities                                                                                                                                                                       | Event-caused Mass Casualty Incident requiring additional resources beyond the On-Call system |
| Purple                                 | Not applicable                                                                                                                                                                                                                                                     | Hostage taking on-site                                                                       |
| Red                                    | Fire alarm sounded; no signs of smoke or fire                                                                                                                                                                                                                      | Fire alarm sounded; signs of smoke and fire                                                  |
| Silver                                 | External – Lockout: person with a weapon in the community with possible threat of coming on-site                                                                                                                                                                   | Internal – Lockdown: Person with a weapon on-site with the intent to cause harm              |
| White                                  | Staff feel threatened and require Security response                                                                                                                                                                                                                | Violence requiring immediate emergency Police response                                       |
| Yellow                                 | At-risk adult missing within the hospital                                                                                                                                                                                                                          | At-risk adult has left the building and is missing within the community                      |

## 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 if it is 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.

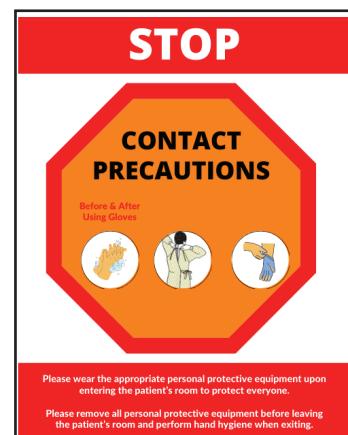
If you do not understand what or why you are taking a certain medication, ask your care team or your pharmacist for help.

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**

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.

## PRESSURE INJURIES

Pressure injuries, also known as pressure wounds, develop on your skin and underlying tissue when there is a constant pressure over a long period of time. They typically develop on skin around bony areas of the body such as your heels, ankles, hips and tailbone, or around medical devices.

### **What can I do to prevent a pressure injury?**

Your health care provider can perform a full risk assessment that includes reviewing your skin condition.

You can take the pressure off your skin by shifting in bed every 2 hours and shifting every 15 minutes when sitting in a chair. Please ask your caregiver to help if you have difficulty moving on your own.

You can take care of your skin by keeping your skin clean and moisturized. If you have bowel or bladder incontinence, it's important that you clean and dry your skin right away. You can use cream as a protective barrier and eat a healthy diet to protect against skin breakdown. It is helpful if you can avoid smoking as it dries out the skin and decreases circulation which slows down healing.

### **What happens if I have a pressure injury?**

Your health care provider will work with other professionals to develop your care plan in a way that ensures your needs, concerns, and preferences are all taken into consideration. This includes nurses, dieticians, occupational and physiotherapists, and pharmacists.

If you have any questions about your treatment or would like more information, please speak with a member of your care team about what you can do to prevent or deal with pressure injuries.

## 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 ext. 2483**

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 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

Investing together to re-imagine healthcare



The Brant Community Healthcare System (BCHS) Foundation is committed to raising critical funds to support the top priority needs of the Brantford General and the Willett, Paris.

There is no ongoing government funding for medical equipment. The generosity of donors like you helps bridge the funding gap.



did you know?

- Recently completed projects funded by the BCHS Foundation include Emergency Department renovations, the Pediatric Acute Referral Service clinic, and a new CT Scanner
- Over the past 21 years, the BCHS Foundation has granted more than \$34.5 million to benefit patient care at the BCHS
- A portion of the proceeds from your Tim Horton's purchase at the BCHS helps to fund patient equipment



Your contribution directly supports our dedicated healthcare professionals by helping to purchase tools needed to provide exceptional patient care.

Patients' lives are saved everyday at the BCHS thanks to community contributions. Your donation - no matter the amount - directly supports providing the highest quality care to those who need it the most.



Learn more about us at  
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## Other Ways That You Can Support Local Healthcare



### *Monthly Giving*

Monthly Giving makes it easier to contribute by allowing you to donate in small, manageable amounts. This program provides a reliable and consistent source of funding that the BCHS Foundation can count on every month.

### *Memorial Giving*

The BCHS Foundation is deeply grateful when families and friends choose to honour their loved ones by designating memorial gifts in support of our local healthcare system.



### *Tribute Giving*

Honour someone special with a meaningful gift to celebrate a milestone or recognize their impact—whether it's a birthday, anniversary, graduation, retirement, or simply to say thank you.

## host an event!

If you're looking to give back, consider organizing a special event! Each year the BCHS Foundation benefits from generous community-led fundraisers. Whatever type of event you choose, we'll provide tips, tools and resources to help make it fun, successful, and impactful - supporting local healthcare every step of the way!

### *Planned Giving*

Planned Giving is a meaningful way to support a cause close to your heart while benefitting both you and your beneficiaries. The large variety of planned gift types available allows you to leave a lasting legacy, reduce taxes, and maximize estate benefits—all by planning ahead.



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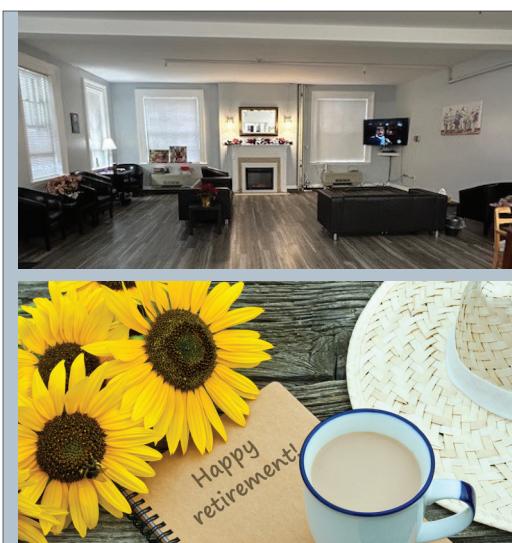
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