



# **Welcome to B3 South**

**Acquired Brain Injury Rehabilitation  
Regional Rehabilitation Centre**

**905-521-2100, ext. 41118**



**Information for patients and families**

# Welcome to B3 South

## Acquired Brain Injury Program

### About our program

B3 South is an inpatient rehabilitation program for people who have brain injuries. Rehabilitation is a process to help reach your best personal level of independence. Rehabilitation for each person is different and is based on your goals and needs. Your family and significant others are encouraged to be involved to help you reach your goals.

### Admission

#### What to expect:

- Stop by **Patient Registration** located on the main lobby of the Hamilton General Hospital to register before coming to B3 South. You will need your health card and insurance information.
- You may bring a family member or friend who can help you.
- You will meet your doctor and some of your other health care team members on the day of your admission.
- You and/or your family will be given a questionnaire that helps us know a bit more about you.
- You will receive a list of the names of your team members.
- If you have many family members, please identify one contact person who can share information with other family members and friends as needed. Information will only be given to this person.

#### What personal items will you need on B3 South?

Bring these items to B3 South:

- personal care items such as shampoo, soap, toothpaste, toothbrush, mouthwash, deodorant, hairbrush, and shaving equipment
- glasses, dentures, hearing aids

- sleepwear and non-skid, full back slippers
- loose clothing suitable for therapy and community based activities such as track suits
- a pair of walking or running shoes
- outdoor clothing such as a coat or jacket
- personal items such as books, magazines, photos, DVD players, music, movies or other recreational items to help you enjoy your free time

If you bring electronic equipment, it must be checked by the Maintenance Department for safety.

You may choose to bring small amounts of spending money which can be locked up for safety. It is not recommended that you bring valuables or large amounts of money.

**Do not leave valuables or money in the hospital.**

## **Visiting B3 South**

B3 South has open visiting hours. Family and friends can visit anytime as decided by the patient based on their care needs. Open visiting hours allow family and friends to play an important role in a patient's well-being. Please check in at the Staff Station before visiting.

Patients on B3 South need a balance of visiting and rest to promote healing and a normal sleep cycle.

We will discuss a visiting plan with you that will:

- define who can visit
- allow families and friends to support the patient
- balance the patient's care needs with the needs of the families
- identify the best times to visit

## During your stay

### **Assessment and goal setting**

As your health team gets to know you, they will help you identify goals to work on during your rehabilitation.

Your progress is followed and evaluated regularly. This helps the team know when you are ready to leave B3 South.

### **Rehabilitation**

Your team will help you plan your daily activities and help to develop a schedule that focuses on your treatment goals.

Your therapy activities may include:

- working individually with a therapist, nurse or rehabilitation therapist
- carrying out a program that has been set up for you such as doing exercises, worksheets and homework
- attending groups to work on your goals
- learning and practicing:
  - walking and getting around
  - self-care routines such as showering, dressing, managing your medications
  - life skills such as cooking, shopping and laundry
  - community skills such as taking the bus, attending recreational programs and volunteering

## Your health care team

| Team member                         | How they help  |
|-------------------------------------|--|
| Business Clerk                      | <ul style="list-style-type: none"><li>• Assists in keeping the unit organized.</li><li>• Directs patient and family requests and phone calls.</li></ul>  |
| Charge Nurse                        | <ul style="list-style-type: none"><li>• Supports other team members in providing quality care to you and your family.</li><li>• Is available to discuss nursing care, hospital services or patient care and comfort needs.</li></ul> |
| Clinical Manager                    | <ul style="list-style-type: none"><li>• Manages the resources and the day-to-day issues on the unit.</li><li>• Develops the team, so that the best care possible is provided.</li></ul>  |
| Clinical Coordinator                | <ul style="list-style-type: none"><li>• Coordinates day to day activities to provide you with the best care.</li><li>• Helps with any concerns about your care.</li></ul>  |
| Education and Development Clinician | <ul style="list-style-type: none"><li>• A staff education specialist who plans, carries out and evaluates education programs that improve patient care, services and teamwork.</li></ul>   |
| Community Intervention Coordinator  | <ul style="list-style-type: none"><li>• Collaborates with health care team and helps to coordinate services in the community.</li><li>• Provides ongoing support when you leave B3 South as needed.</li></ul>                        |
| Communication Disorders Assistant   | <ul style="list-style-type: none"><li>• Supports Speech Therapist in carrying out speech exercises and programs.</li></ul>   |
| Behaviour Therapist                 | <ul style="list-style-type: none"><li>• Helps you manage behavior that may impact your functioning and your ability to meet your rehabilitation goals</li></ul>  |
| Neuropsychologist                   | <ul style="list-style-type: none"><li>• Assesses your thinking skills and emotional well-being.</li><li>• Makes recommendations related to your rehabilitation.</li></ul>  |

| Team member            | How they help   |
|------------------------|---|
| Registered Dietitian   | <ul style="list-style-type: none"><li>• Assesses and monitors nutrition concerns and provides a specific diet if needed</li><li>• Teaches you and your family about your diet.</li></ul>  |
| Dietetic Assistant     | <ul style="list-style-type: none"><li>• Works with the Registered Dietitian to assess and monitor nutrition issues.</li><li>• Teaches you and your family about your diet.</li></ul>  |
| Doctor (Physiatrist)   | <ul style="list-style-type: none"><li>• A doctor who is a specialist in rehabilitation.</li><li>• Manages your medical care.</li><li>• Prescribes and reviews your medications, tests and procedures.</li></ul>   |
| Nurse (RN, RPN)        | <ul style="list-style-type: none"><li>• Coordinates care with other health care team members.</li><li>• Assesses and supports personal care needs and provides ongoing monitoring and treatment based on your goals.</li><li>• Encourages your physical and emotional well-being.</li><li>• Supports the skills you have learned in rehabilitation.</li><li>• Provides health teaching for you and your family.</li></ul> |
| Occupational Therapist | <ul style="list-style-type: none"><li>• Assesses and recommends ways for you to safely do daily tasks such as dressing, going to the bathroom, eating, doing household chores and skills needed for work.</li><li>• Assesses your thinking skills and memory.</li><li>• Makes recommendations for changes in your home, and self-care equipment and aids as needed to improve your safety.</li></ul>                      |

| <b>Team member</b>       | <b>How they help</b>   |
|--------------------------|--|
| Pharmacist               | <ul style="list-style-type: none"><li>• Makes recommendations about your medications, reviews possible medication related interactions and makes sure your medications are safe.</li><li>• Provides education to help you understand what medications you are taking, when to take them and why you are taking them.</li></ul>   |
| Physiotherapist          | <ul style="list-style-type: none"><li>• Assesses your physical abilities.</li><li>• Helps to improve your strength, coordination, flexibility, balance and fitness.</li><li>• Develops a program to improve your physical function during activities such as walking, climbing stairs, moving in and out of bed or a chair.</li><li>• Provides exercises that you may do with your therapists or do on your own.</li></ul> |
| Rehabilitation Therapist | <ul style="list-style-type: none"><li>• Supports you in your daily routines and therapy.</li><li>• Works with the team to help you achieve your treatment goals.</li></ul>   |
| Respiratory Therapist    | <ul style="list-style-type: none"><li>• Assesses and treats conditions that impact your breathing.</li><li>• Provides education to patients and families.</li></ul>  |
| Social Worker            | <ul style="list-style-type: none"><li>• Provides counseling and emotional support around problems that may be concerning to you in your life.</li><li>• Arranges family meetings and discharge planning meetings.</li><li>• Provides patient and family education as you adjust to the changes in your lifestyle.</li><li>• Gives you information about financial and community support services.</li></ul>                |

| Team member                 | How they help  |
|-----------------------------|--|
| Speech-Language Pathologist | <ul style="list-style-type: none"><li>• Assesses and treats swallowing problems.</li><li>• Works with the dietetic staff to make sure you are eating safely.</li><li>• Assesses if you have a communication problem and makes suggestions for support.</li></ul> |
| Therapeutic Recreationist   | <ul style="list-style-type: none"><li>• Assesses interests and introduces new activities.</li><li>• Provides links to recreational/leisure resources in the community.</li></ul>   |

## Communication

### Team list

Upon admission you will receive a list of your team members and their contact information. You or your family may contact any of the team members to discuss your care.



### White boards

Each room has a white board which is used to update your schedule and communicate important information.

### Team meetings

The health care team meets regularly to review your care, progress and goals. Updates will be shared with you. You are an important part of the team. If there is something you would like to share with your team, please talk to any member.





## **Family meetings**

A patient and family meeting will be scheduled during your stay to review your progress and develop a plan for discharge. Additional family meetings can be arranged if needed.

## **Questions or concerns**

If you have a concern please feel free to talk with a staff member. These supports are available to patients and families:

- the charge nurse is always available to speak with you on the unit.
- the Clinical Coordinator is available Monday to Friday, 8:00 am to 4:00 pm if you have questions about your rehabilitation.

## **Patient Experience**

At Hamilton Health Sciences we welcome your feedback. Hearing from patients and families is the best way to improve our care and services. If you have compliments or concerns about your care, please speak with a member of your health care team or the unit/area manager.

If you wish to share your feedback or compliments further, or feel your concerns have not been addressed, please contact the **Office of Patient Experience at 905-521-2100, ext. 75240.**

## **Confidentiality**

Your personal health information will not be shared with anyone not involved in your care. Please respect everyone's right to privacy while in the hospital.

## **Tell us what you think**

All patients and families may fill out a satisfaction questionnaire before leaving B3 South. Your feedback helps us to improve our care and services.

## For your safety

Staff, patients and visitors have a role in patient safety.

### Secure environment

- For the safety of our patients, B3 South is a locked unit. Please do not let anyone on or off the unit without telling staff.
- Family may have an access card if visiting regularly. A deposit fee will be refunded when the card is returned.
- Most areas of B3 South including patient rooms are monitored by camera for the safety of our patients.
- With your consent, we will take a photo of you for your chart. This will be used for identification and/or emergency situations.

### Room assignment

We make every effort to give you the type of room you requested and have insurance coverage for. However, this is not always possible. Patients are assigned rooms based on their medical needs first. Sometimes, due to changing medical needs, patients may need to change rooms despite having insurance coverage.

### Safety huddles

Each morning the team meets to discuss your progress, rehabilitation activities, programs, appointments and potential safety issues to help keep you safe during your stay. If you have any information about yourself or your loved one that will enhance our ability to care for you, please feel free to let someone from your health care team know.

## Medications

While you are on B3 South:

- you will be asked to give us a list of all the medications you take at home.
- your nurse will give you your medications.
- send other medications home unless you are told otherwise.



**Do not take medications on your own.**

## Allergies

Tell the nurse if you have any allergies to medications or foods.

## Falls prevention

Your health care team will recommend equipment to help you safely move around and/or will give you instructions. It is important that you and your family follow the instructions to keep you safe. If you have questions, please ask a staff member for help.



## Fragrance restricted

We are a fragrance restricted hospital. Please do not wear or bring perfume, cologne, aftershave, scented hair spray or other scented products.



## Latex-free environment

Please do not bring latex balloons into the hospital. You may bring in Mylar foil balloons only. If you have a latex allergy, please let your nurse know.



## Prevent the spread of germs and infections

1. Clean your hands with the alcohol rub before and after visiting.
2. **DO NOT** use patient washrooms. A visitor washroom is available on B3 South by the back work space.



**Members of your health care team will wash their hands before and after taking care of patients.**

## Isolation

If your loved one is in an isolation room, please **STOP** and read the sign posted on the door to the room or the curtain. You may need to wear a gown, mask and gloves before entering. Please ask the nurse for help.



## Reminders for patients in Isolation:

- Clean your hands with the alcohol rub when you enter and leave the patient's room.
- Put coats and other personal belongings, such as hand-bags in the "clean dedicated" zone within the patient's room. Use the coat hooks or plastic bags provided.
- Do not put any personal belongings on the patient's bed or other surfaces in the patient's room.
- Before you leave the patient's room, place the gowns and gloves in the correct bins.
- Clean your hands with alcohol rub after you take off the gloves.

**Do not visit if you are not feeling well.**

## We are smoke-free

Hamilton Health Sciences is smoke-free. This means that smoking is not allowed anywhere on the grounds, including parking lots, garages and vehicles.



For support or help to stay smoke-free:

- We can provide you with nicotine replacement products to make your hospital stay more comfortable. Talk to a member of your health care team at Hamilton Health Sciences. contact Smoker's Helpline toll-free at 1-877-513-5333 or [www.smokershelpline.ca](http://www.smokershelpline.ca)

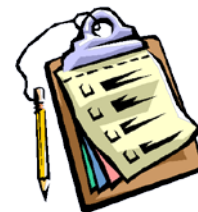
## Planning for your discharge

Discharge planning starts from the time you enter the rehabilitation program. The team will help make your transition out of rehabilitation as smooth as possible. To help make sure that your discharge goes smoothly, your team will share information with future caregivers, service providers and your family doctor. If you do not have a family doctor, your team can help you find one.

To help prepare for discharge, we recommend that patients go on a pass. You can go on three different types of passes:

- **Day Pass** – a few hours away from the hospital to return by 9:00 pm.
- **Overnight Pass** – one night away from the hospital. The pass usually starts in the morning after breakfast and morning care. You return by 9:00 am the next morning.
- **Weekend Pass** – 2 nights (or 3 nights for long weekends). The pass usually starts Friday after 4:00 pm and you return by 8:00 pm Sunday night.

If you are planning on going on a weekend pass, please tell the charge nurse no later than Wednesday at **12:00 pm** so that there is time to organize your medications.



### Preparing for your pass

It is important to plan your pass with your team's involvement. You will need to identify who will stay with you during the pass (such as a family member or caregiver).

As part of planning the team can help you and your caregiver learn how to:

- do safe transfers
- get around your home and community
- use the equipment safely
- take care of your personal care needs
- do safe activities while on your pass
- make a plan for what to do in an emergency

### Before you leave on any pass

Please see your nurse before you leave.

You will need to:

- take the equipment and information that have been provided to you by the team
- pick-up your medications
- pick-up the pass questionnaire
- sign out

Pass checklist:

- ✓ equipment
- ✓ aids
- ✓ medications
- ✓ questionnaire

### While out on pass

- Please follow all recommendations made by the team.
- Please complete the **pass questionnaire** with the person who is with you during the pass. This will help the team understand your concerns so that they can be addressed before you are discharged from B3 South.

**If you have a concern or wish to return earlier from the pass, call the unit.**

### When you return from your pass

Let us know how you did during your pass. If you had a problem with falls or medications, tell your nurse. Please give the questionnaire to your nurse as soon as you get back.

## **Leaving the hospital – discharge**

Your team will work with you and your family throughout your stay to help you prepare for discharge. If you or your family have concerns about your discharge plans, please discuss them with the team.

The usual discharge time is 9:00 am. Family can help you prepare for discharge by taking items home and helping you to pack up your belongings.

**Please make sure that you speak with your nurse before you leave.**

At discharge you will receive:

- prescriptions
- a list of follow up appointments
- any special instructions and information

If you would like your discharge prescriptions to be sent to your community pharmacy, please give the contact information (name of pharmacy, telephone and fax number) to your nurse during your stay.

### **Follow-up after discharge**

It is important to schedule a visit with your family doctor within the first month after discharge from B3 South.

If you have questions or concerns after discharge, please contact your Community Intervention Coordinator.

## Helpful information

### Appointments

Your doctor may order tests that will be scheduled during your stay. Your family may go with you to these tests.



If you have appointments that were scheduled before your admission to B3 South, please tell the staff. Your doctor can help you decide if any changes are needed.

### Volunteers

Volunteers are available to help you with various activities. If you have something that a volunteer might be able to help with please let a member of your team know.



### Teaching hospital

Hamilton Health Sciences is a teaching hospital linked with McMaster University and Mohawk College. As a teaching hospital we provide training for student doctors, nurses, and other health care professionals. Each student works under the close supervision of a fully trained professional. Please talk to any staff member if you have any questions regarding your care.



## **Parking**

For current information about parking rates and long term parking options go to [www.hhsc.ca](http://www.hhsc.ca) and click on “Parking & Directions”.

You can buy long term parking passes at the Parking Office located on the ground level of the parking ramp.

Phone: 905-521-2100, ext. 44061

Email: [parkingoffice@hhsc.ca](mailto:parkingoffice@hhsc.ca)

Office Hours: Monday to Friday, 8 am to 8 pm  
Weekend and holidays closed

Daily wheelchair accessible parking is available at the Regional Rehabilitation Centre.

## **Out of town visitors**

If your family is visiting from out of town, and needs a place to stay, please talk with a member of your health care team.

### **The Mark Preece House**

The Mark Preece House is available at a minimal cost for out-of-town families to stay when wanting to be near their loved one.



191 Barton Street East, Hamilton. 905-529-0770

### **The Victorian Bed and Breakfast**

249 Victoria Avenue North, Hamilton. 905-525-4825

Website: <http://www.thevictorianbedandbreakfast.ca/>

## Meals

We encourage all patients to eat meals in the dining room.



When you arrive on B3 South you will receive a breakfast menu to complete. Please return your completed breakfast menu to the dining room. Your breakfast tray will be delivered to the dining room each morning.

At lunch and dinner, you can choose from the menu for that day. If you have a special diet there may be foods that you need to avoid. Your diet will be written on a table top card in the dining room.

If you need help and support at meal times for your safety, we will arrange this.

If you need snacks during the day or evening, please let the nurse or the dietetic assistant know.

## Television and telephone rentals

If you wish, you can rent a television or telephone through Hospitality Network. To activate dial 41234 from your bedside telephone. You will need a credit card. Information is also available at the Staff Station.

You may use a cell phone on B3 South, however, it is your responsibility.

## Internet access/hot spots

Guest Wi-Fi “HHS i-visitor” is available for a fee. For more information ask a member of your health care team or visit [www.hhsc.ca/hotspots](http://www.hhsc.ca/hotspots).



A computer is also available for patient and family use. It is located in the small lounge.

## Laundry

Bedding will be changed as needed. You or your family can use the washer and dryer to do your laundry. Please bring laundry detergent and label your clothing.



## Education resources

There are educational resources available to you and your family on B3 South. If you would like information, please ask a member of your team.



## Rehabilitation Resource Centre

The Rehabilitation Resource Centre (RRC) is located on the 1st floor Room B1-2. Patients and families can find information related to disability, peer support and the community. Staff and volunteers are available to help you find resources.

## Ontario Brain Injury Association (OBIA)

OBIA provides education, awareness and support following brain injury and connects individuals to their local community brain injury associations.

Website: [www.obia.ca](http://www.obia.ca)

Support Line: 1-800-263-5404

## For your convenience ...



Located on the first floor of the Regional Rehabilitation Centre:

- The Barton Bean Express Snack Bar – sells hot and cold beverages, snacks, baked goods and lunch items. Hours of operation are Monday to Friday, 8:00 am to 4:00 pm.
- There are vending machines, beverage machines and an ATM.



## Getting around the Hamilton General Hospital

There is a bridge that connects the Regional Rehabilitation Centre to Level M (Main) floor of the Hamilton General Hospital:

- the Marketplace Cafeteria is located on Level 1 and is open Monday to Friday, 7:00 am to 6:30 pm.
- vending machines are located outside of the Marketplace Cafeteria on Level 1.
- the Barton Bean Coffee Shop is located on Level M (Main), and is open 24 hours, 7 days a week.
- the Gift Shop is located on Level M (Main).
- a bank machine is located on Level M (Main).
- the Hamilton General Drugstore is located on Level M (Main). Hours are Monday to Friday, 9:00 am to 5:00 pm.
- a Chapel is available to visitors on Level M (Main).
- the Information Desk is located on Level M (Main) close to the main entrance at the front of the hospital.
- visitor washrooms are located by the visitor elevators on each level of the hospital.