



**DIGNE DE CONFIANCE,**  
à chaque instant

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



# **Information Booklet for Ambulatory Patients**

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. 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 beds 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 beds 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.

## **2. 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. 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, please do not hesitate to inform us. Thank you for helping us in promoting a secure and safe environment.

### **3. REGISTRATION**

Just prior to your first appointment you will be asked to register at the Admission Office (B-1655) located on the ground floor of the Hospital.

### **4. PREVENTING INFECTIONS AND HAND HYGIENE**

Inadequate hand hygiene is often responsible for infection transmission. All staff are required to wash their hands 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).

### **5. TELEPHONE OPERATOR**

The telephone operator is present Monday to Friday from 8 : 30 a.m. to 3 p.m. You can reach the operator by dialing " 0 ".

### **6. 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.

### **7. CLOTHING AND FOOTWEAR**

During your visit, we ask you to wear comfortable clothing and non-slip shoes. If you are doing therapies at the pool, you will need to bring a bathing suit and non-slip shoes are strongly recommended. Also, do not forget to bring a padlock for the locker in the cloakroom.

## **8. 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.

## **9. WI-FI**

A free wireless network (WI-FI) is available at the cafeteria, on the ground floor.

## **10. 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.

## **11. JEWISH DIETARY REGULATIONS**

The Jewish Rehabilitation Hospital follows Jewish dietary regulations. According to these regulations, meat and dairy products are not served at the same meal. The dishes and utensils used to prepare these meals are therefore different. The Hospital allows the consumption of non-kosher food in the non-kosher section of the cafeteria. Do not remove utensils, dishes or trays from the kosher section.

## **12. 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.

### **13. 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.

### **14. GRATUITIES OR GIFTS**

Our staff members are prohibited from accepting gratuities or gifts.

### **15. 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.

### **16. 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 made for this purpose, or send it to us by mail. If you would like to provide feedback in person, please speak with your program coordinator.

### **17. 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 welcome new participants. If you are interested in becoming a committee member, please complete the 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 ext 84515  
[comiteusagershjr@outlook.com](mailto:comiteusagershjr@outlook.com)

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



## 18. COMPLAINTS PROCESS

If you feel the need to comment about certain issues or to make a complaint about the services you received, we invite you to proceed as follows:

1. Communicate with a team member (therapist or 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 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](mailto:plaintes.csssl@ssss.gouv.qc.ca)

Website : [www.lavalensante.com](http://www.lavalensante.com)

## 19. 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.

## 20. 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.

## 21. FREQUENTLY USED PHONE EXTENSIONS

Principal number for Jewish Rehabilitation Hospital: **450 688-9550**

- Telephone operator: 0
- Foundation: 84328
- Stroke-Neurology-SINT Program: 84320
- Musculoskeletal Program: 84546
- Pulmonary Program: 84357
- PEDIP Program: 84518
- Traumatic brain injury and spinal cord injury Program: 84145
- Pediatric Program: 84129
- Technical Aids Services (SAT): 450 688-5728
- Complaints Commissioner: 450 668-1010 #23628



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