



***Rehabilitation and Continuing Care Program
Dr. L.A. Miller Centre
2 North/2 South/3 South Rehab Program
Patient Information Booklet***

Dr. L.A. Miller Centre
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Welcome to the Dr. L.A. Miller Centre Adult Rehab Program

This booklet was designed to provide you with basic information about the Rehabilitation program. Please take a moment to read through this booklet. We encourage you to ask questions throughout your stay.

The Rehab program is appropriate for people who have had changes in their abilities because of a significant injury or illness. There are three different units in the Rehab Program that provide services to help you function at your best. Patients and family will work with a healthcare team.

2 South Rehabilitation Unit

This intensive rehab unit is located on the second floor and focuses primarily on stroke rehab.

2 North Rehabilitation Unit

This intensive rehab unit is located on the second floor and primarily focuses on traumatic brain injury and spinal cord injury rehab.

3 South Rehabilitation Unit

This low intensity rehab unit is located on the third floor and focuses on orthopedic/prosthetic & deconditioned patients recovering from medical or surgical conditions.

The Rehabilitation units follow a team approach. You, the patient, are the center of this team. You are required to take an active role in your therapy and make decisions about your care. Members of the team will help you and your family set goals; each patient's goals and therapy schedules will be different. Goals may include washing and dressing, walking, talking on the telephone or coping with your loss. The Rehabilitation Team will work with you and focus on what you **can** do.

You are encouraged to do as much as you can for yourself, i.e., getting dressed or washed independently and pushing your own wheelchair. Nursing staff will help when it is required. Relatives and friends are encouraged to support the program, which promotes independence.

DISCHARGE PLANNING

Planning for discharge will start on your first day of admission. The goal is to discharge patients home or to a supportive setting.

The team will work with you and your family to identify a plan of where you will go after discharge. Safe return home of rehab patients may require home support services or special equipment, if required the team will assist you with these services. Patients and families will be encouraged to go home on overnight and/or weekend passes in preparation for discharge.

Please arrange to have someone pick you up before 11 am on the day that you are going home from the Miller Center.

GOAL SETTING/FAMILY MEETINGS

Within two weeks of your admission a goal setting meeting will be scheduled with the patient, family and rehab team. In this meeting patient goals and progress will be reviewed and discharge planning discussed. An estimated date of discharge will be set and patients and family will have an opportunity to ask questions. Other team meetings can be scheduled to update rehabilitation progress if requested by the patient, family or the team.

LEAVE OF ABSENCE (LOA)

Leave of absences are encouraged as part of your rehabilitation, they can be scheduled for several hours, overnight or for a weekend. LOA's should be scheduled outside of your assigned therapy times. Planning for the LOA will be done with you, your family and your therapy team to ensure your safety. You are required to inform the Nursing Staff and sign a book at the Nursing desk prior to leaving for your LOA. You will be required to leave a contact number. The front doors of the Miller Centre are locked at 9 pm.

If problems arise while you are on leave or you are unable to return as scheduled, please telephone the appropriate nursing station.

2 North Nursing Station: 777-6292

2 South Nursing Station: 777-6472

3 South Nursing Station: 777-7367

TEAM MEMBERS

You and your family are the center of the Rehabilitation Team. Upon admission to rehab you will be assessed by all team members to determine your therapy plan.

Rehabilitation Team Members

➤ Circle of Care



Patient and Family

You and team members will set goals for your therapy. Your responsibility during your program will be:

- (1) to attend all scheduled therapy sessions;
- (2) to attend team meetings where your treatment is discussed, education is provided, and plans are made for your discharge; and,
- (3) to ask any questions you may have.

Please review the Statement of Rights & Responsibilities Pamphlet.

Clinical Nutrition (CN)

The Dietitian will assess your nutrition needs to ensure your meals are appropriate for your medical condition and participation in therapy. Good nutrition will help you meet your therapy goals.



Food allergies, food intolerances, diet texture, fluid thickness and food likes/dislikes will be considered when planning your meals. The Dietitian will meet with you and your family, as needed, to teach you about your diet at home.

Family members and friends bringing in food items should check with the nursing staff before giving or sharing foods with other patients on the unit.

Medicine (M)

The Medical Doctor working in the Rehabilitation Program will be responsible for your medical care. The doctor will visit you at least once a week to discuss any medical problems you may have. The doctor meets with the team members weekly and consults specialists as necessary during your stay. After hours, a doctor on call at the Miller Centre will attend to your medical needs.



Nursing (N)

The Rehabilitation Nurses on your Unit will be responsible for your nursing care. Registered Nurses and Licensed Practical Nurses have knowledge and skills to ensure that your care is properly carried out according to your capabilities. Also, on the Unit you may require the services of the Ward Clerk who is responsible for making appointments, keeping records, etc.



Occupational Therapy (OT)

The goal of occupational therapy sessions is to improve your skills to do everyday tasks such as self – care (washing, dressing, grooming, eating), homemaking, work or leisure. If you have lost skills needed to perform an activity in the usual way, a therapist will show you another way to do the activity or offer you special tools called assistive devices to make up for the lost skills.



The therapist will assess your home, work or school setting and suggest equipment or structural changes needed to make access easier. The Occupational Therapist may also assess your memory and thinking skills. Therapy is aimed at improving or making up for any problems you have which affect everyday activities.

Pastoral Care

Pastoral Care Services are provided on request and liturgy services are held regularly. Please ask for directions. A schedule of services is available at the Chapel. Special requests for a specific person, i.e. Minister, can be made to nursing staff.



Physiotherapy (PT)

In Physiotherapy, you will work on making yourself move better and become as independent as possible. The Physiotherapist may examine your balance, how you move around (walking, using a wheelchair, getting out of bed), your strength, endurance and flexibility. You, your family, the Physiotherapist and the Physiotherapy Assistant will all work together to help you reach your goals.



Prosthetics/Orthotics

A prosthesis is an artificial limb and an orthosis is a brace. Should an artificial limb or brace be required, a Prosthetist or Orthotist will determine what kind is best suited to your needs. Your balance, strength and lifestyle all play a part in choosing what is best for you.



You will be measured for your prosthesis or orthosis shortly after you arrive. Once it has been made, it will be custom fitted to you. As you learn

to use the prosthesis or orthosis, some adjustments for function and comfort are normal. About one week before you are discharged, the “final touches” will be completed.

Psychology (Psych)

A Psychologist will assess how you are feeling and coping with the changes you are facing. The Psychologist will support you and/or your family during your stay and may provide counseling for depression, anxiety, sexuality, or other emotional and relationship issues.



Brain injury patients will receive a neuropsychological assessment to identify potential difficulties in memory, problem-solving or other thinking abilities. Treatment and education will be provided to help address these difficulties and to plan for discharge.

Social Work (SW)

Social Work will assess how you and your family are coping with the changes in your health and offer emotional support. The Social worker will discuss with you and your family the services that you may require to return home. Together with your treatment team, the Social Worker will help you plan for your life after rehabilitation.



Speech Language Pathology (SLP)

The Speech Language Pathologist will assess and treat swallowing and communication problems such as difficulties with speech, language, reading, or writing. Your treatment program will include one-on-one sessions with your therapist as well as home exercises. The Speech Language Pathologist will also teach your family and team members how to make communication easier.



Therapeutic Recreation (TR)

The purpose of Therapeutic Recreation is to help you explore and choose leisure activities best suited to your needs. To do this, the Therapist will suggest different activities you may try within the hospital or through community-based services. Helping you learn new skills or relearn old



recreation skills is also the role of Therapeutic Recreation.

WARD ROUTINE

Nursing Day Shift

The Day Shift is from 7:30 am to 7:30 pm. The busiest time on the unit is from 8:00 am to 11:00 am. This is the time when nursing staff will assist you to prepare for the day.

Individual morning routines may vary depending on how patients are feeling, therapy times and outside appointments. Knowing this will hopefully prevent you from feeling “forgotten” if your assigned Registered Nurse or Licensed Practical Nurse does not get to you early.

Nursing Night Shift

The Night Shift begins at 7:30 pm and ends at 7:30 am. Staff assignment will change and you will be assigned to a new caregiver. This is a good time for visitors as there are no therapy sessions scheduled.

Room Assignment

When admitted you will be assigned a room based on availability. Please note that you may be moved at any time during your stay.

You can be moved for these reasons:

1. Care Needs – a private room is needed for another patient because of their illness
2. Infection Control
3. Gender Issues – If there is no bed for a woman or man.

Meals and Snacks

Meals are served at approximately 8:15 am, 12:00 pm, and 4:45 pm. You are encouraged to have your meal in the main dining area/lounge on your unit or you can eat in your room.

If you are on a special diet, you will receive your snack from dietary services. If you wish to bring food items (or your family/friends bring something for you) it must be labeled with your name and date and placed

in the fridge in the dining area. We ask that you do not share food with other patients unless you check with nursing staff. Some patients have restricted diets. Food should not be kept at the bedside.

A fridge, toaster, and microwave oven can be found in the dining area for use by you or your family. Feel free to prepare your own food but please tidy up after use.

Cafeteria Service

The cafeteria at the Miller Centre is located on the first floor, behind the elevators at the end of the hallway. The hours of operation are Monday to Friday from 8:00 am to 2:30 pm.

Medications

Regular medication times for the unit are 8:00 am, 10:00 am, 4:30 pm, and 10:00 pm. As a part of rehabilitation, you need to be aware of your medication times. It is very important that you are available at the appropriate times to receive your medications. For example, morning medication must be received before attending your therapy. Please ask questions about your medications or changes to medications if you have concerns.

Treatment Schedule

A schedule board is located on the unit and all patient appointments are noted on that board. **Hot Topics** is an education session for patients and family and scheduled on Monday afternoon. Recreation activities are scheduled throughout the day Monday to Friday. Your treatment schedule will be decided between you and your therapists. You are required to keep your appointments and staff will assist you as necessary.

Patient Identification

Identification armbands must be worn at all times. Staff are required to check identification when giving medications or providing treatments. Please ask if there are any questions.

Visiting Hours

Visiting hours are from 11am – 9pm daily. Visitors are welcome; however, patients are required to attend therapy each day when scheduled. Please check the schedule board for times. Patients who do not want visitors should notify the staff on the unit.

Outside Medical Appointments

Family members are expected to accompany patients to outside appointments. Transportation for outside medical appointments ordered by the rehabilitation doctor will be arranged by the rehabilitation team.

Quiet Hours

Lights are dimmed at 10:30 pm and the unit is quiet for people who wish to sleep at that time. You may, however, use a radio or TV. Patients to use headphones when using entertainment devices (radio, TV).

Telephone

Unit contact numbers are as follows:

2 North Nursing Station: 777-6292

2 South Nursing Station: 777-6472

3 South Nursing Station: 777-7367

A telephone is available in the patient dining/lounge on the second (777-6533) and third floor (777-7824) for patient use.

You may use cell phones. Cell phones are **not** permitted in therapeutic areas and are not to be used during therapeutic sessions. To maintain privacy of other patients and visitors taking pictures and/or videos with you cell phone is not permitted.

Entertainment

Reading materials and Cable TV are available in the patient lounge. Patient rooms have individual TV services you may wish to purchase and arrange to have hooked up. Free Wi-Fi is available on the units. A library and recreational equipment are also available through the Recreation Department.

Equipment

Wheelchairs, walkers and other types of equipment are available for you in the hospital and left on the unit when you are discharged. You may borrow this equipment when you go home on a leave of absence. Upon discharge, you will have to make arrangements to rent or borrow equipment from agencies such as the Red Cross, etc. You may bring equipment that you currently use, i.e. walker, cane or wheelchair with you when admitted to Rehab.

Laundry Service

Laundry facilities are available for use by inpatients and patients are expected to wash their own clothes. The laundry room (room 205) is located on the second floor next to the elevator. Hours of operation are 10:00 am until 9:00 pm. Inpatients are required to supply their own scent free detergent and fabric softener for high efficiency machines (see symbol) as per Eastern Health's **Scent Free Policy**.



Personal Belonging

Patients are requested to bring their own soap, shampoo, toothbrush, deodorant, comb, razor, hair dryer, makeup, nail clippers, & emery boards, etc. Please remember the Miller Centre is a **Scent Free Area**. Perfumes and aftershaves are not permitted.

After admission, you may be asked to obtain loose, comfortable street clothing and footwear (supportive shoe – nonskid) for daily therapy. You will have your own locker to store your clothes.

You are encouraged to leave all valuables at home. Such items include jewelry, cash, wallets, and credit/debit cards. Staff have been advised not to assist patients in withdrawing funds from the ATM machine. Staff are also not permitted to hold money for safe keeping. There is a Patient Trust Office where money can be kept located on the 1st Floor in the Veteran's Pavilion. The Office is open from 8:00 to 4:00 p.m. Monday – Friday, closed on the weekends and statutory holidays.

All electric equipment that is brought in to the unit from home must have a Canadian Standards Association (CSA) sticker and be checked by hospital maintenance staff before use for safety reasons.

You may wish to mark your personal belongings with your name and address.

Transportation

Go Bus

Patients provide their own transportation for leave during the evening or on weekends. A wheelchair accessible van (Go Bus) can be booked by calling 368-8887. An application for Go Bus can be picked up at the nursing station.

Taxi Cabs

Wheelchair taxis are available in St John's. A booking can be made by calling 744-4444. Please inform the taxi if you require a wheelchair taxi. The cost to you is the same as a regular taxi.

UNIT ALLERGIES

A staff member on 3 South has a **SEVERE and Life-Threatening** allergy to **seafood**. To decrease the risk of seafood exposure to staff, please check with nursing staff prior to bringing seafood on the unit. When possible, bring seafood to the cafeteria.

A staff member also has an **allergy to scents**. Please see the below Eastern Health's Scent Free Policy.

Also, due to latex allergies, no latex balloons, Poinsettias or Easter Lilly's are permitted.

SCENT FREE POLICY

Eastern Health strives to be as scent free as possible and advises all patients to use fragrant free personal care products. Eastern Health is committed to using environmentally friendly products. Scented products contain chemicals that can cause severe problems for many people, especially those with asthma, allergies and chemical sensitivities.

All patients and staff are expected to adhere to this policy.

1. Perfume, aftershave or scented products, i.e. scented lotions, soap, hair spray, deodorants and powder should not be worn when coming to any Eastern Health facility.
2. Cleaning products used by Environmental Services will be environmentally friendly and low scent and/or scent free where possible. Major cleaning jobs shall be scheduled during low traffic times to decrease exposure. If low scent products are not available, Environmental Services will inform staff in the area before the products are used.
3. Clothing that has been dry cleaned should be aired two to three days before being worn.

SMOKE FREE POLICY

It is the policy of Eastern Health to provide a tobacco and smoke-free workplace and environment. Eastern Health prohibits the use of all tobacco products and products that mimic tobacco use (e.g. electronic cigarettes also known as e-cigarettes) on properties owned and leased by Eastern Health, including the buildings, grounds and parking lots (including all vehicles parked therein). Everyone must comply with the Smoke-Free Environment Policy and have a shared responsibility for supporting the policy. We ask for the cooperation of all staff, patients and visitors.

SUMMARY OF IMPORTANT POINTS

- A. Cell phone use is **not** permitted during therapy sessions. In locations where cellular use has been prohibited, cellular devices must be powered off (not simply switched to “vibrate” or “silent” mode).
- B. Family and friends are asked not to give food to other patients. Questions regarding nutrition should be discussed with the Dietician or Nurse.
- C. Hot water bottles and Magic Bags are not permitted.
- D. Alcohol and illegal drugs are not permitted. It is not appropriate to return to the unit from a pass “drunk” or “high”. To do so could result in privileges being revoked. Visitors to the unit must not be intoxicated.
- E. Smoking is not permitted on Eastern Health property. This includes all buildings and parking lots.

Information pamphlets found in this folder includes:

1. Visitor Info
2. Statement of Rights and Responsibilities
3. Advanced Health Care Planning
4. Ask Us
5. Hand Hygiene Information
6. Influenza Information
7. Seafood Allergy Alert
8. Hospital Cleaning

PREVENTING PATIENT FALLS

Falls are a serious problem for older people.

Please tell your doctor or nurse if:

- You have fallen before
- You feel shaky or weak when you walk
- You have a problem with your vision
- You take medication (pills) ordered by a doctor or over the counter drugs (i.e. vitamins)

To help you from falling staff will:

- Look for problems that can cause you to fall
- Help you to correctly use walkers, canes, or other aids
- Help keep your room free of clutter

REMEMBER: ANYONE CAN FALL

STOP: ASK FOR HELP



HOSPITAL PATIENT TELEPHONE SERVICE

To apply for connection, disconnection or transfer of telephone service, please call **4787**.

Local Calls - Dial 9, wait for tone, dial telephone number

Long Distance

- Dial 9 + 0 + area code (709 within Newfoundland & Labrador) + number
- Operator will ask for billing information. Calls must be billed collect, third party or calling card.

Directory Assistance - Dial 9 + 411 (no charge)

**** Remember to call **4787** when being discharged to avoid overbilling. ****



Rogers TV Programming Channel Line Up Atlantic



Select



+ Get all channels in Starter

Local Radio Stations*
Stingray Music Channels*
CBC News Network
CMT Canada
CTV News Channel
Daystar Television Network Canada
GameTV
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Sportsnet East
Sportsnet Ontario
Sportsnet Pacific
Sportsnet West
Treehouse
TSN1
TSN3
TSN4
TSN5

VICELAND
Vision TV
W Network
YTV

+ 1 Choice Channel Options:

BookTelevision
CNN (SD/HD)
Cottage Life
documentary
E!

MTV
Much (SD/HD)
One: Get Fit
OUTtv (SD/OD)
OWN (SD/HD)
T+E

Popular



+ Get all channels in Select

A&E
ABC Spark
AMC
BBC Canada
bravo
CNN
Discovery Channel
Disney Channel
DIY Network
E!
Family Channel
Family Jr.
Food Network
FX
FX
HGTV Canada
History

Lifetime
MovieTime
Much
National Geographic Channel
Nickelodeon
OLN
OWN
Showcase
Slice
Sportsnet 360
Sportsnet ONE
TLC
TSN2

+ 1 Choice Channel Options:

Action (SD/HD)
Baby First TV
BBC Kids
BookTelevision
CNBC
Cottage Life
Crime + Investigation (SD/HD)
DejaView
Discovery Science
documentary
FOX News Channel
FOX Sports Racing (SD/HD)
FYI (SD/HD)
Gusto
H2 (SD/HD)
Independent Film Channel Canada
MTV

One: Get Fit
OUTtv (SD/OD)
T+E
The Comedy Network (East/West)

Premier



+ Get all channels in Popular TV

Action
Animal Planet
AUX TV
BBC Kids
BET
Bloomberg TV Canada
BNN
Cartoon Network
CHRGD
CNBC
Cosmopolitan TV
Cottage Life
Crime + Investigation
Disney Junior
Disney XD
documentary
DTOUR
FOX Sports Racing
FYI
Golf Channel

Gusto
H2
HLN
La chaîne Disney
Makeful
MLB Network
MTV
NASA TV
Nat Geo Wild
NBA TV Canada
Peachtree TV
SPACE
Spike TV
T+E
TELETOON
The Comedy Network
Turner Classic Movies
W Movies

+ 1 Choice Channel Options:

American Heroes Channel
Baby First TV
Baby TV
Big Ten Network
BookTelevision
Comedy Gold
DejaView
Discovery Science
Discovery Velocity HD
ESPN Classic Canada
EuroNews
Fairchild Television East
Fashion Television
Fight Network
FNTSY Sports Network (SD/HD)
FOX News Channel
G4 Canada
GSN (Game Show Network)

HIFI
Historia
Hollywood Suite 00s
Hollywood Suite 70s
Hollywood Suite 80s
Hollywood Suite 90s
Independent Film Channel Canada
Love Nature
MSNBC
MTV2
MuchMoreRetro
One: Get Fit
OUTtv (SD/OD)
radX
Rewind
Sak + LightTelevision
Silver Screen Classics
Smithsonian Channel
Stingray JUICEBOX
Stingray LOUD

Stingray VIBE
Sundance Channel
Telelatino (TLN - East/West)
World Fishing Network (WFN) (SD/HD)

Rogers TV Programming Channel Line Up Atlantic



Starter



ABC
AMI-audio
AMI-télé
AMltv
APTN
Broadcast News
Canal M
CBC*
CBS

City Toronto
CPAC English
CPAC French
CTV Atlantic*
CTV Two Atlantic
FOX Buffalo (WUTV)
Global Maritimes*
Homes Plus
ICI Radio-Canada Télé (MON)*

ICI RDI
NBC Boston (WHDH)
New Brunswick Legislature (French)
SAPJ*
Newfoundland Legislature*
NTV*
PassTime Games
PBS Buffalo
PBS Detroit

PBS Presque Isle (WMEM)*
Rogers TV*
RTV Sports
Sportsnews
The Weather Network*
TV Listings
TV Rogers*
TV5
TVA Montreal (CFMT)

TVA Rivière-du-Loup (CMT)*
Unis TV
V (Rivière-du-Loup)*
Your World This Week

Speak to a representative or visit rogers.com/TV for more information.

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