Jewish General Hospital
Patient Guide

Your stay at the JGH
Welcome to the Jewish General Hospital

Message from the Executive Director

Since 1934, the Jewish General Hospital has been providing treatment and care of superior quality to patients of diverse backgrounds from across Montreal and Quebec. This level of professional expertise is complemented with compassion and respect for patients, who have always been the prime focus of this hospital's activities.

To assist you during your hospital stay, the JGH is providing you and your family with this Patient Guide, which offers a comprehensive overview of the hospital's many services. In these pages, you will learn how to make the most of the innovative programs and policies that have made the JGH one of the most renowned healthcare institutions in Quebec.

The goal of this hospital is to ensure that you receive the care that you need as promptly, safely and efficiently as possible. At the medically appropriate time, the JGH will also make every effort to discharge you with minimal delay, so that you can complete your recovery in the familiar comfort of home.

During your hospital stay, JGH staff will be open and clear about all aspects of your treatment and care. However, if you wish to discuss any matter of concern, or if you would like to make a suggestion, I encourage you to contact the hospital's patient representative (see page 32).

Rest assured that the JGH is dedicated to constantly improving the quality of its care. This is achieved, to a significant degree, by developing innovative partnerships and collaborations with other healthcare, academic and research institutions. In addition, various programs are in place hospital-wide to maximize efficiency and reduce waste, in order to save funds which can be used to upgrade patient care.

Your opinion of the JGH matters, because it helps us to identify the areas where you feel the hospital excels, and where improvement is needed. Therefore, I invite you to complete the Patient Satisfaction Survey that may be sent to you after you are discharged from the hospital. In this way, you are helping the JGH can do its best on everyone's behalf.

Wishing you good health,

Lawrence Rosenberg, M.D., Ph.D.
Executive Director
jgh.ca/Compassion-by-Design
Telephone directory

JGH main phone number: 514 340-8222

The main phone number is the same throughout the hospital. All phone numbers in this guide (unless otherwise specified) are simply the extension for the destination you are calling. When dialing from within the hospital, dial only the extension. To make outside calls from within the hospital, you must first dial “9”.

Admitting ................................................................. 8211
Auxiliary ................................................................. 8216
Emergency Department ........................................... 5011
Foundation .......................................................... 8251
Hope & Cope ......................................................... 8255
Local Commissioner of Complaints and
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Users’ Committee .................................................. 3090
Pastoral Services ................................................... 5677
Patient Accounts ................................................... 8241
Photography and Videography ............................. 5807
Security / Lost and Found ..................................... 5000
Social Services ...................................................... 8240
Test Centre .......................................................... 8263
Volunteer Services ................................................. 5984

If you are calling from outside the hospital and would like to reach a patient who has a phone, call the hospital’s main number and dial “0” for the operator or dial the patient’s 4-digit extension.

Jewish General Hospital
3755 Côte Sainte-Catherine Road
Montreal, Quebec H3T 1E2
jgh.ca

HGJ_JGH
ladydavisjgh
HGJ_JGH

JGHTV jgh.ca/jghtv

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Getting around

The hospital does not cover the cost of transportation for patients returning to their homes or to private nursing homes, patients leaving the hospital on a pass, or patients leaving the hospital against medical advice. Medicare does not cover transportation to and from the hospital.

**Reaching the hospital by bus**

The #165 Côte-des-Neiges and the #535 Du Parc/Côte-des-Neiges buses stop at the Côte-des-Neiges entrance, near the main entrance on Côte Sainte-Catherine Road.

The #129 Côte Sainte-Catherine bus passes near all entrances.

**Reaching the hospital by metro**

Exit at the Côte Sainte-Catherine station (on the orange line), then take the #129 bus east.

Exit at the Côte des-Neiges station (on the blue line), then take the #165 bus north.

For more information about reaching the hospital by public transportation, call 514-AUTOBUS (514 288-6287) or visit stm.info.

**Parking at the hospital**

A parking lot is located on Côte-des-Neiges Rd., in front of Pavilion H (between de la Peltrie St. and Côte Sainte-Catherine Rd.). There is a charge for parking. Valet parking is available at the Côte Sainte-Catherine (main) entrance of the hospital as well as the Côte-des-Neiges entrance. Visitors parking is now underground and can be accessed via Bourret Ave. on the corner of Légaré Rd. and Bourret. Parking can also be found on nearby streets, but be sure to take note of the meters and various restrictions.

**Taxis**

Taxi stands are located at the Côte Sainte-Catherine (main), Côte-des-Neiges and Emergency Department entrances. Taxis can also be called by using the taxi phones located at all of the main entrances.

**Finding your way around the hospital**

Example: Room B-114

The hospital is divided into pavilions. The letter indicates the pavilion in which the room is located. The first number after the letter represents the floor. Follow the signs to the pavilion needed (e.g., B), then go to the floor (1) where you will find the room (14).
Jewish General Hospital

SITE MAP

Centre for Child Development and Mental Health: 4335 Côte Sainte-Catherine Rd.
Institute of Community & Family Psychiatry: 4333 Côte Sainte-Catherine Rd.
Lady Davis Institute for Medical Research: 3999 Côte Sainte-Catherine Rd.
Pavilion H: 5790 Côte-des-Neiges Rd.
Herzl CRU Walk-In Centre: 5858 Côte-des-Neiges, 5th floor
A brief history

During the first three decades of the 20th century, a handful of small Jewish institutions tended to the medical needs of Jewish Montrealers. However, as new waves of Jewish immigrants arrived, and as Jewish medical professionals encountered religious discrimination in employment, the need for a Jewish hospital became increasingly urgent.

Thanks to the dedication and generosity of the Jewish community and the people of Montreal, as well as support from the federal, provincial and municipal governments, the hospital opened its doors to people of every race and religion on October 8, 1934.

Over the years, the JGH has grown from a small 150-bed community hospital that provided basic services, into a 637-bed McGill University teaching hospital offering a complete range of highly specialized services. As one of the province’s largest acute-care hospitals, the JGH has achieved a reputation for excellence in key medical specialties by continually expanding and upgrading its facilities for clinical treatment and teaching, as well as medical research at the Lady Davis Institute.

On January 19, 2009, the Jewish General Hospital proudly unveiled its new logo depicting a tree, a universal icon of sustenance, shelter and stability. Not only is the Tree of Life a Jewish symbol of endurance and rejuvenation, it is a recurrent theme in many religions and traditions, including Christian, Mormon, Muslim and Buddhist. The logo represents the JGH’s crucial role as a provider of treatment and care to individuals from many different backgrounds in Montreal, across Quebec and beyond.

Mission Statement

The Jewish General Hospital is an academic healthcare centre and a major teaching hospital of McGill University.

Its mission is to:

• provide patient care of the highest quality in a humane and caring manner
• provide general and specialized care, with an emphasis on specialized and ultra-specialized care
• develop and promote an environment for leadership and excellence in health-sciences education
• encourage and support research into the prevention, cause and treatment of illness
• actively participate and lead in the development, integration and evaluation of new technologies in order to further enhance patient care
The hospital recognizes that the talent and commitment of its staff contribute to its strength. The JGH will continue to build a work environment where each person is valued, respected and supported in professional endeavours and educational programs for personal and professional growth.

**Patient Safety Statement**

The JGH is committed to promoting and providing safe care and services to all patients, families, visitors and staff. Safety is everyone’s responsibility. It is valued as a fundamental right and expectation.

**Accreditation**

The Jewish General Hospital must regularly be accredited for the health and social services that it provides, as do many hospitals across Canada. Accreditation by a recognized supervisory body, Accreditation Canada, is awarded only after all aspects of the hospital’s operations have been rigourously evaluated. In this way, members of the public can be assured that they are receiving care whose quality has consistently met high professional standards on a national level.

During accreditation, hospitals undergo a process of self-assessment, and develop a road map that outlines current challenges and goals for improving the quality and efficiency of care. Accreditation follows a standardized measurement system that enables healthcare institutions to gauge their own performance over time. This process allows them to compare their results with those of other institutions and to share information on practices aimed at improving the quality of care. Accreditation certificates are posted throughout the hospital.

The JGH was most recently re-accredited in 2012, and awarded Exemplary Standing.

**JGH ranks first in administrative efficiency**

In 2013 the Canadian Institute for Health Information (CIHI), an independent organization that collects, analyzes and publishes nation-wide data about the Canadian healthcare system, ranked the JGH number one among Canadian teaching hospitals for its administrative efficiency and its ability to channel the maximum funds into healthcare by saving on administrative costs. The JGH also ranks among the country’s best institutions in several other categories, including the 30-day re-admission rate for patients who have undergone surgical and medical procedures; and efficiency in managing the total number of hours that the clinical laboratory and the pharmacy spend on each patient.
During your stay, you will meet many different individuals who will tend to your needs. They work as a team to devote their time and resources to your care, making sure you receive the attention you need in a timely, effective and compassionate manner. Restoring your good health and independence is their goal.

Montreal’s Top Employer

In 2014 the JGH was named—for the second consecutive year—as one of the best places to work in Montreal by the judges of the Mediacorps competition, which recognizes employers in the greater Montreal area that lead their fields or industries in offering exceptional places to work.

The 2014 winners were selected after a detailed review of their operations and human-resource practices. The competition, known as Montreal’s Top Employers, focuses on such areas as physical workplace; work and social atmosphere; health, financial and family benefits; vacation and time off; employee communications; training and skills development; and community involvement.

Medical staff

While you receive treatment at the JGH, a member of the medical staff will direct your care. Your doctor will be assisted by residents, who are qualified physicians who are continuing their medical education to specialize in a particular field. Your doctor relies on residents to carry out your day-to-day treatment and to report on your progress. As a patient, you play an important role by contributing to the education of future physicians. Ask your doctor to visit you if you are concerned about any aspect of your medical care.

It is important that you select one family member or close friend as your doctor’s contact. This person will be responsible for keeping other relatives and friends informed about your condition.

Nursing

The JGH Department of Nursing at the employs approximately 1,400 professional nurses who are committed to providing the highest quality of safe patient care. They are educated to provide skilled, knowledgeable, and compassionate care.

Nurses believe patients and their families are the focus of their care. They make every attempt to get to know you as a unique individual, understand your concerns, and develop
ways of working you that respects what is important to you and your family. They have the expertise to assess, monitor, and manage a wide range of medical and health issues to promote your healing and alleviate your suffering.

Nurses are the professional group in closest and most continuous contact with patients, and as such are able to detect a problem before it becomes fully apparent. They work very closely with physicians and other members of the healthcare team, communicating your status and concerns so that your needs can be identified and a plan worked out with you that best suits your circumstances. They also have the expertise to help prepare you for the transition from hospital to convalescent or rehabilitation care or home so that when you are ready to leave hospital you have the knowledge and skills to continue to regain your strength and health.

Visit jgh.ca/nursing

**Anesthesia**

Most patients who undergo surgery are evaluated and cared for by a member of the anesthesia team. This team consists of a medical specialist, called an “anesthesiologist”, and an anesthesia therapist who is trained to assist the anesthesiologist. Trainees in the field may also be included in the team.

The anesthesiologist will review your medical history and will discuss with you the most appropriate anesthesia care plan, which can range from local anesthesia with monitored care, to a full general anesthetic.

**Pharmacy**

Pharmacists are experts who work with doctors and nurses, using the latest technology to ensure that patients get the full benefit of available medications. Although you might not meet your hospital pharmacists, they are important and active members of the team. In addition to preparing medications, they monitor your treatment for its effectiveness, help you to avoid side effects and allergic reactions, and check interactions with drugs and foods.

Hospital pharmacists are active members of the multidisciplinary team and use the latest technology to ensure that patients receive the full benefit of their prescribed medications. The pharmacists monitor the effectiveness of drug therapy, assess doses
and allergies and attempt to limit side effects of medications. The automated drug distribution systems increase the safe delivery of these medications. Ask to see your pharmacist.

Visit jgh.ca/pharmacy

**Social Services**

Since hospitalization can be a stressful time for patients and their families, social workers are available to help you cope with some of the difficulties you might face. A social worker can provide counseling, emotional support and information to meet your psychological and practical needs, and help you plan for discharge.

To contact the Social Services Department, speak with your nurse or call extension 8240.

Visit jgh.ca/socialservices

**Dietetics**

Eating a well-balanced diet is an important part of the recovery process. The Department of Dietetics manages the food service system and offers counseling by professional dietitians to provide proper nutrition for each patient, in accordance with individual needs and preferences.

If a physician and/or dietitian prescribes a special diet, its details will be explained to you. If it is recommended that you continue this diet at home, the dietitian will plan your program and review it with you. Any questions about meal service or nutrition should be addressed to the dietitian.

Visit jgh.ca/dietetics

**Occupational Therapy**

Occupational therapy is a profession concerned with promoting health, well being and quality of life. Occupational therapists use thorough analyses of physical, cognitive, environmental, psychosocial and cultural factors to identify barriers to participation in daily activities.

Occupational therapists provide tools and techniques, through individualized evaluation and treatment sessions, to help patients gain and maintain an optimum level of independent functioning.

Your doctor may consult an occupational therapist in order to optimize your functional autonomy and recommend an appropriate and safe discharge plan.

Visit jgh.ca/occupationaltherapy
**Physiotherapy**

During your hospital stay, your doctor may refer you to a physiotherapist. Physiotherapists combine advanced knowledge of how the body works with specialized hands-on clinical skills. The physiotherapist will assess you and establish an individualized treatment program based on your particular condition and needs. With your independence in mind, this rehabilitation program may include therapeutic exercise and education to maximize your strength, function, movement and overall well-being. The physiotherapist works closely with you and the rest of the interdisciplinary team to plan your care and ensure a smooth and safe discharge from hospital.

Visit jgh.ca/physiotherapy

**Speech-Language Pathologists**

The speech pathologists, upon receiving a referral from your doctor, will assess and treat your speech, language, voice, swallowing or communication difficulties. Whether you are experiencing problems due to surgery, a stroke, cancer of the head and neck, or other reasons, we will do our best to improve your condition.

jgh.ca/en/Audiology

**Pastoral Services**

Chaplains of all faiths visit the hospital regularly. You may have your own chaplain visit you or you may contact a hospital chaplain through your nurse. Bibles and prayer books are provided upon request.

The hospital chaplains are always available for assistance with problems of a spiritual nature and can be reached at extension 5677.

Visit jgh.ca/pastoralservices

**Chapel**

For the spiritual comfort of patients, visitors and staff of all faiths, a chapel on the 6th floor of Pavilion B is open 24 hours a day for prayer and meditation. Jewish afternoon services (Mincha) take place Monday to Thursday at 1:45 p.m.

For holiday services, contact Pastoral Services at extension 5677.

Visit jgh.ca/pastoralservices
Psychiatry / Institute of Community and Family Psychiatry (ICFP)

The Department of Psychiatry offers a full range of services for children, youths, adults and geriatric patients (in-patients and out-patients). The department is located both in the A Pavilion, ICFP (4333 Côte Sainte-Catherine Road) and in the new Ruth and Saul Kaplan Pavilion (4335 Chemin de la Cote Ste Catherine). An active research program studies transcultural psychiatry, psychosocial health—including the psychological aspects of cancer, rheumatoid arthritis and women’s health—psychotherapy and family therapy, sleep and aging, and first-episode psychosis. The psychosocial axis includes cultural psychiatry, psychosocial factors in medical illness, (including cancer, scleroderma, heart disease, and maternal and infant health) and etiology and treatment of common mental disorders, (including psychosis, depression and suicide and personality disorders.

Visit jgh.ca/psychiatry

Organ and Tissue Donation

Donating organs and tissues upon your death is a gesture of generosity that may save the lives of several people and help many others regain their health. In 2012, 364 people benefitted from an organ transplant, thanks to the generosity of 120 deceased donors in Quebec and their families. As of December 31, 2012, however, 1,250 people were registered on the waiting list for a transplant. During the same year, 69 deaths were reported while waiting an organ transplant.

It is important to discuss your wishes about organ and tissue donation with your loved ones. You can make your decision known by signing the back of your Medicare card. It is also possible to record your decision with your Notary in the ‘Registre des consentements au don d’organes et de tissus’ of the Chambre des notaires du Quebec, and/or with the ‘Régie de l’assurance maladie du Québec’ (RAMQ) in their ‘Registre des consentements au don d’organes et de tissus. By donating, you may save up to 8 lives and restore health to 15 other people.

The JGH values offering the option of organ and tissue donation to families of the deceased. For more information you can contact the liaison nurse in organ donation at extension 6866.

Visit signezdon.gouv.qc.ca
Art therapy
Art therapy responds to the needs of individuals who want to improve their psychological well-being within a therapeutic context. In the course of creating art, patients can increase awareness of themselves and others, cope with their symptoms and stress, and enjoy the life-affirming pleasures of making art. If you are interested in participating in art therapy, speak with a member of your healthcare team.

Music therapy
This service is offered to patients on all units. The JGH music therapist visits patients individually or in organized group activities, and works closely with the Department of Pastoral Services. The music therapist also organizes other events, such as the JGH Jazz Festival and Oneg Shabbat (Friday ceremony to welcome the Jewish Sabbath). The music therapist is available Tuesday to Friday.

JGH Jazz Festival
The annual JGH Jazz Festival coincides with the Montreal International Jazz Festival every summer, providing patients, families, staff, volunteers and the public with pleasant summer entertainment and an emotional and spiritual lift.

The series of free indoor and outdoor concerts features the musical talents of JGH staff members and local musicians. In addition to the concerts, the JGH Jazz Festival includes events such as jazz films, poetry, exhibits and DJs.

Visit jgh.ca/jazz
Test Centre

Blood and urine tests are ordered by your doctor to help diagnose your condition and determine the best treatment. When you come to the Test Centre, you need to bring a prescription or requisition describing the tests your doctor wants done and their name and address. If the tests required and the doctor's name and address are not specified, we cannot take your blood, as without them we do not know what to do or to whom we should send the results. This is very important and can also be urgent, if we need to contact your doctor if the results are seriously abnormal.

Please ask your doctor whether you need to stop eating or drinking before your test. If fasting is not necessary, visiting the Test Centre after 11:00 a.m. is recommended so that your waiting time will be shorter. No appointment is needed to use the Test Centre but with approximately 175,000 patient visits every year, a long lineup can occur; however, members of the Test Centre staff work hard to process each person in a timely manner, and they appreciate your patience and understanding.

The Test Centre provides services to patients aged 16 years and over and is located in Pavilion E (Room E-102). Opening hours are Monday to Thursday from 7:30 a.m. to 8:00 p.m. and Friday from 7:30 a.m. to 4:00 p.m.

The Test Centre can be reached at extension 8263.

In order to better serve patients, the JGH Test Centre has partnered with CSSS Cavendish - CLSC René-Cassin located at 5800 Cavendish. No appointments are required. For people aged 14 years and over. Don’t forget to bring the requisition and your medicare card. Opening hours are Monday to Friday from 7:30 to 9:30 a.m.

* Please note that diagnostic testing is also readily available at your local CLSC.

Consent forms

Many tests, treatments and surgical procedures ordered by your doctor are permitted only after you have signed a consent form. This ensures that you understand and agree to undergo these treatments and procedures.

Transfusion Service

The hospital maintains a Transfusion Service, for which blood is supplied by volunteer donors through Héma-Québec. If you wish to donate your own blood for Orthopedic Surgery, discuss this option with your doctor. If needed, parents are also able to donate blood for their baby; discuss this with your doctor. Please be aware that there is an ever-increasing, and sometimes critical, shortage of blood. The donation of blood is encouraged through a Héma-Québec Blood Donor Clinic. For more information, call 514 832-5000 or hema-quebec.qc.ca.
Herzl CRIU Walk-In Centre

For service at the Herzl CRIU Walk-In Centre, simply walk in. Appointments or advance telephone calls are not needed for this new type of clinic, which was launched in 2010. The Walk-In Centre offers faster and easier access to health care for medical problems that require prompt attention, but may not be serious enough for a trip to the Emergency Department. Patients are seen 365 days a year on the fifth floor of 5858 Côte-des-Neiges, Monday to Friday from 8:30 a.m. to 8:30 p.m. and on weekends from 9:00 a.m. to 5:00 p.m.

The clinic is the product of close cooperation between the JGH Herzl Family Practice Centre and the CSSS de la Montagne, with support from the Montreal Regional Health and Social Services Agency and McGill University.

Patients with regular appointments at the Herzl Family Practice Centre will be seen as usual on the second floor of Pavilion H. However, if Herzl patients experience acute medical problems, they can go straight to the Walk-In Centre. In addition, if an individual suddenly needs medical care between regular visits to a specialist, the Walk-In Centre can provide prompt help before a crisis develops and hospitalization is required.

A multidisciplinary team including doctors, nurses, two nurse practitioners, a nutritionist, psychologist, social worker and clinician pharmacist is available to provide care for patients with chronic illnesses.

Visit jgh.ca/walkincentre
Packing for your stay

These are some of the items you may want to pack for your hospital stay:

- Soap
- Shampoo
- Deodorant
- Lotions
- Talcum powder
- Toothbrush
- Toothpaste
- Dental floss
- Dentures and denture cream
- Pyjamas
- Robe and slippers (flat, closed slippers with a non-slip bottom)
- Shaving kit
- Comb
- Eyeglasses
- Tissues
- Nail clippers
- Sanitary napkins
- Hearing aid

* For maternity needs, see the Maternity section of this guide (page x).

Please do not bring:

- Large amounts of cash
- Valuable electronics
- Keys
- Credit cards
- Jewelry

You may wish to keep a few dollars with you for expenses such as newspapers or TV rentals.

For safety reasons, the use of the following items is forbidden in patient care and treatment areas:

- Electrical appliances (kettles, hair dryers, curling irons, etc.)
- TV sets not rented from the hospital
- Electric stereos
- Electrical extension cords

The use of the above items in patient areas can create a fire safety risk for patients, staff and visitors. The JGH thanks you for your cooperation.
Devices such as battery-operated radios, portable DVD players, laptops and iPods are permitted. If you must use a pager or mobile device in the hospital, be sure to keep it on “vibrate” mode.

**Caring for your personal items**

Here are some tips to help you keep your personal items secure:

- Upon request, a special cup for dentures will be provided by your nurse, and should be kept in the drawer of your bedside table.
- Eyeglasses, hearing aids or contact lenses are best placed in a case when you are not wearing them. They should be kept in the drawer of your bedside table, with your name printed in or on the case. Do not wrap these items in tissue or place them where they might accidentally be thrown away.

**THE HOSPITAL IS NOT RESPONSIBLE FOR LOST OR STOLEN ARTICLES**

The hospital makes every reasonable effort to safeguard the property of patients and visitors. However, the hospital is not responsible for the belongings of conscious and alert patients, including medical devices kept on the bedside table.

Protect your belongings! Valuables should be sent home with a relative or friend. If this is not immediately possible, speak to your nurse about using the safe in the Patient Accounts Office. You will receive a receipt for the items you have placed in the safe. Since the Patient Accounts Office is closed on Saturday, Sunday and holidays, please ask for your valuables on Friday if you expect to be discharged over the weekend.

**Lost and found**

Articles may be brought to, or picked up from, the Security desk in the main lobby, Monday to Friday, from 8:00 a.m. to 4:00 p.m.

Report all thefts to JGH Security at extension 5000.

Visit jgh.ca/security
Admission to the hospital

Patients are not obligated to sign an admission form in instances where this would violate their religious practices or traditions. Anyone who is admitted to the hospital during a period of religious observance when an admission form cannot be signed is permitted to receive medical treatment by making an oral statement of consent in the presence of a witness.

Patients are advised that due to the heavy demand for hospital beds, they may have to be discharged before their period of religious observance has ended. However, in these instances, patients will be made as comfortable as possible in a suitable Family Room until the period of observance is finished.

During a period of religious observance, patients are permitted to defer any advance payment that would normally be required. Payment must be made when the period of observance has ended.

Medicare coverage

Upon arrival at the hospital, you will be asked to present a valid Medicare card issued by the Quebec health insurance board, which entitles you to medical services. If you are not a Quebec resident or if your card is not valid (past the expiry date), you will be asked to arrange for payment at the Patient Accounts Office (Room B-114) before admission.

Payment

Payment for private or semi-private rooms occupied for more than one week must be made on a weekly basis at the Patient Accounts Office (Room B-114, extension 5392). Payment for private or semi-private rooms occupied for less than one week must be made at the time of discharge. All accounts must be paid in full at the time of discharge.

While the Ministry of Health and Social Services provides coverage that includes x-rays, laboratory work, drugs and other hospital services, this coverage does not include telephone, TV rental, ambulance service or private-duty nursing. Review your private medical insurance policy carefully to determine the extent of your coverage.

The office is open Monday to Friday, 8:30 a.m. - 4:30 p.m.
Accommodations
The Quebec Ministry of Health and Social Services covers the cost of your accommodation in a standard three- or four-bed room.

If you wish to stay in a private or semi-private room, you may ask to do so at admission or at any time during your stay. While the hospital will do its best to accommodate your request, priority is given to patients requiring isolation or specialized medical care. An appropriate room change will be made as soon as a private or semi-private room becomes available. Note that you may be asked to give up the room at any time if it is required by another patient for more urgent medical reasons.

You will be responsible for any additional room charges, so check your private medical insurance policy to ensure that you have adequate coverage. Bring your insurance documents with you when you are admitted.

Mixed rooms
The majority of rooms at the JGH are two- and four-bedded rooms. Due to the high demand for in-hospital beds, strict infection prevention and control requirements and the large numbers of admissions from the Emergency Department, the hospital has had to adopt a policy whereby all rooms are mixed with men and women. If you are uncomfortable with this policy, please inform your nurse and efforts will be made to accommodate you when possible.

Intimate care
Many patients often require partial or complete assistance with their activities of daily living. Assistance may range from providing total care to assistance or supervision in meeting your basic bodily needs. This may include help with bathing, toileting, feeding, comfort (bed changes), positioning, walking and the like. This type of care falls under the domain and supervision of a Registered Nurse (RN). However, she/he may require assistance from a trained attendant, male or female, who works under an RN’s supervision. The unit does its best to ensure that if you are a man you will be cared for by a male attendant or if you are a woman, by a female attendant, however this may not always be possible.

For bathing and toileting needs, all healthcare team employees have been trained to provide for your physical needs in a manner that respects your dignity and your privacy. If you are uncomfortable with this policy, please inform your nurse and every effort will be made to accommodate you, as possible.
Telephone

Telephones are permanently installed in patient rooms, and there is an automatic minimum daily charge to use them. During your stay, the telephone service charge must be paid on a weekly basis by cash, cheque, credit card or Interac in Room B-114. Telephone service will be discontinued if the balance exceeds $21.

For an outside line, dial “9” followed by the number. Long-distance calls may be placed through an operator by dialing “6-6-6-6”. Long-distance calls using a pre-paid calling card may be placed by dialing “9” followed by the “1-800” number printed on the card.

Patients are permitted to receive calls between 8:00 a.m. and 10:00 p.m.

If you do not wish to use the telephone service, call Patient Accounts (extension 8241) to block the line.

Cellular phones and wireless devices

The use of cellular phones is permitted in certain hospital areas, including any common areas such as lobbies, hallways, cafeterias and cafes or in medical units. However, you must ask a staff member before you switch your phone on in critical care units (the Intensive Care and Coronary Care Units), as there are restrictions in these areas.

It is very important to protect the privacy of patients, so please don’t share personal patient information during phone calls inside the hospital. It is also prohibited to take photos or videos of your loved ones if other patients, visitors or staff members appear in the background, or for any application other than personal use.

Though cell phone use is permitted in many areas of the hospital, please respect patients, visitors and staff members by keeping your voice down and by keeping the camera flash and music off.

Attend Med School For Free!

JGH Mini-Med School sessions are now available online

Leading JGH medical experts discuss the hottest health topics including Cardiology, Surgery, Geriatric Medicine and more!

Start watching today at jgh.ca/minimed
**Television**

Every room is equipped with television and cable service. You may rent a television for three days, by the week or by the month. Privately owned or privately rented televisions are not permitted in the hospital.

Visa, MasterCard and cash are accepted for television rentals through the contracted services provided by Hopitel Inc. This company does not accept cheques. To order a television, complete the form at the nursing station on your floor.

For more information, call Hopitel Inc. at 514 739-2525.

**Visiting**

Family and friends are encouraged to spend time with patients as part of the healing process. Visiting hours are based on the needs and comfort of patients. Visitors are strongly urged to observe the following rules:

Visiting hours are different on each floor. For more details, check with the nursing staff on the floor you are visiting.

No more than two (2) visitors per patient are permitted at any time.

Family Rooms are located on each floor. Visitors should avoid congregating in the corridors.

Visitors must leave the room at the end of the visiting hours or whenever requested by hospital staff.
Birth certificates
Parents of newborn infants are reminded that by law, all births must be registered by the parents within 30 days of the date of birth. The Admitting Office will provide you with the necessary forms that you must mail to the Registrar of Civil Status. For more information, call 514 864-3900 or visit etatcivil.gouv.qc.ca.

Diapers and sanitary napkins
Parents of newborn infants should provide diapers for their babies during their hospital stay. Patients must also bring their own sanitary napkins. If necessary, diapers or sanitary napkins may be purchased on the postpartum unit.

Clothing for newborns
Parents should provide clothing (sleepers, blankets, hats, socks) for their newborn infants. Note that the blanket provided by the hospital immediately after birth is the property of the hospital and should not be taken home.

Car seats
Parents should bring their own car seat to the hospital to ensure that the infant can be taken home safely. For more information on car seats, call 514 873-7620, visit a branch of the Quebec automobile insurance board.


Breast pumps and kits
The hospital offers support to mothers who wish to breastfeed. Your nurse will assist you as you begin. Electric breast pumps can be rented, and breast pump kits may be purchased for use with these machines.

Goldfarb Breastfeeding Clinic,
The Goldman Herzl Family Practice Centre
Lactation consultants and physicians, who specialize in breastfeeding medicine support, treat mothers and babies with complex breastfeeding problems. Patients are seen by referral only, through any healthcare provider. Please consult your nurse or physician for more information.

Visit jgh.ca/breastfeeding
Circumcision

Circumcisions may be performed by a pediatrician upon parental request in the newborn nursery. A fee is charged for circumcision. Ritual Jewish circumcisions may be carried out by any of the several mohelim (ritual circumcisers) approved by the hospital. Arrangements for the ceremony should be made with the mohelim only. Their names may be obtained by calling the Atrium coffee shop at extension 5904. The ceremony is conducted in the hospital’s Brith Room. The room and catering services can be reserved through the manager of the Atrium coffee shop.

Visiting

Since rest is very important to mothers after giving birth, parents should encourage their guests to keep hospital visits short. Out of respect for other patients, larger celebrations should take place following discharge.
Please, no tips!
The Health and Social Services Act forbids healthcare workers in hospitals (doctors, nurses, orderlies, etc.) from accepting money from patients or relatives for services rendered.

Discharge
Your doctor will inform you when you are ready to leave the hospital, and can respond to your questions or concerns about further treatment and care. Before leaving your room, check all drawers and your locker to be sure that you have taken all of your belongings. Because of the acute shortage of hospital beds, patients are usually discharged by 11:00 a.m. To avoid any last-minute confusion, arrange for a ride home the day before you are discharged.
Meals and snacks

Patients and visitors may purchase meals and light snacks in the hospital’s cafeteria (Pavilion B), the Atrium coffee shop (Pavilion G) and The Link coffee shop (Pavilion E). Only food purchased in these areas may be consumed in these areas. Food purchased in one dining area may not be consumed in another dining area.

Lounges in Pavilion A (Room A-012) and the Atrium (Pavilion G) are available to anyone wishing to consume food that has been purchased anywhere in the hospital or brought in from outside the hospital.

Jewish dietary traditions and food preparation (kosher food)

All of the hospital’s food preparation services are carried out in accordance with Jewish dietary tradition (kashrut), with approval from a kashrut supervisor (mashgiach). In addition, meat and dairy products are never served at the same meal. Kosher food is available for the convenience of patients, staff and visitors who keep kosher, as has been the case since the hospital opened in 1934.

However, people who do not keep kosher are also accommodated. This is in keeping with the hospital’s practice of welcoming individuals from a wide array of ethnic, cultural and religious backgrounds. Non-kosher food may be eaten in patients’ rooms, in the family rooms located on many of the patient treatment floors, and in the Public Lounge adjoining the Cafe de l’Atrium in Pavilion G.

However, as is the case in restaurants everywhere, the only food that may be eaten in the hospital’s cafeteria, in the Cafe de l’Atrium and in the coffee shops is food purchased in those areas.

Please ensure that food, containers and utensils from outside the hospital do not come into contact with the food, trays or metal/china utensils that are provided by the hospital. If you need cutlery for food from outside the hospital, please use plastic cutlery which is available in the cafeteria or from your unit agent.

In addition, when food is served to patients on china dishes with metal cutlery on hospital trays, these items must not be removed from the patient’s room and taken to another location, such as a family room.

JGH nutritionists and dietitians ensure that food prepared at the JGH meets the
nutritional standards, quality and safety regulations established at all levels of government—Health Canada, the Quebec Ministry of Health and Social Services, and the Montreal Department of Health—for food prepared and served in a public healthcare institution. Meals are prepared under the direction and supervision of professionals certified by the Professional Order of Dietitians of Quebec.

For more information, contact the Dietetics Department at extension 5038 or Pastoral Services at extension 5699.

**Passover**

Passover is an eight-day festival which Jews celebrate in late March or April to commemorate the Biblical exodus of the Israelites from Egypt. During this brief holiday, it is customary not to eat bread, grain products and other foods where leavening (rising) can occur. Thus, during Passover, some kinds of otherwise kosher foods are unavailable in the hospital’s cafeteria and in some patients’ menus.

**JGH Cafeteria**

Pavilion B, 1st floor (Côte Sainte-Catherine entrance)

Monday to Friday, 7:00 a.m. - 6:45 p.m. Saturday, Sunday and holidays, 8:30 a.m. - 6:30 p.m.

The JGH Cafeteria can be reached at extension 4913.

**The Auxiliary eateries**

**The Atrium coffee shop**

Pavilion G, RC level

Monday to Thursday, 8:00 a.m. - 7:00 p.m. Friday, 8:00 a.m. - 2:30 p.m. Sunday, 9:00 a.m. - 3:00 p.m.

In addition to salads, sandwiches, drinks, muffins, fruits and pastries, the Atrium offers daily specials at lunchtime.

The Atrium coffee shop can be reached at extension 5904.

**The Link coffee shop**

Pavilion E, 1st floor

Monday to Friday, 7:30 a.m. - 3:00 p.m. Closed Saturdays and Sundays.

**Atrium à la Carte**

This travelling food cart visits many clinics and waiting-room areas throughout the hospital, offering a variety of sandwiches, salads, pastries and drinks for sale.
**Second Cup**  
Pavilion B, 1st floor (Côte Sainte-Catherine entrance)  
Monday to Thursday, 24 hours. Friday, 6:00 a.m. - 4:00 p.m. Saturday, 5:00 p.m. - midnight. Sunday, 6:00 a.m. - midnight.

Légaré entrance  
Monday to Thursday, 7:00 a.m. - 5:00 p.m. Friday, 7:00 a.m. - 4:00 p.m. Closed Saturday and Sunday.

**Swurl**  
Frozen Yogurt  
Pavilion B, 1st floor (Côte Sainte-Catherine entrance).

*Note that these opening hours are approximate, depending on the onset of the Jewish Sabbath on Friday afternoon. All of the eateries are closed during Jewish High Holy Days, as well as on regular statutory holidays, except for the cafeteria.*

**Convenience store**

**Gateway**  
Lobby of the main entrance (Côte Sainte-Catherine) across from the Security desk  
Monday to Friday, 7:00 a.m. - 7:00 p.m. Saturday and Sunday, 10:00 a.m. - 5:00 p.m. (subject to change).

You’ll find newspapers, magazines, crosswords, lottery tickets, cold drinks, confectionary, kosher products, health and beauty items, gifts and greeting cards.

**Vending machines**  
Vending machines are located throughout the hospital, and supply hot and cold drinks and snacks 24 hours a day.
**JGH Auxiliary initiatives**

**Mildred Lande Gift and Baby Boutique**
For all your gift and baby items, visit the Mildred Lande boutique located in the Côte Sainte-Catherine lobby. You’ll find specialized baby baskets, clothing, plush animals, greeting cards, paper products, jewelry and gifts for all occasions. Wrapping is included. The boutique’s volunteers are more than happy to help.

Monday to Thursday, 9:00 a.m. - 4:00 p.m. Friday, 9:00 a.m. - 3:00 p.m.

**Hairdressing / barber services**
A professional hairdresser/barber is available to patients every Wednesday in the comfort of their rooms. Check with your healthcare team before requesting this service.

To make an appointment, call 514 766-3553 directly.

**Automatic Teller Machines**
Bank of Montreal ATMs are located in the Atrium on the ground floor of Pavilion G and in the Côte Sainte-Catherine lobby.

**Photography and Videography**
Services offered by the JGH Audio-Visual Department to the general public include photo finishing and formal studio portraits; retouching of digital photos (including restoration of old photos); video recording and editing.

Call extension 5807 for more information or to make an appointment. The office is located in room A-005.3.

Personal photography and videography are permitted in the hospital only if the individual being photographed or videotaped has given prior consent. Please note that these photos must be for private use only.

The presence of news media or film companies in the hospital is permitted only with the approval and through the coordination of the Public Affairs and Communications Department (Room A-811, extension 5818).

**Proxim pharmacy**
Proxim is a full service retail pharmacy open to the public. It is located in Pavilion C, 1st floor at the Côte Sainte-Catherine entrance. The Proxim branch provides complete pharmacy products and services, in addition to specialized drugs and medical equipment.
Monday to Thursday, 8:00 a.m. - 8:00 p.m., Friday, 8:00 a.m. - 6:00 p.m. Saturday closed, Sunday 10:00 a.m. - 5:00 p.m. Call 514-788-6422.

Visit groupeproxim.ca
Local Commissioner of Complaints and of Quality Service (Ombudsman)

The JGH Local Commissioner of Complaints and of Quality Service responds to the concerns and complaints of patients or their families. While in the hospital, you should discuss your concerns first with your doctor or nurse.

If you feel these concerns have not been resolved, the Local Commissioner of Complaints and of Quality Service can be reached at extension 5833 or in Room B-016, from Monday to Friday, to receive complaints and respond to requests for information.

Complaints can also be made in writing and sent to Room A-414, emailed to rsteinberg@jgh.mcgill.ca or faxed to 514-340-8736.

Please note that all complaints of a medical nature must be submitted in writing and will be evaluated by a medical examiner. The office of the CLPQS can refer you to a community organization (C.A.A.P. Montreal) for assistance in writing up the complaint.

Users’ Committee

The JGH Users’ Committee is an elected committee consisting of patients and family members of patients.

The mandate of the Users’ Committee is to inform users of their rights and obligations; foster the improvement of the quality of living conditions; assess the degree of satisfaction of users with regard to the services obtained from the hospital; defend the common rights and interests of the users; accompany and assist a user in any action.

The Users’ Committee can be reached at extension 3090 or comitedesusagers@jgh.mcgill.ca

Visit jgh.ca/userscommittee

Bill of Rights

The purpose of the Bill is to empower patients and provide them with the tools needed to be active consumers of healthcare. The goal is to help develop a secure and open relationship between patients and the medical staff. The Bill is divided into four categories: care, respect, information and choice. In addition, for every right, there is a role that a patient should fulfill. One unique feature of the Bill is that for every patient role that is executed, there is a highlighted benefit for the patient, the healthcare team, the hospital and the government.
All new staff members will be asked to sign a copy of this Bill to acknowledge their agreement of and participation in patient-centred care. Patients and visitors will be able to pick up their own copies in the form of a bright orange brochure that will soon be available throughout the hospital.

Visit jgh.ca/userscommittee.

**Speak Up!**

In November 2011, the Quality Program launched the Speak-Up! Campaign with the goal of encouraging and empowering patients and their families to Speak-Up!, in an open and respectful manner, to ask questions when they do not understand something or have any concerns, and thereby participate more fully in their healthcare.

Furthermore, the Quality Program collaborated with the Humanization of Care Committee to develop a unique 3-pronged approach to improve organizational communication processes with the patient being at the center of our new program. The Speak Up! and Listen up! campaigns at the JGH are aimed at improving communications between clinicians and patients, and among clinicians, and will assist patients in becoming more involved in their healthcare. The objective is three fold:

1. Encourage patients and their families to Speak Up! when they do not understand what they are being told or are uncomfortable about what is happening around them.
2. Encourage clinicians to be more attentive and listen more actively to the needs of their patients and their families.
3. Help clinicians and healthcare workers communicate more effectively with each other, and work more effectively in a team.

Your participation in activities related to improvement initiatives and safety programs is welcome. We are always seeking individuals who are willing to become involved in these activities, through focus-group discussions, attending specific CQI, Patient Safety, or Accreditation meetings or filling out surveys. If you are interested in making a difference by participating in any of these activities or would like more information, please call the coordinators of these programs at extension 3928 (Quality / Patient Safety / Speak-Up!), 7895 (Accreditation), 4838 (Risk Management) or 4813 (Patient Satisfaction).
Hope & Cope helps people cope with cancer by offering innovative and comprehensive bilingual services that meet the many practical, emotional and social needs of cancer patients and their families. Services include one-to-one peer counseling, professional assessment and referrals, a resource centre with wigs, turbans and scarves, a library and teams of specially trained volunteers who provide support to patients in the Segal Cancer Centre’s various oncology clinics as well as the Palliative Care Unit.

Hope & Cope also offers innovative programs such as our Rehabilitation Exercise Oncology Program which provides comprehensive evaluations and personalized exercise programs that focus on improving strength, flexibility and endurance; En famille (a special program for families with young children); CancerFightClub.com (a comprehensive web based resource directory and interactive community for young adults with cancer); and iThrive, a program designed to increase awareness of safe and accessible complementary therapies for cancer patients.

Educational lectures, workshops and survivorship programs also are offered to the general public. Cancer-experienced volunteers form the backbone of the organization, and are guided in their efforts by a professional staff that provides training, program management, continuity and support.

Hope & Cope can be reached at 514 340-8255 and has offices in Oncology (Room E-730.1), Radiotherapy (Room G-18.85), and Palliative Care (Room B-400.1).

Visit hopeandcope.ca

The JGH Hope & Cope Wellness Centre/ Lou’s House

Managed by Hope & Cope, the Wellness Centre focuses on cancer survivorship and features programs to help patients live well with, and after, cancer. Located at 4635 Côte Sainte-Catherine Road, this free-standing centre is a place of healing, respite and relaxation, offering a full range of services. These include physical activities such as exercise, tai chi, yoga and dance, art therapy, meditation, support groups, nutrition, cooking classes and a healthy weight loss program, as well as courses and workshops on coping strategies, brain fog, lifestyle issues and the transition to a “new normal” after cancer.

All services are offered to patients from the Greater Montreal area who are living with cancer. Research is also an important component of the Wellness Centre.

For more information or to make an appointment to register as a participant at the Centre, call 514 340-3616.

Visit hopeandcope.ca
Stroll Family Cancer Prevention Centre

The Stroll Family Cancer Prevention Centre is dedicated to providing specialized, up-to-date information and resources to the public, and to advancing research efforts in the multidisciplinary field of cancer prevention.

Among the clinical services are genetic counseling, surveillance programs for women at increased risk for gynecological cancers, a hereditary gastrointestinal cancer clinic and a post-polypectomy nutrition clinic.

The Centre in Room E-740 also offers a Smoking Cessation program. The free 8-session series—in French and English—provides knowledge and support for smokers who want to quit. Programs are conducted by a qualified smoking cessation counselor and are held during the afternoons and evenings. The program encourages participants to design a personalized recovery plan with their own goals in mind, using strategies that make them feel comfortable. Program graduates are invited to maintenance meetings to help them remain smoke-free. The program is approved by the Quebec Lung Association.

Call extension 3870 for registration and times.

Visit jgh.ca/smokingcessationprogram

Volunteer Services

Volunteers support and promote the goals and objectives of the JGH by providing services that complement staff activities, enhance patient care and promote a positive environment. Volunteering is a wonderful way to bring happiness into the lives of others, while feeling good about the work you do. Perhaps you should consider becoming a volunteer.

Your talents and interests can be matched with the hospital’s needs. If you would like to become a volunteer, contact the Department of Volunteer Services at extension 5984.

Visit jgh.ca/volunteering
**Advance Directive: The Living Will**

A Living Will outlines patients’ wishes regarding healthcare decisions if they become critically ill and lose their decision-making capabilities. It may also help to promote discussion among patients, physicians and families about specific types of care and the life-sustaining treatments the patient wishes to receive.

Completing and updating a Living Will reduces the burden on family and caregivers by enabling them to respect the patient’s end-of-life decisions, given their specific values.

If you already have a Living Will, notify your attending physician to ensure that its existence is noted in your hospital chart.

For more information about completing a Living Will, speak to your physician. The document is available online and through Social Services, Admitting, Emergency and the Herzl Family Practice Centre.

Visit jgh.ca/livingwill

**Patient & Family Resource Centre (PFRC)**

This service helps you and your family find reliable and up-to-date health information on illnesses, treatments, medications, clinical trials, self-help and support groups, and more. The PFRC is located on the second floor of Pavilion A above the Côte-des-Neiges entrance, in the Health Sciences Library (Room A-200).

You can meet with a librarian who will conduct the search with you, guide you to the best resources to meet your specific needs, and print out the information you need. An easy-to-read selection of books on various health-related topics can be borrowed from the library, and computers are available for patients and families to use.

Use keywords to search the PEN Collection, JGH’s consumer health information database, for books, booklets, handouts, health websites, videos and other reliable sources for specific diseases and conditions, family medicine topics, treatments, cancer information, complementary medicine and drug information, etc. You can access the database from the PFRC website.

Please note: The PFRC does not have access to patients' medical records and, therefore, does not supply any information of this nature.

Other patient information resources are located throughout the hospital:

- Hope & Cope (Pavilion E, 7th floor) has a large library of books, pamphlets and audiocassettes on coping with cancer, narratives, nutrition, complementary
therapies etc., that you can borrow. You can meet with a librarian for more in-depth information and literature searching.

- Computers are available in the family rooms on many patient floors.
- The Patient Information Service is available on patient floors throughout the hospital.
- The Gynecologic Oncology Department offers a Health Information Service while you wait for your appointments. A librarian can help you find current and reliable health information in Room E-707 next to the waiting room.

For more information about the PFRC, call extension 5930 or 2438 or email library.jgh@mail.mcgill.ca.

Visit jgh.ca/pfrc
Visit jgh.ca/gynonc

Looking for medical information?
Wondering which medical websites to trust?

You’ll find reliable answers at the JGH Patient and Family Resource Centre

Drop in: Health Sciences Library,
Pavilion A, Room 200
514-340-8222, extension 2438 or 5930
jgh.ca/prfc
library.jgh@mail.mcgill.ca
**JGH Quality Program**

**Continuous Quality Improvement, Risk Management, Patient Safety, Accreditation, Patient Satisfaction and Performance Indicators**

We are constantly striving to improve the care and services that we offer to patients, families, visitors and staff. Our Quality Improvement, Accreditation, Risk Management, Patient Satisfaction and Performance Programs encourage participation and feedback from all users of our system.

In July 2011, the JGH launched the Quality Indicators on the web initiative. The first of its kind for Quebec, the JGH Quality program started to give public exposure to performance measures and related information about the quality and safety of the hospital’s activities in certain areas. These performance measures, providing timely, clear and understandable information, are known as Quality Indicators, and are now posted on the JGH website.

A Quality Indicator is an evaluation tool that enables the hospital to evaluate its performance so that a high degree of excellence in health care can be maintained. Each of the indicators presented on the web have a written text defining the indicator and the quality improvement team activity associated with it. The performance data for the year as well as trending data over past years is included in addition our targets, presented in tabular and/or graphic form. In addition, each indicator page has a video clip with the clinical expert speaking on the interdisciplinary quality and safety improvement activities associated with the indicators. This initiative was recognized by Accreditation Canada as a leading practice.

Visit jgh.ca/quality
Visit jgh.ca/qualityindicators

**Specialized Approach to Senior Care**

The Specialized Approach to Senior Care is a provincial program in which hospital staff make a greater effort to more closely monitor various aspects of care for elderly patients. This extra attention to the needs of seniors is intended to become ingrained into the culture of healthcare delivery. The government is setting minimum requirements and deadlines for what needs to be achieved over the next couple of years for all institutions, but the JGH still has the flexibility to design what is implemented from area to area. In addition, the hospital has gained valuable experience over the years in caring for the older patient population within its area.
At the JGH, areas addressed by the program include:

- **Nutrition**: identifying and promptly dealing with unintended weight loss; helping patients who have difficulty eating; and properly positioning the food trays of patients capable of eating by themselves.

- **Mobility**: ensuring that patients aged 75 and over have a proper plan to keep them mobile; allowing patients to walk themselves to the washroom, when medically recommended; offering patients the necessary equipment to enable them to get in and out of bed safely, to walk, etc.

- **Physical Environment**: making sure areas are well-lit; keeping hallways and rooms uncluttered, so that elderly patients can walk without risk of falling; choosing paint colours that are elder friendly.

The JGH is developing a greater awareness of seniors’ needs through safe and effective strategies to safeguard the well-being of seniors, and to enable individuals to enjoy a good quality of life at home for as long as possible. Families will also play a role in ensuring the success of this new approach to health care.

Visit jgh.ca/sasc
The safety of our patients is of prime importance to the staff of the JGH. Members of staff are constantly building on the hospital’s culture of safety by using the best equipment, techniques and practices. You, the patient, can help to continue the improvements to the quality of care that you receive, thereby ensuring that that care is delivered safely.

**Remember to:**
- Share all information about your health with your healthcare team, even medical details that you may think are unimportant.
- Ask questions if you don’t understand something or need more information.
- Ask for a copy of the Patient Safety Information Pamphlet.

**Reducing adverse incidents involving medication is a top priority for the hospital. How can you help?**
- Always keep an up-to-date list of all of your current medications in an easy-to-find place in your home.
- Bring your list of medications with you whenever you go to the hospital for a regular appointment or an emergency visit.
- If you don’t have a list, bring all of your current medications when you go to the hospital.
- Make sure your healthcare team is aware of every type of medication that you take regularly (including over-the-counter and homeopathic medication).
- The medication that you bring from home should never be used while you are in the hospital, unless a physician, nurse or pharmacist advises you to do so.

Make sure that the information on your patient identification wristband is correct and that every member of your healthcare team confirms your identity (by checking your wristband) before administering any medication or treatment or beginning any procedure.

Thank you for helping the JGH to provide the highest quality of safe patient care.
Funding

The day-to-day operation of the hospital is financed by the Quebec Ministry of Health and Social Services. Government funding, however, does not fully cover research and education, nor all of the necessary equipment, technology, services and programs required to remain at the forefront of scientific discovery, innovation and clinical excellence.

Today, superior health care depends to a great extent on the generosity of private donors, corporations and foundations who realize that in order for a hospital to best meet its three main complementary functions of patient care, teaching and research, private support is critical. To ensure that the hospital’s standards of excellence are never compromised, we must rely on the generous support from private and corporate donors to the JGH Foundation and the JGH Auxiliary who recognize that an investment in our hospital is an investment in the future of healthcare, promising new treatments, enhanced services, optimal management of chronic diseases and their eventual eradication.

The JGH Foundation

The Jewish General Hospital Foundation’s mission is to advance health care and medical research for the people of Quebec by supporting the Jewish General Hospital.

The Foundation provides essential assistance to the hospital to enhance its extraordinary patient care, to further scientific discovery, to acquire the most recent and innovative medical equipment and to provide modern, comfortable and functional facilities. To do so, it partners with inspired members of the community to implement a wide variety of fundraising initiatives.

Join the hospital’s supporters, board members, volunteers, donors and staff in ensuring a healthy future for all of us. Your contribution, large or small, will make a significant difference.

To make a donation, volunteer, or for more information, call 514 340-8222 extension 8251 or visit the Foundation Office (Room A-107) or website.

Visit jghfoundation.org

The Auxiliary

The Auxiliary is a volunteer, non-profit organization of the JGH, committed to fundraising, initiating programs, and enhancing the quality and effectiveness of hospital services.

The Auxiliary can be reached at extension 8216.

Visit jgh.ca/auxiliary
The Humanization of Care Committee is dedicated to enhancing and promoting humane, compassionate care throughout the hospital.

**HOC initiatives include:**

**Caring Beyond**

This project recognizes staff for their exemplary service of JGH patients and their families, above and beyond their job description. Nomination forms can be picked up in C-107 or at Human Resources, A-112.

Visit jgh.ca/caringbeyond

**Pagers for families**

Receive a pager while your loved one is in the operating room. You will be paged when a member of staff has news for you about the procedure.

Visit room B-316 for details.

**Bookmarks**

Bookmarks, distributed on some units, specify helpful information such as your location within the hospital and key people and contact numbers.

**My surgery**

To help you and your family prepare for your upcoming surgery, HOC offers you a video that provides: a visual tour of the pre-operational clinic, operating room and recovery area; a description of the pre-op tests and admission procedures you will go through; identification of the healthcare professionals who will interact with you; and an overview of post-op and discharge information.

Visit jgh.ca/mysurgery

**Patient Comfort**

HOC, in collaboration with the Auxiliary and Nursing Department, offers warming blankets, magazines and other measures of comfort to patients.

For information about any of these services, call extension 8259.
The JGH Infection Prevention and Control program protects patients, staff and visitors. Preventing the spread of germs in the hospital is very important, since many kinds of germs (viruses, bacteria and fungi) can cause infections. These germs can be spread by the hands of patients, hospital workers and visitors. If your immune system is weakened or if you have just had surgery, you may be at an increased risk of acquiring an infection.

The most effective way to prevent the spread of germs is by cleaning your hands.

**When should hands be cleaned?**
- After using the toilet or changing a diaper
- After coughing, sneezing or blowing your nose
- Before and after preparing, handling, serving or eating food
- When entering and before leaving your room
- Before and after going for a test or procedure
- After touching any wounds
- When your hands are visibly dirty

**How to clean your hands:**
You may use a waterless hand-washing product, located throughout the hospital, by dispensing the product and rubbing your hands until dry. However, if your hands are visibly dirty, use soap and water instead.

**When washing your hands with soap and water:**
- Wet hands thoroughly.
- Lather well for at least 15 seconds, paying special attention to fingertips and the areas between fingers and thumbs.
- Rinse well.
- Dry hands thoroughly using a paper towel. Close the water tap and open the washroom door using the paper towel to avoid getting your hands dirty again.

You have the right to protect yourself! When a staff member is about to examine you or provide care, ask politely whether his or her hands have been cleaned and whether the equipment has been cleaned and/or disinfected.

Visit jgh.ca/cleanhands

**Other ways to help stop the spread of germs:**
- Do not share your personal belongings.
- Your friends or family must not visit you if they are sick with a cold, flu, diarrhea, fever, rash or other contagious illness. Immediate family members who are sick should talk to your doctor or nurse before visiting.
• Follow any Infection Prevention and Control precautions that may be requested of you and your visitors.

What kinds of infection prevention and control precautions does the JGH have and what should I do while on precautionary measures?

Basic Infection Prevention and Control precautions and good hygiene should be followed at all times by all individuals. However, you may require additional measures, which your nurse or doctor will explain to you.

• You may be restricted to your bed space or room.
• A sign may be posted on the door or near your bedside so that others will know what measures to take when caring for you. This sign does not say anything about the type of infection you have, for confidentiality purposes. It is important that your visitors be aware of the sign on your door and follow the instructions, as well.
• Members of your healthcare team may use “barrier” precautions—i.e., gloves, gowns, masks or goggles—while caring for you. These additional precautionary measures are needed to help prevent the spread of germs.
• All equipment that is shared may need to undergo additional disinfection before and after touching you.
• Special measures may be required during your transport in and out of your room for tests and/or other procedures.

Vancomycin-Resistant Enterococci (VRE) and Methicillin-Resistant Staphylococcus Aureus (MRSA)

These bacteria are resistant to many antibiotics. Carrying the bacteria does not mean you have an infection. If you develop an infection, your nurse, physician, or an Infectious Diseases physician will discuss treatment with you. Special precautions are required to prevent the spread of these bacteria to other patients, especially those who are at a higher risk due to severe illness or who have undergone recent surgery. Your physician or nurse will discuss any special instructions with you prior to your discharge.

If you are carrying MRSA and/or VRE:
• There may be a restriction on the number of visitors allowed in your room.
• Visitors may be asked to wear gowns, gloves and masks while in the room, and must clean their hands before leaving the room.
• Cultures may be done at various times.
• Patient Information Sheets are available for you, your family and your visitors. Ask for them.
If you are carrying MRSA:
• It is usually found in your nose or on the surface of a wound, and is no more
dangerous than antibiotic-sensitive bacteria.
• Antibiotic ointment must be applied to your nose several times a day to decrease
the amount of MRSA.
• You will be asked to use a special soap twice a week.

Clostridium difficile (C. difficile)
C. difficile is a bacterium that has been around for a long time and usually lives in
harmony with other types of bacteria normally found in the human intestine. Many
people carry this bacterium without experiencing health problems or requiring treatment.
However, when a patient is treated with antibiotics, many normal bacteria are no longer
present, causing C. difficile to multiply and create a toxin that causes diarrhea.

If you have symptoms due to C. difficile:
• Special antibiotics are prescribed as a treatment. However, each case must be
evaluated by a physician who determines the exact treatment method.
• At present, patients are isolated at the first sign of diarrhea if they have had
antibiotics within the previous 30 days.
• Patients may be grouped in isolation with similar types of patients. Patients
should use separate commodes, avoid sharing toilet facilities with other patients,
and practice good hand hygiene.
• There is no restriction to the number of visitors allowed in your room.
• Visitors may, however, be asked to wear gowns and gloves while in the room, and
should wash their hands before entering and leaving the room.
• Cultures may be done at various times.

If you require additional information, ask your nurse to refer you to an Infection
Prevention and Control consultant.

The personnel of the Infection Prevention and Control Unit can be reached at extension
5778.

Visit jgh.ca/infectionpreventionandcontrol
The hospital is committed to maintaining a clean environment for patients, staff and visitors. The housekeeping staff works with healthcare providers to develop safe and reliable ways of ensuring the delivery of cost-effective services in a compassionate, caring and timely manner.

**Patient rooms and washrooms are cleaned on a regular basis. Daily patient room and washroom cleaning procedures include:**

- Removing waste
- Recycling (bins are located throughout the hospital including at main exits)
- Replenishing supplies
- Dusting and damp-mopping floors
- Cleaning mirrors, sinks, toilet seats and toilet bowls
- Disinfecting telephones, bed rails, overhead tables, soap dispensers, light switches and doorknobs

**Weekly patient room and washroom cleaning procedures include:**

- Disinfecting garbage containers, beds, furniture, window ledges, I.V. poles, wheelchairs, stainless steel surfaces, glass, mirrors, sinks, toilet bowls, toilet seats, pipes under sinks, fixtures, dispensers, vents, doors and shelves
- High dusting
- Spot-washing walls
- Scrubbing, washing and polishing floors

**Other services include:**

- Cleaning of all non-patient areas (offices, washrooms, public areas, research areas, etc.)
- Cleaning of discharge and transfer beds
- Collection, sterilization and storage of all hazardous waste
- Streaming, collection and storage of all recyclable waste
- Collection, disposal and distribution of needles and sharp containers
No-smoking policy

The JGH is a smoke-free environment. Cigarettes are not sold on hospital premises. Smoking is not allowed on hospital premises. Signs to this effect are posted at every entrance.

Fire safety

The JGH follows a strict fire safety code to ensure the safety of patients, staff and visitors. The JGH internal fire intervention team has been trained to handle any fire-related situation and will guide you through the evacuation procedures.

If you hear a fire alarm, remain calm. Each section of the hospital has its own fire alarm code, which enables the fire intervention team to locate the source of the alarm. Alarm codes and basic fire procedures are posted near the fire exits on all floors in all pavilions.

In case of fire or any other emergency, call extension 5555 immediately.
Research at the JGH

The Lady Davis Institute (LDI) is the research facility of the Jewish General Hospital. It is here that scientists conduct fundamental and clinical research into the causes and potential treatments of a wide variety of illnesses in six broad areas: aging, cancer, epidemiology, hemovascular, HIV/AIDS, and the psychosocial aspects of disease. As physician-scientists, many LDI researchers divide their time between patient care and laboratory research. All of the principal investigators have McGill University appointments.

- With one of the largest groups of clinician-scientists in Québec, the cancer axis strives to better understand the biological make-up of, and treatment implications for, a broad range of cancers. At the Segal Cancer Centre, synergy between the lab and the clinic enables progress on important translational efforts to provide patients with the most promising novel therapies.
- The Bloomfield Centre for Research in Aging is a unique multi-disciplinary centre at the LDI where the basic mechanisms of aging and age-related disease are studied. These include different forms of dementia, such as Alzheimer’s disease, Parkinson’s disease, neuro-imaging of stroke and dementia, and health services delivery for the elderly.
- The HIV/AIDS research brings together a cross-section of investigators, whose efforts to understand the fundamental science of the condition includes studies on host factors, innate immunity, epidemiology, drug development, and drug resistance. Their research is at the forefront of international efforts to advance the search for novel therapeutics, and to bring scientific achievement from the lab-bench to the bedside.
- The hemovascular group investigates cardiovascular and blood diseases, including ground-breaking work on heart disease, hypertension, thrombosis, as well as studies of molecular biology and gene regulation, understanding of host factors, innate and adaptive immunity, epidemiology, and drug development.
- The Centre for Clinical Epidemiology Centre undertakes epidemiological studies of health issues, including drug safety and effectiveness. The LDI is the national headquarters for the Canadian Network for Observational Drug Effect Studies (CNODES).
- Psychosocial researchers bring wide-ranging expertise to the study of psychosocial elements of physical and mental illness and conduct important critical evaluations on how health research is performed.

Visit ladydavis.ca
The Segal Cancer Centre is an innovative medical facility that gathers and integrates a broad array of cancer-related services under one roof. For patients, the Centre means quicker diagnosis and treatment, and less stress when stamina is in short supply. For doctors and researchers, it promises greater efficiency, effectiveness and teamwork in providing care and searching for medical breakthroughs. The Centre’s collaborative approach also shortens the distance between the patient’s bedside and the research lab—both literally and figuratively—and ensures that patients receive timely benefits from the scientific discoveries of the Segal Cancer Centre’s team of world-class researchers.

Patients also benefit from the convenient grouping of associated services, such as cancer screening and prevention, psychosocial support, symptom management, nutrition and rehabilitation, and public information. This integrated approach is considered by leading professionals to be one of the most effective and promising strategies in fighting cancer.

Nurses play a key role in this integrated approach. Before treatment begins, each patient is assigned to a nurse navigator, who has a detailed understanding of the patient’s medical situation. Then, this nurse provides the patient with personal guidance and consistent support, as well as helping to ensure timely continuity of care throughout the entire trajectory of the illness.

The Centre is located in Cummings Pavilion E, housing doctors’ exam rooms, Hope & Cope, Psychosocial Oncology and the Cancer Prevention Centre on the 7th floor. The Clinical Research Unit, Oncology Pharmacy, and treatment areas are located on the 8th floor.

The Peter Brojde Lung Cancer Centre is located on the 10th floor and serves all lung cancer patients and their families. While certain services of the Centre have long been available to patients through the JGH Pulmonary Oncology Department, the new, state-of-the-art facility provides a permanent home for the Pulmonary Oncology program’s dedicated and multi-disciplinary team of healthcare experts.

Creation of the Centre is a result of a partnership among the Government of Quebec, the Jewish General Hospital and its generous partners. Leading the way among private contributors were Alvin Segal and his family, whose exceptionally generous gift is the largest private donation in the history of the Jewish General Hospital.

Visit jgh.ca/segalcancercentre
McGill University, the McGill University Health Centre, the Jewish General Hospital and St. Mary’s Hospital Center have joined forces to improve quality of care and patient satisfaction, increase survival rates and reduce the burden of cancer.

This long-term collaborative effort, resulting in the creation of the Rossy Cancer Network (RCN), became possible in 2012, thanks to the support of the Larry and Cookie Rossy Family Foundation (LCRFF) and an initial LCRFF financial contribution to lay the groundwork.

The network, which forms part of the Réseau québécois de cancérologie, provides an exceptional opportunity to advance care using a common framework of quality, resources and tools. Not only will it improve clinical outcomes, it will also have a positive influence on research and teaching, as well as our efficiency as a network.
The Cardiovascular Prevention Centre brings together medical experts from various fields to treat patients with hypertension, dyslipidemia, obesity, metabolic syndrome, diabetes and other cardiovascular risk factors.

The Centre, on the first floor of Pavilion H, takes an integrated approach to diagnosing and treating patients at high risk for developing cardiovascular disease. Medical therapies are complemented with lifestyle modifications, such as weight control and smoking-cessation educational sessions and other primary and secondary prevention interventions. The availability of a wide range of experts at the Centre enables patients to consult healthcare professionals from various disciplines, such as nurses and nutritionists.

For information, call extension 4030.

Visit jgh.ca/cardiovascularpreventioncentre
Pavilion K

Pavilion K is a new, 10-storey critical care wing being built on Legaré Street. Pavilion K’s first phase features a state-of-the-art emergency department, which opened in February 2014, to address wait times and patient flow issues. The next phases of the new complex will address other serious healthcare challenges in Quebec, namely access to operating rooms and intensive-care facilities. Once entirely completed, Pavilion K will focus on patients requiring emergency treatment, surgery, or intensive, coronary, or neonatal intensive care. These services will be delivered in facilities that minimize the spread of infection and bolster efficiency, all the while preserving patients’ privacy, dignity and safety.
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