



# Resident Guidebook

**PROVIDENCE**  
Healthcare



## Welcome to the Cardinal Ambrozic Houses of Providence

At Providence Healthcare, we understand that moving into a long-term care home is a difficult decision. We want to make this transition as easy and stress-free as possible for you and your loved ones.

Our environment is home-like, with comfortable rooms, modern bathrooms, cozy dining areas and gardens. Within our Great Room and in our beautiful activity rooms, you will be able to enjoy the company of other residents and experience a wide range of activities and recreation ranging from bingo and sing-alongs to gardening and baking.

As a resident of the Houses of Providence you have access to inpatient clinics and services for dental, chiropody or other health care and medical support from Providence Hospital. Our staff has an in-depth understanding of the complex issues surrounding geriatric health care and takes a holistic, team approach, spanning the medical, physical, psychological and spiritual aspects of health.

We take our promise of 'Helping people. Healing lives.' very seriously. If at any time you are not satisfied with any aspect of your care, you or your family should contact the Resident Care Manager responsible for your House. The process for bringing forward complaints or compliments is included in this guide (Where to Voice Concerns, page 35).

We have prepared this guide to help you settle in and to serve as a reference to the many services we offer once you've arrived. It's just one of our ways of saying: "Welcome to the Houses of Providence."

Providence Healthcare is a Member of Catholic Charities of the  
Archdiocese of Toronto, supported by ShareLife.

# Telephone Directory

## Providence Healthcare Administration

Main Reception, Information ..... 416-285-3666  
Providence Healthcare Hotline ..... 416-285-3755  
Foundation ..... 416-285-3630  
Foundation (Toll-Free) ..... 1-866-285-3630

## Cardinal Ambrozic Houses of Providence

Business Office ..... 416-285-3666 ext. 4224  
Cashier's Office ..... 416-285-3666 ext. 3745  
General Information ..... 416-285-3666 ext. 5375  
Hair Salon and Barber ..... 416-285-3666 ext. 4292  
To book a tour ..... 416-285-3666 ext. 4433

## Providence Hospital

Outpatient Clinics and Ambulatory Services  
Available to Residents ..... 416-285-3619

## Adult Day Program

Adult Day Program ..... 416-285-3803  
Family/Caregiver Support ..... 416-285-3666 ext. 3810

## OTHER

Toronto Central Community Care  
Access Centre (CCAC) ..... 416-506-9888  
Central East Community Care  
Access Centre (CCAC) ..... 905-430-3308

3276 St. Clair Avenue East  
Toronto, ON M1L 1W1  
[www.providence.on.ca](http://www.providence.on.ca)

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## Our Mission

Providence Healthcare, a Catholic healthcare organization, is inspired by the legacy of the Sisters of St. Joseph of Toronto to be a welcoming community of compassion, hope and healing. We provide rehabilitation, palliative care, long-term care and community programs.

## Our Values

**Sanctity of Life.** Every life is a sacred gift that has meaning and value.

**Human Dignity.** Everyone has intrinsic value and is worthy of respect.

**Compassionate Service.** The needs of every person are attended to with thoughtfulness, understanding and sensitivity.

**Community.** People of diverse backgrounds gather together with a shared purpose and support each other in hope and celebration.

**Social Justice.** Each person is treated in a fair and equitable manner, according to one's needs.

**Social Responsibility.** Accountability is demonstrated by the prudent use of the resources given to us in trust.

## Our Vision

Providence Healthcare will extend our community of expert care beyond our walls. We will give the people we care for the knowledge and confidence to stay healthy and safe at home for as long as possible.



# What to Bring



## Clothing

We suggest you bring clothes that are comfortable and machine washable and can be easily stored in your closet or dresser. Allow enough changes for laundering. All clothing will be sent for labelling when you arrive. Foot wear should provide good support and have non slip soles.

Commercial laundry equipment is used to wash all clothing and all laundry is done on the unit by staff. Any items of clothing that requires special care or separate cleaning should be laundered by family or friends, or sent to a dry cleaner.

We suggest that residents do not purchase clothing made of these highly flammable materials: nylon acetate, nylon, 100% polyester or cotton/polyester blends.



## Assistive Devices

Please bring with you any assistive devices you may require, including rollators, wheelchairs, glasses, and hearing aids. Please note that assistive devices are not provided by the Houses of Providence. Providence maintains the right to restrict, remove and/or dispose of personal assistive devices if such are found to be unsafe, in poor repair and/or in an unsanitary state posing a health risk.



## Documents

You'll need to bring your Ontario Health Card, drug card and all relevant private insurance information. You should also bring your documentation for Power of Attorney for Property and Power of Attorney for Personal Care if available as well as a copy of your Advanced Directives, if applicable. If you do not have these Power of Attorney documents, it is strongly suggested that they be obtained as soon as reasonably possible, and our social worker is

available for guidance. Other relevant information to bring includes information about the Public Guardian and Trustee, Veterans Affairs or Private Insurance, if relevant.



## Medications

As required by provincial legislation, as a health and safety measure for residents, all medications must be assessed and ordered by our Physician, and come through our contracted pharmacy service. All medications must be kept in a secure area with the registered nursing staff for administration at the prescribed dosages and times.

Please do not bring in or take medication from any other source, including medication that has been prescribed by a physician prior to admission, over-the-counter medications, vitamins and herbal or alternative products. All medications (prescribed and over-the-counter) have side effects and mixing medications can be very dangerous.

Ministry of Health and Long-Term Care regulations prohibit medications being kept in the resident's room.



## Toiletries

Basic toiletries such as a toothbrush, toothpaste, soap, shampoo, deodorant and incontinence products are supplied. If you have favourite brands, you may prefer to buy these for yourself.

Scented items such as perfume, cologne, after shave, deodorant, hair products and other products should not be worn or used around people with chemical/fragrance intolerance. We have policies that restrict the use of scented items in the building.

For your safety and the safety of other residents, please discuss all personal items you are bringing and keeping in your room with the Registered Practical Nurse or the Registered Nurse on your floor.





## Your Room

What you bring will depend on your room and preferences. You will have an adjustable bed (with side rails and electronic controls). Additional furniture which the home will provide include: a dresser, a bedside table, a chair and a double closet for hanging and storing clothes. We hope you will personalize your room with photographs, mementos, artwork and any other items you wish to bring from home.

If you're thinking of bringing in large items such as furniture, a television and/or other electronics, you must discuss this with the Registered Nurse or Resident Care Manager first. Please note that the Houses of Providence does not provide personal telephones or televisions for resident rooms (See page 31 for information on Rental Services). All electrical and mechanical equipment brought to the Houses of Providence will be checked by our Building Services Department to ensure each item is safe to use, CSA-approved, is compatible with our energy sources, and complies with the space guidelines for the Houses of Providence. Any furniture brought from home must fit into the space available, allow for access around the room by staff in order to provide care safely, and must be clean, free of sharp edges and in good repair. Personal appliances such as kettles, fridges, or microwaves for residents' rooms are discouraged and will only be permitted on approval by Providence Healthcare. Small appliances are available for use and are accessible in the servery and dining rooms of each House.

Providence Healthcare maintains the right to restrict, remove and/ or dispose of personal items if such are found to be unsafe, in poor repair and/or in an unsanitary state posing a health risk.



## Valuables

We are not able to assure the safety of a resident's personal valuables such as money and jewelry. It is strongly encouraged to keep valuables elsewhere or to a minimum if this is the preference of the resident. Residents are encouraged to open and use our trust account service (at no cost) instead of having cash on hand. Arrangements for setting up a Trust Account can be done through a representative in the Business Office. The Houses of Providence is not responsible for lost or stolen articles, money or other valuables.



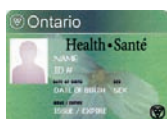
# When You Join Us

When you arrive, a staff member from our team will meet you, take you to your room and introduce you to the staff. You will also meet the other residents and, if you're in a shared room, your roommate. On your first day, you will meet with a Physician and a Registered Nurse or Registered Practical Nurse, our Social Worker, Dietician, Physiotherapist and other members of the interprofessional team for an initial assessment and to start your care plan.

As the first step shortly after you arrive, the admission package will be reviewed with you and if you wish with others who may have come with you to assist with the move in, such as your family or friends. The admission package contains useful information about the Houses of Providence, and you are encouraged to ask questions and read through this information at your own pace.

Each House has a regular schedule for meals, medications and other daily activities. Activation (recreation) calendars are posted on bulletin boards in central areas and daily activities are written on the board in the dining room of each House.

All members of the interprofessional team will be working closely with you and your family to assess your needs and to help you define your goals.



## Admission

Upon admission, you or your Substitute Decision-Maker will be provided with an accommodation agreement and a purchase of services agreement, both located in the admission package. These agreements set out the rates and conditions for charges you will receive. You will be asked to sign the admission agreement setting out the charges for your accommodation fee. For other services where there are associated costs, you will be asked to sign the purchase of services agreement.

At the time of admission, important information will be discussed with you, and we will try to answer as many of your questions as possible.

The Social Worker, the staff in the Information Office located in the Houses of Providence, and in the Business Office located by the front entrance of Providence Hospital, can help you on an ongoing basis with many of your questions including payment information, setting up a Trust Account, or other related financial matters.



## Accommodation Rates

Accommodation charges for our basic and private rooms are established and regulated by the Ministry of Health and Long-Term Care, and are standard across the province for all long-term care homes. Each year, usually in July, the Ministry increases the accommodation rates for residents to reflect adjustments in government pensions. Long-stay basic rates are eligible for a rate reduction dependent on income. The application for a rate reduction is processed through the Providence Business office, which is located behind the main reception, Providence Hospital, 3276 St. Clair Avenue East, Toronto, M1L 1W1, 416-285-3666 ext. 4224/3745.

### **The Houses of Providence offers basic and private accommodation:**

Basic rooms are shared by two residents who also share a washroom. Private rooms accommodate one resident and also contain a private washroom. Residents can request a transfer to another room at any time.

Individuals in basic accommodation may qualify for a rate reduction from the Ministry of Health and Long-Term Care, based on their income. Upon admission, an application form is submitted along with the resident's most recent income tax "Notice of Assessment" for the tax year (a "Notice of Assessment" is sent from Revenue Canada after submission and processing of a personal income tax claim for each year). Residents who qualify for a rate reduction must complete and submit an updated application for rate reduction each year, which includes a copy of the

most recent Notice of Assessment. The applications will be mailed out in advance from the Business Office to the resident or their guarantor.



## **Interprofessional Team**

### **The Interprofessional Team includes:**

- Administrator, Houses of Providence
- Director of Resident Care
- Physician
- Resident Care Managers
- Registered Nurses
- Registered Practical Nurses
- Resident Assistants
- Social Worker
- Dietitian
- Nutrition and Food Services Supervisor
- Pharmacist
- Chaplain
- Activation and Programs Manager
- Activation Assistants
- Physiotherapist
- Occupational Therapist
- Administrative Assistant, Resident Care
- Administration Office Supervisor

Here is a brief description of the responsibilities of the members of your interprofessional team.

### **Administrator, Houses of Providence**

- Responsible for the operation and management of the Houses of Providence
- Ensures policies and procedures are adhered to in accordance with Providence Healthcare protocols and the Ministry of Health and Long-Term Care standards and guidelines

### **Director of Resident Care**

- Responsible for management and supervision of the Houses of Providence nursing department

### **Physician**

- Sees residents weekly and more often if necessary
- Available for consultation and meetings with family
- A physician is on call 24 hours a day, including weekends and holidays
- Residents being admitted to the Houses of Providence are permitted to retain their own primary care provider (Medical Doctor or Registered Nurse of the Extended Class) provided that these practitioners meet our home's standards of care, which are subject to the approval of the Director of Resident Care, in conjunction with the Interprofessional team

### **Resident Care Manager**

- Responsible for overall day-to-day operations and management of assigned floors including such functions as ensuring the provision of quality care and resource management

### **Registered Nurse**

- Your first line of contact for any issues or concerns
- Ensures your care is coordinated by all members of the interprofessional team
- Assesses, plans, implements and evaluates nursing care for residents with complex care needs

### **Registered Practical Nurse**

- Assesses, plans, implements and evaluates nursing care for residents with stable care needs
- Provides leadership and support to the Resident Assistants
- Administers medications to residents

### **Resident Assistants**

- Provide and assist in day-to-day personal care, such as assistance with dressing, feeding and bathing, meal services in the dining room, support for activities of daily living and doing personal laundry



### **Social Worker**

- Offers support and counselling to residents and their families in areas such as adjustment to moving into the home, advanced care planning, and end-of-life and palliative care
- Provides information and assistance with financial concerns, advocacy, and referral to in-house or community resources

### **Dietitian**

- Assesses your nutritional needs, discusses your food preferences and develops your nutritional care plan
- Educates residents and caregivers about nutritional care

### **Nutrition and Food Service Supervisor**

- Supervises the staff of the dietary department in the meal service process
- Supports the dietitian in developing the menu plan

### **Pharmacist (pharmacy services are contracted to an outside agency)**

- Designs, implements and monitors your medication plan, working closely with nursing and medical staff and consulting physicians
- Identifies, resolves and prevents medication-related problems
- Available to discuss your medications with you and your family

### **Chaplain**

- Responds to your spiritual needs, values, customs, beliefs and concerns
- Learns about your specific needs and practices and tells you about services available

### **Activation and Programs Manager**

- Oversees all of the social events, recreational activities, group events, seasonal celebrations and restorative care programs designed to meet the individual interests, wishes and needs of the residents

### **Activation Assistants**

- Activation staff implement the overall activation plan, ensuring consistency and quality of activities for residents in the individual Houses, Activity Rooms and the Great Room
- Activation staff are assigned by floor to assist residents in each House, and also work together to offer larger group events in the Great Room and on the floors

### **Physiotherapist**

- Provides physical rehabilitation services based on physician referral (Please note: there is no charge for this service when it is provided within a long-term care home.)

### **Occupational Therapist**

- Provides assessment and recommendations on restorative support and adaptive devices. This service is provided on a referral basis for those residents identified as in need of such support (Note: There is a fee for some adaptive devices that will have to be paid privately subject to the approval of the resident or Substitute Decision Maker.)

### **Administrative Assistant, Resident Care**

- Provides administrative support to the Resident Care Manager, physician and nursing staff on each floor, and is also responsible for booking appointments and transportation for residents

### **Administration Office Supervisor**

- Works in collaboration with the Toronto Central Community Care Access Centre to facilitate and coordinate admissions
- Provides ongoing support, guidance and advice to residents, families and visitors to the Houses of Providence



## Payment Arrangements

Monthly fees are due in full on the 15th of each month. Direct deposit payment plans are suggested as the easiest option. Alternatively, cheques can be made out to Providence Healthcare and mailed to 3276 St. Clair Avenue East, Toronto, Ontario M1L 1W1 or be dropped off in the Business Office in the Hospital.

To ensure payments will continue if you become unable to manage these responsibilities, it is suggested that you have an appointed Power of Attorney.

For further details, contact the Business Office at 416-285-3666, ext. 4224/4226.



## Substitute Decision-Maker

### Treatment and Personal Care Decisions

When a resident is not capable of making a treatment decision for him/herself, as defined in provincial legislation (the Health Care Consent Act), a Substitute Decision-Maker is required to provide or refuse consent for treatment. The Substitute Decision-Maker may be a legally appointed person(s) such as a Guardian, Power of Attorney for Personal Care, or representative appointed by the Consent and Capacity Board. If there is a legally appointed person, it is important to bring in the documentation so that this can be recorded in the resident's chart. If there is no legally appointed Substitute Decision-Maker, the Health Care Consent Act specifies the order in which family members have authority to provide or refuse consent (spouse or partner, child or parent, brother or sister, any other relative). If there is no legally appointed Substitute Decision-Maker and no family member who is willing and able to be the Substitute Decision-Maker, the Treatment Decisions Unit of the Office of the Public Guardian and Trustee will provide or refuse consent on the resident's behalf. Should you require additional information about this topic, our Social Worker is available for guidance.



## Trust Accounts

Providence Healthcare provides Trust Accounts to enable residents to have spending money on hand for incidental purchases, without risking the theft of cash or credit cards.

The account contains money deposited by or for residents.

Funds in the Trust Account may be used for House-related payments approved by the resident or the resident's legally designated Substitute Decision-Maker. These may include spending money for outings, as well as gift shop purchases and hair salon services.

Statements are sent out every three months showing Trust Account activity. There is no interest accrued on Trust Accounts.

For more information, please contact the Business Office at 416-285-3666, ext. 4224.

# For Your Safety



## Alcohol

The Houses of Providence does not offer or serve alcohol for social events. Physician-approved use of alcohol will be controlled by the registered nursing staff.



## Bedding

The Houses of Providence supplies all towels, linen, bedding and bedspreads.

If you would like to bring in a favourite quilt or bedspread, please make sure it is made of flame-retardant material.



## Fire Drills and Regulations

For safety reasons, fire drills are conducted at least monthly on each of the three shifts.

When you hear the fire bell, we ask you and your visitors to remain calm and stay where you are. All staff are familiar with fire alarm procedures and will issue instructions.

During fire drills, the fire alarm will sound, the location of the “Code Red” will be announced on the overhead paging system, the fire doors will close, and the elevators will go to the main floor and remain in place. During this time, business telephones must not be used.



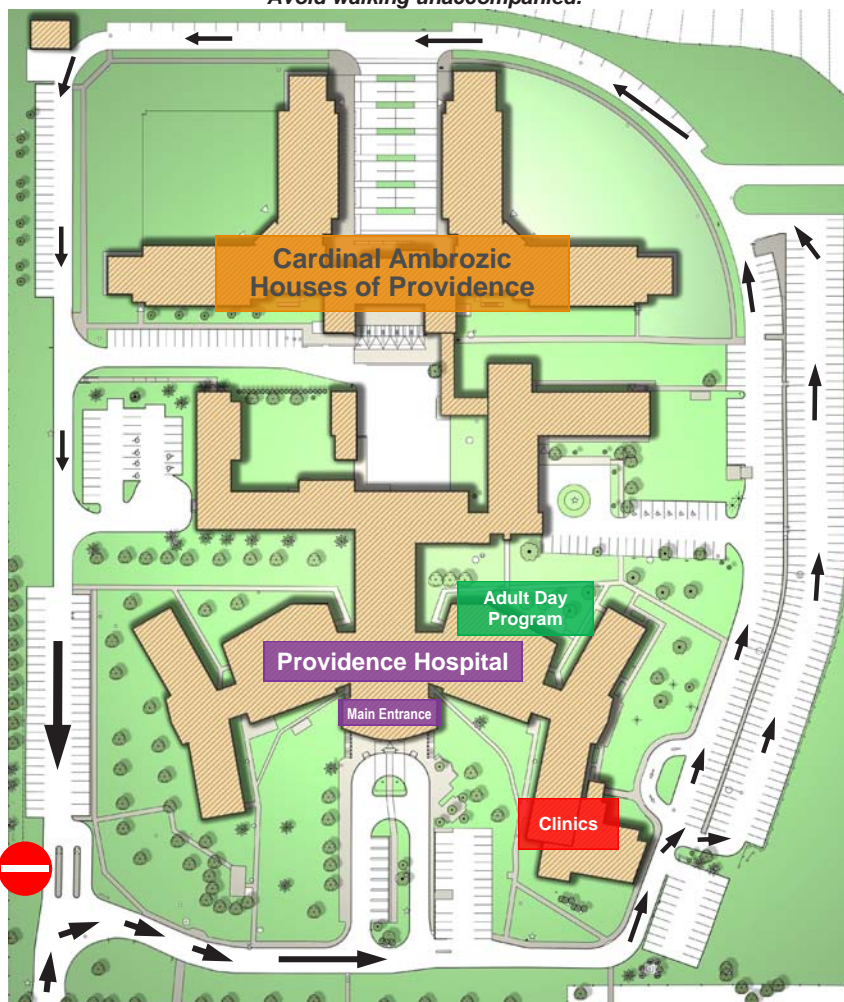
## Enjoying the Outdoors

There are secure outdoor spaces available on each of the four floors of the Houses of Providence, which are open during the spring, summer and fall seasons for residents and families to enjoy. There is also a walking path which goes around the Providence Healthcare property. For safety reasons, when using the walking path, residents must be accompanied by a family member and should ensure they are wearing proper footwear. Residents and

families should be conscious of passing cars and uneven pavement when walking around the property.

### MAP OF GROUNDS AND TRAFFIC DIRECTION Providence Healthcare and Houses of Providence

**TIPS TO WALKING ON GROUNDS:**  
*Look out for cars and uneven sidewalks.  
Avoid walking unaccompanied.*



## Identification

Residents are asked to wear the identification wristbands provided to them. All Houses of Providence staff are required to wear photo/name badges identifying their respective names and job titles. Yellow tops and name badges identify volunteers. If someone is providing care to you and that person is not wearing an identification badge, you should contact the Resident Care Manager at once.





## Infection Control

Providence Healthcare employs a full-time Infection Prevention and Control Manager to oversee prevention and control of infections.

Thorough hand-washing and regular use of a hand sanitizer is the best way to prevent the spread of infection.

We urge our residents to have a free flu vaccine every year to protect them from symptoms that can be difficult to cope with. We also encourage staff and regular visitors to get a flu vaccine to protect our residents.

The Houses of Providence works closely with the Ministry of Health and Long-Term Care and Toronto Public Health to ensure that all precautions and practices are followed. In the event of an outbreak, we will communicate any protective measures that may be required – for example, the wearing of masks, gloves, protective eyewear and gowns by the staff.

Because flu vaccinations do not protect against all illnesses, we request that people with any symptoms, such as fever, cold, headache or muscle aches refrain from visiting.



## Outbreaks

Providence Healthcare works in partnership with Toronto Public Health to maintain the health and well-being of our residents. From time-to-time, particularly during the fall and winter months, residents and families may be advised that we are in an ‘outbreak’ situation, meaning that a number of residents have signs and symptoms of illness requiring isolation to avoid spread and prevent further illness.

During this time, additional precautions will be necessary to keep our residents safe and to control the spread of infection. For that reason, and depending on the type of outbreak experienced, different procedures may be required. These may include limitations on visiting; wearing of protective clothing such as gloves or masks, etc.

Up-to-the-minute information on outbreak situations as they occur can be found by calling our Community Hotline at 416-285-3755 (to hear a recorded message) or by visiting our website at [providence.on.ca](http://providence.on.ca)

We appreciate that some of these safeguards may pose an inconvenience, but they are put into place to protect our residents.



### Photographs for Identification Purposes

Providence Healthcare requires a photograph of each resident for identification. Each resident's picture is taken on admission and annually thereafter, and a current picture is kept on record in the resident's chart for staff to access.



### Photography/Audio/Video Recording

To protect the privacy of our patients, residents, staff and visitors, recording devices may only be used when verbal consent has been obtained from all persons that may be identified in the photo or recording. Visitors may be asked to leave Providence if they do not comply with this policy.



### Protection of Residents

To help protect those residents with cognitive impairments who may be at high risk of wandering accidentally off of the unit or outside of the building, a wander tag may be provided that sends a signal to lock doors if the resident is nearby. A family member or designate who is the Substitute Decision-Maker will be asked to sign a consent for use of a resident wander tag.

For those residents with a resident wander tag, a family escort card can be issued to be carried when taking the resident off of the floor. Please speak to the Registered Nurse or Resident Care Manager for direction on access cards.



## Smoking

The Houses of Providence is a non-smoking environment. Smoking is not permitted anywhere inside the building. A resident who wishes to smoke must be able to do so independently and must go to a designated smoking area. Staff are prohibited by legislation to assist a resident to smoke.

Smoking is only allowed outside of the building in designated smoking areas which are located at least nine (9) metres from the exit doors.

# Houses and Providence Hospital Services Information

Residents of the Cardinal Ambrozic Houses of Providence may use many of the services of Providence Hospital.



## Activation

Activation allows you to make choices, pursue interests, have fun and make friends. We encourage you to tell us what you're interested in.

Activity programs are held throughout the week and weekends in the activity rooms on the floors and in the Great Room. Available to all residents, activities include crafts, music, bingo, fun and fitness, card games, woodworking, socials and special events. Events are listed on the monthly Activation Calendar posted in each House and by the main entrance. Copies of the calendar are also available at the Communication Centre on each floor, next to the elevators. Resident Assistants advise residents of daily activities. Special events notices are posted in each House.



Residents may also participate in community outings, enjoy visits with local school children, pet therapy and a variety of other entertainment.



## Activity Rooms

Each floor of the Houses of Providence has designated themed activity rooms. Residents and their families can come together to play cards, enjoy arts and crafts, do gardening and socialize. Here is a list of the rooms and where they are located: 1 East - TV/Board Games; 2 West - Library; 2 East - Nature Room; 3 East - Baking/Crafts; 4 West - Spa; 4 East - Music/Sensory.



## Banking Machine

An automated bank machine is located in the entrance of Providence Hospital and outside the Seasons Café (cafeteria) on the 1st Floor of the Hospital's A Wing. They can be accessed with any Interac bank card. There is a small service fee associated with the transaction benefits Providence Healthcare.



## Cafeteria, Providence Hospital's Seasons Café

The cafeteria is located in Providence Hospital, A Wing, on the 1st Floor. It offers a range of healthy, delicious and nutritious meals, including a fresh salad bar, chef's hot table, deli counter, daily soup and pizza specials, snacks, and hot and cold beverages. The cafeteria is closed weekends and statutory holidays.

### **The hours of operation are:**

Monday through Friday: 11:30 a.m. - 2 p.m.



## Family Council

The Family Council provides a forum for family representatives and other people of importance to residents in the Houses of Providence. With the exception of the summer months, the Council typically meets monthly to share ideas, bring forward projects and continue dialogue. Suggestion boxes labelled 'Family Council' are situated by the elevators for family members to share their feedback, comments or suggestions. If you wish to volunteer as a

House representative, or you'd like to learn more about the meeting schedule, please contact the Social Worker at 416-285-3666, ext. 4033.



### Family Participation

Your plan of care will be reviewed annually with you and/or with your designated Substitute Decision-Maker. We also invite family members to review the accommodation agreement and purchase of service agreement which are provided to each resident on admission in the admission information package. Please contact the Administration Office Supervisor if you have any questions about the admission information package.

We encourage your family and friends to share in your life at the Houses of Providence and value their participation, along with your own.



### Foot Care Service

The Houses of Providence offers foot care services for interested residents in the comfort of your own room. The service includes an initial assessment, nail trimming, foot soak and foot massage by a trained foot care nurse.

Appointments are available Monday to Friday. To book an appointment, please call 416-285-3666 ext. 4529. There is a nominal fee for this service, and the Foot Care Nurse can explain the process.



### Hair Salon and Barber

The hair salon is located on the main floor of the Houses of Providence. The hours of operation are: 9 a.m. to 4 p.m., Tuesday, Thursday and Friday, excluding holidays.

Appointments with the hairstylist and the barber can be made by calling 416-285-3666 ext. 4292.

Residents are encouraged to make arrangements for payment of this service through a Trust Account, eliminating the need to have cash on hand.





## Hospital Transfers

If you become acutely ill and/or have an immediate medical need that requires emergency room care, we will transfer you to an acute care hospital. The Ministry of Health and Long-Term Care allows each resident, if needed, a 30-day medical leave of absence and a 60-day psychiatric leave for hospital assessment and treatment.

During these absences, residents continue to pay the regular room charges. If you are unable to return within the allotted time, you will be discharged and become a priority for readmission on the waiting list maintained by the Community Care Access Centre (CCAC).



## Houses of Providence Café

The Houses of Providence Café is conveniently located just inside the main door to the Houses of Providence, across from the elevators. We sell sandwiches, snacks, hot and cold drinks, health and beauty aids.

Our hours of operation are 9:30 a.m. to 4:30 p.m., seven days a week. We look forward to serving you.



## Laundry

On admission, the Resident Assistants assigned to your care will arrange for your clothes to be labelled with your name and room number. If other clothing is brought in later, please inform nursing staff to make sure that these items get labelled as well. Providence Healthcare is not responsible for lost clothing items, and it will not be possible to relocate any unlabelled clothing.

The Resident Assistant collects your clothing for washing on a regular basis in your House. If your clothing is to be laundered by family or friends, please inform staff and post a notice on your closet door.



## Mail

The mail will be delivered to your room, and stamped mail may be dropped into the large wooden mailbox located at the Information Desk on the 1st Floor. This box is emptied once daily, Monday through Friday. A Canada Post mailbox is located in the outer vestibule at the main entrance to Providence Hospital.



## Meals

Residents in each House eat together in their dining room which is shared by residents from two Houses. The daily menu is displayed in each dining room indicating menu items and meal choices. The Resident Assistants will serve your meals to you at your table and provide meal assistance for residents as necessary. The weekly menu and mealtimes are also posted in each dining room. Many residents are on special or restricted diets, and families should consult with the Dietitian, Registered Nurse or Resident Care Manager before bringing food in for residents.



## Outings, Holidays, and Leaves

For any outings, even just a few hours, we suggest you plan in advance to allow at least a day for us to arrange for any medication you may need to take with you.

You, or someone responsible for your care, must always sign you out of your House when you leave and sign you in when you return. If you decide not to return the same day or to extend your visit, please call the nursing staff in your House.

If you become ill or have an accident while you're away from Providence, your relatives or friends must take you to the nearest acute care hospital and inform us as soon as possible.

Residents can take 21 days of vacation leave each year, and casual weekend leaves of 48 hours are also available. Room charges will continue while you're away.

Residents of long-term care homes are also permitted to take medical leaves. In the case of a medical absence, the length may not exceed 30 days, and in the case of a psychiatric absence, the length may not exceed 60 days.



## Pay-on-Foot Parking

Beginning in the Fall of 2015, Providence Healthcare will use a 'pay-on-foot' parking system. Revenue from parking is used towards providing security services and ongoing maintenance within the parking lots.

The payment system works two ways.

### Method 1:

1. When entering the parking gate, insert a credit card. The gate will open.
2. Pay as you leave at the exit terminal by inserting the same credit card you used at the entrance gate. The machine will calculate your time and charge your card the appropriate amount.

### Method 2:

1. Take a ticket from the machine at the gate when entering the parking areas, and keep the ticket with you.
2. Pay "on foot" before returning to your vehicle. There are pay stations at five locations: the entrances to Providence Hospital, the Outpatient Clinics, the D Wing, the Houses of Providence, and at the exit gate.
3. At the pay station, insert your entry ticket into the indicated slot. The machine will indicate the cost of parking for the time you have used.
4. Following the instructions, insert cash or credit card to pay the indicated amount.
5. Take your exit ticket from the pay station.
6. Drive to the exit and insert your exit ticket into the terminal and the gate will open.

### **Weekly, Monthly and Family Passes**

Passes may be purchased at the Cashier's Office in Providence Hospital. Families with more than one family member who visit often and wish to take advantage of the cost savings may consider purchasing a 'Family Pass' for up to four family members.

For safety reasons, all fire routes must be clear of parked vehicles. Any cars parking in fire routes or not displaying proof of parking payment will be ticketed.



### **Pharmacy Services**

The Ontario Drug Benefit (ODB) Program of the Ministry of Health and Long-Term Care will cover the costs of most of the medications ordered by the physicians. Provincial legislation requires that all medication come from the licensed pharmacy on contract with the home. Medical Pharmacies Group Inc. is the pharmacy service for the Houses of Providence. You will be billed through the Medical Pharmacies Group Inc. for medications not covered by the Ontario Drug Benefit Program. Should you request specific brands of a product, there will be a charge for the difference between the ODB-covered cost and the cost of the specific brand requested.



### **Residents' Council**

The Residents' Council provides a forum to voice issues and is a great way to become active in the daily life of your new home. All residents are encouraged to participate at Residents' Council.

Representatives from the Residents' Council sit on many of the Houses of Providence staff and resident committees, such as the Activation Planning Committee and the Residents' Food Committee.

Residents' Council meetings are held every other month in the Great Room. Dates and times are included on the monthly Activation Calendar.

The Residents' Council sells draw tickets, featuring a 50/50 cash prize, near the Hospital cafeteria (Seasons Café) on A1 and the Great Room of the Houses of Providence. All proceeds go for the general benefit of residents. The Residents' Council votes on usage of all money collected. The Social Worker at 416-285-3666, ext. 4033 assists the Residents' Council.



## Spiritual and Religious Care

There are two chapels at Providence Healthcare – one on the main floor of the Houses of Providence and the other on the 3rd floor of Providence Hospital. Both offer a tranquil place where everyone is welcome to worship, pray or spend some time in quiet reflection.



A Catholic Mass is celebrated Monday through Saturday in the Houses of Providence. Sunday Mass is also held in the Houses' Chapel.

Anglican and Protestant services are held monthly. The dates and times are posted throughout the home.

The hymn-sing is a great source of spiritual support to residents. You can either join the large group in the Great Room on Tuesday mornings or join a smaller group in your House for a more intimate and personalized hymn-sing.



## Telephone and Television Service

Hospitality Network provides telephone services, television rental and television cable access to our residents. Hospitality Network works independently from the Houses of Providence, and has a separate billing process.

Customers who subscribe to the telephone service are provided with a dedicated telephone number. Customers

requesting long distance service will be required to make a small deposit, refunded or applied to the last month of service.

To arrange for either telephone or television service, or if you require information on rental fees, please call 416-285-3675, the number for Hospitality Network's on-site office and representative. Order forms will be provided to you on admission.

If you bring your own television, it must be checked and certified through our Building Services Department. Please advise us at admission that you will be bringing your television, or let the Registered Nurse or the Resident Care Manager know should you decide to after you have already moved in. Please note that you are responsible for the maintenance, repairs and channel programming.



### Tim Hortons

Located at the main entrance to Providence Hospital, the Tim Hortons kiosk serves baked goods and bagels, breakfast sandwiches and wraps, oatmeal, yoghurt and berries. There is also a 'grab 'n' go' section stocked by our cafeteria with soups, sandwiches, salads and some popular entrees.

### The hours of operation are:

- Monday through Friday: 6:30 a.m. – 7:30 p.m.
- Saturday and Sunday: 10 a.m. – 6 p.m.



### Travel Directions

#### If driving:

From the 401: exit at Warden Avenue and head south to St. Clair. Turn right (west) to our entranceway. This route should take about 20 minutes in good driving conditions.

From the Don Valley Parkway South: exit at Don Mills Road South. Travel east (left turn) along O'Connor Drive. After the Woodbine bridge, turn right at St. Clair East Avenue East.



From the DVP, this route should take about 20 minutes in good driving conditions or alternatively, exit at Eglinton Avenue, travel east until you reach Warden Avenue, and turn south (right) on Warden until you reach St. Clair Avenue East. Providence is just west of Warden, on St. Clair Avenue East.

Along Kingston Road, from the east: turn right on St. Clair East, continuing until just past Warden. We are on the right.

### **If taking the TTC:**

The Warden subway stop is on the Bloor-Danforth line. You can walk or take a cab one block northwest to Providence Healthcare, or take the O'Connor (70) bus west one stop. Please note that the walk is challenging for anyone who has mobility or health problems. Taxis may also be called from the pay phones opposite the elevators.

You can obtain a customized map and directions to our facility from your own location, by visiting [www.mapquest.com](http://www.mapquest.com)



### **Vendors**

On occasion, vendors sell products such as jewelry, clothing, purses, wallets, lingerie, and uniforms. They are located outside the Seasons Café on the first floor of the Hospital. This service is offered as a convenience and Providence does not endorse, or provide warranties, for any product sold.



### **Visitors**

Visiting hours are from 11 a.m. to 8:30 p.m., although some exceptions are made. If you have questions or concerns about visiting, please speak with the nursing staff in your House.

We ask that family and friends do not come in to visit if they are feeling ill in any way or have come in contact with anyone with an infectious disease.



## Volunteers

Volunteers enhance daily living at the Houses of Providence in a number of ways:

- One-to-one friendly visiting
- Meal assistance
- Spiritual and Religious Care volunteers provide services such as escorting to services, spiritual support, and friendly visiting
- Escorts to special events and activation activities
- Facilitate and/or assist with activation programs in the Great Room and/or Activity Rooms
- Provide direction to visitors at the Information Desk



## Wheelchair and Seating Service

The purchase of a wheelchair, scooter or walker, if necessary, is the resident's or family's responsibility. Providence Healthcare has partnered with Shoppers Home Health Care to offer complimentary Maintenance Clinics for residents. The company representative is available weekly to assess wheelchairs, scooters and walkers and to make minor adjustments and/or repairs free-of-charge. Please speak with your Registered Nurse or Resident Care Manager, to arrange an individual service call. Please note that residents and families are under no obligation to purchase services or products from Shoppers Home Health Care.



## Wheel-Trans

To use the services of Wheel-Trans, you must contact the TTC at 416-393-4111 to arrange a personal interview at a Wheel-Trans office. Alternately, we arrange for a Wheel-Trans representative to come on-site monthly to assess residents applying to use this service. Those wishing to apply to Wheel-Trans should give their name to the Social Worker and it will be added to the next list. Wheel-Trans bookings must be arranged one day in advance and can be made by you or your family by calling 416-393-4222 or

on-line at [www.ttc.ca](http://www.ttc.ca). Regular weekly bookings – for the same day, at the same time – for four or more consecutive weeks can be arranged in advance.

Be sure to inform the Wheel-Trans booking clerk that you wish to be picked up at 3276 St. Clair Avenue East, Houses of Providence North Entrance.



### Where to Voice Concerns

All residents and family members should be aware that a respectful, clear and confidential process exists to deal with any concerns about the quality of our care and services. A procedure guide for dealing with questions or concerns is included in the admission package and posted on the first floor.

A list of contact phone numbers will be provided to you upon admission. This will include the number for the Resident Care Manager responsible for your floor.

Any concerns, complaints, compliments or issues should be brought forward first to the Registered Nurse and then to the Resident Care Manager. If you feel that the issue has not been resolved to your satisfaction, then you should contact (in this order and if necessary) the Director of Resident Care; the Administrator, Houses of Providence; the Vice-President, Programs; and, finally, the President and CEO. All contact phone numbers are posted by the front entrance, along with the phone number and contact for the Ministry of Health and Long-Term Care.

We are committed to ensuring the safety and well-being of all residents, and will do our utmost to preserve the dignity and respect of all.

# Providence Healthcare Foundation

*“A house is made of brick and mortar,  
but home is made by the people who live there.”  
M. K. Soni*

From the moment you walk through the doors of the Cardinal Ambrozic Houses of Providence, it is apparent that this place is more than just a beautiful building. It is a home.

The Houses of Providence offers a vibrant community for 288 individuals where they can live with dignity, independence and access to exceptional care, in a compassionate and spiritual environment.

Since the Houses of Providence opened in 2000, support from the community, and from friends and families of residents, has been essential to ensuring we can maintain an exceptional home for our residents. A \$5-million Endowment Fund was established to help ensure consistent, annual support for the ongoing urgent needs within the Houses.

While your loved one is here, please consider making the Houses of Providence your charity-of-choice.

## **There are many ways you can show your support:**

- Create a Named Endowment Fund in honour of your loved one;
- Support the Houses' Family Fundraising program;
- Make a donation in celebration of a special occasion, such as: a birthday, anniversary, Mother's Day or Father's Day.

Your contribution will make a meaningful impact in the lives of the people who call the Houses of Providence “Home”.

For questions, please contact Providence Healthcare Foundation at 416-285-3630 or [foundation@providence.on.ca](mailto:foundation@providence.on.ca). We welcome visitors in the Foundation office – Room C208, Providence Hospital.

# Providence Hospital Ambulatory Services

We offer a variety of outpatient clinics and services on the 1st Floor of Providence Hospital's B Wing. If you have an appointment at a clinic, a porter will pick you up 10 minutes prior to your appointment time and will return you to your room after your appointment is finished. Our Ambulatory Services are available to all patients and residents at Providence Healthcare.

If you would like to make an appointment, please ask your Administrative Assistant, Resident Care. Your physician must make a consultation request for you. This will ensure that we have the necessary medical information to ensure quality care.

If you would like additional information on any of the programs or services listed below, please contact the Administrative Coordinator at 416-285-3619.

Hours of operation are not listed as they are subject to change.

Clinics and Services include:

## Acupuncture

Acupuncture aims to restore and maintain health through the stimulation of specific points on the body.

## Alzheimer Service

This service is offered several times per year in the Scotiabank Learning Centre. This service is for individuals and families who have had a recent diagnosis of dementia. Caregivers and family members can meet one-on-one or have family meetings with a counsellor. Call 416-285-3810 to leave a message on our Hotline. Your call will be returned within 24 hours.

## Arthritis Service (The Arthritis Society)

Providence is a host site for this clinic which is held twice a month by The Arthritis Society. It is open to anyone in our community who has a confirmed diagnosis of arthritis. Services provided by this clinic include: assessment, education, coping strategies, exercise instruction, as well as Stanford University's Arthritis Self-Management Program.

## Audiology and Hearing Aid Dispensary Clinic (Canadian Hearing Society)

In partnership with the Canadian Hearing Society, services include: hearing tests, hearing aid evaluations and sales, hearing aid maintenance and repair, battery and accessory sales, communication devices and hearing aid counseling. Hearing Test is free.

## Cardiology Clinic

## Chiropody Service (Foot Care)

On site assessment, treatment and prevention of diseases or disorders of the foot by therapeutic, surgical, orthotic or palliative means by registered chiropodists. This includes treatment of common problems like corns, calluses, plantar warts, fungal or infected nails, ingrown or thickened toenails, athlete's foot, heel pain, and diabetic or chronic non-healing ulcers. Orthotics, footwear and prescription for orthopaedic shoes are also provided.

## Chiropractic Service

To relieve joint aches and muscle pains through a drug-free, hands-on approach to health care.

## Dental Clinic

Services include examination, cleaning of natural teeth and dentures, fillings, extractions, making of dentures, repair, relining and labeling of dentures. Please note that there is a fee for service.



## Dermatology Clinic

Services include examination and treatment of skin problems, minor surgery and 'freezing' with liquid nitrogen if necessary, recommendation and prescriptions for rashes, dryness, non-healing sores or wounds, referral to plastic surgery, screening for skin cancer.

## Ear, Nose and Throat

Services include assessment and treatment of hearing loss, tinnitus, vertigo, oral pathology, facial pain, and obstructive sleep apnea. The Physician works in collaboration with a certified Audiologist to complete hearing tests, wax removal, and hearing aids.

## Eye Clinic

Services include examination, including vision testing, funduscopy and screening for glaucoma, prescription for eyeglasses, treatment of infections, glaucoma and other medical conditions, referral for surgery.

## Massage Therapy

Manipulation of soft tissue of the body to alleviate discomfort associated with occupational stresses, muscular overuse and many chronic pain conditions.

## Pain Care Clinic

The Pain Care Clinic services are provided by a Family Practice Physician who specializes in pain management and focuses on rehabilitation and providing people with tools to manage pain effectively. Individuals with conditions such as fibromyalgia, chronic pain, and headaches are suitable for the clinic. This clinic follows a holistic approach as it addresses the mind, body and spirit.

## Physical Medicine and Rehabilitation (Physiatry)

The specialized medical service is provided by a Physical Medicine and Rehabilitation Physician (Physiatrist) and encompasses the comprehensive diagnosis, management and rehabilitation of people of all ages with neuro-musculoskeletal disorders and associated disabilities.

**Have we missed anything in this Guidebook  
that would have been helpful to know?**

**Please let the Communications Department  
know by calling 416-285-3666 x3747 or by  
emailing us at [info@providence.on.ca](mailto:info@providence.on.ca)**

# Contributing Advertisers

Providence Healthcare would like to thank the many local businesses/ sponsors who made this Directory possible for our patients.

Please take a moment to review the following advertisements. You will find an excellent variety of services which may be helpful to you during or following your hospital stay.

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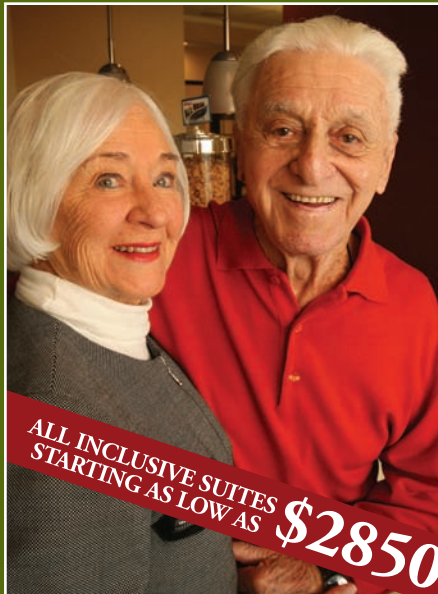


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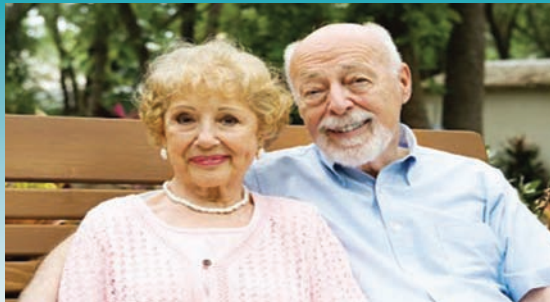
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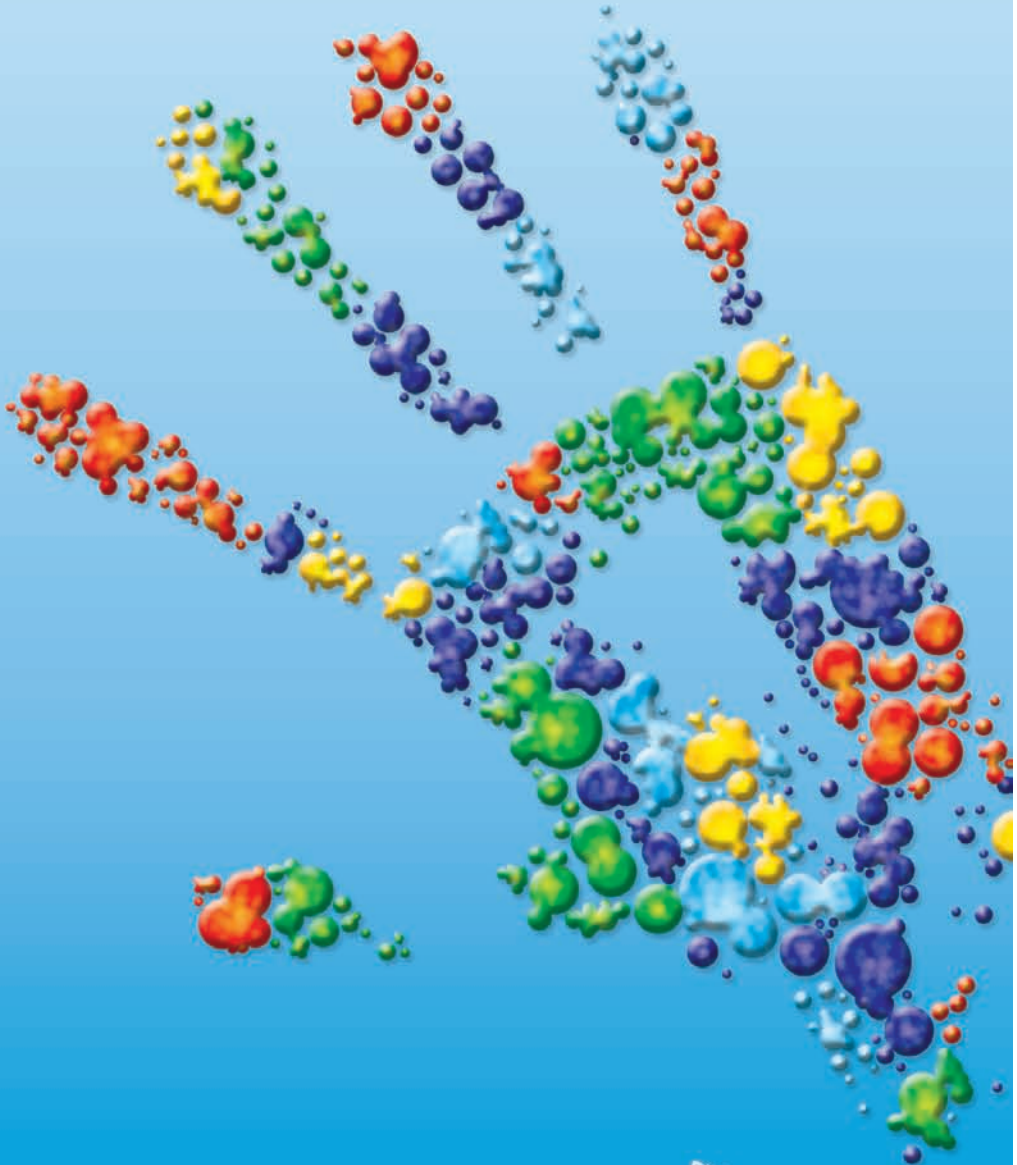


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