PATIENT WELCOME GUIDE: BRIDGEPOINT HOSPITAL
We encourage you to use this page to help you take an active role in your care, and to make note of questions you want to ask your care team.

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<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Unit</td>
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<tr>
<td>Unit Phone #   416-461-8251 x _____________</td>
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<td>Room number</td>
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<table>
<thead>
<tr>
<th>Program/Service</th>
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<tr>
<td>You will be in hospital</td>
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<tr>
<th>Targeted discharge date</th>
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<tr>
<td>Your care team</td>
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<td>Patient care manager</td>
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<td>Doctor(s)</td>
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<td>Nurses</td>
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<tr>
<td>Physiotherapist</td>
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<td>Occupational therapist</td>
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<td>Speech language pathologist</td>
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<td>Social worker</td>
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<td>Dietitian</td>
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<td>Pharmacist</td>
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<td>CCAC coordinator</td>
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<td>Other</td>
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<tr>
<th>Your care goals</th>
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| Questions you want to ask your care team |

**Privacy statement:** This worksheet should be voluntarily completed by you and/or your family/substitute decision maker (SDM). Please keep this document private and secure, as your completed worksheet may contain personal health information.
Welcome to Bridgepoint Hospital. Our hospital specializes in providing leading healthcare programs and practices for people with complex health conditions and those in need of rehabilitation. That’s why you are here. We also engage in research and teaching with one goal in mind: to develop and deliver the best and most up-to-date practices and care for every person at Bridgepoint Hospital.

We have built this hospital to be warm and welcoming – an oasis of healing that also has all of the latest tools and technologies to meet your care needs while you are here.

Bridgepoint’s “active healthcare” approach will encourage your active participation and engagement in all aspects of your care. Our interprofessional care team, you, your family and any other services that you use or require, will work together to create one care plan to help you achieve your healthcare goals. That same team will work with you to accomplish them.

We know that being admitted to any hospital can be overwhelming. In this guide, you’ll find answers to questions you may have about Bridgepoint, and some helpful tips to get you started on this next important step in your healthcare journey.

I encourage you to engage as fully as you can with our staff and to take advantage of all of the capabilities and amenities that are available to you at Bridgepoint Hospital. We are here to serve you and our active healthcare approach is designed to support you every step of the way. If you have any questions, ask us!

With our warmest welcome,

Marian Walsh
President & CEO
Our teams are committed to providing the care, support and encouragement that you need to be actively involved in your healthcare. Your participation and hard work is key to achieving the goals identified in your individual care plan.

A hospital stay is only a small part of your ongoing recovery and healthcare experience. It is vital that you and your family participate and work towards your goals from the day you arrive at Bridgepoint, so that you are fully prepared for a successful discharge transition back to active living. We embrace a 'home-first' philosophy. This means we will work closely with you to explore all necessary requirements to get you back home safely, before considering alternate placement options.

As an inpatient, you may expect that we will:

• Work with you to identify and address the goals that need to be met in hospital.

• Let you know as early as possible in your stay when you may anticipate being discharged so that you and your family can start preparing right away. As you progress in your stay, this estimated date will be reviewed with you and the actual date of your discharge will be determined. Our experience is that the actual date of discharge is often earlier than the original target date.

• Collaborate with the Toronto Central Community Care Access Centre (CCAC) and others to explore what services you may need to return home safely.

We expect patients and families to take an active role in their care. For most patients, this includes exploring opportunities to continue your recovery at home or in the community. Once home, you may need to return for further rehabilitation through one of our outpatient clinics, or you may be referred to a community clinic or another outpatient clinic closer to your home. For some patients, the focus will be on optimizing your health conditions and your quality of life.

Leaving on your discharge date will help you – and will help us help others who are waiting in other hospitals to come to Bridgepoint.

For questions about your stay, please speak to your care team or contact the patient care manager on your unit.

Sincerely,

Jane Merkley
Vice President, Programs, Services and Professional Affairs, and Chief Nursing Executive
YOUR CARE TEAM

Shortly after you are admitted to the hospital you will meet with your care team to discuss the goals you want to accomplish by the time you are discharged.

Every Bridgepoint patient is cared for by an interprofessional team, including:

- specialists and primary care physicians
- nurses
- physiotherapists
- mental health professionals
- occupational therapists
- speech language pathologists
- dietitians
- social workers
- recreation therapists
- spiritual care professionals

In addition to your core care team, you have access to other required specialty services and clinics – including a Community Care Access Centre (CCAC) coordinator who will help you and your family successfully transition from the hospital after you are discharged.

Our goal is to make you a full partner in your personalized care plan. Shortly after you are admitted, you will meet with key members of your care team to discuss your goals; confirm next steps and get your estimated discharge date; and answer questions you or your family may have. Your family and your CCAC coordinator may be asked to join these discussions or attend a team meeting.

Staff, student or volunteer?
Staff members, students and volunteers must wear ID badges at all times during their shift. Each role has a different coloured name badge:

- White = Staff or physician
- Green = Student
- Blue = Volunteer

VISITING HOURS

Daily 11 a.m. – 8 p.m.

We welcome visitors at Bridgepoint. Having visitors can help in your recovery and comfort while in hospital. To protect our patients and staff from the spread of germs, please ask family and friends not to visit you if they are feeling unwell, and to clean their hands before entering your room. Children are welcome with adult supervision. Special arrangements can be made for relatives or friends to visit at other times, particularly for palliative care patients or to assist with meals. For more information, contact a member of your care team or patient care manager.

MEALS

The hospital’s Food Services department prides itself on preparing fresh nutritious meals onsite daily. Our dietary staff works closely with patients, the care team and families to ensure your nutritional needs are met.

Meal times (approximate)
Breakfast ..........7-8:30 a.m.
Lunch ...............12-1:30 p.m.
Dinner ..........5-6:30 p.m.
Co-payment

The Ministry of Health and Long-Term Care has mandated that a co-payment (or extra payment) must be charged to a patient who is in a complex continuing care, rehabilitation or long-term care home whose physician has determined that they cannot return to the community to live, or to wait for another care environment.

What is co-payment?

Co-payment represents the patient’s contribution towards the non-medical costs of their care such as accommodation and meals; rates are set by the Ministry of Health and Long-Term Care. If you are required to pay co-payments while at Bridgepoint Hospital, you will be contacted by a representative from our Business Office who will provide you with more information.

If you have any questions, speak with your social worker or a member of our Business Office (x2182).

ASK. TELL. LISTEN.

We encourage you to play an active role in your care.

Ask healthcare providers...

- To discuss your care plan and estimated discharge date with you.
- To explain medication and procedures to you.
- To check your ID band and wash their hands before you receive any medications or procedures.
- To talk to you about how you can stay safe and well in hospital.

Tell your healthcare providers...

- What allergies you have.
- What medications you are taking.
- If you experience any side-effects from your medication.
- If you feel something is not right with your treatment.
- What your goals are for your hospital stay.

Listen...

- To healthcare providers and ask them to clarify anything you don’t understand.
- Bring family and friends with you to ask, listen and support your care.

DISCHARGE

Discharge time is 10 a.m.

Your care team is focused on considering your discharge goals from the moment you come to Bridgepoint Hospital. We are committed to ensuring that you receive the best care in the right place and at the right time.

When you are admitted, your interprofessional care team will discuss your treatment plan and discharge plan with you. You may need the support of specific community resources once you are discharged. Your care team, including your social worker, will work with you to plan these services. During your stay, your social worker will play a key role in discussing any concerns that you or your family may have about your needs after discharge.

A representative from the Toronto Central Community Care Access Centre (CCAC) may also meet with you to understand exactly what services you may require when you return home.

On the day of your discharge, you are expected to leave the hospital no later than 10 a.m. If you are unable to leave by 10 a.m., please alert your care team at least 48 hours before discharge, so that they can assist you in making alternative plans. Please be aware that another patient will likely be arriving the same day you leave, so your care team may need to arrange for you to wait in an alternate location on the unit (patient lounge or dining room) to wait for your transportation from hospital.
STAY SAFE, STAY WELL

Everyone involved in your care has an important role to play in ensuring your safety – including YOU. Being involved in your own care can help decrease your risks. Here are some ways you can become involved to help you and your family stay safe and stay well while at Bridgepoint.

Top 7 ways YOU can prevent infection

- Clean your hands often – with alcohol-based hand rub or warm water and soap.
- Make sure your care team, family and visitors clean their hands too.
- Cover your mouth and nose with a tissue, or cough into your sleeve. Then clean your hands.
- Tell your visitors not to come to the hospital if they’re feeling ill.
- Tell your doctor or nurse of any unusual symptoms (e.g. diarrhea, cold symptoms, pain, fever).
- Ensure your vaccinations are up-to-date, and get your flu shot every year.
- Eat regularly, drink plenty of water and try to get enough rest to help build immunity.

Communication

Good communication with your care team ensures that you are an active partner in your care. Some tips:

- Your care team is here to answer questions about your care, so ask if something is unclear.
- If you are unhappy with your care, ask to speak to the patient care manager on your unit.
- If you are hearing impaired or English is not your first language, ask for interpretation assistance.
- Know how your call bell works, and ensure it is within reach at all times.
- Prepare a list of questions for your care team, and bring a family member or friend to participate in discussions.
- Make sure you have clear instructions on how to manage your care at home.

Patient identification

All inpatients must wear a hospital identification (ID) band at all times, to ensure we give the right care to the right person. Your ID band contains your name and date of birth. You can:

- Check the information on your ID band to make sure it’s clear and correct.
- If you have allergies, ensure you have a red allergy band.
- Show your ID to staff before you receive medication, procedures or tests. Say “I.D. Me!”
- Know what to expect from your care or treatment so you can flag anything unusual.

Fire safety

As part of its emergency preparedness plan Bridgepoint conducts regular fire drills. When these occur, please follow staff instructions.
Medication management

Before you take any medication, make sure that you ask why you are taking it, especially if it is a new medication.

- **Share information**: Tell us about other prescriptions, treatments (including naturopathic or homeopathic) or over-the-counter medications you’re taking, and let us know if you smoke, drink alcohol, or have any food or medication allergies.

- **Ask and take note**: Ask your pharmacist, doctor or nurse for a medication card or list, and take it with you whenever you see your doctor or pharmacist. For each medication, you should know: the medication name; why, when, how and for how long you’re taking it; what it looks like; side-effects; and who to talk to if you have questions.

Prevent falls

Bridgepoint has an active Falls Risk Reduction Program. Here’s what you can do to prevent falls:

- Be aware of your current limitations, and ask for help if you need it.
- Take your time. Get up slowly to avoid dizziness.
- Wear running shoes – not slippers – indoors and outdoors.
- Check with your physiotherapist or care team to make sure you’re using walking aids correctly.
- Make sure wheelchair brakes are locked before you get up.
- Use reachers and shoe horns.
- Make sure your phone, call bell and other items you use often are within easy reach.
- Eat regularly and drink plenty of water.
- Remove reading glasses before walking.
- Tell your care team about any previous falls.
- If you fall, don’t rush to get up; ensure you’re not injured first, and call for help.
**PATIENT ROOMS**

Our hospital was designed to encourage health and wellness. It was purpose-built to meet the needs of people living with complex health conditions.

Rooms at Bridgepoint Hospital are designed to ensure that every patient has a unique view of the city and park from their room, whether they are sitting, standing or lying down. Each room has state-of-the-art washroom and shower facilities. On every unit, there is a patient lounge, with large floor-to-ceiling windows.

Those who wish to have private rooms can be accommodated, subject to availability.

Every patient at Bridgepoint has assigned storage space in their room. This includes a floor-to-ceiling closet with a lockable drawer for valuables and a three-drawer bedside unit. Additional storage units, such as wheeled drawers or plastic bins are not allowed for safety reasons.

All clothing and personal belongings must be taken with you, or by a family member, when you leave the hospital. For more details on what can and can’t be brought to the hospital, see the Patient Belongings Policy in the Policies & Values section of this guide or speak to your nurse.

**Room numbers**

The hospital has a standard room numbering system:

```
<table>
<thead>
<tr>
<th>Floor or Level</th>
<th>Unit (0=South, 1=North)</th>
<th>Room Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.109</td>
<td></td>
<td></td>
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</tbody>
</table>
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In this example, the room is located on **level 3, north unit, room 09**. For rooms with two beds, there is an additional number after the room number, to indicate bed 1 or bed 2.

To assist with wayfinding:

- Walls on the north units – which face Riverdale Park – are painted green.
- Walls on the south units – which point toward Lake Ontario – are painted blue.

**Protect your valuables**

We encourage you to leave valuables at home. However, if you do have valuables in the hospital, a lockable drawer is provided in your wardrobe. Here are the instructions for use:

```
You can lock this drawer. Choose your own 4-digit code.

How to Lock
Enter any 4-digit code, like this:
[ ] [ ] [ ] [ ]

How to Unlock
Enter the same 4-digit code you used to lock the drawer, like this:
[ ] [ ] [ ] [ ]
```

If you forget your code or need help, please speak to your care team. Please note that Bridgepoint cannot be held liable for any damages or loss that may occur to personal property.
FACILITIES & AMENITIES
## OVERVIEW OF PATIENT UNITS

<table>
<thead>
<tr>
<th>Unit(s)</th>
<th>Program of care</th>
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<tbody>
<tr>
<td>2 North / 2 South</td>
<td>Orthopedic Rehab</td>
</tr>
<tr>
<td>3 North / 3 South</td>
<td>Stroke &amp; Neurological Rehab</td>
</tr>
<tr>
<td>4 North</td>
<td>Palliative Care</td>
</tr>
<tr>
<td>4 South</td>
<td>Acquired Brain Injury &amp; Neurological Rehab</td>
</tr>
<tr>
<td>6 North</td>
<td>Medical &amp; Renal Care</td>
</tr>
<tr>
<td>6 South</td>
<td>Dialysis &amp; Renal Care</td>
</tr>
<tr>
<td>7 North</td>
<td>Transitional Care</td>
</tr>
<tr>
<td>7 South / 8 North</td>
<td>Medical Rehab</td>
</tr>
<tr>
<td>8 South</td>
<td>Medical &amp; Orthopedic Rehab</td>
</tr>
<tr>
<td>9 North / 9 South</td>
<td>Neurological Care</td>
</tr>
</tbody>
</table>

## PARKING

There are designated spaces for visitors on the P1 level of our underground parking garage; visitor spots are marked with a 'V'. There are 10 barrier-free spaces available for visitors who have an accessible parking permit.

### Visitor parking rates

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<tr>
<td><strong>0-29 minutes</strong></td>
<td>FREE</td>
</tr>
<tr>
<td><strong>Per hour</strong></td>
<td>Posted on P1</td>
</tr>
<tr>
<td><strong>Daily maximum</strong></td>
<td>$18</td>
</tr>
<tr>
<td><strong>28-day pass</strong></td>
<td>Posted on P1</td>
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Pay for parking (cash, debit or credit card) at the automated machine on level P1 of the parking garage.

## TRANSIT & TAXIS

Bridgepoint is accessible by TTC. The closest subway station is Broadview.

- 504 & 505 streetcars run along Broadview Avenue; exit at Simpson Avenue or Gerrard Street
- 506 streetcars run along Gerrard Street; exit at St. Matthews Road

For your convenience, there are dedicated auto-dial taxi phones in two locations:

- Ground floor, beside the Northbridge Reception desk
- Main floor, at the Information Desk
5th floor: Sacred Space
Open 24 hours a day, seven days a week for quiet contemplation. Speak to a member of your care team for after-hours access.

5th floor: Internet Café
Open to patients and visitors 10 a.m.-8 p.m.

5th floor: Outdoor terraces
Open to patients, staff and visitors 9 a.m-8 p.m. No food or drink allowed. Closed over winter.

10th floor: Auditorium
Used for a variety of patient activities, organized by Recreational Therapy.

10th floor: Harold E. Ballard Garden
Seasonal rooftop garden open to patients, staff and visitors 9 a.m-8 p.m., weather permitting. No food or drink allowed. Closed over winter.
SHOPS & SERVICES
Banking / Business Office
There is an ATM on the main floor, around the corner from the cafeteria – near Ontario Nutrition. The Business Office offers limited financial and banking services. It is located on the main floor, beside the Patient and Family Resource Centre. For more information, call x2182.

Computers
We encourage you to stay in touch with family and friends, and to connect to online resources, while in the hospital. In addition to our Patient & Family Resource Centre (patient library), you can access computers through our Internet Café and our BridgePoint & Click program.

Internet Café
Our Internet Café, located on the 5th floor, is open daily from 10 a.m.- 8 p.m. Information sheets are provided in the Internet Café to help you to access the computers.

BridgePoint & Click
Our BridgePoint & Click program allows you to securely access the Internet and use Microsoft Office programs from designated patient computers in the patient lounge on your unit (24 hours/day, 7 days/week), or in the Patient & Family Resource Centre. This service is free to all hospital patients; you can find sign-up sheets in the patient lounge on your unit.

Food
The hospital’s Food Services department prepares fresh nutritious meals to ensure your nutritional needs are met. We also have food available for purchase on-site, and a large cafeteria seating area on the main floor where you can visit with family and friends.

Riverside Bistro prepares variety of fresh meal and snack options daily.
Location: Main floor
Hours: Monday to Friday, 7 a.m.-3 p.m.

Tim Hortons sells coffee, tea and other beverages, as well as a selection of snacks.
Location: Main floor
Hours: Monday to Friday, 6:45 a.m.-8 p.m.
Weekends, 8 a.m-8 p.m.

Vending machines have snack foods and beverages.
Locations: Main floor, 5th floor
Hours: 24 hours/day, 7 days/week

Hair Salon
The Bridgepoint Hair Salon provides a wide range of beauty and hair services at reasonable costs. Prices are posted in the Hair Salon. For more information or to make an appointment, call x3522.
Location: 5th floor; mobile service also available
Hours: Tuesday and Thursday, 9 a.m. - 4 p.m.

Laundry
You are responsible for looking after your own clothing while in hospital; this includes doing your own laundry or arranging for it to be done for you. Coin-operated laundry machines are provided on each patient floor for your use; change is available from the Business Office on the main floor. You will need to supply your own detergent. Our on-site Shoppers Drug Mart carries laundry supplies. A member of your care team can show you where the laundry machines are located on your floor. Please note that staff are not responsible for doing patient laundry.

Library
Our Patient & Family Resource Centre is a library open to patients, families and visitors free of charge. The library offers:
• Fiction and non-fiction books in regular and large print, available for borrowing.
• Sun Life Financial Health Information Centre with resources on a variety of health topics, including healthy living and complex health conditions.
• Librarian assistance with more in-depth health information requests and online searches.
• Book cart service which delivers books and magazines to patients who are not able to visit the library.
• Computers to send email, browse the Internet or use Microsoft Office programs.
• Drop-in computer classes every Wednesday from 10:30 - 11:30 a.m.
Location: Main floor (room M.108, beside the Business Office)
Hours: Monday to Friday, 10:30 am – 4:30 pm.
Phone: x3023
Mail
Mail will be delivered directly to your unit. If you wish to send mail, you can purchase stamps at Shoppers Drug Mart. Place your stamped, outgoing mail:
- In the designated box at the team (nursing) station on your unit, or
- In the Canada Post mailbox, located just outside the ground floor entrance.

Retail stores
For your convenience, there are two retail stores on-site at Bridgepoint.

**Ontario Nutrition** sells low-carb, low-fat and low-sodium foods.
Location: Main floor
Hours: Monday to Thursday, 8:30 a.m.-6 p.m.
      Friday & Saturday, 8:30 a.m.-1 p.m.
Phone: 416-466-8282

**Shoppers Drug Mart** is a great place to purchase your incidentals during your stay and to fill your prescriptions on discharge.
Location: Ground floor
Hours: Monday to Wednesday, 9 a.m.-7 p.m.
      Thursday to Saturday, 9 a.m.-3 p.m.
Phone: x3003

Telephones
There is a standard touch-tone telephone at your bedside that can be rented from an external vendor, Hospitality Network, for a fee. The rental fee allows you to make unlimited internal and local calls. To make long-distance calls, you will require a calling card; you can purchase pre-paid long distance cards at Shoppers Drug Mart on the ground floor. For telephone support call Hospitality Network at x1999.

Television
Personal bedside televisions are available for rent from an external vendor, Hospitality Network. A representative from Hospitality Network will visit you to provide information on rental rates and payment options; pre-paid credit cards are available from Shoppers Drug Mart to make payments to Hospitality Network. For more information, technical support or to sign up for television service, contact Hospitality Network at x1999.

There are also shared televisions in every patient lounge. These televisions provide access to a few selected channels, at no cost to you.

Wi-Fi access
If you have a personal laptop, tablet or mobile device, you can access the Internet at no cost through our BHGuest Wi-Fi network. You can use our Wi-Fi to check email or surf the Internet; access to some content is restricted – such as downloading movies. Follow these instructions to connect:
- Go to the Wi-Fi settings on your device and select BHGuest.
- Open your browser (e.g. Internet Explorer); you will see the Bridgepoint Guest Portal screen.
- Review the terms and conditions. If you agree, click the check-box beside ‘Accept terms and conditions’, then click the ‘Accept’ button at the bottom of the screen.
**DISCHARGE POLICY**

Discharge time is **10:00 a.m. on the day of discharge**. If you are going home, your family should arrive by 9:30 a.m. to help you with your belongings and to get any prescriptions filled and understand care instructions.

From the time you arrive at Bridgepoint, your care team will work with you to achieve your goals and plan your path to discharge. Your expected date of discharge (EDD) is the approximate date that we anticipate you will be ready to leave hospital. You may be ready for discharge earlier. The members of your care team will speak with you as you progress in your recovery and will communicate your actual date of discharge when it is determined.

Your care team will help to identify and access the services you will need when you leave hospital. We recommend that family and friends who will be helping you after discharge are aware of your discharge date and be included in planning. This will help to avoid sudden surprises and ensure open communication right from the start.

While most discharges go smoothly, there are consequences if patients refuse to participate in their discharge plan and refuse to leave the hospital on the discharge date; this includes charging the patient $800 per day for additional days in hospital after the discharge date – the “unregulated daily rate” allowed by the Ministry of Health and Long-Term Care.

**PATIENT BELONGINGS POLICY**

The hospital respects your right to have personal belongings with you that will support your treatment plan and activities of daily living during your inpatient hospital stay. At the same time, we must ensure the safety of our patients and staff by preventing tripping, fire, infection control and other safety hazards.

Every patient at Bridgepoint has assigned storage space in their room. Personal belongings that cannot fit into the allocated storage space in your room will be considered “excess”. Excess patient belongings clutter the patient care environment and pose a significant risk to the health and safety of our patients and staff. If you are deemed to have excess belongings, your care team will request that the excess belongings are removed from the premises, as outlined in our Patient Belongings Policy.

Please note that Bridgepoint cannot be held liable for any damages or loss that may occur to patient belongings brought into the hospital.
PATIENT DECLARATION OF VALUES

Bridgepoint’s Patient Declaration of Values was developed through widespread consultation with our patients, former patients, family members and informal caregivers. This public consultation was also in accordance with Ontario’s Excellent Care for All Act in order to ensure patients’ needs and values are understood and integrated into their care journey.

Our Patient Declaration of Values reflects what our patients and community want and expect from our hospital team. Patients at Bridgepoint Hospital value:

**Voice/Communication**

- Having a means of expressing their opinions, positive or negative, about their healthcare experience without fear of reprisal
- Having healthcare providers who actively listen to patient concerns
- Being able to communicate directly with providers
- Having access to translation services to aid in communication
- Having the necessary supports to assist with communication (e.g., translation, augmentative and alternative communication)
- Knowing that they can take issues to Patient Relations
- Knowing that communication regarding key patient care issues occurs between healthcare providers

**Being Informed**

- Receiving timely, accurate and complete health information (including options) to support informed decision making and active participation in care
- Being spoken to in a way the patient can understand
- Having handouts written at a level patients can understand, avoiding jargon
- Being spoken to directly by the appropriate healthcare provider.

**Engagement and Participation**

- Actively participating in goal setting
- Actively participating in all aspects of their healthcare to the best of their ability and interest.

**Giving Consent**

- Having information provided in writing, where possible
- Giving/refusing consent for treatment and activities of daily living
- Knowing that consent is a process
- Having sufficient opportunity to ask questions, and reflect upon decisions
- Having revisions to treatment plan discussed
- Having capable decisions respected.

**Quality Care**

- Receiving high quality, compassionate, evidence-based care and services
- Having continuity in care providers, where possible
- Knowing that healthcare providers are up-to-date on training and education
- Having healthcare providers who understand the patient story
- Receiving fair and equitable treatment, balancing the competing needs of patients
- Receiving care in a clean environment.

**Courtesy and Respect**

- Being treated with courtesy, patience and respect, including respect for cultural diversity
- Having requests acknowledged
- Having follow through on requests
- Knowing that personal dignity will be respected
- Having symptoms including pain respected as genuine.

**Confidentiality**

- Knowing that personal, medical and financial information is kept in confidence
- Being asked personal questions in a quiet manner (inside voice) so as to minimize others hearing.

**Privacy**

- Being provided with as much privacy as possible especially during care and procedures
- Knowing that staff recognize closed bed curtains as a signal of privacy, and announce themselves before entering.
Independence
- Being encouraged and supported in achieving the maximum possible level of independence
- Knowing that support is available as needed
- Being challenged to achieve that which you are capable, while recognizing limitations.

Social and Other Practices
- Being aware of and able to pursue social, cultural, recreational, and spiritual practices
- Being encouraged and supported by other patients
- Having other patients respect their needs/boundaries.

PATIENT RELATIONS
Patient Relations provides a bridge between patients, family and staff, when required. They seek to:
- Empower patients through information and support.
- Enable active engagement, and
- Proactively address any issues, concerns or questions along the patient’s care journey.

Patient Relations welcomes any suggestions you may have on how to make your hospital stay more comfortable. If something about your stay is unsatisfactory, feel free to speak with any member of your care team or the patient care manager for your unit, or you can contact Patient Relations at x2026 or patientrelations@bridgepointhealth.ca

PHOTO/VIDEO RECORDING
In keeping with strict provincial privacy guidelines designed to preserve patient confidentiality, cameras, video/audio recorders, cell phones and other wireless communication devices must not be used by anyone to photograph, take video images or record conversations of any patient, physician, volunteer or staff member at Bridgepoint without prior authorization. Please speak to a member of your care team for further advice.
SAFETY & SECURITY

Bridgepoint fosters a healthy and positive environment that respects the personal worth and dignity of each member of our community. Everyone deserves to be treated with respect; abuse of any kind will not be tolerated. This includes protecting our patients, visitors and staff from physical and verbal abuse.

**If you witness an abusive act or hear of an alleged abusive act,** please report it to your care team or the patient care manager on your unit immediately.

**If you feel you are ever in immediate danger of violence:**
- Press your call bell for staff assistance, or call out for help;
- Press a red panic button, located throughout the hospital for emergency use;
- Call Security at x7012, and help will be dispatched; or
- Call x5555 from any hospital phone; this dedicated emergency response line is answered by our Switchboard.

**Security services**

Paragon Security provides security services at Bridgepoint 24 hours/day, 7 days/week. Paragon’s role is to provide a safe and secure environment for everyone. Video cameras are installed throughout the hospital and administration buildings to monitor all public areas of our facilities. Paragon staff conduct frequent patrols throughout the facility and respond to emergency codes.

Your care team has been trained to handle security concerns, and will contact Security if an incident arises. If required, you can reach Security directly at x7012. Our Security office is located on the ground level, near the Admitting entrance.

SCENT CONTROL POLICY

In the interest of protecting our patients, staff and visitors from fragrance-based irritants, Bridgepoint has a Scent Control Policy. Fragrance-based irritants can cause dizziness, migraines, nausea, rashes, difficulty breathing, and asthma attacks in people who are sensitive or allergic to chemicals in scented products. All Bridgepoint staff, patients and visitors are asked NOT to use or bring the following when coming to Bridgepoint:

- Scented personal care products (e.g. perfume, cologne, aftershave, body spray, lotion, deodorant, hair care products, detergent);
- Essential oils (e.g. lavender, peppermint, eucalyptus, rose water, ylang-ylang);
- Highly-scented flowers (e.g. lily, hyacinth, amaryllis, lilac).

If you have scent-related concerns, please speak with your patient care manager.
**SMALL & PERSONAL APPLIANCES POLICY**

Our hospital facility is maintained by Johnson Controls Inc. (JCI) and has a state-of-the-art climate control system. JCI’s role is to ensure that we operate in a cost-efficient, energy-efficient and safe manner. To support this effort, we have a Small and Personal Appliances Policy – which prohibits patients, staff and visitors from using certain small and personal appliances.

<table>
<thead>
<tr>
<th>Not permitted</th>
<th>Allowable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Small electrical appliances, including space heaters, fans, microwave ovens, coffee makers, electric kettles, desk lamps, fridges, clock radios, TVs and digital cameras.</td>
<td>Medically necessary appliances, including power wheelchairs, CPAP machines, compressors, VAC wound care machines, or other ‘not permitted’ items that are approved by the healthcare team.</td>
</tr>
<tr>
<td>Personal electrical appliances, including curling/flat irons, electric shavers, hair dryers, electric toothbrushes.</td>
<td>Personal electrical appliances including cell phone chargers, wireless laptops, personal DVD players, clocks.</td>
</tr>
</tbody>
</table>

Exemptions will be considered on a case-by-case basis if the appliance is medically necessary, essential to your comfort/safety, and/or critical to your hygiene. These exemptions must be documented and the appliance must be CSA certified and pass a safety inspection by JCI. If non-approved items are found, we will request that you remove them.

**SMOKE-FREE POLICY**

Bridgepoint adopted a Smoke-Free Policy to promote health and wellness, support efforts to quit, and protect people from second-hand smoke. All patients, staff and visitors are prohibited from using tobacco anywhere on Bridgepoint property. This includes any premises owned and/or operated by Bridgepoint (including our hospital, administration, and 430 Broadview locations), outdoor spaces, parking garages, and vehicles on-site. Our Security team enforces the policy when they see infractions and responds to reports made by others. Patient infractions will formally be reported.

The goal of our Smoke-Free Policy is not to force people to quit smoking. Clinical teams will offer pharmacotherapy and support to all patients who smoke.
ABOUT BRIDGEPOINT ACTIVE HEALTHCARE

Bridgepoint Active Healthcare manages, delivers, researches and teaches leading healthcare practices so that people with complex health conditions can live better. Bridgepoint Active Healthcare is made up of the Bridgepoint Hospital, Bridgepoint Family Health Team, Bridgepoint Collaboratory for Research and Innovation, and Bridgepoint Foundation.

Bridgepoint is transforming the way patients living with complex health conditions receive their healthcare. Our active healthcare approach shifts away from isolated treatments by multiple care providers, and toward a collaborative plan that encompasses the individual’s overall medical and psychosocial well-being.

For more information about Bridgepoint Active Healthcare, visit our website at www.bridgepointlivebetter.ca

FREQUENTLY CALLED NUMBERS

<table>
<thead>
<tr>
<th>Department</th>
<th>Extension</th>
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<tr>
<td>Admitting</td>
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<tr>
<td>Business Office</td>
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<td>Christine Sinclair Ambulatory Care Centre</td>
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<td>Donations</td>
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<td>Hair Salon</td>
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<td>Patient Relations</td>
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<td>Library</td>
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<td>Patient Activity Line</td>
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<td>Security</td>
<td>7012</td>
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<tr>
<td>Spiritual Care</td>
<td>2100</td>
</tr>
<tr>
<td>Volunteer Resources</td>
<td>2430</td>
</tr>
</tbody>
</table>