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# Inpatient and Family Handbook



## *New Brunswick's Tertiary Neurological Rehabilitation Centre*

*800 Priestman Street, Fredericton, N.B. E3B 0C7  
506-452-5225*

## Table of Contents

|                                                |       |
|------------------------------------------------|-------|
| History of the Centre .....                    | 3     |
| Introduction.....                              | 4     |
| Family Participation .....                     | 5     |
| Rights and Responsibilities – Ours/Yours ..... | 6-7   |
| Your Admission.....                            | 8-12  |
| ▪ Medical Coverage .....                       | 8     |
| ▪ Admitting.....                               | 8     |
| ▪ Clothing.....                                | 8     |
| ▪ Your Personal Laundry .....                  | 8     |
| ▪ Personal Care Items .....                    | 9     |
| ▪ Other Personal Equipment .....               | 9     |
| ▪ Your Room .....                              | 10    |
| ▪ Your Meals .....                             | 10    |
| ▪ Transportation .....                         | 10    |
| ▪ Evening Outings and Weekend Leaves .....     | 11    |
| ▪ Parking.....                                 | 11    |
| ▪ Pets .....                                   | 11    |
| ▪ Safety and Security.....                     | 12    |
| ▪ Fire Safety.....                             | 12    |
| ▪ Visiting Hours .....                         | 12    |
| ▪ Medications .....                            | 12    |
| Your Rehabilitation Program.....               | 13    |
| ▪ Rehabilitation Team .....                    | 13    |
| ▪ Team Meetings.....                           | 13    |
| ▪ Family Conference.....                       | 13    |
| ▪ Program Schedule.....                        | 13    |
| Your Rehabilitation Team Members .....         | 14-17 |
| ▪ The Doctor/Physiatrist.....                  | 14    |
| ▪ Nursing.....                                 | 14    |
| ▪ Social Work .....                            | 14    |
| ▪ The Dietitian.....                           | 15    |
| ▪ Occupational Therapy (OT).....               | 15    |
| ▪ Physiotherapy (PT) .....                     | 16    |
| ▪ Rehab Assistant .....                        | 16    |
| ▪ Pastoral Care.....                           | 16    |
| ▪ Psychology.....                              | 16    |
| ▪ Recreation Therapy .....                     | 17    |
| ▪ Speech Language Pathology (SLP) .....        | 17    |
| ▪ Assistive Technology Services (ATS).....     | 17-18 |
| Conclusion .....                               | 18    |
| Your Individual Therapists.....                | 19    |
| Map of SCCR .....                              | 20-21 |

# History of the Centre

The Stan Cassidy Centre for Rehabilitation was established in 1957 to treat New Brunswickers who have a variety of disabilities. It was founded by Fredericton businessman, Stan Cassidy. His vision was to help New Brunswickers with disabilities return to more independent and pleasurable lives.

In 1994 the Minister of Health and Community Services, Dr Russell King, designated the SCCR as the provincial centre for rehabilitation of the most complex neurological disorders.

Today SCCR provides inpatient, outpatient and outreach rehabilitation services throughout the province.

## Our address and phone/fax numbers are:

Stan Cassidy Centre for Rehabilitation  
800 Priestman Street  
Fredericton, New Brunswick, E3B 0C7

Switchboard - (506)452-5225  
Nurses station - (506) 452-5355  
Facsimile - (506) 452-5190

[www.rivervalleyhealth.nb.ca](http://www.rivervalleyhealth.nb.ca)

## **Introduction**

Welcome to the Stan Cassidy Centre for Rehabilitation (SCCR).

## **Our Vision**

SCCR will offer a variety of specialized assessment and intervention services to clients with complex disabilities from all parts of the province. The programs will provide highly specialized inpatient services, day patient services and specialty clinics. With services provided in both official languages, the centre will offer support to therapists who are providing primary and secondary services, via consultation and professional education opportunities. Research and provision of information/services to consumers are also essential components of the tertiary program.

## **Our Goal**

Our goal is to maximize independence and self care for people with neurological disorders. We strive to provide excellence and leadership in patient care, research and teaching.

## **Our Philosophy**

At SCCR we believe that rehabilitation is about working with you to reach your highest level of independence and quality of life. We want to help you regain enough independence to return home. If this is not possible, the team will assist you and your family in planning your long-term care.

## **Respect**

The rehabilitation process is built on mutual respect and value for each person's unique role.

## **Shared Responsibility**

You and your family are important members of the team. We are partners with you in your care.

## Family Participation

You and those closest to you, are part of the team that will work together to set goals and meet your rehabilitation needs. The team will assess and work on the challenges you may face, and the support you and your family may need.

As part of the rehabilitation team we may ask your family or significant others to do the following:

- Attend therapy sessions to learn how to help you with your care. Training may include how to assist you with eating, bathing, dressing, toileting and moving to and from a bed, chair and vehicle. This will help prepare for when you leave SCCR.
- Attend family conferences to discuss your progress and plans for discharge.
- Take you out on a day pass, once your Doctor has given permission.

## Rights and Responsibilities

### Our Responsibilities:

#### Respect

We will:

- Treat you with respect and dignity.
- Respect your privacy and confidentiality.
- Respect your right to make decisions about your care and treatment.
- Respect your right to seek a second opinion.

#### Open Communication

We will:

- Assess your needs and develop a treatment plan with you.
- Provide you with the information you need, so that you are able to give informed consent for procedures and treatment.
- Provide you with information about your illness or disability, and treatment in clear and simple language.
- Introduce ourselves whenever we work with you and explain what we are going to do and why we are doing it.
- Provide you with the name of a therapist who will be your Case Coordinator.
- Listen to and act on your concerns.
- Work with you, and your family/friends to prepare you for discharge.
- Provide services to you in the language you prefer, either French or English, to the best of our abilities.

#### Comfort

We will:

- Treat and manage any pain you may have.
- Provide you with ways to help you deal with your pain.
- Ensure your safety and security while you are in our facility.

## **Your Responsibilities**

### **Respect**

We expect you and your family/friends to respect the rights, property, and privacy of other patients and of the health care team.

### **Open Communication**

We expect you and your family/friends to:

- Ask us about anything that concerns you or that you do not understand.
- Be an active, responsible participant in your treatment.
- Be involved in your physical care.
- Follow the treatment plan, which was created with you, to the best of your ability.
- Discuss your wishes, preferences and decisions with the team.
- Accept responsibility for the decisions you make about your treatment.
- Allow students, interns and residents, who are supervised by a professional, to be involved in your care.  
(You have the right to decline student involvement in your care, but we ask for your support in training our future health care professionals.)

### **Comfort**

We expect you and your family/friends to:

- Help manage your pain by telling us when you are in discomfort.
- Let us know if there are any other concerns.



## Your Admission

Please ensure that you bring the following:

### Medical Coverage

When you come to stay please bring your current personal NB Medicare card, or if from another province, your current provincial health insurance card.



### Admitting

This will be your first stop at SCCR. You will be asked to present your health care card and provide any necessary information for registration purposes. You or a family member will be asked to sign the admitting papers and a consent form, which includes consent to participate in the various therapy programs. If this is your first time at the Centre, a medical chart will be created and all personal information that is collected will be treated as confidential and kept securely.

### Clothing

At SCCR, our look is comfortable and casual. Bring enough changes of these types of clothing:



- Washable, loose fitting pants and/ or shorts
- Washable t-shirts, shirts or blouses
- Washable sweat-shirt/ sweater
- Underwear
- Nightwear
- Outdoor clothing
- Comfortable supportive footwear such as flat shoes or sneakers

### Your Personal Laundry

There is a washer and dryer for patient use on the Nursing Unit. You must supply your own laundry soap and fabric softener. Please bring these items with you. (Liquid soap only please). If you are unable to do your own laundry your family may do this for you. Let staff know if you or your family is unable to do this.

## Personal Care Items

You should bring the personal care items you would use at home such as:

- A toothbrush and toothpaste
- A razor, shaving cream (Bring an electric razor if this is what you use)
- A brush or comb
- Soap
- Shampoo / conditioner
- Deodorant
- Cosmetics



SCCR is a scent-free environment. Please do not bring perfumed products as some people are allergic.

## Other Personal Equipment

Pictures from home help brighten a patient's room and make it more familiar. For safety reasons, SCCR staff must check any electrical equipment before being used in the Centre. Please bring an alarm clock and calendar to help you plan your day.

Television/Music: Headsets should be worn when possible to respect others. TV's in patient rooms must be turned off at 11pm. There are 2 lounges for patient use with TV, DVD, VCR, stereo, and computers for research and recreation.

Computers / Internet Access: Our two patient lounge computers have internet access and require a password that will be provided by the adult team secretary. Users must follow the instructions beside the computers for their use and respect time limits posted. There is also WiFi (wireless internet) access available throughout the centre through the city of Fredericton's free Fred-eZone network. Please note that: (1) this is an unsecure public network and (2) SCCR does not have the technical staff available to help patients set up laptops or other devices on this network.

Web Cameras: Using a web camera can be an excellent way for patients to communicate with family and friends during their stay at SCCR. In order to respect the privacy of other patients, families, and staff, web cameras must:

- Be used in a private space (i.e., in a room with the door closed)
- Be used with no others present that have not consented to appear on the camera (including staff)
- Be turned off at the end of a conversation
- Not be used with the computers in the patient lounge

Money and Valuables: SCCR is not responsible for lost or stolen items. Please keep only small amounts of money with you for snacks or outings. Other money and valuables should be sent home. If this is not possible, valuables should be locked in the SCCR safe. Access to the safe is Monday to Friday from 8:00AM to 4:00PM.

## Your Room



If you choose to hang pictures in your room please use the bulletin boards provided. To be thoughtful to your roommate please keep your room tidy. Every effort will be made to allow you to stay in the same room for the duration of your admission; however circumstances do occur when room changes are unavoidable.

## Your Meals

Meal times are:

Breakfast 8:00-8:30

Lunch 11:45-12:30

Supper 4:45- 5:30



Patients are required to eat meals in the dining room. There is no charge for meals. Some snacks are provided. Items such as pop, potato chips and candy are not sold through our dining room, but there are vending machines available to you. Family and friends can purchase their food at the dining room.

## Transportation



SCCR staff will arrange transport to take you to health care appointments and planned outings. For weekend leave and personal outings, family or friends must make arrangements for travel. “Dial-A-Bus” is the local wheelchair bus system. We will help you to sign up with them so that you are able to plan local outings with your family and friends.

## Evening Outings and Weekend Leaves

Leisure events in the community and visits home are encouraged and are part of your rehabilitation program. Your Doctor will order passes for you when you and your team decide it is safe.

At first, a short pass for a few hours is suggested. The first time you go out may be overwhelming for you and your family. Your therapists will teach you and your family the skills you need before leaving. This may include how to get in and out of your home, bathroom and car.

It may be recommended that you go home for a weekend pass. This is very helpful in determining your needs before you are discharged. Weekend passes are from Friday after your therapies are finished, until Sunday evening. Please check with your Nurse to see if a pass has been ordered for you. You or your family must let the Nurse know when you are going out on pass and must sign the passbook before leaving SCCR. Please let the nurses know when you return.

Only in special cases can you take a leave that makes you miss therapies.

## Parking

A number of parking spots are available for visitors and outpatients free of charge in an un-gated area at the front of the building. Longer term parking for inpatients with vehicles or their family members can be arranged in the gated area. Please speak with nursing to sign out a parking pass.



## Pets

Animals (pets) are not allowed inside hospital buildings, including SCCR, for general patient safety and infection control. The exceptions to this are trained Service Animals and those part of the Animal-Assisted Therapy program. Pet visits can be arranged outside the building on the centre grounds, provided your pet is on a leash at all times.

## Safety and Security

### Hallway safety:



Please keep to the right of the hallway when moving around the building. Please use low to medium speeds when traveling in the building by wheelchair.

### Fire Safety

Fire drills are held regularly. In case of an emergency, please remain calm. A staff member will tell you what to do.

If you find or think there is a fire in the building, call for help from a staff person at once and pull the nearest fire alarm.

### Visiting Hours



Visitors are welcome. We ask that visits from people other than those involved in your care, be planned for evenings or weekends. Visiting time should not disturb therapy time, and evening care routines. Visitors will be asked to leave by 9pm.

### Medications

Please bring any medications you are already taking, so that your Doctor may review them. We will provide your medication while you are a patient at SCCR.

(There are a limited number of medications that we are unable to provide; your nurse will advise you if this applies to you).

Medications are stored in a locked pharmacy. As part of your program, you may be given your own medications to take on your own. If so, they will be stored in a locked drawer of your bedside table.



## Your Rehabilitation Program

### Your Rehabilitation Team

You, your family, close friends and the staff of SCCR form your rehabilitation team. You are the key team member. Many or few team members may be involved in your care depending on your needs. The team will help you set and meet your rehabilitation goals. Your input and hard work are necessary to reach your goals.



Throughout your stay you will be encouraged to do things for yourself. This is to help you become as independent as possible. The other team members will be there to give you support when you need it.

### Team Meetings

The therapists and doctor will meet weekly to look at your goals and your progress. A therapist will be assigned as your Case Coordinator. Your Case Coordinator will meet with you once a week to discuss your progress. With your permission or at your request, your Case Coordinator may also review your progress with a family member/ friend. Your Case Coordinator will take any questions you may have back to the other team members.

### Family Conference



The team will arrange meetings with you and your family as needed. This is done to discuss your progress and plan for your discharge.

### Your Program Schedule

During your first week at SCCR, you will get to know your therapists and be assessed by the team. You will be provided with a daily schedule. Your schedule will be posted on the schedule board by the Nursing station. Treatment sessions may be scheduled between 8.30 a.m. and 4.00 p.m. Your schedule may change often. You may be given your own schedule card if necessary. You are required to go to all appointments and be on time.

By the end of your first week your program begins. Family members may be asked to attend therapy sessions with you.

## Your Rehabilitation Team Members

These team members may be working with you:

### The Doctor / Physiatrist:

A physiatrist is a doctor who is a specialist in rehabilitation medicine. Your doctor is responsible for your medical needs while you are an inpatient at the Centre. He/she will see you three times a week on ward rounds (usually Monday, Wednesday, and Friday between 08:30 and 09:30). If you are not scheduled to be in a therapy session please stay close to your room at these times. The doctor will also meet with you more often if needed. The doctor attends weekly meetings with the rest of the team to review your medical needs and to assess your progress.



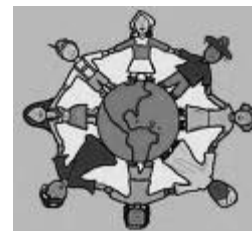
### Nursing:



The nurses will help you with daily activities that you may find hard to do yourself. This includes bathing, dressing, toileting and feeding. The nurse can teach you new skills that you may need to learn such as skin care, bowel and bladder management. The nurses will encourage you to do as much as possible on your own, to help you become as independent as possible. The nurses will help you practice independence skills. Your nurse will meet with your doctor each week to review your medical needs (medications, dressings or checking of your vital signs).

### Social Work:

The social worker can help you with personal and family situations that may be complicated by your accident or illness. There may be many worries for you and your family. The social worker can help in coping. Grief, loss and family stresses are often a normal part of living after an accident or with an illness. There may also be a need for support to help you deal with financial issues, emotional stresses, community resources and planning for home.



## The Dietitian

The dietitian may meet with you and/or your family to talk about your food needs and concerns. The dietitian will also meet with you if you require a special diet. The dietitian can teach you how good eating habits can:



- Keep your skin healthy
- Improve your bowel function
- Help you gain or lose weight
- Help you to reach better health

If you have swallowing problems, the dietitian will work with the speech language pathologist to show you how to eat, drink and swallow safely.

## Occupational Therapy (OT):

After your illness or injury, you may have trouble doing things for yourself. This may include activities such as bathing, dressing, and eating. You may be faced with difficulties returning to work, school, and leisure pursuits or doing household chores. The OT will work with you to help find solutions to problems you may face in daily activities. The OT will teach you new ways to do these activities and help you choose equipment you may need to increase your independence. This may include bathroom aids and wheelchairs.



Your therapist will teach you how to use this equipment properly. Your OT may need to assess your home to see what changes need to be made for better safety or access.

Please do not begin home renovations until you have discussed this with your OT.

## Physiotherapy (PT):

Your Physiotherapist and assistant will work with you to get back as much of your movement and physical fitness as possible. A program will be made to help you with areas that you are having difficulty with. This may include working on your strength, balance, and stamina. You may receive treatments to help relieve pain. You will receive advice about how to choose and use equipment properly. Your Physiotherapist can suggest ways to help you stay active after you leave SCCR.



## Rehab Assistant:

The Rehab Assistant will assist with you in carrying out the therapy programs recommended by your therapists. At times they may also help modify or adapt your wheelchair or other equipment.



## Pastoral Care:



The Pastoral Care Coordinator can provide support to you and your family while you are a patient at SCCR. The Coordinator can also make arrangements for you to see a Minister, attend church services, or to receive Sacraments. If you would like to meet with the Coordinator, please ask your Nurse.

## Psychology:

An injury or illness may cause changes to your memory, concentration, judgment, coping skills, relationships, and overall well-being. The Psychologist will work with you to help sort out these difficulties. They may assess changes in the way thinking has been affected by head injury and seek ways to compensate for any challenges arising. The Psychologist can help you cope with emotional problems. They will help you work through your feelings, learn new ways to cope, and teach you how to manage these changes.



## Recreation Therapy:



The Recreation Therapist will look at how you like to spend your free time. You will be helped to get started with these activities or maybe start new ones. A goal of this therapy is to teach you how you plan your day and spend your free time when you leave the Centre. If you have hobbies that you do at home, please bring your supplies to the Center with you. Outings to the shopping mall, cinema, wheelchair sports, etc., occur on a regular basis. Involvement in community outings may be part of your therapy. Evening activities include bingo, board games and musical entertainment. These are planned regularly and are free to patients who wish to attend.

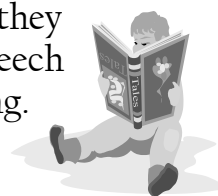


## Speech Language Pathology (SLP):

The SLP provides help for people who have had a change in how they are able to talk and/or swallow. You may need help to make your speech easier to understand or to say what you want in speech or writing.



You may have difficulty understanding what people are saying to you or you may have some difficulty in reading. The SLP will work with you to try and improve your skills and will also help you learn ways to deal with these changes. The SLP will also help if you are having trouble swallowing food or drinks.



## Assistive Technology Services (ATS):

During your stay at SCCR you may also be referred to Assistive Technology Services. Assistive Technology Services include occupational therapists, speech language pathologists, engineers and technicians with specialized training in assistive technology and equipment. Team member(s) from one or several of the following services may be involved in your rehabilitation:

## Adaptive Driving Service:

If you are having difficulty driving, transferring or loading your wheelchair or scooter into your vehicle then you may be referred to the Adaptive Driving Service. The Adaptive Driving Service provides assessment and consultation related to community mobility for you as a passenger or as a driver. Vehicle

modifications and/or driver training will often help you to obtain safe and accessible transportation in your community.

### **Adaptive Seating Service:**

If you are having difficulty sitting or walking but need more than an ordinary wheelchair or walker, then a referral to the Adaptive Seating Service might help you. This service is provided to all age groups with a physical disability who have specialized positioning and mobility needs. An in-depth assessment and consultation by an Occupational Therapist will determine your needs. An experienced seating technician will adapt and/or design wheelchairs and seating systems as well as other devices to meet your needs. In many cases, there may be government funding to help pay for specialized wheelchairs or other mobility equipment.

### **Augmentative Communication Service:**

If you need a way to communicate other than speech, or need help using computers or remotely controlling appliances, doorways or other parts of your home, then you may be referred to our Augmentative Communication Service. They provide direct assessment, information and recommendations to you, your family or caregivers, or to your teachers, local therapists, employer, etc., as needed.

### **Rehabilitation Engineering:**

If you need technical solutions that are not commercially available or need complex adaptations to commercially available products, then you may be referred by your therapists to Rehabilitation Engineering.

### **Conclusion**

We hope that your stay at SCCR will be a positive experience during this difficult time. If you have ideas or suggestions that you would like to share with us, please feel free to talk to someone on our administrative team:

Ron Harris, Ph.D. – Director .....(506) 452-5191  
Darin Quinn – Adult Team Manager .....(505) 452-5510  
Dr. Rob Leckey – Medical Director.....(506) 447-4205  
Louise Schwartz – Senior Clinical Nurse .....(506) 452-5355  
Sarah Lavoie – Paediatric Team Manager.....(506) 452-5772

## Your therapists will be:

| Profession                        | Therapist | Phone |
|-----------------------------------|-----------|-------|
| Dietitian                         |           |       |
| Nursing                           |           |       |
| Occupational Therapist (OT)       |           |       |
| Pastoral care                     |           |       |
| Physiatrist                       |           |       |
| Physiotherapist (PT)              |           |       |
| Psychologist                      |           |       |
| Recreation Therapist              |           |       |
| Speech-Language Pathologist (SLP) |           |       |
| Social work                       |           |       |

SCCR Reception (506) 452-5225   Nurses station (506) 452-5355

Cell phones can interfere with medical equipment. Their use is restricted to only a few areas. Please check with your nurse before using a cell phone.

\* Also please note that Horizon Health is a Smoke-Free Environment.