

Welcome to the Nova Scotia Rehabilitation & Arthritis Centre

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Welcome to the Nova Scotia Rehabilitation & Arthritis Centre

Our team is committed to caring for people who need rehabilitation (rehab). We want your experience at the Nova Scotia Rehabilitation & Arthritis Centre (NSRAC) to be positive. Our goal is to help every patient return to a life that is as full and rewarding as possible.

This guide explains our rehab approach and gives general info about your care. When you have questions or need help, please ask a staff member. You can also find out more about specific programs online at: www.nshealth.ca. Scroll down and click on the “A-Z” button for a list of programs and services.



**Nova Scotia Rehabilitation & Arthritis Centre
1341 Summer Street, Halifax, NS B3H 4K4**

Working with you and your family

- The rehab process starts with a careful review of your medical and rehab needs.
- The Rehab Team will work with you to make a treatment plan and goals. You and your family are key members of the Team. We will work **together** to reach your goals and make your time at the NSRAC positive.
- It is important that you and your family commit to the rehab process. Our goal is to help you do as much as possible on your own. We ask you to do as much as you can for yourself and practice what you have learned in your therapies.
- Team members will teach you skills in self-care, mobility (movement), transfers, community living, and other activities of daily living. We also want your family to be involved in your rehab and will encourage them to help you practice these skills.
- Planning for your discharge starts as soon as you are admitted to the NSRAC. This important process involves you, your family, and the Rehab Team. You will be given a possible date for discharge within a week of your admission. If no one has talked about this with you, please ask a member of your Team.
- **Family meetings** may be arranged with you, your family, and your Rehab Team to talk about your progress and plans for going home.
- **Evening and weekend passes** give you a chance to practice what you learn at the NSRAC in your home setting, if your medical condition allows.
- Your family is invited to take part in staff training to learn how to help you use your skills to keep getting better at home. Your family will learn how to help you with mobility, safety, and tasks like getting in and out of a car, bathtub, or wheelchair. They'll also learn how to transport a wheelchair. Trying things out on your passes at home is a great way to find solutions to any problems that come up before you leave the NSRAC.
- Your Team will help you get ready for your passes and make sure that you have all of the medicines and supplies you will need while you are away. Remember to tell your nurse that you are leaving and sign the NSRAC's "Release from Responsibility" form at the main nursing desk before you leave on a pass.
- **Evening passes** are until 10 p.m. If you need help getting ready for bed, please come back to the NSRAC by 8 p.m. Please use the University Street parking lot entrance when you return. The front doors on Summer Street are locked from 5 p.m. to 7 a.m. on weekdays, and all weekend.

- **Weekend passes** are usually from the end of your therapy sessions on Friday until Sunday at 8 p.m. We suggest that you go on weekend passes whenever you can. This will give you time to practice your new skills in your home and community.

What can I expect during my stay?

Admission and discharge

- Admissions to the NSRAC usually happen before 11 a.m.
- Discharges happen as early in the day as possible. Please confirm your travel plans with the Team a few days before your discharge. This will tell us which beds will be available and help us plan for the arrival of new patients.

Alcohol and recreational drugs

- **Alcohol and recreational drugs are not allowed at the NSRAC.** If you use cannabis for medical purposes, you must have a medical document from a health care provider and register with a licensed producer. Even if you have this document and registration, you cannot smoke or vape anything, including medical cannabis, on Nova Scotia Health Authority (NSHA) property. You must leave NSHA property to smoke or vape medical cannabis. *Anyone using alcohol or recreational drugs on NSHA property may be discharged.

Consent

- You will be asked to sign a consent form called “Routine Hospital Clinical Procedures” when you arrive on the unit. If you are not sure what you are giving consent to or what something on the form means, please ask. You will also be asked for consent (permission) before you have tests or procedures. Before you decide, make sure that all of the details have been explained to your satisfaction. If you are not sure or do not understand something, ask questions. You have the right to refuse any treatment or test. We suggest that you talk with your doctor first, so you have all the info you need to make the best decision for you.
- You may choose to take part in educational activities which may include having your picture taken or being videotaped. You will be asked to sign a consent form first. You can still take part in the activity even if you choose not to have your picture taken or be videotaped.

Discharge survey

- When you are ready to go home, you will be asked to fill out a discharge survey. Your feedback is important to us. We will use your feedback to make our services better for other patients.

Identification (ID) bracelet

- There will be many people involved in your care. Please keep your hospital ID bracelet on at all times during your stay. This bracelet helps staff to correctly identify patients and make sure that the right care is given to the right person.

Info collection

- Your health care providers will ask many questions about your health. To give you the best care, we need to ask for details about your past and current conditions, what kind of medicine(s) you may be taking, and if you have any food or drug allergies. Please ask us if you don't understand something or you are not sure about what was said. We want you to know all about your condition and treatment. **It is normal to have questions!**

Interpreters

- Language interpreters are available to make sure everyone understands each other and no important details about your care are missed. We can arrange for help with most languages, including sign language (ASL). Please tell a member of your Team if this is something you and your family want. For more info, visit: www.nshealth.ca.

Personal info

- NSHA respects your privacy and follows Nova Scotia privacy laws. When you are admitted, please tell a member of the Team if you do not want people to know you are in the hospital or if you have specific wishes.

Personal Directive

- A Personal Directive (PD) is a written legal record of your wishes as they relate to your health and personal care now and in the future. It may also be called a "living will". If you have a PD, share it with your family and give a copy to your rehab team. If you would like more info about Personal Directives, ask your nurse for the pamphlet: *Let's Talk About Personal Directives*.

Rest and sleep

- It is important that you get enough rest so you can fully take part in all therapy sessions. If you need help getting ready for bed, please try to be ready by 9:30 p.m., as we have fewer staff available after 11 p.m.

Smoking and scents

- NSHA is smoke-free (including cigarettes and cannabis), vape-free, and scent-free. If you smoke and want to quit, ask about how to get involved in our “Stop Smoking” programs while you are here.
- Do not wear perfume, cologne, or other scented products while you are at the NSRAC. Remind your visitors to avoid wearing scented products and to not bring in flowers with strong scents. Some people are very allergic to these products and can have severe reactions.

General info

Basement	Education rooms 1 and 2, Wheelchair Shop, wheelchair skills lab, tunnel to Victoria General (VG) site
1st floor	Occupational Therapy, Driving Assessment, Custom Seating, Orthotics, Prosthetics, Cafeteria, back parking lot
2nd floor	Clinic areas, administration offices, Summer Street entrance
3rd floor	Physiotherapy
4th floor	Independent Living Simulation suites, Recreation Therapy area, patio
5th floor	Inpatient floor
6th floor	Acquired Brain Injury (ABI) Day Program, staff offices, Social Work, Psychology
7th floor	Inpatient floor
8th floor	Inpatient floor

Bank machines

- There are bank machines at the VG site in the cafeteria and in the Dickson Building lobby.

Call bells

- Each bed has a call bell. It can be placed on the bed rail, or wherever is easy for you to reach. The nurse who answers your call may use an intercom near the head of the bed to answer you, or come to your room.

Clothing and personal items

- Bring comfortable clothing (3 to 4 outfits), pyjamas, and sturdy, non-skid shoes, and slippers. There are laundry facilities for patients on the 4th floor, or your family can take your clothes home to wash.
- Bring personal care items like deodorant, a toothbrush, toothpaste, soft facial tissues, and shaving gear.

Cafeteria

- The Abilities Foundation of Nova Scotia runs the New Leaf Café on the 1st floor of the NSRAC. The café is open from 7:30 a.m. to 2 p.m., Monday to Friday. The cafe accepts cash or debit.
- New Leaf Café is run through a partnership between NSHA and the NSRAC, with funding from the Nova Scotia Department of Community Services. This program gives clients with different abilities the chance to work on their skills in a safe setting as they get ready to return to work in their community.

NSRAC building entrances

- The main entrance to the NSRAC building is 1341 Summer Street. It is open from 7 a.m. to 5 p.m., Monday to Friday.
- There is a second entrance at the back of the building off the parking lot on University Avenue. This entrance can be used 24 hours a day. It is monitored by security and locked at night. This is the only entrance that is open after 5 p.m. on weekdays, and on weekends.

Meals

- You will get several menus with foods that fit your diet. You can use these menus to choose your meals for the next few days. **You will only get the menu items that you underline.**
- There are some snacks available in the kitchen on each unit. These are for patients only. If you plan to be away for a meal, or if you will need a meal when you return from a weekend pass, please tell the nurse before you leave.

Independent Living Simulation suites (ILS suites)

- There are 2 Independent Living Simulation suites (North suite, MacKinnon Family suite) on the 4th floor of the NSRAC. These suites are accessible for most patients. These suites are used for practicing life skills and becoming more independent. The suites can be used during the day, on a weeknight, or for a weekend trial.

- The ILS suites let patients and their family/support person try independent or assisted living before returning home. This gives patients the chance to practice skills and use knowledge learned at the NSRAC in as close to a home environment as possible.

Mail delivery

Your mail will be brought to your room.

Your address at the NSRAC is:

- › Your name
 - › Your room number and floor
 - › Nova Scotia Rehabilitation & Arthritis Centre
 - › 1341 Summer Street Halifax, NS B3H 4K4
- **Sending mail** – Leave outgoing mail at the nursing station. Make sure your mail has the full address and postal code. You must provide the postage (stamps).

Newspapers

- You can buy a daily newspaper from the machine on the 1st floor. The machine takes coins.

Parking

- We recommend that you do **NOT** bring your car with you. If you must bring your car, you will have to pay the regular daily parking rate. After 2 weeks, you can apply to the QEII Parking office for a 50% discount. You can get a form for this from the unit clerk at the nursing station.

Personal equipment

- Bring any special equipment that you use at home (such as crutches, canes, walkers, eating utensils, wheelchairs, cushions, etc.) with you to the NSRAC. Clearly label all items with your name and keep them in your room. Any equipment that you borrow from the NSRAC must be returned when you are discharged.

Phones

- You can use your own cell phone, or you can rent a private bedside phone from Bell Aliant at a daily rate.

How to connect, transfer, or disconnect your bedside phone:

- › **Dial 499** from your bedside phone. A Bell Aliant representative will arrange to have your phone service connected, transferred to another bed, or disconnected.

- › **You can reach Bell Aliant from 8 a.m. to 9 p.m., Monday to Friday and 8:30 a.m. to 6 p.m., Saturday and Sunday.** Representatives are available on all holidays (with reduced hours during Christmas).
- › If you have questions about the service, call **1-800-760-8969**.
- › When you are discharged, remember to dial **499** to have your phone service disconnected so that you will no longer be charged.
- › If you forget to disconnect your hospital phone before you are discharged, call **1-800-760-8969** during the hours mentioned above to have it disconnected.

Billing

- › Daily service and connection charges are billed to your Bell Aliant home phone account (if you have a home phone account with them).
- › If you are with another provider, Bell Aliant will create a separate account for your hospital stay.
- › Your bill can be paid using online banking, credit card, or at a bank (the same way you would pay any other Bell Aliant bill).
- If you do not wish to set up your bedside phone, family and friends can still call into your room, but you will not be able to call out. The patient switchboard number for family and friends to call in is 902-473-1510. There are also payphones on each floor.

Recreation

- Recreation Therapy is on the 4th floor. They offer regular activities and social events, such as games, crafts, movies, and music. There is also an outdoor patio and a daily newspaper for all to share. Please check the monthly schedule of events posted by the elevator. Your family members and friends are welcome to take part with you in all activities. All programs are free of charge unless otherwise stated.

Room types

- The Nova Scotia Medical Services Insurance plan (MSI) will pay for a hospital bed in a ward (4 beds in a room) if you have lived in the province for at least 3 months. Non-residents are covered according to the insurance plan of their home province.
- There are limited semi-private and private rooms. These rooms have an extra cost. Check with your insurance company to find out if the cost of a private or semi-private room at the NSRAC is covered. Different insurance companies and plans have different coverage. Also ask your insurance company how many days they will cover.

- If you ask for a private or semi-private room and one is available, you will be asked to sign the paperwork when you get to the rehab floor. Sometimes other patients may need these rooms for specific medical reasons and you may be asked to move. Please bring your insurance card(s) with you as we need to make a copy.

Room temperature

- The temperature in the building is centrally controlled. It is not possible to change the temperature in individual rooms. To keep the temperature constant, all windows must be kept closed and air vents must be free of covers and clutter.

Tunnel to VG site

- There is a tunnel to the VG site in the basement. You may go through the tunnel for some medical tests or procedures, depending on where you need to go.
- The tunnel doors are open from 7 a.m. to 5 p.m. each day. After hours, your family members may only use the tunnel to the NSRAC if they are with you. There is an intercom near the tunnel entrance to the NSRAC so you can talk to security.
- The VG site has a bank machine, gift shop, and cafeteria.

Therapeutic pool

- There is a therapeutic pool on the 3rd floor of the NSRAC. Your physiotherapist will decide if pool therapy is right for you. Not all patients will need pool therapy.

TVs and audio equipment

- You can request TV service by calling 2999 on your bedside phone. To see the cost of the service, turn the TV on to channel 15. You must have a credit card, a Visa or Mastercard debit card, or a prepaid credit card to get TV service.
- TVs with limited cable service are in the dining room and solarium on each nursing floor. Please talk with your nurse before bringing in a portable DVD player, laptop, or other devices to play music or videos. Remember, NSHA is not responsible for the loss or theft of any items. If you are not in a private room, please respect the space you share with the other patient(s) in the room and use headphones.

Wifi and Internet

- There is free wireless internet service for patients. To use this service, turn on your device, enable the wifi, and choose the QEII wifi network. The wifi signal is not strong, so it is not recommended for streaming movies. **WARNING: This is not a secure connection. Be careful when looking at sensitive information like online banking and personal email.** A secure desktop computer is also available on the 1st floor for these purposes.

Vending machine

- There is a 24-hour vending machine in the cafeteria on the 1st floor.

Safety and security

Hand hygiene

- Good handwashing (hand hygiene) can protect you and others from picking up germs while in hospital. It is very important that you clean your hands often and well. Wash your hands after using the washroom and before eating. Alcohol-based hand rub dispensers can be found in many spots on each unit. You can also ask caregivers if they have cleaned their hands before they provide you with care. **To wash your hands properly:**
 1. Wet your hands with warm running water. Leave the water running.
 2. Using soap (liquid soap is best), work up a soapy lather by rubbing your hands together – rub your palms, the back of your hands, between your fingers, and your wrists for 40 to 60 seconds.
 3. Rinse well with the warm running water.
 4. Leave the water running and dry your hands completely.
 5. Use a towel or your elbow to turn off the water. Don't touch the taps with your clean hands!

To use alcohol-based hand rub:

These products are used when you cannot see anything on your hands. If your hands look dirty or you have just used the washroom, wash your hands with soap and water.

1. Use 1 to 2 pumps from the dispenser and cover all parts of your hands with it.
2. Rub your hands together until they are dry, about 20 to 30 seconds. Once they are completely dry, it's OK to touch other surfaces.

Fire safety

- Fire drills may happen at any time to keep staff trained in fire safety. You will hear an alarm and an announcement on the public address system when there is a drill. Do not use the elevators or stairs during fire drills. Stay where you are and wait for staff to tell you what to do.

Medicine safety

- If you are coming from home, make a list of your medicines, including the names and phone numbers of the pharmacies where you get them filled. Be sure to include any vitamins, supplements, or herbal products, as well as over-the-counter medications.
- The medicine(s) we give you in the hospital may look different from what you take at home. One of the goals during your stay may be to learn how to take your own medicines. The nurse will work with you through a “self-medication program” to make sure you can do this safely. If you have any questions about your medicines, ask your nurse or doctor.

Money and valuables

- All valuables should be left at home. Keep only enough money for day-to-day use. Keep any valuables locked in the drawer of your bedside unit. The NSRAC is not responsible for the loss or theft of any item.

Your Health Care Team members

Clinical Nurse Leader/Charge Nurse

Working with the entire team, the clinical nurse leader plans the overall care and patient movement within the unit. They act as the “go-to person” to help deal with issues that come up for staff, patients, and your family. The Clinical Nurse Leader is on the unit between 7 a.m. and 3 p.m. every day. When the Clinical Nurse Leader is not working, there will be another charge nurse designated to help answer any questions.

Clinical Nurse Educator

This nurse teaches and supports your nurses and team members so that you will get the best care that we can offer. They promote quality patient care.

Dietitian and Dietetic Technician

They work together to make sure you are following a healthy diet during your stay. The Dietetic Technician will visit during your first few days in hospital to ask about any food allergies and your food likes and dislikes. They will then come up with a diet plan just for you! The dietitian will look at your nutritional needs, and help you learn about and plan a healthy diet for when you go home. The dietitian may also help if you have any trouble swallowing.

Hospitalist

This is a family doctor who has extra training in working with hospitalized patients. The hospitalist may manage your day-to-day medical needs. They work closely with your Team to make sure you have the best treatment plan for you.

Nurse Practitioner

The Nurse Practitioner (NP) is a Registered Nurse who has special training. The NP has education, added knowledge, and skills to help manage your illness in more depth. They are also able to order medicines, if needed.



Occupational Therapist

Occupational Therapists (OTs) work with you and your family to help you become as independent as possible in your personal care, work, and leisure. They may help you find ways to change your surroundings at home and work so you can take part in activities of daily living.



Occupational Therapist (OT) Assistant

The OT Assistant works under the direction of the OT. The OT will set up your occupational therapy program and the OT Assistant will work with you on the activities.



Orthotist

The orthotist will choose or make a brace, shoe, or insole if you need one. The orthotist often works together with the physiotherapist.

Patient Support Worker (PSW)/Care Team Assistant (CTA)

If you are having trouble with activities of daily living like bathing, dressing, and going to the washroom, the PSW/CTA will help you. They work under the direction of an RN or Licensed Practical Nurse (LPN).

Physiatrist

The Physiatrist is a medical doctor with special training in Physical Medicine and Rehabilitation. This doctor will oversee your care and work closely with your Team to come up with the best treatment plan for you.

Physiotherapist

The Physiotherapist will create a treatment program for you to help with your mobility, strength, and balance. They will work with you and your family to teach you and help you to do as much as you can for yourself.



Physiotherapy Assistant (PA)

A Physiotherapy Assistant works under the direction of the Physiotherapist. The PA will help you work on improving your fitness, strength, and mobility.

Prosthetist

The Prosthetist casts, fits, and adjusts artificial arms and/or legs to meet your needs.

Prosthetic Technician

The Prosthetic Technician makes and assembles the prosthesis.



Psychologist/Neuropsychologist

The Psychologist can help you understand and deal with emotional stresses. They can help you learn how to live with the changes you have been through or are going through. They may provide treatments such as cognitive (learning and thinking) rehabilitation, behaviour therapy, counselling, and psychotherapy.

A Neuropsychologist can work with you, your family, and your Team to explain how changes in your brain may affect you. This may involve testing your attention, thinking, learning, memory, and language skills.

Recreation Therapist/Associate

Recreation Therapists will help you meet your leisure and recreational needs. They will talk with you and your family about your hobbies and interests, and help you find ways to keep up old interests or find new ones.



Registered Nurse (RN) or Licensed Practical Nurse (LPN)

Nurses work with the doctor, the nurse practitioner, and you to manage your medical condition as it relates to your specific illness or injury. The nurses will work with you, your family, and your Team to:

- › help you set goals
- › help you work on your goals
- › find ways for you to do as much as you can on your own
- › teach your family and/or caregiver how to help you, as needed
- › help you to set up services you may need when you go home
- › teach you, your family, and/or your caregiver about your medicine(s)

Residents/Students

We are a teaching facility – residents and/or students may be a part of your Health Care Team during your stay.

Social Worker

The Social Worker can help you and your family cope with life changes and the stress that can come with an accident, illness, or disability. They can help you learn new ways to adjust to crisis or grief. The Social Worker can work with the rest of your Team to help you and your family find the services you will need during your stay and after you go home.

Speech Language Therapist

A Speech Language Therapist may work with you and your family to help with how you talk or express yourself. If you are having trouble swallowing, they will also work closely with the dietitian to find ways to make swallowing easier and safer for you.

Spiritual Care

A chaplain or spiritual leader can visit you to talk about any spiritual or religious concerns that you or your family may have, or just to listen. If you would like someone from Spiritual Care to visit you, please ask any member of your Team.

Support staff

Unit aides and housekeeping and maintenance staff support you and the Team by making sure your area is clean, comfortable, and safe.

Therapeutic Assistants (TA)

Therapeutic Assistants work with you and your Team by helping with recreation activities and individual programs. They work under the direction of the Recreation Therapists.

Unit Clerk

The Unit Clerk will admit you to the NSRAC and give you paperwork for you or your family to sign. They also arrange your appointments and tests during your stay.

Vocational Counsellor

The Vocational Counsellor works with patients who are having trouble returning to work because of physical and/or cognitive problems. They will review your education, talents, and skills to help you decide if you should consider going back to work or school. If you are going back to work or school, they will make a plan to help you. They can also help you explore further education to start a new career.

NSRAC Quality Team

The NSRAC Quality Team works to improve patient care and safety. If you are interested in being a representative on the Team, please fill in this form and give it to the ward clerk on your unit who will give it to the manager. If you have any questions, please call the chairperson of the Team at 902-473-4200.

Name: _____

Address: _____

Phone: _____

Email: _____

Notes:

Contact us

If you would like to make a donation to the Nova Scotia Rehabilitation & Arthritis Centre, please contact the QEII Foundation at 902-334-1546 or visit: <https://qe2foundation.ca>.

The Nova Scotia Rehabilitation & Arthritis Centre thanks the QEII Foundation for accepting donations on its behalf. Donations made for the NSRAC through the QEII Foundation go directly to the NSRAC. The QEII Foundation has been an important supporter of rehab initiatives like the pool and the Independent Living Simulation suites.

QEII Foundation contact info:

Email: info@qe2foundation.ca

Phone: 902-334-1546

Phone (toll-free): 1-888-428-0220

Fax: 902-442-7172

5657 Spring Garden Road
Park Lane Mall, Suite 3005
Halifax, NS B3J 3R4

Looking for more health information?

Find this pamphlet and all our patient resources here: <http://library.nshealth.ca/PatientGuides>

Contact your local public library for books, videos, magazines, and other resources.

For more information, go to <http://library.novascotia.ca>

Connect with a registered nurse in Nova Scotia any time: call 811 or visit <https://811.novascotia.ca>

Learn about other programs and services in your community: call 211 or visit <http://ns.211.ca>

Nova Scotia Health Authority promotes a smoke-free, vape-free, and scent-free environment.

Please do not use perfumed products. Thank you!

www.nshealth.ca

Prepared by: Rehab Working Group

Designed by: NSHA Library Services

The information in this brochure is for informational and educational purposes only.
The information is not intended to be and does not constitute health care or medical advice.
If you have any questions, please ask your health care provider.

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The information in this pamphlet is to be updated every 3 years or as needed.