

Patient Care Resource

Exceptional **care** for every patient, every time.

Volume 17



Thunder Bay Regional
Health Sciences
Centre

www.tbrhsc.net



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Welcome to Thunder Bay Regional Health Sciences Centre

Thunder Bay Regional Health Sciences Centre (TBRHSC) is a 425-bed acute care facility and academic health sciences centre, known worldwide for our award-winning, innovative design that creates a more inviting and less stressful atmosphere for patients, Care Partners, and staff. As the only tertiary health care provider in the region, TBRHSC provides comprehensive care to over 250,000 people in a region the size of France. We are committed to teaching the next generation of health care providers and advancing medical research through affiliations with Lakehead University, Confederation College, and the Thunder Bay Regional Health

Research Institute (TBRHRI). Operating on Sacred Land, we acknowledge that we work on the traditional territories of the Fort William First Nation and the Anishinabek Nation, signatories to the Robinson Superior Treaty of 1850. We embrace equity, diversity, and inclusion in all our endeavors, believing our differences foster growth and innovation in delivering exceptional care. As a teaching Hospital for more than 1,500 learners from various academic institutions, we offer access to interprofessional health care teams and leading-edge medical equipment, while our effective patient and family-centered care has earned us Innovation Awards and Leading Practice Designations.

Message from the President and CEO and Chief of Staff



Dr. Rhonda Crocker Ellacott



Dr. Bradley Jacobson

Welcome to Thunder Bay Regional Health Sciences Centre.

Whether you are here for care, visiting a loved one, or supporting a patient, we want you to feel respected, informed, and safe. You are truly at the centre of everything we do.

We are proud to serve a diverse population across Northwestern Ontario, including many Indigenous patients and families. We honour traditional knowledge and healing, and our Indigenous Care Coordinators and Patient Navigators are here to help ensure your care is culturally safe and meaningful.

Our team—staff, professional staff, volunteers, Patient Family Advisors, and learners—brings compassion, professionalism, and skill to every interaction. Their unwavering commitment to safe, high-quality care was recently recognized when our Hospital achieved Accreditation with Exemplary Standing, the highest possible designation from Accreditation Canada.

This honour reflects not only excellence in care delivery, but also the spirit of continuous improvement and collaboration that drives us forward. Accreditation Canada surveyors highlighted our strengths in patient and family centred care, our strong partnerships with Indigenous communities, and the meaningful ways we work together with academic institutions and other health providers. These partnerships, and your input as patients and families, help shape the future of care across our region.

You may also meet students and trainees while you are here. As an academic health sciences centre, we are proud to support the next generation of care providers—and your lived experiences are a valuable part of their learning.

This Patient Care Resource is designed to support you. Inside, you'll find information about preparing for a visit, accessing services and supports, finding amenities, and sharing feedback. We hope it helps you feel more comfortable and confident during your time with us.

Thank you for allowing us to be part of your health care journey. For further details, please visit our website at www.tbrhsc.net. As always, patients and families

are central to our mission, so we welcome your feedback on this resource. If you have suggestions for additional information you'd like to see included, please share your thoughts with us at TBRHSC@tbh.net.

Dr. Rhonda Crocker Ellacott
President and CEO, Thunder Bay Regional Health Sciences Centre
CEO, Thunder Bay Regional Health Research Institute

Dr. Bradley Jacobson
Chief of Staff, Thunder Bay Regional Health Sciences Centre

Message from Paul Carr, Patient Family Advisory Council Co-Chair

At Thunder Bay Regional Health Sciences Centre, patients are at the centre of everything we do. This philosophy forms the foundation for practice at every level. In recent surveys leading up to the formation of *Strategic Plan 2026*, every stakeholder affirmed this. The message that this needed to remain at the heart of the plan was clear. What does Patient and Family Centred Care look like? The answer to this question can be found in every pillar of the new strategic plan. It looks like:

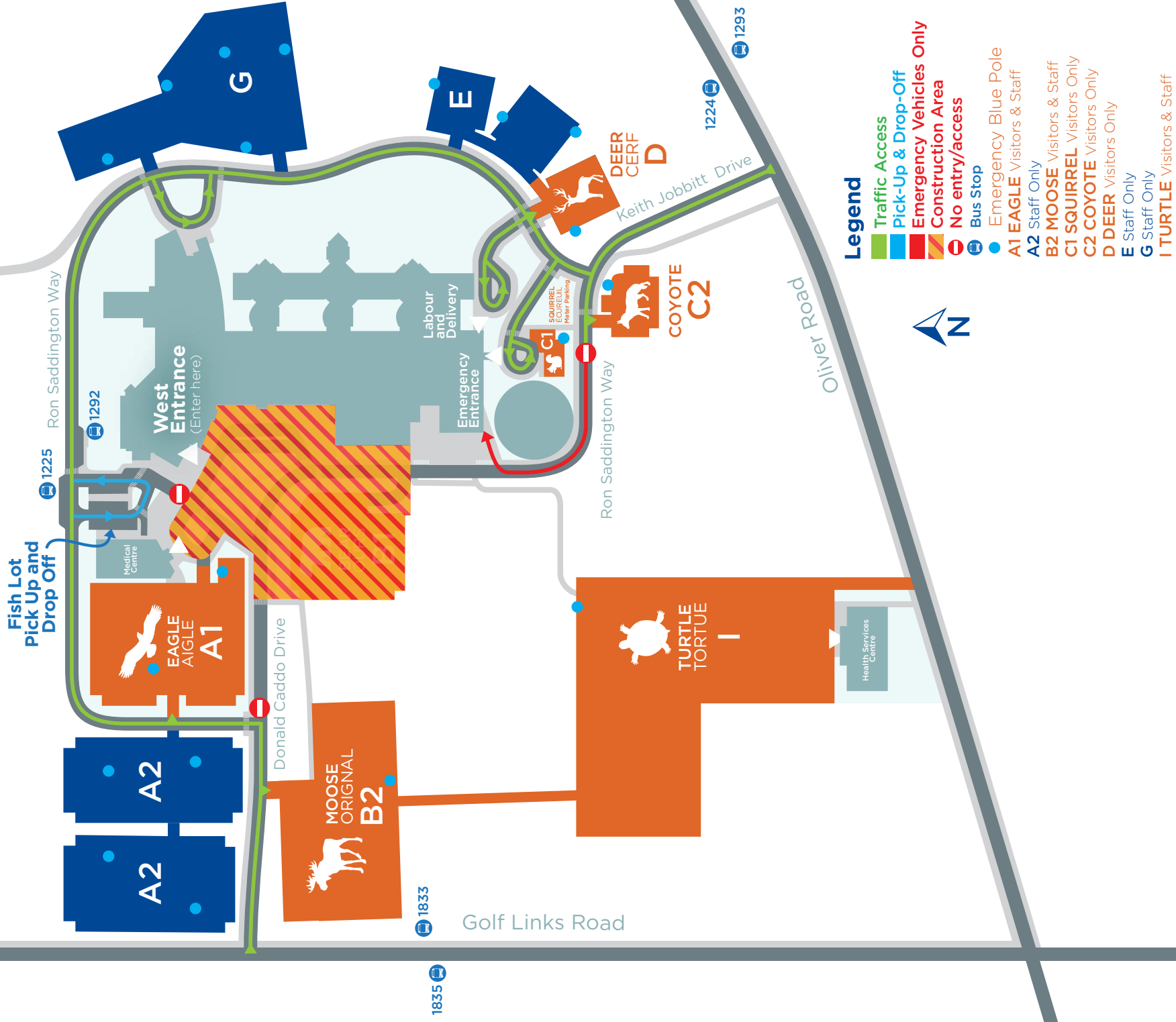
- listening to patients and families regarding decisions of care;
- demonstrating empathy, compassion and respect in every encounter;
- acknowledging that we all belong and accepting diversity and inclusion;

- supporting and valuing staff;
- implementing research and innovation that leads to improved patient outcomes.

Patient Family Advisors are involved in every area of the Hospital bringing the patient perspective to all that we do. The Council is made up of 60 to 75 dedicated volunteers who are involved in councils, committees and working groups to improve the patient experience at every level. I feel privileged to belong to this group of volunteers. With our excellent clinical staff, and dedicated volunteers, I am confident we will achieve our vision of exceptional care for every patient, every time.

Paul Carr
Co-Chair, Patient Family Advisor Council

Thunder Bay Regional Health Sciences Centre Campus



Frequently Called Numbers

Main Switchboard 807-684-6000	Orthopaedic (Fracture) Clinic 807-684-6363	Surgical Day Care 807-684-6186
Ambulatory Care 807-684-6550	Patient Accounts 807-684-6611	Thunder Bay Regional Health Sciences Foundation 807-684-7275
Cancer Care 807-684-7200	Pre-Admission Clinic 807-684-6362	Utilization Management 807-684-6385
Diagnostic Imaging 807-684-6300	Rehabilitation Physiotherapy 807-684-6270	Volunteer Services 807-684-6267
Seasons Gift Shop 807-684-6717	Spiritual & Religious Care 807-684-6236	
Human Resources 807-684-6218		

Parking at Thunder Bay Regional Health Sciences Centre

In keeping with Patient and Family Centred Care, parking has been allocated to ensure that patients, families and Care Partners have convenient and timely access to the Hospital.

Patients, families and Care Partners have access to Lots Eagle (A1), Fish (A3), Moose (B2), Squirrel (C1), Coyote (C2), Deer (D), and Turtle (I) (please see map on page 6). Bear lot has been temporarily closed due to construction.

For the safety of our patients and families, please note the designated Hospital access points:

- Patients accessing the Emergency Department (ED), please enter via the ED doors and park in the Coyote lot;
- Patients accessing Labour and Delivery (L&D), please enter via the L&D doors and park in the Deer lot;
- All other patients and Care Partners may access the Hospital using the Main (West) Entrance and park in the Eagle, Moose, or Turtle lots.

Parking Rates and Passes

Up to one hour: \$2

Up to two hours: \$4

Up to four hours: \$5

Over four hours until midnight, same day (daily maximum): \$7

After midnight, the parking rate will restart.

Users that park in the Moose or Turtle Lot for less than 30 minutes will not be charged upon exit.

Daily, Weekly or Monthly Passes

Patients and families frequently attending the Hospital are able to purchase daily, weekly or monthly access passes based on approved rates.

- Daily, weekly or 12 exit passes can be purchased at the pay station;
- Monthly passes can be purchased at the Cashier located in the Patient Billing Office during regular business hours.

Payment Options

Users may pay upon exit at all gated visitor lots (Coyote, Deer, Eagle, Moose, Turtle) using credit, debit, and Apple Pay.

Alternatively, pay stations allow users the ability to pay with cash, debit, credit, or Apple Pay.

Pay stations are located in the:

- Emergency Department waiting room
- Main Lobby beside Patient Billing (two stations)
- Lobby of the Medical Building at 984 Oliver Road
- Lobby of the Health Services Centre at 1040 Oliver Road

Reduction of Parking Fees Due to Financial Hardship

In cases where patients are required to attend the Hospital on a regular recurring basis and the payment of fees will result in financial hardship, the patient may apply for a discounted parking rate. Please contact Patient Billing by calling 807-684-6611 to complete a Request for Parking Fee Reduction form. For more information, please visit: <https://tbrhsc.net/home/information-services/parking>.

SCAN HERE



SYMBOL

- Automated Teller Machine
- Elevator
- Emergency**
- Flavours Cafeteria
- Gift Shop
- Information
- Patient Billing
- Robin's Coffee Shop
- Stairs
- Washroom Mens Barrier Free
- Washroom Womens Barrier Free
- Washroom Unisex
- Washroom Unisex Barrier Free
- Diagnostic Imaging (X-Ray)
- Fracture Clinic
- Intensive Care Unit (ICU)
- Labour & Delivery
- Medical Inpatient Units
- Maternal Newborn (IC)
- Outpatient Lab Work
- Paediatric
- Renal Services
- Surgical Day Care
- Telemedicine

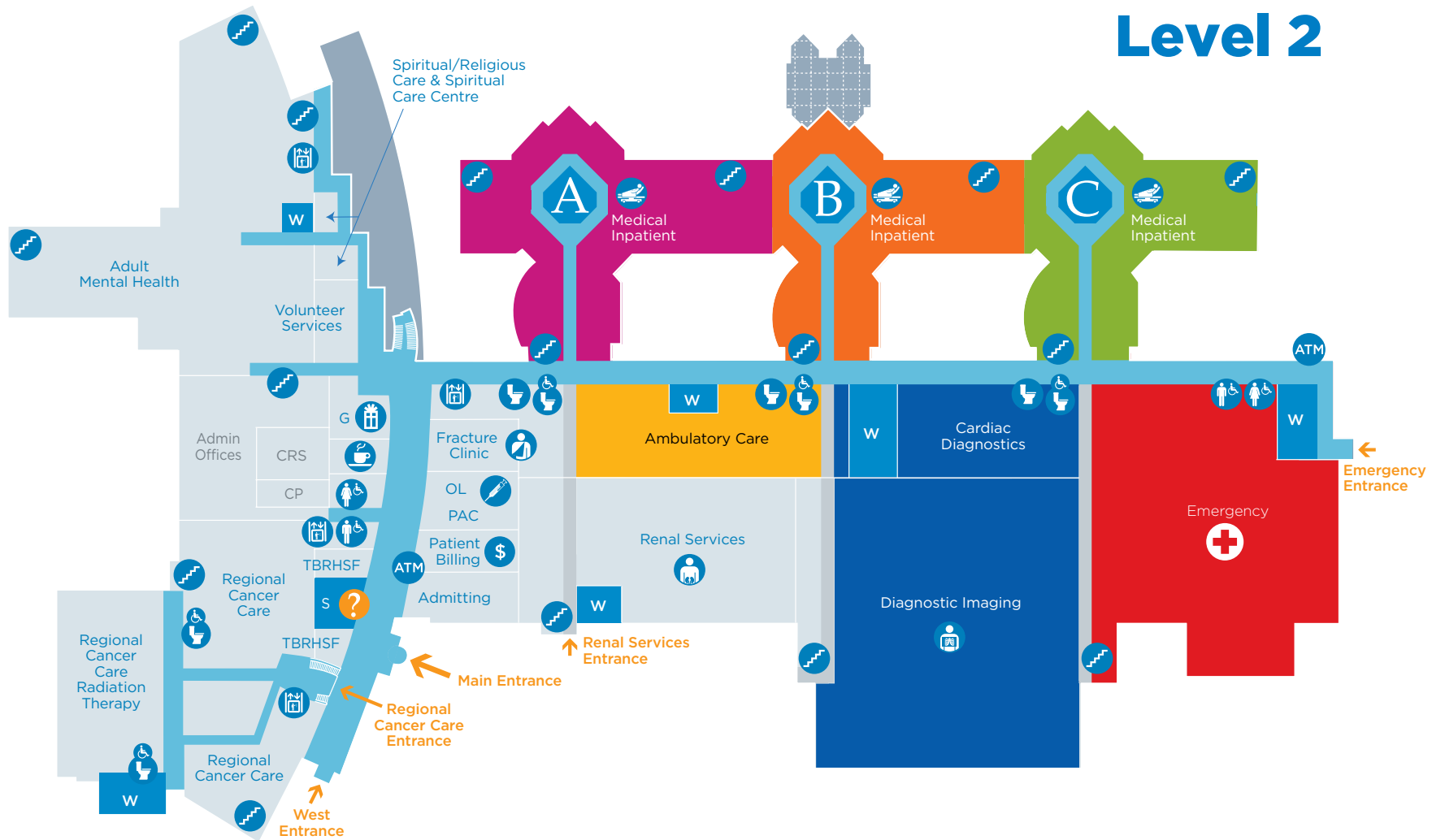


- W** Waiting Room
- H** Housekeeping
- POP** Paediatric Outpatient
- OHS** Occupational Health & Safety
- CAMHU** Child & Adolescent Mental Health
- TBRHRI** Thunder Bay Regional Health Research Institute
- NOSM** NOSM University
- IT** Information Technology
- IPAC** Infection Prevention and Control
- APN** Advance Practice Nurses

Level 1

SYMBOL

- Automated Teller Machine
- Elevator
- Emergency**
- Flavours Cafeteria
- Gift Shop
- Information
- Patient Billing
- Robin's Coffee Shop
- Stairs
- Washroom Mens Barrier Free
- Washroom Womens Barrier Free
- Washroom Unisex
- Washroom Unisex Barrier Free
- Diagnostic Imaging (X-Ray)
- Fracture Clinic
- Intensive Care Unit (ICU)
- Labour & Delivery
- Medical Inpatient Units
- Maternal Newborn (IC)
- Outpatient Lab Work
- Paediatric
- Renal Services
- Surgical Day Care
- Telemedicine

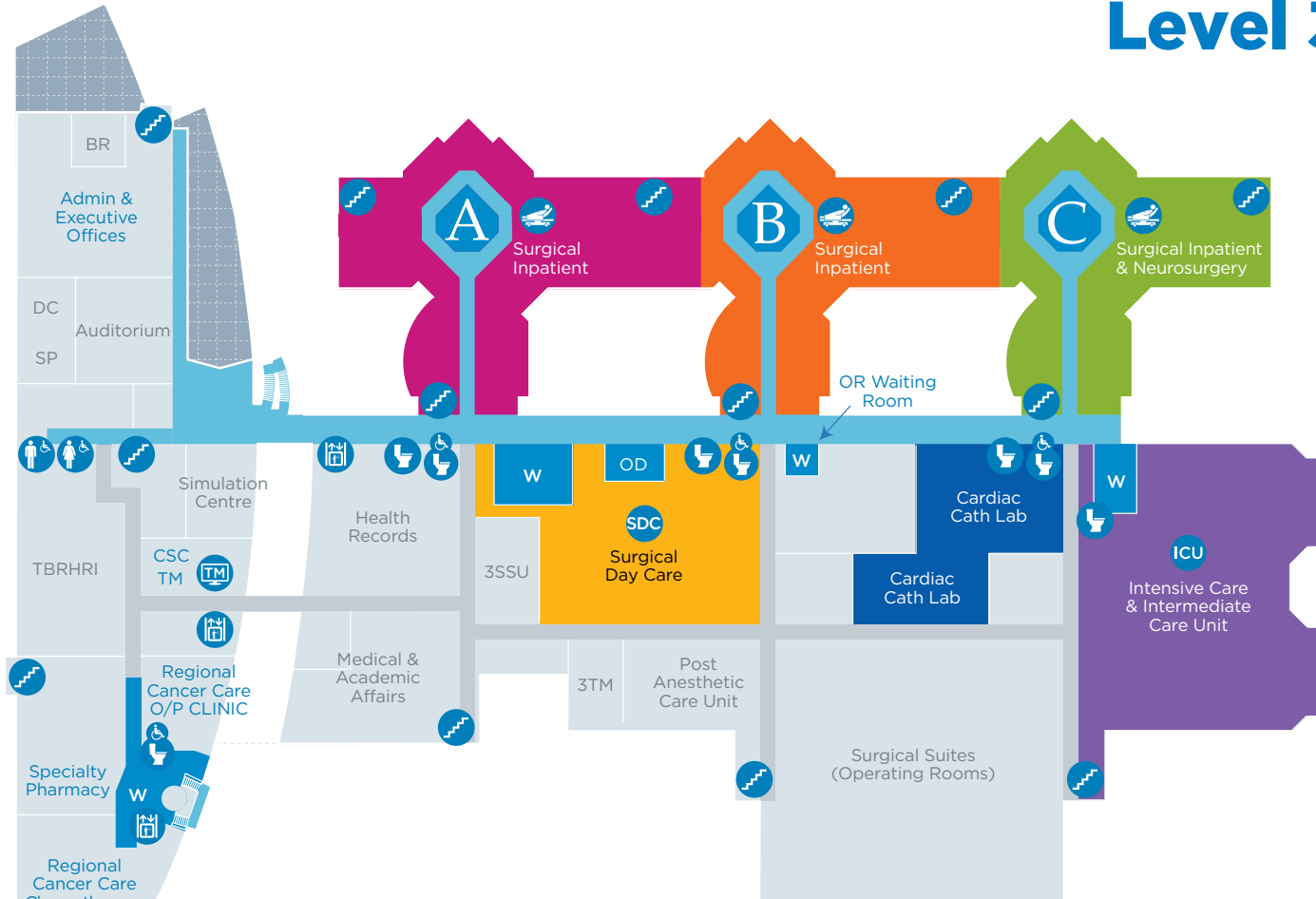


- W Waiting Room
- G Seasons Gift Shop
- CP Capital Planning
- CRS Clinical Research Services
- OL Outpatient Lab
- PAC Pre-Admission Clinic
- TBRHSF Thunder Bay Regional Health Sciences Foundation
- S Security

SYMBOL

- Automated Teller Machine
- Elevator
- Emergency**
- Flavours Cafeteria
- Gift Shop
- Information
- Patient Billing
- Robin's Coffee Shop
- Stairs
- Washroom Mens Barrier Free
- Washroom Womens Barrier Free
- Washroom Unisex
- Washroom Unisex Barrier Free
- Diagnostic Imaging (X-Ray)
- Fracture Clinic
- Intensive Care Unit (ICU)
- Labour & Delivery
- Medical Inpatient Units
- Maternal Newborn (IC)
- Outpatient Lab Work
- Paediatric
- Renal Services
- Surgical Day Care
- Telemedicine

Level 3



- W** Waiting Room
- BR** Board Room
- CSC** Cancer Supportive Care
- 3TM** 3T Medical Unit
- 3SSU** 3rd Floor Short-Stay Unit
- TM** Telemedicine
- OD** Organ Donation
- SP** Strategy & Performance
- TBRHRI** Thunder Bay Regional Health Research Institute
- DC** Decision Support & Case Costing

Directory

DEPARTMENT LEVEL

A

Administration/ Executive Offices	3
Admitting & Registration	2
Adult Mental Health	2
Ambulatory Care	2
Auditorium	3
Academic Affairs	3

B

Bariatric Care Centre	M 1
Biomedical Engineering	1
Board Room	3

C

Cafeteria (Flavours)	1
Capital Planning	2
Cardiac Cath Lab	3
Cardiac Diagnostics	2
Cardiac Rehabilitation	H 1
Centre for Complex Diabetes Care	M 1
Child & Adolescent Mental Health	1
Clinical Genetics Program	M 1

D

Decision Support & Case Costing	3
Diagnostic Imaging (X-Ray)	2

E

Emergency	2
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F

Financial Services	M 1
Forensic Mental Health	1
Fracture Clinic	2
Foundation	2

G

Gift Shop (Seasons)	2
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H

Health Records	3
Housekeeping	1
Human Resources	M 1
Home Hemodialysis	M 1
Hospitalist Program	1

I

Infection Prevention & Control	1
Informatics	H 1
Information Desk (Main Lobby)	2
Information Technology	1
Internal Medicine Clinic	H 1

J

Joint Assessment Centre	M 1
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L

Laboratory	1
Labour & Delivery	1
Laundry	1

M

Main Entrance	2
Maintenance	1
Materials Distribution	1
Maternal Newborn (1C)	1
Maternity Centre	M 1
Medical Inpatient Units (2A, 2B, 2C)	2
Medical Affairs	3
Medical Device Reprocessing	1

N

Neonatal ICU	1
Neurosurgical Unit (3C)	3
Nutrition & Food Services	1

O

Occupational Health & Safety	1
Oncology Inpatient (1A)	1
Operating Room	3
Organ Donation	3
Outpatient Lab	2

P

Patient Billing	2
Professional Practice	1
Payroll	M 1
Paediatric Healthy Living Program	M 1
Paediatric Outpatient	1
Paediatric Unit (1B)	1
Pharmacy	1
Post Anesthesia Care Unit	3
Pre-Operative Clinic	2
Prevention & Screening Services	M 1
Purchasing	1

R

Regional Surgical Services	M 1
Regional Cancer Centre Reception	2
Rehabilitation Services	1
Renal Services	2
Renal Multi-Care Kidney Clinic	M 1
Robin's Coffee Shop	2

S

Security	2
Spiritual & Religious Care	2
Spiritual Care Centre	2
Staffing	M 1
Strategy & Performance	3
(Regional) Stroke Network	M 1
Surgical Day Care	3
Surgical Inpatient Units (3A, 3B, 3C)	3
Surgical Services (OR)	3

T

Tamarack House	M 1
Telemedicine	3
Thunder Bay Regional Health Research Institute	3
TBRHRI, Cyclotron Radiopharmacy	H 1

V

Volunteer Services	2
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M Medical Centre
H Health Services Centre

Preparing for Your Stay

Care Partners and Essential Care Partners

Our Patient and Family Centred Care philosophy recognizes that Care Partners and Essential Care Partners are an essential resource and comfort to our patients and improve both quality of life and their experience in care.

A Care Partner (CP) is a person identified by the patient and may be a family member, a friend, or significant other who provides physical, psychological, and/or emotional support.

An Essential Care Partner (ECP) is a person identified by the patient who will provide physical, psychological, and/or emotional support, which is deemed essential to the patient's care. This may include support in decision-making, care coordination, and continuity of care. ECPs can include family members, close friends, or other CP and are identified by the patient or substitute decision maker.

The patient identifies who their ECP and CP is, and determines how that person will be involved in their care, care planning, and decision-making. This individual may be a family member, friend, or anyone else the patient chooses. The involvement of an ECP/CP is a vital part of the

patient's overall well-being, and their presence and support are encouraged throughout the care journey.

Guidelines

Visiting hours can change based on Infection Prevention and Control (IPAC) requirements. For the most up-to-date information please refer to the Hospital website at tbrhsc.net.

A CP or ECP who is unwell or who has been exposed to an infectious disease is asked not to visit but to consider utilizing other venues to communicate and support the patient, (e.g., designate alternate CP, send notes or emails, telephone, teleconference, or virtual visitation under certain circumstances).

Patient Advocate

The Patient Advocate is a key resource at our Hospital, serving as a primary point of contact for patients, families, staff, physicians, and volunteers. Their role is to support and address concerns related to quality of care, service delivery, and the overall patient experience. While not part of a formal complaint or disciplinary process, the Patient Advocate plays a vital role in improving care by amplifying the voice of the patient and promoting collaboration across the health care team.

The Patient Advocate is available Monday to Friday from 8:30 a.m. to 4:30 p.m. and can be reached by phone at 807-684-6211.



What Does a Patient Advocate Do?

Patient Advocates work to enhance the quality and experience of care by:

- **Listening and Responding**
Providing a safe, respectful, and supportive space for patients and families to share concerns, feedback, or compliments about their care.
- **Empowering Patients**
Encouraging patients to actively participate in their health care decisions and understand their rights and options.
- **Navigating the System**
Assisting patients and their care partners in understanding and navigating the often complex health care system.
- **Facilitating Communication**
Supporting improved communication and collaboration between patients and their health care team.
- **Resolving Concerns**
Helping to mediate and resolve concerns or conflicts in a respectful and inclusive manner that supports all parties.

- **Bridging Gaps in Care**
Identifying and addressing potential gaps in care, transitions, or discharge planning to ensure safe and smooth patient experiences.
- **Championing Patient and Family Centred Care (PFCC)**
Demonstrating and promoting the values of PFCC in all interactions.
- **Advancing Quality**
Acting as a proactive agent for quality improvement by identifying themes and trends that may require broader system-level attention.
- **Elevating the Patient Voice**
Ensuring patient and caregiver perspectives are heard, valued, and incorporated into Hospital practices and planning.

What a Patient Advocate Is Not:

- The Patient Advocate is **not** a disciplinary authority or formal complaint investigator.
- They are **not** a legal advisor or rights advisor.
- They do **not** have jurisdiction over how external organizations provide care.

However, they are a trusted and accessible support for patients and families at any stage of the health care journey—whether during an emergency visit, Hospital stay, or after discharge. They also serve as a collaborative partner for health

care professionals, helping to foster a culture of compassion, safety, and continuous improvement.

Patient Advocate

Monday to Friday, 8:30 a.m. to 4:30 p.m.

Phone: 807-684-6211

Accessibility

We are constantly exploring ways to improve accessibility for people with disabilities as part of TBRHSC's obligations under the Accessibility for Ontarians with Disabilities Act (AODA) 2005. Our Accessibility Advisory Committee is accountable for identifying and initiating strategies for removing barriers to accessibility and reporting on current initiatives with respect

to increasing accessibility in our Annual Accessibility Report and Multi-Year Accessibility Plan. Our team uses provincial standards and your comments, concerns and ideas to help shape our plan. We invite you to review the Accessibility Plan posted on our website tbrhsc.net/tbrhsc/accessibility/ and welcome any feedback you may have on how we might improve our accessibility.

To request documentation in an accessible format or for communication support, please contact any member of your care team or visit tbrhsc.net/tbrhsc/accessibility/ to submit a request form.



- What food, drink, medications, supplements or activities should be avoided while taking the medication?

Health and Safety of Patients, Staff and the Community

Practice good hand hygiene at all times. We encourage you to use the various hand sanitizers located throughout the Hospital to help us prevent the spread of infections. Please be aware that you may be required to wear a mask in patient care areas.

Patient Rights and Responsibilities

As a patient, you can expect to be treated with respect and dignity in a safe and comfortable environment. Your health care team will work with you to personalize your care plan to help you move through the system in a coordinated way. Most patients and families welcome and understand policies that promote safety, quality and infection control.

As a patient you have the right to:

1. Have your dignity honored by respecting your individuality, faith, and cultural background;
2. Privacy for your personal care needs within available resources;
3. Information to help you and your care partner understand your medical condition;

4. Participate in decisions about your care;
5. Participate in your plan of care, including:

- treatment(s) and test(s) with an explanation of their benefits and risks
- other ways to treat your illness
- discharge plans;

6. Refuse any recommended treatment(s), and receive information about what could happen if you do refuse the treatment(s);

7. Share your personal health information with identified individuals;

8. Know the name, profession, and duty of the interprofessional staff working with you;

9. Tell us any concerns you have about your treatment and care;

10. Have us partner with you to meet any special needs;

11. Receive care in a safe environment.

Your role as a partner in health care is to:

1. Give correct and complete information;
2. Be actively involved in your care, treatment, and discharge plans;
3. Take part in planning for your transition to home or other facilities;
4. Treat others with respect as you have the right to be treated;

While You Are in Hospital

Ask Me 3

During your health care experience at Thunder Bay Regional Health Sciences Centre, you are encouraged to ask about your care plan:

1. What is my main problem? (i.e. Why am I in the Hospital?)

2. What do I need to do? (i.e. How do I manage at home, and what should I do if I run into problems?)

3. Why is it important for me to do this?

The patient/family are encouraged to take an active role related to medication use and are encouraged to ask questions, like:

- What is the medicine called?
- What is the medicine for?
- How is the medication given and for how long?
- What side effects are likely and which ones should I be concerned about?

5. Take care of your personal belongings and valuables;
6. Tell a staff member as soon as possible about any concerns, or compliments;
7. Respect Hospital property and follow Hospital policies;
8. Cancel or reschedule an appointment if you are unable to attend;
9. Inform a staff member if you see a safety issue or have a safety concern.

Privacy and Confidentiality

Your care is a very personal experience. Measures are taken to protect your privacy. Your health care record is confidential unless you give permission to release information or when reporting is required by law. You can request to be excluded from the Hospital's directory if you do not want to share information about your stay.

You, or a family member, can assist us by:

- Informing us when you have a concern about your privacy;
- Respecting the privacy of other patients and patient family members.

Communication and Information Sharing

Health care providers, unless restricted by law, will share information with you and your

designated family in a way that is timely, appropriate, and useful, so that you can participate in making decisions about your care. We will tell you our name, occupation, and our role in your care. Your illness, treatment, expected outcome, and future health will be discussed with you whenever possible, by the appropriate health care provider. All patient rooms have patient bedside communication whiteboards that you, your family, and your health care team are encouraged to use to communicate information, goals, and readiness for discharge. The health care team will help you to achieve your health care goals and help you plan for your discharge home. Community and outpatient resources will be provided, as appropriate. You will be told about any additional financial charges for treatments, services and procedures.

You, or a family member, can assist us by:

- Providing accurate and complete information about your present condition, past illnesses, Hospitalizations, medications, and allergies;
- Updating the whiteboard as needed;
- Asking questions if you are unsure of your plan of care, treatment, diagnosis, or the role of a health care team member, to develop mutually agreeable care expectations.

Hospital Elder Life Program

Hospital Elder Life Program (HELP) is a delirium-prevention program that aids in the improvement of cognitive and functional outcomes and shortening length of stay. Elderly patients are assessed upon admission by the HELP Coordinator who then arranges for HELP volunteers to begin visiting the patient on a daily basis.

Elements of the HELP volunteer visits include:

- Daily visits to promote orientation and socialization;
- Activities to keep patients mentally stimulated during their Hospital stay;
- Mobilization to provide daily walking;
- Assistance at mealtime to offer companionship and help as needed; and
- Reminders to use hearing and vision aids if necessary.

For more information, call **807-684-6230** for the HELP Coordinator.

Spiritual and Religious Care

Spiritual Care

Our Spiritual Care service providers offer support for individuals from diverse faith backgrounds as well as those without traditional belief systems, addressing the whole

person—body, mind, and spirit. They assist patients and families during illness, trauma, and loss, recognizing that spirituality plays a crucial role in finding meaning and purpose in life. We respect and support various forms of spiritual expression, regardless of one's background or identity.

Spiritual Care services:

807-684-6236

Weekdays:
8:30 a.m. to 4:30 p.m.

On-call Spiritual Care services:

Contact Switchboard
Evenings:
5:00 p.m. to 11:00 p.m.

Weekends/Holidays:
8:00 a.m. to 11:00 p.m.

Traditional or Cultural Services:

807-684-6937

Weekdays:
8:00 a.m. to 4:00 p.m.

Inpatients can also talk to their nurse about contacting Spiritual Care. Bundles for smudging ceremonies are available through the Spiritual Care office. For general information visit the Information Desk across from the Main Entrance, or call the Switchboard at **807-684-6000**.

Multi-Faith Spiritual Centre

Spiritual and Religious Care provides services that is sensitive to and respectful of the diverse expression of spirituality and religion in our community,

including those with no faith tradition. The Spiritual Care team also welcomes religious and spiritual leaders of all faiths and beliefs to visit patients from their respective communities.

Our Multi-Faith Spiritual Centre, located on the second (2nd) floor, is open 24 hours a day for patient and family use. The Spiritual Centre houses resources for multi-faith worship and is equipped to accommodate Indigenous practices such as Smudging and Pipe Ceremonies.

A Sacred Medicine Bundle is available for patient and family use and is found in the reception area of the Spiritual and Religious Care office, which is located next to the Multi-Faith Spiritual Centre. You can request assistance for these services from an Indigenous and/or Multi-Faith Spiritual Care Provider or you are welcome to use the Spiritual Centre at your convenience.

You may request a visit from a Spiritual Care Provider by notifying your nurse or calling [807-684-6236](tel:807-684-6236) or [807-684-6937](tel:807-684-6937) for Traditional or Cultural Services. For emergencies, please ask your nurse to page a member of the Spiritual Care team. We are available weekdays from 8:30 a.m. to 11:00 p.m. and weekends from 8:00 a.m. to 11:00 p.m.

Information for Indigenous Patients and Families

Indigenous Care Coordinator

The Indigenous Care Coordinator (ICC) supports patients who are admitted into the Hospital and provides navigation, advocacy, discharge planning and supports services to Indigenous peoples accessing health and mental health services at Thunder Bay Regional Health Sciences Centre (TBRHSC). The ICC works as a liaison between the Hospital, local community organizations and First Nations in order to meet the needs of Indigenous patients. The ICC works as part of an interprofessional team, including other ICCs who report to Anishnawbe Mushkiki and Grand Council Treaty #3. They support Indigenous inpatients to ensure the best possible experience while receiving care in our Hospital.

The goal of the program is to improve access to equitable care for Indigenous patients. ICCs support the return home through rigorous discharge planning processes and supports that leverage community services and are culturally appropriate and safe. They work with local communities to support the smooth transition of patients back to home as appropriate. ICCs are passionate about improving the health and mental

health outcomes of Indigenous peoples by providing culturally appropriate and safe care.

To access the ICCs while staying in the Hospital, please email IndigenousCareCoordinators@tbh.net or call [807-807-684-7363](tel:807-807-684-7363). To access the ICCs in the Emergency Department, please call [807-684-6153](tel:807-684-6153). Additionally, you can ask your nurse or physician to be connected with an ICC.

Indigenous Patient Navigator Service

The Indigenous Patient Navigator (IPN) supports patients who attend outpatient clinics and services in the Hospital. For many people living in First Nation communities across Northwestern Ontario, coming to the Hospital for medical treatment is one of their first trips to Thunder Bay. Adjusting to the big city away from friends and family can be difficult, especially for those who speak very limited or no English.

Indigenous Patient Navigators and Liaisons provide and coordinate a number of services for Indigenous patients, including:

- Interpretive services in Cree, Ojibwe, and Oji-Cree;
- Support before, during, and after clinical appointments;
- Linking patients and families to community resources;

- Tele-visitation services with remote family members;
- Information and education in a culturally sensitive manner;
- Liaising between the care team, patients, and families;
- Assistance with discharge planning;
- Information for Indigenous patients, families, and communities.

Would you like to Self-Identify as Indigenous?

When you are admitted to the Hospital, you will be asked to voluntarily self-identify as Indigenous. This information is collected to ensure we provide you with the best possible care by connecting you with Indigenous-specific services offered within the Hospital by Indigenous Care Coordinators, Discharge Planners, or Patient Navigators.

Your Indigenous identity will only be visible to Indigenous staff services, and ensuring your privacy is maintained. Consent will still need to be obtained by the Indigenous-specific services to provide supports.

You can self-identify in two ways:

- **In Person** the next time you register for services at the Hospital.
- **Online** anytime by using the online form at isi.tbrhsc.net.

All people with Indigenous ancestry are encouraged to self-identify. Find out more at tbrhsc.net/indigenous-health-services.

Emergency Codes

What are emergency codes?

An emergency code is a notification of an event that requires immediate action. Our Hospital utilizes standardized colour codes as supported by the Ontario Hospital Association. Staff, physicians, and volunteers understand what each code refers to and are aware of how to respond in order to provide a safe environment.

AMBER	Missing or Abducted Infant or Child	<ol style="list-style-type: none"> 1. Remain calm. 2. Wait for instruction from staff. 3. Please do not actively participate in the search. 4. If a person matching the description is seen report it to Hospital staff
BLACK	Bomb Threat or Suspicious Item	<ol style="list-style-type: none"> 1. If you see a suspicious item, DO NOT touch it and inform a staff member. 2. Remain calm. 3. Stay away from the affected area (if announced). 4. If you are in the affected area, stay with your family or support system. 5. Wait for instructions from staff.
BLUE	Adult Cardiac Arrest	<ol style="list-style-type: none"> 1. Remain calm. 2. Stay away from the affected area. 3. If you are in the affected area, stay with your family or support system. 4. Wait for instructions from staff.
BROWN	Unknown or Unmanageable Hazardous Substance or Spill	<ol style="list-style-type: none"> 1. Remain calm. 2. Stay away from the affected area. 3. If you are in the affected area, stay with your family or support system. 4. Wait for instructions from staff.
GREEN	Evacuation	<ol style="list-style-type: none"> 1. Remain calm. 2. Stay away from the affected area. 3. If you are in the affected area, stay with your family or support system. 4. Wait for instructions from staff.
GREY	Air Exclusion	<ol style="list-style-type: none"> 1. Remain calm. 2. Wait for instructions from staff.
	Infrastructure Disruption or Failure	<ol style="list-style-type: none"> 1. Remain calm. 2. Stay away from the affected area (if announced). 3. If you are in the affected area, stay with your family or support system. 4. Wait for instructions from staff.
NRP	Neonatal Cardiac Arrest	<ol style="list-style-type: none"> 1. Remain calm. 2. Stay away from the affected area. 3. If you are in the affected area, stay with your family or support system. 4. Wait for instructions from staff.
ORANGE	Disaster *Called in the event of a potential or actual disaster that may overwhelm the Hospital's human or physical resources.	<ol style="list-style-type: none"> 1. Remain calm. 2. Stay away from the affected area. 3. If you are in the affected area, stay with your family or support system. 4. Wait for instructions from staff.

PINK	Infant or Paediatric Cardiac Arrest	<ol style="list-style-type: none"> 1. Remain calm. 2. Stay away from the affected area. 3. If you are in the affected area, stay with your family or support system. 4. Wait for instructions from staff.
PURPLE	Hostage Taking *Thunder Bay Police Service will be promptly notified and everyone within the Hospital must cooperate with their instructions.	<ol style="list-style-type: none"> 1. Remain calm. 2. Stay away from the affected area. 3. If you are in the affected area, stay with your family or support system. 4. Wait for instructions from staff.
RED	Fire	<p>If you discover a fire</p> <ol style="list-style-type: none"> 1. Remove yourself from immediate danger. 2. Call out "Code Red - Fire" and the location for assistance. 3. Activate the fire alarm using the nearest pull station. <p>If you hear an announcement:</p> <ol style="list-style-type: none"> 1. Remain calm. 2. Stay away from the affected area. 3. If you are in the affected area, stay with your family or support system. 4. Wait for instructions from staff. 5. Do not use elevators.
SILVER	Active Shooter or Armed Intruder *Thunder Bay Police Service will be promptly notified and everyone within the Hospital must cooperate with their instructions.	<ol style="list-style-type: none"> 1. Remain calm. 2. Evacuate if safe to do so. 3. Hide if you are unable to evacuate safely. 4. Fight if you encounter the person with a weapon.
WHITE	Violent or Threatening Person	<ol style="list-style-type: none"> 1. Remain calm. 2. Stay away from the affected area. 3. If you are in the affected area, stay with your family or support system. 4. Do not try to help! 5. Wait for instructions from staff.
YELLOW	Missing or Wandering Patient	<ol style="list-style-type: none"> 1. Remain calm. 2. Wait for instruction from staff. 3. Please do not actively participate in the search. 4. If a person matching the description is seen report it to Hospital staff.
Alert 99 & Alert 99 Trauma	Medical Assistance Needed *Incidents in which a person collapses in the Hospital but is responsive and requires medical assistance, with the exception of in-patients within an in-patient area.	<ol style="list-style-type: none"> 1. Remain calm. 2. Stay away from the affected area. 3. If you are in the affected area, stay with your family or support system. 4. Wait for instructions from staff.

If you see something, say something!

Always inform the closest Hospital worker as soon as possible, as they are trained to know the appropriate response actions.

Before Your Visit

About Your Appointment

Your doctor or specialist at the Hospital will give you the details of your appointment. If you have several appointments on different days, it may be possible to book all appointments on one day. Contact your doctor's office to find out, or talk to the staff at your community Nursing Station or Health Centre. Please bring all appointment forms with you, including your status card and health card, to your appointment. If you need help finding where your appointment is at the Hospital, you can give these forms to Admitting or the Information Desk and they will help you find the way.

Planning Your Trip

Talk to the staff at your community Nursing Station or Health Centre about your appointment. Non-Insured Health Benefits (NIHB) Travel Clerks at the Nursing Station or Health Centre will submit the Medical Transportation (travel, meals, accommodations, escorts) request to NIHB for scheduled appointments. They will be able to help you in many ways including letting you know where to stay, and arranging transportation.

Please feel free to take this directory back to your home community to share this information.

Finding Help

Indigenous Care Coordinators, Indigenous Patient Navigators, and Indigenous Liaison Worker provide connections to translation/ interpretation, advocacy, navigation, and support for Indigenous patients.

Indigenous Care Coordinators

Monday to Friday, 8:00 a.m. to 11:00 p.m.
Phone: 807-684-7363

Indigenous Care Coordinators, Emergency Department

Monday to Friday, 8:00 a.m. to 11:00 p.m.
Saturday & Sunday, 3:00 p.m. to 11:00 p.m.
Phone: 807-684-6153 or 807-620-5288 (day) or 807-632-7639 (evening/ weekend)
To access the ICCs, please email TBRHSC.IndigenousCareCoordinators@tbh.net or ask your care provider to submit a referral when onsite at TBRHSC.

Indigenous Patient Navigator, Renal Services

Monday to Friday, 8:30 a.m. to 4:30 p.m.
Phone: 807-684-6166 or 807-684-6695 Pager: 807-624-4437 or 807-624-4899

Indigenous Patient Navigator, Regional Cancer Care Northwest

Phone: 807-684-7200
Toll-free from Northwestern Ontario: 1-877-696-7223 ext. 4324

Indigenous Liaison Worker, Centre for Complex Diabetes Care

Phone: 807-684-6907

French Language Services

At Thunder Bay Regional Health Sciences Centre, we are committed to providing French Language Services to our patients and their families. Please let a member of your health care team know if you would like to receive services in French.

French interpretation services are provided to patients free of charge by L'accueil francophone de Thunder Bay. Clients or health care staff members can contact L'accueil francophone to arrange interpretation services at 1-844-202-2370.

Where possible, we will match French-speaking patients with French-speaking staff members, in order to enhance communication, safety, and comfort.

If you have any questions about French Language Services, please contact the Equity, Diversity, and Inclusion Coordinator at 807-684-6000 ext. 4557.

Language Interpretation Services

We offer translation services for many languages at our Hospital. Please let a member of your health care team know if you require interpretation services, and our staff will connect you with the appropriate service. We also have the following services accessible for patients:

- **Canadian Hearing Services:** Offers interpretation services for American Sign Language and Langue de Signes Quebecois.
- **InSight:** Access to InSight interpretation services is available 24/7.

Learners on Your Care Team

This Hospital is an academic health sciences centre. That means it is a teaching facility where learners come to look after real patients in a real care setting. It is important

for learners to do this to gain experience and build the skills they will need in the future. You have a choice to accept care from learners, and we hope you will allow them to be part of your team.

When learners talk to patients like you, they learn how to include you and your family in your care. Learners know that treating you with respect and keeping you and your family at the centre of care are the main goals of our Hospital.

Learners always have a clinical teacher they can call on for guidance. You may see learners with their clinical teacher or they may come to care for you on their own. You may be one of their best teachers just by telling them how you feel about the care they give you.

Learners can be identified by the colour of the lanyards they wear. Nursing and all health profession students such as physiotherapy, social work etc. wear orange. Red lanyards are worn by medical students and green for our medical residents. These learners are participating in a clinical or non-clinical placement as part of their university or college educational program.

Medical Learners

Undergraduate medical students affiliated with the NOSM University are engaged in clinical activities primarily during year four. All medical learners wear red lanyards.

Residents

Learners who are physicians or M.D.s. They have already graduated from medical school but are continuing their training for another two to five years. All residents wear green lanyards.

Meals

The Nutrition and Food Service team strives for patient satisfaction. Our team works collaboratively to ensure food is nutritious, high quality, and compliant to prescribed diet orders. Patient meals and snacks are prepared fresh onsite by certified cooks and trained staff using the cook/chill production method. Meal delivery times are approximately:

- Breakfast: 7:45 a.m. to 8:30 a.m.
- Lunch: 11:45 a.m. to 12:30 p.m.
- Supper: 4:45 p.m. to 5:30 p.m.

Each unit is equipped with a pantry kitchenette, which is stocked with items for patient consumption. Meals are based on a menu cycle. If you have food preferences or allergies please inform your host/hostess, primary care provider, nurse, or dietitian so your menus and food preferences can be adjusted to meet your dietary requirements. For cafeteria information, please see page 47.

Infection Precautions

During your Hospital stay, you may be isolated to prevent the spread of bacteria or viruses to others. Signs will be placed outside your room to assist your family, Care Partners, and health care workers in the appropriate protection needed while in your room. Each person entering your room is responsible for putting on the identified Personal Protective Equipment such as gowns, gloves and/or masks which will be located outside your room. Please encourage everyone to wash their hands when entering or exiting your room.

Say No to Plastic

The Perioperative Services department is taking steps to reduce its environmental impact by introducing a new green initiative to help reduce the amount of plastic waste we produce. You can do your part by bringing your own clean reusable bags for your stay.

Safety

At Thunder Bay Regional Health Sciences Centre (TBRHSC), your safety is our top priority and it is an essential part of your plan of care. We will take every reasonable precaution to ensure the safety of patients, staff, Care Partners, physicians, learners and volunteers. As a partner with us, you have a

right to be informed about your condition and treatment plan and participate in decisions about your care. We will explain what medications or treatments we are giving, along with the reasons, risks, benefits, and possible side effects.

You or a family member can assist us by notifying your nurse, doctor or other health care provider regarding:

- Any relevant past medical history, such as previous heart attack, stroke or seizure;
- Any additional treatments or medications that you would like included in your treatment plan;
- Any unexpected changes in your or your family members' condition or symptoms;
- If you do not understand or are unable to carry out the planned treatment, test or procedure;
- If you have ever fallen or are unsteady on your feet;
- If you use any walking or communication aids at home (e.g. walker, cane, hearing aids, etc.) and having a family member bring these items in for you;
- If you need assistance moving from one location to another or if something is out of reach;
- If you or your family has ever been told they have an infection that could be spread to others, such as

tuberculosis, influenza, or c. difficile.

Additionally, you can assist us by:

- Knowing your medications and what they are treating;
- Having a family member take home any medications you brought into Hospital (e.g. pill bottles or blister packs) after providing this information to your health care providers;
- Taking responsibility for your health care needs by following the plan agreed upon with your health care providers;
- Covering your cough or sneeze, washing your hands, and encouraging your health care providers and family to do so as well;
- Encouraging friends and family to stay home or seek medical attention if they are sick or feeling unwell.

Please remember to take home any medications you brought into Hospital (e.g. pill bottles or blister packs) after medication information to your health care providers.

If you see something you feel is unsafe, please let your health care provider know or call 807-684-6019. For an additional resource on how to have safety conversations, please visit healthcareexcellence.ca



Mail

Patients can receive mail daily Monday to Friday (except holidays). Items addressed to you must be clearly marked with your full name and room number.

Patient's Full Name

Patient's Room Number

Thunder Bay Regional Health Sciences Centre

980 Oliver Road

Thunder Bay, Ontario

P7B 6V4

For outgoing mail, stamps can be purchased at Seasons Gift Shop, located next to the Grand Staircase on Level 2. Canada Post mailboxes are located outside the Main Entrance.

Telephones

Telephones are available to patients free of charge. There is no cost for local calls. Long distance calls require a calling card, collect and third party charge calls.

To dial calls within Canada and to the USA, dial 9+0 then the area code and number.

For international calls, outside of the USA, dial 9 + 01 then the country code and city code and then the number.

Thunder Bay Regional Health Sciences Centre (TBRHSC) uses a third party long distance company. Additional long distance charges will apply for third party operator assisted calls.

TTY telephones for the hearing impaired are available at the public phones located in the Main Lobby, Emergency Department and Cafeteria. Both portable TTY phones and telephone Amplifiers for the hearing impaired are available upon request by calling switchboard at '0'. A replacement fee will be charged if it is not returned to Switchboard once the patient is discharged.

Free WiFi

Available throughout the Hospital

Thanks to a partnership with Tbaytel, free WiFi is accessible to patients, families and Care Partners. Stay connected to family and friends while at TBRHSC throughout the Hospital. To access this service, select "Free Tbaytel WiFi" in your device's WiFi settings.

Televisions

The Hospitality Network is the TBRHSC's provider of patient TV rentals.

Premium Television: \$12.30 per day, \$61.50 per week, \$184.50 per month (plus applicable taxes). Prices are subject to change without notice.

Activation and Payment

From the patient's bedside telephone, dial extension 4436 and follow the easy instructions to activate service. You can also access the service online

at healthhubsolutions.ca. From the website, select your unit, room, and bed and the available products will be listed. The television service will be activated automatically within a few minutes.

Pets

Service animals and pets, other than reptiles or rodents, are allowed. The request for pet visitation to a patient care unit must be directed to the Director/Manager or his/her delegate to determine the appropriateness, time, place, and length of visit.

Virtual Visitation

Virtual Visitations are visits with family and friends by Skype, FaceTime, or videoconference. We can help you stay connected to loved ones anywhere as long as they can access the internet using a mobile device, iPad, or laptop. This is a patient driven service. Please ask your nurse if there is an iPad available, or contact the Telemedicine Department directly by phone at 807-684-6711 or 807- 632-7006 or by email TBRHSC.Telemedicine@tbh.net.

Whiteboards

All patient rooms have a bedside communication whiteboard to improve the communication between all health care providers, you, and your care partners, who

may not be able to be at the bedside together. This is your communication board and includes information that is important to you. We encourage you and your family to write down your questions, concerns, or comments on the whiteboard. If you have needs, concerns, or questions about your discharge, discuss these with your health care team members.

Banking Machines

ATMs are located next to Admitting in the Main Lobby and at the bottom of the Grand Staircase on Level 1 next to the Cafeteria. There is also an ATM located in the Emergency waiting area. Be aware that privately-owned ATMs charge a convenience fee in addition to your financial institution's fees.

Fire Exits

Fire exits are clearly marked throughout the facility. During a fire alarm, elevators will automatically return to the ground floor and open. All fire doors will automatically close until the "All Clear" announcement is made. During a fire alarm, please remain in your area until otherwise directed by staff or Fire Department personnel.

Ethics Support

Sometimes, making treatment decisions can be difficult. You might not be sure which

option is best, disagree about what is right, feel unsure of your responsibilities, or face competing priorities. At Thunder Bay Regional Health Sciences Centre, we offer support for ethical questions and concerns. This service is available to patients, family members, and health care team members.

Ethics consultations help by:

- Listening carefully to understand your views and values.
- Exploring options based on what matters most to you or, if you're a substitute decision-maker, the patient's values, wishes, and best interests.
- Ensuring respect for everyone involved — patients, families, and health care staff.

Need Ethics support?

If you or your family have questions or concerns about the ethical aspects of your care, you can reach out to Quality and Risk Management at [807-684-6019](tel:807-684-6019) or the bioethicist at [807-684-6538](tel:807-684-6538)

If you have questions about your rights as a research participant or ethical issues related to a study you're participating in, and would like to discuss them with someone not involved in the study, please contact the TBRHSC Research Ethics Office at [807-684-6422](tel:807-684-6422).

Inclusion and Belonging

We are committed to providing culturally responsive care by providing safe and effective experiences for all patients, their families, and staff.

We respect the unique needs, preferences, beliefs, and values of each patient, and aim to provide care without discrimination based on race, ethnicity, age, religion, gender identity, sexual orientation, disability status, or any other identities. We invite you to share to a trusted member of your health care team any information about your identity, beliefs, and preferences, if you feel comfortable doing so.

This will help us to provide culturally safe care.

We encourage you to let us know if you experience or witness discrimination during your stay in the Hospital. This information will be kept confidential, and will not impact the care that you receive. You can do so by accessing the "Compliments and Concerns" form on our website at <https://tbrhsc.net/home/information-services/feedback/>.



Respect and Anti-Violence

Each patient has unique health care needs, so you are encouraged to be involved as we plan your care. We respect your individuality, faith, and cultural background. If you choose to decline treatment to the extent permitted by law after receiving clear information by a member of the health care team, other options will be discussed with you. We expect everyone to consider the rights, safety, and dignity of others. Aggressive behaviour, coarse language, or discrimination in any form will not be tolerated. You or a family member can assist us by:

- Treating health care providers with the courtesy, dignity and respect you wish to be given;
- Being respectful of other patients' needs for privacy and a quiet restful environment;
- Calling us to cancel or reschedule an appointment;
- Forwarding your concerns or suggestions for improvement to a staff member or Manager;
- Acting in a respectful nonaggressive manner;
- Reporting incidents to the department manager.
- Do not take photos or video of patients, visitors or staff on the Hospital grounds.

Stop the Violence

We all want to be safe

We understand that coming to the Hospital can be a stressful experience, but please ensure you are conducting yourself in a respectful manner. Our staff are here to help you. All forms of violence, aggression, intimidation, threats or verbal abuse including swearing, yelling, and verbal or physical threats will not be tolerated. You may be asked to leave by staff, security or police if you are behaving inappropriately.

Discharge Information

We collaborate with your health care team, Home and Community Care Support Services North West, St. Joseph's Care Group and other agencies when required to facilitate safe and timely discharge where needed. Your discharge plan should be reviewed with your nurse to ensure all needs are met prior to leaving the facility. You will also leave with a Patient Orientated Discharge Summary, clearly outlining your discharge plans and a Patient Orientated Education Tool if applicable.

Health Records

The Health Records department at our Hospital offers safe, secure and convenient options for patients

and families to obtain access to their health records from the comfort of home. Please note that the Health Records department processes requests to obtain copies of the paper reports contained in the medical record. For more information or other inquiries, please call the Health Records department at 807-684-6640 or visit our website at tbrhsc.net/home/information-services/health-records/

Health Records is open Monday to Friday, 8:00 a.m. to 4:00 p.m.



Diagnostic Imaging - Booking

Reception staff in Diagnostic Imaging are available from 7:00 a.m. to 11:00 p.m. every day and can assist with answering questions or confirming appointment times. If patients need to reschedule appointments in Diagnostic Imaging, booking clerks are available from 7:00 a.m. to 3:00 p.m., Monday to Friday, at 807-684-6300.

Fracture Clinic

The Fracture Clinic provides patients that have fractures or suspected fractures access to orthopaedic surgeons for assessment, setting and casting, and consultation. It also serves patients who require joint

replacement (knee and hip).

Appointments in the Fracture Clinic can only be made by a family doctor, nurse practitioner, a doctor in the Emergency Department, or another doctor such as from a walk-in clinic. Those patients who have had joint replacement surgery will have their follow-up appointments at the Fracture Clinic as well.

The Fracture Clinic is open Monday to Friday, 8:00 a.m. to 3:00 p.m.

Regional Cancer Care Northwest

Regional Cancer Care Northwest provides radiation therapy, surgery, chemotherapy, immunotherapy, and other cancer treatment services in Thunder Bay including access to cancer clinical trials. We also provide cancer prevention and screening services, and diagnostic services.

Cancer Centre Phone:
807-684-7200

Cancer Centre Hours:
Monday to Friday, 8:00 a.m. to 5:00 p.m.

Fast and easy access to your diagnostic images



Have your images in one place



Share your images with anyone



Access your recent images for free

Scan the QR code or request records at pockethealth.com/TBRHSC



Have Questions? Call PocketHealth directly at 1-855-381-8522 or email help@pocket.health



What is Cardiopulmonary Resuscitation?

Cardiopulmonary resuscitation (CPR) is an emergency set of procedures used in the event of sudden and unexpected death. CPR usually involves:

- Forceful pressure on the chest;
- Putting a breathing tube through the mouth into the lungs;
- Electrical shocks to the heart;
- Strong heart medications.

If started early enough, CPR may be helpful and the patient may have a good outcome, depending on the underlying medical condition(s). CPR is intended for fairly healthy people; it may not be helpful for everyone.

Patients or their Substitute Decision Maker will be asked to choose one of the following Code Status Levels, which will identify the level of resuscitation that will be provided in the event of cardiac/respiratory arrest or clinical deterioration.

Code Level and Armband Colour

Code Level	Armband Colour	Specific Instructions
Level 5	Full Resuscitation No arm band	Activate Code Blue/Pink – Pt will receive CPR and Advanced Life Sustaining Therapy
Level 4	Respiratory Resuscitation Blue armband # 4	Respiratory Code Only- Activate Code Blue/Pink. Do NOT Start CPR. Provide Rescue breathing up to intubation if necessary.
Level 3	Respiratory Resuscitation Blue armband # 3	Respiratory Code Only- Activate Code Blue/Pink. Do NOT Start CPR. Provide Rescue breathing. Do not intubate.
Level 2	No Resuscitation Lavender armband # 2	Do NOT start CPR or rescue breathing. Do NOT activate Code Blue/Pink. Provide other medical or surgical therapies as appropriate.
Level 1	End of Life Care Lavender armband # 1	No chest compressions or ventilation. Comfort measures only.

For Your Care Partners

Elevators

Public elevators on Level 2 are located at the Main Entrance near the “Tree of Hope” in the Cancer Care and around the corner from the Grand Staircase. Elevators on Level 1 are located adjacent to the Grand Staircase and just inside the East Entrance, entering into the Cafeteria.

Scented Products

Exposure to strong scents and fragrances can cause discomfort and directly impact the health of sensitive individuals. For the comfort and health of all, scented and fragrant products are not to be worn in the Hospital. Also, strongly scented flowers may not be accepted on particular units. Please ask the unit or ask the florist to provide mildly scented flowers.

Hand Hygiene

Help prevent the spread of infection. It is important to practice good hand hygiene at all times. We encourage you to use the various hand sanitizers located throughout the Hospital to help us prevent the spread of infections.

Infection Prevention and Control

When visiting a patient in isolation, please follow all posted Infection Prevention and Control guidelines. A sign on the door will indicate the instructions for visiting including putting on mask, gown and gloves.

Did you wash your hands?

Washing your hands with soap and water or by using hand sanitizer helps reduce the spread of disease. All patients, visitors, staff and volunteers must wash or sanitize their hands when entering the Hospital.



Washrooms

Public washrooms are well marked and are located throughout the Hospital including near the Main Lobby and in the Emergency Department.

Water Fountains

Water fountains can be found in the Atrium on Level 2 in front of the restrooms, and in the Emergency Department.

Flavours Cafeteria

The Flavours Cafeteria is situated on Level 1 at the base of the Grand Staircase, and is open to all staff, patients, families, and Care Partners to our facility. Weekly menus are posted, providing guests with information on our feature daily menus. Our team prepares fresh food daily and we strive to create a menu with a variety of healthy, flavourful food choices. Cash, debit, Visa, MasterCard, American Express are accepted.

Hours of Operation

Monday to Friday

Hot Grill: 7:30 a.m. to 5:30 p.m.

Market-style (Simply To-Go items): 7:30 a.m. to 6:30 p.m.

Deli and Salad Bar: 11:00 a.m. to 2:30 p.m. (while quantities last)

Weekends and Holiday Hours

Hot Grill: 9:00 a.m. to 12:00 p.m.

Market-style (Simply To-Go items): 9:00 a.m. to 3:00 p.m.
Comment cards are located by the cashiers - we welcome your feedback.

*Hours of operation are subject to change and any changes will be posted outside the Cafeteria

Vending Machines

Vending Machines are located throughout the Hospital including the Main Lobby, Emergency Department, Surgical Day Care, and Diagnostic Imaging.

Robin's

To better serve patients, families and staff, Robin's located inside of Thunder Bay Regional Health Sciences Centre (TBRHSC) is open 24 hours a day.

Gift Shop and Lottery Centre

Seasons Gift Shop and Lottery Centre has a gift for every occasion. We also offer fresh flowers, grooming aids, snack items, and text books that may be required by students and staff. Proudly owned and operated by the Volunteer Association to TBRHSC, all Seasons Gift Shop profits are used to purchase patient care equipment for the Hospital.

Hours of Service

Monday to Friday: 9:00 a.m. to 4:00 p.m.

Holiday Hours

Seasons is closed on New Year's Day, Good Friday, Easter Sunday, Victoria Day, Canada Day, August Civic Holiday, Labour Day, Thanksgiving, Christmas Day and Boxing Day. For more information call 807-684-6717.

Patient Billing & Cashier Services

Patient Billing and Cashier Services, including parking passes and patient valuables lock up, are available at the Cashier Office, located on Level 2 beside Admitting, near the Main Entrance. Office hours are 7:30 a.m. to 7:30 p.m. weekdays and 9:00 a.m. to 5:00 p.m. weekends, except holidays. Outside of office hours, please see Admitting for limited cashier services. Patients may

also pay invoices using online banking or at their bank. For further information, please call 807-684-6611 option 1.

All uninsured procedures must be prepaid. Deposits on preferred accommodations not covered by insurance are required. All account balances not covered by OHIP or your insurance provider are to be paid upon discharge. You may pay all outstanding accounts by cash, cheque, credit card, or Interac. If you know that you will be discharged outside of office hours, please arrange to settle your account in advance. Please bring your Ontario Health Card and any other health insurance information. Verifying insurance coverage, and/or acquiring preferred accommodations are also available from the Patient Billing and Cashier Services.





Provide Your Feedback

Feedback Leads to Improvements

In compliance with the Excellent Care for All Act (2010), Thunder Bay Regional Health Sciences Centre (TBRHSC) would like to ensure ease of access for the public to share their feedback. TBRHSC values input from our patients, families and visitors as well as our external partners.

Compliments and concerns can be submitted electronically, by telephone, or in writing.

If you wish to express a concern or compliment about your experience at TBRHSC, please share your feedback in the following order, escalating as necessary.

1. Tell a staff member who is with you and ask for a response.
2. Ask to speak with a

Department Manager.

3. Share your feedback with the Quality and Risk Management department online using the following QR code or at www.tbrhsc.net, call 807-684-6019 or use one of the feedback boxes throughout the Hospital.



Patient and Family Centred Care

At Thunder Bay Regional Health Sciences Centre (TBRHSC), patients are at the centre of everything we do. Patient and Family Centred Care (PFCC), is the provision of care that is respectful of, and responsive to, individual patient/family preferences, needs and values

and ensures that patient values guide all clinical decisions ensuring exceptional care for every patient, every time.

PFCC is a partnership involving patients, families and health care providers that results in safe quality care. Information is clear, complete, timely, accurate and useful in helping patients and families effectively participate in care and decision-making. This means working with patients and families, rather than doing things to or for them.

Core Concepts

Dignity and Respect

Listening to and honouring patient and family perspectives and choices. Incorporating knowledge, values, beliefs and culture into the planning and delivery of care.

Communication and Information Sharing

Communicate and share complete unbiased information with patients and families in ways that are useful and supportive. Patients and families share all necessary and relevant information with their care team.

Collaboration

Patients, families and health care providers collaborate in policy and program development, professional education, and in the delivery of care.

Participation

Patients and families are encouraged and supported to participate in experiences that build on their strengths and enhance their control and independence.

PFCC relies on the use of Patient Experience Surveys to ensure intentional integration of the patient's voice in everything we do. Please provide your email or cell phone number and consent to participate in the Patient Experience Surveys administered.

If you have received care and services in the past at TBRHSC and have concerns or compliments contact Quality and Risk Management at 807-684-6019 or submit online at feedback.tbrhsc.net/.

Patient Family Advisors

Patient Family Advisors (PFAs) are patients or their caregivers who want to work in partnership with TBRHSC to make the patient experience better for everyone.

Their insight and first-hand knowledge, shared through their personal patient stories, is the first step in an ongoing journey to improve the patient and family experience and to ensure quality care. Representing the voice of all patients, the PFAs have direct input into the policies, programs and practices that shape the care and services received, reinforcing that

patients are at the centre of everything we do.

Working together with our health care teams, staff, physicians, learners and volunteers on councils, committees, and working groups, PFAs bring the voice of the patient to the table to ensure exceptional care for every patient, every time. PFAs truly are the heart of Patient and Family Centred Care.

If you, a family member or a friend, have experienced care at TBRHSC and would like to become a PFA, please contact the Patient and Family Centred Care office at 807-684-7322 or TBRHSC.PFCC@tbh.net.



Become a Volunteer

Volunteers play an important role at our Hospital. These dedicated and loyal volunteers provide service in a number of different areas including reception, administration, greeting, patient care areas, and retail sales. They enhance the programs and services we offer and assist staff in providing exceptional Patient and Family Centred Care (PFCC). Every day, volunteers at our Hospital contribute in meaningful ways to enhancing the patient experience and helping to realize our mission and strategic

objectives. You can be a Hospital volunteer that supports care and services throughout our Hospital in a variety of roles.

Some comments from volunteers about their experience:

"I feel my role visiting with patients is especially impactful to those who do not have family or friends coming to visit them."

"I wondered if I would I be able to make a connection with this patient. We played a board game and, through playing, I was able to connect with them. At the end of our visit, they were so happy. I think it made the patient's day to be able to interact in a fun way with someone their age."

"All I can say is volunteering is incredibly rewarding and has helped me realize that small actions have a big impact. I have also met some great friends who are passionate about giving back to their community."

"It feels good to help people. If you're looking to give back to your community, I encourage you to give volunteering a try."

Our goal is a diverse and inclusive Volunteer team that reflects the communities we serve. We strongly encourage applications from Indigenous persons, women and men, people from racialized communities, visible minorities, persons with disabilities, and people who identify themselves as 2SLGBTQIA+

to create and sustain a vibrant, healthy, safe and caring community. We welcome new volunteers, 16 years and older, and accept applications throughout the year.

Volunteers are expected to commit to volunteering for six months or longer. If you wish to be a Hospital volunteer, please contact Volunteer Services at 807-684-6266 or TBRHSC.VolunteerServices@tbh.net or apply online through our website at: volgistics.com/appform/ 996956207.



Be an Organ Donor

Organ donation can be a possibility at the end of life at our facility; please register at beadonor.ca and speak to your family about your wishes.

For more information please visit the Trillium Gift of Life's website at giftoflife.on.ca.

Patient Experience Surveys

Help Us Improve Your Care - Share Your Experience

At our Hospital, we are committed to continuously improving the care and services we provide. One of the most valuable ways we learn how to do better is by listening to you.

As part of our commitment to Patient and Family Centred Care, we regularly survey patients about their experiences. Your feedback helps us understand what we're doing well and where we need to improve—from communication and comfort to safety and overall satisfaction.

You may be randomly selected to receive a patient experience survey after your visit. The survey takes approximately 15 minutes to complete and is completely confidential.

If you would prefer to receive the survey by email or text, please contact the Patient Advocate at 807-684-6211 or email TBRHSC.PFCC@tbh.net to make arrangements.

Why is your feedback important?

Your voice helps shape better care. Survey results are reviewed by Hospital leaders, care teams, and Quality Improvement staff to identify opportunities for change, celebrate successes, and ensure we're meeting the needs of patients and families.

Your experience matters. Your feedback makes a difference. Thank you for taking the time to share it with us.



Research and Clinical Trials

For Improved Health Care

Health research plays an extremely important part in health care at the Thunder Bay Regional Health Sciences Centre (TBRHSC). As an academic health sciences centre, we are literally a centre for learning for researchers, students, teachers, and other health care professionals.

But that's not why we do it. We emphasize research and training because it leads to better patient care. We've attracted researchers from around the world to Thunder Bay to work at the Hospital and/or the Thunder Bay Regional Health Research Institute, the research arm of the Health Sciences Centre. Together, we're partnering with other world-class researchers at Lakehead University, the NOSM University, and others, developing tomorrow's health

care techniques and equipment right now. In turn, we've attracted some of the best physicians and other health care providers who want to work in our academic environment. Every year, we're drawing students to Northwestern Ontario who want to train here, making them more likely to stay and practice here too.

Clinical Trials

Clinical trials, in particular, have a positive impact on patient care and are an important part of any research program. Clinical trials are research studies that evaluate the effects of health interventions, including drugs, medical devices, and procedures, on health outcomes, to improve care for future patients.

If you are interested in participating in a clinical trial or would like to know more, contact the Clinical Research Services Department at 807-684-7566.

Thunder Bay Regional Health Research Institute

Thunder Bay Regional Health Research Institute (TBRHRI) has partnered with TBRHSC its first joint strategic plan (*Strategic Plan 2026*). Our focus is on strategic direction Research, Innovation, and Learning: driven by the needs of our patients, our staff, and our communities. Since our region is unique in its health care needs and challenges, it makes sense that our research program would be unique as well.

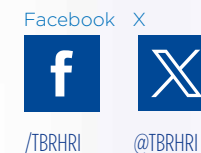
TBRHRI promotes patient-centred research driven by the needs of our patients, our staff, and our communities. We focus on finding interventions and other procedures to solve health care challenges most prevalent in Northwestern Ontario – interventions and other procedures that also have global applications. We encourage strong collaborations between our scientists and clinicians at TBRHSC and throughout the region to create an environment that is supportive of research, innovation and learning. Learn more by visiting tbrhri.ca.

Get Social with Your Hospital

Connect with Thunder Bay Regional Health Sciences Centre on social media



Find out the latest in patient-centred research by connecting with the Hospital's research arm, the Thunder Bay Regional Health Research Institute.



Thunder Bay Regional Health Sciences Foundation

Doing More, Thanks to You

Donors are at the heart of every improvement to health care we are able to fund. Thanks to your generous donations to the Health Sciences Foundation, we are able to Dream Bigger, Think Bigger and Do More Faster for better local health care. Your donations support new medical equipment, technology, and treatment programs in all areas of the Hospital, so you and those you love can receive exceptional care.

When you make a donation, you can honour the health care professionals who gave you the best care possible. Please share your story with us. We'd love to hear from you and are happy to pass your message on to any individual or team you identify. Drop by our office next to Robin's in the Main Lobby (open Monday to Friday, 9:00 a.m. to 5:00 p.m.), call us at 807- 345-4673, or visit healthsciencesfoundation.ca. No matter where you direct your gift, or how much you choose to give, we are truly grateful. Thank you.

Choose Where to Give

Area of Highest Need
your donation to support the most critical health care equipment needs at the Hospital;

Northern Cancer Fund
to support exceptional cancer care in Northwestern Ontario;

Northern Cardiac Fund
to support world-class cardiac care in Northwestern Ontario, or

Area of Your Choice
to donate to any area of care you have a connection to: Emergency, Renal, Neurology, Paediatrics, or any other area or department.

Contact Information:

Telephone: 807-345-4673

Website:
healthsciencesfoundation.ca;
Email: info@healthsciencesfoundation.ca

 [Facebook.com/healthsciencesfoundation](https://www.facebook.com/healthsciencesfoundation)

 [Instagram @tbrhsf](https://www.instagram.com/tbrhsf)



Thunder Bay Regional
Health Sciences
Foundation



It's our time

Bring Cardiovascular Surgery to Northwestern Ontario

*You can help make the dream of cardiac surgery a reality! Donate to the Northern Cardiac Fund today so patients can get the surgery they need, right here at **home**.*



Donate today at
OurHeartsAtHome.ca
call 807-345-4673



Thunder Bay Regional
Health Sciences
Foundation

Other Community Supports

Accommodations

For a complete list of accommodations in Thunder Bay and District please consult the Yellow Pages directory or call 2-1-1 or visit <http://search.211north.ca>.

Ramada by Wyndham Thunder Bay Airline Hotel

698 W. Arthur Street
Thunder Bay, ON

Tel: 1-800-465-5003

Fax: 807-475-4852

Website:
www.wyndhamhotels.com

Special guest room rates are offered for patients travelling to Thunder Bay for doctor's appointments, Hospital visits, or tests.

Days Inn by Wyndham Thunder Bay North

1250 Golf Links Road
Thunder Bay, ON

Tel: 807-344-3297

Toll Free: 1-800-329-7466

Website:
www.wyndhamhotels.com

Special guest room rates are offered for patients travelling to Thunder Bay for doctor's appointments, Hospital visits, or tests.

Howard Johnson by Wyndham

686 Memorial Avenue
Thunder Bay, ON

Tel: 807-344-6688

Email: hojogm@tbaytel.net

Website:
www.wyndhamhotels.com

Super 8 by Wyndham

439 Memorial Avenue
Thunder Bay, ON

Tel: 807-344-2612

Email: hojogm@tbaytel.net

Website:
www.wyndhamhotels.com

Guest has to show travel grant to book medical rates. Rates are subject to change. 100% non-smoking rooms. Designated Pet-Friendly rooms with applicable Pet fees.

Wequedong Lodge of Thunder Bay

435 Balmoral Street
Thunder Bay, ON

Tel: 807-623-1432

Fax: 807-623-8155

Website: www.weqlodge.org

Wequedong Lodge is a non-profit that provides accommodations, meals, translation, transportation and referral services to First Nations (on and off reserve), Métis, and Inuit clients accessing medical care in Thunder Bay. Available to those who are SLFNHA community member and approved by NIHB.

Tbaytel Tamarack House

984 Oliver Road

5th Floor, Medical Centre

Thunder Bay, ON

Tel: 807-684-7799

Toll Free 1-877-696-7223

Tbaytel Tamarack House provides accommodation and a "home away from home" at a small cost for regional cancer patients and their families. Tbaytel Tamarack House has a full kitchen, bedrooms, lounge, entertainment, and laundry areas for you to use. Residents are responsible for their own meals; Available on a first-come, first serve basis, if Tbaytel Tamarack House is completely booked, the lodge attendant will help you and your family find a suitable hotel room close to the Cancer Centre.



Health Care Services

For a complete list of health care services available in Thunder Bay and District please call 2-1-1 or visit <http://search.211north.ca>

Anishnawbe Mushkiki Aboriginal Health Access Centre

1260 Golf Links Rd 3rd Floor
Thunder Bay, ON

Tel: 807-623-0383

Website: mushkiki.com

Services include a mix of traditional wellness, primary care, cultural programs, health promotion programs, community development initiatives, and social support services to First Nations, Métis and Inuit communities.

Programs include:

- Diabetes management
- Fetal alcohol spectrum disorder
- Healthy eating active living
- Traditional wellness

Dilico Anishinabek Family Care

200 Anemki Place
Fort William First Nation, ON

Tel: 807-623-8511

Toll-Free: 1-800-475-3985

Website: dilico.com

Services include health promotion, disease prevention, chronic disease management, primary health care, and community and personal support.

NorWest Community Health Centre Thunder Bay

525 Simpson Street
Thunder Bay, ON

Tel: 807-622-8235

Toll Free: 1-866-357-5454

Website: norwestchc.org

This centre operates as a community based organization offering primary health care and health promotion programs in areas within the district.

Thunder Bay District Health Unit

999 Balmoral Street
Thunder Bay, ON

Main Office: 807-625-5900

Immunization Clinic:
807-625-8346 or
807-625-5903

Sexual Health Clinic:
807-625-5976

Toll Free: 1-888-294-6630

Website: tbdhu.com

Clinics open to the public:

- Routine Immunizations (by appointment)
- Sexual Health Clinics
- Nurse Practitioner
- Anonymous HIV Testing
- Travellers Immunizations (by appointment)
- Flu Shots (by appointment)

Know Your Health Care Options



There are options
available to you.

 In the event of an emergency, always dial 911.

Family Health Care Provider

Appointments may be available. Contact your family health care provider for office hours.

Community After-Hours Clinics/Walk-In Clinics

At a clinic patients can see a nurse or doctor. Many medical clinics, family health teams, nurse practitioner-led clinics, and pharmacies operate walk-in clinics.

Pharmacies

Pharmacists now have the authority to prescribe some drugs, renew non-narcotic prescriptions for up to six months, administer the flu and COVID-19 vaccines, and provide advice to people with chronic conditions.

Thunder Bay District Health Unit

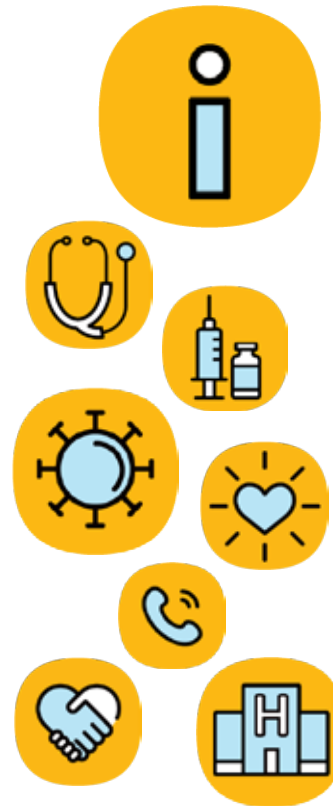
Visit: tbdhu.com for more information on the COVID-19 vaccine and flu shot.

Health Connect Ontario

Connect through a live chat with a registered nurse day or night to receive health information and advice on a range of topics.

Health811

Dial 811 (TTY: 1-866-797-0007) or go online at Ontario.ca/Health811 or Ontario.ca/Sante811.



Cardiovascular Surgery Program

To improve patient care for the region, Thunder Bay Regional Health Sciences Centre (TBRHSC) has been working with University Health Network's Peter Munk Cardiac Centre to co-develop a cardiovascular surgery program at TBRHSC. We are in an exciting stage of the project, where **76,000 square feet** of space will be renovated and expanded to accommodate a new comprehensive cardiovascular surgery program that will allow our Hospital to complete vital cardiac procedures, reduce wait times for urgent and elective procedures and ensure timely access to essential services in the region.

This transformative project will include

14 Cardiovascular Surgery inpatient beds

6 New Coronary Care Unit beds

1 New Hybrid Operating Room

Renovations to Operating Rooms 9 & 10

A new Ambulatory Cardiovascular Care clinic and Pre-admission Clinic expansion

Renovations to Medical Devices Reprocessing and Biomedical departments

Construction is expected to take three years. As we move through the stages of construction, there will be ongoing adjustments to Hospital parking. Please keep an eye on our social media pages (Facebook, Instagram, X, LinkedIn) and on our website at tbrhsc.net for the latest and most accurate information.



Thunder Bay Regional
Health Sciences
Centre

980 Oliver Road,
Thunder Bay
Ontario P7B 6V4

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E-mail: tbrhsc@tbh.net

www.tbrhsc.net

