



Health Sciences Centre
Winnipeg
A Shared Health facility

Health Sciences Centre | Shared Health Manitoba

A Patients first Hospital

RR5 Patient and Family Handbook



Rehabilitation Services

Health Sciences Centre | Shared Health

RR5 Inpatient Unit | Magenta Fox Level 5

800 Sherbrook Street, Winnipeg, Manitoba, R3A 1M4

204-787-2347

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Health Sciences Centre (HSC) Winnipeg: A Patients First Hospital

Our Vision

HSC Winnipeg exists to provide the best possible hospital experience for patients and families and a positive working and learning environment for staff, volunteers and future healthcare providers.

Our vision is Patients First:

- Patients are at the centre of everything we do.
- We see our work through patients' eyes, and do what is right, not necessarily what is easiest.
- We involve patients in their care, listening and learning everything we can, and sharing what we know.
- Together, we provide the very best possible hospital experience for the people we serve.

For more information about HSC's role within Shared Health and how care is coordinated across Manitoba please visit www.sharedhealthmb.ca

Smoking, Drugs and Alcohol

To protect the health of our patients and staff, HSC is a smoke-free environment. Smoking is not allowed anywhere inside HSC buildings or outside on HSC property. Alcohol, cannabis and street drugs are not permitted. This rule is strictly followed; action will be taken if compliance with this rule is an issue.

The Unit - Rehab RR5

RR5 is located on the 5th floor of the Rehabilitation Hospital. We are a Specialized Rehabilitation unit consisting of 31 beds dedicated to spinal cord injury, amputee and neuro-musculoskeletal patients. When you arrive you will be given a tour of the unit to identify key areas such as patient washrooms, lounge area and nursing station. White boards are located at the bedside. They are designed to help keep you updated regarding your plan of care in your rehab journey.

Most rooms are standard rooms which have 4 beds. There are 2 semi-private rooms with 2 beds used for isolation as needed. Because you will be sharing a room, we ask that out of respect for the other patients you keep the volume of your sound equipment to a low level.

Visitor washrooms are located on Level 1 and 2 of the Rehab hospital.

What to Bring

Clothing and Personal Care items

At the Rehab Hospital we encourage patients wear street clothes that should be comfortable to move about freely. We suggest you bring the following:

- Loose-fitting pants and shorts
- T-shirts or blouses
- Underwear
- Pajamas, robe, slippers
- Outdoor clothing, including a jacket and sweater
- Runners or flat shoes

- A toothbrush and toothpaste; mouthwash if preferred
- A razor, shaving crème and a mirror
- A brush and / or comb
- Deodorant
- Shampoo / conditioner
- Soap
- Cosmetics

Laundry is available most evenings and weekends in the OT Department, unless we have something soaking or quarantined in there. Access is direct from the hallway so you do not need to go through the department to get in. During the day the door is open if available but evenings and weekends you would get the key from the RR5 nursing station.

Equipment

Equipment you are using will need to come with you including:

- Wheelchair and wheelchair cushion
- Walker
- Braces
- Crutches
- Splints
- Self-care aides
- Any medical appliances that you use (e.g. bi-pap or CPAP machine)

Other items you may want to bring include:

- Alarm clock / clock radio
- Small radio, CD or DVD player (with headphones)
- Cell phone and charger
- Lap-top computer or tablet (Wi-Fi hotspots are available on the unit).

Please ensure that all items you bring to the unit are labeled with your name.

All electrical equipment brought to HSC requires a check by our Maintenance Department to ensure it meets the Canadian Standards Act (CSA).

It is advised that you not bring valuables such as jewelry or large amounts of money. HSC is not responsible for any stolen, missing or damaged items during your stay. Please keep this in mind when deciding what to bring.

A Day in the Life on RR5

- The day for staff on the unit begins around 7:00 am. The first order of business is to start getting patients up and ready for the day, prioritizing those who have appointments earlier in the morning.
- RR5 has a shower schedule which is posted within the rooms. Showers are twice a week either starting at 7:00 am or 3:00 pm.
- Breakfast trays are delivered between 8:00 am – 8:30 am.
- Across from the nursing station there is a large white board where appointments for the day are listed. Look for your name and beside you will find where you need to be and at what time.
- If you require assistance getting to your rehab appointments, RR5 designates a unit assistant to transport patients to and from PT (the Big Gym) and OT appointments.
- Other appointments scheduled within the hospital (for example: dialysis, CT or MRI) are arranged through the HSC transport team.
- PT and OT appointments are scheduled Monday to Friday and typically are an hour in length. Appointments for PT and OT start at 9am with last appointments booked no later than 3:00 pm. The PT and OT department is closed from 12:00 – 1:00 pm.
- When you are not attending therapies there are treatments and other routines that need to be attended to.
- Lunch trays are delivered between 11:30am – 12:00pm.
- Afternoon therapies / appointments begin after lunch at 1:00pm.
- Supper trays are delivered between 4:30pm – 5:00pm.
- During down time it is recommended that you spend time reviewing and practicing new skills designed to maximize your independence in preparation for discharge

Day and Weekend Passes

Throughout your rehab journey the team will educate and prepare you for day and weekend passes. All members of the team are involved in this process. Factors taken into account are:

- Being medically stable
- Getting in and out of your home safely
- Managing your care needs or someone to help you with your care needs
- Your own transportation to get home and return to RR5
- The ability to do transfers if required (for example: transfers into a vehicle, from bed to chair or chair to bed)
- Understanding how and when to take your medications
- Having the right equipment to be safe at home

You may start off with day passes before a full weekend pass. Passes are one step in preparation for discharge and help you and the team problem solve any concerns that may come up.

These passes need to be planned early to make sure you have supplies and medication for the duration of your pass. Please plan pass requests with your team a few days before you are going out. For example a weekend pass should be requested on Tuesday to leave on a Friday.



The Rehabilitation Team

Our goal is to provide you with the skills to help you be as independent as you can be when you return to the community. Shortly after your admission to rehab RR5, you will meet with members of the team who will assess your needs and from there will develop a plan for your rehabilitation stay. The expectation is that you will participate in your rehabilitation which means attending scheduled appointments. So who is part of this team?

You the Rehabilitation Patient

You are an active member of your care team. In addition, your family and / or other persons important to you will have the opportunity to participate in your treatment plan. As a team, we will work to prepare you for discharge.

Upon admission to the program you will meet with individual team members to assess and establish a thorough understanding of your abilities. Based on these assessments you, and your team, will establish realistic goals for your rehab stay. A plan of care is then developed with the purpose of maximizing your abilities and meeting your goals.

It is important that you are motivated and want to participate. This is not always easy; a lot of hard work and active participation on your part will lead to a successful rehabilitation program. It does not mean there cannot be some flexibility if something comes up and you are unable to attend appointments. The key to meeting your rehab goals is consistency in effort on everyone's part. In order to get the most out of your rehabilitation stay, here are a few suggestions:

- Ask questions and seek information, we are here to help!
- Tell us what you want to achieve while you're here
- Express your feelings, thoughts, ideas and concerns
- Once you learn a new skill use it whenever you can

- Let your family and friends know what you can do on your own and what you need help with
- Try not to let others take over what you can do for yourself
- Spend time with other patients and share experiences
- Nothing is more satisfying than a challenge successfully completed

The Physiatrist

The Physiatrist is a doctor who is a rehabilitation specialist. It is likely you met this person before you were transferred to the unit. The Physiatrist is responsible for the medical part of your treatment and meets with the team frequently to discuss your progress to determine if the rehabilitation plan is on track or needs revision. The Physiatrist is available to meet with you and / or your family at selected times. Please ask your nurse to help in arranging a meeting.

The Physician Assistant (PA)

The PA works along with the team to provide day to day medical care in conjunction with the Physiatrist.

The Unit Manager and Clinical Resource Nurse (CRN)

The Unit Manager is charged with running the day to day operations of the unit. For the most part this includes staffing and financial management. The Manager is also available to listen and intervene if there are issues on the unit involving RR5 staff and / or patients.

The CRN is a team leader who plays an integral role in the day to day management of the unit, supporting patients and the rehab team. This can include assisting with discharge planning, facilitating communication between team members, as well as providing professional support and clinical expertise.

The Rehabilitation Nurse (RN) and Unit Assistant (UA)

The UAs will help you with actions you may find hard to do for yourself, this may include: bathing, dressing, toileting and feeding. The RN is responsible for teaching new skills such as: skin care, medication management, bowel / bladder care, and preventative healthcare strategies based on your injury or disability. From there, the RN will teach and encourage you to be independent as possible. As the only members of the team to care for you 24 hours a day, the RN and UA are available to help you practice the skills you have learned. In addition the RN is also ready to listen to and offer emotional support to you, your family and your friends as appropriate.

The Physiotherapist (PT)

PTs will work with you in developing a treatment plan specific to you to regain as much of your movement and physical independence as possible. You may be taught new ways of doing things if needed. During your physiotherapy sessions, you will be doing tasks that improve your strength, flexibility, and endurance. For example, we may work on new ways of coughing or getting out of bed and into a chair. You will also receive advice about choosing proper equipment, such as braces or walking aides, and give suggestions on how to stay active after you leave the rehab hospital.

The Occupational Therapist (OT)

OTs help patients learn new skills so they can perform more day-to-day tasks on their own or with support. These new skills help patients participate more fully in activities like eating, dressing, bathing, toileting, cooking, driving, and being active in their community. OTs work with patients and their families to set rehab goals, and make sure the right equipment and/or people are in place for when patients return home. Some equipment OTs work with may include: wheelchairs/seating, bathroom aids, and home modifications. Here at the Rehab, your OT will work with you on home accessibility, regaining hand and arm function, preventing pressure injuries/protecting your skin, and increasing your overall function and safety.

Rehab Assistants (RA)

RAs work alongside PTs and OTs assisting you with your individualized care plan in the “big gym” and OT department.

The Social Worker (SW)

SWs are available to provide counseling and emotional support to you and your family if faced with personal or social problems. They will assist you with practical issues, discharge planning and referral to outside community agencies and resources. Discharge planning includes assistance with housing and financial issues as well as coordinating family conferences with the medical team.

The Recreation Therapist (RT)

A RT will meet with you shortly after admission to assess your leisure interests, abilities and will work with you to integrate your involvement in leisure interests while in hospital, and into the community once discharged. The RT will show you how to remain active in your interests despite a new injury and help build your function-ability, alongside other therapeutic services. There are daily group programs as well as opportunities one –to-one therapy, leisure education and community awareness.

The Dietician

The Dietitian is able to meet with you, your family and/or caregivers to talk about nutrition as part of a healthy lifestyle during and after your rehabilitation. If you have specific nutrition needs arising from a medical condition or cultural/religious preferences, the dietitian can assist you. The Dietitian can provide you with a nutrition care plan that will maximize rehabilitation, as well as improve your overall health. A referral to the dietitian may be made by any one of your team members.

Other service providers / programs you may have contact with during your stay include:

- Assistive Technology
- Clinical Nurse Specialist (CNS) for wound care management
- Driving Assessment Program
- Home Care
- Indigenous Services
- Infection Control
- Pharmacy
- Psych Liaison Nurse
- Skin and Wound Assessment Team (S.W.A.T) Members
- Speech Language Pathology
- Spinal Cord Injury (SCI) Manitoba
- Spiritual Care
- Unit Clerk
- Winnipeg Regional Health Authority (WRHA) Interpreter Services

HSC is a teaching hospital; you may encounter medical residents and students from various health care programs.

Other Things You Need to Know During Your Stay

Television rentals are provided through: SelectVu Patient Entertainment System.

SelectVu Patient Entertainment is an exciting state-of-the-art bedside entertainment system for patients and their families. The system includes television, phone, internet, games, movies and more. Call for more information.



Hours:

Monday to Friday, 10:30 a.m. to 6:00 p.m.

Saturday and Sunday, 11:00 a.m. to 3:00 p.m.

Phone: 204-787-7905

Visiting Hours

Visiting hours to adult medicine, surgery, addictions and rehab inpatient care units are from 8:30 a.m. to 8:30 p.m. Specific hours in other patient care areas will vary depending upon patient needs. You are asked to respect the need for the patient and any roommates to rest in order to heal.

Doors locked at 8:30 p.m.

All entrances to HSC are locked at 8:30 p.m., except the entrances to Adult Emergency and Children's Emergency, which are open 24 hours.

To access the hospital after 8:30 p.m., use the intercom at one of our major entrances to contact Security. People requesting after-hours access will be screened by Security, and again at adult medicine, surgery, addictions and rehab inpatient care units. After-hours visiting to these areas is limited to palliative, end-of-life and critical changes to patient conditions, as well as to designated family support people.

Patients will be asked to designate one or two people as their family supports; these people are not considered visitors, and may be present at HSC at any time of day. Given that most inpatient rooms at HSC are shared, staff may need to limit the number of people at the bedside out of respect for all patients' care requirements and need for rest.

RR5 quiet time is from 8:30pm to 7am, we request visitors to leave. RR5 cannot support overnight visitors.

Parking

HSC offers five parkades for patients and visitors:

- William Avenue Parkade, 701 William Avenue
- Sherbrook Street Underground Garage, 820 Sherbrook Street
- Rehab Underground Garage, McDermot Avenue at Olivia Street
- Emily Street Parkade, 10 Emily Street
- Tecumseh Street Parkade, 35 Tecumseh Street

Options are available for visitors and families for: hourly, accessible, discounted and temporary parking. To access discounted and temporary parking visit the HSC cashiers at 820 Sherbrook Street or HSC Parking office at 720 McDermot Ave, Level 1.

For complete information on parking please refer to:

<http://www.hsc.mb.ca/mapsParking.html>

