

Proudly serving the residents of Kemptville and beyond since 1960



KEMPTVILLE DISTRICT HOSPITAL

Building healthier communities

Information for Our Patients, Families, and Caregivers



Respite or Convalescence Stays

Fully Furnished Suites are Available for temporary stays at any one of the All Seniors Care Residences in Ottawa and Kanata. Please call to arrange a complimentary consultation with one of our professional staff. Daily rates based on services required.*



Redefining Age-In-Place Living:

- Well Designed Spacious Suites
- Full Service Fine Dining
- Daily Activities & Outings
- 24 Hour Care & Support
- 24 hour Supervision in a Secure Setting
- 3 Delicious, Home-cooked Meals & Snack
- Caring, Supportive, Family Environment
- Planned Social Activities

Ask About
**BLOSSOM
LIVING**



ALL SENIORS CARE™
LIVING CENTRES

Where Caring is Our Number One Concern™

Résidence
Beacon Heights

Retirement Residence™
2201 ch. Montréal Rd.
Ottawa, ON
613.288.9081

Résidence
Chapel Hill

Retirement Residence™
2305 ch. Pagé Rd.
Orléans, ON
613.416.8678

Résidence
Cité Parkway

Retirement Residence™
380 av. LeBoutillier Ave.
Ottawa, ON
613.288.9225

**THE
Courtyards**
ON EAGLESON

630 ch. Eagleson Road
Kanata, ON
613.878.0273

**Some conditions apply.*

www.allseniorscare.com



PROUDLY  CANADIAN



Welcome to Kemptville District Hospital

To our patients, their families and visitors;

On behalf of our staff, physicians, and volunteers, welcome to Kemptville District Hospital. We will strive to make your stay as comfortable and healing as possible.

At Kemptville District Hospital, we are dedicated to providing safe, patient and family centred health services embodying compassion, respect, and accountability.

Our skilled team is committed to providing the highest quality care and our hospital is equipped with some of the most advanced medical technology available today; these tools help physicians diagnose and treat a wide variety of medical conditions faster and with greater precision than ever before.

This handbook will give you an overview of what to expect during your hospital stay.

While you are here, please ask questions about anything you don't understand. Let us know about any needs you may have.

Our goal is to help you to your optimal health and wellness as soon as possible.

We welcome the opportunity to serve you and your family and we thank you for your trust.

Sincerely,

Katie Hogue
VP Nursing/Clinical Services/CNE



TABLE OF CONTENTS

ABOUT YOUR HOSPITAL	3
PREPARING FOR YOUR HOSPITAL STAY	
Be Sure To Bring	4
Do Not Bring	4
Patient Registration	5
Interpretation Services	5
Accommodation	5
Alternate Level of Care (ALC) Co-Payment	5
Parking	5
YOUR HEALTHCARE TEAM	7
YOUR STAY WITH US	
Be Involved	9
Identify Yourself	9
Talk to Your Healthcare Professionals	9
Smoking	9
Safe Patient Handling and Quality of Care	10
Assistance With Walking	10
Infection Prevention and Control	10
Preventing Pressure Ulcers	11
Medication Safety	13
Preventing Blood Clots	14
Preventing Falls	14
Fire Exits	15
Privacy	15
Disclosure	15
Palliative Service	15
Pastoral Care	15
Patient Food Services	15
Wireless Internet	16
Telephones	16
Televisions	16
Maintenance	16
Hospital Transfers	17
Pet Visitation	17
When You Have Concerns	17
FOR OUR INTERIM LONG-TERM CARE RESIDENTS	
Resident Privacy Notice and Consent	18
A Guide to the Resident Assessment Instrument	19
Your Privacy Choices	20
If You Wish to Make a Complaint	20
Patient Declaration of Values	21
INFORMATION FOR VISITORS	
Visiting Guidelines	22
Hand Cleaning	22
Infection	22
Gift Shop & Coffee Bar	23
No Perfumes / Colognes / Fragrant Flowers	23
Balloons	23
MyChart	24
GOING HOME	
Discharge Planning	25
Transportation	26
Non-Compliance With Discharge Planning	27
Check-Out Time	27
Giving Feedback - Patient Experience Surveys	27
Frequently Called Numbers	27
Volunteering at KDH	28
KDH Foundation	28
Lower Level Floor Plan	29
Upper Level Floor Plan	30

ABOUT YOUR HOSPITAL

Kemptville District Hospital (KDH) is a 40-bed acute care hospital located in the rapidly growing Eastern Ontario municipality of North Grenville, 40 minutes south of Ottawa. Our services include 24-hour emergency care, inpatient care, advanced orthopaedic surgery, and a wide variety of outpatient clinics.

Committed to building healthier communities, we are an integrated health services organization with deep partnerships in our community and region.

KDH has identified Patient and Family Centred Care as a guiding principle, and we are committed to partnering with patients to ensure an exemplary experience for each and every patient. Everybody who works, volunteers, or provides services here shares in the responsibility for making Patient and Family Centred Care a reality at KDH.

MISSION:

To be an excellent leader and partner in meeting people's diverse health needs and helping to build healthier communities.

VISION:

A hospital that is much more than a place for treating illness: it is a vital and compassionate part of a larger, integrated health system, supporting the mental, physical and social health and wellness of the people and communities we serve.

CORE VALUES:

Individuals and their families at the centre of integrated and coordinated care
An environment of compassion, respect and accountability
Quality, safe, efficient, evidence-driven care
A culture of collaboration, professionalism, and innovation
Organizational resilience, agility and responsiveness to need

PREPARING FOR YOUR HOSPITAL STAY

BE SURE TO BRING

- ✔ **Your Ontario Health Card**
- ✔ **Supplementary insurance information**
- ✔ **Your current medications (prescription bottles with labels)** along with any non-prescription medications you take including vitamins and herbal supplements. This allows for a thorough medication review, an important part of your assessment by the Physician. Some of your medications, such as eye drops or inhalers, may not be available in the hospital, and we will request that you let us use yours while you are here; please ensure any of these medications have been returned to you at discharge. Other medications you bring with you will be sent home with family or friends following the medication review.
- ✔ **Personal items** such as pajamas, rubber-soled slippers (no knitted slippers), robes and toiletries (including soap, shampoo, toothbrush and toothpaste).
- ✔ **Eyeglasses, hearing aids and other aids such as walkers if required.**
- ✔ **You may wish to bring a small amount of money for incidentals.**
- ✔ **Personal electric razors** can be brought with you but must be checked and approved by the Maintenance department prior to being used.

DO NOT BRING

- ✗ **Valuables.** Money, credit cards, jewelry, valuable papers and anything else of high sentimental or monetary value should be left at home*.
- ✗ **Electrical appliances.** Your own electrical appliances are not allowed in the hospital except for electric razors.
- ✗ **Perfumes / colognes / fresh flowers.** KDH is a scent-free facility. Scented personal care products (perfume, aftershave etc.) and fresh flowers can cause allergic reactions and respiratory distress for other patients, visitors and staff. Please do not use any scented products while you are a patient at the hospital, and please ask family and friends not to bring fresh flowers.
- ✗ **Pets** are not permitted at KDH unless prior approval has been obtained.

* Kemptville District Hospital is not responsible for any patient's belongings of monetary or sentimental value which may be lost, damaged or stolen during a patient's hospitalization.

PATIENT REGISTRATION

All patients arriving at Kemptville District Hospital need to be registered. Patients arriving for an emergency visit need to take a number on arrival and will be registered at the Welcome Centre in the ER following triage. Patients coming for a diagnostic test (x-ray, ultrasound, etc.) should check in at the Patient Welcome Centre in the ER. Patients coming for a specialist or clinic appointment should register in the upper level Clinics Patient Registration office. Patients arriving for a surgical procedure should follow the instructions provided when they were booked for their surgery.

INTERPRETATION SERVICES

KDH is happy to offer **Voyce** interpretation services to ensure clear communication between you and your healthcare team. **Voyce** provides easy, on-demand interpretation in over 240 languages, including sign language. Available 24/7, you can connect with a trained interpreter through video or audio calls, helping you and your care team understand each other clearly during appointments and hospital stays.

ACCOMMODATION

Every effort is made to provide you with the appropriate accommodation.

ALTERNATE LEVEL OF CARE (ALC) CO-PAYMENT

Should your doctor determine you no longer require acute care treatment at this hospital, and you are awaiting transfer to a long-term care facility, a co-payment charge will apply. This payment is based on your income and is similar to the cost of a basic bed in a long-term care facility. Hospital staff will explain the procedures for the co-payment, should the need arise.

PARKING

Welcome to our new barrier free system. There is a 15-minute grace period for pick-up or drop-off. Payment is now due upon arrival with three easy options;

1. Using your phone, you can scan the QR code from any of the multiple signs in the parking lot. Just follow the instructions from the Hangtag app. You do not need to download the app. These signs are also located at every entrance.
2. You can text the message "150" to 73337. Follow the instructions.
3. You can pay cash in ER, Health Centre or Clinic entrance in the parking meter. This is a coin only machine. There is an ATM machine and a change machine in the ER waiting room entrance for your convenience if needed.



The **patient**
experience
starts here.



Our promises to you

As part of our commitment to partner with you and your family for Patient and Family Centred Care, we will treat you with dignity and respect, share information with you, and encourage you to participate in your care. We will maintain the confidentiality of your personal health information, and respect your privacy. In addition, we make the following promises:

- **We will tell you our names and our roles when we walk into a room where you are.**
- **We will display our name badges prominently so that you can easily read them.**
- **We will answer any questions you may have and keep you informed about the reason for any delays.**

For inpatients and residents:

- **We will make certain you are checked on hourly to ensure that you are comfortable.**
- **We will make certain that the whiteboard in your room is updated at the end of every shift to ensure optimum communication with you and your family.**

Your role as a partner in your care

As a patient or family member, we ask that you -

- **Be an active participant in your care - ask questions, let us know if you have any concerns, make sure you tell your healthcare team about any symptoms you may have, your health and family history, and the medications you are taking.**
- **Be respectful - of other patients and families, of our staff, physicians and volunteers, and hospital property.**

YOUR HEALTHCARE TEAM

Patient care is our top priority at KDH and we work as a team with our patients and families. There are many people who may assist in your care. Learn more about them here.

You – Your Healthcare Team starts with you. We ask that you take an active role in your care – ask questions, let us know if you have any concerns, make sure you tell your healthcare team about any symptoms you may have, your health and family history, and the medications you are taking.

Dietitian – During your stay at KDH, a specific diet may be prescribed. Our Dietitian provides counselling for patients with restricted dietary needs. If you have any concerns regarding your meals during your stay, please ask your nurse to have the Dietitian come and see you.

Discharge Planner – Our Discharge Planner is responsible for making sure you are released from the hospital to the proper environment that can best care for you as you recuperate. That environment may be your own home – with support as needed – a rehabilitation facility, retirement home, or nursing home.

Building Services Team – Our Environmental Services staff keep the hospital clean and sterile and prevent the spread of contagious diseases. Behind the scenes, our Maintenance division keeps you comfortable by ensuring the correct operation of the heating, air conditioning and humidity systems, while our Laundry division provides clean and sterile linens for the entire hospital, and Material Management ensures that the necessary equipment and supplies are available for all areas of the hospital.

IT Services – IT Services manage the performance of digital healthcare technologies and the network environment to provide a secure, reliable experience for patients, healthcare professionals, and management.

Hospitalist – A Hospitalist is a doctor who is an expert at taking care of people in the hospital. At KDH, our local family physicians take turns acting as Hospitalist for a week at a time. One or more Hospitalists will be responsible for managing your care throughout your stay.

Infection Control Professional – Prior to, or during your stay at KDH, you may need to speak with our Infection Control Professional if you have been identified as having an infection that is resistant to antibiotics or have a disease that can be transmitted to others. Our Infection Control Professional can answer your questions concerning any special isolation precautions that are in place.

Laboratory Technician – During your hospital stay, you may require blood work and/or other lab tests. Our Laboratory Technicians play an important role in your care by running diagnostic tests on tissue, blood and body fluid samples that can be used to aid in diagnosis or monitor medical conditions.

Nursing Team – Our Registered Nurses and Registered Practical Nurses are here for you 24/7 to ensure ongoing assessment and to develop and monitor your plan of care.

Pharmacist – During your hospitalization, all medication that is prescribed will be reviewed by our Pharmacist. She or he will be involved in monitoring your medication treatment and will be available to discuss your medications with you.

Rehab Team – Our Rehab Team, consisting of Physiotherapists, Occupational Therapists and Rehab Assistants, will work with you as necessary to assess, treat and prevent physical problems, reduce injuries, and restore overall movement and function.

X-ray Technologist/Sonographer – During your stay at KDH, you may require an x-ray or ultrasound. Our X-ray and Ultrasound Professionals produce images of inside body parts and tissues that provide doctors with valuable information, helping them diagnose diseases and injuries and provide appropriate treatment for them.

5 QUESTIONS TO ASK ABOUT YOUR MEDICATIONS when you see your doctor, nurse, or pharmacist.

1. CHANGES?

Have any medications been added, stopped or changed, and why?

2. CONTINUE?

What medications do I need to keep taking, and why?

3. PROPER USE?

How do I take my medications, and for how long?

4. MONITOR?

How will I know if my medication is working, and what side effects do I watch for?

5. FOLLOW-UP?

Do I need any tests and when do I book my next visit?



Keep your medication record up to date.

Remember to include:

- ✓ drug allergies
- ✓ vitamins and minerals
- ✓ herbal/natural products
- ✓ all medications including non-prescription products

Ask your doctor, nurse or pharmacist to review all your medications to see if any can be stopped or reduced.

© 2015 SHAP Canada



Canadian Society of Hospital Pharmacists / Société canadienne des pharmaciens d'hôpitaux



Canadian Pharmacists Association / Association des pharmaciens du Canada

Visit safemedicationuse.ca for more information.

SafeMedicationUse.ca



YOUR STAY WITH US

BE INVOLVED

Kemptville District Hospital is committed to providing the safest and highest quality care for our patients. Hospitals are busy places and patients have more than one healthcare provider caring for them. By working together as a team with your physician, nurse, therapist, pharmacist and other hospital staff, you can lower your risk of injury and make your hospital stay as safe as possible. Here are some tips to help you become an active partner in your healthcare and make your stay a safe and positive experience.

IDENTIFY YOURSELF

- Wear your ID bracelet at all times.
- If your bracelet comes off, ask a staff member to get you a new one.
- Check your ID bracelet to ensure your name and other information is correct.

TALK TO YOUR HEALTHCARE PROFESSIONALS

This means taking part in every decision about your care. Some helpful tips include:

- Answer your doctor's or health professional's questions about your health as honestly and completely as possible. This is important to help us provide a better diagnosis and treatment and avoid any unintended results or interactions.
- Ask questions if you need more information. Do not be satisfied until you completely understand what is happening and why. Your health professionals will want to know if you have any questions.
- Write down a list of questions before you meet with your doctor or health professional.
- Repeat the answers in your own words to make sure that you understand the information, and write down the answers.
- Ask your doctor for the results of your tests and procedures.
- Ask your nurse for any information that is available in writing about your condition.
- Maintain a respectful atmosphere.
- Seek assistance if you or a family member are struggling with an ethical issue or dilemma (i.e., which is the "right" or "good" choice). To consult an Ethicist email alladak@toh.on.ca or phone 613-798-5555 ext. 10248.

SMOKING

Quitting smoking is the single-most important thing you can do for your health. Ask a staff member; we can help you quit, or at least help to reduce the urge to smoke while you are in hospital.

To protect everyone's health and safety, no smoking or vaping is permitted on hospital property; this is in compliance with the Government of Ontario's *Smoke Free Ontario Act, 2017*.

SAFE PATIENT HANDLING and QUALITY OF CARE

Your health and dignity are of the utmost importance to us. Your special needs will be considered by hospital staff to determine which equipment will be safe for you and your healthcare provider. Equipment used to lift and move you has been proven to decrease patient and healthcare worker injuries.

Our quality teams are focused on providing care in a safe manner. Quality improvement projects include falls prevention, specialized wound care management, and incident reviews.

ASSISTANCE WITH WALKING

If you require assistance with walking or movement, or have recently had a fall, please discuss this with the physiotherapy or nursing staff. Always wear appropriate clothing and footwear. Together, we will ensure that medical equipment and furniture do not interfere along the path of travel. Please report any spills on the floor and let us know if lighting needs to be replaced.

INFECTION PREVENTION AND CONTROL

To prevent a loved one from bringing an infection into the hospital, please remind family members/friends not to visit if they are ill. To reduce the risk of acquiring or spreading an infection while in the hospital, occasionally special steps must be taken called “Additional Precautions”. In this case, you can do your part by ensuring that everyone who comes in contact with you or your room cleans their hands. It will also be important to clean your own hands. Also, visitors may be limited or asked to wear a gown, mask, eye protection, or gloves. It is important for you to remember that when precautions are necessary, it is done to isolate the “Bug”, not the person.

Our hospital is participating in Ontario’s **Just Clean Your Hands** program – part of a worldwide effort to encourage healthcare providers to clean their hands the right way at the right times.

Clean hands are one of the best ways to stop the spread of germs that can cause infection and illness.

What causes infections?

Infections are caused by germs, including viruses and bacteria. Many bacteria occur naturally. We have bacteria on our skin and even in our hands and mouth, and they do not harm us. But some germs cause infections, and they pass from person to person on people’s hands. Some bacteria that cause infections are resistant to antibiotics and are very hard to treat.

Why are clean hands so important in a hospital?

Clean hands are important everywhere, but they are particularly important in a hospital. When you are ill or have an operation, your body is weaker and it's harder for you to fight infections. If you get an infection in a hospital, you can become very ill and may have to stay longer. When healthcare providers clean their hands the right way at the right times, they can help prevent the spread of some germs that cause infection.

What is Just Clean Your Hands?

Just Clean Your Hands is a Public Health program that helps hospitals put the tools in place to make it easier for healthcare providers to clean their hands the right way at the right times.

We have placed alcohol-based hand rub dispensers close to where healthcare providers care for patients. Signs and posters around the hospital remind our healthcare providers about when to clean their hands. It's all part of our effort to make sure you're in safe hands.

How should healthcare providers clean their hands?

There are two ways to clean hands:

- 1. Cleaning hands using alcohol-based hand rub**
Alcohol-based hand rub kills about 99% of germs on hands in about 15 seconds and dries naturally on the skin. Placing hand rub close to where care is provided makes it easier for healthcare providers to clean their hands as they move between patients.
- 2. Cleaning hands using soap and water**
Washing with soap and water removes germs and is the best way to clean hands that look or feel dirty.

You're in Safe Hands

Everyone in our hospital is committed to providing safe care. Our goal is to keep you from getting an infection while in hospital and to send you home as healthy as possible.

When you see the **Just Clean Your Hands** signs and posters, the alcohol-based hand rub containers, and healthcare providers cleaning their hands, you can be sure you're in safe hands.

PREVENTING PRESSURE ULCERS

What is a pressure ulcer?

- It is often called a bed sore
- It forms when muscles and soft tissue in your body are squeezed between one of your bones and an outside surface (like a chair or bed)

Are you at risk? Yes, if:

- You don't move often enough
- You stay in the bed or a chair most of the time
- You lose bladder or bowel control
- You do not eat a balanced diet or drink enough fluids
- You are overweight or underweight
- You have thin, dry or fragile skin
- You need help getting from the bed to a chair or the toilet
- You are confused or restless
- You take steroids
- You take medications that make you sleepy

Where do pressure ulcers begin?

- Tailbone
- Hip bones
- Heels
- Ankles
- Elbows
- Spine
- Back of head
- Ears
- Anywhere

What else do you need to know?

- Your skin is your body's largest organ
- Urine or stool on skin can cause your skin to break down quickly
- When you lose control of your bladder or bowel, it is very important to:
 - Practice good hygiene
 - Keep skin clean and dry
- Dragging yourself across the bed or chair can tear your skin

How can you keep your skin healthy?

- Keep skin clean and dry
- Moisturize dry skin
- Eat a well-balanced diet
- Drink plenty of fluids
- Get plenty of rest
- Be as active as possible

What can you do at home and while in the hospital to prevent pressure ulcers?

Inspect your skin daily

- Look for red areas where pressure ulcers often form (tailbone, hips, heels, ankles, elbows, etc.)

Increase Activity

- Change your position often
- If possible, walk and exercise, or get physical therapy to increase movement and activity

Reduce Pressure

- Change your position every 1 to 2 hours in bed, more often in a chair
- Try to find comfortable positions that also avoid putting pressure on red or sore spots
- Use pillows to protect bony parts
- Avoid donut-shaped pillows
- Float your heels off your bed or chair surface with a pillow placed under your calves
- Rest with the head of your bed as low as possible to prevent sliding down in bed

Clean and Protect

- Keep your skin clean and dry
- Ask for help to get from the bed to your chair or toilet
- Tell your caregivers if you are wet or have had an accident so they can help you get clean and dry
- Wear briefs and use protective cream to protect your skin from urine or stool
- Moisturize your dry skin

Nutrition

- Be sure to eat a balanced diet
- Drink enough fluids

Take an active part in your care. If you have any questions or concerns, ask your doctor or healthcare provider.

MEDICATION SAFETY

- Review your medication schedule with your doctor and healthcare professional.
- Make sure your healthcare provider identifies you correctly by checking your ID bracelet before giving you any medication.
- Staff may also ask for you to confirm your name and birthdate
- Know what medications (name, strength and how often) you are on and why.
- Ask what the medication is and its purpose.
- Ask about any questions or concerns you may have with your medication (how to know if it's working, side effects, how long you will take it).
- If the medications or dosages have been changed from those you take at home, ask why.
- If the medication looks different than what you are used to, ask why.
- While in hospital, only take medications ordered for your hospital stay.

- If you have medication allergies, ask if the new medications may be related to those you are allergic to or may cause allergic reactions for you. This information will help to ensure you are not prescribed a potentially harmful medication.
- If you start or stop taking a medication, or the dosage changes, be sure to keep your record up to date.
- When you are discharged, ask for the hospital's medication record of all the medication you are supposed to be on.

When you are home -

- Read the label every time you take your medication. This is to make sure you are taking the right medicine, in the right amount, in the right way, at the right time.
- Store medications correctly. For example, keep them away from household items and where children and pets can reach them.
- Talk to your doctor, pharmacist or nurse if you have any concerns about the medication. For example, even if you don't think the medication is working, keep taking it until your doctor, pharmacist or nurse tells you to stop.

PREVENTING BLOOD CLOTS

- Reduction in movement when patients are admitted to hospital can result in the development of blood clots in the extremities.
- When you are admitted to the hospital, the doctor will assess and order medication (if appropriate) to prevent blood clots.
- Your healthcare team will also encourage you to take other measures to help prevent blood clots.
- If at any time you notice swelling, redness or pain in an extremity, tell your nurse or physician.

PREVENTING FALLS

- Ask for help when getting out of bed, especially at night. The hospital is an unfamiliar place; most falls occur when patients try to get out of bed on their own to go to the bathroom.
- Make sure you know how to use the nurse-call button, and that it is within reach. If you have trouble reaching it, let your nurse know.
- Make sure you ask for help before your need to get to the bathroom becomes urgent.
- Make sure there is adequate light to see, and keep your eyeglasses within reach.
- Wear slippers/shoes with rubber soles to prevent slipping.
- Point out to staff any spills or obstructions on the floor.
- Make sure the brakes are locked when you get into and out of a wheelchair.
- Use the brakes on your walker as advised by your therapist.

FIRE EXITS

Exits are clearly marked and the hospital staff is trained for emergency events. Should the emergency system be activated, you will hear loud bells ringing at regular intervals or in a steady manner. Do not leave your location; stay where you are and await instructions from the staff. Do not attempt to use the elevator during an alarm/drill. Public announcements will instruct staff as to the nature of the alarm, whether or not evacuation is necessary, and there will be an ALL CLEAR when the emergency or test situation is over.

PRIVACY

Hospitals are busy places and you may find yourself in a situation where you can overhear a conversation between a patient and the healthcare provider or family. We ask you to respect the confidentiality of others and never repeat what you have heard. The confidentiality of patient information is protected by provincial and federal legislation.

DISCLOSURE

Your medical information is your personal property and is specifically protected by provincial legislation. You have a right to be informed and we will make every effort to ensure that all aspects of your care and medical information are made available to you in a timely fashion. We will not disclose your information to any other person unless specially directed to do so by a power of attorney or other legal document.

PALLIATIVE SERVICE

The Palliative Care Service provides pain and symptom management expertise and education. Counseling and ongoing emotional support is offered through our partnership with Beth Donovan Hospice. Hospice Palliative Care services can continue within the community for you and your family after you leave the hospital.

PASTORAL CARE

The KDH Pastoral Care Team is a trained, inter-faith, supportive presence available to all patients, family members and staff, respecting each individual's values and life journey. Members of the Pastoral Care Team are available to visit patients, listen, and offer prayer or other support, according to their needs or wishes. A short worship/prayer service is provided every other week in the KDH Interim Long-term Care unit. If you would like a visit from a member of the Pastoral Care Team and/or more information, please speak with any member of your healthcare team.

PATIENT FOOD SERVICES

Your diet

Your Physician has ordered a diet that will assist in treating your medical condition. If you are on a regular diet, you will be given a variety of foods with no restrictions. If you are on a special diet, the Dietitian or Dietary Manager

may have to restrict or alter certain foods or consistencies to comply with your diet order. You will be asked your choice for lunch and supper each day at breakfast time by the Dietary Aide serving your meal, and at supper time for the next day's breakfast. The choices offered are based on your diet order.

Mealtimes

Mealtimes on our inpatient medical and surgical units are as follows:

Breakfast - 8:00 am; Lunch - 12:00 pm; Dinner - 5:00 pm.

On our Interim Long-Term Care/Convalescent Care unit, mealtimes are –
Breakfast - 8:30 am; Lunch - 12:00 pm; Dinner - 5:00 pm.

Food from family and friends

It is best to limit the amount of food from home, so that it does not spoil. If you are on a special diet, check with the Nurse or Dietitian before eating any food brought for you. Your diet is an important part of your treatment plan. If food is brought in, please label it with your name and the date, or it will be discarded.

Questions, problems, or suggestions about the food?

If you have any questions concerning your diet, the Dietitian will be happy to help you. The Dietitian will instruct you on your special diet if you will be required to follow it at home. If you have any questions, comments or concerns about any other aspect of your meal service, please ask to speak with the Dietitian or Dietary Manager.

WIRELESS INTERNET

Free Wi-Fi is available for patients and visitors who have their own laptop or other Wi-Fi enabled device. To connect to KDH's wireless internet,

1. Set your laptop/tablet/smartphone to receive WiFi.
2. Scan for wireless networks.
3. Select Guest Internet.
4. Enter Password: kdhguest

TELEPHONES and TELEVISIONS

Telephones are available to rent upon request and televisions are not available at this time.

MAINTENANCE

Should you have a concern with your room environment, including room temperature, plumbing, your bed, etc., please let Nursing staff know and they will notify Maintenance.

HOSPITAL TRANSFERS

Sometimes the complex care of a patient is beyond the scope of KDH. It's possible you may be transferred to another healthcare facility for additional tests or therapy that are not available at KDH. Should this be the case, you will be advised of the plan as soon as possible.

PET VISITATION

Pet therapy, family pets and service animals can be a valuable part of the patient's well-being. KDH has a Pet Visitation policy in place. Please speak to your respective unit's Team Lead or Manager for more information.

WHEN YOU HAVE CONCERNS

We hope your stay with us is as pleasant and as healing as possible.

If you have any concerns during your stay, please -

- 1) Speak with any member of your healthcare team.
- 2) Ask to speak to the Team Leader or Nurse Manager if your concerns are not addressed by a member of the healthcare team.
- 3) Ask to speak to the VP of Nursing/Clinical Services.

Patients and families are encouraged to report patient safety incidents. Please speak with the Nurse Manager or Patient Relations.

At any time you may contact our Patient Relations department via:

Telephone – (613) 258-6133 ext. 223

Email – to PatientRelations@kdh.on.ca or through the 'Contact Us' page of our website, www.kdh.on.ca; or

Letter – to Patient Relations, Kemptville District Hospital, P.O. Box 2007, 2675 Concession Road, Kemptville, ON, K0G 1J0

FOR OUR INTERIM LONG-TERM CARE RESIDENTS

RESIDENT PRIVACY NOTICE AND CONSENT

Kemptville District Hospital (KDH) is committed to the Security and Confidentiality of your personal health information. Our practices are aligned with Ontario's Personal Health Information Protection Act (PHIPA). To assist in meeting your health needs, we may need to share your information with others who provide care, both at KDH and with external agencies.

NOTICE

Your personal health information includes:

- Your contact information, and the contact information of an individual who is your substitute decision maker (SDM)
- Your health information, healthcare history, and family health history
- Information about payment for your health services, including your OHIP number

Your rights under PHIPA, Ontario's Privacy Legislation:

- You may receive a copy of your personal health information
- You may request a correction of your records if you believe there are errors
- You may receive more information about KDH's privacy program by contacting the Privacy Office at ext. 205, or by reviewing the privacy poster/brochure on your unit
- You may file a complaint with the Information Privacy Commissioner of Ontario if you believe that KDH is non-compliant with Ontario's Privacy Legislation
- By notifying KDH's Privacy Office at 613-258-6133 ext. 205, you may request that your name and location be withheld from:
 - Members of the public who inquire about you
 - Our fundraising partner (KDH Foundation)

What do we do with your personal health information?

We use and share your personal health information only with those who need to know it and those who are authorized to receive it, such as –

- The Ontario Ministry of Long-Term Care (for all residents), and to Veterans Affairs Canada (for Veteran residents only)
- KDH staff, volunteers, clinical placement students in your circle of care
- To administer services, strategic planning, quality control, research, teaching, risk management (statistical/demographic data only)
- To meet any required legal and regulatory disclosures

A GUIDE TO THE RESIDENT ASSESSMENT INSTRUMENT (RAI)

The Resident Assessment Instrument (RAI) is a comprehensive, standardized tool to assess residents in long-term care settings. It helps health organizations like KDH to determine residents' health service and support needs.

KDH is required by the Ministry of Long-Term Care to collect RAI information for each resident in our Interim Long-Term Care unit, and to send it to a central location.

We complete an RAI assessment on admission, every quarter, annually, and if there is a significant change in your condition.

Unless you tell us not to, we may share your RAI assessment information with other health service providers. If you do not want this information shared, please call 1-877-280-8538.

Sharing your Personal Health Information

We use a secure electronic system to send your RAI assessment information to a central data repository, as do other health service providers. Health service providers from across the system can then view the information.

If you have agreed to share your personal health information, the information will be used to:

- Provide health support and services based on your needs
- Make sure your providers have the most up-to-date and complete record of your health history and needs
- Help to see where there might be gaps or overlaps in services most needed
- Make sure everyone is getting the right support and services

Privacy and Security of your Information

The personal health information collected in your RAI assessment belongs to you. The privacy and protection of your personal health information is a priority. In the assessment process, we only collect the health information we need in order to determine your service and support needs. This information cannot be used for any other purposes without your permission.

Your information is protected as follows:

- Your health information is kept in a secure place
- Only providers with signed Data Sharing Agreements with the Community Care Information Management System are authorized to access your personal health information
- All health service providers have signed contracts to keep your information confidential

- When a person views information, it is recorded in a log. This log is reviewed regularly to make sure there has been no unauthorized access to your information
- Information is stored and/or disposed of according to the law
- We will investigate any suspected breach or unauthorized access to your personal health information

YOUR PRIVACY CHOICES

Please speak to your care provider or our Privacy Officer, if you want to –

- **See your own RAI assessment.** You can request a copy of your assessment at any time.
- **Correct your own assessment.** You can ask to have information in your assessment corrected or updated.
- **Opt-Out:** You may choose not to share information with your health service provider.

If you would like to know more about how personal health information is handled and shared with our partner organizations, feel free to ask our Privacy Officer. She would be happy to answer any question that you might have.

Melissa DeDekker
613-258-6133 Ext. 205
mdedekker@kdh.on.ca

Concerns about your privacy

If you have any issues or concerns about how your health information is being handled, please contact our Privacy Officer at (613) 258-6133, ext. 205.

If we are unable to resolve your issues or concerns you may wish to contact the Information and Privacy Commissioner of Ontario at:

2 Bloor Street East, Suite 1400
Toronto, ON M4W 1A8
Telephone: 1-416-326-3333

IF YOU WISH TO MAKE A COMPLAINT

Complaints about the care of a resident or operation of the KDH Interim Long-Term Care Unit may be made either verbally or in writing to a member of staff, the Team Leader or Manager of the Unit, the VP of Nursing, or the Residents' Council.

The Unit will investigate and resolve where possible within ten business days of receiving the complaint, and where this is not possible, acknowledge the complaint and provide a date by which the complainant can reasonably expect a resolution. Should a complaint allege harm or risk of harm to one or more residents, the investigation will be commenced immediately.

Complaints can also be made to the Ministry of Long-Term Care:

- Call the Family Support ACTION Line: toll-free 1-866-434-0144, 8:30am-7:00pm, 7 days a week.
- Send a written letter, by mail, to:
Director, Performance Improvement and Compliance Branch,
Ministry of Long-Term Care, 11th Floor, 1075 Bay Street,
Toronto, Ontario, M5S 2B1.

Patient Declaration of Values



Developed by



**Patient and Family
Advisory Committee**
KEMPTVILLE DISTRICT HOSPITAL

Our Patient and Family Advisory Committee would appreciate your suggestions on how to make this booklet better. Please email your feedback to pfac@kdh.on.ca.

INFORMATION FOR VISITORS

VISITING GUIDELINES

There are no defined visiting hours and loved ones are welcome to visit patients at KDH at times that work best for patients in collaboration with care teams.

Please enter through the upstairs front entrance (off Concession Road) weekdays from 6:30am to 8:30 pm. At all other times use the Emergency Entrance. Review the self-screening questions at the entrances and follow the instructions provided.

Visitors must go to the Nursing Station before going to the patient's room.

HAND CLEANING

Cleaning your hands is one of the best defenses against disease. While you are visiting the hospital, we encourage you to use the hand sanitizer located throughout the building, including at each entrance and outside each patient room.

INFECTION

Patients who are sick are not able to fight off infections as easily as healthy people. Please do not visit if you are feeling unwell. If an isolation sign is posted on a doorway, you must report directly to the nurses' station, where you will be provided with instructions on how put on and remove any required personal protective equipment.

While you are visiting do not –

- use the patient washrooms;
- sit on patient beds;
- use the patient phone; or
- share the patient's food or use their utensils, glasses or cups.
- eat or drink in the room

PARKING

Welcome to our new barrier free system. There is a 15-minute grace period for pick-up or drop-off. Payment is now due upon arrival with three easy options;

- I. Using your phone, you can scan the QR code from any of the multiple signs in the parking lot. Just follow the instructions from the Hangtag app. You do not need to download the app. These signs are also located at every entrance.

2. You can text the message “150” to 73337. Follow the instructions.
3. You can pay cash in ER, Health Centre or Clinic entrance in the parking meter. This is a coin only machine. There is an ATM machine and a change machine in the ER waiting room entrance for your convenience if needed.

Parking Rates:

\$6 flat rate for 24 hours

GIFT SHOP & COFFEE BAR

The KDH Auxiliary Café features healthy soups, sandwiches, and snacks. Through the ‘Healthy Foods in Champlain Hospitals’ program, we are committed to making the healthy choice the easy choice. The Auxiliary’s adjacent Gift Shop has a great selection of gift items and clothing, as well as gently used books and other items. Hours of operation are from 9:00 a.m. to 4:00 p.m., Monday to Friday. Coffee and cold drinks are available after hours via coffee machines in the ER and upstairs lobby, and a vending machine in the main lobby downstairs.

NO PERFUMES / COLOGNES / FRAGRANT FLOWERS

KDH is a scent-free facility. Scented products and flowers can cause allergic reactions and respiratory distress for some patients and staff. Please do not use any scented products, such as perfume, cologne, aftershave or richly scented body sprays, lotions, or hair sprays while visiting in the hospital, and please refrain from bringing in scented gifts, including but not limited to, fragrant flowers. Flowers and plants are permitted but may be removed if they are fragrant.

BALLOONS

Please make sure any balloons you bring to the hospital are made of mylar, not latex. Latex balloons may cause severe allergic reactions in some people.



MyChart is a secure, online patient portal that makes it easy for you to access your health information from anywhere, at any time and at no cost. Using MyChart can help you to manage and engage in your health care.

With MyChart, you can see your –

- after-visit summaries
- upcoming appointments
- test results
- progress notes
- discharge summaries
- medical imaging reports
- patient education materials

If you have notifications turned on, you will get an email or notification from the MyChart app when tests, labs and reports are ready and available to view on your MyChart. Your results will be reviewed with you at your next appointment. If your results are more medically urgent, someone from your healthcare team will call you sooner to discuss.

How to sign up for MyChart

- Ask the registration clerk to sign you up when you are checking in for your visit
- Use the MyChart activation code on the After-Visit Summary provided
- Contact MyChart support staff at mychartkdh@kdh.on.ca for a paper form and present in person to Health Records with government issued photo ID to request an activation code

To use My Chart, all you need is access to a computer or mobile device connected to the Internet with an up-to-date browser. You can access MyChart from Apple or Android devices if you have installed the MyChart app. You will need a valid email address.

Please note: if you already have a MyChart account through one of our partner hospitals in the region, you do not need to sign up again.

GOING HOME

Discharge Planning

We know that leaving the hospital may be stressful as there are many things to keep in mind. To help, you can use the check-boxes below to make sure that nothing has been missed before you leave, and that all your questions have been answered. If you check anything in the 'no' column, please speak to a member of your healthcare team.

YES	NO	QUESTION
		Do you know when you will be leaving the hospital?
		Do you know if you will need supplies or equipment after you leave?
		Do you know who will be picking you up from the hospital?
		Do you have the prescriptions you need?
		Have any follow-up appointments been made (if required)?
		Do you have all the belongings you brought with you to the hospital (glasses, hearing aids, etc.)?
		Have all your questions been answered? For example, re: <ul style="list-style-type: none"> • Dietary restrictions • When to resume normal activities • Medication instructions <ul style="list-style-type: none"> o What medications to take, and why you need to take them o How much you need to take and when o How to properly store medications o What the possible side effects of the medications are and if the medications interact with any food o Which medications at home must be discarded • Symptoms you should be concerned about

If you need any further information about your condition and treatment, please ask your healthcare team before you leave the hospital.

Information you may want to make note of:

Symptoms I should look for: _____

Notes about my medication(s): _____

Future appointment(s): _____

Results from my tests: _____

I want to talk more about: _____

Additional notes: _____

TRANSPORTATION

It is the responsibility of you and/or your family to make transportation arrangements for discharge. The hospital does not pay transportation costs when someone is discharged home (including to a retirement and/or long-term care home). Please plan ahead and make arrangements for transportation. If you will need to use private transport, staff can give you a list of available companies. We recommend you always seek a quote when making arrangements.

NON-COMPLIANCE WITH DISCHARGE PLANNING

The hospital endeavours to make appropriate use of the hospital beds. When your doctor feels that you are ready to either go home or be transferred to another facility that can care for you, you will be required to leave. If you refuse to leave, you will be charged for your accommodation.

CHECK-OUT TIME

Discharge time is 11am under most circumstances. An alternate time may be arranged depending on your acute care needs. You will need to make arrangements for a ride home at that time. Be sure to take all personal belongings with you including all medications. Supplies and devices such as canes, crutches, helping aids etc., that will be taken home with you should be paid for at the Financial Services office before you leave.

HELP FINDING A FAMILY PHYSICIAN

If you do not have a Family Physician or Nurse Practitioner, our staff will assist you with accessing Health Connect Ontario to be put on a wait list. Once you are home, you can call the new Health Connect Ontario service at 811 for advice or chat online with a registered nurse at Health Connect Ontario, <https://healthconnectontario.health.gov.on.ca/>

GIVING FEEDBACK — PATIENT EXPERIENCE SURVEYS

We want to know about your experience at KDH. You may receive a patient experience survey by email within two days of your visit to KDH. We would very much appreciate you completing this survey. Your feedback helps us to continually improve the care we provide to our local communities every day. Thanks for your input!

FREQUENTLY CALLED NUMBERS:

Assistance / Switchboard	5003
Foundation Office	185
Gift Shop	196
VP Nursing & Clinical Services	197
Med/Surg/ILTC Nurse Manager	210
ED Nurse Manager	219
Clinics/OR Manager	282
Financial Services	145

VOLUNTEERING AT KDH

Volunteers

At KDH, our volunteers are a precious resource. Volunteers enhance the experience of our patients and residents and their families. Volunteers make a difference...when it matters most! If you are looking for an opportunity to give back to your community and you share our commitment to Patient and Family Centred Care, consider becoming a KDH volunteer. Learn more on our website, <http://www.kdh.on.ca/careersvolunteering/auxiliaryvolunteering/> Email: kdh_volunteer@kdh.on.ca

Patient and Family Advisors

As part of our commitment to Patient and Family Centred Care, we have established a Patient and Family Advisory Committee and welcome new volunteer Patient and Family Advisors. A Patient and Family Advisor is a person who has had a recent experience (generally within three years) of being a patient or is the family member of a patient, and is interested in partnering with KDH to provide direct input into policies, programs and practices that affect patient care and services. Patient and Family Advisors are welcome to provide input in person, by email or over the phone. Participation may be a one-time activity, such as sharing your hospital experience with healthcare providers, or it may involve participation on a committee, working group or team.

To learn more about becoming a KDH Patient and Family Advisor please contact Patient Relations at 613-258-6133 ext. 223.



The Kemptville District Hospital Foundation

The Kemptville District Hospital Foundation raises funds in support of the KDH. Since 1979, the Foundation has raised funds to purchase new medical, surgical and diagnostic equipment.

The Foundation is in a campaign to raise \$2.2 million for a new CT scanner for KDH.

You can find out more about the Foundation at www.kdhfoundation.ca

You can also donate online or by reaching out to Joanne Mavis at jmavis@kdh.on.ca or 613 258 6133 ext. 185.



- KDH Foundation
- Dynacare Laboratory and Health Services Centre
- Hearing Life
- Lanark, Leeds and Grenville Addictions and Mental Health



Building healthier communities

PARKING

**Check in here for ER visits
and Diagnostic Imaging
appointments**

ER Entrance

Main

ER

CT Scan
Unit

Diagnostic Imaging

DI Reception

CONCESSION ROAD

Lower Level

All Exits

LEGEND

 Patient Welcome Centre

ER

 Diagnostic

Physio

Lab

Coffee B
Finance

☐ Finance Elevator

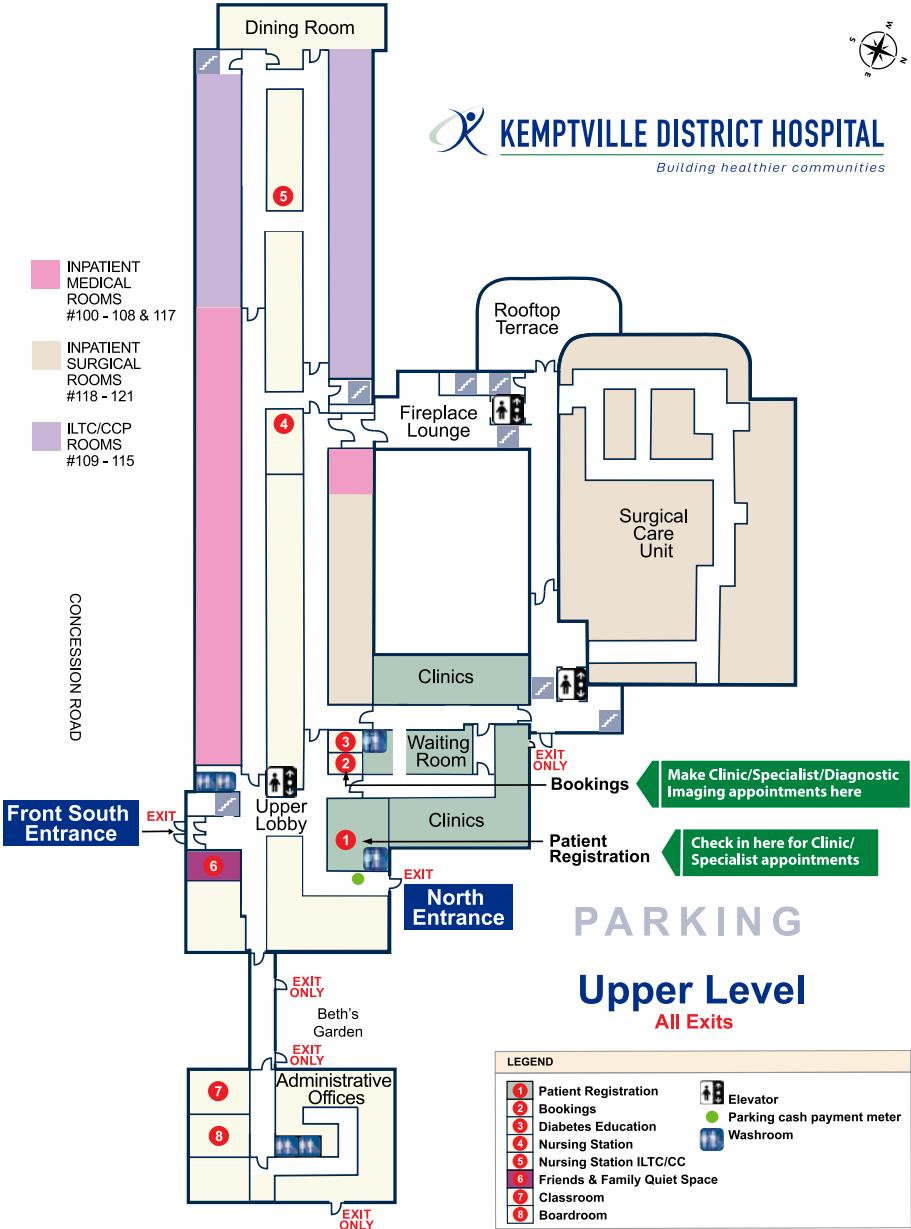
- Parking cash payment meter
- ▲ Bank machine



 Bank Machine

 Washroom





CONTRIBUTING ADVERTISERS

COMMUNITY HEALTH SERVICES

Community & Primary Healthcare 32

DENTIST

Dentistry@Kemptonville..... 35

EMERGENCY RESPONSE

Community & Primary Healthcare 32

HOSPICE CARE

Beth Donovan Hospice 32

MEDICAL SUPPLIES

TLC Medical Supplies..... 33

PATIENT TRANSPORTATION

Priority Patient Transfer..... 32

PERSONAL RESPONSE SYSTEMS

Community & Primary Healthcare 32

PHARMACY

Kemptonville Drug Mart - Kemptonville, ON..... 35

Kemptonville Drug Mart - Merickville, ON..... 35

RESPIRE

All Seniors Care Inside Front Cover

RETIREMENT RESIDENCE

All Seniors Care Inside Front Cover

Bayfield Retirement Community..... Inside Back Cover

Garden Villa Retirement Residence Outside Back Cover

SENIOR SERVICES

Kemptonville & District Home Support..... 33

WALK IN CLINIC

Kemptonville Drug Mart - Kemptonville, ON..... 35

Kemptonville Drug Mart - Merickville, ON..... 35



Your Community Hospice

Compassionate support and professional care to individuals and their families through counselling, equipment lending, in home visiting, day hospice, pain & symptom management and advocacy.

All services are free of charge.

1107 French Settlement Road
Kemptville

613.258.9611

www.bethdonovanhospice.ca

Lifeline

Seniors are at the
heart of everything we do.



Senior Support Services

Supporting Seniors' Independence at Home and in the Community

CPHC Lifeline

1-877-565-0008

613-342-9991 (Brockville and Area)

613-542-9643 (Kingston and Area)

**Mention code 589 and receive
1 FREE month of service***

* Offer available at locally participating programs and valid for new activations only. Not to be combined with any other offer. Some restrictions apply. Discounts are not applicable for out of area installations. Discounts not available on GoSafe.



PRIORITY

PATIENT TRANSFER SERVICE

Get there with the people who care.

When your needs go beyond door to door service and circumstance requires you to be transferred with assistance, let our friendly team of professionals take you where you need to go.

Visit us online at **www.PPTS.ca**

or call: **1-(613)-727-0168**

1-(866)-561-7787

Care Without Compromise.

- + Non-Urgent Stretcher Transfer
- + Wheelchair Transfer
- + Canada/USA Transfers
- + Bed to Bed Service



MEDICAL SUPPLY

Sales-Service-Rentals

**ADP Authorized Vendor
WSIB / DVA Provider**

- Mobility & Accessibility
- Lift & Elevating
- Stair Lift & Specialty Ramps
- Bathroom & Safety Equipment
- Aids to Daily Living
- Incontinence / Ostomy Supplies
- Compression Therapist

613 258-3344 • tlcmedicalsupply.ca

Kemptville Location (Ext: 1)

2868 County Rd 43, #1A
Kemptville, ON, K0G 1J0

Cornwall Location (Ext: 2)

691 Brookdale Ave, #E
Cornwall, ON, K6J 5C6

See this publication
and more at:

patientdirectory.ca



*Quality
Healthcare
Publications*



 **SENIORS'
COMMUNITY SERVICES**
Living Well in YOUR Community

Revenue Canada Charitable Number 118979111RR0001

- Meals On Wheels
- Foot Care
- Friendly Visiting
- Social/Recreational
- Home Help
- Drop In Centre
- Transportation
- Diners' Club
- Telephone Checks
- Home Maintenance
- Advocacy & Referrals

215 SANDERS ST. | SUITE 101
KEMPTVILLE, ON

SENIORSCS.CA | HELLO@SENIORSCS.CA
613.258.3203



YOUR **ONE STOP PRINT SHOP**
FOR ALL YOUR COMMERCIAL AND
PERSONAL PRINTING NEEDS

IF YOU CAN THINK IT *WE CAN INK IT*

BUSINESS CARDS

BANNERS

INVOICES

LETTERHEAD

NOTEPADS

LABELS

ENVELOPES

LOGO DESIGN

LAMINATING

BROCHURES

DIGITAL COPIES

CHEQUES

RAFFLE TICKETS

POSTERS

NEWSLETTERS

BOOKMARKS

MAGAZINES

CANVAS PRINTS

WEBSITES

& MUCH MORE

www.willowpublishing.com

T: 1-800-339-5662 info@willowpublishing.com





Kemptville Drug Mart
Remedy'sRx[®]
 The Local Drug Store[®]

Walk-in Clinic
 - No appointment
 required!

We take care of all your health and wellness needs

Our Services:

- ✓ Pharmacy Services ✓ Personal Care Pharmacy ✓ Prescription Refills
- ✓ No Charge for Custom Medication Packaging ✓ Medication Reviews
- ✓ Diabetes Support ✓ Heart Health ✓ Mental Health Services ✓ Weight Loss Services
- ✓ Immunizations ✓ Pain Management ✓ Chronic Health Conditions ✓ Compounding

**FREE
 PRESCRIPTIONS
 DELIVERY**



Transferring your prescriptions
 is as easy as
1 Which medication(s)?
2 From where?
3 We'll do the rest

**ALL
 DRUG PLANS
 ACCEPTED**

Hours:

Monday - Friday 9:00am - 6:30pm • Saturday 10:00am - 3:00pm • Sunday CLOSED

2600 COUNTY ROAD 43, KEMPTVILLE ON K0G 1J0 • 613-258-0777

NEW LOCATION: REMEDY'S RX MERRICKVILLE PHARMACY

6132693777 105 west Broadway, Merrickville, ON • 613.269.3777

DENTISTRY @ KEMPTVILLE



**Warmly Welcoming
 New Patients!**

- Dental Implants & Supported Dentures
- Sedation Dentistry • Denturist On-Site
- Wisdom Teeth Extraction • **We accept the CDCP**

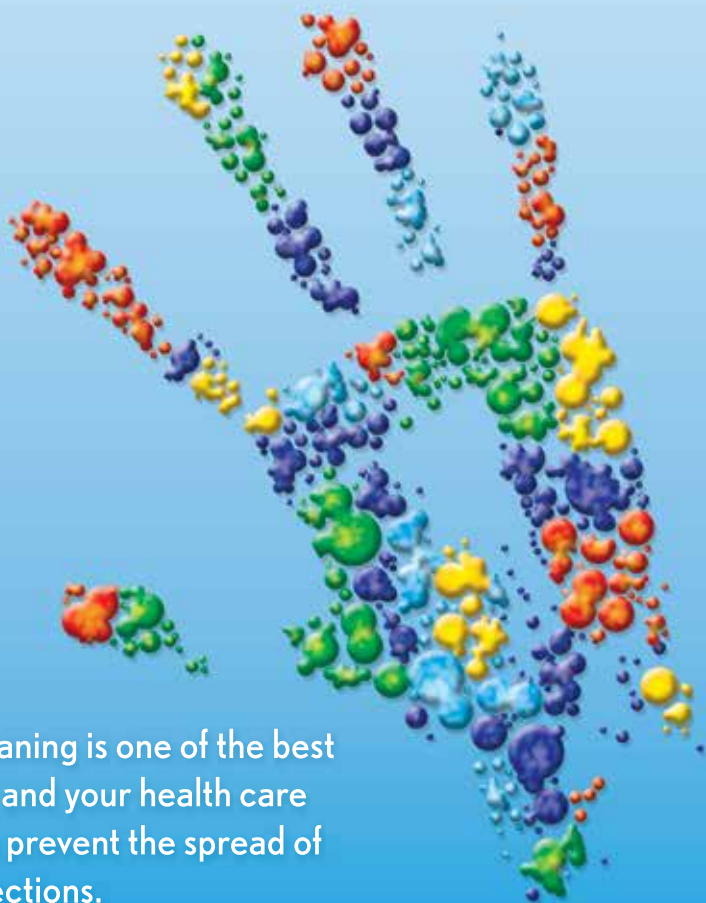
KEMPTVILLE MALL

UNIT 28 2600 HWY #43 KEMPTVILLE, ON • 613.258.5200

www.dentistryatkemptville.ca

CLEAN HANDS PROTECT LIVES.

Your Health Care - Be Involved



Hand cleaning is one of the best ways you and your health care team can prevent the spread of many infections.



Bayfield

Retirement Community




Your place to call home.



Situated in the heart of Kemptville, minutes away from Kemptville Creek and the historic Old Town, Bayfield Retirement Community has been providing quality retirement living for 35 years. We offer 11 independent apartments and 46 large suites, all recently renovated, and spacious lounges and entertainment rooms. For your safety all rooms are equipped with a call bell system and the building has a full fire sprinkler system. Your flat monthly rate includes 3 meals, housekeeping and laundry service, medication administration and cable television. Our excellent staff are available 24 hours a day to assist you, and qualified nurses will ensure your medical needs are properly attended to. Program staff provide a range of activities, there are outside sitting and walking spaces, and easy access to the shopping district.

Come in and see for yourself.

613-258-7484 www.bayfieldmanorrrh.com 100 Elvira Street, Kemptville, Ontario



It's your choice

Come for a Respite Stay or a Mini-Vacation at Garden Villa.

Whether you're recovering from an illness or surgery, or simply want your own "stay-cation" while your family is away, you owe it to yourself to check out Garden Villa. We offer short-term stays that turn into memorable experiences.

Short-term stays include:

- A comfy, well-appointed suite
- Delicious dining
- Recreation to suit your interests
- Housekeeping & laundry service
- Support to meet your needs

**Call Lynne at 613-448-1116 to learn more
about how Garden Villa can meet your needs.**

66 Main St S, Chesterville
613-448-1116

GardenVilla.ca



GardenVilla