

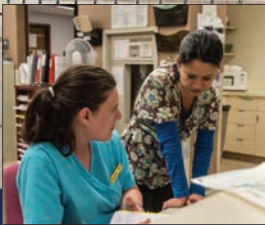


# GRACE HOSPITAL



An operating division of

Winnipeg Regional Health Authority    Office régional de la santé de Winnipeg  
*Caring for Health    À l'écoute de notre santé*



## Patient Services Directory



300 Booth Drive | Winnipeg, MB R3J 3M7 | 204-837-0111

## *Welcome to Grace Hospital*

We are your hospital, and patient-centered care is our focus. As your patient, we see you as a person first. You are unique and special, and your health care needs are equally unique and special. Our job is to address those needs as effectively as possible.

This Patient Services Directory is designed to assist you while you are here. It will inform you of the wide range of services that we provide, as well as help you and your family navigate our facility. It is also yours to keep and take with you for future reference.

I wish you a pleasant stay here at The Grace.



Kellie O'Rourke  
COO, Grace Health Campus  
*(including Grace Hospital, Access Winnipeg West & Community Health Services St. James/Assiniboia & Assiniboine South)*

# Who We Are

Grace Hospital is a 251-bed acute care facility, owned and operated by the Winnipeg Regional Health Authority. Established in 1904, The Grace has played a vital role in health care in our city for more than a century, and has been at its present location in the west end of Winnipeg since 1967. Much has changed since our inception, but our commitment to providing compassionate care remains the same. That's the "Spirit of Grace".

## Patient Care Programs

- **Medicine** – provides inpatient and outpatient services and includes the Adult Medical Clinic (multi-sub specialties), Vascular Lab and Vascular Clinic. The Medicine Program has a University-affiliated clinical teaching unit.
- **Surgery** – conducts over 11,000 procedures annually including orthopedics, urology, general surgery, neurological/spinal surgery, endoscopy and gynecology and is a site for after hours emergency general surgery (Acute Care Surgical Services) and emergency orthopedic trauma surgery. It is a University-affiliated clinical teaching program.

- **Emergency** – operates 24/7, the ER treats over 45,000 patients per year.
- **Grace Hospice** – a state-of-the-art, 12-bed palliative care facility.
- **Cancer Care** – provides outpatient assessment, treatment and follow-up care.
- **Critical Care (ICU)** – an 10-bed unit providing support to unstable patients in critical condition with around-the-clock monitoring and care.

## Support Services

- Other programs and services include indigenous health services, clinical nutrition services, diagnostic imaging, educational resources, home care services, laboratory, occupational therapy, physiotherapy, pharmacy, respiratory therapy, social work, spiritual care, a university-affiliated library and much more.

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

## Healing Our Health System

Grace Hospital has been designated as one of three acute care sites in Winnipeg, along with Health Sciences Centre and St. Boniface Hospital. With this, we have seen volume increases in surgery, medicine, critical care, and emergency care, and we are proud to accept this larger role in health care delivery.

## Mission, Vision and Values

Grace Hospital is owned and operated by the Winnipeg Regional Health Authority and proudly shares its Mission, Vision and Values.

### Mission

To co-ordinate and deliver safe and caring services that promote health and well-being.

### Vision

Healthy People.  
Vibrant Communities.  
Care for All.

### Values

- **Dignity** - as a reflection of the self-worth of every person
- **Care** - as an unwavering expectation for every person
- **Respect** - as a measure of the importance of every person

### Our Commitments

- **Innovation** - that fosters improved care, health and well-being
- **Excellence** - as a standard of our care and service
- **Stewardship** - of our resources, knowledge and care



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**Please note that we are constantly changing to meet your needs.  
Information presented may be subject to change.**

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### ACCESS WINNIPEG WEST WALK-IN CONNECTED CARE CLINIC

MONDAY TO FRIDAY 9AM - 7:30PM  
WEEKENDS AND HOLIDAYS 9AM - 4:30PM  
NO APPOINTMENT NECESSARY



## DID YOU KNOW

The Walk-In Clinic located just past the main hospital building can help you with non-Emergency issues

### GO TO THE WALK-IN CLINIC FOR:

- Cold, flu, nasal congestion, hay fever, cough, chest congestion
- Ear injury, ear ache, loss of hearing, ringing in the ears
- Dental/gum problem
- Frostbite/cold minor injury
- Constipation/diarrhea
- Genital discharge/lesion
- Menstrual problems
- Back pain
- Joint swelling
- Abrasions, sting, rash, wound check, dressing change, stitches/staples removal

*No Narcotics, Benzodiazepines or Opioids are stored on site*

### GO TO GRACE HOSPITAL EMERGENCY DEPARTMENT FOR EMERGENCY NEEDS



# Questions, Concerns and Feedback

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

## For questions/concerns, here's the process:

1. Speak with any 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.  
If you want further information:
2. Ask to speak with the Clinical Manager. On evenings and weekends, ask for the Facility Patient Care Manager.

For issues that cannot be resolved by the Clinical Manager:

3. Speak with the Patient Relations Officer. They are an advocate for patients and families. Call internal extension #70318, or externally at 204-837-0318.
4. If you are 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).

If you're happy with the care you've received, don't forget to 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. Call 204-837-0318.

# Patient Safety

## 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 band at all times. Staff should check your ID band to verify your name and birth date before giving you any medication.
- Ask anyone who comes in direct contact with you, "have you washed your hands?"
- Hand washing is the most important way to fight germs. Ask your visitors to wash their hands prior to direct contact.
- Call health care staff if an alarm sounds on your medical equipment.
- Don't permit visitors to touch the equipment.

## Preventing Falls

- Follow the instructions you have been given about getting out of bed and walking.
- If you are not able to be out of bed, ask to have your bedside table, telephone, call light and personal items within reach.
- Side rails are up for your safety. Do not try to climb over or around them.
- When you are 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.
- If you use a cane or walker, keep it within reach. Use your walker or cane when walking with assistance from family members.
- Wear footwear with non-skid soles while walking.



## Medication Safety

- Prepare a current list of your medications (including over-the-counter, vitamins, and herbal supplements) and bring the list with you to the hospital.
- Do not take any medications or herbal supplements you have brought from home without first checking with your doctor or nurse.
- Describe previous food or environmental allergies and what type of reaction you had.

- Do not let anyone give you medication without first asking your name, birth date, or checking your ID band.
- If the medication doesn't look like what you usually take, ask why.

Tell your doctor or nurse about anything that worries you about your medications.

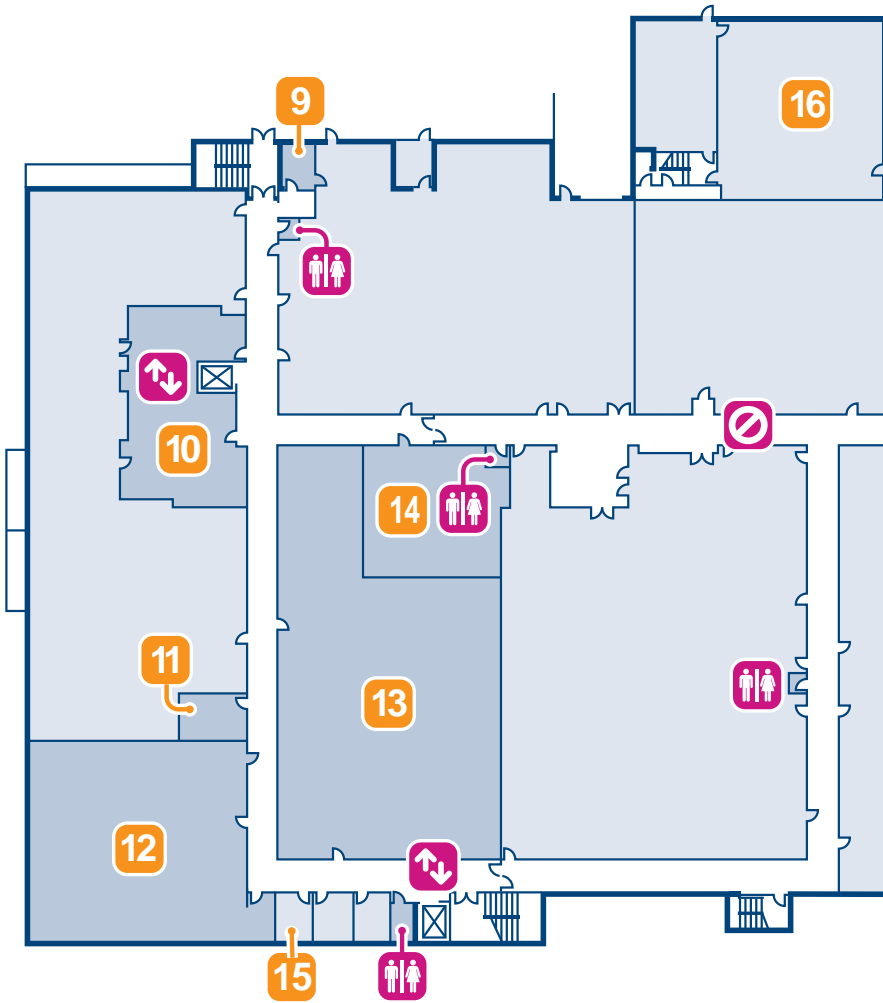


# SITE MAP – HOSPITAL SITE



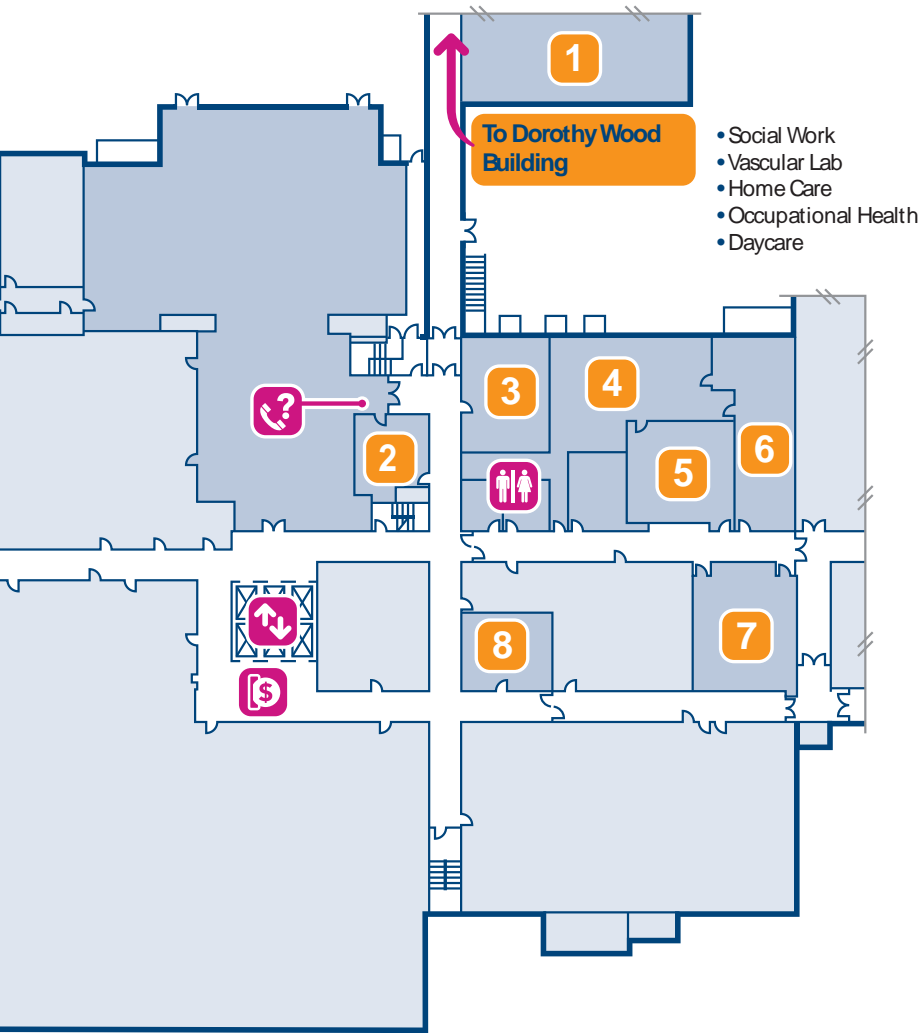


SITE MAP – GROUND FLOOR



GRACE HOSPITAL

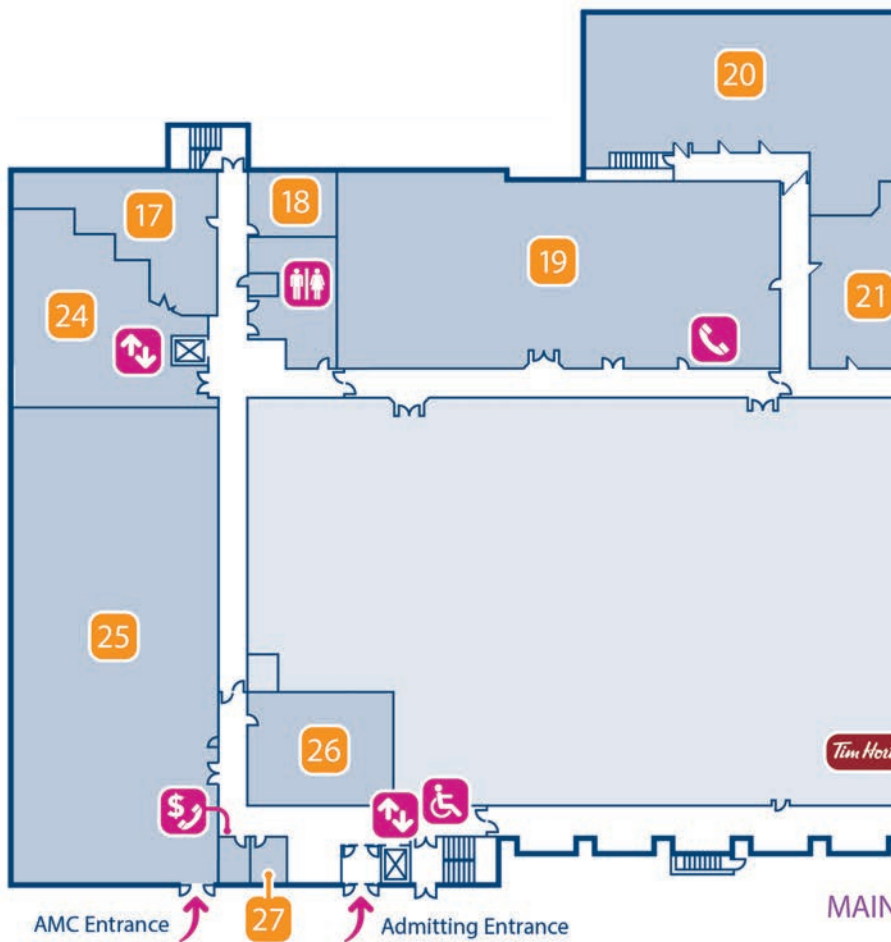
- 1 Jeffrey A. Coleman Auditorium
- 2 Sanctuary
- 3 Conference Room B
- 4 Patient Relations



- |                                   |                             |                                      |
|-----------------------------------|-----------------------------|--------------------------------------|
| <b>5</b> Conference Room A        | <b>9</b> Viewing            | <b>13</b> Rehab Services             |
| <b>6</b> Human Resources          | <b>10</b> Lab               | <b>14</b> Cardiology                 |
| <b>7</b> Bill Larson Lecture Hall | <b>11</b> Conference Room F | <b>15</b> Indigenous Health Services |
| <b>8</b> Spiritual Health         | <b>12</b> Cancer Care MB    | <b>16</b> Health Records             |

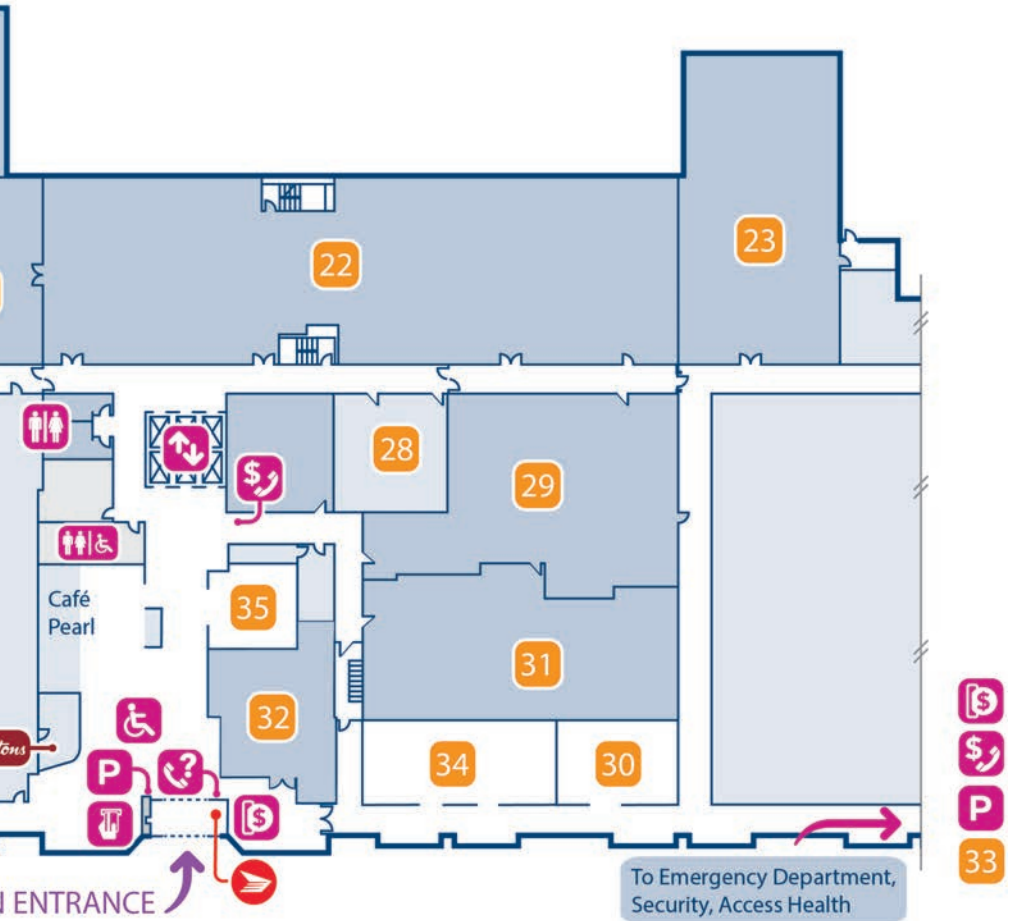
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# SITE MAP – LEVEL 1



 Entrance	 Patient Inquiry Phone	 Vending Machine
 Parking Pay Station	 Public Phone	 ATM
 Washrooms	 Pay Phone	 No Access
 Wheelchairs	 Elevators	 Mailbox

-  17 Learning Centre
-  18 Volunteer Resource
-  19 Surgical Day Centre
-  20 Intensive Care (ICU)
-  21 Respiratory



22	Diagnostic Imaging	27	Cashier Office and Inquiry	32	Grace Hospital Foundation
23	MRI	28	Conference Room D	33	Security
24	Clinical Assessment Unit (CAU)	29	Health Records	34	Seating
25	Adult Medical Clinic	30	Gift Shop	35	Seating
26	Patient Registration/Admitting	31	Administration		

20/08/2020

# Getting Around

## Parking/Transportation/Directions

The main parking area is located right 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 the Switchboard.

Metered and 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

Please consult the Winnipeg Transit web site ([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.

## Getting Around at The Grace

### Maps

Please consult the blue directional signage located throughout the hospital for help in locating various areas and departments.

### Wheelchairs

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

### Handi-Transit

For admissions to the hospital, please instruct Handi-Transit to drop you off at the Main Entrance. For visits to the Vascular Clinic, please instruct Handi-Transit to drop you off at the Dorothy Wood Building (off Booth Drive, north past the main entry to the hospital from Pearl McGonigal Way).



# Preparing For Your Stay

We want your stay at The Grace to be comfortable and positive. The following list of suggestions will help you best prepare for your stay. We recommend that you clearly label all necessary belongings.

## **Personal items to bring with you (please remember to label your personal items):**

- Your Manitoba Health card
- Personal/Private Insurance card(s)
- List of your current medications & their dosages
- Health care directive
- Eyeglasses
- Dentures
- Hearing aids
- Toiletries
- Pajamas
- Slippers
- Housecoat
- Small amount of cash (less than \$20.00 for small personal items)
- Reading material
- Tissues
- Cell phones and other wireless devices
- Headphone for use with personal devices and 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, CD players, laptop computers)
- Jewelry
- Expensive clothing

You are responsible for the safekeeping of your personal belongings during your stay. Grace Hospital is not responsible for lost, stolen or damaged patient valuables or personal belongings. If you choose to bring such items, you do so at your own risk.



# Admitting

Please remember to bring your **Manitoba Health Card as well as any personal/private health insurance cards you might have.**

**The hospital has two main entrances:**

- Emergency Department Entrance
- Main Entrance

Both entrances are facing south towards Portage Avenue. Each is clearly marked. The Emergency Department Entrance is located on the East side of the Grace hospital. Hospital visitors may enter at either of these entrances.

## Admitting (Patient Registration)

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

- **Diagnostic Imaging** – report directly to the Diagnostic Imaging Department, main floor.
- **Orthopedic Clinic/Endoscopy/Pre-Admission Clinic** – take the elevators to the 2<sup>nd</sup> floor.
- **Adult Medical Clinic** – located on the Main Floor of the hospital next to Admitting (former location of the Emergency Department).

## Patient Identification

For safety purposes, we always verify your identity with at least two personal identifiers before proceeding with any treatment.

- Upon admission you will be provided with an identification 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.
- Your health care provider will be verifying your identity by asking your first and last name and date of birth, before any treatment or tests, including check-in for appointments, diagnostic testing, administration of medications, etc.

## 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.

## Your Health Care Team

Everyone working as part of our 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.

### Your team may consist of:

- Physicians
- Pharmacists
- Nurses
- Diagnostic Specialists
- Physiotherapists
- Spiritual Health Specialist
- Clinical Dietitians
- Psychologists
- Occupational Therapists
- Indigenous Health Services Staff
- Social Workers
- Speech and Language Pathologist
- Support Staff
- Respiratory Therapists

- Learners from all health disciplines
- Home Care Coordinators
- Patient Relations Officer
- Volunteers

## Learners as Part of Your Health Care Team

Grace Hospital has a long and valued tradition of providing a supportive and successful learning experience for students in many health disciplines. We are proud to have this opportunity. We also know that these talented and compassionate learners, in all disciplines, will improve your health care experience directly, through their interactions with you personally, and indirectly, through the energy and enthusiasm they bring to us and to our work.

When they introduce themselves to you, be sure to ask them about their training and role in your care. As with all of us, it is a privilege for them to be a part of your health care team.



# While You're in the Hospital

## PHIA

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

### **Personal health information includes:**

- Your name, age, address and Personal Health Identification Number (PHIN).
- Details about your health, history and the care you have received.
- Details about payment for the health care you receive.

### **We only share your personal health information with those who need to know it, in order to provide for your care. This may include some or all of:**

- Those at The Grace or in the community who are directly providing, monitoring or evaluating your health and health care.
- Learners who are members of your health care team.
- Those who require such information to conduct health

or illness-related research, or to plan and evaluate care in Manitoba.

- Demographic information will be shared with Spiritual Care providers in the community and with the Grace Hospital Foundation, unless you request that it not be shared.

### **Your rights related to your personal health information include:**

- Examining your personal health information.
- Receiving a copy of your personal health information upon request (photocopying costs apply).
- Requesting that your personal health information be corrected.
- Giving permission for your personal health information to be shared with others when this is required by the Act (PHIA).
- Making a complaint to the Provincial Ombudsman's Office about access to or about collection, storage, use or disclosure of your personal health information.

For questions about PHIA, please call Grace Hospital's PHIA Officer at 204-837-0167.

## **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.

## **Living Will/**

### **Advanced Care Plan**

Advanced care planning is an important part of your health care. For more information on advanced care planning please visit [www.wrha.mb.ca/acp/index.php](http://www.wrha.mb.ca/acp/index.php)

## **Consent to Treatment/ Informed Consent**

At Grace Hospital, we respect the decisions and choices you make about your care. 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.

## **Health Care Information**

Ask your nurse for information about your care, including relevant brochures and pamphlets.

## **Abuse**

At Grace Hospital we provide respectful and compassionate care. We recognize that wait times and other circumstances can be a source of frustration. We ask for your patience, and promise to do everything we can to assure that your needs are addressed as quickly as possible. You can expect respect and courtesy from our staff, and we request the same from you. Abusive behaviour toward staff, patients and visitors is not permitted at Grace Hospital.

## **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.

## Room Accommodations

Your room is assigned based on the type of medical care you need and the appropriate nursing unit to provide that care.

Semi-private and private rooms are used first for a variety of reasons such as: infection control/isolation purposes. Semiprivate and private rooms are limited in the hospital so we are not always able to accommodate private insurance requests for private and semi-private rooms.

It is often necessary, for a variety of reasons (infection control, patient acuity) to move patients to a different room or unit.

You will be notified of this prior to the move. You can be assured that regardless of the room or unit you are in you will receive the care you need during your admission.

## Transfer to Another Hospital or Health Care Facility

At times you may need to be transferred to another hospital to access an inpatient bed, for special tests or procedures, or to accommodate your recovery or long-term care needs. Such transfers will be coordinated by your health care team, who will keep you fully informed of the process.

**Please note:** Certain transfers may not be covered under your Manitoba Health coverage.

## Lost & Found

Found items can be submitted to the Inquiry Desk located in the Admitting area. To inquire about lost items please call Security at 204-837-0366 (ext. 70366 within the hospital). If you do lose something, please also tell your health care provider.

## 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 for \$3.50. They 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.

## Postal Service

Volunteers deliver in-hospital mail to all departments and post mail for patients. You can ask a volunteer to help you write a letter or read cards and letters you receive. A Canada Post drop box is located in the main lobby.

## 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 the bedside with you during a fire alarm.

## Cell Phones & Other Wireless Communication Devices

The use of cellular phones and other wireless devices is permitted in Grace Hospital, except where indicated.

## 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 on a daily basis (excluding weekends and holidays). Well Wishes can be submitted through the Grace Hospital website at [www.gracehospital.ca](http://www.gracehospital.ca)

### PLEASE NOTE:

## Smoking

In accordance with City of Winnipeg Outdoor Smoking By-Law No. 62/2011 and WRHA policy, Grace Hospital is a smoke free facility. Smoking is not permitted anywhere on the property of Grace Hospital, including all entryways, grounds and parking areas.



# Discharge

Our goal at Grace Hospital is to get you well and to get you home. Grace Hospital's discharge planning process will help you safely and comfortably transition back to your home environment or other appropriate environment.

Once your health care team has determined you can go home, they will work with you and your family to facilitate this process.

On the day of discharge, your time for release 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 11:00 am, seven days a week.

**Note:** Surgical Daycare patients are discharged by 6:30 am.

## 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

Please remember to pick up any valuables you have left 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.





# 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.

## Visiting Hours

- **Medical/Surgical Units**  
8:00 am to 8:00 pm
- **Surgical Daycare**  
6:30 am to 8:00 pm
- **Intensive Care Unit**  
Open 24 hours – Only to immediate family (or person designated by the patient), length of visit may vary
- **Recovery Room**  
Visitors are not permitted

## Infection Prevention and Control

Handwashing is the single most important way to prevent the spread of infections. Staff at Grace Hospital use practices designed to prevent the spread of infection. To protect our patients and visitors we ask that all visitors wash their hands before they enter a patient room and after leaving a patient room. Antimicrobial hand gel dispensers are strategically located in corridors and patient rooms to assist you with this.

At times you will see a sign on a patient door regarding precautions that must be observed. This sign indicates that the patient is in isolation and you may need to wear gloves, gowns or a mask to visit. Please consult with a staff member before entering any room with a precaution sign on the door.

## General Rules

- Please do not visit if you are feeling unwell.
- Be thoughtful of the rights of all patients and hospital staff. Be sure to treat them with courtesy and respect, and please assist with the control of noise and the number of visitors. Lounges are available on most floors.
- Flowers and balloons may brighten a patient's day, but individuals in the immediate environment may suffer from allergies. Suggestions for gifts include books, magazines, puzzle books, a new nightgown or P.J.'s, slippers, etc.
- Please refrain from wearing strong scents, as some individuals may suffer from allergies/sensitivities.
- Visitors must respect our patients' right to privacy. Visitors must leave the patient

room or care area when asked to do so by staff.

- Sleeping in a patient's room may be considered following consultation with the patient and the care providers.
- For safety reasons, adult supervision of young children is required.

## Dayrooms/Lounges

For patients who are mobile and may have more than two visitors, there are dayrooms/lounges located at the south and north ends of each of the patient units.

### Phone Information:

- Families can call the ward after 9:00 am
- Families can call patient rooms after 8:00 am
- General Inquiries – 24 hours – 204-837-0111
- Emergency Inquiry Line – 24 Hours – 204-837-0157



# Hospital Services

## Spiritual Health Services

Spiritual Health Services provides spiritual health to patients, families and staff under the “Health and the Human Spirit” commitment of the Manitoba Government, Winnipeg West Integrated Health/Social Services and Winnipeg Regional Health Authority.

Spiritual Health Specialists, traditionally called Chaplains, focus on providing spiritual health in the midst of medical needs by actively listening to your story with empathy, compassion, responding and “walking-with” patients and families through the healing process.

To request a Spiritual Health Specialist, telephone 204-837-8311, and ask for the on-call Spiritual Health Specialist. If you are a patient, requesting a Spiritual Health Specialist, please ask your nurse to call the hospital operator and

they will page the Spiritual Health Specialist on-call. Spiritual Health Specialists are available 24 hours a day, 7 days a week. The Spiritual Health Service office is open from 8:00 am to 4:30 pm, Monday to Friday.

Spiritual Health addresses, the whole-ness of what it means to be human. As the Manitoba government’s Spiritual Health Care website [www.gov.mb.ca/healthyliving/mh/spiritualhealth/index.html](http://www.gov.mb.ca/healthyliving/mh/spiritualhealth/index.html)

## The Sanctuary

On the ground floor of the hospital in the hallway leading to the Dorothy Wood Building, you will find The Sanctuary (formerly called the Chapel). This meaningful space was designed in collaboration with the Spiritual Health Services staff, and serves as a multid denominational space. Dimmer switches for the



lights allow for the brightness of the room to be adjusted and a volume control for the calming music is accessible on the wall. The seating provides comfort, and can be easily re-arranged within the room as needed.

### **Automated Bank Machine**

An automated bank machine is located on the main floor in the Main Lobby and is available 24 hours a day.

### **Indigenous Health Services**

Translation, advocates, discharge planning and spiritual care/cultural care are a few of the services offered through Indigenous Health Programs – Health Services within the Winnipeg Regional Health Authority. 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 are 8:30 – 4:30, Monday to Friday.

### **Language Services**

Language Access currently employs trained health interpreters providing face-to-face interpreter services in 29 languages. These services are provided free of charge. The health interpreters also provide other language services. Talk to a member of our staff for access.

### **The Gift Shop**

The Gift Shop is located in the hospital front hallway between the Main Lobby and the Emergency Department, and offers a wide variety of items including cards, clothing, medical items, giftware, fresh flowers, snacks, magazines, newspapers, and toiletries.

#### Hours of Operation:

- 9:00 am to 8:00 pm – Weekdays
- 9:00 am to 4:00 pm – Saturdays
- Noon to 4:00 pm – Sundays

For more information, please call 204-837-0101.



### **Food Services**

#### **Café Pearl**

Café Pearl, operated by Eures – Compass Group Canada, is pleased to provide a variety of fresh and prepared menu features during breakfast, lunch, and dinner. Visit Café Pearl to find daily features of homemade soups, salads, and entrees. Fresh baked goods are also available. Questions regarding

food services, please call the Chef/ Manager at 204-837-0503.

Hours of Operation:

- Weekdays: 7:30 am to 7:00 pm
- Weekends: 10:30 am to 6:30 pm, including Statutory Holidays

**Tim Hortons**

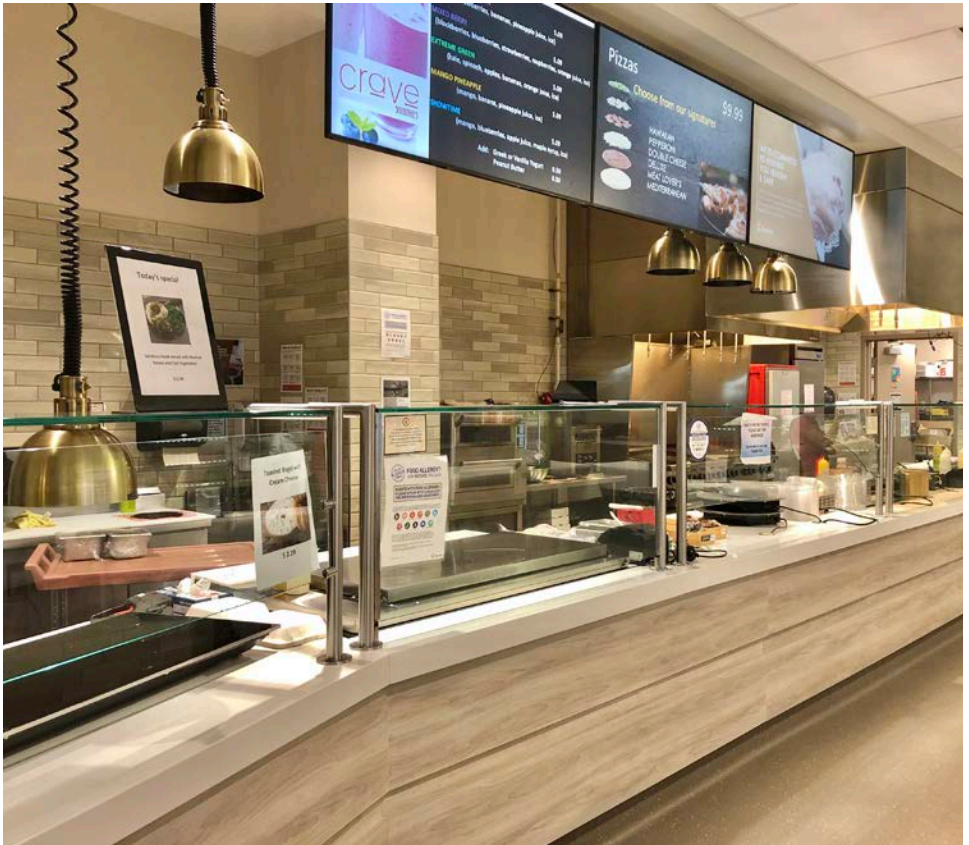
Located on the main floor in the front lobby, Tim Hortons offers their full menu to their customers. It is also operated by Eurest – Compass Group Canada.

Hours of Operation:

- 6:30 am to 11:00 pm, 7 days a week

**Vending**

For your convenience, three sets of 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.



# Help The Grace

## Volunteering

Volunteers have been the cornerstone of Grace Hospital since its inception more than 100 years ago. Volunteers, both adult and youth, contribute their unique talents, skills and knowledge to our facility and our community to provide personalized attention to our patients. This enables the employees to concentrate on the work for which they are trained and fosters good relationships between the hospital and the public which it serves.

At Grace Hospital, we have approximately 315 volunteers who fill 50 position assignments. Each year, these volunteers contribute over 25,000 hours of service. The selfless efforts of the Grace Hospital volunteers truly make Grace Hospital the warm, welcoming and caring

environment it is.

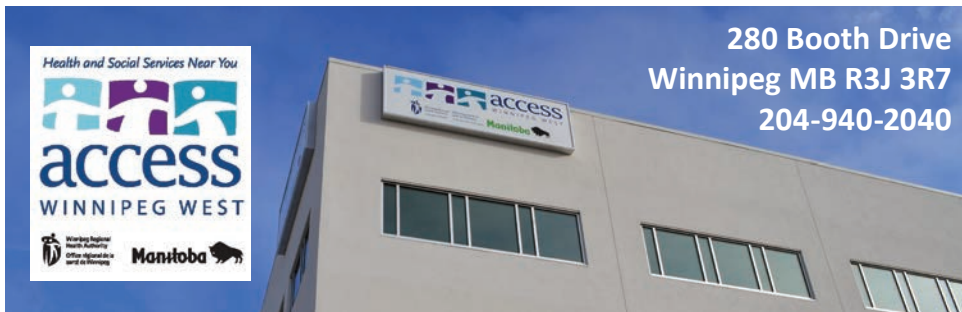
Interested in volunteering at Grace Hospital? Please call 204-837-0369 or fill out our online application at [www.gracehospital.ca](http://www.gracehospital.ca)

## Grace Hospital Foundation

The Grace Hospital Foundation is a not-for-profit organization that relies on the generosity of caring individuals and organizations to make a difference in the lives of patients at Grace Hospital. Donations fund vital patient care initiatives that help assure every patient at The Grace has access to the best care possible.

For more information about Grace Hospital Foundation or to make a contribution please visit [gracehospitalfoundation.ca](http://gracehospitalfoundation.ca) or call 204-837-0375.





## Health and Social Services Program Descriptions

Following are brief descriptions of health and social services that are offered at access Winnipeg West:

### Child and Family Services:

- Partners with the community to provide supportive and preventative services to families with at home
- Provides protection services to children at risk of abuse and neglect
- Provides specialized placement services to meet the needs of children in care

### Children's disABILITY Services (formerly Children's Special Services): (FS)

- Provides supports for children with disabilities in collaboration with families and community resources based on assessment and available resources
- Offers services in counseling, information and referral, respite care, child development, supplies and equipment, home modifications, transportation and therapy services
- Further information regarding eligibility and application procedures can be found at: <http://www.gov.mb.ca/fs/pwd/css.html>

### Community Engagement and Development:

- Involves citizens in determining and meeting their own needs and strengthens bonds between people, which creates an increased capacity to work towards common goals
- Community Facilitator expertise is available to community groups
- Promotes organizational development
- Facilitates networking and collaboration among agencies
- Provides resources to enable and facilitate local area development

## **Community Living disABILITY Services (formerly Supported Living): (FS)**

- **Residential Services** provides a range of residential and support services (respite) to assist adults with a mental disability to live in their community in the residential option of choice, including a family home, independent living or a residential care facility
- **Day Services** aims to maximize the independence and productivity of adults with a mental disability by: assisting them in adapting and participating in the province's workforce; supporting their involvement in the community; and enhancing their personal development. Transportation services are provided to adults who attend an approved funded day program.
- Further information regarding eligibility and application procedures can be found at: [http://www.gov.mb.ca/fs/pwd/supported\\_living.html](http://www.gov.mb.ca/fs/pwd/supported_living.html)

## **Community Mental Health:**

- Provides case management to persons with severe and persistent mental health problems
- Services include assessment, planning for service, providing suitable interventions, supportive counseling in regards to reaching life goals, basic needs support, and service co-ordination
- Intake for Mental Health: 204-788-8330

## **Early Learning and Child Care (formerly Child Day Care): (FS)**

- Licenses and monitors all child care centres and family child care homes in the province according to *The Community Child Day Care Standards Act and Regulations* 62/86 and 20/2011
- Provides grants to eligible licensed centres and homes
- Assigns Child Care Coordinator and subsidy advisor to work with each licensed facility
- Provides subsidies for child care fees to licensed facilities for eligible families
- Helps centres and home providers support children with special needs
- Regulates and assesses the education credentials of early childhood educators and child care assistants who work in licensed centres
- Provides online services and information for parents and providers at [www.manitoba.ca/childcare](http://www.manitoba.ca/childcare)



- Has an online Child Care Registry for parents to register their child in licensed child care [www.manitoba.ca/onlinechildcareregistry](http://www.manitoba.ca/onlinechildcareregistry)

### **Employment and Income Assistance: (FS)**

- A provincial program of last resort for people who need help to meet basic personal and family needs
- Provides assistance to people in receipt of Employment and Income Assistance (EIA) to find employment and regain their independence from EIA. Services include developing, coordinating and providing support for initiatives that increase job skills, and linking EIA participants to training and employment opportunities
- Determines eligibility for income assistance by a test of need
- Total financial resources of the household are compared to the total cost of basic necessities
- Offers three other programs designed to assist low income Manitobans – Manitoba Child Benefit Program (MCB), Rent Assist and 55 Plus
- Further information including eligibility and application procedures may be found at: <http://www.gov.mb.ca/jec/eia>

### **Financial Supports for Persons with Disabilities: (FS)**

- **MarketABILITIES (formerly Vocational Rehabilitation)** assists eligible adults with a disability to pursue and secure gainful employment by providing a range of vocational training, education and support services
- Further information regarding eligibility and application procedures may be found at: <http://www.gov.mb.ca/jec/eia/marketAbilities/index.html>
- **Income Assistance for Persons with Disabilities** provides financial and employment assistance for adults with a disability who are enrolled in the Employment and Income Assistance Program. This financial assistance is provided in recognition of the additional costs for persons with disabilities that are associated with living in the community
- Further information may be found at: <http://www.gov.mb.ca/jec/eia>

## **Home Care:**

- Provides essential supports to people whom require health services or assistance with daily living
- Provides care to people of all ages
- Promotes care, management of health issues and facilitation of hospital discharges to assist people to live as independently as possible
- Provides alternatives to personal care and long term facilities
- Long Term Care program targets chronically disabled individuals with services designed to rehabilitate or increase independent physical or mental functioning
- Clients looking to access Home Care for the first time should contact Central Intake at 204-788-8330

## **Population and Public Health:**

- Provides a range of services promoting public health and prevention of disease and injury
- Provides services in these main categories, such as:
  - Communicable Disease Prevention & Management
  - Immunization
  - Healthy Parenting & Early Childhood Development, including Families First and healthy Start
  - Healthy Children & Youth
  - Injury Prevention
  - Mental Health Promotion
  - Nutrition Promotion
  - Tobacco Reduction and Substance Use
- Provides nutrition services, targeting specific populations within our community
- Offers support to existing government programs such as Families First and Early Start
- Provides a comprehensive immunization program targeting all populations within our community
- Intake for Public Health: 204-940-2040

## **Primary Care:**

- Primary Care is the provision of integrated, accessible health care services by clinicians who are addressing a large majority of personal health care needs, developing a sustainable partnership with clients, and practicing in the context of family and community.
- The Access Winnipeg West Primary Care team will consist of many disciplines including physicians, nurse practitioners, primary care nurses, dietitians, mental health counselors and more.
- WRHA Primary Care sites, including Access Winnipeg West Primary Care, will prioritize patients who experience complex health issues and barriers to service that can be best supported through the coordinated services of an interdisciplinary team.
- Prioritized patients will reside in our community areas (Assiniboine South and St. James Assiniboia) and must not already have access to a regular Primary Care/Family Provider (Physician or Nurse Practitioner).
- Access Winnipeg West Primary Care may also consider any patients who don't have a primary care provider and have recently been discharged from Hospital or are frequent visitors to hospital emergency departments.
- Referrals: New clients are encouraged to register with the Family Doctor Finders at 204-786-7111 or register online at <https://www.gov.mb.ca/health/familydoctorfinder/register.html>

## **Program for Assertive Community Treatment-PACT: (WRHA)**

- PACT teams are multi-disciplinary comprised of mental health professionals including a psychiatrist, nurses, social workers, occupational therapists, mental health specialists, addiction specialists and vocational rehabilitation specialists. PACT uses a team approach. Each client has a recovery plan, receives assertive outreach and can expect continuous service over the years, including:
  - Treatment, rehabilitation, support, crisis response
  - The service is provided to participants in their homes, at work, and in community.
  - PACT is for individuals with psychotic disorders who have continuous high-service needs indicated by:

- high use of inpatient psychiatric services
  - frequent use of medical services
  - high use of emergency and crisis services
  - residing in hospital but could live independently with intensive services
- Intake for PACT occurs through the WRHA Central Intake at (204) 940-2655 (Monday to Fridays, 8:30 am to 4:30 pm).

## **Speech-Language Pathology:**

### **Pediatric**

- Pediatric speech-language pathologists assess the communication skills of preschool children and develop individualized service plans to meet the needs of the child and his/her family
- Length, frequency and type of intervention varies among children and is available until the child enters kindergarten. Treatment focuses on teaching careproviders fun and interactive techniques to improve the child's communication skills and help the child develop to his/her full potential. To access pediatric speech-language pathology services at AWW, please call Central Intake at 204-787-2638

### **Adult**

- The Adult Speech-Language Pathologist offers screening, evaluation, treatment, and consultative services for adults with communication and cognitive difficulty resulting from newly acquired neurological conditions (e.g., stroke, brain injury, etc.).
- For more information in accessing adult speech-language pathology services at AWW, please call Central Intake at 204-831-2526.

## **Audiology**

- Audiological services include the prevention, identification, assessment and rehabilitation of hearing loss.
- Services are provided to individuals of all ages.
- To access audiology services for children and adults, please call Central Intake at 204-787-8615.

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✉ Marty.Morantz@parl.gc.ca

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🐦 @Marty\_Morantz



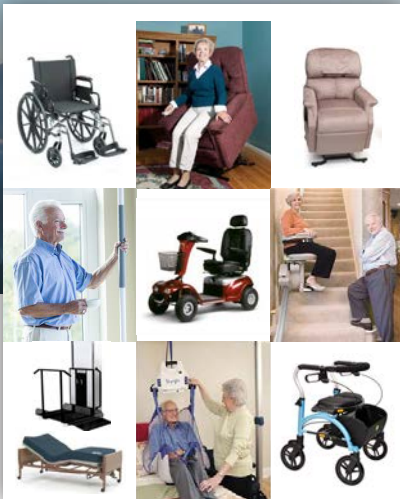
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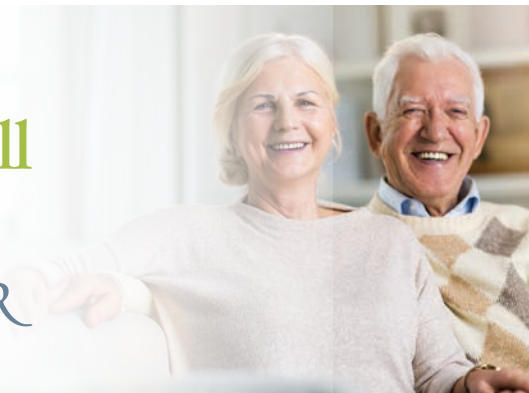


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