





2024/25

Patient Visitor Guide



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Patient Values

Halton Healthcare is committed to providing exemplary patient experiences. Our patients and families have developed statements to guide the care they receive in our hospitals.

As a patient or family member I will:

Work with my healthcare team with patience and understanding.

Ask questions when I don't understand.

Give constructive feedback on how to improve my care.

Recognize that hospital staff are people with families too and should be treated with respect and dignity.

As a patient I expect:

Compassion

Be sensitive to my values, beliefs, and cultural practices.

Be patient with me and my family, show me empathy and kindness.

Listen and respond to my fears and concerns.

Accountability

Provide me with a means of expressing my opinion, positive or negative, about my healthcare experience.

Provide me timely care reflective of best practices and standards.

Honour your commitment to honesty and transparency.

Respect

Preserve my dignity and honour my privacy.

Involve and educate me so that I may make informed decisions about my health.

Include me and those most important to me in my healthcare plan.

Message from Melissa Farrell, President & CEO

Welcome to Halton Healthcare. We understand that sometimes coming to a hospital can be overwhelming and stressful. Please know that our staff, physicians and volunteers are committed to supporting you on your healthcare journey.

This Patient and Visitor Guide is designed to acquaint you and your family with our hospitals and the services we provide and hopefully answer some of your questions. If you wish to speak to someone during your stay, reach out to a member of your care team or the manager of your unit at any time.

We want you to feel safe and comfortable while you are here and confident and ready when it is time to go home. I encourage you to take an active role in your care – ask questions and share your feedback with us so we can continue to meet your healthcare needs today, tomorrow and in the years to come.

Halton Healthcare was awarded Exemplary Standing in a review process using national standards of excellence. This is the highest standing possible from Accreditation Canada and is a testament to our people and our organization's unwavering commitment to providing you with excellent care. We take this commitment seriously and involve you in every step of your hospital stay, from admission to discharge.

To learn more about our organization follow us on Facebook, Instagram, Twitter or visit our website – www.haltonhealthcare.com

We wish you a safe and speedy recovery and are grateful for the chance to serve you.



Yours truly,

A handwritten signature in black ink, appearing to read 'Melissa Farrell'. The signature is fluid and cursive, with a long horizontal flourish extending to the right.

Melissa Farrell
President & CEO
Halton Healthcare

Table of Contents

Inspiring CARE	1
Welcome to Halton Healthcare	2
Your Stay	3
What To Bring	3
Your Patient Room	4
Communication is Key.....	4
Your Meals	5
Patient Entertainment System (PES) – Telephone & Wifi.....	7
Visiting	8
Your Care and Safety	9
Your Healthcare, Be Involved	9
Your Healthcare Team	9
Other Key Supportive Roles.....	10
Feedback About Your Hospital Experience	10
Safety in Hospital.....	11
Respecting Your Wishes	15
Preparing to Go Home	17
Patient Services, Retail and Food Options	19
Food & Retail	19
Additional Services.....	20
Parking	21
Your Hospital Bill.....	22
Giving Back	24
Telephone Directory.....	25
Community Supporters.....	29

Our programs and services are subject to change –
visit www.haltonhealthcare.com for the latest information.

Inspiring CARE

Halton Healthcare's Strategic Plan

Mission

A leading healthcare organization serving people with compassion, quality and integrated community hospital care.

Vision

Exemplary patient experiences, always.

Values

Compassion
Accountability
Respect

Strategic Priorities: CARE

Connect: Connecting people and partners throughout the continuum of care.

Advance: Advancing how we deliver care.

Respond: Responding to the care needs of our communities.

Engage: Engaging people and teams in care.



Questions about your stay?

If you have any questions about your care or our services, please speak to a member of your care team, such as your nurse or physician.



Welcome to Halton Healthcare

Halton Healthcare is an award-winning healthcare organization comprised of three community hospitals and numerous community-based services in the growing urban and rural communities of Halton Hills, Milton and Oakville. Reflecting the dynamic communities we serve, we take pride in offering some of the finest technology and healthcare expertise available in southern Ontario.

Our hospitals – Georgetown Hospital, Milton District Hospital and Oakville Trafalgar Memorial Hospital – are very much a part of Halton’s rich history and have a long-standing tradition of providing quality care to many generations of area families. Together, we serve a population of almost 400,000 residents.



Hospital Pictures (clockwise): Oakville-Trafalgar Memorial Hospital, Milton District Hospital, Georgetown Hospital

We are committed to embracing a culture of equity, diversity and inclusion with a goal of creating an environment of belonging and acceptance within our healthcare system and the communities we serve. At Halton Healthcare, we believe everyone – whether they are receiving care, living in our communities, or involved in healthcare delivery should feel safe, be respected and be empowered to achieve their full potential.

Your Stay

This Patient and Visitor Guide is your resource to help make your hospital stay as safe and comfortable as possible. Our physicians, staff and volunteers are here to help should you need more information.

We are continuing to make changes to protect the health and safety of our patients and staff and ask that you and your loved ones follow all public health and hospital guidelines.

Patients and visitors have the choice to wear a face mask at Halton Healthcare facilities including – Georgetown Hospital, Milton District Hospital and Oakville Trafalgar Memorial Hospital. Face mask dispensers are available at all main entrances for those who prefer to wear one.

What to Bring

- **Ontario Health Insurance Plan:** Your Health Card (OHIP card). If your health card has expired, visit Service Ontario to have it updated.
- **Additional Insurance:** Proof of additional or secondary insurance coverage, if required.
- **Medication List:** A list of all your current medications, supplements and vitamins including herbal remedies, diet pills and over the counter medications. More information about medication lists is available on page 12.
- **Personal Items:** You are encouraged to bring your own sleepwear, undergarments, bathrobe, slippers, personal support aids such as eyeglasses, contact lenses, hearing aids, dentures, sleep aids and mobility aids such as walkers and canes. Where possible, please mark all items with your name. Some personal care items and toiletries such as shampoo, soap, toothbrush and toothpaste can also be purchased at one of our hospital gift shops.
- **Pocket Money:** A small amount of cash (\$20). Patients are advised not to bring large sums of money or any valuables into the hospital.

The hospital is not responsible for any lost or damaged belongings, money or valuables.



Everyone is entitled to a safe and secure environment. Verbal or physical abuse will not be tolerated. Please report incidents immediately to your patient care manager or supervisor.

Your Patient Room

Medical need is the first priority when assigning rooms. While every effort will be made to honour your request for a private or semi-private room, our ability to do so will depend on the availability of rooms and the requirements of the entire patient unit.

There are three types of hospital rooms available at our hospitals:

- **Standard Ward Rooms:** Three to four beds
- **Semi-private Rooms:** Two beds
- **Private Rooms:** One bed

The Ontario Health Insurance Plan (OHIP) covers standard ward accommodations only. Many patients have additional private insurance coverage which will cover semi-private or private rooms. Please check your insurance coverage before coming to the hospital.

If you do not have additional coverage under your supplemental insurance plan, and you request a private or semi-private room, you will be responsible for the extra charge.



Please Scan the QR code for the Rate Schedule.



For inquiries about your patient room:

Georgetown Hospital Admitting Office
905-873-0111 ext. 8523

Milton District Hospital Admitting Office
905-878-2383 ext. 7017

Oakville Trafalgar Memorial Hospital Admitting Office
905-845-2571 ext. 3720

Communication is Key

Good communication and your active involvement are key in your care. There are many ways that patients and their families and members of the healthcare team can communicate throughout their stay.

- **Call Bells:** You have a call bell by your bed within your reach. When you push the call bell button, the team will be alerted and someone will check on you as soon as possible.
- **Whiteboard:** Your room is equipped with a whiteboard that will be updated daily. It will display your healthcare team members and your goals for the day. You and your family can also use it to ask questions and pass on important information to your healthcare team.

- **Your Voice:** Be an active participant in your healthcare. Discuss your healthcare and any special needs with your team and don't hesitate to ask questions. If you see, hear or feel something is unsafe or may put anyone at a risk, it's important that you speak up and report the incident to your nurse or patient care manager. This allows us to work together to improve patient safety.

Your Meals

Our Clinical Nutrition and Food Services team are responsible for ensuring that you are provided with meals that will promote good health and enhance your recovery. The food services team at Halton Healthcare provides nutritious meals that are prepared according to your individual needs and diet order.

Meal Ordering App



- Available at all our hospitals
- Use your Patient Entertainment Unit to place your Room Service orders using the 'Order Your Meal' app on the main screen.

Oakville Trafalgar Memorial Hospital

Room Service

Room Service is available to patients on most of our inpatient units. Use the 'Order your Meal' app on your Patient Entertainment Unit to place your meal order, or call room service by dialing ext. 3663 anytime between 7:00 am and 6:00 pm. The Food Services team will deliver the tray to your room within 45 minutes.

Rehabilitation & Complex Transitional Care Units

Standard meal trays are delivered to patients at breakfast. Meal selections are available for Rehabilitation and Complex Transitional Care (CTC) units at lunch and dinner. A food service staff member will visit in the morning to obtain meal selections for lunch and dinner the following day.

Mental Health Units

- **Adult Mental Health:** Meal trays are prepared for patients according to their preferences, restrictions and diet order. Meal trays are delivered to the dining room at set times for lunch and dinner.
- **Child & Adolescent Mental Health Unit:** A modified room service menu is available for our patients on the Child & Adolescent Mental Health Unit. Patients can make selections for all meals for the following day. Meal trays are delivered to the dining room at set times for all meals.

Your Meals *(continued)*

Milton District Hospital

Room Service

Room Service is available to patients on most of our inpatient units. Use the 'Order your Meal' app on your Patient Entertainment Unit to place your meal order, or call room service by dialing ext. 3663 anytime between 7:00 am and 6:00 pm. The Food Services team will deliver the tray to your room within 45 minutes.

Complex Transitional Care & 2 North Regional Units

A modified Room Service option is available on our Complex Transitional Care (CTC) and 2 North Regional Units. Call anytime between 7:00 am and 6:00 pm and your meal will be delivered to your bedside at set meal times.

Breakfast: Order must be placed the day before by 6:00 pm, delivered the next morning

Lunch: Order must be placed before 10:30 am

Dinner: Order must be placed before 3:30 pm

Georgetown Hospital

Room Service

Room Service is available to patients on most of our inpatient units. Use the 'Order your Meal' app on your Patient Entertainment Unit to place your meal order, or call room service by dialing ext. 3663 anytime between 7:00 am and 6:00 pm. The Food Services team will deliver the tray to your room at set meal times.

Breakfast: Order must be placed the day before by 6:00 pm, delivered the next morning

Lunch: Order must be placed before 10:30 am

Dinner: Order must be placed before 3:30 pm



Patient Entertainment System (PES) - Telephone & Wi-Fi

We have a Patient Entertainment System (PES) available for our patients and families that provides various applications, education and entertainment offerings. This service is provided by HealthHub Patient Engagement Solutions.

The following applications on PES are *free* and do not require a purchase:

- Telephone (all incoming and outgoing local calls)
- Meal Ordering
- Environmental Controls (for room lighting and temperature)
- Hospital Stay information
- Health Education



The PES bundled service available for purchase includes TV, video streaming applications, internet (not including WIFI), audiobooks, internet radio and games. To purchase this bundle, visit ConnectMyBed.ca or call ext. 7789.

WIFI

Wi-Fi internet for your mobile devices is also available for purchase. Select network "GUEST-WIFI" and follow instructions to connect.

Phone Calls

There is no charge for using the phone for local outgoing calls or incoming calls.

- **Calling out:**
Hospital Extensions: Dial the 4-digit hospital extension and you will be connected.
Local Calls: Dial "9", followed by the area code and the telephone number.
Long Distance Calls: Must be charged to your home number, or placed as a collect call by dialing "9" and then "0" for the Operator.
- **Calling in:**
Callers can be connected directly to your room by calling any one of the hospital numbers and entering your extension. To determine your phone's extension number, please call switchboard (0).

Hospital Main Numbers:

Georgetown Hospital:

905-873-0111

Milton District Hospital:

905-878-2383

Oakville Trafalgar Memorial Hospital:

905-845-2571

Support & Inquiries

TV, Telephone, and Internet ordering and support:

Visit ConnectMyBed.ca or call ext. 7789 or toll-free 1-866-223-3686

Wi-Fi Customer Support

Call: 1-800-642-3958

Questions:

You may direct any questions about PES to HealthHub Patient Experience Ambassador: Ryan Samms, rsamms@healthhubsolutions.ca

Visiting

Halton Healthcare understands the importance of families and loved ones in supporting patients. Family members and partners in care are welcome to visit based on the patient's preferences, wishes and their safety. We will work with patients and family members to accommodate overnight stay requests where possible. Please note that in some circumstances visiting may be restricted.

Visitors are required to follow any safety measures that are in place. Although masks are no longer required, we remain 'mask friendly' and you and your family are welcome to wear a mask if you are more comfortable.



For more up-to-date information about any safety measures in place, please scan the QR code.

Virtual Patient Visiting Program

The Virtual Visiting Program is available to help you connect with your loved ones through audio or video connections. Ask your nurse to contact ext. 5619 if you would like to set up a visit or direct your family and friends to our website to register. Virtual Visits are offered Monday to Friday between 10:00 am and 4:00 pm, excluding holidays. Visits are subject to volunteer availability.

Connecting Through Email

Patients can receive email messages from loved ones. Information about this service is available on our website under visitor information.



Your Care and Safety

Your Healthcare, Be Involved

Our goal is to provide you with the best experience possible. Our patients and their families are essential members of the healthcare team. We want you to feel safe and comfortable while you are here and confident and ready when it is time to go home. Good communication and your active involvement are key in your care.

Here are a few tips on how to get involved:

- Tell your healthcare team about your past illnesses, your current health condition and about any allergies you have to medicine or food.
- Tell us about all the medicines you are currently taking. This list should include all your current prescriptions, vitamins and supplements including herbal remedies, diet pills and over-the-counter medications.
- Ask questions. Write down all of your questions or concerns so you can discuss them with your physician or nurse. It is important that you understand your diagnosis, treatment and care plan so you can take an active role in your recovery and make informed choices along the way.
- Don't be afraid to speak up if you see or experience a situation that you think is not safe.
- It is often helpful to have a family member or friend with you when you talk to your healthcare team.

Your Healthcare Team

A healthcare team including your physician and nurse, as well as a number of other different healthcare professionals (such as lab technicians, dietitians, physiotherapists, occupational therapists, etc.) will be looking after you during your hospital stay. Each member of this team will have a different role to play in your care. Most patients admitted to hospital will be taken care of by a hospitalist rather than their family physician. A hospitalist is a physician who directs your care while you are in hospital.

Your nurse and nurse practitioners work closely with your physician and other members of the healthcare team who have specialized knowledge to help diagnose and treat you. These may include other specialists such as consulting physicians, therapists, social workers, discharge planners and pharmacists.

Halton Healthcare is an academic community teaching hospital affiliated with universities and colleges including McMaster University, and the Toronto Metropolitan University School of Medicine. Training medical, nursing, and other health professional students sets Halton Healthcare apart. By working alongside our clinical staff, learners gain valuable experience in

understanding the human side of patient care as well as treating medical conditions. When you allow learners to be involved in your care, you are giving them the opportunity to learn and provide compassionate care. This ultimately helps you and future patients. If, for any reason, you do not want learners involved in your care, please tell your nurse or attending physician, and they will honour your request.

Other Key Supportive Roles

- **Ethicist:** While in hospital, you may be faced with making difficult decisions for yourself or a family member. The Ethicist will help you to understand options about these difficult decisions. Ask your nurse if you want to speak with an Ethicist.
- **Spiritual Care:** Our Spiritual Care professionals provide psycho-social, spiritual and emotional support including psychotherapy, grief counselling and end-of-life support to all patients and families. We facilitate the religious practices of patients (such as Roman Catholic sacramental care) through our community religious partners. Additionally, we respectfully accommodate the practices of our Indigenous communities with access to smudging. You can access our services by asking staff (including physicians and nurses) to make a referral or by calling us directly through the Halton Healthcare Switchboard. We also provide support after-hours through our on-call service. Prayer spaces are available at all sites, along with Holy Books, prayer mats and other resources.
- **Volunteers:** Halton Healthcare volunteers help improve and round out the care at our hospitals by assisting patients, families, staff and physicians.
- **Patient and Family Advisors:** Patient & Family Advisors work in a voluntary advisory role to provide direct input into policies, programs and practices which affect patient care and services.

Your Voice Matters

If you are interested in partnering with us to help improve the care we provide, please consider being a **Patient and Family Advisor**. Scan this QR code to learn more about this exciting opportunity



Feedback About Your Hospital Experience

Compliments and Concerns

If you have questions, concerns, compliments or suggestions please speak directly with your nurse, nurse-in-charge, physician, midwife or ask to speak directly to the Patient Care Manager who is responsible for the patient care on your inpatient or outpatient unit. The Patient Relations team is also available to support you and your family. Your feedback is confidential, and your concerns are treated in a supportive and respectful way. If there are matters which require further attention after you have spoken to the patient care manager, please contact Patient Relations at **905-338-4138** or email patientrelations@haltonhealthcare.com.

Patient Experience Surveys

Patients may be randomly selected to provide feedback on their hospital experience. You may receive a Patient Experience Survey by email after your discharge from or visit to the hospital, if you provided consent to Halton Healthcare using your email address to contact you. Your confidential comments will help us monitor the quality of our services, tell us what we are doing well, and provide ideas on how to improve our patient and family care. We appreciate your feedback.

If you wish to be excluded from the Patient Experience Surveys, contact Patient Relations by emailing patientrelations@haltonhealthcare.com or by calling 905-338-4138.

Safety in Hospital

Your safety is our priority. We will work closely with you to keep you safe.

Allergies

Please let us know if you have any allergies or restrictions including food, medication, latex, etc.

Checking Patient Identification (ID)

When you were admitted, you were given a wrist identification band (ID) with your name, birth date and medical record number. This band must be worn at all times during your hospital stay. To keep you safe, we must verify your identity using two identifiers, usually your first and last name and date of birth. Staff will always check your identity including your ID band before giving you medication or performing any test or procedure. Please expect to be asked for these identifiers and to have your wristband checked frequently during your hospital stay.

- **Care provider identification (ID):** All hospital staff, physicians and volunteers must wear photo ID badges in the hospital. You can ask to see your care provider’s identification if you have any concerns.

Falls Prevention TIPS (Tailoring Interventions for Patient Safety)

Your safety is a key priority for us at Halton Healthcare. As your partners in care, we want to work with you and your family to ensure a safe hospital stay, which includes helping to prevent falls.

Patient Name: _____		Date: _____	
<input type="checkbox"/> Increased Risk of Harm If You Fall	Fall Interventions (Circle selection based on color)		
<input type="checkbox"/> Fall Risks (Check all that apply)	<input type="checkbox"/> Communicate Recent Fall and/or Risk of Harm	Walking Aids <input type="checkbox"/> Crutches <input type="checkbox"/> Cane <input type="checkbox"/> Walker	
<input type="checkbox"/> History of Falls	<input type="checkbox"/> IV Assistance When Walking	Toileting Schedule: Every _____ hours <input type="checkbox"/> Bed Pan <input type="checkbox"/> Assist to Commode <input type="checkbox"/> Assist to Bathroom	
<input type="checkbox"/> Medication Side Effects	<input type="checkbox"/> Bed Alarm On	Assistance Out of Bed <input type="checkbox"/> Bed Rest <input type="checkbox"/> 1 person <input type="checkbox"/> 2 people	
<input type="checkbox"/> Walking Aid			
<input type="checkbox"/> IV Pole or Equipment			
<input type="checkbox"/> Unsteady Walk			
<input type="checkbox"/> May Forget or Choose Not to Call			

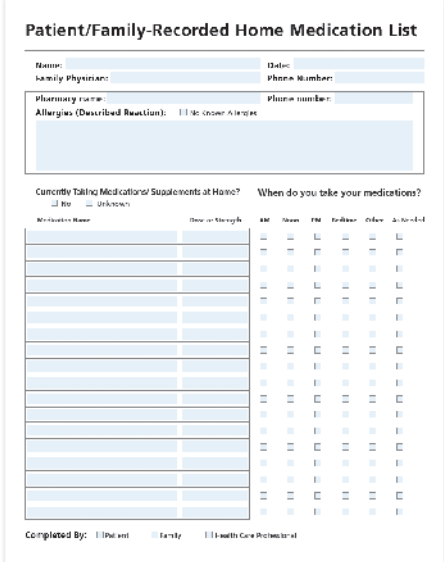
As part of our safety strategy, we use a Falls TIPS tool. This strategy involves you and your loved ones. Our teams will work with you to develop a fall prevention plan made specifically for you, using the poster (left). It will be posted in your room as a constant reminder about the ways we can work together to prevent falls. Please speak to your healthcare provider if you have any questions.

Safety in Hospital *(continued)*

Medications

You will be asked by a nurse, pharmacist or physician about all of the medications you take at home, including vitamins, herbal remedies and over-the-counter medications. Always show your wristband to your healthcare provider to confirm your identity and ensure you are given the proper medication.

- **Pain Management:** We want to make you as comfortable as possible during your hospital stay. Staff will ask you about your pain using a scale of 0 to 10. A rating of 0 means no pain, while a rating of 10 means the worst pain you've ever had. There are many ways to control pain beyond taking medications. We encourage you to discuss your pain and options for reducing it with your healthcare team.
- **Updating Your Medication List:** When you are discharged, your medication list may need to be updated. Please take this list with you to your next visit with your care provider.



Patient/Family-Recorded Home Medication List

Name: _____ Date: _____
Family Physician: _____ Phone Number: _____
Pharmacy name: _____
Allergies (Described Reaction): No known Allergies

Currently Taking Medications/Supplements at Home? No Unknown

When do you take your medications?

Medication Name	How often	AM	PM	Other	As-Needed
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Completed By: Patient Family Health Care Professional



The Patient/Family-Recorded Home Medication list (above) is available from our website for printing. Scan the QR code to download it.

Important Questions to Ask About New Medications:

- What is the name of the new medication and why am I taking it?
- When and how do I take it? How long will I be on this medication?
- Are there any foods, drinks or activities I should avoid?
- What are the side effects? What should I do if I experience them?
- Will this new medication work safely with the others that I am taking?



Preventing Infections

Infection prevention and control practices are important in maintaining a safe environment for everyone and reducing the risk of hospital associated infections.

- **Hand Hygiene:** Hand hygiene is your best defense against infection. Gloves are not a substitute for hand hygiene. We encourage everyone to clean their hands often while visiting or staying at the hospital. Hand hygiene stations are located throughout the hospital and at all entrances and exits. It is recommended that you perform hand hygiene thoroughly at the following times:

- When you enter and leave the hospital
- When you enter and leave a patient room
- Before eating
- After using the washroom
- After coughing, sneezing and blowing your nose

- **Cover Your Cough:** When you cough or sneeze, it is important to use your forearm or a tissue to cover your mouth and nose. Please discard the tissue immediately and clean your hands.

- **Additional Precautions:** If you require additional infection prevention and control precautions, there may be a sign posted outside your room, and you may be asked to stay in your room. Your healthcare team and visitors will follow the instructions on the sign and wear the personal protective equipment listed (examples include: gloves, gowns, mask and eye protection).



Scented Products and Highly Fragrant Flowers

Perfume, after-shave, cologne or other scented personal care products are not permitted in the hospital as some people are allergic to them. Please do not bring highly fragrant flowers, such as hyacinths or lilies into the hospital as they can trigger allergic reactions.

Smoke-Free Properties

Smoking is not permitted on any of our Halton Healthcare properties or in any personal vehicles while on our property. Products made with tobacco/cannabis that may be smoked, vaped, inhaled or chewed are not permitted. In addition, having any tobacco or cannabis products visible while on Halton Healthcare property is not permitted.

We respectfully accommodate the practices of our Indigenous communities with access to smudging. Spiritual support can be requested through your physician or nurse.

Latex Balloons

Latex balloons are not permitted in the hospital, as some people can have severe allergic reactions to them. Mylar balloons are welcomed.

Safety in Hospital *(continued)*

Open Flames and Heat

Most electrical appliances such as portable heaters, kettles and hot plates are not permitted at the hospital as they could pose a fire risk. Please speak to your healthcare team if you have special dietary or cultural requirements. While celebrations are important, we cannot permit open flames in the hospital – this includes birthday candles. Small electrical appliances, such as radios, phone chargers and fans are allowed if plugged into an appropriate outlet. Extension cords are not permitted as they are a fire and trip hazard.

Emergency Code

During your stay, you may hear emergency codes over the PA system. An emergency code is a notification of an event that requires immediate action. Please don't be alarmed. Staff, physicians and volunteers understand what each code refers to and are aware of how to respond to provide a safe environment. If an emergency code is called in your area, you will be provided with direction on what you need to do.

Fire Safety

We take fire safety seriously and conduct regular fire drills – you may hear one during your hospital stay. Fire exits are clearly marked throughout the building. When the fire alarm rings, patient rooms will be closed by hospital staff while hallway doors will automatically close. If you are in the hospital cafeteria when the alarm is sounded, we encourage you to stay there until the 'all clear' signal is given or other directions are provided. If you observe any fire safety risks or other concerns during your stay, please notify a staff member immediately.



Respecting Your Wishes

Accessibility

Halton Healthcare strives to eliminate barriers that might limit equitable and accessible care for our patients and their families, in compliance with all relevant laws and regulations including the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code.

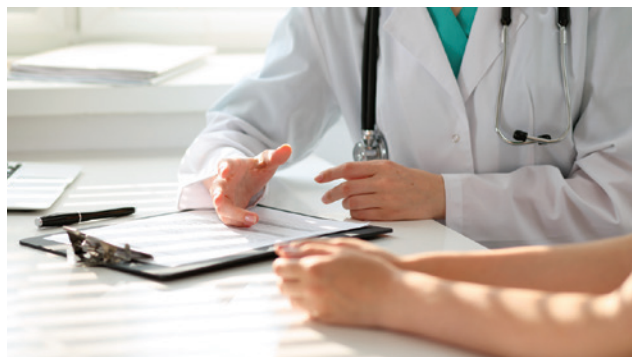
This includes accommodating assistive devices, the use of service animals, support persons, interpreters and sign language interpretation services. If you require accommodations, please speak with your nurse. For any inquiries or feedback about accessibility at Halton Healthcare, please contact Patient Relations at **905-338-4138**.

Interpretation Services and Sign Language

Halton Healthcare offers interpretation services to help bridge communication barriers between healthcare providers, patients and their families. We offer “on demand” access to a network of medically trained interpreters who can translate complex medical information in a culturally sensitive and respectful manner and are available around the clock, 365 days of the year. Audio interpretation is available in over 240 languages and video interpretation in more than 70 languages, including American Sign Language. The average wait time is less than 30 seconds. Please ask your nurse if you require this service.

Consent to Treatment

Before undergoing any surgery or procedure, you will be asked to give us your consent to treatment and sign a consent form. Your physician or a member of your healthcare team will explain and discuss the surgery or procedure with you. Read the form carefully to ensure that it has your correct identification information.



For surgical procedures you should always reconfirm in detail which procedure you will be having. You should also understand the purpose of your procedure/treatment as well as the risks and benefits before you give consent. Please speak up and ask questions if you do not thoroughly understand the information.

Substitute Decision Maker

It is important that you have a Substitute Decision Maker (SDM) in case you become seriously ill and incapable of making decisions about your medical care. Discuss your thoughts and preferences with your family, and put them in writing so your own words can speak for you, even if you cannot. Your physician, nurse, ethicist, clergy or lawyer can help you obtain more information.

Patient Inquiries

Please assign a family member or friend to be the main contact who communicates with the patient care unit. Information about your health will only be released to an individual with your expressed consent.

Respecting Your Wishes *(continued)*

Protecting Your Privacy

Halton Healthcare is committed to keeping your personal health information private and confidential. Clinical information collected in support of the treatment you receive at Halton Healthcare will only be disclosed to authorized individuals who are in your circle of care. You have the right to access your health record. Please speak with a member of your care team if you have questions.

- **Photography or Media Recording:** To protect the privacy of all individuals, photographs, videos or audio recordings cannot be taken of patients, visitors, physicians, staff or volunteers without their consent.
- **Release of Non-clinical Information:** Non-clinical information about your visit (i.e. your name and location within the hospital) may be released in order to assist visiting family, friends and your faith community to locate you. If you wish your presence in hospital to be concealed, please notify a member of your care team.
- **Fundraising:** Your contact information may be shared with our hospital foundations to support their fundraising efforts. If you wish to be excluded from fundraising initiatives please notify staff when you are admitted, or contact the Privacy Office at privacy@haltonhealthcare.com
- **Connecting with you by email:** Halton Healthcare (Oakville Trafalgar Memorial Hospital, Milton District Hospital and Georgetown Hospital) may need to communicate with you from time to time. To help us do that, we are requesting email addresses from our patients at registration points throughout our hospitals. By providing us with your email address, you are consenting to receive emails from Halton Healthcare about Patient Experience Surveys, general information about your care and services, and appointment scheduling information, if applicable.

Organ and Tissue Donation

Organ donations can save lives or improve the quality of life for many people. You can express your wishes to be an organ and tissue donor by registering online at giftoflife.on.ca.

Preparing to Go Home

We start planning for your discharge soon after your admission. We will work with you and your family to support your transition back to the community. Your healthcare team will discuss community support services and resources available to meet your needs outside of the hospital. If you have not met with one of our Discharge Planners and would like to, please ask your nurse.

Our goal is to provide quality care in a timely fashion and help you return home as soon as you are medically ready. While our normal discharge time for medical and surgical units is between 10:00 am and 11:00 am, discharge may occur at any time until 10:00 pm. In order to make this transition as smooth as possible, please:

- **Arrange Transportation:** Identify a family member or friend who can transport you home. If you require assistance, speak with your nurse before discharge. There are private services that provide transportation options for a fee. You are responsible for making your own transportation arrangements home.
- **Review Your Discharge Information:** Make sure you understand what treatment you received and any required follow-up appointments as well as any changes to your medications, diet or other restrictions. Talk to your nurse if you have any questions or concerns about the type of care you will need at home and any community services you might need to access. Make sure you are aware of what signs and symptoms to watch out for and who you should call if you have any questions or concerns.
- **Fill Prescriptions for Medication:** Fill prescriptions for medications and make sure you know how and when to take them. Also, don't forget to update your medication list. See page 12 for more information.
- **Belongings:** Make sure you take all your belongings with you when you are discharged. The hospital does not assume responsibility for any lost items.
- **Follow-up Appointment:** It is important to get follow-up care with your family physician or specialist. Make sure you have a list of all your required follow-up appointments for further tests, or with your family physician and/or specialist. Please take your updated medication list to these appointments.
- **Assistive Devices:** Please ensure that you have all the assistive devices (walking aids, reaching aids, braces, etc.) you might need to manage comfortably at home. See Connect Care Medical Alert Service (1-800-665-7853) to inquire about a home monitoring system to help keep you or your loved one independent and safe.
- **Where to Go for More Information:** You will receive details about where to find more information from your healthcare team, if needed. For example, community services, hospital help lines or websites.
- **Take Notes:** It may be helpful to have a family member or friend with you to help write down everything you should know about your care and discharge.

Preparing to Go Home *(continued)*

- **Requesting Access to Your Personal Health Records:** You can access your personal health information (health records) by contacting the Release of Information Department at the hospital where you were treated. You will be asked to fill out a Release of Information Consent Form and to provide a Government-issued photo ID with proof of signature (driver's license, passport, health card, etc.). An administrative fee will apply to your request unless you have requested it be released to another healthcare provider (family doctor, specialist or another hospital) for continuity of care.



Scan this QR code for more detailed information on requesting access to your personal health records.

- **Access & Share Your Imaging Records Online:** Through PocketHealth, you can sign up to access imaging and reports after each exam and save them permanently. This enables you to share your imaging records with any doctor instantly and in full diagnostic quality.



To learn more about or participate in PocketHealth, please ask our Diagnostic Imaging staff or scan the QR Code.

Home and Community Care Support Services Mississauga Halton

Home and Community Care Support Services (formerly Local Health Integration Networks) have a focused mandate to deliver local health services such as home and community care and long-term care home placement.

To find more information, talk to your healthcare provider about available services, or contact Home and Community Care Support Services Mississauga Halton directly.

You can call **310-2222** (no area code required), **1-877-336-9090** (toll free number) or visit healthcareathome.ca/mh



Patient Services, Retail and Food Options

We have a variety of food vendors, drug stores and retail services including our volunteer gift shops throughout our hospitals. Business hours are subject to change.

To see a complete listing, please visit our website at www.haltonhealthcare.com.

Food and Retail

Georgetown Hospital

Shops

- Trinkets & Treats Gift Shop

Food Options

- INS Food / Tim Hortons
- Vending machines located in the Emergency Department and near the Fracture Clinic

Bank Machines (ATM)

Located by the South Entrance



Milton District Hospital

Drug Store – Origins Pharmacy and Home Healthcare (Main Lobby)

Monday to Friday: 9:00 am to 5:00 pm;

Saturday, Sunday and Holidays: Closed

Telephone number: 905-636-9996

Shops (Main Floor)

- Uniquely Yours Gift Shop

Bank Machines (ATM)

Located near the Emergency Department

Food Options

- Tim Hortons (Main Lobby)
- Tria Café and Mart (Main Lobby)
- Vending machines located by the Emergency Department, near the South Entrance, by the Maternal/Child Department, and the North Elevators on the first level.

Patient Services, Retail and Food Options *(continued)*

Oakville Trafalgar Memorial District Hospital

Drug Store – Origins Pharmacy and Home Healthcare (Centre Elevators, Main Lobby)

Monday to Friday: 8:30 am to 7:00 pm

Saturday: 9:00 am to 5:00 pm

Sundays and Holidays: Closed

Telephone number: 905-847-3223

Shops (Main Floor)

- OHVA Gift Shop
- INS Market
- Jewelry Kiosk

Bank Machines (ATM)

- Emergency Department
- By the North Elevators on the second floor
- By Starbucks on the Main Floor

Food Options

- Starbucks Coffee (Main Lobby)
- U-Naru Sushi (Main Lobby)
- La Prep (Main Lobby, across from centre elevators)
- Thai Express (Food Court)
- 16 Mile Café (Food Court)
- Pita Lite (Food Court)
- YogenFruz 24/7 (Food Court)
- Tim Hortons 24/7 (Food Court)
- Self-serve Tim Hortons (Second floor, North, near Information Desk)
- Vending machines located by the exit from the Emergency Department and the North Elevators on the first and second levels

Additional Services

Oakville Hospital Footcare and Orthotic Centre

The Oakville Hospital Footcare and Orthotic Centre provides services including diabetic footcare and custom orthotics. We have two locations:

- **Oakville Trafalgar Memorial Hospital:** To book an appointment, call **905-618-0162**
- **461 North Service Road, Oakville:** To book an appointment, call **905-338-4669**

Connect Care Medical Alert

Connect Care allows individuals to remain living safely and independently in their own home for as long as possible. A simple press of the waterproof button, worn as a bracelet or pendant connects you to a 24/7 monitoring centre where help is dispatched immediately.

For more information, please call **905-338-4357** (Toll Free **1-800-665-7853**), visit www.ConnectcareMedicalAlert.ca or speak with a staff member in the office on the main floor of Oakville Trafalgar Memorial Hospital, across from the Gift Shop between 8:00 am and 4:00 pm, Monday to Friday.

Patient Services, Retail and Food Options *(continued)*

TLC–Tender Loving Corner Retail and Breastfeeding Clinic & Baby Boutique

TLC provides breast pump rentals and other lactation products, and is staffed by the Lactation Consultants from the Breastfeeding Clinic.

- Milton TLC Breastfeeding Clinic and Baby Boutique: 905-878-2383 ext. 7610
- Oakville TLC Breastfeeding Clinic and Baby Boutique: 905-338-4131

Work-Fit Total Therapy Centre

Work-Fit provides a wide range of rehabilitation treatments including physiotherapy, chiropractic services, massage and occupational hand therapy. For more information, visit www.WorkfitPhysiotherapy.ca or call:

- Georgetown Hospital Clinic: 905-873-4598
- Milton District Hospital Clinic: 905-876-7022
- Oakville Trafalgar Memorial Hospital Clinic: 905-845-9540



Parking

Halton Healthcare offers a wide selection of parking options to accommodate patients and their families during their stay/visit in hospital.

Parking Passes

In addition to regular hourly and daily parking rates, patients and visitors can purchase passes that allow them to park at discounted rates. These include a day pass, a weekly pass, a monthly pass, or 5, 10, 30 or 100-day value pass. These passes allow for multiple entries and exits within a 24-hour time period. Parking passes can be purchased from the parking cashier at Oakville Trafalgar Memorial Hospital and Milton District Hospital or from the admitting cashiers at Georgetown Hospital.

Parking passes can only be used at the hospital location where they were purchased. If you need to use your pass at more than one Halton Healthcare Hospital (Oakville Trafalgar Memorial Hospital, Milton District Hospital and Georgetown Hospital) please visit the Parking Office at the hospital to speak with a parking representative.

- Georgetown Hospital: 905-873-0111 ext. 6595
- Milton District Hospital: 905-878-2383 ext. 7161
- Oakville Trafalgar Memorial Hospital: 905-845-2571 ext. 6595

If you have any questions please visit the parking office at your hospital.

Parking fees are subject to change, and can be viewed at our pay stations at all three hospitals as well as on our website www.haltonhealthcare.com

Patient Services, Retail and Food Options *(continued)*

Your Hospital Bill

If you live in Ontario and have a valid health card, you are covered by the Ontario Health Insurance Plan (OHIP) and are able to receive standard care.

Additional fees are charged to OHIP patients for items such as:

- Preferred accommodation (semi-private and private room accommodations)
- Ambulance
- Delisted procedures (a procedure that is no longer covered by OHIP)
- Uninsured procedures (a procedure that is not covered by OHIP)
- Medical devices (i.e. crutches, splints, etc).

Charges for these additional items, upgrades and services are the responsibility of the patient.

Some patients have additional private insurance coverage, which may cover the cost of a room upgrade. Please check your insurance coverage to make sure you understand your coverage before you come to hospital.

If you do not have additional coverage under your supplemental insurance plan, and you sign-up for a private or semi-private room, you will be responsible for the extra charge.

Non-residents of Canada as well as Canadian residents without a provincial health card will be billed for all services, upgrades and items received.



For rate schedule and uninsured patients, please scan the QR code

Payment

Payment can be made by recognized credit cards, debit card, cash or cheque at the following locations at our hospitals:

- **Georgetown Hospital: Admitting Department**
- **Milton District Hospital: Admitting Department**
- **Oakville Trafalgar Memorial Hospital: Admitting Department located near the South Entrance**

These offices are open from Monday to Friday (excluding holidays) from 8:30 am to 11:30 pm at Georgetown Hospital and 8:30 am to 11:00 pm at Milton District Hospital and 8:30 am to 4:00 pm at OTMH. The offices will be closed from 12:00 pm to 1:00 pm.

If you are discharged after business hours, the hospital will mail you a bill. You can also pay your bill online at any time by visiting www.haltonhealthcare.com and selecting "Pay A Bill" on the home page.

For inquiries or more information: **905-338-4640** or accountsreceivable@haltonhealth.com

Alternative Level of Care and Co-payment Charges

There have been significant investments in enhancing community support services in our region to help our patients return to their home, where they can continue to recover, at the time of discharge. The Social Worker or Discharge Planner on your unit will meet with you prior to your discharge to discuss options based on the care needs identified by your healthcare team. If you require community support services or specialized rehabilitation services, with your consent, the necessary referrals will be made.

In Ontario, patients whose care needs exceed that which can be reasonably provided in the community are identified as needing an alternate level of care (ALC) by their attending physician. Based on the guidelines from the Ministries of Health and Long-Term Care, patients can be charged a co-payment. These rates are set by the Ministry of Health and information regarding the rates is available from our Finance Department or on the Ministry of Health website.



If you have any questions regarding ALC or Co-payment, please ask to speak with the Social Worker or Discharge Planner on the unit. Scan the QR code for more information.



Giving Back

Our Volunteers

Our volunteers help enhance the patient experience at our hospitals by providing valuable supplemental services in both direct and indirect patient care.



Interested in Volunteering?

Applications for volunteers are accepted between January 1 to February 12, and July 1 to August 12.

You can also email us:

- **Georgetown Hospital:**
ghvolunteer@haltonhealthcare.com
- **Milton District Hospital:**
mdhvolunteer@haltonhealthcare.com
- **Oakville Trafalgar Memorial Hospital:**
volunteer@haltonhealthcare.com

Our Foundations

Did you or your loved one experience extraordinary care at one of our hospitals? Honour the remarkable healthcare professionals who made a difference in your life by making a meaningful gift. Your generous support will enhance healthcare in your community. Join us in expressing appreciation – donate today:

- **Georgetown Hospital Foundation**
Telephone: 905-873-4599
1 Princess Anne Drive, Georgetown, ON, L7G 2B8
www.georgetownhospitalfoundation.ca
- **Milton District Hospital Foundation**
Telephone: 905-876-7014
725 Bronte St. South, Milton, ON, L9T 9K1
www.mdhf.ca
- **Oakville Hospital Foundation**
Telephone: 905-338-4642
3001 Hospital Gate, Oakville, ON, L6M 0L8
www.oakvillehospitalfoundation.com



Telephone Directory

Georgetown Hospital Main Number.....	905-873-0111
Milton District Hospital Main Number	905-878-2383
Oakville Trafalgar Memorial Hospital Main Number	905-845-2571
Patient Locating / Information Desk	905-338-4637

Accommodations / Admitting

Georgetown Hospital	Ext. 8523
Milton District Hospital	Ext. 7017
Oakville Trafalgar Memorial Hospital Admitting	Ext. 3720
Oakville Trafalgar Memorial Hospital Accommodations.....	Ext. 4672

Billing	905-338-4640
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Breastfeeding Clinic

Milton District Hospital	Ext. 7610
Oakville Trafalgar Memorial Hospital	Ext. 4131

Call to Order

Patient Room Service Food Delivery	Ext. 3663
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Clinical Information Services – Health Records

Georgetown Hospital	Ext. 8237
Milton District Hospital	Ext. 4020
Oakville Trafalgar Memorial Hospital	Ext. 6712

Connect Care Medical Alert Service	905-338-4357
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Toll Free	1-800-665-7853
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Mississauga Halton Home and Community Care	(no area code required) 310-2222
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Toll free number	1-877-336-9090
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Georgetown Hospital	Ext. 8565
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Milton District Hospital	Ext. 7009
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Oakville Trafalgar Memorial Hospital	Ext. 4625
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Gift Shops

Georgetown Hospital	Ext. 8286
Milton District Hospital	Ext. 7329
Oakville Trafalgar Memorial Hospital	Ext. 2380

Hospital Foundations

Georgetown Hospital	Ext. 8221
Milton District Hospital	Ext. 7014
Oakville Trafalgar Memorial Hospital	Ext. 4642

Patient Relations

Patient Relations Advisor	Ext. 4138
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Parking

Georgetown Hospital	Ext. 6595
Milton District Hospital	Ext. 7161
Oakville Trafalgar Memorial Hospital	Ext. 6595

Oakville Hospital Footcare

Oakville Trafalgar Memorial Hospital	905-618-0162
461 North Service Rd., Oakville	905-338-4669

Security

Georgetown Hospital	Ext. 8177
Milton District Hospital	Ext. 7348
Oakville Trafalgar Memorial Hospital	Ext. 2950

Social Work

Georgetown Hospital	Ext. 8285
Milton District Hospital	Ext. 7337
Oakville Trafalgar Memorial Hospital	Ext. 4624

Spiritual Care

Georgetown Hospital	Ext. 8419
Milton District Hospital	Ext. 7319
Oakville Trafalgar Memorial Hospital	Ext. 6767

TLC-Tender Loving Corner Retail/Baby Boutique

Milton District Hospital Ext. 7610

Oakville Trafalgar Memorial Hospital Ext. 4131

Television, Patient Phone, Patient Entertainment System (to activate) Ext 7789

Work-Fit Physiotherapy

Georgetown Hospital 905-873-4598

Milton District Hospital 905-876-7022

Oakville Trafalgar Memorial Hospital 905-845-9540

For Services not listed here, call the main hospital number and press "0"

Patient Notes



Georgetown Hospital

1 Princess Anne Drive
Georgetown, ON L7G 2B8
905-873-0111





Milton District Hospital

725 Bronte Street South
Milton, ON L9T 9K1
905-878-2383

Oakville Trafalgar Memorial Hospital

3001 Hospital Gate
Oakville, ON L6M 0L8
905-845-2571

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