

CARLETON PLACE & DISTRICT MEMORIAL HOSPITAL

PATIENT INFORMATION BOOKLET
2018-2019



*"Shaping a healthy future for our communities
through caring, quality and innovation"*

211 Lake Avenue East,
Carleton Place, Ontario K7C 1J4



613-257-2200



www.cpdmh.ca



Welcome to Carleton Place & District Memorial Hospital

Welcome!

The Carleton Place & District Memorial Hospital (CPDMH) has been providing quality health care to families in our local communities since 1954. We want to ensure your experience at CPDMH is the best it can be.

CPDMH provides a 24/7 Emergency, Medical and Surgical Inpatient Services, Ambulatory Care Clinics and Day Surgery Programs. We also offer Diagnostic Imaging and Therapeutic Services. Our care is further strengthened through partnerships with other health care providers and in collaboration with community agencies.

CPDMH is a fully accredited hospital committed to shaping a healthy future for our communities through caring, quality and innovation. Together, we all play an important role in caring for you and your family.

Thank you for your ongoing support of *your* local hospital.



A Message from Mary Wilson Trider, Chief Executive Officer of CPDMH

Welcome to the Carleton Place & District Memorial Hospital. We know how important your health and well-being are to you and your loved ones and appreciate the trust you have shown in us by choosing to be cared for here.

Providing you with the best possible experience is a priority for us. For this reason, we offer this Patient Information Handbook to provide you with information about our services and what to expect while you are with us.

Providing safe, high quality care is very important. The CPDMH team is proud to be Accredited with Exemplary Standing under the rigorous national quality and safety standards of Accreditation Canada.



Our health care team of physicians, staff and volunteers will provide ongoing assessment, design and evaluation of your plan of care and treatment. You are an important partner in your care. Please review the Patient Bill of Rights that is included in this brochure and feel welcome to discuss any aspect of your care with team member who are working with you.

When you leave the Hospital you may receive a patient satisfaction survey form in the mail. We would appreciate you taking the time for fill in the form and send it back. Feedback from our patients is very important to us and provides valuable information about how we can improve.

The Patient and Family Advisory Committee offers another opportunity to help us shape the care that is delivered at CPDMH. The committee members provide input and feedback into all areas of care and we have seen improvements in care delivery as a result of their thoughtful input. To learn more about PFAC, please visit our website at www.carletonplacehospital.ca.

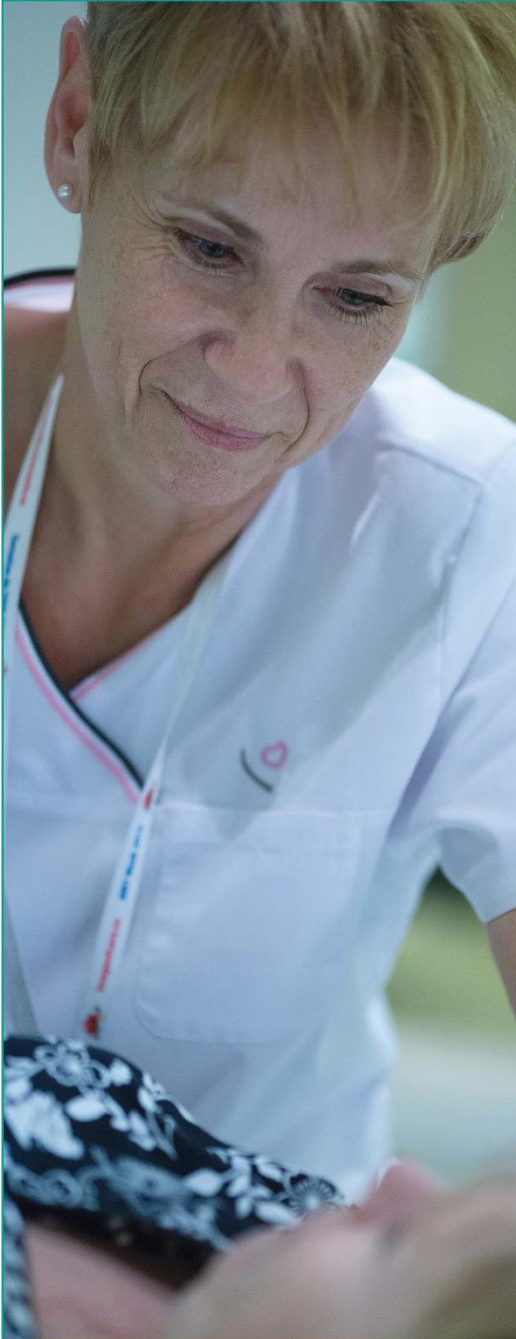
If there is anything you would like to bring to my attention, please contact me by phone at 613 253 3824, by email at mwilsontrider@carletonplacehosp.com or by mail at 211 Lake Avenue East, Carleton Place, ON K7C 1J4.

We thank those who have financially supported this directory so that we may offer it to our patients free of charge and at no cost to our organization.

A handwritten signature in black ink that reads "Mary Wilson Trider". The signature is fluid and cursive, with a large loop at the end of the last name.

Mary Wilson Trider
President & CEO

Our Vision, Mission, & Values



Our Vision

Shaping a healthy future for our communities through caring, quality and innovation

Our Mission

To deliver the highest level of health care by:

- Connecting patients to responsive, integrated services
- Leading the way in quality and safety
- Being the kind of hospital that patients recommend to family and friends

At Carleton Place & District Memorial Hospital, we

- C** Compassionate, consistent, courteous and confidential
- A** Advocates for delivering accessible and accountable services
- R** Respectful and encouraging of decisions based on individual rights and community resources
- E** Efficient, equitable, dedicated to a safe environment and excellence



Patient **Rights & Responsibilities**

RIGHTS -

Patients have the right to:

- Be treated with respect and courtesy in a safe environment, free of prejudice, harassment or abuse.
- Be assured of privacy, confidentiality and security of personal health information.
- Access their medical record.
- A coordinated health care plan with the assurance that their information will be transferred to other providers in a timely manner.
- Know the names and roles of health care providers involved in their direct care.
- Participate in all decisions regarding diagnosis, treatment and discharge planning to the extent they desire.
- In the event that a patient is unable to communicate their wishes they have the right to appoint a Power of Attorney or communicate through Advanced Directive.
- Be made aware of the formal complaint policy and appeal process.
- Make informed choices to consent or refuse treatment and to be made aware of the implications and risks of such decisions.
- Have questions and concerns answered in terms that they can understand.
- Be given a summary of costs of treatment and/or equipment which are their responsibility to pay.
- A transparent, accountable response when an error has been made.
- To communicate through a Power of Care or through Advance Directive in the event that they are unable to communicate by other means.

RESPONSIBILITIES -

Patients or their substitute decision makers are expected to:

- Participate with the health care providers in planning treatment, rehabilitation and discharge.
- Accept responsibility for decisions that they make about treatment of care, or refusal of care.
- Ask questions and share relevant and accurate information with the care providers.
- Identify a spokesperson with whom the staff can communicate or provide a valid Power of Attorney in the event that they cannot make decisions for themselves or wish not to make.
- Ask questions; express any concerns they have over care or treatment.
- Take care of personal property and valuables and send home anything that is not necessary.
- Treat staff members, other patients and their families with respect.
- Recognize that the needs of other patients may sometimes be more urgent than their own needs.
- Respect hospital policies and property.
- Participate in safety programs that prevents the spread of infection.
- To be prudent stewards of publicly funded health care services.



Protecting the Privacy of Your Personal Health Information

We understand that health information about you is personal and must be protected.

For these reasons we will:

- Provide the best possible level of confidentiality around the collection, use and disclosure of your personal health information
- Collect only necessary information and use that information solely for the care and treatment you are seeking
- Disclose only information necessary for the delivery of your care and the management of the health care system. This could include sharing information with your family doctor, a laboratory, another health care provider, your health insurance plan or with other hospitals participating in regional/ provincial electronic health record projects. This could also mean research requests, patient satisfaction surveys, internal CPDMH fundraising and teaching or statistical requirements
- Ask your permission before disclosing any of your information for purposes not related directly to the above. We will also respect your right to withdraw your consent to use your information for purposes not required for legal or regulatory requirements
- Recognize your right to access your personal health information when you request it and provide copies for a fee
- Recognize your right to review your personal health information with a member of our staff during your Hospital stay
- Respond to your questions or concerns about the way we handle the privacy of your personal health information

CHIEF PRIVACY OFFICER: (613) 253-3812

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PATIENT NOTES

COMMUNITY SUPPORTERS

PLEASE NOTE: We are constantly changing.
Information presented here may be subject to change.

PATIENT & FAMILY CENTERED CARE



CPDMH is dedicated to nurturing a partnership with our patients and families to improve their health and well-being. Our corporate values focus on CARE that is compassionate, courteous, respectful, consistent and centered on the needs of our patients and families. Patient and Family Centered Care (PFCC) is part of a global movement that recognizes the value of the patient in care decisions from the governance approach to bedside care. Patient and Family Centered Care is central to our Quality and Safety Strategy. Our goal is to seamlessly incorporate this philosophy into every patient and family interaction. We commit to the exchange of open communication between patient, family and providers that includes patients as an integral part of the health care team.

There are **Four Core Concepts** supporting PFCC:

Respect and Dignity: Health care providers listen to and honor patients' and families' perspectives and choices. Their knowledge, values, beliefs and cultural backgrounds are incorporated into the planning and delivery of care.

Information Sharing: Health care providers communicate and share complete and unbiased information with patients and families in ways that are affirming and useful. Patients and families receive timely, complete and accurate information in order to effectively participate in care and decision-making.

Participation: Patients and families are encouraged and supported in participating in care and decision-making at the level they choose.

Collaboration: Patients and families are also included on an institution-wide basis. Health care leaders collaborate with patients and families in policy and program development, implementation and evaluation; in health care facility design; and in professional education, as well as in the delivery of care.

Patient and Family Advisory Committee

To support a Patient and Family Centered Care approach, CPDMH has developed a Patient and Family Advisory Committee (PFAC). The purpose of the committee is to form collaborative partnerships between patients, former patients, caregivers, families and CPDMH leadership team to improve quality of care and the patient experience. The PFAC acts in an advisory capacity to ensure the patient and families voice is integrated in the planning, delivery and evaluation of services at CPDMH and make the recommendations on the matters that impact their experience here.



We're Listening!

CPDMH's Patient Relations service is in place to support you, our patients and families within CPDMH. Our goal is to provide you with care, and caring enhances the patient's overall experience. We are available to assist you with any questions, concerns or compliments you wish to share.

If you are currently an inpatient at CPDMH, you should contact your Patient Care Manager to discuss the care you are receiving.

If you have been discharged from the hospital, please provide us with feedback regarding your stay. Your opinion matters to us as we work to continually improve the aspects of care and service.

Contact us via:

Email: info@carletonplacehosp.com.

This will allow you to send any questions, comments or concerns to the hospital. If you would like to be identified, please include your name and contact information.

Regular Mail:

Send to Vice President Patient Care & Chief Nursing Executive, Administration, 211 Lake Avenue East, Carleton Place, Ontario K7C 1J4. Upon receipt of your compliment or concern, you will be contacted to discuss next steps and follow up.

Patient Satisfaction Surveys



PATIENT SATISFACTION
SURVEY

"We Care What You Think" comment cards are available in every unit.

National Research Corporation Canada Survey - After being released from the hospital, you may receive a survey in the mail. We encourage you to complete the survey at your earliest convenience. CPDMH participates in continuous patient satisfaction surveys and the Board of Trustees reviews the results of these surveys every three months. Your responses help us improve our quality of care. These surveys are administered on behalf of the hospital by an independent third party, National Research Corporation Canada. Your participation is voluntary and any personal information supplied is kept strictly confidential.



Your Comments are
important to us.

**TAKE OUR
PATIENT SURVEY**

DURING YOUR STAY

Admitting / Registration



When you first arrive at CPDMH for admission, you must report to the Registration Office. The Registration Clerk will ask you questions such as your name, address and the name of your family doctor. You will then go to the Inpatient Nursing Unit.

You can also be admitted directly from the Emergency Department. A staff member will escort you to your room from the ER.

When you get to your assigned bed, the nursing staff will complete the admission process and appropriate consent forms.

Personal Items

Please bring and inform staff of any assistive devices used routinely eg: hearing aids, dentures, glasses, etc. Pay careful attention to where you place them, as they are all important to your comfort and well-being. Dentures are best stored in a cup. Glasses and hearing aids are best kept in a case with your name on it.



BRING

- health and insurance cards
- toiletries (tissues, toothbrush, toothpaste, shampoo, conditioner, combs etc.)
- nightwear, housecoat, slippers with rubber soles
- your medications
- any aids you use; canes, walkers, hearing aids, etc
- Advance Directive or Power of Attorney for Personal Care if you have one

DO NOT BRING

- hot water bottles
- scented products
- heating pads
- electric blankets
- large sums of money
valuables; jewelry, credit cards
- valuable papers or documents
- alcoholic beverages.



Please bring your valuables home, as the hospital is NOT responsible for lost or stolen items.

Accommodations

There are three types of accommodation for hospital patients: *ward* (four beds in one room), *semi-private* (two beds in one room) or *private* (single room). As a resident of Ontario covered by the Ontario Health Insurance Plan (OHIP), you are entitled to standard ward room. However you may choose to upgrade your room, at an additional cost, to either semi-private or private. Check your insurance coverage before you are admitted. If your insurance plan does not cover the extra cost, you may pay for it yourself.

OHIP does not cover extra costs such as those for a TV or telephone. Your insurance company may cover all or part of the costs to upgrade your service. If not, you are responsible for the additional charges.



**Rental Fee for TV & Headsets - \$25.00 (flat rate)
For entire length of stay**

Every effort is made to provide your choice of accommodation, depending upon availability. Please note that the Ministry of Health has mandated that a co-payment (or extra payment) must be charged to a patient whose doctor has determined that the patient requires complex continuing care. This payment now includes patients in a regular acute hospital like CPDMH who are waiting for a place in a complex continuing care unit or long-term care facility. Some patients may receive full or partial exemptions from the co-payments. For more information, please contact our Discharge Planner.



Health & Insurance Cards



Whether you are being admitted as a patient or coming to the Emergency Department or an Outpatient Clinic, you must present a valid Ontario Health Card. Please bring your card with you and inform the Admitting Clerk of any changes in your name, address, telephone number or contact person. If your Ontario Health Card has expired or has been lost or stolen, please call or visit Service Ontario (43B Lansdowne Avenue, Carleton Place) or contact **OHIP directly** at: 1-888-376-5197 for an appointment.



Hospitalization Costs

Hospital Rates Effective Sept, 2018

**subject to change*

Procedure	Ontario Insured Patients	Ontario Uninsured Patients	Out-of-Province Patients	Out-of-Country Patients
Ward Bed	N/A	\$794.00/day	\$794.00/day	\$1588.00/day
Semi-Private Accommodations	\$ 175.00/day	\$878.00/day	\$878.00/day	\$1763.00/day
Private Accommodations	\$200.00/day	\$903.00/day	\$903.00/day	\$1788.00/day
TV Rental **	\$25.00	\$25.00	\$25.00	\$25.00

**** FLAT RATE PER ENTIRE PATIENT STAY**

You will be held 100% responsible for the costs of your care if:

- ❖ You do not have a valid Ontario Health Card or Canadian private or group health insurance
- ❖ You do not have valid Canadian provincial health insurance or Canadian private or group health insurance
- ❖ You do not have Canadian Federal Plan coverage
- ❖ You are a foreign national (non-Canadian resident)
- ❖ You are a foreign student without valid OHIP coverage
- ❖ You are an Embassy employee or diplomat without valid insurance

Costs of your care can include fees for emergency services, diagnostic and laboratory fees, as well as a separate fee for the care provided by the attending physician. If you are admitted, there will also be a charge for your room, exams and procedures performed (ie: diagnostic fees such as x-ray, CT Scan, laboratory work, appliances, ambulance, etc).

Paying Your Bill

Payment for preferred accommodation, ambulance fees, appliances, and other uninsured procedures is due at the time of service (or discharge). We will issue a receipt upon payment of account.

You may pay your hospital bill in the following ways:



We accept Visa, MasterCard, and American Express, and can process payment over the phone at 613-253-3811.



We also accept personal and certified cheques. Cheques can be made payable to the ***Carleton Place & District Memorial Hospital, attention Finance Department.***



If you plan to pay by Interac (debit card) or by cash, you may come to the hospital at any time and make your payment.

The Finance department is open between 8:00 a.m. to 4:30 p.m. on business days and located on the main level of the hospital. At other times, your payment will be accepted in Admitting/Registration.

If you are mailing in your payment, please send to: 211 Lake Avenue East, Carleton Place, Ontario K7C 1J4, attention Finance Department.

If you cannot immediately pay your account, please contact Financial Services at 613-253-3811, so that we can make suitable arrangements.

Ambulance Charge

The Ministry of Health and Long-Term Care sets a charge of \$240.00 for using an ambulance. This amount is reduced to \$45.00 if:

- You are a resident of Ontario with a valid Ontario Health Card, **AND**
- Using the ambulance was medically necessary (usually determined by the attending physician).

If you are not an insured resident, or if using an ambulance was not medically necessary, the hospital is required to charge you \$240.00.

Who pays the \$45.00?

The \$45.00 is payable by you unless:

- You were receiving professional services through CCAC when you were transported to the hospital. If this applies to you, please forward your statement to your Community Care Coordinator.
- You are on SOCIAL ASSISTANCE or DISABILITY ASSISTANCE. If this applies to you, please forward your statement to your case worker for validation and return to the CPDMH Finance Department.
- You were hurt at WORK and came to the hospital by ambulance DIRECTLY FROM WORK, and then your employer pays the \$45.00 directly to the hospital. If you need an ambulance for the same injury later on, the charge is paid by WSIB.



IN ALL OTHER CASES, you are responsible for paying the \$45.00 fee.



Patient Contact Person

It is very important to select someone to be your information contact. Preferably it will be a family member or a close friend. The name and telephone number of your contact person should be shared with your doctor and your nurse in charge.

We ask that the person be the contact for all other family members and friends as well. The inpatient nursing staff asks that only the contact person call for health updates. This gives the nursing staff more time to devote to the care of each patient.

Patient & Staff Identification

All admitted patients will have a bracelet put on their wrist that uniquely identifies them. Please wear this bracelet at all times as staff check the bracelet before treating you.

Staff will use two (2) patient identifiers to ensure the correct patient is being treated.



Hospital staff, physicians and volunteers are easily identified by their name badge. All employees are required to clearly display their photo identification badge while on hospital property. This is to ensure the clear identification of CPDMH personnel to patients, other members of the healthcare team and security.

Valuables

You are fully responsible for any valuables or items that you choose to keep with you at your bedside. We strongly encourage you to leave your valuables at home - including jewelry, credit cards and large sums of money.



MAKING PLANS FOR DISCHARGE

Discharge Planning

The Discharge Planning process often begins shortly after you enter the hospital with an initial assessment of your previous level of functioning, home setup, and social supports. This assessment is referred to as a psychosocial assessment and helps inform the Hospital's interdisciplinary team about your specific care needs.

With your needs in the mind, the hospital team will meet with you and your decision makers to discuss the next transition and to create a Discharge Plan. This process is designed to support you and answer key questions such as:

- Where will I go?
- Who will help me?
- What equipment will I need?

When a discharge date and destination are determined, the interdisciplinary team will complete any appropriate referrals such as to Home and Community Care (formerly known as the Community Care Access Centre). The team can provide information to assist you and your family to arrange for other necessary equipment and support.

When you are preparing to go home from hospital, some pertinent questions to ask include:

- What treatment you received
- Whether you will have to pick up a prescription before you go home
- What medicine you must take, how to take it, and any side effects
- What symptoms to watch for and who to call if something does not feel right
- What foods you should eat and not eat
- When you can go back to normal activities, such as work, school, exercise, and driving
- What follow-up appointments you will need and who will make them
- What home care support do you need, when it will start, and who to contact

Discharge transportation costs are the patient's responsibility. The interdisciplinary team can suggest transportation options as required.

**Remember:
Discharge time is 10:00 am**

Home First

What is Home First?

Home First is an approach that helps eligible hospital patients to continue their recovery safely at home while receiving enhanced home-care services for up to 60 days. These patients are often frail seniors who have completed their acute care treatment. Your health care team and the hospital-based Home and Community Care Coordinator (formerly CCAC) will co-ordinate any service required to ensure a safe discharge home.



What are the main benefits for patients and families?

- Patients can recuperate in a familiar environment, reducing the risk of losing strength from lack of mobility while remaining in hospital. There is no cost for eligible services provided through Home and Community Care.
- Seniors have more time to improve their health status prior to making a major decision about their future care needs.



What are the main benefits for the health system?

- Home First helps people get better at home and relieve pressure on hospitals.
- Preventing premature admission to long-term care homes results in greater access to these beds for individuals who require a more intensive level of care.
- When appropriately managed, care in the home can moderate the demand for more costly health-care options while maintaining a person's independence.

Taxi Service

The following taxi service is available in Carleton Place:

Buds 613-257-5911

County 613-253-7777

Moffat 613-253-5335

GENERAL INFORMATION

FREQUENTLY CALLED NUMBERS

**Direct Number:
613-257-2200**

Administrative

Registration/Switchboard	0
Finance	811
CPDMH Foundation	856
Volunteer Services	323
Patient Relations	829
Privacy Officer	812
Health Records	813

Clinical

Dietitian	817
Physiotherapy	822
Outpatient Clinic Booking	803
Discharge Planner/Social Worker	153
Clinical Manager	859

Diagnostic Imaging

Ultrasound & X-ray	804
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Flowers

Flowers are a welcome addition to all patient rooms. You may be asked to send flowers home if you or any patient in the area suffers from allergies. If you are sending flowers to a patient, consult with the florist to choose a **scent-free** variety. Please note that CPDMH does not routinely provide vases for cut flowers.

Due to allergic reactions, latex balloons are not permitted in the hospital. Mylar (foil-like) balloons are allowed.



Visiting Hours

To ensure the best care for you or your loved one, visitation is limited according to hospital policy. We ask that you respect the visitation guidelines and only visit within the prescribed hours and in limited numbers.



HOSPITAL SERVICES FOR PATIENTS AND VISITORS

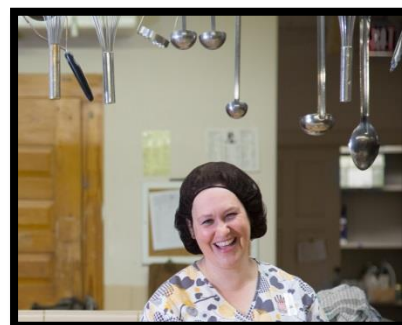
Cafeteria & Food Services

The “Coffee Den” is the hospital’s cafeteria and is located next to the kitchen on the lower level. It serves meals and snacks to staff and visitors from Monday to Friday from 9:00 a.m. to 2:00 p.m. It is closed on weekends and statutory holidays.

Our Food Services staff provides nutritious meals that are an important part of your recovery. Our dietitian works closely with our patients and families and your healthcare team to ensure your nutritional needs are met. We will try to accommodate special diets. If you have any concerns about your diet while in the hospital or what you should eat when you return home, ask your nurse to contact the dietitian. Tell your nurse about any food allergies, food intolerances or special diet needs.



With notice, the Food Services staff can provide an additional meal for any family member at a reasonable cost. Please contact the Food Services Department at ext. 809 to make arrangements.



Vending machines with snacks and cold beverages are available in the hospital. CPDMH is proud to be part of the Healthy Foods in Champlain Hospital’s initiative – providing healthier food choices in its cafeteria, gift shop and vending machines.

Registered Dietitian

Our registered dietitian is available by referral and offers:

- Individual diet counselling for inpatients and outpatients
- Diabetes Education through our Diabetes Clinic with a Diabetes Nurse Educator
- Group Diet for a Healthy Heart Class



Diagnostic Imaging (X-Ray) Department

The Diagnostic Imaging Department is located on the main floor. It provides a range of services including X-ray, Ultrasound, Echocardiography, ECGs, Holter Monitoring, Loop Monitoring, and Pacemaker checks. A physician referral is required for all exam types.

Call 613-253-3803 to make an appointment. After hours the department is staffed on on-call basis through the Emergency Department.



If you have misplaced a belonging during your recent stay, inform a member of your nursing team. Found items will be kept for a period of two months.

Mail

Mail sent to you at the hospital should be clearly marked as “inpatient”. It will be delivered to your room by a volunteer or staff member. Any mail arriving after your discharge will be mailed to your home address.



Our mailing address is:
211 Lake Avenue East
Carleton Place, Ontario K7C 1J4

Parking

Patients and visitors may use the parking lot located at the front of the hospital. Individuals with disability permits may use the designated spots located on the ramp at the front entrance of the hospital. Two additional disabled parking spots are located in the rear parking lot.

The parking fee is \$3.00. Monthly and weekly passes for frequent users can be purchased through the Finance Department located on the main floor. Revenue from parking at CPDMH contributes directly to enhancing care for our patients. Those funds are used to support the purchase of much needed medical equipment and supplies. Please ensure that your vehicle is locked and valuable items properly secured. CPDMH is **not** responsible for theft or any damage incurred on these premises.



Our Gift Shoppe



Our Gift Shoppe, located on the main floor of the hospital, offers a wide selection of lovely gifts, cards, snack items and an assortment of toiletries. Jewelry and ladies purses are the best selling products in ***Our Gift Shoppe*** and with a constant turnover in the selection available, we recommend checking frequently for new items.

Our Gift Shoppe is run entirely by volunteers and all proceeds are directed to patient care. Cash, cheques and debit are the only method of payment accepted and purchases are exempt from HST. The hours of operation are usually from 9 a.m. to 5 p.m. Monday to Thursday and from 9 a.m. to 8 p.m. on Friday.



We make every effort to provide spiritual support for you during your hospitalization. Upon admission you will be asked to provide a signed consent allowing us to provide this information to your lay visitor/clergy member.

When they arrive, lay visitors/clergy members stop by the Admitting/Registration department and are provided with a list of their parishioners wishing visitation.

Physiotherapy Department

The Physiotherapy department operates Monday to Friday with evening hours twice a week.

The Department:

- ✓ Treats both inpatients and outpatients.
- ✓ Offers services through OHIP with a physician referral.
- ✓ Operates group classes by referral for patients with osteoarthritis, chronic shoulder and knee issues.
- ✓ Collaborates with the Ottawa Heart Institute on a Cardiac Rehabilitation Program.
- ✓ Is staffed by Registered Physiotherapists and Physiotherapy Aides.



TECHNOLOGY AND INNOVATION

Ontario Telemedicine Network



CPDMH offers patients the opportunity to receive care for some specialties using Telemedicine through the Ontario Telemedicine Network (OTN). OTN is one of the largest telemedicine networks in the world.

Telemedicine uses videoconferencing and other electronic equipment to connect patients to their specialist without leaving their home community.

OTN also offers non-clinical services including access to many educational events, such as: weekly anaesthesia rounds.

For more OTN information: www.OTN.ca

CPDMH offers the following service via Telemedicine:

- Dermatology
- Endocrinology (including Diabetes)
- Hematology
- Nephrology
- Pain Management (including Mindfulness Based Chronic Pain Management)
- Parkinson's
- Pre-op teaching for Cataract and Retinal Surgery
- Stroke Rehabilitation
- Psychiatry
- Respirology
- Ad Hoc consults for Oncology, Hepatitis C & Pre-Operative Assessments
- Administrative and Education Sessions
- Pre Admission Visits

Electronic Medical Records (EMR)

What is an EMR?

An electronic medical record (EMR) is a digital version of a paper chart. At CPDMH, we are gradually moving from a paper chart to an EMR.

Currently the following information is included in our EMR:

- Registration information, for example: name, date of birth, address etc.
- Basic information we need to provide care, for example: allergy status/adverse reactions to medications, height, weight, age
- Diagnostic Imaging requisitions and reports
- Laboratory orders and results
- Dietary orders and information
- Medication orders

Benefits of Electronic Medical Records

At CPDMH, we are benefitting from the following:

- Allergy , drug interaction screening and dose range checking are completed electronically
- Patient information moves from one visit to another and hospital to hospital if visit was within one of the regional hospitals using the same technology
- Pharmacy maintains electronic records of medication ordered and dispensed
- Computerized Medication Administration records are printed daily eliminating the need for manual transcription and recopying
- Laboratory and Radiology results are accessible and available on the computer as soon as they are complete
- Nursing charting is now completed electronically



FOR YOUR SAFETY, HEALTH AND COMFORT

Participating in Your Care



Before you go home, be involved in your health care. Speak up if you have questions or concerns about your health care.

Speak up!

One of the keys to getting the best health care is to be an active member of your health care team. This means taking part and being involved in every decision about your care. This also means asking a member of your health care team if you have questions so that you can make informed choices. It means coming prepared for your medical treatment and knowing what to do when you go home. And it means getting support from friends and family if you need it.



Be involved and speak up!

Always make sure you are getting the right treatment and medicine by the right health care professional.

DO NOT ASSUME
Anything!



SPEAK UP if you have any questions or concerns if you still **DO NOT** Understand.



EDUCATE YOURSELF about your illness. Learn about the medical test you get and your treatment plan.



- Tell your nurse or doctor if something does not seem right.
- Know what time of the day you normally get medicine. If you do not receive it, tell your nurse or doctor.
- Make sure your nurse or doctor always checks your ID and asks your name before he or she gives you your medicine or treatment.
- Do not be afraid to ask about safety or if your health care professional has washed his or her hands.
- Do not be afraid to tell a health care professional if you think he or she has confused you with another patient.
- Do not be afraid to ask for more information about a medication, test or procedure.
- Write down important facts your doctor tells you, or questions you may have.
- Read all medical forms and make sure you understand them before you sign anything. If you do not understand, ask your doctor or health care professional to explain.



P A T I E N T S A F E T Y

Patient Safety



Patient safety is a priority at CPDMH and we strive to be compliant with all Accreditation Canada-required organizational practices.

By working together with physicians, nurses and other hospital staff, you can lower your risk of injury during your hospital stay. To learn how you can help make your stay a safer one, please read the information on *Hand Hygiene, Participating in Your Care, Falls, Infection Control and Public Relations*.

Adverse Events

In the event that you suffer an adverse event while in hospital, we will thoroughly investigate the incident. We will involve you or your family member in the discussion and guarantee transparency and full disclosure.

The concepts outlined in the *Apology Act* also apply. We make every effort to prevent incidents or errors, but if they do occur, we will make the necessary process changes to prevent further issues.

Compliments & Complaints

Quality is of the utmost importance to us to ensure your health, safety and well being. You will occasionally receive a survey from an independent company seeking feedback regarding the care you received. Please take a moment to complete the survey as your comments are invaluable and help us to further enhance our programs and services.

What is CPDMH doing to improve patient safety?

- Ensuring that our housekeeping practices are in line with the best practices in healthcare
- Following the “Just Clean Your Hands” program for excellence in hand hygiene

- Conducting audits on various practices to verify that patient care is as safe as possible
- Implementing programs such as “Fall Prevention” “Medication Safety” and “Safer Healthcare Now” initiatives

Hand Hygiene



Hand Hygiene is one of the best ways we can all prevent infections from spreading!



Did you know that the main way germs spread is by hands? Keeping hands clean is the best thing you and your health care team can do to prevent infections from spreading to others.

In Canada, one in nine patients may acquire an infection while in a hospital. Thousands of times a day, members of your health care team handle things that could have harmful germs. Without good hand cleaning, these germs can spread to patients and cause infection.

Your health care team works hard to keep their hands clean. Your health care team plays a big role in preventing the spread of infection. They are committed to providing clean safe care.

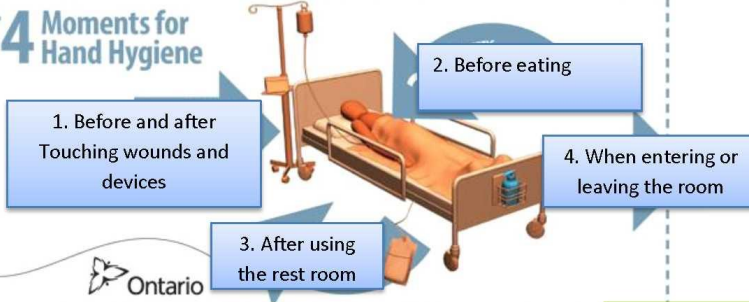
DO NOT BE AFRAID TO ASK...
“Did you clean your hands?”

Infection Prevention - Is everyone's business !

Your 4 Moments for Hand Hygiene

Do not share personal items

Do not use other Patient environment, even if bed is not occupied. It is clean space awaiting potential admissions.



The 4 moments of Hand Hygiene your health care provider must follow:



Respiratory etiquette: (sneezing, coughing & blowing your nose)

- Not visiting when ill
- Avoidance measures
 - Turn head away
 - 2 meter separation
 - Covering nose and mouth with tissue
- Immediate disposal of tissue

When should your health care team wear gloves?

- Taking blood
- Treating open wounds
- Handling of potentially infectious/cytotoxic material



Isolation Procedures:

You may find yourself placed in a room separated from other patients for a suspected or identified organism that can spread easily from one person to the other or is considered difficult to treat with antibiotics also known as "super bugs". You may hear terms like "febrile pneumonia" or "MRSA" or "C-Difficile" these are a few examples we isolate patients for. For further information please ask your health care team or call our Infection Prevention and Control Department at 316

Falls Prevention

Falls are a major cause of injury in hospitals every year.

CPDMH follows the best practice guidelines from the RAO (Registered Nurses Association of Ontario).

All patients who are admitted to the hospital are screened for their fall risk. If a patient is identified as being high risk, certain strategies and consults are put in place. We ask that the patient and their significant other help us by:



- Using the call bell to ring for assistance to get to the bathroom, if the patient feels unsteady. Ensure the call bell at the bedside is within easy reach.
- Wearing non slip footwear or slippers when you leave your bed.
- Ensuring that your night clothes are not too long.
- Wearing your eyeglasses and/or hearing aids when you are awake.
- Walkers and canes can provide support. Other items do not. Do not lean on the bedside table, furniture, IV pole or other items to steady yourself.
- Let your healthcare team know if you need to use the bathroom often or in a hurry. Use a urinal or bedside commode if this is easier for you.
- Minimize clutter in your room. Keep items within easy reach. Over-reaching for the phone or bending down to the floor for your slippers will increase risk of falls.

Allergies - Fragrance Sensitivity

**This work place is
scent free, for
people with allergies.**



unnecessary health problems brought
fragrances. Patients, visitors,
and staff are asked to refrain from
colognes and personal care products
such as deodorants, aftershave, hair products, body powders and lotions.

CPDMH has a responsibility to provide employees with a safe work environment, which does not compromise their health and well-being. CPDMH promotes a **scent-free environment** in compliance with the Ontario Disabilities Act and the Occupational Health & Safety Act. We all have clean air and



the right to breathe not to suffer on by chemical physicians, volunteers wearing perfumes, that are highly scented

If you have forgotten to mention your allergies during your admission, please tell your nurse as soon as possible.

Smoke FREE Environment



CPDMH is a 100% smoke-free environment. Smoking is **NOT** permitted anywhere on hospital property, including personal vehicles parked on hospital property. As a health care institution, CPDMH has an obligation to ensure that people who work, visit or receive services at our hospital are not harmed by second-hand smoke. As a patient or visitor, we ask that you help us make this policy work.

PLEASE:

- ❖ Leave tobacco products at home or ask a friend or family member to bring them home
- ❖ Ask your family and visitors to not smoke on hospital property

Smoking Cessation Program

In keeping with our commitment to patients' needs and excellence in clinical practice, the CPDMH team will provide a smoking cessation program to all inpatients. On admission, you will be assessed regarding your smoking practices and assistance in the form of medication and/or counseling will be offered to you.

CPDMH, in partnership with the University of Ottawa Heart Institute, provides smoking cessation follow-up to all patients on discharge. For any questions, please speak with any of your healthcare providers.

**PLEASE NOTE THAT CPDMH IS A NON-SMOKING SITE
AND SMOKING IS **NOT** PERMITTED
ON THE HOSPITAL SITE OR GROUNDS.**

smokers' helpline

1- 877-513-5333

Smokers' Helpline has proven tips and tools to help you quit successfully. For free, personalized and non-judgmental support, advice and information connect to quit today.

Electronic Equipment

All electrical appliances that are brought to CPDMH must first be checked by our Maintenance Department. Ask your nurse to help arrange this.

INSPECTION + STANDARDS

NOTE: Patient-owned electric heating pads and blankets are not permitted as they are a potential fire hazard.

Radios: You can bring your radio to keep it at your bedside but you must use keep the volume at a low level so as not the other patients.



CPDMH and earphones or to disturb

Televisions: You may **not** use your own television at CPDMH. Televisions and head phones are provided to inpatients for a flat rate per entire stay. However earphones will need to be used so as to not disturb other patients.

Phones/Blackberry/Video: The use of radio frequency transmitting devices (cell phones, video games and wireless communication devices such as Blackberry's) are permitted in corridors and public areas of the hospital such as waiting rooms. These devices are NOT permitted in patient care or diagnostic rooms and must be turned off in these locations. We ask that you refrain from using these devices in close proximity to patients being transported through public areas.

Cell phones capable of image capture or video transmission can only be used with the consent of the individual(s) whose image is captured. Cell phones must not be used to record conversations without express consent of the individuals involved.

Kindle/Kobo/Sony: The use of these devices is permitted.

Laptops/iPod/iPad/MP3: These devices can be used **only** with the use of headphones.

These items are the responsibility of the patient. We will do everything possible to prevent losses, but we are NOT financially responsible if any of these items go missing or become damaged.

Emergency Codes

This is the Ontario Hospital Association (OHA) Hospital Emergency Colour Code list. CPDMH participates in this standardized system.

If a code is called, patients and visitors are to remain calm and in their room until a hospital employee gives further directions.

EMERGENCY COLOUR CODES			
CODE GREEN	Evacuation (Precautionary)	CODE GREEN STAT	Evacuation (Crisis)
CODE YELLOW	Missing Person	CODE AMBER	Missing Child/Child Abduction
CODE ORANGE	Disaster	CODE ORANGE CBRN	CBRN Disaster
CODE RED	Fire		
CODE WHITE	Violent/Behavioural Situation		
CODE PURPLE	Hostage Taking		
CODE BROWN	In-facility Hazardous Spill		
CODE SILVER	Person with a Weapon		
CODE BLACK	Bomb Threat/Suspicious Object		
CODE GREY	Infrastructure Loss or Failure	CODE GREY BUTTON-DOWN	External Air Exclusion
CODE BLUE	Cardiac Arrest/Medical Emergency - Adult		
CODE PINK	Cardiac Arrest/Medical Emergency - Infant/Child		

www.oha.com/healthandsafety | healthandsafety@oha.com

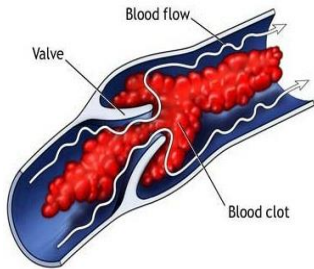
OHA ONTARIO HOSPITAL ASSOCIATION

Fire Alarms and Exits

Fire exits are clearly marked on each floor. During a fire alarm, all fire doors are closed on your unit until there is an **“ALL CLEAR”** announcement on the speaker system. Upon hearing a fire alarm, please stay in your room with any family or visitors. Staff on your unit will inform you if any action becomes necessary. If you are in the cafeteria, or another department for a test, please stay there until an **“ALL CLEAR”** is announced. Please note that the elevators do not work during a fire alarm.



Prevention of Venous Thromboembolism (VTE)

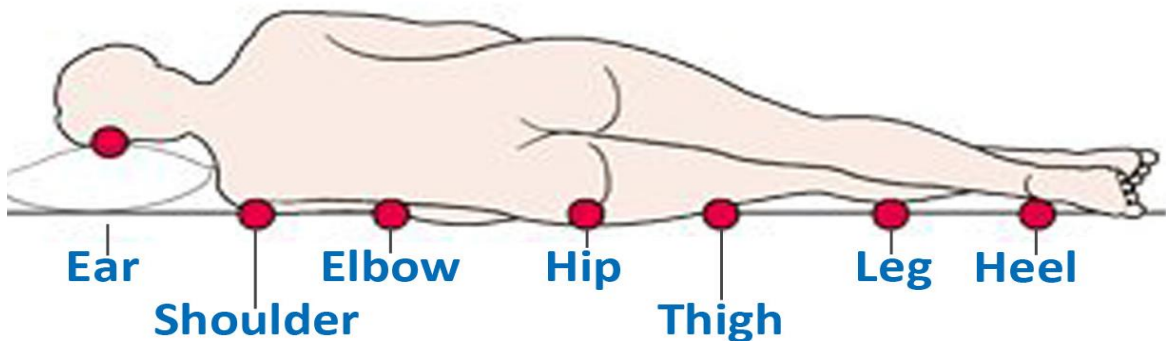


VTE is a condition in which a blood clot develops in the deep veins of the body. Most often, they develop in the legs, either above the knee or below it, however they can develop in other veins as well. Lack of movement can allow blood to collect in the veins which can lead to thrombus formation. To prevent the development of blood clots during your hospital admission and upon discharge, please remember:

- ❖ Reduction in movement when admitted to hospital can result in the development of blood clots in the extremities
- ❖ When you are admitted, the doctor will assess and order medication (if appropriate) to prevent blood clots
- ❖ Your health care team will also encourage you to take other measures to help prevent blood clots

If at any time you notice swelling, redness or pain in an extremity, please tell your nurse or physician.

Pressure Ulcers



What is a Pressure Ulcer?

It is often called a bed sore.

It forms when muscles and soft tissue in your body are squeezed between one of your bones and an outside surface (like a chair or bed).

Are you at Risk?

You don't move

You stay in the bed or a chair most of the time

You lose bladder or bowel control

You do not eat a balanced diet or drink enough fluids.

You are overweight or underweight.

You have thin, dry or fragile skin.

You need help getting from bed to a chair or the toilet.

You take steroids.

You take medications that make you sleepy.

Where do Pressure Ulcers begin?

- Tail Bone
- Hip Bone
- Heels
- Ankles
- Elbows
- Spine
- Ears
- Back of head
- ANYWHERE !

What else do you need to know?

Your skin is your body's largest organ

Urine or stool on our skin can cause your skin to break down quickly.

When you lose control of your bladder or bowel it is very important to:

- Practice good hygiene
- Keep skin clean and dry

Dragging yourself across the bed or chair can tear your skin.

How can you keep your skin healthy?

- Keep skin clean and dry
- Moisturize dry skin
- Eat a well balanced diet
- Drink plenty of fluids
- Get plenty of rest
- Be as active as possible.

While you are in Hospital, your caregivers/staff will help you prevent pressure ulcers by:

- Inspecting your skin every day for redness or signs that sores may be forming.
- Keeping your skin clean and dry
- Moisturizing your dry skin
- Reminding you to move and increase your activity
- Changing your position in bed or chair every 1 to 2 hours if you are not able to move yourself without help
- Protecting your bony areas with pillows
- Keeping your heels off the bed surface with pillows placed under your calves
- Keeping the head of your bed as low as possible to prevent you from sliding down in bed
- Helping you to get from the bed to the chair or toilet.
- Using briefs to protect your skin from urine or stool
- Helping you get a well balanced diet and adequate fluids
- Informing your doctor if signs of skin break down are noticed.

Alcohol, Medications, Herbals, Vitamins and Over the Counter Medications

All drugs, including alcohol, must be ordered by your physician and given to you under the supervision of hospital staff.

Medication at CPDMH

Patient safety is a priority at CPDMH and knowing what medication you take is an important part of your safety. Please bring all your medications, including any herbal medication or health food supplements. Always keep medicine in the bottle it came in. They will be reviewed by a health care team member and safely stored by the nursing staff.



At discharge, your medications will be reviewed with you. If you have medication that you will no longer take upon discharge, the hospital pharmacy will safely dispose of it for you if you wish.

You are not allowed to keep medications at your bedside. For medications not stocked by the hospital, you may be asked to use your own supply while in hospital. Your nurse will keep them in the medication cart and return them to you when you are discharged. When you go home, you will be given updated instructions on what medications to take at home. At any time during your stay, feel free to ask a member of the health care team for information about your medication. You may request a visit from the hospital pharmacist to answer your questions.

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



Reactions can include rashes, headaches, breathing trouble, and feeling sick. Because some medicines have food in them (such as the eggs used in the flu shot), be sure to talk about your food allergies too. Tell a member of your health care team right away if a new medicine makes you feel unwell. If you do not know if you have allergies, you can get tested.

Some people have reactions to anesthetics - the drugs used to put them to sleep or stop pain during surgery. If you have ever had a reaction, tell your family and your health care team in case you need surgery again.

Don't wait until you get sick to tell people about your allergies. Some people wear an ID bracelet such as Medic Alert™. This tells the health care team about your allergies when you can't tell them yourself. Make sure you know what to do when you go home from the hospital or from your medical appointment.

When you are getting ready to go home from the hospital or after a medical treatment, ask as many questions as you can to make sure you understand:

- What treatment you received
- Whether you will have to pick up a prescription before you go home
- What kind of transportation you will need to get home
- The type of care you will need at home and if you will need someone to stay with you
- What symptoms to watch for and who to call if something does not feel right
- Whether someone will be making plans with you for home care
- What medicine you must take, how to take it, and any side effects
- What foods you should eat and not eat
- When you can go back to normal activities, such as work, school, exercise, and driving
- What follow-up appointments you will need and who will make them

You can write this information down or it may be helpful to have a family member or friend with you. They can help you to record what you should know about your care.

Source: Ontario Hospital Association Patient Safety Support Service, www.oha.com



Pet Visitation

CPDMH understands the benefits of pet therapy and visitation.

Palliative Care and long-term care patients may have small pets (i.e. dogs/cats) visit at the discretion and with the permission of the Nurse Manager or designate.



Pets must be clean, controlled or on a leash. Patients may visit with their pet in the patient lounge or with permission of the other patients in their room. Animals are **NOT** allowed in other parts of the hospital.

Pets owned by hospital staff or physicians may obtain permission to visit patients through consultation with the Nurse Manager.

Please ensure your pet has updated immunization.

HOSPITAL POLICIES



Abuse / Harassment

The efficiency of our staff and the health of our patients, family members and friends are helped by an environment in which individuals are respected and everyone is treated in a courteous way. Staff members and volunteers can expect to work in an environment free of discrimination and any form of abuse. Any incident of sexual harassment or physical or verbal abuse must be reported to the appropriate authority.

Accessing Your Patients Records

Patients have the right to access their medical records provided that the appropriate documentation, along with the required fee, is submitted to the Health Records department. We will respond to your request within 30 days. Call 613-253-3813 to access your medical records.

As required by Public Hospital Act and the Personal Health Info Protection Act, the Health Record Department protects the privacy and confidentiality of you records and keeps your records for 10 years.



Accessibility

As a health care facility, we endeavor to be totally accessible to all members of our community!

Policies /Procedures /Practices

- Provision of assistive devices or practices that allow individuals to use their own personal assistive devices.
- Notices of disruption of services posted in public areas.
- Allow people with disabilities to be accompanied by a service animal in those areas that are open to the public.
- Communication strategies that take into account different types of disability.
- Build the accessibility needs of employees into their human resources practices.
- Ensuring accessibility when planning for new construction or major changes



The Annual Accessibility Plan can be accessed on the CPDMH intranet by staff or downloaded from our website at: www.cpdmh.ca for the public. Call (613) 253-3829 for a hard copy.

Alternate formats of our information are available upon request. We will endeavor to supply a suitable format for your needs in a timely fashion.

To assist us in ensuring that the delivery of goods and services to those with disabilities is provided in an effective and timely manner, individuals are invited to provide their feedback in writing, in person, e-mail or telephone.



Carleton Place & District Memorial Hospital

Attention: Accessibility

211 Lake Avenue East, Carleton Place, Ontario
K7C 1J4

Advance Care Planning

What is Advance Care Planning?

Advance Care Planning is about individuals expressing personal choices about how they wish to be cared for in the future. It may also include appointing someone to make decisions on their behalf.



Why is Advance Care Planning important?

There may come a time when an individual is unable to make decisions for himself. This inability may happen suddenly as with a serious stroke or gradually as with Alzheimer's disease. Advance Care Planning can help ensure that an individual receives the kind of care they want. Having made decisions in advance may also help to reduce the stress for family members and healthcare providers in times of crisis.

What kinds of choices can be made?

Individuals can make choices about any personal care matter including healthcare, food, living arrangements, clothing, hygiene, and safety. Advance Care Planning does not include financial or property decisions. Financial and property decisions are managed through a different process.

How can these choices be communicated?

An individual can express their wishes verbally, in an audio or videotape, or in any written form. The wishes should be expressed to the individual's substitute decision-maker. Individuals may also choose to communicate their wishes to other family members, their doctor, close friends, or their lawyer.

If an individual wishes to name someone to be his/her Power of Attorney for Personal Care, this must be done in writing.

Can individuals change their minds about their choices?

Yes. The most recently expressed capable wish (whether verbal or written) is to be followed.

What is the difference between an Advance Directive, a Living Will, and a Power of Attorney for Personal Care?

In an Advance Care Directive or Living Will, an individual documents their wishes. A Power of Attorney for Personal Care may also be used to do this, but in addition it includes the appointment of an individual(s) to be the person's substitute decision-maker.

Consent to Treatment

All members of the healthcare team will ask you for your verbal consent before certain tests, procedures and treatments including administration of blood and blood products are started. You may also be asked to sign a written consent form. Before you sign, find out about the benefits and risks. If you have any questions, talk to your healthcare team. This is called “informed consent”. You have the right to accept or refuse treatment, by understanding the implications of your decision.

Do Not Resuscitate (DNR)



A do not resuscitate order, or DNR, is a medical order written by a doctor. It instructs health care providers to not do cardiopulmonary resuscitation (CPR) if breathing stops or if the heart stops beating.

DNR allows you to choose whether you want CPR – well before an emergency occurs. It is a decision only about CPR. It does not affect other treatments, such as pain medication, medicines, or nutrition.

A DNR status is only determined after discussion with the patient (if possible), the Power of Attorney for Personal Care, or family member.

Ethics Committee

The purpose of the Ethics Committee is to aid and promote ethical decision-making in the best interest of patients, families and the health care team. These decisions may relate to care, treatment and quality of life. The committee is available for consultation and advice to staff, patients and families.



Ethics Committee Contact:

Directly to Chair of Ethics Committee
(via Executive Secretary - Admin Department)
Phone: 613-253-3824
E-mail: info@carletonplacehosp.com

GIVING BACK



the
foundation
CARLETON PLACE & DISTRICT MEMORIAL HOSPITAL

CPDMH Foundation

The CPDMH Foundation is a charitable organization that was established in 1994 with the mission to raise the funds needed for the Carleton Place and District Memorial Hospital that are *not otherwise covered by the Ministry of Health*.

Up to \$500,000 is raised for patient care equipment each year in order to help provide the best healthcare possible to the residents of Carleton Place and surrounding communities.

WHERE DONATIONS COME FROM...

Donations to the Carleton Place & District Memorial Hospital Foundation come from

Donors like you!

Many of our Hospital's patients and their families want to say "thank you" for the care that has been provided to them during their stay. Often a special nurse, doctor or staff member has made the world of difference. The best way to give gratitude is to make a donation which will provide needed resources for other patients.

WHERE DONATIONS GO?

Each year the Foundation raises funds for the Hospital to replace and upgrade needed patient care equipment. A new list is published by the Foundation each year and includes items such as IV pumps and cardiac monitors to scopes needed for operating procedures, patient beds, stretchers and diagnostic imaging equipment.

This list is also available in the **Gifts of Health Gift Catalogue** which lists the patient care equipment needed in addition to providing options to purchase an item or share of its cost as gifts for someone special.

Please request YOUR copy of the Gifts of Health Gift Catalogue at the Nurses desk or Foundation Office (located by the main entrance of the hospital).

gifts of health

Gift Catalogue

Over the years, the Foundation has benefited greatly from the generosity of the community through donations in addition to receiving bequests and gifts that have been designated towards specific areas of healthcare at our Hospital.

As a result, and in addition to raising funds for needed patient care equipment, the Foundation has an investment portfolio which holds permanent funds for the following:

- a reserve for any future major renovations/expansions to the physical structure of the Hospital;
- a savings account and emergency fund for the Hospital which is used to support the unforeseen purchase of needed new medical equipment;
- a fund for Diagnostic Imaging equipment;
- a fund to support staff training and education; and
- the Brenda Hall Bursary fund to help cover the costs of high school students entering the first year of a nursing or related health sciences program.

Each of these funds are strictly managed and maintained by donor and policy direction.

HOW CAN YOU HELP?

As a patient, you may choose to give to the CPDMH Foundation in recognition of the care you received while at the Hospital. We also offer the opportunity to make a donation in honour, memory or in acknowledgement of a loved one or someone special.

We also invite you to become a member of our Legacy Society, by generously setting aside a gift to the Foundation in your Will, signifying a lasting contribution that will impact the future of your family and the generations that follow.

It is because of the donors in our community that we are able to purchase needed patient care equipment and we are grateful for the support! The Foundation welcomes the opportunity to answer any questions you may have about the Hospital's current and future needs.

We would be pleased to meet with you to discuss how you can help provide the best healthcare possible to Carleton Place and the surrounding communities!



211 Lake Ave East • Carleton Place, On • K7C 1J4

613-257-2200 ext 856 • Fax: 613-257-5197

foundation@carletonplacehosp.com

www.cpdmhfoundation.ca

Or visit us on **Twitter** and **Facebook**: at

  CPDMHFoundation

MEET TRACY, A PATIENT LIKE YOU...

After time in the trauma unit at the Ottawa Hospital following my accident, I was relieved to learn that I would finally be coming home... to the hospital here in Carleton Place. Being back in my own community was the next best thing to being in my own home. As someone who has worked in health and wellness for decades, and spent the past few years caring for my elderly aunt, I've always known that how a person feels mentally and emotionally has a huge and direct impact on their ability to heal. *I've now experienced that firsthand.* I felt at home at CPDMH. I felt like a human being, not just a name on a patient roster. I felt visible and someone worth caring for. It meant a lot to be close to home – less travel time and stress for family and friends wanting to visit.



I've spent times throughout my life appreciating our hospital here in Carleton Place. I have memories of being comforted as a seven year old having her tonsils out – terrified at the prospect of being in hospital and staying overnight alone. Many years later I was made to feel welcomed again by the staff when I was there with my dying mom 24/7 in her room, wanting to continue caring for her even though she was no longer able to be at home. I have spent many a

visit as a mom myself in the emergency room, seeking help and advice to sooth my kids' ailments – ranging from high fevers to all manner of sports injuries. And now I have yet another experience to add to my gratitude list... support and care during my own physically and emotionally traumatic experience, including learning how to walk again.

There are so many communities less fortunate than ours that don't have a hospital close to home. Access to quality health care is a corner stone of a healthy community. It's one of the many reasons people choose to live here or want to move here. I have no doubt that the speed of my healing was directly related to the quality of care I received at CPDMH. I am eternally grateful to the team of dedicated, skilled and compassionate individuals who I was fortunate enough to have caring for me during my stay. I have a lifetime of reasons to be grateful for our hospital and the people who work at CPDMH... staff and volunteers alike. And that's *why I'm a donor, to say THANK YOU!* and to do my part to make sure that other patients like me have the equipment they need and rely on during their stay.

Tracy Lamb



the foundation

CARLETON PLACE & DISTRICT MEMORIAL HOSPITAL

YOUR DONATION to the Carleton Place & District Memorial Hospital Foundation **COUNTS!**

Our health care team has one main focus—YOU—the patient. In the last year our team has touched the lives of countless people and their families with their compassion, skill and expertise. Every gift you give impacts the quality of care we are able to provide.

Your gifts of support help to purchase essential patient care equipment that is not otherwise funded by the Ministry of Health—*equipment we can't afford to be without*. We count on **YOU** to help us provide quality and patient-focused care. Please consider being a monthly donor. Monthly giving is a tremendous way to ensure your gift works harder. It's the most effective way to provide steady, on-going funds to help the Carleton Place & District Memorial Hospital. Not only is a monthly debit amount a more manageable way to give a generous gift—it saves administrative costs in envelopes and postage too.

YOUR donation counts!

 **YES, I Care! I WISH TO SUPPORT MY HOSPITAL**

Name (First): _____ Phone: 613 - _____ - _____
Address: _____
City: _____ Postal Code: _____ Email: _____

I would like to make a **one-time gift** of:

\$25 \$50 \$75 \$100 \$250 \$500 I prefer to give \$ _____

Enclosed is my cash &/or cheque made out to the CPDMH Foundation **OR** below is my credit card information.

VISA MasterCard Card # _____ Expiry Date ____ / ____

OR I would like to make a more manageable gift by **pledging my gift** of \$ _____ each year over the next _____ years

Please include a VIOD cheque for direct debit or complete the credit card information above.

I may change the amount or cancel my monthly contribution at any time by notifying the CPDMH Foundation.

I authorize the CPDMH Foundation to draw on my bank account through my financial institution on approx. the _____ Date _____ End Date* _____
15th of each month beginning _____ *if applicable, otherwise n/a

Signature Date

For monthly gifts at the end of the year, we will issue you an official receipt for the total amount of your donations.

Our donor records are confidential. We DO NOT share our lists. Charitable Registration #86610 5398 RR0001

The above donation form can be dropped off at the Foundation Office (near the Gift Shoppe at the front of the Hospital) or mailed to:
Carleton Place & District Memorial Hospital Foundation | 211 Lake Avenue East, Carleton Place, ON, K7C 1J4
613-257-2200 x 856 | foundation@carletonplacehosp.com | cpdmhfoundation.ca

Auxiliary and Volunteering

“One person can make a difference”

From its beginning in 1953, the CPDMH Auxiliary members have been making a difference in the community. From sewing curtains, sheets and gowns and making jam for the soon to be opened hospital, to winning the Care Award in 2002 as the Best Auxiliary in Canada, the Auxiliary members bring dedication and commitment to their role. By honoring the foundations laid in the past while looking forward to the future, the Auxiliary continues to grow and remains a vital, active part of the hospital and community.

Through their fundraising efforts, the Auxiliary has donated funds towards the isolation room, arthroscopy equipment and patient beds which help provide a high quality of patient care. With their focus on service, the members donate an average of 20,000 hours a year to the hospital assisting in patient care.

Helping Patients and Hospital Staff

The Information Desk is often the first point of contact for people coming to CPDMH. The information desk volunteers provide a very valuable service by offering reassurance and a friendly face. Volunteers work various shifts greeting patients and visitors and providing information and directions.

Working within the hospital's front-line units, Physiotherapy volunteers help make patients comfortable, change beds, keep the area tidy and help out with other duties. You will also find Auxiliary members assisting patients and staff in the Emergency Room by providing information in a stressful time and an extra pair of hands when needed. Additionally, specially trained volunteers assist in feeding patients who need help at mealtime, allowing nursing staff to concentrate on medical care. The Evening Nourishment Program provides evening snacks to patients, helping the nursing staff and providing a friendly word to inpatients who may be feeling lonely and anxious.

Auxiliary members also assist behind the scenes in various roles such as in medical Records, Administration, Pharmacy and HR, where volunteers help with filing and other miscellaneous tasks, allowing hospital staff to spend more time on their core activities.



FUNDRAISING

Ongoing Fund Raising

The HELPP (Hospital Equipment Lottery Project for People) Lottery is one of our key fundraising activities and is located at Giant Tiger on McNeely Avenue. Volunteers work two and three-hour shifts to sell lottery tickets. Proceeds go to purchase equipment needed to support patient care.

Our Gift Shoppe continues to thrive and is a major source of funds for the Auxiliary. Many volunteers dedicate their time and talents by working three hour shifts, knitting, sewing and making the “Shoppe” a welcoming place to visit.

Patients, staff and the community have come to appreciate the Gift Shoppe as a place to shop for purses, jewelry and scarves as well as many other unique gifts. The profits from all sales stay in the hospital and go directly to patient care equipment.

The River of Life recognizes dedications to individuals, businesses and community organizations. Their names are incorporated into an artistic mural on brass plaques that will forever be displayed at CPDMH.

Event-Focused Fundraising

The CPDMH Auxiliary has been, and continues to be, involved in various fundraising activities throughout the community - all with the goal of raising funds in support of patient care. Auxiliary members continue to find unique and innovative ways to raise funds for patient care.

For more information on these events and others, please visit our website.



