

The Glenrose Rehabilitation Hospital is committed to excellence and leadership in patient care, research and education.

At the Glenrose we specialize in the everyday miracles that allow people to rebuild their lives in the aftermath of disabling injury or illness. Your condition may require you to learn new ways of doing basic tasks, but we never lose sight of the fact that those tasks are the building blocks for getting you back into life.

Our team approach to care – bringing together the expertise of doctors, nurses, therapists, other specialists, and of course, the patient and their family – is designed to help you achieve your maximum level of function and independence.

The Glenrose also coordinates advanced technology and specialized services in caring for you and your family. Each day more than 600 individuals and their families from Edmonton and area, central and northern Alberta, the North and the Prairies benefit from our hospital care (244 beds), day hospital, technology services and more than 120 outpatient clinics.

Glenrose Rehabilitation Hospital
10230-111 Avenue
Edmonton, AB T5G 0B7
(780) 735-7999
www.capitalhealth.ca

Inpatient Handbook



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Additional Services

Outpatient Pharmacy

The Outpatient Pharmacy is located near the main entrance of the Royal Alexandra Hospital at 10240 Kingsway Avenue (across the street from the Glenrose Rehabilitation Hospital).

The pharmacy will fill discharge prescriptions at regular cost and provide counseling on the use of your prescription. The pharmacy operates from Monday – Friday, 9:00 a.m.– 5:00 p.m.



Spirituality

The Pastoral Care Service believes that the spiritual dimension is an intrinsic and essential component of rehabilitation. Spiritual concerns surface and intensify in time of disability and crisis. Working as part of the clinical treatment team, the Service is committed to the concept of the total care of the person including the patient's mental, emotional, physical, social and spiritual dimensions. The diversity of faith and culture of patients/families is recognized and arranging for spiritual support through recognized representatives of faith communities is part of the Service. The Pastoral Care Service provides a ministry of pastoral counseling to patients, families of patients and members of staff in the rehabilitation hospital.

Transportation

Local transit information is available at the main Information Desk. The Disabled Adult Transportation System (DATS – 780-496-4567) loading zone is located outside the GlenWest (111th Avenue) entrance. Direct taxi telephone lines are located at both entrances.

Volunteers

Volunteers are an important part of the Glenrose Rehabilitation Hospital. If you wish to join our team of volunteers, please call (780) 735-7986.

Website

For further details on the programs and services offered at the Glenrose Rehabilitation Hospital please see our website:

www.capitalhealth.ca/glenrose. Also listed on the website are temporary changes to programs, educational events and seminars as well as our latest research initiatives.

Dental Services

The Dental Clinic is located on Level 0 (Room 22 GE). The clinic offers professional dental care including cleaning, fillings, crowns and bridges, root canals, full and partial dentures and extractions. Services are available to the elderly, adults with disabilities and to the general public (adults). Rates are competitive and fees are payable at the time of treatment. For an appointment please call (780) 735-8810.



Hair Salon

The Hair Salon is located on Level 0 (Room 0306, GW). The salon offers a wide variety of hair services such as hair cuts, colours and perms. Hours of operation vary. For further information please call (780) 735-8254.

Interpreter Services

We serve a multicultural community and offer interpreters who speak various languages to assist you when needed. The staff in your program can make the necessary arrangements, or you may call (780) 735-7689.

Library Services

The Glenrose Rehabilitation Hospital Library is located on Level 0, GlenEast in Room 0613. The library offers the use of books, videos, and audiocassettes on the many conditions treated through the Glenrose programs. Journals may be used in the library and articles may be photocopied. Library staff provide assistance in locating information for hospital employees, patients and families. Computers are available to search for online resources. The library is open from Monday – Friday, 8:00 a.m. – 4:15 p.m.

Patient Computer Lab

There is a patient computer lab located on Level 2, GlenWest in room 2153. There are three computers available for patient use. Hours are Monday to Friday 9:00 a.m. – 4:30 p.m., Thursday evenings 5:30 p.m. - 8:00 p.m., and Sundays 1:00 p.m. – 4:00 p.m. excluding holidays. Registration is required; please call (780) 735-7985.

Welcome to the Glenrose Rehabilitation Hospital



Welcome to one of the most respected rehabilitation hospitals in Canada. We hope your stay at the Glenrose will be comfortable, and we are confident that our staff will provide you with the best possible rehabilitative care. To help you get acquainted with us, we encourage you to review the information in this booklet.

At the Glenrose, we continually reach beyond what was ever thought possible. We are proud of our international reputation for excellence and leadership in patient care, research and education. We firmly believe that each member of the Glenrose team is key to our success. Our staff provide excellent clinical care, efficient service and respond to others in a professional and compassionate manner.

Our Commitment is: Courage. Encouraged.

Our first task at the Glenrose Rehabilitation Hospital is to inspire hope and establish an attitude that denies defeat and embraces change as a step forward. Our patients come to see apparent limitations as opportunities for further growth and enhanced meaning in their lives. Through the determination of our patients and with the unwavering support from staff – our patients are finding ways to challenge their condition or injury and go on to lead full and often extraordinary lives.



Isabel Henderson
Senior Operating Officer

Our goal is to help you get settled and feel comfortable as quickly as possible on the day of your admission to the hospital.

You will be given an identification bracelet with your name and patient number. Please check to see that the information is correct. Do not remove the bracelet until you have been discharged from the hospital. If the bracelet comes off for any reason, please notify your nurse and ask for a new one.

Information Desks

There are two Information Desks for your convenience. The main Information Desk is located at the GlenWest (111th Avenue) entrance.

Hours: 7:00 a.m. – 8:30 p.m.
Monday – Friday
9:00 a.m. – 8:30 p.m.
Weekends and Holidays



The second Information Desk is located at the GlenEast (102nd Street) entrance.

Hours: 7:00 a.m. – 4:00 p.m.
Monday – Friday
Closed Weekends and Holidays

A Typical Day at the Glenrose Rehabilitation Hospital

When you wake up and have breakfast, you will want to check your individual schedule as therapy sessions are scheduled throughout the day. After each therapy session, there will be the opportunity to rest. While eating lunch, you may be joined by a family member. Your family member may also attend some of your therapy sessions with you. During the afternoon, you will have time to read, nap, or listen to music. After dinner, you might spend time with visitors or other patients. Evening activities are also available. Further information may be obtained by checking the Recreation Calendars/Leisure Guides on the unit bulletin boards or by calling Recreation Therapy (780) 735-7985.

At the Glenrose Rehabilitation Hospital, nighttime interruptions are minimized, so you will feel rested for the next day's activities.

Public Parking

Surface metered parking is available to the public. All meters on site are in effect 24 hours a day, seven days a week.



Underground parking is also available to the public. Weekly and monthly parking passes are available from both Information Desks. For current rates please visit one of the Information Desks (see page 3).

A Pay and Display machine and a change machine are available in the parkade at the entrance to the hospital. The Pay and Display passes are valid at all Capital Health sites. Patients/visitors who are transferred to the Glenrose Rehabilitation Hospital from any other Capital Health facility may use the original parking permit purchased from that facility for the time remaining on the original permit. For parking inquiries please contact Regional Parking at (780) 735-5630.

Note: Prices are subject to change without notice.

Telephone and Television Rentals

Pay phones and courtesy phones are located throughout the hospital. Cell phones may only be used in the area by the main Information Desk. To rent a telephone or television in GlenWest, contact the Hospitality Network at (780) 735-8850. Please note that this service is not available on Nursing Unit 3C.

A pay phone with Keypad Teletypewriter (TTY) service is located on the main floor across from the Auxiliary Corner Store. This upgraded phone offers communications options for the Deaf and hard-of-hearing. This service includes:

- TTY to TTY Calling
- TTY to Voice Calling (711 Message Relay Service)
- Voice to TTY Calling (711 Message Relay Service)

Vending Machines

Vending machines with snacks, coffee, juices and soft drinks are located in common areas throughout the hospital and are available 24 hours per day.

Banking

An automated teller machine (withdrawals only) is located on Level 1, GlenWest, near the main elevator core, opposite the Auxiliary Corner Store.

Laundry Services

Washing machines and dryers are available for patient use and are located on the 3rd and 4th floors in GlenWest. The machines are free of charge, however detergent is not provided. Laundry soap is available for purchase from the Auxiliary Corner Store.

Lounges and Atria

Lounge areas are available to patients and their visitors. Also available for your use are the Quiet Atrium, the Lloyd Wilson Garden Rotarium and Cravings Café, and the George Eddy Recreation Atrium on Level 3.

Mail

Personal mail is delivered to patient rooms daily. Outgoing mail can be dropped off at the Canada Post mailbox located between the two sets of doors at the GlenWest (111th Avenue) entrance. Stamps are available at the Auxiliary Corner Store.

Maps

Maps of the hospital and parking lots are available at both Information Desks.



We encourage you to bring only essential items to the hospital, such as sleepwear, toiletries and street clothes. You will feel more like yourself in your own clothes, and it is easier to do physical therapy in comfortable clothing than in a hospital gown. You should also bring anything that will make you feel more at home: books, music, photos and cards. Children and teenagers often want to bring stuffed animals, dolls, toys and schoolbooks.

For safety reasons, do not bring radios, hairdryers or other electric devices. We offer the following tips to help you keep your personal items secure.

Glasses and hearing aids are best kept in a case when you are not wearing them. They should be placed in the top drawer of your bedside table, with your name on the item or case.

Dentures are best stored in a denture cup in the top drawer of your bedside table. Do not place them on your food tray or on the bed linen.

We recommend you keep clothing in your room closet, your bedside table or your suitcase.

What to Leave at Home

We strongly urge you to leave your valuables at home and bring only enough money for incidental items such as magazines and snacks. Ensure personal items are hidden from plain view and are secure when not with you. Capital Health is not responsible for any lost or stolen items.

Lost and Found

To check for missing items, call Security at (780) 735-8899.



Medication Safety

While you are in the hospital it is important for you and your doctor to talk about your medications. Tell your doctor and nurse everything you are taking including prescription medications, over-the-counter medicines, vitamins and herbal products.



Ask your nurse or pharmacist about your medications – what they are, what they look like, what they do. Make sure that staff check your ID bracelet before giving you any medicine. You must not take any medicines that you brought to the hospital without first speaking to a doctor or nurse. Let your doctor or nurse know if you have any allergies to foods, drugs or latex.

Smoking

We are committed to providing patients, visitors, staff, physicians and volunteers with a healthy, smoke-free environment. Smoking areas have been removed from all Capital Health facilities, including parking areas (both inside and outside of your vehicle), on site sidewalks and all other areas. For information on support with quitting smoking please contact the Smokers Help Line at 1-866-332-23 22 or visit their website at www.tobacco.aadac.com.

Scented Products

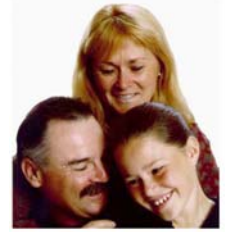
During your stay at the hospital, it is appreciated if you and your visitors would refrain from wearing perfumes, after-shave, or other scented products. This is in consideration of staff and patients who have scent sensitivities or allergies.

Complaints

The hospital has a process to address complaints or grievances. Patients, family members, and others are asked to discuss their complaint or grievance with the Coordinator and/or Manager for the area initially, and then through the Office of Patient Relations. A representative is available to assist patients and families with questions and concerns about hospital policies, facilitate problem resolution and assist with special needs. For additional information please contact Patient Relations at (780) 482-8080.

Families Are Encouraged to Participate

Rehabilitation is a much more active process than acute care. Patients and their families are learning how to manage on their own. If a family member is asked to dress his or her child or walk his or her parent through the steps of a therapeutic exercise, it is a sign of progress. General visiting hours are between 11:00 a.m. and 8:30 p.m., unless otherwise specified. For patient location information, please call (780) 735-8205.



Food Services

Bistro Restaurant: The newly renovated Bistro offers a variety of healthy choices and popular menu items. The Bistro is located on Level 0, GlenWest. *Please note that debit cards are accepted.*

Cravings Café: The Café is operated by the Glenrose Auxiliary and is open seven days a week, including holidays. It is located on Level 3 GlenWest. *Please note that Cravings Café only accepts cash.*

Gifts and Flowers

The Corner Store is operated by the Glenrose Auxiliary and is located on Level 1, GlenWest. You may purchase flowers, newspapers, magazines, books, personal care products, gifts, toys, stamps, snacks, beverages, greeting cards, and long distance telephone cards. Canes, reachers and diabetic socks are also available. Proceeds from sales are used by the Auxiliary to benefit patient care. The Auxiliary Corner Store is open seven days a week, including holidays. *Please note that the Corner Store only accepts cash and VISA.*

Email Get-Well Wishes

The Glenrose Rehabilitation Hospital is able to offer email get-well wishes to our patients. The messages are printed off by Volunteer Services and delivered to the patient. Please visit www.capitalhealth.ca/wellwishes.



Glenrose Rehabilitation Hospital Foundation

The Glenrose Rehabilitation Hospital Foundation is exactly that – a foundation on which to build hope, opportunity and independence for people who experience life-altering events through illness, injury or at birth. Since its inception in 1993, the Foundation has raised more than \$10 million dollars to support capital projects, conduct research, purchase new equipment and enhance patient care. To make a contribution or learn more, please visit www.glenrosefoundation.com or call (780) 735-6024.