



# GRACE HOSPITAL



## PATIENT AND FAMILY GUIDE



300 BOOTH DRIVE • WINNIPEG, MB R3J 3M7  
PHONE: (204) 837-0111 • [WWW.GRACEHOSPITAL.CA](http://WWW.GRACEHOSPITAL.CA)  
FRENCH VERSION IS AVAILABLE UPON REQUEST.



## WELCOME TO GRACE HOSPITAL

Rachel Ferguson, Chief Operating Officer

Grace Hospital was established in Winnipeg and has cared for patients since 1904. We are grateful for the opportunity to serve you and your loved ones during your time of need.

Over the years the Hospital's role has changed. Today, the Grace Health Campus is a 270 bed acute care hospital, that provides a full spectrum of health care services including: Emergency, Critical Care, Medicine, Surgical, Palliative Care, outpatient medical and a full range of diagnostic services.

We also support Cancer care in collaboration with Cancer Care Manitoba.

Despite all of the changes over the years one thing remains constant: the commitment of our medical staff, employees and volunteers to provide you with the best care possible.

At Grace Health Campus we support a philosophy that home is the best place to recover from illness and injury. Research shows that returning home as soon as possible with the supports you need gives you the best chance to regain your strength and independence. You can trust that your care team will do everything they can to get you home safely.

I encourage you, your family and loved ones to take a moment to read through this handbook as it is filled with important information that will let you know what to expect during your stay, how you can help your care team keep you safe, and what you need to understand before leaving the hospital.

*Welcome to Grace Health Campus. You are in good hands.*

# TABLE OF CONTENTS

## Grace Health Campus



GRACE HOSPITAL

Grace Hospital  
300 Booth Drive  
[www.gracehospital.ca](http://www.gracehospital.ca)



Access Winnipeg West  
280 Booth Drive



GRACE HOSPITAL  
FOUNDATION

Grace Hospital Foundation  
300 Booth Drive  
[www.gracehospitalfoundation.ca](http://www.gracehospitalfoundation.ca)



Grace Hospice  
260 Booth Drive

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GRACE HEALTH CAMPUS IS A  
SMOKE-FREE AND SCENT-FREE FACILITY.

# TABLE OF CONTENTS

Welcome To Grace Hospital .....	2
Table of Contents.....	4
Telephone Directory.....	5
Hospital Maps .....	6
WRHA Knowledge Resource.....	12
Spirit Of The Grace .....	16
Questions & Concerns .....	17
Patient Relations Officer .....	18
Your Health Care Team .....	19
Declaration Of Patient Values.....	20
Access Winnipeg West .....	21
Getting Around.....	22
Visitor Information.....	23
Preparing For Your Stay.....	24
Admitting.....	26
Your Hospital Stay .....	27
Patient Safety .....	29
Personal Health Information .....	34
Hospital Amenities .....	35
Preparing To Go Home .....	37
Volunteering At The Grace.....	38
Grace Hospital Foundation.....	39

# TELEPHONE DIRECTORY

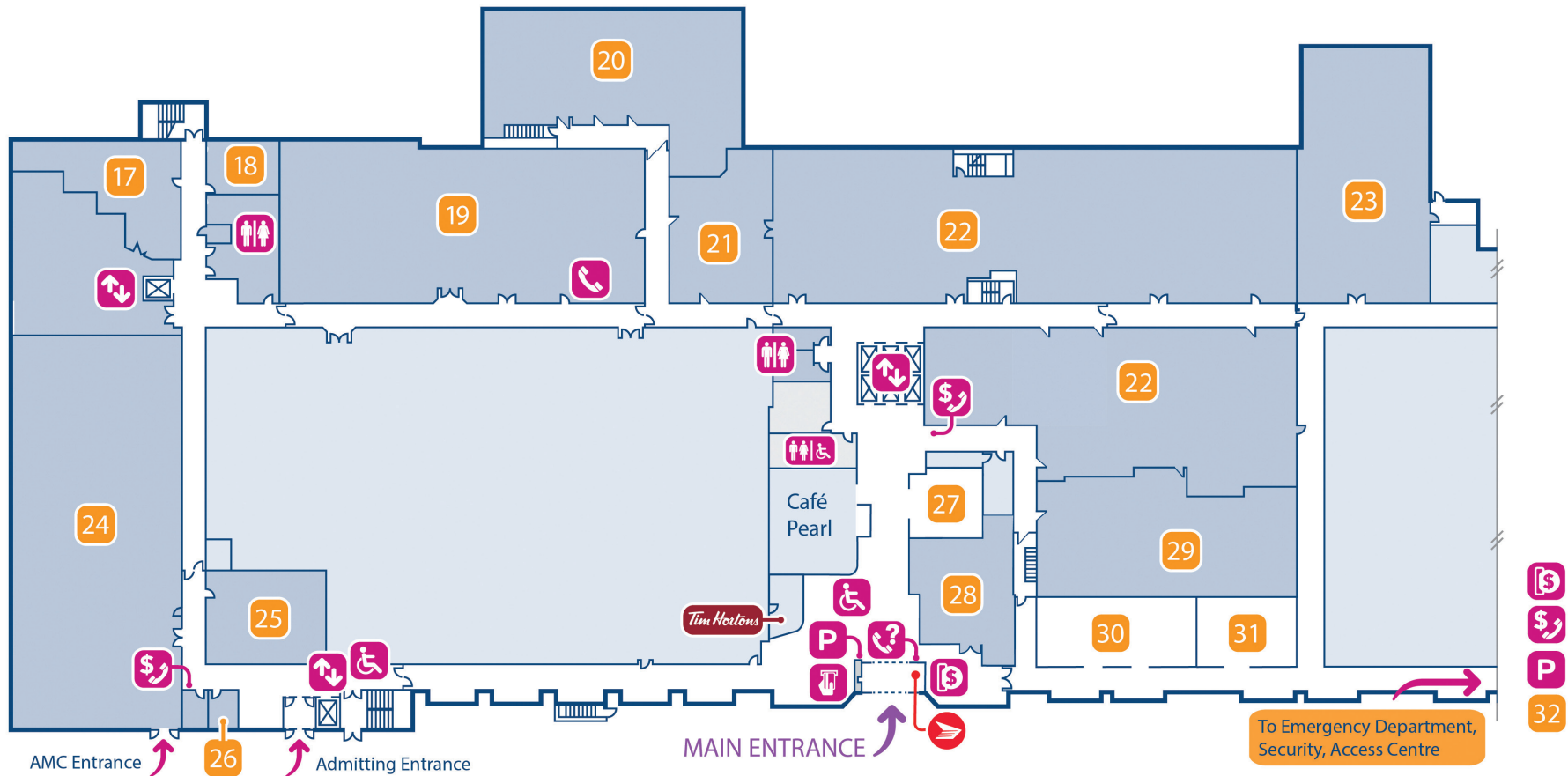
Patient Registration/Admitting .....	(204) 837-0115
Patient Inquiry .....	(204) 837-0111
Patient Relations .....	(204) 837-0318
Finance .....	(204) 837-0107
Diagnostic Imaging .....	(204) 837-0806
Laboratory .....	(204) 837-0128
Administration .....	(204) 837-0142
Grace Hospital Foundation .....	(204) 837-0375
Gift Shop .....	(204) 837-0101
Health Records .....	(204) 837-0166
Cancer Care .....	(204) 837-0246
TV/Select Vu Services .....	(204) 787-7905
Security .....	(204) 837-0366
Spiritual Health Services .....	(204) 837-0105
Indigenous Health Services .....	(204) 940-8880
Volunteer Services .....	(204) 837-0369
Access Winnipeg West Primary Care Centre .....	(204) 940-2040

# HOSPITAL MAP



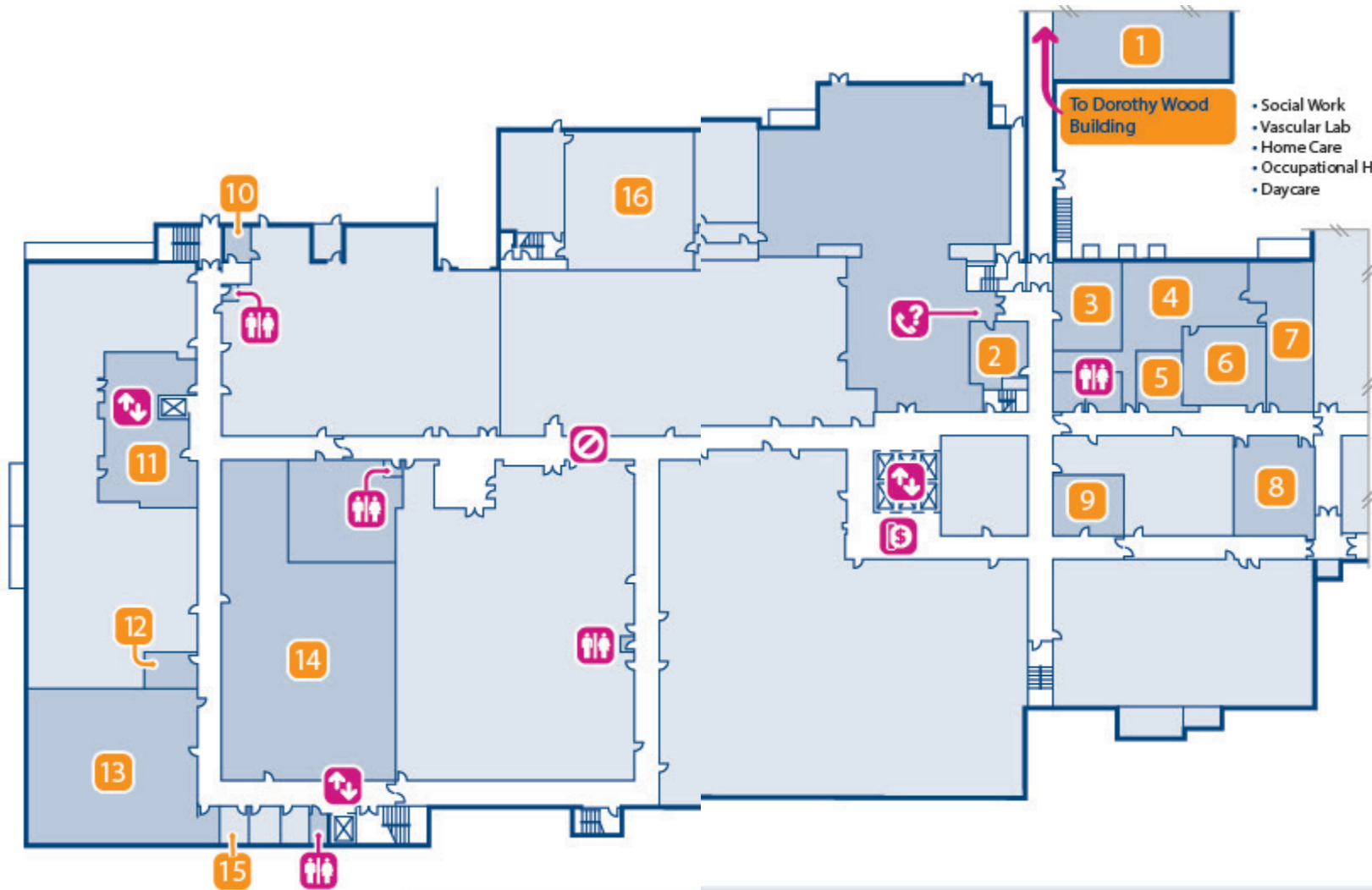
- 1** Main Building
- 2** Dorothy Wood Building
- 3** Booth Apartments
- 4** MRI
- 5** Emergency Department
- 6** Access Winnipeg West
- 7** Grace Hospice
-  Public Parking Gates
- P** Public Parking Pay Station
-  Public Bike Parking

# MAIN FLOOR / LEVEL I



- |                     |                       |                 |                              |                                   |                              |             |
|---------------------|-----------------------|-----------------|------------------------------|-----------------------------------|------------------------------|-------------|
| Entrance            | Patient Inquiry Phone | Vending Machine | 17 Learning Centre           | 22 Diagnostic Imaging Centre      | 27 Seating                   | 32 Security |
| Parking Pay Station | Public Phone          | ATM             | 18 Volunteer Resources       | 23 MRI                            | 28 Grace Hospital Foundation |             |
| Washrooms           | Pay Phone             | No Access       | 19 Surgical Day Care         | 24 Adult Medical Clinic           | 29 Administration            |             |
| Wheelchairs         | Elevators             | Mailbox         | 20 Intensive Care Unit (ICU) | 25 Patient Registration/Admitting | 30 Seating                   |             |
|                     |                       |                 | 21 Respiratory               | 26 Cashier Office and Inquiry     | 31 Gift Shop                 |             |

# GROUND FLOOR/BASEMENT



- To Dorothy Wood Building
- Social Work
  - Vascular Lab
  - Home Care
  - Occupational Health
  - Daycare



1 Jeffrey A. Coleman Auditorium	5 Conference Room G	9 Spiritual Health	13 Cancer Care MB
2 Sanctuary	6 Conference Room B	10 Viewing	14 Rehab Services
3 Conference Room B	7 Human Resources	11 Lab	15 Indigenous Health Services
4 Clinical Program Administration Office	8 Bill Larson Lecture Hall	12 Conference Room F	16 Health Records



## KNOWLEDGE RESOURCE

# Healthcare Accommodations and Planning for Discharge

This information outlines what you can expect during your hospital stay in the Winnipeg and Churchill health region. Review it and discuss with your healthcare team.



## YOUR HOSPITAL STAY: WHAT TO EXPECT

We are committed to providing you with the best care. This includes working with you to provide the most clinically appropriate care plan during your stay.

You may share a room with other patients, or if available, you can choose a private room. Depending on your medical needs, you may be transferred to a different room or facility to better meet your care needs.

You will receive care from a team of healthcare providers, including doctors, nurses, therapists, social workers, and healthcare aides. Your chosen partners in care (e.g. family, friends or caregivers) play an important role in your recovery as well and the care team will make every effort to include them throughout your stay.



### Policy: Partners in Care

This policy outlines the privileges and responsibilities for designated partners in care.

## ROOM & BED ACCOMMODATIONS

The standard room for a hospital stay typically houses three or more patients. Private and semi-private rooms are often quieter, with fewer people coming and going throughout the day when compared to traditional multi-bedded rooms. A private room is designated for a single patient, whereas a semi-private room is shared by two patients.

When you arrive, the healthcare team will offer you a private or semi-private room (as applicable and/or available), which is paid at your expense or by private insurance plans (e.g. Blue Cross, Canada Life).

## DETERMINING LENGTH OF STAY

The duration of your hospital or health centre stay depends on several factors, including your medical condition, overall health status, and recovery. Your healthcare team will be communicating with you regularly and will let you know how long they expect you'll need hospital care.

A decision could be made as early as one to two days after you are admitted, however, timing is dependent on changes in your medical condition. Once you receive information from the healthcare team on your estimated length of stay, you can begin to prepare for when you are eventually discharged.



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Health Care Services

[wrha.mb.ca](http://wrha.mb.ca)



## TRANSFERS BETWEEN HEALTH CARE SETTINGS

If your care needs change but you still require medical treatment, you may be transferred to another unit or facility. Transfers help ensure you are receiving the most appropriate care, such as:

- ✔ Transfer from a medical unit to a rehabilitation unit, such as Stroke Rehabilitation or Geriatric Rehabilitation.
- ✔ Transfer from the emergency department to a Transitional Care Unit.
- ✔ Transfer from a Critical Care Unit to a less intensive level of care.
- ✔ Transfer from a hospital in the Winnipeg health region to a hospital in your home community for continued care.
- ✔ Transfer to the hospital you arrived from (e.g., the term repatriation is sometimes used by healthcare staff).
- ✔ Transfer to a hospice or palliative care setting.
- ✔ Transfer to a psychiatric facility for a longer period of stay.

This decision is based on your healthcare team's knowledge of other available services and their assessment of your current care needs.

## DISCHARGE PLANNING & PREPAREDNESS

Some people may find it confusing and overwhelming to think about leaving the hospital, while others may want to leave as soon as possible. Planning to leave the hospital is called discharge and your healthcare team begins preparing for this almost as soon as you are admitted. Care needs constantly evolve until the time when medical services provided in hospital settings are no longer required. Planning begins early to give you time to identify the supports you may need to continue your recovery away from the hospital.

It's important to identify your partners in care, such as family and friends, who will support your recovery. The healthcare team will work with you and your chosen partners in care to prepare the best possible plan for discharge.



## YOUR HEALTH CARE TEAM

The healthcare team will be communicating with you regularly and will assist with preparing you for a transfer or for discharge. You can rely on them to help address your specific care needs and to answer your questions.

## DISPUTING DISCHARGE OR TRANSFER PLANS

Start by talking with your healthcare team directly when you have questions or concerns about your medical care and the discharge or transfer planning underway. You can also ask to speak with a supervisor or manager about your care.



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Health Care Services

[wrha.mb.ca](http://wrha.mb.ca)

## CONTACTING WRHA CLIENT RELATIONS

Client Relations is a service designed to help navigate your healthcare journey in the Winnipeg health region. The feedback you share will help improve the overall quality of health services you received.



Phone: **204-926-7825**

Email: **clientrelations@wrha.mb.ca**

## ACCESSING COMMUNITY SUPPORTS FOR RECOVERY

To support ongoing recovery after discharge, you may be provided with a discharge information sheet identifying follow-up appointments, prescriptions for medication, outpatient service providers, and/or relevant community-based resources.



- ✓ Home care services
- ✓ Primary care providers
- ✓ Community partner agencies
- ✓ Palliative care services
- ✓ Interdisciplinary healthcare teams (e.g. occupational therapists, physiotherapists, respiratory therapists, etc.)



### Healthy Management Guide

On-demand access to resources designed to help you develop healthy habits.

There are certain circumstances where a partner in care is not available, or a safe and stable living environment is not accessible. In these situations, the healthcare team will connect you with community services and programs that can give you the supports you will need.

## SYSTEM NAVIGATORS

There are many available programs and services within the Winnipeg health region, but they are not always easy to find.

**System Navigators** can guide people through health and social services, connecting the right supports and resources. Navigators provide a measure of **familiarity and security** for people who are looking for **health and well-being information**.

- Physical & Mental Health
- Finances
- Home
- Social
- Transport
- Equity & Inclusion

### A Guide to Living Safely at Home



A helpful list of services to maintain health and well-being in your community.



## FREQUENTLY ASKED QUESTIONS:

### ***What does it mean to no longer require medical care?***

You no longer require medical care when your condition has become stable, your care team has finished looking for new diagnoses, you are at low risk for decline and do not require the high level of services provided in your current care setting.

### ***Is there a cost if I decline the transfer or discharge plan?***

Manitoba's healthcare system is a shared service for all Manitobans. If you refuse to transfer or leave the hospital when medical care is no longer required, access will be limited for others who require care.

You will be charged a daily rate, as set by Manitoba Health, Seniors and Long Term Care, for remaining in a space that is no longer medically required.

### ***What if I am uncertain my needs can be met at home?***

You are an active participant in planning for the care you need. The healthcare team will be communicating with you regularly so speak up and share your questions and concerns with them. Involve your partner in care, family or friends, to help as well.

If your needs cannot be met at home, your health care team will work with you and your partners in care (e.g. family, friends or caregivers) to apply to and transfer to the first available bed that meets your care needs. This could mean going to an alternate site such as:

- ✓ Specialized housing with higher-level supports
- ✓ A personal care home where you can await your home of choice
- ✓ A hospice facility or palliative care services

### ***What if I disagree with the discharge plan or transfer plan?***

If you have questions or concerns about your care and discharge plan -- and feel the healthcare team has not appropriately addressed them -- we encourage you to ask to speak with the manager or supervisor.

### ***When is it time to ask for additional help with disagreements over discharge or transfer planning?***

WRHA Client Relations is a service designed to help navigate your healthcare journey in the health region. Reach out to them after you've exhausted discussions with the healthcare team, supervisor or manager. Your feedback at this stage is documented to help improve the overall quality of health services you received.



Phone: **204-926-7825**

Email: [clientrelations@wrha.mb.ca](mailto:clientrelations@wrha.mb.ca)



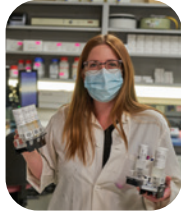
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Health Care Services

[wrha.mb.ca](http://wrha.mb.ca)

# THE SPIRIT OF THE GRACE

Established in 1904, The Grace plays a vital role in health care in our city, and has been at its present location in the west end of Winnipeg since 1967. Much has changed, but our commitment to providing compassionate care remains the same.



## **GRACE HOSPITAL OFFERS:**

**EMERGENCY** department that operates 24/7, 365 days a year.

**CRITICAL CARE (ICU)** support to unstable patients in critical condition with around-the-clock monitoring and care.

**SURGERY** including orthopedics, urology, general surgery, endoscopy and gynecology. With over 11,000 procedures done annually, the Grace is a site for after hours emergency general surgery and emergency orthopedic trauma surgery.

**MEDICINE** Inpatient and outpatient services are provided. This includes the Adult Medical Clinic (multi-sub specialties).

**GRACE HOSPICE** is a state-of-the-art, palliative care facility.

**CANCER CARE** provides outpatient assessment, treatment and follow-up care.

## **SUPPORT PROGRAMS AND OUTPATIENT SERVICES**

includes Indigenous health services, clinical nutrition services, diagnostic imaging, educational resources, home care services, laboratory, occupational therapy, physiotherapy, pharmacy, respiratory therapy, social work, and spiritual care.

# QUESTIONS AND CONCERNS

Your health is our priority. As the patient, you have every right to ask questions about your care, and to share your concerns.

## **SPEAK WITH A MEMBER OF YOUR HEALTH CARE TEAM.**

They're here to help! If they can't answer your questions they will connect you with the person who can.

## **ASK TO SPEAK WITH THE CLINICAL MANAGER.**

They'll be able to help you with any information that your health care team cannot provide. On evenings, nights and weekends, ask for the Facility Patient Care Manager.

## **SPEAK WITH THE PATIENT RELATIONS OFFICER**

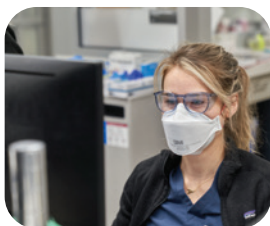
for issues that cannot be resolved by the Clinical Manager. They are an advocate for patients and families. The Patient Relations Officer can be reached by calling 204-837-0318.

## **UNSATISFIED WITH GRACE HOSPITAL'S RESPONSE?**

You are welcome to call WRHA Client Relations at 204-926-7825 or email [clientrelations@wrha.mb.ca](mailto:clientrelations@wrha.mb.ca).

## **HAPPY WITH THE CARE YOU RECEIVED?**

LET US KNOW! These comments can also be directed to the Patient Relations Officer or WRHA Client Relations.



# PATIENT RELATIONS OFFICER

The Patient Relations Officer assists patients and families in navigating the health care system to ensure quality care and good client service.

If a problem arises that can't be resolved with your care providers, a patient and/or their family can request that the Patient Relations Officer become involved to assist in getting questions answered and to ensure that patients and families' voices are heard and understood.

PHONE: 204-837-0318 • EMAIL: [clientrelations@wrha.mb.ca](mailto:clientrelations@wrha.mb.ca)



# **YOUR HEALTH CARE TEAM**

Our health care team has your best interests and good health at heart. The needs of each patient are different, and you will interact with various members of the team based on your specific needs.

**DOCTORS/PHYSICIANS**

**NURSES**

**PHARMACISTS**

**DIAGNOSTIC SPECIALISTS**

**PHYSIOTHERAPISTS**

**SPIRITUAL HEALTH SPECIALIST**

**CLINICAL DIETITIANS**

**PSYCHOLOGISTS**

**OCCUPATIONAL THERAPISTS**

**INDIGENOUS HEALTH SERVICES STAFF**

**SOCIAL WORKERS**

**SPEECH AND LANGUAGE PATHOLOGISTS**

**RESPIRATORY THERAPISTS**

**SUPPORT STAFF**

**HEALTH CARE INDUSTRY POST SECONDARY  
STUDENTS**

**HOME CARE COORDINATORS**

**PATIENT RELATIONS OFFICER**

**VOLUNTEERS**



# PATIENT VALUES

## DECLARATION OF PATIENT VALUES

When I or people I care about need health care, I value:

### DIGNITY AND RESPECT

Seen as an individual with unique life experiences & needs.

Treated with respect and compassion, without judgment of my condition, culture, or life.

Having my privacy respected.

### CARE AND COMPASSION

Healthcare providers who are caring and compassionate with me and my family.

Healthcare providers who want to know me, and ask questions so that they can provide the best care possible.

### FEELING SAFE

Communicating what I need and understand what is happening.

Getting help from interpreters or others who can help me communicate.

Trusting my healthcare team.

### OPEN AND TRANSPARENT

Feeling truly listened to.

Having my healthcare provider's full attention.

Getting information and all the options for treatment.

Taking part in making informed decisions.



### GETTING SUPPORT

Make sure my experience moving through the health care system is well-coordinated, smooth and timely.

Knowing what to expect - wait times, other resources to connect to and other options I might have.

### EQUAL PARTNERSHIP

Considered a partner in my care, not just a patient.

Include people who support me on my healthcare team.

Take part in decisions that affect me.

Have flexibility.

Achieve my goals.

### AS AN ACTIVE PARTNER IN MY CARE, I WILL:

Be open and share information about my health, including symptoms, challenges, concerns, expectations and goals.

Ask questions if I don't understand.

Set a positive tone and be respectful of all members of my health care team.

Try my best to follow my care plan and inform health providers if I'm having difficulty doing so and work with my healthcare team to resolve issues.

Use health care resources appropriately.

This declaration is intended to reflect the values of those receiving services within the Winnipeg health region and the involvement of caregivers, family members, and others who support patients.



GRACE HOSPITAL



Excerpted from "Declaration of Patient Values".

This declaration was developed through consultation with WHRA public and patient engagement volunteers.

# ACCESS WINNIPEG WEST

**ACCESS WINNIPEG WEST** is a full service community health and social services centre in partnership with the Department of Manitoba Families. It features a walk-in- clinic, primary care clinic and offers out-patient services including community mental health, psychiatry, dietitians, speech language pathology, midwifery, public health, home care, employment and income assistance, child and family services, community living disabilities and provincial alternative support services.

The Extended Hours Primary Care Clinic (EHPCC) is designed to provide quick, convenient and high quality care for minor health issues outside of standard clinic hours. The EHPCC is open in the evenings, on weekends, and even holidays.

Access Winnipeg West is the base of operations for all Home Care services in the west end of Winnipeg.



280 Booth Drive

Telephone: (204) 940-2084

[www.gracehospital.ca/access-winnipeg-west](http://www.gracehospital.ca/access-winnipeg-west)

# GETTING AROUND

## PARKING

The main parking area is located in front of Grace Hospital. Hourly, daily, weekly and monthly rates are available. Pay stations are located in the main lobby and by the Emergency Department.

For weekly and monthly parking, please go to Switchboard.

Metered & handicap parking are available in various locations.

For those visiting the Dorothy Wood Building, separate parking is available (exit off Booth Drive).

## TRANSIT BUS INFORMATION

The city bus stops on Pearl McGonigal Way, right in front of Grace Hospital.

- Grace Hospital Eastbound Bus Routes – 82, 83, 98
- Grace Hospital Westbound Bus Routes – 11 & 21, 83

Consult Winnipeg Transit website ([www.winnipegtransit.com](http://www.winnipegtransit.com)) or Telebus (204-287-7433) for detailed schedule information.

## TAXI SERVICE

The pay phones in the Emergency Department and main lobby have a button that rings directly to a local taxi service.

## WHEELCHAIRS

Wheelchairs and Staxi-Chairs are available in the Emergency Department, main lobby and Dorothy Wood Building for people in need of assistance.

# VISITOR INFORMATION

## FINDING A PATIENT

Patient locations and room numbers can be found through the Inquiry Desk located in the Admitting area, or through the patient inquiry phone line in the main lobby which provides a direct link to the Inquiry Desk. The main parking area is located right in front of Grace Hospital.

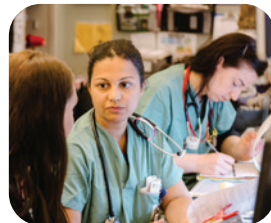
## VISITING HOURS

- **MEDICAL/SURGICAL UNITS** ↔ 8:00AM - 8:00PM
- **SURGICAL DAYCARE** ↔ 6:30AM - 8:00PM
- **INTENSIVE CARE UNIT** ↔ OPEN 24 HOURS  
(immediate family/essential caregivers only)
- **RECOVERY ROOM** ↔ VISITORS ARE NOT PERMITTED

Designated care providers may be permitted to stay beyond stated Visiting Hours.

Sleeping in a patient's room may be considered following consultation with the patient and care providers.

GRACE HOSPITAL IS A  
NON-SMOKING AND SCENT-FREE FACILITY.



# PREPARING FOR YOUR STAY

The following list of suggestions will help make your stay at The Grace comfortable and positive.

## WHAT TO BRING TO THE HOSPITAL

Please remember to label your personal items:

- Your Manitoba Health card
- Personal/Private Insurance card(s)
- List of your current medications and their dosages
- Health care directive
- Eyeglasses
- Dentures
- Hearing aids
- Toiletries
- Pajamas
- Shoes
- Housecoat
- Small amount of cash (less than \$20.00 for personal items)
- Reading material
- Cell phones and other wireless devices
- Headphones for personal devices/hospital television services
- CPAP/BiPAP machine with mask and tubing



Personal items to leave at home:

- Items of sentimental value
- Irreplaceable documents
- Unnecessary cash or credit cards
- Plug-in appliances (alarm clocks, radios, laptop computers)
- Jewelry and expensive clothing

Patients and visitors are responsible for their belongings and valuables. Grace Hospital is not responsible for replacing or reimbursing you for any lost, misplaced, or stolen items.

# ADMITTING

**PLEASE BRING YOUR MANITOBA HEALTH CARDS AND ANY PERSONAL/PRIVATE HEALTH INSURANCE CARDS.**

## **THE HOSPITAL HAS TWO (2) MAIN ENTRANCES**

- Emergency Department Entrance (located on the East side)
- Main Entrance

Both entrances face south towards Portage Avenue. Visitors can enter through either entrance.

## **ADMITTING (PATIENT REGISTRATION)**

All patients must report and register at Admitting, except those who have an appointment with the Diagnostic Imaging Department, Orthopedic Clinic, Endoscopy Clinic or Pre-Admission Clinic.

### **• DIAGNOSTIC IMAGING**

Report to the Diagnostic Imaging Department, main floor.

### **• ORTHOPEDIC/ENDOSCOPY/ PRE-ADMISSION**

Take the elevators to the 2nd floor.

## **PATIENT IDENTIFICATION**

Patient safety starts with positive patient identification. Your identity will always be verified with at least two personal identifiers - asking for first and last name and date of birth before any treatment or tests, including appointment check-in, diagnostic testing, administration of medications, etc.

Upon admission, you will be provided with an identification (ID) bracelet. Please verify the information is correct and wear it at all times. If your identification bracelet becomes lost or damaged, please inform your nurse or health care provider immediately.

# ADMITTING

**PLEASE BRING YOUR MANITOBA HEALTH CARDS AND ANY PERSONAL/PRIVATE HEALTH INSURANCE CARDS.**

## **OUT-OF-PROVINCE/FOREIGN RESIDENTS**

Canadian citizens must present their provincial health card upon admission. Canadian citizens who do not have their provincial health card with them and all non-Canadian citizens must make arrangements for payment for their care via credit card or cash prior to or upon arrival at the hospital. Non-Canadian citizens must also sign a waiver of liability.

## **PRIVACY CODE/ANONYMOUS STAY**

A privacy code means that if individuals inquire about you, whether over the phone or in person, we will not divulge that you are a patient. Please declare your wish for a privacy code upon admission, or discuss it with a member of your health care team on the ward.



# YOUR HOSPITAL STAY

## CONSENT TO TREATMENT

At Grace Hospital, we respect the decisions and choices you make about your care - this includes giving you information when requested through relevant brochures and pamphlets.

You may be asked to sign a consent form for specific procedures and or surgeries. Before signing, you should have all the information and a full understanding of the situation.

If you do have questions, please consult with your physician.

The decision to accept or refuse treatment is yours.

## HEALTH CARE DIRECTIVE

A Health Care Directive is a personal care document that describes your wishes for your care in the event that you are unable to make those wishes known. If you have such a document, please advise our staff when you are admitted.

For more information on Health Care Directives, please ask your health care provider. Patients may also be asked to participate in discussions about Advanced Care Planning – Goals of Care.

## FIRE SAFETY

Fire safety is an important concern. Staff are well-trained in fire safety protocol, and will assist you in the event of an emergency. Fire drills are held regularly. During a fire alarm, staff will close your door.

If you are in another area of the hospital, please remain there until the “all clear” is announced. Visitors should remain at your bedside during a fire alarm.



# YOUR HOSPITAL STAY

## TELEVISION SERVICE

Televisions are provided in most patient and visitor lounges.

Television service in your room is provided by SelectVu Patient Entertainment, and is available at a cost.

For the comfort of other guests, headphones are strongly recommended and can be purchased through SelectVu (these will be delivered to your bedside) or you can purchase them in the Grace Hospital Gift Shop on the main floor of the hospital.

For more information on renting a television during your stay, please call 204-787-7905.

## WELL WISHES

The Well Wishes Program provides an opportunity for patients to receive special thoughts and best wishes from family and friends.

Grace Hospital volunteers deliver “Well Wishes” to patients daily (excluding weekends and holidays).

Well Wishes can be submitted through the Grace Hospital website at [www.gracehospital.ca](http://www.gracehospital.ca)

## LATEX ALLERGIES

It is requested that patients/visitors refrain from bringing latex balloons to Grace Hospital. Many patients, staff and visitors have allergies to latex.

# PATIENT SAFETY

If you or your family have questions or have identified a safety issue, please share it with your health care team, the Clinical Manager or the Patient Relations Officer so that we may resolve your concerns before more possible harm occurs.

## WHAT YOUR HEALTH CARE TEAM WILL DO

- Your health care team will always identify themselves when entering your room.
- Staff will check your ID bracelet, and verify your name and birth date before giving you any medication.
- When the call bell is pushed, the health care team will respond as quickly as possible.

## WHAT PATIENTS AND FAMILIES CAN DO TO ENHANCE PATIENT SAFETY

- Take an active role in your treatment. Provide information to health care staff.
- Ask questions - it's okay to ask more than once.
- Write down questions so you'll remember them or designate someone to be your advocate.
- Wear your ID bracelet at all times - let your health care team know if it comes off or becomes faded.
- Wash your hands frequently - it's the most important way to fight germs.
- Call health care staff if an alarm sounds on your medical equipment.
- Don't permit visitors to touch the equipment.

# PATIENT SAFETY

## TIPS FOR PREVENTING FALLS

- Bring in good fitting, non-slip footwear to use while walking.
- Follow any instructions you have been given about getting out of bed and walking.
- Keep your bedside table, telephone, glasses, call light and personal items within reach.
- Side rails are up for your safety, do not try to climb over or around them.
- When getting out of bed, rise slowly and sit at the side before standing.
- If you feel weak, dizzy or lightheaded, do not get up. Use your call light to ask for help.
- Keep your cane/walker within reach and use it when walking with assistance from family members.
- Plan regular bathroom visits with your care team - we want to ensure that you are safe.

## SKIN HEALTH INJURY PREVENTION

Your health care team will complete a risk screening to help identify if you are at risk for skin breakdown. A plan of care based on your level of risk will be created and followed.

- Check your skin frequently for rashes, red spots, swelling or pain.
- Tell the staff if you notice a change in your skin.
- Change your position at least every 2 hours or sooner.
- Use pillows or heel boots to support your heels if you have limited mobility.

# PATIENT SAFETY

## CALL BELLS

- Your call bell will be placed where you can easily reach it.
- Let us know if your call bell is not working or out of reach.
- Use your call bell to alert us when you need our help.

## ALLERGIES/DIETARY NEEDS

- Our staff will ask about allergies, food preferences and special dietary restrictions you may have. These allergies and dietary needs will be documented in your chart.
- Check labels and packaging before consuming any food.
- If something looks wrong, let the health care team know.
- Use unscented soap, shampoo, deodorant and avoid wearing perfumes/colognes.

## INFECTION PREVENTION AND CONTROL

- Grace staff will wash or sanitize our hands before and after helping you.
- The health care team will wear gloves when required.
- Help us prevent infection by washing your hands or using hand sanitizer often.
- Cover your mouth and nose when sneezing or coughing with your elbow.
- Have visitors wash or sanitize their hands before and after seeing you.
- Ask visitors to stay home or to leave if they are sick.
- Don't share personal items such as toothpaste, razors, etc.

# PATIENT SAFETY

## VIOLENCE/ABUSE PREVENTION

- All visitors, patients and staff are to be treated with dignity, respect and care.
- The health care team will screen all patients for potential violence/aggression/responsive behaviors.
- All incidents of violence and/or abuse will be reported.
- Plans will be developed to keep staff and patients safe.
- Alert security and others when needed.
- Speak with a member of the health care team if you have any concerns.

## MEDICATION SAFETY

- Staff will check your ID bracelet and ask your name and birth date before giving you medication.
- Bring a list of any medications you are taking (including over-the-counter, vitamins and supplements).
- Do not take any medications/supplements you have brought with you - check with your doctor first.
- Describe any type of reactions you've had to previous food or environmental allergies.
- Tell your doctor or nurse if you're concerned about the medication you're taking.

# PATIENT SAFETY

## 5 QUESTIONS TO ASK ABOUT YOUR MEDICATIONS when you see your doctor, nurse, or pharmacist.

### 1. CHANGES?

Have any medications been added, stopped or changed, and why?

### 2. CONTINUE?

What medications do I need to keep taking, and why?

### 3. PROPER USE?

How do I take my medications, and for how long?

### 4. MONITOR?

How will I know if my medication is working, and what side effects do I watch for?

### 5. FOLLOW-UP?

Do I need any tests and when do I book my next visit?



**Keep your medication record up to date.**

**Remember to include:**

- ✓ drug allergies
- ✓ vitamins and minerals
- ✓ herbal/natural products
- ✓ all medications including non-prescription products

**Ask your doctor, nurse or pharmacist to review all your medications to see if any can be stopped or reduced.**



Visit [safemedicationuse.ca](http://safemedicationuse.ca) for more information.



[SafeMedicationUse.ca](http://SafeMedicationUse.ca)



# PERSONAL HEALTH INFO

The Personal Health Information Act (PHIA) is a Manitoba law that governs the collection, use and disclosure (sharing) of personal health information within the health care system. In accordance with PHIA, your personal health information is collected and used in a confidential manner.

## **WE ONLY SHARE YOUR PERSONAL HEALTH INFORMATION WITH THOSE WHO NEED TO KNOW IT, IN ORDER TO PROVIDE FOR YOUR CARE.**

We will also collect, use and disclose information for other purposes permitted by PHIA, including quality improvement and risk management. Contact information is shared with our Grace Hospital Foundation for donation opportunities.

You have the right to access your personal health information, request corrections and limit who sees it.

For more information about PHIA and your personal health information, please speak with a member of your health care team or contact Grace Hospital's PHIA Officer at (204) 837-0167.

If you are not satisfied with the response from the Grace Hospital about access to or about collection, storage, use or disclosure of your personal health information, a formal complaint can be made to the Provincial Ombudsman's Office.



# HOSPITAL AMENITIES

## **GIFT SHOP**

Located in the front hallway between the Main Lobby and Emergency Department, the Gift Shop offers a wide variety of items. For more information, please call (204) 837-0101.

### **HOURS OF OPERATION** (subject to change)

Monday - Friday 9:00AM – 4:00PM

Saturdays 10:00AM – 4:00PM

Sundays 11:00AM – 3:00PM

## **CAFÉ PEARL**

Café Pearl, operated by Eurest-Compass Group Canada, provides a variety of fresh and prepared menu features, including daily homemade soups, baked goods, salads and entrees, for breakfast, lunch, and dinner.

Please contact the Chef/Manager at (204) 837-0503 with any food services concerns.

### **HOURS OF OPERATION** (subject to change)

Monday - Friday 8:00AM – 6:30PM

Saturdays & Sundays 9:00AM – 6:30PM

## **TIM HORTONS**

Located on the main floor in the front lobby, Tim Hortons (operated by Eurest-Compass Group Canada) offers a limited menu to their customers.

### **OPEN DAILY 7:00AM – 8:00PM** (subject to change)

## **VENDING MACHINES**

24-hour vending machines are located in the main lobby, in the hallway in front of the Emergency Department, and in front of the public elevators on the hospital lower level.



# HOSPITAL AMENITIES

## **BANK MACHINE**

An automated bank machine is located on the main floor next to the main entrance.

## **THE SANCTUARY**

Located on the ground floor of the hospital in the hallway leading to the Dorothy Wood Building, The Sanctuary serves as a multi-denominational space for patients, families, visitors and staff.

Our Spiritual Health Specialists provide spiritual health in the midst of medical needs. Available 24 hours a day, ask for the on-call Spiritual Health Specialist at (204) 837-8311.

## **LANGUAGE SERVICES**

For non-English speaking patients, interpretation services are available at no cost. Ask your health care team about this service.

## **INDIGENOUS HEALTH SERVICES**

Grace Hospital, in partnership with WRHA Indigenous Health Service, offers translation, advocacy, discharge planning and spiritual care/cultural care for First Nations, Métis, and Inuit people.

For more information, call (204) 940-8880 or visit [www.wrha.mb.ca/aboriginalhealth](http://www.wrha.mb.ca/aboriginalhealth)

The Indigenous Health Services office is located in the Dorothy Wood Building, Room 221.

**OFFICE HOURS:** Monday - Friday 8:30AM – 4:30PM

# PREPARING TO GO HOME

## DISCHARGE TIMES

On the day you are able to leave the hospital, your discharge time will be determined by staff.

In order to help ensure that beds and services are available for all who need them in a timely way, discharges from the hospital will occur no later than 11:00AM.

Surgical Daycare patients are discharged by 6:30AM.

## PICK UPS

15 minute patient pick-up parking is available in the loop at the main entrance to the hospital.

## WHEELCHAIRS

If your family transports you by wheelchair to the main lobby at the time of discharge, simply leave the wheelchair in the main lobby, and we will have it taken back to the unit.

## SAFEKEEPING

Remember to pick up any valuables you have in safekeeping from the Cashier Office before leaving.

## PATIENT ACCOUNTS

If you have any outstanding balances related to room accommodations or other services, please stop by the Cashier Office (located in the Admitting area) and settle your account before leaving.

# BECOME A VOLUNTEER

Volunteers have been the cornerstone of Grace Hospital since its inception more than 100 years ago. Our volunteers, both adult and youth, play a vital role in enhancing the quality of patient care each and every day.

At Grace Hospital, we have approximately 315 volunteers who contribute over 25,000 hours of service each year.

We are grateful for their dedication, and selflessness and commitment of our volunteers who selflessly give their time and energy to make a difference in the lives of others.

If you are interested in becoming a volunteer at Grace Hospital, we invite you to reach out to our Volunteer Services department to learn more about our opportunities.

## INTERESTED IN VOLUNTEERING?

Please call 204-837-0369 or fill out our online application at [www.gracehospital.ca](http://www.gracehospital.ca)



# SUPPORT GRACE HOSPITAL

Established in 1990, Grace Hospital Foundation is a not-for-profit organization dedicated to enhancing patient care through the funding of vital equipment and programs.

**TOGETHER, WE CAN MAKE A DIFFERENCE.**

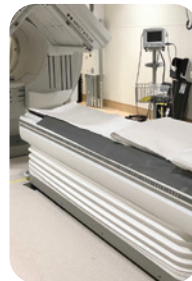
**MAKE A DONATION.** Your contribution will directly impact patient care and help ensure that Grace Hospital has the resources needed to provide top-notch medical treatment.

**PARTICIPATE IN FUNDRAISING EVENTS.** Join us at one of our community events or fundraisers to show your support and help raise awareness and funds for the hospital.

**SPREAD THE WORD.** Help us reach more people by sharing information about Grace Hospital Foundation with your friends, family, and colleagues. The more people who know about our cause, the more support we can gather.

**PARTNER WITH US.** If you are a business or organization looking to make a difference in your community, consider partnering with Grace Hospital Foundation. There are various opportunities for corporate sponsorships that can benefit both your organization and the hospital.

For more information or to make a donation, please visit [gracehospitalfoundation.ca](http://gracehospitalfoundation.ca) or call 204-837-0375.



# EVERY EXPERIENCE MATTERS

Every experience matters. Share yours with us.



#### CONTACT US

Telephone: 204-926-7825

Email: [clientrelations@wrha.mb.ca](mailto:clientrelations@wrha.mb.ca)

Take the 2-minute survey at [wrha.mb.ca/experience-survey](http://wrha.mb.ca/experience-survey) or scan the QR code.

Your feedback from the WRHA Service Experience Survey helps us improve our services and better meet your health care needs.

Share your thoughts and ideas with us! Even the smallest changes can make a big difference.

[wrha.mb.ca](http://wrha.mb.ca)

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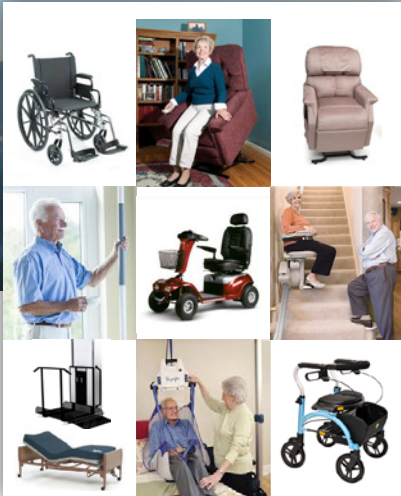


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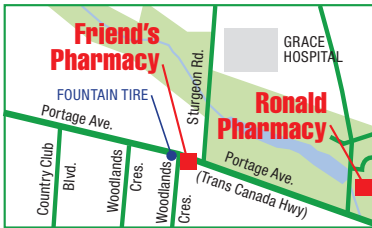
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