

# Patient Safety

## Electrical Equipment

To safeguard you from accident, any electrical devices being brought into the hospital must be inspected by the Maintenance Department prior to use.

## Fire Safety

When you hear the fire alarm please return to your room if possible. Do not take the elevator. Fire drills are conducted at regular intervals. Should evacuation become necessary, hospital staff will assist or direct you to the appropriate location.

## Harassment Policy

The Notre-Dame Hospital supports a harassment free environment. Abuse of any kind will not be tolerated; this includes verbal abuse.

In keeping with the Ontario Human Rights Code, the Notre-Dame Hospital believes that every person has a right to be free from harassment. The hospital also recognizes and affirms its commitment to an environment that is free from abuse of any nature for patients, the public and its staff.

Inappropriate verbal comments or physical actions should be reported so that an investigation can be undertaken.

## Infection Prevention & Control

It is important that visitors be free from colds and other infectious diseases. Visitors are asked to rinse their hands with the alcohol rinse located outside each patient room, and at the entrance to each department. As a patient, also be sure to wash your hands well after using the bathroom, and each time you leave or enter your room.

If you require isolation precautions, your visitors may be limited. Staff and visitors will be required to take special precautions to prevent the spread of infections. Your visitors should report to the nurse's desk for instructions before they enter your room. Visitors should not visit room to room. Because of the recent increase in antibiotic resistant germs worldwide, we have developed a screening process for all newly admitted patients. If you have been a patient in any hospital in the last six months, the nurse will perform a swab test. This has been effective in keeping these germs controlled or eliminated in the hospital environment.

To support the provincial government's new public reporting regime and to continue to enhance our quality and safety program, the Notre Dame Hospital will begin to report a number of infection rates as they relate to health care associated infections.

## Leaving the Nursing Unit

It is advisable that you do not leave the nursing unit for any reason unless you are going for tests.

If you have an intravenous pump and you go outside in extreme temperatures (cold or hot) the functioning of the pump may be affected.

You will be asked on admission to sign a release form which releases the hospital from liability should you leave the nursing unit or hospital without authorization.

## Mutual Respect in the Workplace

The Notre-Dame Hospital believes patients and staff are entitled to an environment free of harassment and aggression. We encourage mutual respect at all times.

**Physical or verbal abuse** of staff, physicians, patients, volunteers, family members or visitors **will not be tolerated**.

## Patient Restraint

We believe in the dignity, independence, freedom and right of a patient to make his/her own decisions. The decision to use a physical restraint must weigh the infringement of a patient's rights against the risk of the patient causing harm to self or others.

## Scented Products

The Notre-Dame Hospital is a scent free facility. Please do not wear perfume, cologne, aftershave and other fragrances. Use unscented personal care products.

## Smoking Policy

As of September 1<sup>st</sup>, 2017, the Notre-Dame Hospital is a smoke free property under the Smoke-Free Ontario Act. Any found person to be smoking on the Hospital grounds or indoor may face a maximum fine of \$1000 (for a first offence) or \$5000 (for any further offence).

Outpatients, inpatient, visitors, employees, medical and credentialed professional staff, volunteers, students and contractors will not be allowed to smoke on the hospital grounds, including in their personal vehicles.

## Staff Identification

All physicians and staff have photo identification. Volunteers are identifiable by their name badges only. If you do not know who someone is, ask to check their identification.

## Valuables

The hospital cannot assume the responsibility of money and valuables that you may wish to keep in your possession. Therefore, we ask you to return them home. However, if this is impossible, we suggest that you advise the nurse in charge of your care who will contact the Business Office.

Your money and valuables will be kept in a sealed envelope which will be locked away. You will keep the stub of the envelope which you will present to the Business Office clerk on leaving the hospital so that you may receive your valuables. Also, the hospital will not be held responsible for any loss of items, damages or theft incurred. You are asked to check your locker or room before leaving the hospital to ensure that nothing has been left behind.

When admitted: Bring along with you your personal belongings, namely: pajamas, nightgown, dressing gown, slippers, underwear, comb, toothbrush, hair brush, toothpaste, shampoo, Kleenex, razor.

## Your Healthcare, Be Involved

- Be involved in your health care. Speak up if you have questions or concerns about your care.
- Tell a member of your health care team about your past illnesses and your current health condition.
- Bring all of your medicines and your health card with you when you go to the hospital or to a medical appointment.
- **DO NOT TAKE YOUR OWN MEDICATION WHILE IN THE HOSPITAL UNLESS SPECIFICALLY INSTRUCTED TO DO SO BY YOUR NURSE.**
- Tell a member of your health care team if you have ever had an allergic or bad reaction to any medicine or food.
- Make sure you know what to do when you go home from the hospital or from your medical appointment.