



DIGNE DE CONFIANCE,
à chaque instant

**Jewish Rehabilitation
Hospital – Centre intégré
de santé et de services
sociaux de Laval**



Inpatient Welcome Guide

Direction DI-TSA et DP

Québec 

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This document is available in electronic version on the Internet at the following address:

<https://www.lavalensante.com/en/jewish-rehabilitation-hospital/about-the-jewish-rehabilitation-hospital/general-information/>

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1. HELPFUL CHECKLIST

- Room # _____
- Attending physician: _____
- Primary nurse: _____
- Your hospital room phone number: 450-688-9550 # _____
- For an outside line, dial " 9 "
- Visiting hours: 9:00 a.m. to 9:00 p.m.
- On the day of your discharge, you must vacate your room by 9:00 a.m.

2. WELCOME TO THE JEWISH REHABILITATION HOSPITAL

Our team of healthcare professionals will follow you throughout your rehabilitation. This guide will allow you to better understand certain aspects of our institution. We wish you a speedy recovery!

In 1955 the 15-bed Jewish Convalescent Center was founded by members of the Jewish community. Thanks to their hard work, this Centre developed and expanded over time into a 122-bed general and specialized care hospital dedicated to rehabilitation.

Our objective is to continuously improve the quality of care and services provided as we strive to achieve excellence. Affiliated with McGill University, the Jewish Rehabilitation Hospital (JRH) also contributes to research, teaching and the evaluation of health technologies and new methods of intervention in the clinical setting.

The JRH, affiliated with the CISSS Laval, is a designated bilingual institution and welcomes a culturally diverse clientele while maintaining its traditional links with its founding Jewish community. We abide by the Jewish dietary regulations and observe Jewish holidays and customs.

3. SAFETY CONCERNS US ALL

At the Jewish Rehabilitation Hospital, we work in partnership with you to make health care and environmental safety a priority. You can actively take part in this objective by asking questions and sharing your observations. We encourage you to ask our staff to identify themselves before they provide care or services. Feel free to ask questions about your medications and their side effects. Infection control is very important, please know that you have the right to ask our healthcare professionals to wash their hands before they start treating you. Furthermore, if you witness dangerous situations that could potentially cause an accident or injury, such as dangling wires or water on the floor, please do not hesitate to inform us. Thank you for helping us in promoting a secure and safe environment.

4. ADMISSION

The Admissions Office is located on the ground floor (B-1655). You will be asked to sign admission forms upon your arrival. Your health insurance card will be kept in your chart on the nursing unit for the duration of your hospital stay.

5. YOUR ROOM

To meet infection control regulations, you may have to be transferred to another room during your stay. Rest assured that we will do our utmost to avoid such transfers. We apologize in advance for any inconvenience this may cause you.

The majority of our rooms have 4 beds. If you have requested a semi-private or private room and none are available, you will be transferred as soon as one becomes available. If you have private insurance, **you must verify** with your insurance provider that your plan covers the cost of a semi-private or private room **in a rehabilitation centre**. Once you are able to have weekend passes (called therapeutic leaves), you will still have to pay the cost of the room. If you do not have private insurance, then **you will have to pay the fee** established by the Ministry of Health and Social Services (MHSS) for the rooms. A deposit is then required.

6. PREVENTING INFECTIONS

Staying in a hospital environment carries risks of transmitting infections. Infection prevention is everyone's responsibility, so it is essential to follow the infection control measures in place (e.g. wearing a mask, washing your hands, etc.). Upon your arrival and at other points during your stay, you may be required to isolate in your room.

Inadequate hand hygiene is often responsible for infection transmission. All doctors, staff, volunteers and visitors should wash their hands before entering your room and before providing care. **If hand washing was omitted, do not hesitate to politely ask them to do so.** It is also your responsibility to wash your hands frequently. The products used to destroy microbes on hands are soap and water and hydro-alcoholic solutions (hand sanitizers).

7. TELEPHONE

The use of the telephone is free. For calls made outside the Hospital, please dial 9 followed by the number. For a long-distance call, please dial 1-800-555-1111 and follow the instructions. If you are visually or hearing impaired, please inform your nurse who will provide you with an adapted telephone.

8. TELEPHONE OPERATOR

The telephone operator is present Monday to Friday from 8:30 a.m. to 3 p.m. The operator can be reached by dialing " 0 ". To reach the nursing unit on the 2nd floor, dial 84122. For the 3rd floor, dial 84133. For the 4th floor, dial 84144.

9. VISITING HOURS

Visitors are welcome from 9 : 00 a.m. to 9 : 00 p.m.

10. PARKING

It is essential that all visitors and patients using the Hospital's parking lot register at the parking pay stations **as soon as they arrive**, even if the usage of the parking space falls within the free period of parking. The parking pay stations are located outdoors in the parking lot, as well as indoors near the Main Entrance. Rates are subject to change without notice and are posted at the automatic teller.

11. VOLUNTEER SERVICES

Our volunteers play an essential role in the Hospital. They provide a variety of additional services to patients such as assistance in the cafeteria, activities in conjunction with Recreational Services, and friendly visits. You can reach the Volunteer Services by dialing **extension 84104**.

12. RECREATIONAL SERVICES

The Recreational Service department provides activities for patients. For more information, dial **extension 84308**.

13. SPIRITUAL CARE SERVICES

Spiritual care services are available for all patients and their families. A dedicated area is located on the main floor. A spiritual care provider is available for patients of all faiths and denominations, based on their needs. The spiritual care provider can also offer Communion. A Rabbi is available upon request. If you would like to benefit from any of these services please speak with the nursing personnel.

14. CLOTHING AND TOILETRIES

During your stay, we ask you to bring clean and comfortable clothing as well as non-slip shoes and slippers. You must also bring your own basic toiletries (soap, shampoo,

toothpaste). If you have pool therapy, you must bring a bathing suit and non-slip shoes are highly recommended.

15. LAUNDRY

The Hospital does not provide laundry services. It is your family's responsibility to wash your clothing regularly.

16. PERSONAL BELONGINGS

All personal belongings brought to the Hospital are your responsibility. The Hospital is not responsible for lost or stolen personal items. We highly recommend that you do not bring jewelry, money or other valuables.

17. TELEVISION AND ELECTRONICS

Other than an electric razor, only battery operated devices are permitted. It is possible to rent a television by following the instructions on the screen at your bedside. For any problem concerning the television, it is your responsibility to communicate directly with the supplier.

Please wear headphones when listening to the TV or the radio. As a matter of respect to the others in your room, please turn off all electronics at 11 p.m. You will also find televisions in the solariums located on each floor. Computers with Internet access are available on the care units. A free wireless network (WI-FI) is available at the cafeteria, on the ground floor.

18. CAFETERIA

The cafeteria is located on the ground floor. Lunches are served Monday through Friday from 11:30 a.m. to 1:00 p.m. Vending machines are also available near the cafeteria.

19. JEWISH DIETARY REGULATIONS

The Jewish Rehabilitation Hospital follows Jewish dietary regulations. According to these dietary regulations, meat and dairy products are not served at the same meal. Separate utensils and dishes used to prepare and serve these meals. The Hospital allows the consumption of non-kosher food in patient rooms, family rooms and in the non-kosher section of the cafeteria. Please note:

- Dishes and utensils are exclusively reserved for the Hospital's food. Please do not take them off the trays distributed on the units.
- A refrigerator and a microwave oven are available on each units. Dishes and utensils are not provided.
- Do not take dishes, utensils or trays out of the kosher section of the cafeteria.

20. TRANSPORTATION

If you leave the hospital for personal reasons during your stay, you are responsible for all costs associated with your transportation and you must pay the driver directly. On your day of discharge, you are responsible for organizing and for paying for your own transportation either to home or to another living arrangement.

21. MEDICAL APPOINTMENTS

If our health care team determines the necessity of medical tests not offered at our hospital we will make the necessary arrangements for your transportation. Please ensure that a family member accompanies you, if required.

22. PETS

Your pets can visit you outside on the Hospital grounds. However, certain criteria must be respected:

- Your pet must be kept on a leash or in a cage.
- You must assume control of your animal at all times.
- You must respect the municipal rules (ex: clean up after your pet etc.)

23. TOBACCO, DRUGS AND ALCOHOL

The use of tobacco products and electronic cigarettes inside the Hospital is strictly forbidden. A designated area is provided for smokers at the front of the Hospital. In accordance with the Tobacco Act, smokers must respect a minimum distance of 9 meters from an access door. If by-laws related to tobacco use are not respected, you could receive a fine from an inspector from the Ministry of Health and Social Services (MHSS).

Any consumption, possession or sale of drugs or alcohol is forbidden.

24. FIRE AND SAFETY

The Hospital has planned a fire prevention program. Fire drills may take place. In the event of a fire or an alarm, please follow the instructions given by the Hospital staff.

25. PREPARING FOR YOUR DISCHARGE FROM THE HOSPITAL

On the day of your departure, you are requested to leave your room by 9 a.m. so that we may prepare it for the next user. Please remember to gather all your personal belongings before leaving your room. Return the equipment that was loaned to you during your stay (walker, wheelchair, etc.). You are responsible for arranging and covering the costs of your transportation for your return home. Before you leave, make sure you have in your possession your departure envelope (prescription, health insurance card, etc.).

26. MEDICATIONS

You will receive a prescription for the medications you must take following your discharge from hospital. Have it filled immediately by your pharmacist. As soon as you are discharged, you must make an appointment with your family doctor for your medical follow-up.

27. GRATUITIES OR GIFTS

Our staff members are prohibited from accepting gratuities or gifts.

28. VIOLENCE OR HARASSMENT

The Hospital does not tolerate any form of harassment or violence against its staff or other patients. Any form of harassment or violence towards you will also not be tolerated.

29. USERS SATISFACTION WITH CARE AND SERVICES

It is important that you provide us with feedback regarding the care and services you received. There are several ways in which to do so. We will give you the "Client Satisfaction Questionnaire" a few days before your discharge. This questionnaire is available as a paper copy or online. Please take a few minutes to complete the questionnaire and then deposit it in one of the boxes available for this purpose, or send it to us by mail. If you would like to provide feedback in person, please speak with your unit or program coordinator.

30. USER'S COMMITTEE

The Hospital has a Users' Committee and its primary goals are to ensure that the rights of the users are respected and to promote the improvement of services. This Committee ensures that users are treated with respect and dignity, recognizing their rights and freedoms. Consider this Committee as an important voice on behalf of users!

The main functions of this Committee are to inform users of their rights and obligations, to improve the quality of care, to improve the user experience, to evaluate the user's satisfaction level with regard to services received, to defend their rights and the collective interests of users, and to help and assist (upon request) a user in any process they wish to undertake, including lodging a complaint.

The committee is very important for our hospital and we welcomes new participants. If you are interested in becoming a committee member, please complete information below and either bring it in person to D 1006, by telephone or by email.

Jewish Rehabilitation Hospital User's Committee
3205, Place Alton-Goldbloom, Laval (QC), H7V 1R2
Local D1006
Telephone : 450 688-9550 extension 84515
comiteusagershjr@outlook.com

REQUEST FOR NOMINATION TO THE JRH USER'S COMMITTEE
NAME:
ADRESS:
TELEPHONE NUMBER:
EMAIL:

31. COMPLAINTS PROCESS

During your hospitalization, if you feel the need to provide feedback or make a complaint about the services you received, we invite you to proceed as follows:

1. Communicate with a team member (nurse, therapist, specialist in clinical activity) who can address your dissatisfaction or involve the managers concerned.
2. If you remain dissatisfied, speak to the head of your care unit or the head of your program. Your complaint will receive all the necessary attention and will be handled confidentially.
3. If you are not satisfied with the answers provided, you can address your concerns to the:

Office of the Service Quality and Complaints Commissioner

800, boul. Chomedey – Tour A, bureau 301

Laval (QC) H7V 3Y4

Telephone : 450 668-1010, poste 23628

Email : plaintes.csssl@ssss.gouv.qc.ca

Website : www.lavalensante.com

32. RESEARCH

Affiliated with McGill University and having its own Research Centre, the JRH has set an objective to take part in research, teaching and the evaluation of health technologies and new methods of clinical intervention. Therefore, it is possible that during your stay you may be approached by the research team to see if you would be interested in taking part in one or more specific research projects. Rest assured that you are completely free to accept or refuse to participate. However, we encourage you to seriously consider this opportunity to contribute to the advancement of knowledge in rehabilitation and, in this regard, all participation is greatly appreciated. Also note that all our research projects abide by ethical principles established in the Declaration of Helsinki.

33. FOUNDATION

Created in 1978, the Jewish Rehabilitation Hospital Foundation's mission is, in part, to support the Hospital in continuing to provide the highest level of care to its patients. In recent years, the Foundation has participated in several projects and fundraisers, such as:

- Supporting the Feil/Oberfeld Research Center of the JRH.
- Purchasing of the building that houses the SAT (Service des aides techniques) and its complete renovation
- Different renovation projects within the Hospital
- Purchasing of medical equipment
- Supporting clinicians in their pursuit of research or quality improvement projects related to their program or service.

If you would like to help us support the Hospital, or be involved in the organization of one of our activities, please call us at extension 84328 or come visit us at any time. The Foundation offices are located in the Administration offices, to the left of the Kolber entrance.

34. FREQUENTLY USED PHONE EXTENSIONS

- Admissions/Financial Matters: 84513
- Outside telephone line: 9
- Telephone operator: 0
- Nursing unit, 2nd floor: 84122
- Nursing unit, 3rd floor: 84133
- Nursing unit, 4th floor: 84144
- Recreational services: 84308
- Volunteer services: 84104
- Foundation: 84328
- Complaints Commissioner: 450 668-1010 #23628

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