



Inpatient and Family Handbook

STAN CASSIDY CENTRE FOR REHABILITATION

New Brunswick's Provincial Neurological Rehabilitation Centre

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WELCOME & INTRODUCTION



Welcome to Stan Cassidy Centre for Rehabilitation (Stan Cassidy Centre), where our goal is to help you become as independent and self-directed as possible. We believe in working together with you as a part of your care team and by combining medical care, therapy, and rehabilitation technology, we will support you in reaching your goals and building confidence in your recovery.

The Stan Cassidy Centre was founded in 1957 by Fredericton businessman Stan Cassidy, who had a vision to help New Brunswickers living with injuries and disabilities lead more independent and enjoyable lives.

For more than 65 years, the Stan Cassidy Centre has continued to realize this vision by providing care, support, and rehabilitation for people with a variety of needs. Today, the Stan Cassidy Centre provides inpatient, outpatient, and outreach rehabilitation services throughout New Brunswick.



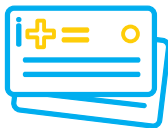
Admission

We work closely with your referral team to ensure a smooth transition from home or hospital to the Stan Cassidy Centre. The admission process begins when you arrive. You or a family member will be asked to share information and sign admission and consent forms to create your private and secure personalized medical chart, followed by a meet and greet and tour of the facility.

To ensure a smooth admission process, please bring:



Your NB Medicare card
(a physical card
is required)



Personal insurance
information
(if applicable)



A list of all current
medications



Personal
care items



Loose, athletic clothing
and proper-fitting footwear

More information about the personal items you may bring can be found on pages 9 and 10.

What is Inpatient Rehabilitation?

Inpatient rehabilitation involves teams of rehabilitation specialists working together to understand and address all aspects of a patient's needs. Our rehabilitation specialists collaborate daily to provide patient and family-centered treatment plans and work closely with community-based, hospital-based, and social services to ensure patients have access to the full range of available supports.

A detailed treatment plan, including early planning to return home, is developed and directed toward achieving the goals of both the patient and the team of specialists. This plan can often include outpatient follow-up appointments or services such as physical therapy, occupational therapy, or social work.



Your Stan Cassidy Centre Team

During your stay at the Stan Cassidy Centre, you will receive daily care from a dedicated team of health care specialists and physicians. Your team of specialists will be chosen before you arrive, and their names and photos will be added to your room's whiteboard. Specialist team business cards will also be added in your patient binder.

Your effort and participation are important for your progress and your team of specialists will work with you to set and reach your rehabilitation goals. You will be encouraged to do as much as you can on your own to build your independence, but your team of specialists will also help you when necessary.

Every week your team of specialists will meet to review your goals and progress. One team specialist will be your Case Coordinator who will meet with you weekly to discuss your progress, and with your permission, update your family. Your Case Coordinator can also bring any questions or concerns to the rest of your team of specialists.



Your Schedule

During your first week at the Stan Cassidy Centre, you will meet your team of specialists who will perform assessments. Each morning, you will receive a schedule that lists your therapy times for the day.

Treatments usually take place between **8:30 a.m. and 4 p.m.** We ask that you please attend all of your scheduled appointments and make every effort to be on time. Family members may be invited to join some of your therapy sessions if your team of specialists think it will be helpful.



Family Participation

You and your loved ones are important members of your rehabilitation team. Together, you will set goals and work on the areas where you need help or support.

Your family or loved ones may be asked to:

- » Attend therapy sessions to learn how to help with your care. Training may include assistance with eating, bathing, dressing, toileting, and movement between a bed, chair, or vehicle.
- » Join family meetings to discuss progress and your discharge plan.

YOUR DAILY LIVING



Your Room

You may have a roommate during your stay at the Stan Cassidy Centre. Please be respectful and make every effort to keep your side of the room clean and tidy. We do our best to keep patients in the same room for their entire stay, but sometimes room changes are required. If a change needs to happen, we do our best to ensure the move runs smoothly.



Food Services

The Stan Cassidy Centre provides meals and some snacks to inpatients. Patients are required to eat meals in the dining room. Visitors may also purchase food.

Mealtimes:

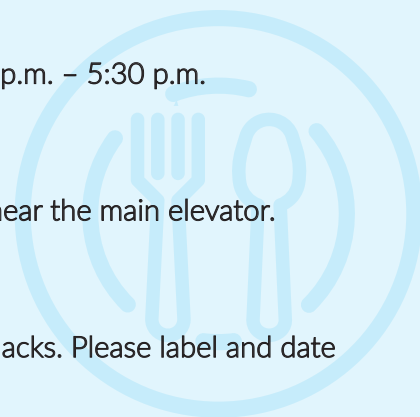
Breakfast: 8 a.m. – 10 a.m. **Lunch:** 11:45 a.m. – 1 p.m. **Supper:** 4:45 p.m. – 5:30 p.m.

Vending Machines

Vending machines with snacks and drinks are located on the second floor near the main elevator.

Storing Food

A small kitchenette with a fridge is available for your personal drinks and snacks. Please label and date your items.



Toiletries

We recommend bringing the following personal care items from home, including but not limited to:

- » Toothbrush and toothpaste
- » Shampoo and conditioner
- » Razor and shaving cream
- » Deodorant
- » Hairbrush
- » Cosmetics
- » Soap

If you are missing any items, please inform our nursing staff.

Clothing and Laundry

Please bring comfortable, casual clothing for your stay. This may include loose-fitting pants or shorts, t-shirts, sweaters, underwear, sleepwear, outdoor clothing, and comfortable shoes.

Patients may use the washer and dryer located on our nursing unit. Unscented laundry detergent is provided to comply with Horizon's Fragrance Free policy. If you are unable to do your own laundry, family or staff can assist you.

Other Personal Items & Electronics

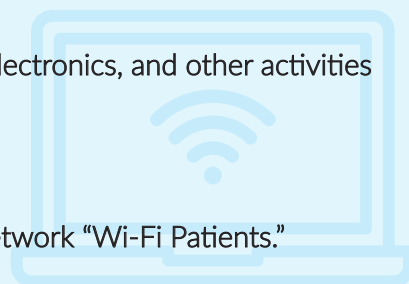
All patients are encouraged to bring a few personal and comfort items from home, such as photos or special belongings, as well as electronics and headphones. Each inpatient room has a television that should be turned off by **11 p.m.** Please keep valuables at home, as the Stan Cassidy Centre is not responsible for lost or stolen items.

If you have a roommate, please be respectful by keeping noise levels low and by using headphones if possible. Use web cameras in private areas only, and please avoid filming or photographing staff, other patients, or visitors, without their permission.

A recreation lounge is also available for patients, and includes a television, electronics, and other activities to enjoy during your stay.

Wi-Fi

We offer complimentary Wi-Fi service throughout the building under the network "Wi-Fi Patients." No password is required.



Visitors

Visitors are welcome at the Stan Cassidy Centre, but we ask that visits from friends and family who are not part of your care team take place during evenings or weekends. Please make sure visits do not interrupt your therapy sessions or evening routines.

Official visiting hours are **2 p.m. to 8 p.m., Monday to Friday.** Please check with the unit clerk if you are arriving before 3pm to ensure that therapies aren't affected. Visitors are asked to please sign in at the reception desk.



Parking

On-site parking is available for patients and visitors at the Dr. Everett Chalmers Regional Hospital.

Daily or monthly passes can be purchased at the Dr. Everett Chalmers Regional Hospital cashier's office (on the first floor) between **8 a.m. and 4 p.m., Monday to Friday**. Passes can also be purchased from the parking lot booth attendant (when on duty).

Parking rates are:

- » \$2 per hour
- » \$8 per day
- » \$20 per week
- » \$50 per month

Limited accessible parking spaces are available in front of the Stan Cassidy Centre. Please make sure your accessibility permit is visible.



Reception

The Stan Cassidy Centre's main reception desk is open **Monday to Friday, 8 a.m. to 8 p.m.**, and on **Saturday and Sunday, 1:30 p.m. to 8 p.m.**

MEDICAL INFORMATION



Medical Coverage

Physicians and nursing staff are responsible for inpatient care at the Stan Cassidy Centre. Physicians are on site Monday through Friday from **8 a.m. to 4 p.m.** and your rehabilitation physician/hospitalist will see you regularly during rounds. After hours and on weekends a physician is always on call. Unit nursing staff are present 24 hours a day, seven days a week.

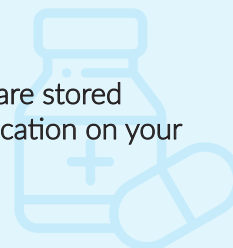
Our nurses will encourage you to do as much as you can independently to help build your confidence but will also help you navigate difficult daily activities such as bathing, dressing, toileting, and eating, if necessary. Nurses may also teach you skills such as skin care, or bowel and bladder management.

Medical services provided at the Stan Cassidy Centre during your inpatient stay are covered by New Brunswick Medicare, however some specialized equipment may not be included in this coverage.



Medications

The Stan Cassidy Centre will provide all of your medications during your stay. Medications are stored safely on site in a locked pharmacy. Part of your therapy may involve practicing taking medication on your own safely, but if not, a nurse will provide it to you.



SERVICES & AMENITIES



Community Outings and Weekend Passes

When appropriate, your team of specialists may take you on community outings to practice skills in real-life settings. The length of these outings depends on the stage of your rehabilitation and treatment plan, and at first may only be a few hours long. Your team of specialists will help ensure you are prepared beforehand.

We may also offer you a weekend and overnight pass to go home or to visit another place of your choosing. This helps your team understand your readiness for discharge and what support you still may need. Weekend passes usually start on Friday after therapy appointments, and end on Sunday evening.

Please check with nursing staff or your physician to see if a weekend and overnight pass has been provided for you. You or your family must tell your team of specialists when you are leaving and sign the passbook. You must also let your team of specialists know when you return.

Please note: Passes that result in missed therapy sessions are only granted in special cases.

Kiwanis House and Transitional Living Suites

Located next to the Stan Cassidy Centre, the Kiwanis House is an accessible, self-contained 3-unit hostel for patients and families who need a place to stay during outpatient assessments or rehabilitation. Main floor Transitional Living Suites (TLS) are available for short-term stays during rehabilitation. If interested, please ask your team of specialists for more information.



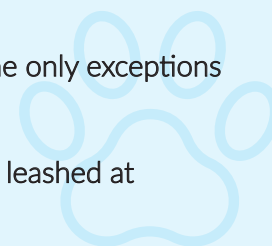
Therapeutic Park

Located at the back of the Stan Cassidy Centre is a healing park used for therapy or to practice independence skills in the fresh air. Patients and families may visit the healing park when permitted by staff and it can only be accessed with a keycard for your safety.

Pets

For safety and infection control, pets are not allowed inside the Stan Cassidy Centre. The only exceptions are for trained service animals and animals that are a part of Animal-Assisted Therapy.

Pet visits are permitted outdoors on Stan Cassidy Centre grounds. Please keep your pet leashed at all times.



POLICIES



Safety and Security

The Stan Cassidy Centre is a secure building requiring keycard access outside of regular business hours (**Monday to Friday, 8:30 a.m. to 4 p.m.**). In case of emergency, Dr. Everett Chalmer's Regional Hospital security is available 24 hours a day, seven days a week.



Fire Safety

Fire drills are held on a monthly basis. Please remain calm, Stan Cassidy Centre staff will guide you. If you suspect or see a fire, please call for staff immediately and if possible, pull the nearest fire alarm.



Smoking Policy

The Stan Cassidy Centre is a non-smoking facility. If you smoke, please inform your physician or team of specialists and they can help create a care plan for you.



Fragrance-Free Policy

For consideration of others, we ask that all patients and visitors avoid wearing scented products.



Masking Policy

There are masking policies in place for both Stan Cassidy Centre staff and patients. Any changes or updates to masking policies will be communicated to patients and visitors.

CONCLUSION

Thank you for taking the time to review this handbook. As partners in your care, we are committed to supporting your progress and ensuring your stay with us is a positive experience. If you need anything, please reach out to a member of your care team - we are here to help!

Stan Cassidy Centre for Rehabilitation Team

