Welcome to Hôtel-Dieu Grace Healthcare

Welcome to Hôtel-Dieu Grace Healthcare (HDGH), where we are committed to improving the health of the community and the region through service, innovation and a commitment to excellence and stewardship.

Our goal is to meet the practical, clinical, emotional, and spiritual needs of the people we serve. We believe that spirituality and faith are an integral part of healthcare. Therefore, our chaplains are an integral part of the healthcare team helping to meet emotional and spiritual needs while clinicians respond to health needs.

This guide reflects our on-going commitment to provide you with the information you will need about our services, programs and care providers during your stay with us. It includes medical services as well as practical information about our support services and policies such as visiting hours, travel directions, parking facilities, television and telephone services.

We encourage you to check out our website at www.hdgh.org where you can learn more about the healthcare services we provide.

ABOUT US
HDGH specializes in healthy aging and mobility which includes rehabilitation services and complex continuing care. As well, HDGH is a provider of neuro-behavioural health, specializing in adult mental health, children’s mental health and crisis. For more detailed information, please visit page 15.

OUR VALUES

Respect: We recognize that all persons are created in the image of God and all persons are unique and dignified regardless of race, creed or religion. We respect their capacity to know, to love, and to choose freely and to determine the direction of their lives, and in particular, their ability to make informed decisions concerning their personal care.

Compassion: We are driven by the love of our neighbour to respond with empathy to each person’s needs.

Teamwork: We behave in ways that generate trust, build confidence, and enhance performance.

Stewardship: We are responsible to manage the affairs and resources of the Health Centre ethically, creatively and with accountability.
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Mutual Respect and Acceptance

At Hôtel-Dieu Grace Healthcare we commit to treating patients and staff in a dignified manner that conveys respect for the abilities of each other and a willingness to work as a team of equally valued partners. We promote an atmosphere of collegiality, cooperation and professionalism. We demonstrate empathy, compassion and respect in our interactions with others and are always polite and courteous. We consistently adhere to all the rules and regulations of our healthcare system. We wish to be held accountable for our commitment and we expect the same dedication from all members of our healthcare community.

To this end, and in keeping with the principles of the Ontario Human Rights Code and the Occupational Health and Safety Act, behaviour that is in contravention of these Acts and/or is deemed to be outside the accepted standards of conduct, will be dealt with in an expedient manner.

Hôtel-Dieu Grace Healthcare further believes that all patients and staff deserve a place free of harassment and violence. Physical or verbal abuse of patients, family members, visitors and staff is not tolerated. We have a zero tolerance approach to violence and harassment. Any person who verbally or physically attacks another person or destroys the property of our healthcare facility is liable and may be reported to the police.
Our Code

INDIVIDUAL RIGHTS

• You have the right to be treated with consideration, courtesy and respect in a way that fully recognizes your dignity, individuality and cultural background.
• You have the right to privacy in care for your personal needs.
• You have the right to information concerning your medical condition, in terms you can understand.
• You have the right to participate in decisions regarding your care.
• You have the right to an explanation about your treatment and tests including benefits, risks and alternatives.
• You have the right to give or refuse consent for treatment, including medication and to be informed of the consequences of giving or refusing consent for treatment.
• You have the right to confidentiality of all information.
• You have the right to know the identity and profession of those responsible for your care.
• You have the right to express any concerns without fear of negative results.
• Persons with special needs or handicaps have the right to reasonable accommodation in accordance with the law.
• You have the right to be heard and receive a response should you want to express your opinion about the care you have received.

INDIVIDUAL RESPONSIBILITIES

We believe that patients have the responsibility to:

• Participate with all caregivers in their treatment and rehabilitation.
• Provide accurate information regarding their care.
• Accept the responsibility for the consequences of refusing treatment.
• Be considerate to all those providing care and to other patients.
• Observe healthcare rules and regulations.
• Be responsible for all personal property.
• Actively participate in discharge planning.
• Accept the responsibility for all uninsured financial obligations.
• Voice any concerns first to the healthcare provider or the Patient Advocate if necessary.
Our Services

ADMISSIONS
Please be prepared to show your Ontario Health Card each time you visit Hôtel-Dieu Grace Healthcare. Patients are encouraged to bring their personal toiletries (i.e. toothbrush, comb, shampoo, shaving supplies, and sleepwear). Also, please bring medication bottles you are currently taking (indicates name, dosage, directions and name of your physician).

• Insurance Coverage for Elective or Uninsured Procedures
Patients who are non-residents and uninsured or are having a procedure not covered by OHIP must make arrangements for payment of their account prior to their procedure. Patients are expected to know the type of preferred accommodation that their supplemental insurance coverage allows. If you have any questions regarding coverage, please call extension 75118.

• Allergies or Sensitivities
It is important for patients to indicate any allergies or sensitivities they may have (i.e. food, medication, tape, plastic, metals, etc.). Patients will be asked about allergies when being admitted on a floor, which will be recorded on your record as an alert to caregivers of your special needs.

• Room Accommodation
At the time of your admission, the best available accommodation is assigned. If you have requested an upgraded room, we will make every effort to accommodate your request as soon as possible.

ADVANCE DIRECTIVE
If you have prepared an Advance Directive or Living Will, please tell a member of the healthcare team when you are admitted. If you have not prepared an Advanced Directive or Living Will and would like to do so, please inform a member of the healthcare team.

BALLOONS
Since latex balloons cause severe allergies in some people, they are not allowed in HDGH. Mylar balloons are safe and can be sent.

BANK MACHINE
There is a cash machine in the first floor lobby of the Dr. Y. Emara Centre for Healthy Aging and Mobility. A user fee is applicable.
CAFETERIA FOOD SERVICES

Enjoy our soups, salads and sandwiches in our bright cafe located on the first floor of the Dr. Fouad Tayfour Regional Rehabilitation Centre, featuring Tim Hortons coffee & baked goods.

Hours of Operation:
- Weekdays 8:00 am to 7:00 pm
- Weekends & Holidays 6:00 am to 4:00 pm

Please note that hours of operation are subject to change. Contact extension 0 for more information.

For your convenience vending machines offering a wide variety of fresh, frozen foods and snack items, with a selection of hot and cold beverages are available on the first floor of the Dr. Y. Emara Centre for Healthy Aging and Mobility.

CASHIER’S OFFICE

The Cashier’s Office is located on the first floor lobby of the Dr. Fouad Tayfour Regional Rehabilitation Centre (building closest to Prince Road).

The cashier will settle payment for charges not covered by OHIP including room differentials, phones etc. The office is open Monday to Friday, 8:30 am to 4:30 pm. The office accepts Cash, Cheque, Visa, MasterCard, Discover Card, Amex, or Debit. For further information, please call extension 76590.

CELL PHONES

Cell phones are restricted in some patient areas. Look for Cell Phone Restricted signs.

CHAPEL

Hôtel-Dieu Grace Healthcare recognizes the importance of religious, spiritual and emotional support for patients, families, visitors and staff. The chapel is located near the lobby next to the Chrysler Room in the Dr. Y. Emara Centre for Healthy Aging and Mobility. The Chapel is open from 6:00 am to 6:00 pm. However, the chapel is always available for quiet reflection or prayer. To use the Chapel outside of regular hours, please contact the Security department at ext. 76100. For information on services provided, please call Spiritual Care Services at extension 75204.

COMMUNITY CARE ACCESS CENTRE (CCAC)

The CCAC is our community support service partner. The CCAC Case Manager may see you to assess your needs in preparation for returning home and arrange for services such as nursing, therapy or personal support. The CCAC Case Manager can provide information about other community agencies and support services. For more information or to contact the CCAC Case Manager please speak with a member of the health care team for assistance or call 519-258-8211.
CONSENT TO TREATMENT
You may be asked to sign a consent form for certain tests, procedures and treatments. Before signing, make sure you know and understand the benefits and risks. This is called informed consent. If you have any questions or would like additional information before signing, talk to your doctor. You have the right to refuse treatment.

CULTURAL/LANGUAGE INTERPRETERS
It is important for you to understand your care and treatment. If you require an interpreter or have a hearing impediment, please speak with a member of the healthcare team for assistance. ‘InterpreTALK’ is also available for those who require direct translation. Patient and families may inquire with their healthcare professional.

DISCHARGE PLANNING INFORMATION
Discharge planning begins the first day of hospitalization. You will be asked to consider plans for your care in preparation for when your physician states you no longer require the care provided at HDGH. Your plans may involve arranging services at home, a temporary convalescent placement, a move to a rest/retirement home or a long term care facility. A Social Worker will support and assist you in making these plans. Referrals to the Community Care Access Centre are made for patients who will require assistance when returning home or going to a Retirement Home. These services may include Personal Support Workers, Physiotherapy, Occupational Therapy and Social Work. Other services include applying for admission to Long Term Care and to Complex Continuing Care while in the community.

It is important that you make arrangements to have someone come for you at the time of discharge. If there is a delay, you may be asked to wait in a lounge or waiting area as we must prepare the room for a new patient.

ELECTRICAL APPLIANCES
You are welcome to provide your own electrical appliances such as razors and hair dryers, which can be safely used in the electrical outlets available in the patient bathrooms. All electrical equipment must be approved and checked by the hospital maintenance staff before use. Battery operated appliances are encouraged. Televisions, radios or CD players cannot be accommodated.

FIRE ALARMS AND EXITS
Fire exits are clearly marked throughout the buildings. During a fire alarm, elevators are shut down. All fire doors automatically close until there is an ‘All Clear’ announcement on public speakers. During a fire alarm, everyone is asked to stay in your area. Do not move to another place unless a member of the Fire Department or HDGH staff directs you. Those entering HDGH at the time of an alarm will be asked to remain in the lobby until the ‘All Clear’ is given.
GIFT SHOPS
The Auxiliary Gift Shops are operated by the Hospital Auxiliaries. One is located on the first floor of the Dr. Fouad Tayfour Regional Rehabilitation Centre and the other on the first floor of the Dr. Y. Emara Centre for Healthy Aging and Mobility.

They offer a full range of giftware, plush toys (TY), dolls, sundries, confectionery items, purses and more. All profits raised in the Gift Shops are donated to HDGH to purchase new equipment and improve services. Please call the Western Auxiliary Gift Shop at extension 76686 or the Malden Park Auxiliary Gift Shop at extension 75448.

HEALTHCARE AIDS FOR RENT OR PURCHASE
During your stay at HDGH, as a result of your injury/procedure/illness, you may require equipment or supplies, which are not covered by OHIP. In order to serve you better, HDGH has stocked a number of items for rent or purchase.

Examples of items for rent or purchase are:

- Crutches, canes
- Slings, splints, casts (fiberglass)
- Rol-fex
- Gliderboards
- Soft collars
- Theraband
- (plaster casts are covered by OHIP)

A member of the healthcare team will inform you of any other items.

Should you wish to purchase or rent equipment, please take note of the following steps:

1. You will receive an Equipment Requisition form indicating the equipment and the price of the item(s) you require.
2. Arrange for payment with the Cashier’s Office.
3. The Cashier will give you a receipt, which you will take back to the area where you made your purchase and you will receive the item(s) you require upon verification of your receipt.

Should you require a wheelchair or walking aid upon discharge, some options available include the Canadian Red Cross at 519-944-8144 ext. #226, March of Dimes at 519-972-9082, Veterans Affairs at 866-522-2122 or the M.S. Society of Canada at 519-977-0401. For longer term rental or purchase, please check the yellow page listings under Hospital Equipment and Supplies.

HOUSEKEEPING SERVICES
Housekeeping Services takes great pride in providing you with a clean and sanitary environment. Patient room cleaning / washroom cleaning will be carried out daily. Should you have any questions or concerns, please call extension 75156.
INTERNET ACCESS
Complimentary Wi-Fi services are available.

LIVING WILL
If you have an Advance Directive, please tell a member of the healthcare team when you are admitted. If you have not prepared an Advanced Directive or Living Will and would like to do so, please inform a member of the healthcare team.

LOST AND FOUND
Lost and found articles are located at the Security desk on the first floor. You may contact Security at extension 72030.

MAIL & E-GREETINGS
Please ask your family and friends to send mail clearly marked to:

Your Name, Patient
Room Number
Hotel-Dieu Grace Healthcare
1453 Prince Road
Windsor, Ontario N8C 3Z4

Advise friends and family to write a return address on the envelope.

Mail is delivered once a day. There is a Canada Post mailbox in the first floor lobby just off the elevators. Stamps are available in the Auxiliary Gift Shop.

Family and friends can also email patients by visiting www.hdgh.org
E-Greetings are delivered Monday through Friday (except holidays)
8 a.m. to 2 p.m.

PARKING
All visitor parking at HDGH is ‘pay and display’. Patients and visitors are reminded to lock your vehicles. HDGH cannot assume responsibility for loss through theft, fire or collision.

If returning the same day, please keep your receipt to avoid paying over the maximum. Maximum daily charge is $7.00.

Special rates and coupons
Discounted parking is available for long-term visitors through the Cashier’s Office.
PATIENT ACCOUNTS
People living in Ontario with valid health cards are covered by the Ontario Health Insurance Plan (OHIP) and are entitled to standard ward accommodation placement in a room designed to accommodate 3 to 4 patients. TV and telephone services will be provided at an additional charge. You may upgrade your room, if available, to:

• **Semi-Private**: a room designed to accommodate a maximum of 2 patients or
• **Private**: a room designed to accommodate 1 patient.

For current daily rates, please dial ‘0’ for the operator and ask for the Business Office.

You need to check your insurance coverage before coming to HDGH. OHIP does not cover extra costs such as an upgraded room, telephone or television. Your insurance company may cover all or part of the costs of an upgraded room, but does not cover the cost of TV services. You will be responsible for payment of any amounts not covered by your insurance provider.

If you have requested an upgraded room, we will make every effort to accommodate your request as soon as possible. There may be times when your choice of room is not available. If you decide to change your room while you are in hospital, please call extension 0 to be directed to the Business Office. The business office is located on the lower level.

PATIENT ADVOCATE
There may be times when you or your family members need help finding information or voicing a concern. If staff have not been able to help you, the Patient Advocate can. The Patient Advocate is available to all patients, families and community members who have questions, compliments and concerns.

*To contact the Patient Advocate please call extension 74404 or write to:*

  Patient Advocate  
  Hotel-Dieu Grace Healthcare  
  1453 Prince Road  
  Windsor, Ontario N8C 3Z4

PATIENT FOOD SERVICES
During your stay at HDGH, your doctor will prescribe a diet most suited to your nutritional needs. All meals are based on Canada’s Food Guide to Healthy Eating and your diet requirements.

*We’d Like To Hear From You - How to Contact Us*

Should you have any special needs or concerns regarding your diet or meals, please call the Patient Food Service Comment Line at extension 76688. A Food Service Supervisor will respond to your call within 24 hours.
Your Menu
All menus are developed by a team of Registered Dietitians and Food Service Supervisors. The menus are planned to ensure that they meet the nutritional requirements for each diet. The development of the menu involves extensive taste testing with patients and staff to ensure all menu items meet our standards for quality and acceptability.

Marking Your Menu
For the first day that you are in HDGH, a menu selection appropriate for your diet order will be prescribed. Following this time, a representative from Patient Food Services will visit you and ask you questions regarding your preferences and if you would like to mark your own menu. You will have the option to have daily menus, weekly menus or no menus delivered to you. Menus will be delivered to you on your breakfast tray, one day prior to meal delivery. Please make your selection by circling your choice of soup, entree, dessert and beverage.

Patient Food Service staff will pick-up these menus in the morning and will be happy to provide you with any assistance that you may require to complete your menu. Weekly menus will be delivered on Saturday for the Dr. Foud Tayfour Regional Rehabilitation Centre rooms and Sunday for Dr. Y. Emara Complex Continuing Care Centre rooms. These are for the week starting the following Saturday. We hope you enjoy your meals.

Meal Delivery Times
- Breakfast 7:30 am to 8:30 am
- Lunch 11:30 am to 12:30 pm
- Supper 4:30 pm to 5:30 pm

PHARMACY SERVICES
For your medication needs during your stay at HDGH, the Pharmacy Services provides the most appropriate drugs including intravenous medication, chemotherapy, clinical trial drugs, and others as required to best treat your medical condition. Our Pharmacy Technicians are expertly trained to prepare your medications in consultation with your pharmacist.

Your Pharmacist will review and assure that all medications you are taking while in HDGH are appropriate for you. Together with your nurse and physician, your pharmacist will check and resolve any drug related problems, such as inappropriate dosage, drug interactions, allergies, and duplication. When coming to HDGH, please bring your medication and a current list of your medications from your pharmacy. This will ensure that the staff know exactly what medications you have been taking prior to admission.

If you have any questions about your medications, you can contact us at extension 76802.
SOCIAL WORK
Social Work staff can assist you in addressing concerns identified during your stay, help in assessing your future care needs and help determine how these needs may be met while at HDGH or within the community upon discharge. The Social Work staff work in collaboration with all members of HDGH’s healthcare team. A Social Worker can assist you with referrals to community agencies for further assistance and/or for follow-up when discharged. For some programs, a Social Worker is assigned to you as part of your multidisciplinary team. When that is not the case, you can request Social Work services by asking one of your healthcare providers.

SPIRITUAL CARE SERVICES
Spiritual Care Services are provided in many different ways at Hôtel-Dieu Grace Healthcare. Chaplains are available to offer presence, supportive listening, encouragement, and celebration; to bring comfort to patients, families and staff during their stay. Chaplains also provide religious care through prayer and rituals. They can facilitate a connection to individual faith groups within the community for anyone. There is an interdenominational chapel on the First Floor next to the Chrysler Room in the Dr. Y. Emara Centre for Healthy Aging and Mobility for quiet reflection and prayer. For information on services provided, please call Spiritual Care Services at extension 75204.

TELEPHONES
For local calls, please dial 8 or 9 + local phone number as noted on the phone. For long-distance calls, dial ‘0’ for operator assistance to arrange for third person billing, calling card or collect calls.

Hôtel-Dieu Grace Healthcare’s telephone number is 519-257-5111 for dialing in. Follow with the extension if known. For operator assistance, please dial ‘0’.

TELEVISIONS
Bedside television rental service is available 24 hours a day on demand for your convenience. To order service, dial ext. 72020 from your patient bedside phone and follow the easy instructions to activate services. Payment can be made by cash, cheque, Visa or MasterCard. Rental information can also be found by selecting Channel 75 on the bedside TV.

TRANSPORTATION
Hôtel-Dieu Grace Healthcare is on a major Transit Windsor bus route with a Bus Stop located on Prince Road. For schedule and rate inquiries, please call Transit Windsor at 519-944-4111.

There is a ‘courtesy telephone’ located at the Dr. Fouad Tayfour Regional Rehabilitation Centre at Switchboard and at the Dr. Y. Emara Centre for Healthy Aging and Mobility Security station. A Bell pay phone is also located in the Toldo Neuro-behavioural Institute at the Security Desk.
TRANSPORTATION (MEDICAL NON-URGENT)
HDGH will be happy to provide you with names and numbers of local non-urgent transportation companies who can transport you home upon discharge or during hospital passes. Stretcher vehicles are available as well as wheelchair accessible vans equipped with oxygen, if required. These companies are courteous, friendly and professional at all times. For more information and to enquire about fees for this service, please contact your health team members.

VALUABLES
Please be advised that HDGH cannot be responsible for loss or damage of personal belongings. It is recommended that you leave money, jewelry and other valuables at home. The Cashier’s office may be contacted for safekeeping of valuables while in HDGH. Please call extension 76590.

VENDING MACHINES
For your convenience vending machines offering a variety of fresh, frozen foods and snack items, with a selection of hot & cold beverages are available.

VISITING HOURS
Visiting hours are Monday to Friday 5:00 pm to 8:00 pm; Saturday, Sunday and Statutory Holidays 1:00 pm to 6:00 pm. See the Toldo Neuro-behavioural Institute hours below. Exceptions to these hours can be made depending on the department and condition of the patient. After hours, visitors must ring the buzzer and inform security as to which floor they would like to visit. Security will need to obtain approval from the floor before access is granted. Security has the right to refuse entry.

For the Toldo Neuro-behavioural Institute, visiting hours are Monday to Friday 6:30 pm to 8:00 pm; Saturday, Sunday and Statutory Holidays 2:00 pm to 3:00 pm and 6:30 pm to 8:00 pm.

If your visitor is experiencing fever, cough, runny nose, sore throat, skin rash, vomiting or diarrhea, they should not continue with plans to visit and should seek medical attention.
ACQUIRED BRAIN INJURY
The Acquired Brain Injury Program supports individuals 16 years of age or older who are experiencing cognitive, emotional, behavioural or daily living skills difficulties as a result of a brain injury. The program also acts as a resource to family members.

BARIATRIC WEIGHT MANAGEMENT
The Bariatric Surgery Assessment and Treatment Centre serves individuals 18 years or older who need bariatric surgery for weight loss and improved health. The Weight Management Program follows patients for five years after surgery.

CHIROPODY
The Chiropody clinic acts to assess and treat foot care conditions. Chiropody is a fee for service clinic.

COMPLEX CONTINUING CARE
The Complex Continuing Care Program, with 168 beds and 22 Alternate Level of Care Beds, is an integrated program offering services to medically stable adults. These patients require ongoing 24 hour nursing and allied health care related to complex physical and/or cognitive challenges. Staff provide specialized wound care to patients.

NEURO-BEHAVIOURAL HEALTH
Adult Specialized Mental Health Treatment Services
Mood & Anxiety Treatment Program
The Mood & Anxiety Program provides individual or group treatment for individuals 16 years of age or older experiencing serious and persistent disability as a result of their disorder (e.g., depression, bipolar disorder, anxiety disorder, obsessive compulsive disorder) to reduce the risk of hospitalization and improve their quality of life. After a comprehensive biopsychosocial assessment is completed, program staff provide intensive individual and group treatment utilizing various therapeutic techniques. The program psychiatrists provide consultations to clients.
**Wellness Program for Extended Psychosis**
The Wellness Program for Extended Psychosis program provides treatment to individuals who experience ongoing episodes of psychosis resulting from multiple disorders, most notably schizophrenia. This program is funded by Hôtel-Dieu Grace Healthcare, private donations and fund raising events. This program provides a coordinated approach to care by three program nurses and two psychiatrists. The program provides stabilization, case management, psychiatric treatment, skill development, and ongoing monitoring.

**Mental Health Program for Older Adults**
The Mental Health Program for Older Adults has 2 programming components. It includes assessment, psychiatric consultation, support, advocacy, and referral, education, and support groups for adults in Essex County who are 65 years of age and over. A Coping with Caregiver Stress program for family members caring for an aging relative is also provided in cooperation with the Canadian Mental Health Association-Windsor Essex County Branch. Program psychiatrists provide consultations to clients.

The program also provides services to individuals residing in all Long Term Care and Rest and Retirement Homes in Windsor and Essex County. The program provides a comprehensive biopsychosocial assessment with recommendations providing short term follow-up. The program psychiatrist provides outreach consultative services.

**Concurrent Disorder Treatment Service**
The Concurrent Disorder program provides treatment to individuals who have a diagnosed mental health disorder and are experiencing problems related to substance abuse. After a comprehensive biopsychosocial assessment is completed, program staff provide intensive individual and group treatment. Psychiatric consultations are provided to clients who do not have a community psychiatrist.

**Medical Psychiatric Liaison Service**
The Medical Psychiatric Liaison service provides psychiatric consultative services to medical, withdrawal management, rehabilitation and complex care units caring for patients with secondary mental health disorders. This service liaises with the specialized mental health inpatient unit and the acute psychiatry unit at Windsor Regional Hospital. The program provides information and education to staff related to special care issues for patients with pre-existing mental health disorders, as well as providing psychiatric nursing consultation and psychiatric consults.

**Dual Diagnosis Outreach Service**
The Dual Diagnosis Outreach Service provides nursing and psychiatric assessment for individuals aged 16 and up with a developmental disability and a serious mental illness. Treatment includes a comprehensive biopsychosocial assessment, stabilization and short term support to individuals and their families/caregivers. The program psychiatrist provides consultations to clients.
**Assertive Community Treatment (ACT) Teams**

ACT is a community-based model of care for individuals who have severe and persistent mental illness. There are two teams that serve Windsor Essex County and one team that serves Chatham Kent including Walpole Island. It reaches out to people assertively where and when they need help—directly in their home and in their community. The teams consist of multidisciplinary healthcare professionals that provide comprehensive treatment, rehabilitation and support.

**Residential Rehabilitation and Treatment Program**

The Residential Rehabilitation and Treatment Program serves individuals with serious and persistent mental illness who have been institutionalized for long periods of time, have suffered repeated failed attempts at community living, or require intensive skill development and support to increase their level of independence. Clients are coached in daily life skills and medical monitoring that can facilitate their return to the community. The psychiatrists provide client follow-up and staff consultation.

**Specialized Tertiary Inpatient Mental Health**

The Toldo Neurobehavioural Institute is a specialized tertiary inpatient mental health facility that opened in November 2011, as part of the divestment of 59 beds from Regional Mental Health Care London/St. Joseph. The Institute specializes in treating severe forms of mental illness that are complex, chronic and resistant to treatment. This includes mood disorders such as depression and bipolar disorder, schizophrenia and psychotic disorders, dual diagnoses of developmental disabilities in combination with psychiatric diagnosis, mental illness associated with geriatric populations, or severe disorders where the exact diagnosis is unclear. To treat all aspects of mental illness, the multidisciplinary team collaborates with each patient to develop a specialized plan of care.

**Children’s Mental Health and Developmental Disabilities**

**Regional Children’s Centre**

The Regional Children’s Centre is an accredited children’s mental health centre in Windsor with additional satellite locations throughout Windsor-Essex. The Regional Children’s Centre programs work with parents and community partners to address the social, emotional, and behavioral needs of children and youth. These services strive to provide an effective system that is accessible, flexible, and responsive to individual needs. The services provided to children and youth include prevention, crisis response, early intervention, assessment, consultation, education, treatment, and support.

Although the Regional Children’s Centre programs are multidisciplinary in nature, it is the individual needs of the family that determines the relevant interprofessional involvement. Service coordination and a treatment team approach are the foundation of all forms of service delivery. All family members involved in the program are central to the decision-making process for the intervention plan and the identification of goals with measurable outcomes. The Regional Children’s Centre programs are committed to working with community agencies in planning and coordinating services to meet the mental health needs of children and youth by
building community supports around the child/youth and their family. Parents may also be involved in treatment as part of the services offered through the adult mental health programs when it is appropriate as part of the collaborative treatment approach.

**Adult Outpatient and Residential Addiction Treatment Services**

**Essex County Addictions Assessment Referral/Treatment Service**

The Essex County Addictions Assessment Referral/Treatment Service is designed to provide an initial assessment of individuals experiencing problems related to substance use for the purpose of making appropriate treatment referrals. Assistance in making the transition to treatment and interim support is also provided with individual counseling. Treatment groups include: Onward, Pathways, Bridge and Family Group.

**Remedial Measures Program**

In Ontario, all convicted impaired drivers must complete a Remedial Measures Program. In this program, clients are provided with a one or two day education session, treatment, and a follow-up interview as part of their Ministry of Transportation requirements.

**Withdrawal Management Services**

The Withdrawal Management Program is a non-medical residential facility where individuals can recover from the effects of substance withdrawal, or await entry into an addictions treatment program. The Centre services individuals across Windsor-Essex, Chatham-Kent and Sarnia-Lambton Counties. Clients are educated about community addiction treatment resources.

**Problem Gambling Outpatient and Residential Services**

Problem Gambling Services provides comprehensive assessment to determine client need and provide referrals to available treatment services which include: crisis intervention, assessment, individual and group counseling, multi-disciplinary referrals, after-care and follow-up, family workshops, community education and support, and professional development. This program also offers a six bed, 21 day intensive residential/day treatment program. A psychiatrist provides consultation and assessment to evaluate and treat clients with suicidal risk.

**OTN Addictions and Adult Mental Health Access Services**

This program is part of Provincial Initiative designed to make access to psychiatric and addiction services available to clients who reside in rural communities and to provide next day access to clinicians for consults, education and support. Ontario Telemedicine Network (OTN) provides nursing care through video conferencing.

**PULMONARY REHABILITATION**

The Pulmonary Rehabilitation Program is a 16 week program that assists people after being diagnosed with Chronic Obstructive Pulmonary Disease (COPD). The program consists of three weekly exercise sessions and an educational component.
REHABILITATION SERVICES
Rehabilitation Services include the 60 bed Fouad Tayfour Regional Rehabilitation Unit and a range of outpatient services. Both inpatient and outpatient services provide individualized programs to help people achieve a sufficient level of independence to return home with community supports. The interprofessional team includes Nursing, Occupational Therapy, Physiotherapy, Psychology, Recreation Therapy, and Speech Language Pathology.

RESPIRATORY THERAPY
Respiratory Therapists are allied health-care workers who, under a physician’s medical direction and supervision, plan and implement a variety of therapeutic and diagnostic procedures for patients suffering from a wide range of heart and lung disorders. They provide care to the complex continuing care and rehabilitation patients.

SPECIALIZED GERIATRIC SERVICES
Two outpatient programs exist to support the special needs of the geriatric population. The Geriatric Assessment/Consultation Program’s goal is to thoroughly assess the patient in their own environment to deduce why they are not responding to primary care. The Adult Day Away Program is located at the Dr. Y. Emara Centre for Healthy Aging and Mobility. This program provides a variety of social, recreational and health education activities to persons over 55 years while providing respite services to their family.

WINDSOR-ESSEX CARDIAC WELLNESS CENTRE
The Windsor-Essex Cardiac Wellness Centre is a six-month multidisciplinary program, which consists of medical support, exercise, nutritional counseling, psychosocial counseling, vocational counseling, risk factor modification and education. Full medical evaluations are performed and monitored throughout the program by the Nurse Practitioner and cardiac rehab physicians. After meeting with a cardiac wellness physician, an exercise prescription is developed by our certified kinesiologists to guide participants through a safe and personalized exercise session. Educational seminars are offered on Heart Health, Exercise, Nutrition, Emotions and Coping, Medications and Goals and Future Planning. Additional one to one counseling is available with the Nurse Practitioner, certified Kinesiologists, Registered Dietitian, clinical Pharmacist and Social Worker. A Smoking Cessation program is available with the assistance of a registered nurse. Participants are required to come to two exercise sessions per week and attend all educational sessions. Participants will be assessed at three months into the program and after six months. After finishing the program, every participant will be encouraged to join a community based maintenance site. There is no fee to join the program. To be eligible you must have had any of the following cardiac events in the past two years: Heart Attack, Bypass Surgery, Angioplasty, Valve Surgery, Cardiomyopathy, Cardiac Transplant, Congestive Heart Failure, Stable CAD/angina, Unstable angina. The Centre is the winner of the Windsor and District Business Excellence “Wellness” Award (2003).