

Excellence Every Time



SIoux LOOKOUT
Meno Ya Win
HEALTH CENTRE

SIoux LOOKOUT
MENO YA WIN
HEALTH CENTRE
PATIENT GUIDE





SLMHC **PATIENT GUIDE**

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Mission:

Caring for people
Embracing Diversity
Respecting Different
Pathways to Health

Vision:

We will be a Centre of Excellence in First Nations and northern health care by working together to improve the health status of individuals, families and communities now and for generations to come.

Values:

We value compassion, respect, quality and teamwork.

Excellence Every Time



SIOUX LOOKOUT
Meno Ya Win
HEALTH CENTRE

Expression of Values:

Compassion: We promise to provide care that is compassionate and reflects humility, caring, dignity, empathy and love.

Respect: We promise to be respectful and embrace honesty, integrity, humility, engagement, accountability, responsiveness and truth.

Quality: We promise to provide high-quality, individualized care that is innovative, meets best practice standards and reflects our awareness of cultural safety.

Teamwork: We commit to working as a team and collaborating in a care planning that involves the patient. We value leadership, wisdom, and bravery.



SLMHC AT A GLANCE



WELCOME TO SIOUX LOOKOUT MENO YA WIN HEALTH CENTRE

Hospitals are special places, designed to help patients rest and heal. We ask that you please respect the needs of others around you, just as we ask them to respect your needs.

Sioux Lookout Meno Ya Win Health Centre (SLMHC) is a state-of-the-art health care facility. We approach health care differently than most other hospitals by using both traditional and modern medical practices. Our care is based on the relationship of the physical, emotional, mental and spiritual aspects of the person and on respecting the cultural and linguistic diversity of the people we care for.

Our health centre is a 60-bed facility and is fully-accredited by Accreditation

Canada. We serve the residents of Sioux Lookout and 31 communities throughout the Northwestern Ontario. Please see the map in this pamphlet. We provide a wide range of basic and specialized hospital and outpatient services.

SLMHC operates two additional sites: the William A. "Bill" George Extended Care Facility, a 20-bed long term care facility, and a day program for individuals experiencing homelessness at the new supportive housing complex.

This guide covers all the most common questions you may have as a patient at SLMHC. If you have any other questions, either about your care, or anything else about your stay, please ask one of our team members.

Change in Your Condition

If there is any change in your condition at any time, please contact a member of your health care team immediately.

Questions Regarding Your Health Care

If you have any questions about your diagnosis, treatment, medications, or well-being, ask your health care team at any time.

Quick Answers



VISITING HOURS AND POLICIES

Seeing family and friends is important to your healing process and well-being and we encourage visitors. During visits, we ask that you respect other patients around you by not talking loudly or using inappropriate language (including swearing) and that you restrict visitors to 3 people at a time during visiting hours. Your doctor or nursing staff may adjust visiting policies at any time to accommodate your health care needs, or those of surrounding patients.

Please ask friends and family who have colds, coughs, diarrhea, or other contagious illnesses not to visit you or anyone in the hospital.

SLMHC: 12:00 PM to 9:00 PM (Entrance/exit to the building after 6:00 PM through the ER entrance only)

Extended Care Facility: 8:00 AM to 8:00 PM



ACCESS AFTER HOURS, WEEKENDS & HOLIDAYS

After 6:00 PM, access through Emergency Department ONLY

The doors at the main entrance to the health centre are locked at 6:00 PM daily. You can access the health centre through the emergency department when the main and ambulatory entrances are unavailable.



HOW CAN I BE CONTACTED?

Patients at the Health Centre can be reached by calling the main switchboard at (807) 737-3030 and ask to speak to you by name. Residents at the William A. "Bill" George Extended Care Facility can be reached by calling (807) 737-1364. Please note that we cannot give your personal health information over the phone including updates on how well you are doing.



Wi-Fi ACCESS

Internet access is complimentary and can be provided upon request. Please ask your health care provider for further information on how to access the internet and for passwords.

If you require assistance, please feel free to ask.



TV AND PHONE SERVICE

Telephone and television service is provided standard at your bedside. If you require any assistance with setting up, using the services, or need more information, please ask a staff member. There is no charge to use this service.



MEALS AND FOOD SERVICE

Food Services - Patient Meals

The food services department prepares fresh nutritious meals daily from scratch that fit your dietary requirements as requested by your health care team to aide in your recovery.

You can expect a member from food services to deliver your meal trays at the following times:

- Breakfast: 7:00 AM
- Lunch: 11:30 AM
- Dinner: 4:30 PM

Cafeteria

The Cafeteria is located on the lower level, with the option to dine in the cafeteria, out on the patio seasonally, or take your meal to go.

Hours: 7 Days a week from 7:15 AM – 6:00 PM

A wide range of healthy and delicious options including sandwiches, salads, and soups made fresh every day. We serve breakfast, lunch, and dinner 7 days a week and a Chef Special for lunch Monday to Friday. We also offer assorted hot and cold beverages, a variety of snacks, fresh baked items, and desserts.

Vending Machines

There are vending machines located throughout the Health Centre. The vending machine in the emergency department waiting room provides fresh made sandwiches, fresh baked muffins, assorted beverages, and other snacks including fruit, yogurt, hummus, cheese and crackers, cereal, granola bars, chips, and chocolate bars. There is a drink vending machine located in the ambulatory area by admitting, and a drink and snack vending machine located main entrance near the tunnel to the hostel.



Quick Answers *(Continued)*



PARKING

How to Use Our Parking System

Entering: Drive up to the parking gate and pull a ticket from the dispenser. The arm will rise and you can drive in and park. Bring the ticket with you when you leave your vehicle. Remember to lock your doors!

Exiting: When leaving the hospital, first go to the nearest self-serve payment kiosk which are located at the Emergency, Ambulatory, and Main entrances. Pay for your parking time using credit card, debit or cash. The system will issue you an exit parking pass that you must scan to open the exit gate.

Please ensure that payment is made just before exiting the hospital. The system will allow you 15 minutes to walk to your car and exit before it will require additional payment.

Parking Rates

First ½ hour	\$1.00
Second ½ hour	\$1.00
Third ½ hour	\$1.00
Each ½ hour thereafter	\$0.50
Daily Max	\$5.00
Lost Ticket	\$5.00

Discounted Passes

5 day pass	\$15.00
10 day pass	\$25.00
30 day pass	\$30.00

If you encounter issues at the self-serve kiosk or at the parking gates, press the "Help" button for assistance.

About SLMHC



Sioux Lookout Meno Ya Win Health Centre provides health services to approximately 30,000 people living in 28 First Nations communities and the four municipalities. With a combined population of more than 7200, the four southern municipalities and communities include:

- Sioux Lookout and area
- Hudson
- Pickle Lake
- Savant Lake

Registration

Registration is located in the hallway of the ambulatory entrance. Registrations such as day surgery, lab, x-ray, and rehabilitation are all done here.

Outpatients can register here from 6:30 AM to 4:00 PM Monday to Friday (except holidays). Please bring your Ontario Health Card with you for each visit. If you have questions, call (807) 737-3030 and ask for Admitting.

Department hours vary, so, if you do not have a scheduled appointment, you may want to confirm the hours they are open.

Reception

Reception is located at the main entrance and is open from 7:00 AM to 6:00 PM daily.

Emergency Department

Emergency Department visits: Use the ER entrance and register there.

Open 24/7. Doors are located at the southeast side of the building.

If you need emergency medical attention in the Sioux Lookout area, please call 911.

Please remember to bring your Ontario Health Card for any hospital services.

Scent-Free Facilities (including perfume and aftershave)

SLMHC is a scent-free facility. Many people are allergic to scented products including perfume, aftershave and strong deodorants. We ask that all patients, visitors and staff not use these products before coming to the hospital.

Pets

Pets are allowed to visit patients on the nursing floor and at the Bill George Extended Care Facility. Pets must be in good health. Please talk to your nurse about arranging a visit. Service animals are always welcome.

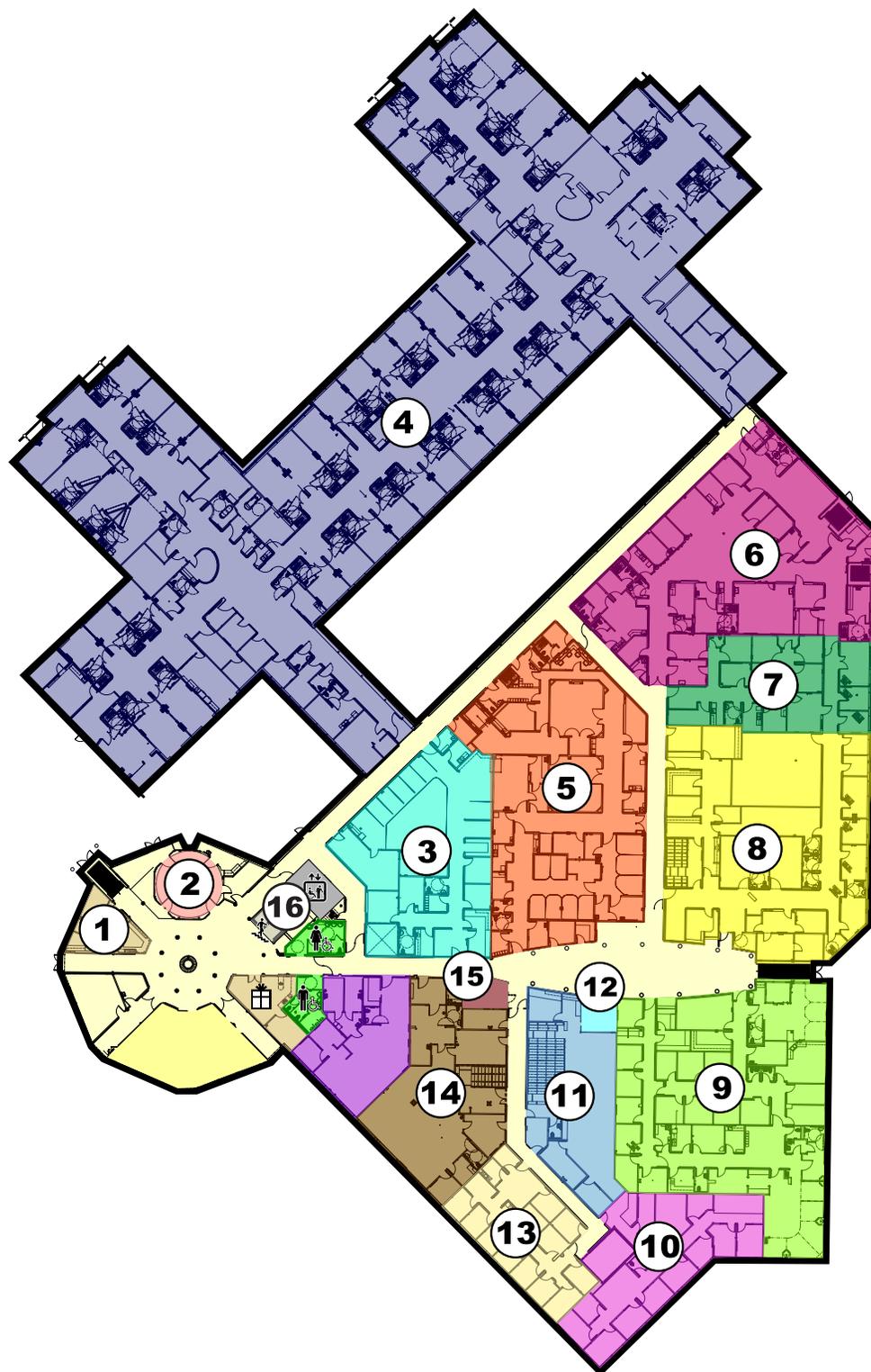


About SLMHC *(Continued)*

Way finding: Interior

GROUND LEVEL

- 1 Reception
- 2 Chief Sakatcheway
Andaaw'iwewigamik
Ceremonial Room
- 3 Rehabilitation Services
- 4 Patient Rooms 101-149
- 5 Surgical Services
- 6 EMERGENCY
- 7 Day Medicine
- 8 Diagnostic Imaging
X-Ray
Ultrasound
Mammography
- 9 Chemotherapy, Dialysis,
and Telemedicine
- 10 Administration
- 11 Health Records
- 12 Admitting
- 13 Mental Health and
Addictions Program
- 14 Laboratory
- 15 Cashier
- 16 Stairs to Lower Level
and Cafeteria



Way finding: Parking



Map Legend

- Parking Payment Kiosk
- Parking Gate (Enter/Exit)
- General Parking
- Staff Parking
- On-Call Parking
- ER 15 Minute Dropoff Parking
- Accessible Parking
- No Parking
- Police/Security Parking

Privacy



Release of information (Health Records Department)

Main floor, Monday - Friday
8:00 AM to 4:00 PM

If you would like a copy of your SLMHC medical record(s), you must complete a "Request Access to Personal Health Records" form, and show valid photo identification with a signature. There is a fee for this service.

Your family doctor will receive copies of your medical reports at no charge to you, unless you indicated, at registration, that you did not want copies sent to him/her.

Please note: If your family doctor requests a copy of your medical reports and he/she is not listed as your doctor in the hospital system, we will not be able to provide them with copies. Please check with your health care provider to make sure your family doctor

is correctly listed on your medical record. If your doctor's name is wrong, or missing, please call admitting at (807) 737-3030 to update your records.

What health information do we have about you?

Your health record includes your full name, sex, date of birth, address, next of kin, phone number and health insurance number. It also contains your medical history and reports from your doctors and specialists. Your record may include personal or family information that you (or your family) have told your doctor or nurse. Your record may be on paper or in a computer, or both.

Who can look at your personal health information?

Doctors, nurses and other health care workers who are treating you can look at your health record on a 'need-to-know' basis.

This is true if the treatment takes place here, or somewhere else. Reasons we would share certain parts of your record include:

- If you are referred to a specialist. *Why?* Because he or she will need to see what services you have already had before recommending a plan of care.
- If you have home nursing or nursing station services. *Why?* Because the nurse or case manager may need to check your records to find out about your condition or what medications you are taking.
- If you have a biopsy. *Why?* Because a doctor could use information in earlier reports to help him or her interpret the results of the test.

We will send your family doctor and/or the doctor who referred you to us, copies of the notes made by your health care providers.

What other reasons may we use or share your personal health information for?

We use the information from your health record to help us plan and manage health services. We regularly review care given at the hospital to be sure we are providing the

best care we can. This means we review what learners have put on your record, compile statistics to plan new services and review ourselves to be sure the right services were provided.

How do we protect your personal health information?

We have detailed privacy principles, policies and procedures that everyone here has to follow. These are based on the Ontario Health Information Protection Act. You can ask us to send them to you or read them on the Internet at www.slmhc.on.ca

How do we allow researchers to use your personal health information?

We provide only the minimum information needed for the research. We do everything we can to make sure that the researcher cannot identify you as an individual. If we agree to give them the information, the researchers have to agree in writing to use the information only for the reasons approved by the Research Review Committee. They also have to agree to protect your privacy in the same way that we would.



Quality Improvement

Compliments and Feedback

You can provide compliments or feedback for improvement by using the Feedback Form (available from any SLMHC team member).

By letter – SLMHC, Box 909, Sioux Lookout ON, P8T 1B4

By email – feedback@slmhc.on.ca

By phone – (807) 737-6557

In person – to any SLMHC team member

Your feedback will be forwarded to the Quality and Patient Safety Lead, and you will be contacted within five (5) business days of receipt of your feedback.



Rounding

Rounding is an opportunity for the Health Centre to further connect health care providers and patients through conversation.

During your time in at SLMHC, you may receive a visit from a senior administration member who will ask you questions about how your stay is progressing, your safety, and if you are satisfied with the quality of your care. We consider your thoughts and opinions extremely important to help us provide the best quality health care possible.



Your Stay

Your Health Care Team

Your doctor creates your treatment plan, visits during rounds to check your progress, changes your care plan (as needed) and determines when you will go home.

Your nursing team follows your doctor's treatment plan including giving medications and monitoring vital signs. Your nurse is your main contact and can answer (or find the answer to) your questions regarding your care or anything about your stay at SLMHC.

You may also have additional health care providers helping you, including physiotherapy, nutrition services and more.

Housekeeping staff makes sure your room and the hospital environment are clean.

At mealtimes, someone from dietary services will come to deliver and remove food trays.

An interpreter fluent in First Nations languages is available 24/7. If you prefer to communicate in a First Nations language, they can help you to understand your illness and your treatment. They are also here just to talk with and provide support.

Staff Identification

All staff must wear a SLMHC identification badge. This badge includes a photo of the staff member, their name and their department. If you are unsure about any person who is in your room, ask to see ID.

Students Training at SLMHC

SLMHC serves as a teaching hospital for allied health profession students (medical, nursing and others). Students are always closely supervised by trained and certified health care professionals. If you have questions or concerns about having students involved with your care, talk with your doctor or nurse.

Further information about types of health care providers can be found in the glossary at the back of this guide.

Research

SLMHC believes that local, relevant research will assist health care providers in the delivery of optimal health care for all patients and clients.

Research topics have included (but are not limited to) subjects of cross-cultural care, maternal-child care, palliative care, rural medicine, addiction medicine, and rural medical education.

During your stay, or after your discharge, you may be asked if you would like to participate in a research project. Participation in research is completely voluntary. If you choose not to participate, none of your information will be used.



Your care team at SLMHC works together to help you recover from your illness or injury as quickly as possible. Feel free to ask them any questions you have about your health.

Your Admission

We plan your stay from the moment you walk through our doors. Admission staff will take your information and provide you with an identification wristband.

Please wear your identification band at all times. It ensures that all the staff involved in your care, know who you are.

If your admission is scheduled for surgery or a specific procedure, please come to the health centre on the day of admission according to your pre-arranged instructions. Please bring all information and materials as requested.

Items to Bring for Your Stay

- Your Ontario Health Card for admission
- Toiletries (toothbrush, hairbrush, shampoo, etc.)
- List of your current medications
- Personal aids (walker, crutches, etc.)
- Books and games, as appropriate

Patient Rooms

SLMHC has various types of rooms; Ward Rooms, Semi-private, and Private.

When you have been admitted, you will be given instruction on all of the amenities found in your room, including the nurse call system.

Patient rooms include places for personal belongings, including a bedside table and a wardrobe to store clothes. During your stay, we ask that you do not bring valuables (cash, credit cards, jewelry, cellphones, etc.) to the hospital as the Health Centre is not responsible for lost or stolen items.

Your Stay *(Continued)*

Pay careful attention to where you place items such as dentures, hearing aids, eye glasses and walking aids, as they are all important to your comfort and well-being.

Dentures are best stored in a cup. Glasses and hearing aids are best kept in a case with your name on it when you are not wearing them and placed in the top drawer of your bedside table. Please do not leave items on your bed or food tray.

Please remember that your medical needs and those of other patients are a priority in determining what type of room you may be placed in.

Health Centre Equipment

The Health Centre may provide you with assistive and other equipment during your stay. Items such as wheelchairs, IV poles and pumps, are the property of the Health Centre and are not to be taken outside of the building.

Smoking

In keeping with our vision to be a Centre of Excellence in First Nations and northern healthcare, SLMHC is smoke-free.

[Smoking is the act of lighting, inhaling or carrying of a lighted or smoldering cigar, cigarette, electronic cigarette, or pipe of any kind.



Any processed or unprocessed form of tobacco or cannabis that may be smoked, inhaled or chewed, including snuff and edibles is prohibited from use on SLMHC grounds.

Products intended for use in nicotine replacement therapy will be permitted; exemptions will be in place for the burning of tobacco during traditional healing and medicine ceremonies within the Chief Sakatheway Andaaw'iwewigamik Ceremonial Room]

Options for Patients

SLMHC provides the following options to help those who are admitted to the hospital to deal with their nicotine cravings and tobacco addiction.

Nicotine Replacement Therapy

Patients who are admitted are asked if they would like nicotine replacement therapy (NRT) while here.

Cessation Counseling

We have specially trained staff who can work with patients, to help them quit smoking. You can develop a quit plan and be put in touch with smoking cessation resources so that when you leave the hospital you can continue your fight against tobacco addiction.

SLMHC is pleased to offer support for patients, staff and visitors looking to quit or reduce smoking. SLMHC will also continue to offer nicotine replacement therapy (the patch, gum, lozenges, inhaler etc.) to patients who need to manage their nicotine withdrawal while they stay at the hospital.

Your Discharge



Going Home: Preparing for Discharge

We begin to plan for your discharge from the moment you arrive at the Health Centre. Hospital stays are becoming shorter as research shows that patients recover better at home. We will only discharge you when you no longer need hospital care.

Things to remember at discharge

- Arrange with a family member/friend to bring in clothes to wear when you are going home, if needed.
- Check that you have all your personal belongings before leaving, such as your house keys, wallet, dentures, eyewear, hearing aids, etc.
- Make sure your Medication Card is filled out by one of the nurses.

We want to make sure that you get the information you need before going home. When being discharged, you will be given a copy of the hospital's "Discharge Care Plan". You can show this form to your family doctor at your next appointment. The nurse will go over the form with you and tell you:

- the purpose of your medications and when you should take them.
- Any side effects from your medications that you should watch out for.
- Any warning signs related to your illness or surgery to watch out for after leaving the hospital.
- When to start your usual activities like going back to work or driving a car.
- Who to call for help if you have more questions after you go home.
- Any follow-up appointments, if necessary.

Your Discharge *(Continued)*



Financial Responsibility

During your stay with us, you may have accumulated some financial obligations for various types of service or equipment. It is your responsibility to ensure that SLMHC receives any outstanding debts you may have. Payments should be made at time of discharge and can be made at the Finance Department, Emergency Department, or the Cashier located on the main floor. For billing questions and assistance with payment arrangements, please contact Accounts Receivable at 737-4058 or 737-4052.

Arranging for Home Care and LTC

When you leave SLMHC, you may require further outpatient or in-home care. You can discuss this with your nurse or the Discharge Planner who may arrange for you to meet with the North West LHIN Community Care Coordinator.

SLMHC staff along with North West LHIN Community Care Coordinator can assist in making arrangements for transition to a Long-Term Care home.

Before your discharge, you will be given the opportunity to complete the In-Patient Client Experience Survey. A care provider will assist you with the survey if needed.

Standards and Accreditation



ACCREDITATION
CANADA

The Health Centre and many of its departments and services must meet many standards to be allowed to provide you with quality health care services. SLMHC receives its accreditation through Accreditation Canada. For more information, please visit: www.accreditation.ca

Some of our departments are also required to hold additional accreditation standards.



Ontario College
of Pharmacists
Protecting patients. Promoting the public good.

The Pharmacy is accredited through the Ontario College of Pharmacists - www.ocpinfo.com



Institute for Quality
Management in Healthcare

The Laboratory is accredited through the Institute for Quality Management in Healthcare - www.iqmh.org



Diagnostic Imaging holds accreditation through the Canadian Association of Radiologists - www.car.ca and CorHealth Ontario - www.corhealthontario.ca for echocardiogram testing.



Patient Rights & Responsibilities

SLMHC balances and protects the rights of all individuals at the hospital including patients, visitors and staff. SLMHC has developed a comprehensive document outlining the rights and responsibilities of patients while admitted to the hospital or as a resident of the extended care facility.



Patients have the responsibility of participating in their own health care by following instructions provided to them, or by telling hospital staff why they cannot follow those instructions so we can find another way to help them.

Health Centre Policies

SLMHC has put a number of policies in place to ensure the safety and well-being of everyone. We ask that you follow all policies found in this booklet or in other places in the hospital. If you have any questions, please ask your health care provider.

Patients have the right to medical care in a safe, holistic and culturally-sensitive environment.

Statement of Clients' and Health Care Providers' Bill of Rights and Responsibilities

Right #1

As a client, you have a right to receive medical care in a safe, holistic and culturally sensitive health care facility.

Client Responsibility

- You have the responsibility to inform the hospital staff if you do not understand or cannot follow the health care instructions provided to you.
- You have the responsibility to inform the health care team of your wish to receive complementary health care services that address your spiritual, emotional and cultural needs.

Health Care Provider Responsibility

- We have the responsibility to provide appropriate translation services which allow you to communicate in your own language.
- We have the responsibility to educate ourselves, so that we may be better able to offer culturally sensitive care.

Right #2

As a client, you have the right to receive clear answers to your questions and full explanations about all aspects of your care, in order that you may make informed decisions and choices about your care and to actively participate in the decision making process.

Client Responsibility

- You have the responsibility to communicate, accurately and truthfully, information that will assist the health care team in addressing your health care concerns.
- You have the responsibility to be accessible to your health care provider at all times during your admission.

Health Care Provider Responsibility

- We have the responsibility to offer a safe and welcoming environment that encourages you to freely express concerns and feelings regarding your care.

- We have the responsibility to introduce ourselves to clients, informing them of our name and role in the delivery of their health care.
- We have the responsibility to ask appropriate questions in order to obtain relevant information.
- We have the responsibility to inform clients of all information necessary to make an informed choice.
- We have the responsibility to provide clear answers and full explanations to client questions and concerns regarding all aspects of their care.



Patient Rights & Responsibilities *(Continued)*

Right #3

As a client, you have the right to receive timely quality care and treatment in an accredited facility that employs qualified health care professionals.

Client Responsibility

- You have the responsibility to take a proactive role in developing and maintaining a healthy lifestyle.
- You have the responsibility to participate in decision making regarding the course of care provided.
- You have the responsibility to be accountable for health outcomes related to self-imposed actions or decisions.
- You have the responsibility to express concerns and opinions without the fear of prejudice or discrimination.

Health Care Provider Responsibility

- We have the responsibility to provide the most appropriate, planned and coordinated care that can be offered.
- We have the responsibility to ensure the health care team follows and maintains current professional standards of care.
- We have the responsibility to deliver health care in an environment that ensures compliance with legislated health and safety standards.
- We have the responsibility to provide clients and families with information relating to the complaint process, if applicable.

- Your health and safety is our top priority.
- These Patient Rights & Responsibilities are designed to ensure
- SLMHC is a safe and healthy healing environment for everyone.

Right #4

As a client, you have the right to privacy, confidentiality and the right to access health records and communications pertaining to your care.

Client Rights

- You are entitled to privacy and confidentiality when discussing your health issues with a caregiver.
- You are entitled to review your health records, on request, in consultation with your health care provider.



Health Care Provider Responsibility

- We have the responsibility to ensure your health information is kept in a secure and confidential area.
- We have the responsibility to maintain confidentiality of patient information in all forms (written/verbal), at all times and in all places within the organization.
- We have the responsibility to obtain your permission to communicate information relevant to your health care management to anyone not directly involved in your care.
- We have the responsibility to provide you access to your health record when requested, in accordance with facility procedures.

Right #5

As a client, you have the right to be informed in a timely fashion, of all expenses not covered by OHIP and/or NIHB that will be incurred because of your health care at the hospital.



Client Responsibility

- You have the responsibility to be aware of and make decisions about all expenses not covered through OHIP and/or Non Insured Health Benefits.

Health Care Provider Responsibility

- We have the responsibility to inform you of all expenses not covered by OHIP and/or Non Insured Health Benefits during your care at the hospital.

Right #6

As a client, you have the right to be informed of opportunities which enable you to participate in research for the betterment and future advancement of health care.

Client Responsibility

- You have the responsibility to follow through on the plan of care agreed upon, in consultation with your health care provider, in order to maximize positive outcomes for your health and assist in the collection of reliable research information.

Health Care Provider Responsibility

- We have the responsibility to ensure that your participation in research opportunities is informed and voluntary.

Patient Rights & Responsibilities *(Continued)*

Life-Sustaining Treatment

We encourage you to discuss your wishes about life-sustaining treatment with your physician so that we can assure that your wishes are followed. Please talk to your Nurse or Health Care Provider for more information and assistance.

Medical Assistance in Dying (MAID)

SLMHC strives to achieve our mission of caring for people, embracing diversity and respecting different pathways to health. We value compassion, respect, quality and teamwork. We recognize the importance of high quality end of life care and encourage you to discuss your wishes with your physician. Please talk to your Nurse or Health Care Provider for more information and assistance.

Palliative Care

SLMHC is proud to assist patients with caring and compassionate care for end-of-life service, which is directed by you, your family, your health care team, and your physician.

Spiritual Care

The Chief Sakatcheway Andaaw'iwewigamik Ceremonial Room is meant to meet Anishinaabe traditional needs and is available for vigils, healing circles, sweet grass use and smudging ceremonies. We also have a quiet multi-denominational space open to people of all faiths.





Traditional Healing, Medicines, Foods,



Approximately 85% of our patients are Anishinaabe. SLMHC has developed a model of health care for the patients it serves. We offer culturally supportive healing choices in an integrated hospital-based services system. Our model is holistic, and we offer healing pathways that include mental, spiritual, emotional and physical (Western style medicine and Anishinaabe natural medicine) healing programs. The Traditional Medicines and Foods Supports program is built on a strong foundation of culturally responsive values and practices.

ODABIIDAMAGEG

(Governance & Leadership)

Our Elder's Council is comprised of eight members from the northern communities and is appointed to a three-year term. Membership includes the two Elder's in Residence.

The Council acts as a resource on planning, implementation and evaluation of programs to the SLMHC Board of Directors, Senior Management and the Traditional Healing, Medicines, Foods, and Supports program

(THMFS). They provide support and communication services to the First Nation community in Sioux Lookout and the far north communities.

The Traditional Programs Advisor plays a key role as an intermediary between the Traditional Healer's Advisory Committee and Elder's Council. The position also has ex-official status on the SLMHC Board. The Traditional Programs Advisor plays an advisory and supportive role to the THMFS programs.

and Supports

WIICHI'IWEGIN

(Patient and Client Supports)

The Interpreter program is a 24/7 Interpreter service which includes Ojibway, Oji-Cree, and Cree languages. The Interpreters role is to interpret, advocate and navigate patients and visitors through the health care system. This role is vital within our hospital system and it is essential to providing culturally safe care. The Interpreters ensure the patients/clients understand their care so that they can participate in the care planning while they are in our facility.

The Elder's in Residence provide a supportive role to patients in our care and SLMHC staff. The Elders play a vital role in providing a welcoming, supportive and familiar environment that promotes healing. They provide support by regular visitation, advocacy, interpreting, educating and



counseling as an integral element of our care planning and work in association with other health care providers as part of the patient/client care team. On staff, are female Elder's, speaking Ojibway/Oji-Cree/Cree and are of Christian faith.

ANDAAN'IWEGIN PROGRAM

(Traditional Healing Practices)

The Andaaw'iwewin program offers traditional practices to anyone who wishes to use this service.

A sweat lodge is located on the northwest side of the Hostel property and we hold one scheduled sweat per month or by request from a client. The sweat lodge is used for purification, prayer, and healing to those that enter a ceremony. A Traditional Elder provides cultural teachings to those that wish to learn traditional practices and beliefs.

Our Chief Sakatcheway Andaaw'iwewigamik Healing Room is a circular shaped room that is designed to like a natural healing lodge. It's an area for patients/clients to hold ceremonies such as naming, drumming, smudge ceremonies. As well, sharing circles and traditional educational teachings are held in this space. A traditional grandmother drum is in the centre of the room. Ponii Ahki Binese Kwe (Lands on the Earth Thunderbird Woman) was made by Elder PaShawOneeBinese (Ralph Johnson) from the Ginoosha Clan (Great Northern Pike). Drum nights are scheduled once per week and everyone is welcome to drum or listen to teachings offered. Hand drums are available for those that wish to use a hand drum and sing songs.

Traditional Healing, Medicines, Foods, and Supports *(Continued)*

MASHKIKI

(Traditional Medicines)

The Mashkiki program offers traditional medicine choices for patients/clients who request traditional medicines.

While the program is still in its infancy, there are a list of healers and natural medicines



practitioners that can be called up when required. In the Chief Sakatcheway Healing Room is a kitchenette that is made available for patients/clients or practitioners to make their medicines. The program is guided by a Traditional Healer's Advisory Committee, who oversee the natural medicine practices of the program.

MIICHIM

(Traditional Foods)

The Miichim program is the traditional foods program. SLMHC has special legislation that allows for traditional Miichim meals to be served to patients. Miichim is still an important part of the daily lives of the Anishinaabe people and is an important link between health, culture and identity. Traditional foods can aid in healing by helping create a comfortable and familiar environment for patients while they are receiving care in our hospital or long term care facility. Miichim offered to all patients include moose, caribou, fish, beaver, geese, ducks, rabbit, blueberries and manomin (wild rice) once per week, based on availability.

ANISHINAABE CULTURAL TRAINING

Since the hospitals amalgamation, SLMHC has offered Biimaadiziwin Training to staff working at the hospital. This precursor program to Anishinaabe Cultural Training enabled staff to learn about Anishinaabe people of the area in a safe and educational environment. The Anishinaabe Cultural Training is mandatory training for all staff at SLMHC and is offered out to the community or other organizations who wish to learn the history of the Anishinaabe people. The training includes historical and current relationship with the governments, traumas faced by Anishinaabek in the area, and reconciliation activities accomplished by the Organization and people of the area.

Your Safety

Infection Prevention and Control

Infection prevention and control practices are in place to help maintain a safe environment for patients, visitors and staff while at SLMHC. These practices help reduce the potential spread of germs and bacteria from person to person, which can result in hospital acquired infections.

Two essential practices that patients and visitors should be aware of: Hand hygiene and isolation precautions.

Hand Hygiene

Hand hygiene is crucial in reducing the spread of infection. Every person is at risk of acquiring an infection while they are being treated for something else. Cleaning your hands is a great way to reduce that risk.



Make sure to clean your own hands and ask everyone to do the same, this includes your health care provider and visitors too.

When your hands do not appear to be dirty, use a wall mounted hand sanitizer dispenser, which can be found inside your room and throughout the facility.

You should use soap and water if your hands appear dirty, if you have an infection, before eating, and after using the restroom.

If you do not see your health care provider wash their hands, please them to do so.

All healthcare providers should clean their hands every time they enter your room and when they remove gloves.

Isolation Precautions

Isolation precautions are used as a mean to further prevent the spread of germs.

During your stay at SLMHC, you may notice isolation signs displayed, or you yourself may be identified as requiring isolation precautions.

These precautions are put in place to protect you, visitors, and staff members.

Isolation precautions do not mean you are unable to have visitors; however they may be required to wear protective clothing such as a mask, gown and gloves.

If you are unsure what isolation precautions to follow, please ask a staff member for assistance.

Falls Prevention

Your Safety *(Continued)*

Your health condition, medications, and time spent in bed may decrease your strength and balance while you are a patient. Ask for help when getting out of bed, especially at night. The hospital is an unfamiliar place and most falls occur when patients try to get out of bed on their own to go to the bathroom.



Our staff will make sure the nurse call-button is on your bed within reach, that you know how to use it, and that it works.

What can you do to prevent falls in hospital?

- Know your limits
- Listen to staff members who will tell you if it is safe to get in and out of bed or off the toilet by yourself
- Do not climb over the bed rails or the end of the bed. Call staff for help
- Wear flat, supportive shoes with non-skid soles whenever you are walking or getting in and out of a bed or chair
- Turn the lights on before getting up, especially at night
- Use your glasses, hearing aids, mobility aids or any devices you need, when moving around

Adverse Events and Incidents

Keeping you Fully Informed (Disclosure)

When you visit a health professional or Health Centre, you expect to receive the safest health care available. Even in the best circumstances, unexpected events can happen – like a patient getting the wrong dose of medicine. We call this an incident, or adverse event.

We regret any time an adverse event occurs and we believe the patient or his/her representative has a right to know what happened, why it happened and how a similar incident can be prevented from happening again. This is called disclosure.

What can I expect?

If an adverse event occurs during your care, your doctor will talk to you about it. If you wish, your doctor will also talk to your family about what happened. The doctor will also discuss with you any changes to your care plan that may be needed as a result of the event.

What will happen next?

When an adverse event occurs, steps are taken to try to prevent it from happening again. The team will investigate what went wrong and you will be informed of what is being done to try to prevent the same thing from happening again or to someone else.

You will be kept informed about the investigation. If you wish, we can meet with you to discuss what actions have been

taken to try to prevent a similar event from happening again. We will answer all of your questions honestly and openly.

Zero Tolerance of Violence and Verbal Abuse

SLMHC is committed to providing a safe and supportive environment for our employees, patients, physicians and stakeholders. All employees, patients, physicians and stakeholders will be treated with respect, sensitivity and fairness.



SLMHC has a zero-tolerance policy on abuse of any kind. This includes abusive language, swearing, culturally-insensitive language, physical abuse, emotional abuse and any other type of behaviour that infringes upon your rights. If you feel you have been hurt or treated badly in any way, please tell your nurse, doctor, or a staff member as soon as you can.

SLMHC does not tolerate workplace violence or verbal abuse, and will provide the necessary resources to ensure a safe and supportive environment for all employees, patients and stakeholders.

Violence is any actual, attempted or threatened action that has the potential to cause physical and/or psychological harm. This includes but is not limited to any actual or attempted assault, threat, verbal, psychological or sexual abuse and harassment.

Violent occurrences will not be tolerated between any people including but not limited to the following – Patient to Patient, Patient to Staff, Staff to Patient, Staff to Staff, etc.



Security



Violence Prevention

For everyone's protection, we do not allow any form of abuse. SLMHC has the right to ask you to leave, or to take legal action, if we feel our violence prevention policy has been violated.

If you experience any form of abuse, please speak with a staff member.

Crime Prevention

Security staff patrols all areas of the facility, including parking lots and other outside areas. SLMHC is also equipped with video surveillance.

To ensure everyone's safety, security staff makes sure policies are observed and that criminal activity on SLMHC property is prevented. Everyone's safety and security is our number one priority.

Our security staff are trained and dedicated to the safety of patients, visitors, staff and the facility.

To report an incident, call SECURITY at (807) 737-8906, 24 hours a day, seven days a week.

Fire Safety



Health Centre staff are fully trained to evacuate patients during a fire. Unless you are in immediate danger, please remain in your room if the fire alarm goes off, so staff members know exactly where you are. If you see fire or smoke, or suspect a fire, please tell any SLMHC team member immediately.



General Healthcare Centre Services



Banking

For your convenience, an ATM is located on the lower level outside the Cafeteria.



Birth Certification

Please speak with your nurse about registering your child's birth with the Province of Ontario. Your nurse can give you more information about birth certification and the process.



Food Services and Cafeteria

Food Services - Patient Meals

The food services department prepares fresh nutritious meals daily that will fit your dietary requirements as requested by your care team to assist in your recovery.

You can expect a member from food services to deliver your meal trays at the following times:

Breakfast:	7:00	AM
Lunch:	11:30	AM
Dinner:	4:30	PM

There is the opportunity to mention that the interpreters will be coming around in the afternoon and evening to deliver snacks and assist with opening food packaging if needed.

Cafeteria (accessible by elevator or stairs)

There is a cafeteria located on the lower level with the option to dine-in, eat outside on the patio (seasonal), or take your meal to go.

Hours: 7 Days a week 7:15 AM – 6:00 PM

A wide range of healthy and delicious options including sandwiches, salads, and soups are made fresh every day. Breakfast, lunch, and dinner seven days a week and a Chef Special for lunch is prepared Monday to Friday. Assorted hot and cold beverages, a variety of snacks, fresh baked items and desserts are available.



Wi-Fi

Internet access is provided upon request. You can ask your health care provider further information how to access the internet and for passwords.

If you require assistance, please feel free to ask.



TV and Phone Service

Telephone and television service is provided standard at your bedside. If you require any assistance with setting up, using the services, or need more information, please ask a staff member. There is no charge to use this service.





Our Greatest Glory
is not in never falling
But rising Everytime
WE
FALL.

Feedback

We want to hear about your time spent at SLMHC and the service you received.

You can provide compliments or feedback for improvement by using the feedback form (available from any SLMHC staff member).

By letter:

Sioux Lookout Meno Ya Win Health Centre
Box 909, Sioux Lookout ON, P8T 1B4

By email:

feedback@slmhc.on.ca

By phone:

(807) 737-6557

In person:

To any SLMHC staff member

Your feedback will be forwarded to the Quality and Patient Safety Lead, and you will be contacted within five (5) business days of receipt of your feedback.

Survey Kiosks:

Client Experience Survey Kiosks are located in the emergency department, the out-patient withdrawal area, and next to the admitting/registration booths.

We welcome and appreciate feedback about your experience. It helps us improve the service delivery we provide to our clients.



Giving Back

Volunteer services

There are many ways you can contribute to SLMHC and your community:

Direct Patient/Resident Care: visiting, reading, writing letters, playing cards or games, going for walks with patients or residents, playing music, pet or exercise therapy programs, pastoral or palliative care, baking, traditional or cultural foods program and book cart visiting.

Indirect Patient/Resident Care: watering plants and gardening, feeding/cleaning fish tanks or bird cages, decorating, baking or making crafts for fundraising and knitting.

We will work with you to use your skills and talents in the most worthwhile way for you and for our patients and residents. Volunteers are needed every day of the week, at various times and locations. We look forward to having you join our dedicated group of volunteers.

Foundation

A Tradition of Caring... A Tradition of Sharing.

The foundation raises funds for health care needs for more than 30,000 people living in Sioux Lookout, the surrounding communities and northern First Nations served by SLMHC.

Help us fund program, equipment and education needs right here at home. With your donation, we can ensure healthier futures for you, your family and your friends and neighbors.

Thank you to our Donors

Because of you...

...we have the Sioux Lookout Meno Ya Win Health Centre: A state-of-the-art health care facility providing world-class emergency and primary healthcare services right here at home.

Because of you...

... lives will be saved: Wait times and travel burdens have been drastically reduced due to expanded diagnostic imaging services that now include CT and a year round mammography program at the Sioux Lookout Meno Ya Win Health Centre.

Because of you...

...more than 30,000 people in Sioux Lookout, the surrounding communities and northern First Nations living in an area one-third of the province of Ontario have a healthier future.

Ways to Donate

Phone: (807) 737-7997

Fax: (807) 737-5253

Cell: (807) 738-0566

Email: foundation@slmhc.on.ca

Mail: Sioux Lookout Meno Ya Win Health Centre Foundation

P.O. Box 909, Sioux Lookout, ON P8T 1B4

Online: www.slmhc.on.ca and click, 'Please Donate Now.'



Thank You

We hope that the information in the guide will help you through your stay at Sioux Lookout Meno Ya Win Health Centre, and we would like to thank you for allowing us to assist you in all your health care needs.

Please complete a client experience survey. Surveys are available from any SLMHC staff member, department, or our website at www.slmhc.on.ca/client-surveys. Client Experience Survey Kiosks are located in the emergency department, the out-patient withdrawal area, and next to the admitting/registration booths.

Excellence Every Time



SIoux LOOKOUT
Meno Ya Win
HEALTH CENTRE