

Regional Rehabilitation Outpatient Services

Welcome to our Rehabilitation and Seniors program. Please read the information about our program. If you have any questions, please ask us.

Your treatment team

Your treatment team may consist of:

- ✓ Speech Therapists
 - ✓ Occupational Therapists
 - ✓ Physiotherapists
 - ✓ Occupational Therapist Assistant / Physiotherapist Assistant (OTA/PTA)
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Your treatment is 3 steps

1. Before treatment, therapists will complete an assessment of your problem. For your safety and privacy, staff will have you identify personal information at your first 3 visits.
2. Your therapists will talk with you about:
 - ✓ your problem and the treatment that is recommended
 - ✓ risks, benefits and possible side effects from treatment
 - ✓ the possibility of being sore after treatments
 - ✓ the number of times a week you will need to come
 - ✓ the number of weeks or months you can expect to come
3. You and your therapists make a plan together to achieve your treatment goals.

You have the right to accept or decline parts of your treatment plan. If your therapists feel that these changes will prevent or delay the goals, then a review of your goals will take place.

Any information about your treatment may be discussed or sent to the doctor that referred you or to your family doctor.

Medication or health changes

Please tell your therapists if you have medication or health changes.

Appointments

Let us know at least 24 hours ahead of time if you cannot make your appointment. We know that illness, weather and family emergencies may prevent you from getting here. Please call us if you have to miss an appointment.

If you miss 2 appointments without letting us know ahead of time, we will inform your doctor that you have been discharged from our program.

Weather

If the weather is bad and you are not sure of your safety, please call and cancel your appointment. Do not risk driving on the roads if the weather is bad. Think about your safety when walking or driving in bad weather.

Equipment

We have a lot of equipment to help you with your rehabilitation. Do not use or practice with the equipment until you have checked with a staff member.

For safety reasons no visitors are allowed to use the equipment. Visitors should wait in the waiting room area.

Eating and drinking

No food or drinks are allowed in the treatment areas. It is okay to bring a water bottle. If you need regular diabetic snacks please bring these and inform staff. We have juice, cheese and cookies for diabetic emergencies.

If you are feeling unwell or sick

If you are dizzy, lightheaded, have chest pain or shortness of breath or feel unwell do not come to the clinic. Call your doctor or go to emergency.

If you have the flu, a cold, a fever, coughing or feel sick please do not come to the clinic. Call to cancel your appointment. You can put others at risk if you come to the clinic if you are sick.

Infection

Please let us know if you have been told that you have MRSA, VRE or C. Difficile.

Cell phones

Please turn off cell phones, iPods, Blackberries or any electronic devices in the treatment areas.



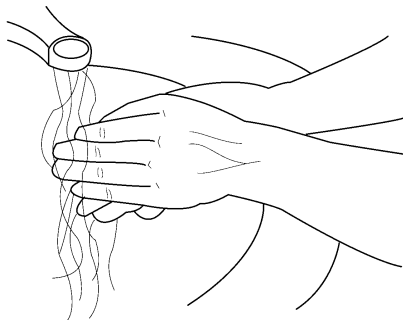
Safety

It is not safe to drink alcohol or use illegal drugs when coming for treatment. If your therapist thinks that you have been drinking or using drugs, you will be asked to leave.

Every person should be treated with respect and dignity. There is no tolerance here at the clinic for personal and sexual harassment. You will be asked to leave if your therapist thinks that this behaviour is occurring.

Clean your hands

Before starting any treatment you and your therapists will need to clean your hands with soap and water or alcohol based hand rub.



soap and water



alcohol based hand rub