



Lake of the Woods  
District Hospital



# PATIENT SERVICES DIRECTORY

*“Quality Care from a Quality Team...  
Looking Well into the Future”*

**THIS DIRECTORY IS YOURS TO KEEP**

Dear Patients and Visitors,

## *Welcome to the Lake of the Woods District Hospital*

We are committed to ensuring that your stay or visit is as pleasant and as comfortable as possible.

The purpose of this directory is to provide you with information about our services that you can access directly. If you require further assistance, feel free to approach any member of the staff.

The Lake of the Woods District Hospital was founded in 1897, and was originally known as the Rat Portage Jubilee Hospital and then the Kenora General Hospital. Through the years a series of additions and renovations took place to meet the expanding needs of the population. On May 1, 1968, the St. Joseph's Hospital and the Kenora General Hospital amalgamated to form the Lake of the Woods District Hospital.

The Lake of the Woods District Hospital meets the immediate healthcare needs of residents of the City of Kenora, as well as a large surrounding area, including several First Nations Communities.

Our goal is to provide high quality patient care within the limits of our resources. Our healthcare team is made up of a wide range of dedicated, expert individuals who work along with your physician to provide you or your loved one with the best possible treatment. We are a fully accredited hospital under the national standards of Accreditation Canada.

We want your stay at the Lake of the Woods District Hospital to be a positive one. Your feedback is important to us. In order that we can continually try to improve the service delivery to our patients, we welcome your comment and your suggestions. For further information about our hospital and its programs and services please visit our web site at [www.lwdh.on.ca](http://www.lwdh.on.ca).

Sincerely,



Mark Balcaen, M.H.Sc., CHE, FACHE  
President & Chief Executive Officer

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Information presented may be subject to change.  
This document is available in alternate formats, upon request.

# Patient Bill of Rights & Responsibilities

## Your Rights

### **You have the right to:**

- Be treated with respect, consideration, dignity and compassion without discrimination.
- Receive information about your medical diagnosis, treatment and prognosis in a way you can understand.
- Make capable decisions about the plan of care prior to and at any time during the course of treatment.
- Refuse care, to the extent permitted by law and your capacity, and to be informed of the risks and benefits of that decision.
- Know who is treating you at all times and who is the health care provider in charge of your treatment.
- Express your concerns and receive a response to your questions.
- Make a complaint through channels provided for this purpose by the hospital and to have any complaint dealt with promptly and fairly.
- Enjoy a “smoke-free” environment within the hospital.
- Receive a copy of the hospital’s privacy policy and to be treated in a manner that respects your rights to privacy.
- Expect that members of your care team will communicate with one another in order to ensure continuity of care.

## Your Responsibilities

### **Your rights carry with them certain responsibilities. We ask that you or your representative respect the following obligations:**

- Request further information concerning anything not fully understood.
- Provide, to the best of your knowledge, accurate, complete and up-to-date information about present complaints, past illnesses, allergies, hospitalization, medication and other matters relating to your health, to help us to care for you.
- Identify a representative with whom your health care provider can communicate in the event that you cannot speak for yourself.
- Follow, to the best of your ability, the treatment plan created with you.
- Be courteous and respectful of other patients, visitors and members of your health care team.
- Assist in the control of the number of people visiting you and discourage friends and family from visiting if they are sick or have been exposed to a communicable disease.
- Recognize that the needs of other patients and families may sometimes be more urgent than your own.



- Recognize that healthcare providers are not required to offer treatment to patients that the providers consider to be medically or ethically inappropriate or futile.
- Respect hospital property and comply with hospital regulations and policies.
- Respect the confidentiality of others who are being treated in the hospital.
- Be responsible for all expenses not covered by OHIP or private insurance during your hospitalization.



## Lake of the Woods District Hospital Ends Statements

**Lake of the Woods District Hospital exists so that:**

**The people we serve receive optimal health care for a justifiable use of public resources.**

**This End is further interpreted to include, but not limited to:**

- People with illness or injury achieve optimum outcomes.
- Those we serve have information to make positive lifestyle choices.
- Health care delivery partners have enhanced capacity and capability to achieve their missions.

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# Hospital Services

## Accessibility

### Accessibility to the hospital includes:

- 6 accessible parking spaces
- ramps to enter hospital
- power operated access doors into and throughout the facility
- elevators
- public accessible washrooms on the main floor by emergency and by the elevators
- accessible washrooms on acute and chronic care floors
- Pocket talkers for those with mild to moderate hearing impairments available at all nursing units
- Detailed pamphlet “Accessibility at the Lake of the Woods District Hospital: A Patients Guide to Accessibility” is available through the hospital.
- The LWDH has an Accessibility Review Committee that monitors and advises on all accessibility related issues. Concerns and/or suggestions regarding accessibility can be directed to LWDH administration.
- All documents are available in an appropriate accessible format upon request



## Administration

Located on the main floor in the east wing.

**Phone:** (807) 468-9861, ext. 2230 or 2243

## Admitting (Central Patient Registry)

Located on the Main Floor inside the Emergency Entrance.

Please present your valid Ontario Health Card, and insurance information.

## Appliances

You are welcome to use your own appliances or equipment while in hospital provided it is in good and safe working condition. Any electrical equipment brought to hospital (e.g. razor, hair dryer) must be checked and approved by Maintenance prior to use. Any other equipment (e.g. C-pap machine, wheelchair, walker, etc) must be checked prior to being used. Please ask your nurse to arrange this for you. Battery operated appliances are preferred.

## Bank Machine

A 24-hour ATM is located in the Emergency/Admitting lobby.

## Bicycle Racks

Racks are situated outside the hospital at the south main entrance .The hospital is not responsible for theft or damage..

## Cancer Care (Chemotherapy)

We offer a wide range of cancer services including assessment, treatment, referral and information.

The Chemo unit is located on the 3rd floor just down the hall from the ICU.

The department's hours are Monday - Friday 9-4pm

## Cellular Phones/Personal Electronic Devices

The use of Cellular Phones, Personal Electronic Devices is prohibited for patients and visitors within the Emergency Room, the Operating Room and the Intensive Care Unit. Please turn off your phone in these areas. Cellular phones and electronic personal devices can be used in any of the waiting room areas of the hospital.



It is the policy of Lake of the Woods District Hospital to provide a safe environment for patients, visitors, staff, physicians and volunteers. LWDH will not tolerate situations of disrespectful behavior. Electronic devices must not be used for photography, videotaping or recording of conversations without consent of the individuals involved.

## Chapel

A multi-faith chapel is located on the 2nd floor. Ministerial visiting by all faiths is available. If you wish to be visited by a minister you may either call your own minister or contact the hospital Spiritual Care Coordinator at extension 2229 for assistance. If you are unable to do so, the nurses will assist you.

If, on admission, you have not declared a religion but now wish to have your name added to the ministerial visiting list, you may do so by contacting the Spiritual Care Coordinator at ext. 2229.

## Cultural Interpreters

Interpreters are available 24-hours a day, 7 days a week.

To access this service please ask your healthcare provider.

## Diagnostic Imaging

The Diagnostic Imaging department at the LWDH offers general radiography, computed tomography, mammography, bone mineral density, special procedures which include fluoroscopy, general ultrasound and echocardiography to the physicians and their patients of all ages of this community and the surrounding catchments in a timely fashion. Our hours of operation are 7:30 a.m. – 11:30 p.m. hrs with on call service during off hours. The Diagnostic Imaging Department was established in 1962.

## Dialysis Unit

The local dialysis unit was established in 1991 and is a satellite site of the Thunder Bay Regional Health Sciences Centre Dialysis Program. The local program also works closely with and has a formal established relationship with the Manitoba Renal Network Program.

The registered nurses in the unit receive specialized training and certification from the Manitoba Renal Network.

The local unit provides treatment six days a week for a total of twenty patients. The unit operates Monday to Saturday from 06:30 to 18:30 hours. It is located on the main floor down the hall from the Admitting Department.

Acute hemodialysis starts are considered locally provided the complexity of the patient's acuity does not exceed our ability to provide safe and appropriate care.

The Dialysis program promotes a holistic approach to caring for people with kidney disease, their families and their communities.

The Dialysis team works in conjunction with the members of the interdisciplinary team of healthcare professionals. The team includes: a nephrologist, registered nurses, unit assistants, ward clerk, pharmacist, dietician, social worker, aboriginal liaison, family physicians and community health care partners.

## Kidney Health Clinic

A Kidney Health Clinic was initiated in 2011. This clinic provides support to patients who are experiencing impaired kidney function (Stage Four Kidney Failure) as identified by the GFR. The goal of this clinic, which is supported by the aforementioned members of the interdisciplinary health care team, is to provide assistance to this identified patient population and work towards deferring further deterioration of their kidney function. The clinic is offered once a month and patients are referred through consultation with the Nephrologist.

## Discharge Information

Please note that our discharge time is 10:00 a.m. and, to accommodate new admissions, we ask that your pick up arrangements be made to meet this time frame. A family member or friend should take you home after a hospital stay. Please be sure that you have all of your belongings as well as after care instructions and prescriptions as needed. It is important that you understand all instructions about your medication, diet, activity and return appointments. If you are unsure about anything, ask your healthcare provider before you leave. Upon discharge, please remember to sign out at the Cashier on the main floor.

## Discharge Planning

The Utilization Coordinator will assist you with arranging for your continuing care needs upon discharge. Office hours are Monday to Friday 7 a.m. - 3 p.m. Messages can be left at extension 2254. Nursing staff can also assist patients and families in contacting the Utilization Coordinator.



## Elevators

Elevators are located adjacent to Emergency and Diagnostic Imaging and access all four floors.

## Emergency Department

The Emergency Department offers emergency care, 24 hours a day, seven days a week. The Emergency Department cares for patients with a wide range of health problems from serious and life-threatening cases such as strokes, heart attacks, shortness of breath, acute trauma and acute pain to minor health ailments such as injuries and lacerations, flues, colds, rashes, chronic pain.

The Emergency Department is staffed by emergency doctors and nurses with advanced education and training. Upon arrival a Triage nurse will take a history of your complaint and assess your condition. The Emergency Department has a doctor “on call” 24 hours a day, 7 days a week. “On call” means a doctor is available, but not always in the Emergency Department. Patients with minor health ailments are not seen by a doctor between the hours of 11:00 p.m. and 8:00 a.m.

It is important to have a complete list of your medications and your medications in their original bottle and a list of your allergies. You will then be prioritized based on the severity of your condition (the sickest people are seen first). Please inform the Triage nurse of any changes in your condition to allow us to re-evaluate your condition. Please do not eat or drink anything until you have asked a nurse.

Sometimes there is a need to transfer an urgent patient to a tertiary care centre for advanced care. There is access to land and air ambulances. There is a 24-hour helicopter service available and there are helipads on 5 First Nations communities and 5 District communities.

The emergency staff cannot give telephone advice, patient information, or the name of the physician on call over the telephone. Any calls to the department are answered by an automated message. This message instructs you to come to the ER if you think this is an emergency and to call 911 if an ambulance is needed. Medical advice can be accessed by calling **1-800-480-2808**. An experienced Registered Nurse is available to assess symptoms and provide information to help decide what to do.

## Fire Exits

Fire Exits are clearly marked with red “EXIT” signs. During a fire alarm, you will not be allowed to use the elevators until the “All Clear” announcement is made. Housekeeping staff will be monitoring the elevator on all floors. During a fire alarm, remain in your area and do not move through the hospital unless instructed to do so by staff or Fire Department personnel. If you are away from your room, return immediately.

## Fragrance Reduction

The Lake of the Woods District Hospital is a Fragrance Reduced Environment. By encouraging all employees, patients, families and visitors to avoid the use of scented personal care products and to take other chemical reducing actions, the Lake of the Woods District Hospital aims to provide a fragrance reduced environment and to reduce chemical exposure.

**You are asked to assist us to reduce fragrance and chemical exposure by following these guidelines:**

1. NO SMOKING close to entrances to reduce exposure to second hand smoke
2. Reduce idling of waiting vehicles to reduce exposure to exhaust
3. Reduce use of scented personal hygiene products and perfume / aftershave use
4. Request no strongly scented floral or scented gift items that cause sensitivities (e.g. candles, soaps, strongly scented flowers such as lilies)

## Gift Shop (*Located on the main floor*)

The gift shop is operated by the Lake of the Woods District Hospital Auxiliary and offers a wide variety of convenience items and a full selection of gift items.

**The Gift Shop is open:**

- 2:00 p.m. - 4:00 p.m.
- 7:00 p.m. - 8:30 p.m.

## Hand Hygiene

Did you know that washing your hands is the most important thing you can do to stop the spread of germs that cause infection? The LWDH provides hand cleaning stations throughout the building. “CLEANHANDS PROTECT LIVES”. Be involved and do your part to keep everyone safe. Wash your hands and cough into your sleeve. Stop the spread of GERMS!

Please feel free to ask a healthcare provider if they have cleaned their hands.



## Health Records

LWDH creates a record of your health information for the purpose of delivering care to you during your stay. Your care is carefully charted in the medical record according to the Public Hospitals Act of Ontario and according to professional standards that bind the various health professionals such as doctors, nurses and therapists. You can ask to look at your health record. Your health care provider will help you if you are currently a patient. Or, you can also request copies or to view your chart by contacting the Health Records Department in person or by writing. There may be a fee for copies for non-medical purposes. There is no fee for viewing your chart. You may contact us at Extension 2218.

## **Hostel - medical self-care unit (*Located on the 3<sup>rd</sup> floor north*)**

The Medical Hostel operated by Waasegiizhig Nanaandawe'yewigamig, is a temporary home away from home for anyone requiring accommodation during a medically related situation. The Hostel is an 8-bed facility and is open 24 hours a day. The Hostel offers reasonable and affordable daily rates to eligible hospital outpatients and their escorts, or immediate family (spouse, child, parent, sibling, legal guardian, or immediate next of kin). Single or double occupancy rooms are available on a first come first serve basis. The hostel also has bathrooms, showers, a lounge, group kitchenette, and a play area for young children including toys and TV / VCR. It is staffed 24 hours a day and meals can be purchased in the hospital cafeteria Monday through Friday (excluding statutory holidays). This is a non smoking environment; alcohol and illegal drugs are prohibited in this facility. If you have any questions please contact the Medical Hostel at:

**Phone:** (807) 468-9861, ext. 2335 (reception) or ext. 2340 (lounge area)

**Fax:** (807) 468-3488

**Email:** [hostel@kahac.org](mailto:hostel@kahac.org)

## **Information Telephone**

An information telephone is conveniently located in the main floor lobby of the Hospital. This phone will connect visitors to our switchboard in order to assist them in obtaining patient room numbers.

## **Intensive Care Unit (I.C.U.)**

The intensive care unit is on the third floor, south wing. In order to ensure maximum rest and privacy to critically ill patients in Intensive Care the following visiting rules apply:

- Immediate family members only should visit.
- Visits should be kept brief (approximately 10 minutes).
- Only two visitors are allowed at a time
- Visitors should check with the I.C.U. nurse before each visit by using the phone immediately outside the I.C.U. Instructions are posted beside the phone and on the I.C.U. door.
- If no one answers the I.C.U. phone extension, the nurse is busy providing patient care. Please leave a message and the nurse will respond as soon as available.
- Flowers and gifts . . . Check with the nurse first.
- All telephone calls . . . Appoint a “spokesperson” to call on behalf of the family.

## **Laboratory**

The Peter D. Pan Regional Laboratory is located on the second floor of the hospital. The laboratory provides services for all Lake of the Woods District Hospital patients as well as community patients through LifeLabs. In addition, the laboratory provides some referral services for other hospitals in the Northwestern Ontario region. All services are by physician or nurse practitioner referral only.

## **Latex**

In order to reduce exposure of patients and staff to latex, the Lake of the Woods District Hospital prohibits latex balloons in the building. Mylar balloons are acceptable.

## **Lost & Found**

The Hospital cannot accept responsibility for lost or damaged valuables or personal property kept at bedside.

If you find an article, please forward it to Environmental Services; if you misplaced an article, contact Environmental Services at (807) 468-9861, ext. 2370.

## Leaving Your Unit

It is your responsibility to inform the nursing staff if you are going off the unit for any reason (going to visit another patient on another unit, going for a cigarette, etc.).

Please let the nurse know when you are leaving and when you expect to be back on the unit.

For your safety, please follow these guidelines, unless your doctor orders something different:

Smoke pass ..... up to 20 – 30 minutes

Walk on grounds..... up to 1 hour

Walk to town ..... up to 2 hours

If you wish to remain out longer than the designated pass time – please return to the unit or call to tell the nursing staff your plan.

If we are not aware of the reasons for any delay in your return from your pass, then the following may occur;

- ✓ The hospital staff will be dispensed to try and find you within the building and on the grounds (Code Yellow)
- ✓ Your next of kin will be made aware that you are missing
- ✓ It may be necessary to notify the police

## Mail

Mail room located next door to Purchasing department - main floor.

**Hours:** Monday through Friday, 8:00 a.m. - 4:00 p.m.

Ask your friends and relatives to send items clearly marked with your full name and room number to:

**Lake of the Woods District Hospital**  
**21 Sylvan St. W.**  
**Kenora, ON P9N 3W7**

Internal mail is delivered daily. Letters and parcels can be mailed for patients and staff from this area. Postage can be purchased if needed.

## Medication Safety

Medication Safety is everyone's responsibility. Bring all your medication with you when you come to the hospital or to a medical appointment. Some medicines combine with each other in your body and produce bad reactions. To protect you, your health care team must know about everything you take. This includes the drugs you take with a doctor's prescription. It also includes other medicines you buy, such as:

- Vitamins
- Herbs and herbal remedies
- Food supplements
- Over the counter or non-prescription medicine you buy at the drugstore.

When you are going to the hospital or to a medical appointment, put all your medicines in a bag and take them with you. Always keep your medicine in the bottle it came in.

If you cannot bring the medicines with you, another good thing to do is to keep a list of everything you take. Keep this list up to date and bring this list with you when you go to the hospital or to a medical appointment. Your doctor and pharmacist can help you make this list.

If you bring your home medications with you and are admitted to the hospital, please make arrangements for someone to return your medications to your home.

## Mental Health & Addictions Programs

Lake of the Woods District Hospital Health & Addictions Programs provide a number of services within the hospital itself as well as within the community. These services are as follows:

### Adult Mental Health and Addiction Services & Youth Addiction Services

**Hours:** Monday through Friday, 8:00 a.m. – 4:30 p.m.

**Phone:** (807) 467-3555

The Mental Health Therapists of Lake of the Woods District Hospital provide counselling services to adults, (16 years of age and over), who are experiencing difficulties within all areas of mental health and addictions, (including problem gambling). The Mental Health Therapists of Lake of the Woods District Hospital also provide addiction counselling services to youth, (under 16 years of age). These youth addiction services also include assistance for problem gambling.

Patients can receive service at our office building, **(the St. Joseph's Health Centre on 21 Wolsley Street)**. This building is conveniently located on hospital property. Patients can also receive services at their home. The Mental Health Therapists also provide addictions counselling for youth in schools and other community-based settings.

The Mental Health Therapists provide counselling to individuals, couples, families, as well as groups.

For a person who is experiencing life difficulties due to serious mental illness we have our Challenge Club service available. **Challenge club** is conveniently located at the



**St. Joseph's Health Centre on 21 Wolsley Street.** Challenge Club is a warm and welcoming place which includes: a kitchen, shower and laundry facility, an arts and crafts room, and a large comfortable lounging area with computers, a television, musical instruments, and exercise equipment.

The Mental Health Therapists of Challenge Club provide specialized individual and group services to people within their office space and / or within a person's home.

### **Hospital Social Work Services**

The Mental Health Therapists of Lake of the Woods District Hospital provide social work services to our inpatient and outpatient programs, as well as urgent response services at the hospital emergency department.

**Hours:** Monday through Friday, 8:00 a.m. – 4:30 p.m.

**Phone:** (807) 468-9861

### **Inpatient Mental Health Services (Schedule 1 Psychiatry)**

For a person who is experiencing serious mental illness which requires a hospital admission, we offer our Schedule 1 Psychiatry Service. By way of a doctor's referral, this service is available to patients who require a hospital stay in order to assess and to treat a serious mental illness. This service includes 2 Psychiatrists, 1 Physician, 5 Mental Health Therapists, 1 Occupational Therapist, as well as Nurses and Attendants. This is a program which is available to all citizens of the Kenora and Rainy River Districts.

In addition to providing services to patients within the hospital itself, the Psychiatrists also travel throughout the Kenora District to provide outpatient assessment and treatment services.

**Hours:** 365 days per years, 24 hours per day

**Phone:** (807) 468-9861

### **The Morningstar Centre**

For a person who is experiencing life difficulties due to serious alcohol and drug use, the Morningstar Centre provides a comfortable brief-stay residence with numerous helpful services. This is a program which is available to all citizens of the Kenora and Rainy River Districts.

Attendants of the Morningstar Centre will warmly receive people who are experiencing substance abuse withdrawal and provide related observation, assistance, and referral to other therapeutic services. The Morningstar Centre also includes Physician Services for people who require Methadone Treatment as part of their recovery, (Medically Enhanced Coordinated Care for Addictions [M.E.C.C.A.]). To round out the inter-professional approach provided to people, the program also provides service from a Recovery Support Worker and 2 Mental Health Therapists. The Recovery Support Worker and Mental Health Therapists provide counselling and case management within the Morningstar Centre itself, as well as within hospital, legal system, and other community settings.

**Hours:** 365 days per years, 24 hours per day

**Phone:** (807) 468-5749

## Coordinator Cross-Cultural Care

The Coordinator of Cross-Cultural Care provides cultural case management and related services, to in-patients at Lake of the Woods District Hospital. These services enhance the inpatient medical admissions of our patients and families, and include such services as: language interpretation, cultural ceremonies, and liaison services with First Nations Communities.

**Hours:** Monday to Friday, 8:00 a.m. - 4:00 p.m.

**Contact:** Merv Copenace at 468-9861 x2294

## M. E. C. C. A.

### (MEDICALLY ENHANCED CO-ORDINATED CARE for ADDICTIONS)

#### Featuring the following services:

- Comprehensive medical assessment – Primary Care
- Multidisciplinary treatment planning
- Counselling treatment
- Withdrawal Management
- 1-800 number for support
- Methadone treatment as relevant
- Drug information and education
- Addiction Services Kenora's usual programs such as Structured Relapse Prevention; Five Day Stabilization Program, etc.

FOR: ADULTS; YOUTH 16 YRS +; PREGNANT WOMEN and persons with MENTAL HEALTH issues THAT HAVE A SUBSTANCE USE PROBLEM WITH ANY SUBSTANCE SUCH AS alcohol; cocaine; oxycontin; heroin; crystal methamphetamine etc.

REFERRALS can be made by calling 468-5749 and asking for the M.E.C.C.A worker. People can contact our number themselves and self-refer.

M.E.C.C.A. is located out of the Morningstar Centre, 6 Matheson St. S., Kenora Ontario.

We are pleased to partner with any referral agency to provide and co-ordinate services to their clients.

## Meeting Rooms

Meeting rooms are located throughout the hospital. Bookings can be made by calling 468-9861, ext. 2230.

## Mutual Respect and Tolerance

The Lake of the Woods District Hospital believes that its patients and staff are entitled to an environment free of harassment and abuse. Physical or verbal abuse of staff, patients, family members, or visitors will not be tolerated. Mutual respect and tolerance is encouraged at all times. **Any person who verbally or physically threatens or attacks another or destroys hospital property is liable and will be reported to the police.**

## Newspapers

Newspapers are available from vending machines located outside the cafeteria. The local daily Miner and News is available from the Gift Shop.

## Nursing Administration

Located on the fourth floor. Includes offices of Nursing Administrative Assistant, Hospital Supervisors and Staffing Clerk. The office of VP, Patient Care Services is located on the main floor - east wing in the Administration area.

There is a Hospital Supervisor on duty 24 hours per day. Should a patient have a concern or a complaint that cannot be solved at the departmental level with the staff on duty, they may request to see the Hospital Supervisor at any time.

## Nutrition & Food Services

### Inpatient

If you follow a special diet or have food allergies, be sure to let the nursing staff. A clinical dietitian may visit you to discuss special needs. Be sure to ask your nurse if you are eligible for Room Service. Room Service is offered free of charge and is intended for inpatients only. Room Service allows the patient or caregiver to call for meals anytime from 7:30am to 5:30pm and have them delivered to your room within 45 minutes. Please note a continental breakfast is served on weekends and stat holidays. If eligible you will receive a patient specific menu for which to make your selections. You can access room service regardless of whether or not your phone is activated.

**Meals are served at approximately:** 7:45 a.m. 11:45 a.m. 4:45 p.m.

A family member can order a meal tray to have with the patient for a set price. Call ext. 2251 for a nominal fee. To order a tray bring the money to Nutrition and Food Service Office at least two hours before the meal time as above. The tray will be delivered with the patient tray.

### Cafeteria

The cafeteria, located on the main floor in the north east corner, offers an extensive menu for staff, volunteers, doctors, and visitors. The cafeteria is open Monday to Friday as follows:

9:00 a.m. - 11:30 a.m.	beverage and snack service
11:30 a.m. - 1:30 p.m.	hot lunch service
1:30 p.m. - 2:00 p.m.	sandwiches & salads, beverage and snack service

### Vending

The Vending Room located on the main floor in the north east corner is open 24 / 7. In this area there is a pop machine, a snack machine, a Gourmet Coffee machine, a cold food vendor and a frozen food vendor. There is a commercial size microwave oven and a commercial toaster.

There is a wide range of items available such as microwavable meals, sandwiches, cookies, fresh fruit, fruit juice, popcorn, cheese and crackers, cough candies and breath mints.

Beverage machines with water and juices are located on all floors in the vicinity of the elevators on 2nd and 4th floors and in the ICU waiting room on 3rd floor.

There is also a vending machine with juice, diet pop and snacks in the Admitting Waiting Room.

## Palliative Care

**Hours:** Monday through Friday, 8:00 a.m. - 4:00 p.m.

Palliative Care is the supportive care of persons for whom there is no cure. Referrals to palliative care are made by the Primary Care Provider (physician, nurse practitioner). The Palliative Care Coordinator assesses both patient and family needs. The Palliative Care Team in the hospital consists of the Palliative Care Coordinator, family physician, social worker, discharge planner, clergy, pharmacist, staff nurse, and CCAC case manager. If we don't have the answer, we will help to try and find it.

## Parking

Visitors are asked to park in the visitor lot on the northwest side of the hospital entrance. Patients may be picked up at the Emergency entrance but parking is limited. Do not block ambulance entrance.



The parking payment machine is located in the Admitting lobby on the main floor. Please remember to bring the parking ticket you received as you entered the lot, it is necessary for payment.

Families of long term patients may purchase weekly parking cards from the Cashier, weekdays from 8:00 a.m. - 4:00 p.m and after hours from the switchboard operator.

Patients who come for regular treatments can also purchase monthly parking cards from the cashier.

## Patient Accommodation

Residents of Ontario are covered by OHIP and are entitled to standard unit care (four beds in one room). You may choose to upgrade your room to:

### **Acute Care**

**Semi-Private** (two beds in one room) - additional cost of \$200 per day

**Private** (single room) - additional cost of \$225 per day

### **Self-Pay Patients** (Out-of-Country Residents)

Contact the Finance Office at **(807) 468-9861, ext. 2410**, to discuss hospital charges and payment options.

Please check your insurance coverage before you are admitted. OHIP does not cover extra costs such as those for an upgraded room or telephones. Your insurance company may cover all or part of the costs of the upgrade service; if not, you are responsible for the difference.

We try to place you in the type of room you request. Sometimes, your choice of room will not be available when you are admitted. You will be moved as soon as one is available. If you decide that you need to downgrade your accommodations, or you have any questions about your room, please notify the Admitting Office at (807) 468-9861, ext. 2232 or ext. 2231.

## Patient Accounts

The Cashier is located on the main floor adjacent to the Emergency entrance. You may pay your account upon discharge, by cheque, cash, debit card, or credit card (Visa, Mastercard, or American Express).

**Hours:** Monday through Friday, 8:00 a.m. - 4:00 p.m.

Outside of these hours, accounts may be paid at the Switchboard. If you know in advance that you will be discharged after hours, on a weekend or holiday, please arrange to settle your account during normal business hours.

### **Please bring your:**

- Insurance information
- Credit Card
- Ontario Health Card

You must ensure that the hospital has received full payment for any charges that are not covered by OHIP. All outstanding debts must be paid before any additional charges will be allowed.

## Patient Safety

All staff at LWDH are committed to providing a safe care environment for patients, visitors and family. The LWDH participates in the Ontario Hospital Association's patient safety program, "Your Health Care Be Involved". All in-patients are provided with written materials on five important safety tips that patients and families should review and follow. This will help to ensure that patient care staff have the vital information they need to provide the safest possible care. The five tips are:

1. Speak up if you have questions about your care.
2. Tell a member of the health care team about your past illnesses and your current health condition.
3. Bring all of your medications with you when you go to the hospital or to a medical appointment.
4. Tell a member of the health care team if you have ever had an allergic reaction to any medicine or food.
5. Make sure you know what to do when you go home from the hospital.

These pamphlets are also available in out-patient departments (Emergency & Diagnostic Imaging), the hospital lobby, and the Admitting Department. Alternate formats are available on request and include large print version as well as a DVD presentation. If you have a concern or a suggestion about Patient Safety at LWDH, please speak with your care provider or contact the Patient Safety Committee at Ext. 2282.



## Lake of the Woods District Hospital Reports on the following Patient Safety Indicators:

Lake of the Woods District Hospital takes your care and your safety very seriously and we are extremely committed to transparency. We will be reporting on the following patient safety indicators on this website:

1. Clostridium difficile (C-Diff)
2. Methicillin-resistant Staphylococcus aureus (MRSA)
3. Vancomycin –resistant Enterococcus (VRE)
4. Hand Hygiene Compliance
5. SSI prevention (Surgical Site Infection Prevention for hips/knees)
6. Safe Surgery Saves Lives checklist
7. Ventilator Acquired Pneumonia
8. Central Line Infections

The public can also access these rates on the Ministry of Health and Long Term Care website at [www.ontario.ca/patientsafety](http://www.ontario.ca/patientsafety)

If you have any questions about our hospital's infection prevention and control program, please contact: Marie Morden at (807) 468-9861 ext 2362.

### How To Protect Yourself, Your Family And Friends From Hospital-Acquired Infections

Information for Visitors to Lake of the Woods District Hospital.

How to protect yourself, your family and your friends from hospital acquired infections.

1. Get your flu shot every year.
2. Decide if it is safe for you and your children to visit the hospital. To do this, "screen" yourself for illness by answering the following questions:

**If you answer "YES" to any one of the following questions, please DO NOT VISIT our hospital.**

- I have:
1. a new cough
  2. a fever
  3. shortness of breath (worse than my usual)
  4. severe headache (worse than my usual)
  5. muscle aches
  6. extreme fatigue or feel very tired
  7. vomiting (throwing up)
  8. diarrhea

3. Please try not to bring small children under the age of 8 years old to the hospital this is because:
  1. There is a risk that your children may catch serious infections while visiting the hospital
  2. Young children may not be able to follow our infection control instructions
  3. Young children may have colds and other infections that could easily pass on to our patients

## Once you arrive at our hospital

To help protect everyone from hospital-acquired infections, there are a few things you should remember when you get to our hospital:

1. No more than 2 people should visit a patient at one time
2. Clean your hands before and after leaving a patient room
3. Follow any infection control instructions for the person you are visiting.  
If you are not sure what do, please ask a nurse.
4. If you have to bring small children to the hospital, please:
  1. Make sure that they follow all infection control instructions, such as hand hygiene;
  2. Make sure that they are not feeling sick
  3. Make sure that an adult is with them at all times
5. Do not use the washrooms in a patient room
6. Please ask the nursing staff before sending live plants or cut flowers to a patient.  
Plants and flowers carry bacteria and fungi that may cause serious infections in some patients.

## Why is LWDH concerned about hospital-acquired infections?

At the Lake of the Woods District Hospital we know that some infections can, unfortunately, be picked up from the hospital environment, while some infections, such as the flu can be picked up from hospital staff and visitors. **The LWDH wants to make sure that all of our patients are protected from infections that might be passed on while in hospital.**

## What does LWDH do to protect our patients, staff, family members and friends?

1. The LWDH makes sure that all areas of the hospital, especially patient-care areas, are cleaned and disinfected regularly.
2. The LWDH Infection Prevention and Control Committee stresses how important it is that everyone follows infection control guidelines, including good hand hygiene practices. The committee also has a number of other strategies to stop or reduce hospital-acquired infections, such as patient screening.
3. All hospital staff are monitored by the staff health department. Staff health watches for infectious diseases such as “the flu” and other illnesses that can spread easily in hospital. The staff health department also insures that staff who are sick stay home until they are better and gives vaccinations, such as the annual “flu shot” for all staff.

## How should I sneeze or cough to reduce the spread of disease and germs?

Follow these tips to reduce the spread of colds and other germs:

1. Cover your mouth with a tissue and dispose of it, then wash your hands immediately afterward
2. Sometimes a cough or sneeze sneaks up on you. If you don't have a tissue available, the most effective method is to use your sleeve in the crook of your arm.
3. The germs will become trapped in the fabric and prevents them from being spread to others.

4. Teach your children and others the proper way to cough and sneeze and we'll all be healthier for it!

### **Other things you can do to help**

The LWDH and our Infection Prevention and Control Committee wish to thank you for your help to protect our patients, your loved ones and your children from hospital-acquired infections. It is important that we all work together.

Please feel free to contact the Infection Prevention and Control Practitioner, [Ironnebeck@lwdh.on.ca](mailto:Ironnebeck@lwdh.on.ca) or at ext 2362.

## **Patient Experience**

Your opinions are important to us. If we've done a great job, let us know! If we could do something to make your stay with us better, we want to know that too. There are 2 suggestion boxes in our hospital; one is located at the Switchboard by the Emergency/Admitting entrance and the other is located outside the cafeteria. We would welcome your suggestions.

All patients or visitors have the right to lodge complaints or appeals when decisions concerning them or services provided are considered unsatisfactory. Patients/Visitors are encouraged to bring their concerns to the attention of a care provider or the manager of the service. If their complaint is not resolved the patient/visitor will be advised of the formal complaints procedure.

## **Personal Belongings**

It is recommended that family members take personal belongings home until discharge. Personal belongings and valuables kept at the bedside are the responsibility of the patient. The hospital will not be responsible for loss or damage.

## **Privacy Statement**

### **Our Commitment to your Privacy & Confidentiality**

At Lake of the Woods District Hospital, we recognize that the health information of our patients deserves to be treated with respect and sensitivity and our patients' privacy must be protected.

### **Your Rights Under the Personal Health Information Protection Act**

**On November 1, 2004, Bill 31, the Personal Health Information Protection Act, 2004 (PHIPA) came into effect. The act:**

- Creates rules for the collection, use and sharing of personal health information by doctors, hospitals, pharmacists and other healthcare providers;
- Gives you the right to request access to your own health records from your health care provider;
- Gives you the right to determine how your personal health information can be used;
- Gives you the right to request corrections to your health records if the information is inaccurate;

- Gives you the right to withdraw consent for some uses and disclosures at any time, subject to legal or contractual restrictions and reasonable notice.

**Lake of the Woods District Hospital collects, uses, discloses and retains your personal health information to:**

- Treat and care for you within “circle of care”
- Receive payment for services (OHIP, WSIB, your private insurer or others)
- Plan, administer and manage the health care system
- Conduct Research if passed by the Ethics Research Board and requirements met
- Teach and compile statistics
- Comply with legal and regulatory requirements of the law and other Acts (Public Hospitals Act, Child & Family Services Act, Coroners Act, Health Protection & Promotion Act, etc.)
- Conduct risk management and quality improvement activities
- Fundraise to improve our healthcare services and programs (name and address only – you may request to opt out).

**The Act allows us to disclose information to agencies such as:**

- Cancer Care Ontario Registry
- Canadian Institute for Health Information (CIHI)
- Institute for Clinical Evaluative Sciences (ICES)
- Electronic Child Health Network (eCHN)
- The Children’s Lawyer of Ontario
- Public Guardian and Trustee

**Important Information:**

- We do not disclose your personal health information for non-health care purposes without your express consent;
- All staff, students, and volunteers sign an oath of confidentiality;
- We take steps to protect your personal health information from theft, loss and unauthorized access, copying, modification, use, disclosure and disposal;
- We conduct audits and complete investigations to monitor and manage our privacy compliance;
- We take steps to ensure that everyone who performs services for us protects your information for the purposes you have consented to.
- If you wish to record your religious affiliation, your name and room number will be provided to the hospital chaplain and visiting representatives of your church.

A detailed list of our privacy practices and legal obligations is available from the Privacy Officer or any patient/client care area (“*Personal Health Information – Notice to Patients*”).

Our Privacy Officer will be pleased to help you with your questions or concerns.

**How to contact us:**

**Phone:** (807) 468-9861, ext. 2531

**Fax:** (807) 468-2148

**E-mail:** [privacy@lwdh.on.ca](mailto:privacy@lwdh.on.ca)

**Website:** [www.lwdh.on.ca](http://www.lwdh.on.ca).

You have the right to complain to the Information & Privacy Commissioner/Ontario if you think we have violated your rights. The Commissioner can be reached at:

**Dr. Ann Cavoukian, Suite 1400**

**2 Bloor Street East, Toronto, Ontario M4W 1A8**

**Telephone Numbers: 1-800-387-0073, 416-325-5739 or**

**INFOLINE 1-800-387-5559**

**Visit Website:** [www.health.gov.on.ca](http://www.health.gov.on.ca)

As a hospital and a team of health care professionals we know Confidentiality and privacy is important to you and your family. If you need to have a location with more privacy when talking with your health care provider, please let us know and we will provide a more private space for a confidential discussion.

### **Purchasing Department** *Located on the main floor (west side)*

**Hours:** Monday through Friday, 8:00 a.m. - 4:00 p.m.

**Phone:** (807) 468-9861, ext. 2215

**Fax:** (807) 468-6497

## **Rehabilitation**

### **Physiotherapy**

The Rehabilitation Department provides Physiotherapy assessment, treatment and consultation services to Acute and Chronic In-Patients and Out-patients. Service is provided Monday to Friday, 8:00 a.m. – 4:00 p.m., for all Inpatients for cardiorespiratory (ie. heart attack, pneumonia), neurological (ie. stroke) and orthopedic (ie. broken bones) conditions. Service is provided Monday to Friday, 8:00 a.m. – 4:00 p.m., for Outpatients who have a physician referral and meet the service criteria. The Physiotherapy department also hosts both a fracture and wound clinic on a weekly basis. The Physiotherapy Department has been providing service to the community since the 1960's. Contact the Rehabilitation Department with questions at (807) 468-9861 ext. 2214.

### **Occupational Therapy**

The Rehabilitation Department provides Occupational Therapy assessment, treatment and consultation services to Acute and Chronic In-Patients. Service is provided Monday to Friday, 8:00 a.m. - 4:00 p.m., for all Inpatients for cardiorespiratory (ie. heart attack, pneumonia), neurological (ie. stroke) and orthopedic (ie. broken bones) conditions. Contact Rehabilitation, at (807) 468-9861, ext. 22914, with any questions re. Occupational Therapy services.

### **Speech Language Pathology**

The Rehabilitation Department provides Speech-Language Pathology assessment, treatment and consultation services to Acute and Chronic In-Patients on an as-needs basis only. Service is provided as needed, and upon Physician request, for Inpatients with communication, and swallowing disorders. Contact Rehabilitation, at (807) 468-9861, ext. 2214, with any questions re. Speech Language Pathology Services.



## Mobility Equipment and Loans

The LWDH Rehabilitation department sells a variety of essential mobility equipment products, such as crutches, braces and slings. Contact Rehabilitation, at (807) 468-9861, ext. 2214, with any questions re. Loans of mobility equipment.

## SAFEKIDS

SAFEKIDS is a program which provides a medical evaluation for physically and sexually victimized children and crisis counseling for the children and their families.

SAFEKIDS is a part of our community's response to the needs of abused children and their families.

**Hours:** 24 hours / day

**Phone:** (807) 468-9861, ext. 2428 (Manager)

**Fax:** (807) 468-2148

**E-mail:** satp@lwdh.on.ca

## Sexual Assault /Partner Abuse Treatment Program

The Sexual Assault/Partner Abuse (SA/PA) program is committed to the provision of care in the areas of sexual assault and partner abuse (domestic violence). The service is offered to women and men. The program provides both medical and psychological care along with the collection of forensic evidence if requested by the client.

**Hours:** 24 hours / day

**Phone:** (807) 468-9861, ext. 2428 (Manager)

**Fax:** (807) 468-2148

**E-mail:** satp@lwdh.on.ca

**Outreach Nurse:** (807) 468-9861 ext. 2516

## Smoking Policy

**The Lake of the Woods District Hospital believes that:**

- There is a significant health risk from exposure to tobacco smoke
- No one should be exposed to tobacco smoke unless by their own choice
- The work environment should be free from tobacco smoke
- Therefore, smoking of any product including but not limited to cigarettes, pipes and cigars is prohibited anywhere on the premises of LWDH facilities with the exception of:
  - Inside closed personal vehicles
  - Traditional aboriginal ceremonies in the designated "Smudging Room"
- There is only one designated smoking area at the LWDH. It is located outside of the front lobby entrance in the designated and marked area.
- Addition information can be found in the "Smoking at the Lake of the Woods District Hospital: A Patients Guide to Tobacco Use and Cessation" pamphlet available at the hospital



## Stroke Prevention Clinic

The Stroke Prevention Clinic at the Lake of the Woods District Hospital is a member of the Northwestern Ontario Regional Stroke Program. It is staffed by a Stroke Nurse Educator. Outpatient education is provided to individuals with a previous history of Stroke or TIA or those at risk for Stroke or TIA and their families. Individual counseling, assessment and follow-up are provided. Education provided during appointments on Stroke and TIA, medication, treatments and medical tests, smoking cessation, weight loss, physical activity, diet and mood changes and depression. Monthly community blood pressure clinics are held in conjunction with the Diabetes Education program. The Stroke Prevention Clinic acts as a resource for the public and health care professionals on all topics surrounding Stroke Prevention. The Clinic operates Monday to Friday during daytime hours. Appointments can be arranged through physician referral or by contacting the Stroke Prevention Clinic.

**Phone:** (807) 468-9861, ext. 2528

**Fax:** (807) 468-7247

### What is a transient ischemic attack (TIA)?

Some people call a transient ischemic attack (TIA) a mini-stroke, because the symptoms are like those of a stroke but do not last long. A TIA happens when blood flow to part of the brain is blocked or reduced, often by a blood clot. After a short time, blood flows again and the symptoms go away. With a stroke, the blood flow stays blocked, and the brain has permanent damage.

A TIA is warning: It means you are likely to have a stroke in the future. **If you think you are having a TIA or Stroke, call 911 or come directly to the ER.** Early treatment can help prevent a stroke. If you think you have had a TIA but your symptoms have gone away, you still need to see a doctor right away.

### What are the warning signs of a Stroke or TIA?

Symptoms come on suddenly.

- **Weakness** One side of your body may feel numb, tingly, or heavy.
- You may not be able to move your arm, your leg, or your face on one side of your body.
- **Vision Problems** Things may look blurry or dim. You may have double vision or not be able to see.
- **Trouble Speaking** It may be hard to speak. You may slur or mix up your words.
- It may be hard to understand words.
- **Dizziness** You may feel unsteady, dizzy, or clumsy. You may have trouble walking.
- **Headache** You may have a sudden severe and unusual headache

## Surgical Services

Our facility has a Surgical Services Department that offers a Preoperative Clinic, three Operating Room theatres, and a Post Anesthetic Recovery Unit. The department operates Monday to Friday daytime, with staff on-call for emergency coverage evenings, nights and weekends, all year round.

Patient participation is required when planning for your surgical procedure. At the time your surgeon books your procedure (in the office or clinic), you will be given a patient assessment questionnaire which must be completed and submitted to the Preoperative Clinic at the hospital before your surgery will be booked. This is very important for the perioperative team to plan your complete care and safety during your procedure.

Our hospital embraces the Stop Smoking for Safer Surgery endeavor. We encourage all surgical patients to stop smoking a minimum of two weeks prior to any type of anesthetic, to enhance faster recovery. Ask the Preoperative Clinic Nurse for information brochures on how to help you quit smoking.

You must register in the Patient Registration Department before coming up to the operating room for your procedure, for a preoperative visit or for an eye measurement test. On the day of your procedure, you should leave your valuables at home. Only bring basic necessities for the day, and something to read while you wait for your turn in the operating room. If you use a CPAP machine at home, and you are going to be admitted after your procedure, you must have the machine checked by the dealer, prior to coming to the hospital. Be prepared to share this documentation with the nurses when you arrive.

If you are having a procedure as an outpatient, with any type of anesthetic, you must have someone to drive you home and watch over you for 24 hours post the procedure. After an anesthetic, patients are considered legally impaired and should not operate a motor vehicle or machinery.

As an Accreditation Standard, you may receive a follow up phone call from the Surgical Services staff, asking questions directly related to your surgical experience. Your responses will help us improve our patient care service. Thank you.

## Telemedicine

LWDH has five telemedicine videoconferencing systems used for patient consults with specialists, education events, or administrative meetings. The first studio, System 1, is located on the 3rd Floor, Room 3026, and is primarily used for in-patient and out-patient telemedicine consults with specialist physicians. The second system is located in the Training Centre level and is used for education events and meetings. The third system is used solely for Emergency Stroke consultations and Pediatric Neonatal consultations. The fourth system is located on the main floor and used by the Northern Ontario School of Medicine students for classroom education and occasional patient consultations. The fifth system is located in the Chemotherapy department for patient consultations and oncology education for staff. LWDH is a partner in the Ontario Telemedicine Network (OTN). The use of videoconferencing in the hospital setting allows our patients and community to utilize the latest technology to improve access to care and education. The Telemedicine Coordinator can be reached at Ext. 2547 or 2548.

## Telephones

### Acute Care Patients:

The cost of a bedside telephone during your entire stay is \$10.00 paid in advance and is non refundable. Arrangements can be made on admission if there are no pre existing unpaid accounts with L.W.D.H. Hospital. If there are unpaid accounts arrangements must be made with the Cashier for payment prior to connecting a telephone.

### Placing a Call:

#### Local Call:

- Dial 8 + number

#### Long Distance Call:

- Dial 8 + 0 + area code + number and the OPCOM operator will assist you in using either a calling card, credit card, collect & bill to 3<sup>rd</sup> party.

#### International Call:

- Dial 8 + 01 + Country Code + Number and the OPCOM operator will assist you in using either a calling card, credit card, collect & bill to 3<sup>rd</sup> party.

#### Internal:

- Dial the 4 digit extension number

## Televisions

Television rentals are provided by LWDH. Payment is required in advance at the Cashier during business hours of 8:00 a.m. – 4:00 p.m. Monday to Friday and at the Switchboard after regular business hours. The cost is \$10.50 per day or \$60 per week.

## Valuables

Please leave money, credit cards, jewellery and valuable papers at home. If this is not possible, please ask your healthcare provider to have them deposited for safekeeping at the Cashier during regular business hours of weekdays, 8:00 a.m. - 4:00 p.m. After business hours, valuables can be deposited at the Admitting Department.

***Note: Dentures are valuable too! Keep them safe!***

## Visiting Hours

Visiting hours for most patient units are from 11:00 a.m. to 8:30 p.m. We ask that only 2 visitors be at the bedside at any one time to ensure roommates have the rest they require. Please keep noise and activity to a minimum. If any of your visitors have a cold or contagious illness, please ask them not to visit you in this hospital.

The Emergency/Admitting entrance is accessible 24/7. The lobby entrance is locked between the hours of 5:00 p.m. and 7:00 a.m. Monday to Friday and locked 24 hrs on weekends for security purposes.

## Volunteer Services

Volunteering is one of the most effective ways to become involved with Lake of the Woods District Hospital.

### You would make a good volunteer if you:

- Have a sincere interest in people and helping others
- Are willing to accept hospital policies and procedures
- Have a sense of responsibility and dependability
- Have a professional and positive attitude about your commitment to the hospital, its patients, and visitors
- Are physically able to perform volunteer work
- Are willing to commit to three to four hours volunteering each week, with a three month minimum commitment

To learn more about volunteer opportunities available at Lake of the Woods Hospital, call any departmental manager or Human Resources (ext 2256) and they will direct you to the appropriate person.

## Washrooms

Public washrooms are located beside the elevators on the main floor and on the third floor, ICU waiting room. Accessible public washrooms are located on the main floor.



## What to Bring to the Hospital

You may want to bring your own pyjamas, nightgowns and robe. You should bring slippers and toiletries such as tooth brush, tooth paste, shampoo, soap, etc. These items may also be purchased from the Gift Shop.





The Lake of the Woods District Hospital Foundation (LWDHF) was established in 1992 and continues to be the lifeline between our community and our hospital. LWDHF is governed by an eleven member board, has two full time employees and benefits from over 450 volunteer hours per year. We are solely dedicated to raising funds for the purchase of medical equipment and capital infrastructure. Since our inception, we have transferred over \$13 million to Lake of the Woods District Hospital (LWDH) which was initially constructed in 1929 and has received several additions over the years.

The Ontario Ministry of Health and Long Term Care does not offer a matching program for capital equipment purchases. This leaves LWDHF to raise the funds needed for new equipment dollar for dollar. You can help.

We can all make a difference, one contribution at a time. If you or a loved are pleased with the care received at our hospital, please visit our offices to discuss how you can help make a difference. You may also call (807) 468-9861 ext. 2469 for more information.

Thank you for helping your hospital help you.

✓ YES! I wish to support the Lake of the Woods District Hospital Foundation

Name: \_\_\_\_\_

Please check one: ☐ Mr. & Mrs. ☐ Mr. ☐ Mrs. ☐ Miss ☐ Ms.

Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

City: \_\_\_\_\_ Prov./State: \_\_\_\_\_ Postal/Zip Code: \_\_\_\_\_

**Option 1:** I wish to make a one-time gift of:

My Donation Amount: \$\_\_\_\_\_ Payment By

☐ Cheque ☐ Visa ☐ Mastercard ☐ Amex

Credit Card #: \_\_\_\_\_ Expiry Date: \_\_\_\_\_

Signature: \_\_\_\_\_

**Option 2:** Monthly Giving

☐ I would like to donate: \$\_\_\_\_\_ once a month for \_\_\_\_\_ months

OR ☐ continue until I notify you to stop.

☐ I would like to make these monthly donations by credit card.

Credit Card #: \_\_\_\_\_ Expiry Date: \_\_\_\_\_

Signature: \_\_\_\_\_

OR

☐ I authorize the Lake of the Woods District Hospital Foundation to withdraw these monthly donations from my bank. My "voided" cheque is enclosed. I understand that I can alter or cancel monthly giving at any time by contacting the Hospital Foundation at (807) 468-9861 ext. 2469.

Signature: \_\_\_\_\_

Lake of the Woods District Hospital Foundation ~ 21 Sylvan Street . W. Kenora, ON P9N 3W7

Phone: (807) 468-9861 ext. 2469 ~ Fax: (807) 468-6051

E-mail: [hospitalfoundation@lwdh.on.ca](mailto:hospitalfoundation@lwdh.on.ca) ~ website: [www.lwdh.on.ca](http://www.lwdh.on.ca)

# Community Supporters Index

Lake of the Woods District Hospital is extremely grateful to all advertisers for helping to make this guide possible.

Please note, an advertisement in this guide does not imply an endorsement by Lake of the Woods District Hospital.

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Connecting you with care  
Votre lien aux soins

**The North West Community Care Access Centre (NWCCAC) offers one-stop access to information about a broad range of health and social services in your community.**

**Programs and services are available to people of all ages who are residents of Northwestern Ontario.**

Visit our website at  
[www.healthcareathome.ca/northwest](http://www.healthcareathome.ca/northwest)

#### PROGRAMS PROVIDED

Adult Day Programs  
Information & Referral  
In-Home Services  
Nurse Practitioner  
Pain & Symptom Management  
Placement Services  
Respite Care

#### CONTRACTED SERVICES

Homemaking/Personal Care  
Medical Supplies & Equipment  
Nursing  
Nutritional Counselling  
Occupational Therapy  
Physiotherapy  
Social Work

**Thunder Bay (Head Office)**  
Telephone: (807) 345-7339

**Greenstone:**  
Toll Free 1-866-449-2424

**Thunder Bay District**  
Toll Free 1-800-626-5406

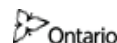
**North Shore:**  
Toll Free 1-866-449-3313

**Kenora & Rainy River District:**  
Toll Free 1-877-661-6621

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



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DRUG MART



Our HealthWATCH pharmacy team is available when you need them. They will meet your health care needs and provide you with exceptional service and convenience.

- Full service cosmetics with brand names such as Elizabeth Arden, Lise Watier, Gosh, and Biotherm
- Full food selection, including milk, bread, eggs and frozen food
- Healthwatch pharmacist is available to offer advice on variety of health topics
  - Confidential counselling, consultation and call backs to ensure your medication is working properly
  - Diabetic services for patients with diabetes including treatment advice, monitoring tools, and health information



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