



CAMPBELLFORD
MEMORIAL HOSPITAL

PATIENT SERVICES DIRECTORY



www.cmh.ca

PLEASE TAKE THIS COPY OF OUR DIRECTORY HOME
WITH YOU FOR FUTURE REFERENCE

REVISED NOVEMBER 2024

WELCOME

Welcome to Campbellford Memorial Hospital where we are proud to be a recognized leader in rural health care by creating a healthy community through service excellence, effective partnerships, and the development of innovative hospital services. We know that being in the hospital can be stressful for patients and families and we've developed this directory to help by providing information about the health care services we offer and what patients can expect during their stay.

Our hospital is staffed with dedicated and knowledgeable health care professionals who are committed to ensuring patients receive the best care possible. We do this by adhering

to our core values of Compassion, Learning & Innovation, Excellence, Accountability and Respect and we work with patients and families to ensure they are involved in all aspects of their care in order to make sure they have the best possible experience.

We are very proud of our hospital where we blend the service and familiarity of a small community with the technology and services one would expect in a larger centre. We always welcome feedback, whether it be a compliment or concern, and if at any time you feel we are not meeting your expectations, please contact the VP of Patient Care at extension 2101 or by emailing info@cmh.ca.

Also follow us on social media for the latest updates and news.



/campbellfordmemorial



/@CampbellfordH



/@cmh.hospital

Sincerely,

Jeff Hohenkerk – *President/CEO*

Disclaimer:

**This document is not to be used as, or in place of, medical advice.
Always consult with your team of health care providers.**

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ABOUT US

CAMPBELLFORD MEMORIAL HOSPITAL (CMH)

CMH, a 38-bed health care facility located in Trent Hills, serves approximately 40,000 residents across Northumberland, Peterborough and Hastings Counties. It also caters to a significant seasonal influx of cottagers and tourists who flock to the picturesque Kawartha Lakes region and Trent River System.

Strategically positioned between Belleville and Peterborough, Ontario, CMH offers a robust range of acute care services. Our facilities include a Special Care Unit, Endoscopy Surgical Suite, Diagnostic Imaging Department, Laboratory, a variety of Out-Patient Clinics, and a 24/7 Emergency Department. In addition, we support our community with vital programs such as Mental Health services, our Geriatric Assessment and Intervention Network (GAIN), and Supportive Housing initiatives.





CAMPBELLFORD MEMORIAL HOSPITAL STRATEGIC PRIORITIES 2022–2023

OUR VISION

To be a recognized leader in rural health care, creating a healthy community through service excellence, effective partnerships and the development of innovative hospital services.

OUR MISSION

We are dedicated to relief of illness, pain and suffering, and to promotion of health for the communities we serve.

OUR VALUES

Compassion. Learning & Innovation. Excellence. Accountability. Respect.

STRATEGIC PILLARS

QUALITY



EXPERIENCE



PEOPLE



RESOURCES



Strategic 5-Year Goal Statements

Patients and clients consistently experience seamless care and optimal outcomes

The team engages patients, clients, and caregivers as partners in care to improve the overall patient experience

Recruit, retain, and develop highly skilled and engaged people who are empowered and inspired to provide quality, person-centred care and services

Available resources are maximized to ensure a safe facility, financial sustainability, and a comfortable environment for patients, clients, staff, and physicians while the hospital is redeveloped as part of a new campus of care

Short-Term (1-Year) Goal Statements



1. Increase the percentage of ED patients who receive an after-discharge summary to 80% from the current 20%.



2. Increase by 3, the number of external partnerships which enhance the quality of care offered to the residents of Trent Hills by March 31, 2023.

Would you recommend our ED? **88%**



1. Improve overall patient satisfaction in the ED by increasing the percentage of people responding to the question "Would you recommend our ED?" by 5%.

1. Implement 3 components of a leader onboarding program.



2. 80% of eligible employees' performance appraisals are done on schedule.



1. Undertake renovations/repairs to 1st floor that address staff safety concerns, patient experience perceptions, and OH&S items outlined in the facility condition assessment.



2. Reduce the number of OH&S reported safety inspection items that are as a result of building condition.

OUR MISSION

Campbellford Memorial Hospital is dedicated to relief of illness, pain and suffering, and to promotion of health for the communities we serve.

OUR VISION

Campbellford Memorial Hospital's vision is to be a recognized leader in rural health care, creating a healthy community through service excellence, effective partnerships and the development of innovative hospital services.

OUR VALUES

COMPASSION: Compassionate care is a commitment we make to patients and their families. We understand that the art of care is often just as important as whatever technical expertise we bring to our jobs and that compassion is something that staff members give of themselves to our patients and their families.

LEARNING AND INNOVATION: A commitment to opportunities for learning and personal growth for staff members in all departments is essential to maintaining a vibrant and dynamic organization. CMH will continue to budget resources for learning and growth opportunities for staff members in every department. We will also promote an organizational culture of innovation—one that encourages advancement of knowledge and experience—in order to make continual improvements in patient care, and in our services across the organization.

EXCELLENCE: We must not only meet, but exceed the needs and expectations of our patients. Excellence means that we will not only provide highly skilled patient care, but also that we understand the human dynamics involved in providing care and services. Excellence means a commitment to maintaining the best equipment and facilities that we can possibly afford. It means a commitment to assisting professionals in furthering their education

and skills. It also recognizes that all staff members play key roles in ensuring that patients have the best experiences possible in our hospital.

ACCOUNTABILITY: We acknowledge our responsibility to provide the best possible quality of care by managing our resources effectively. We also recognize our responsibility to act as advocates for our community to secure needed resources.

RESPECT: This value encompasses how we treat our patients, and their families, and how we relate to each other. We value the rights of our patients and their families to be treated with dignity and have their individual values and decisions appreciated. We recognize and value the unique contributions of staff members, physicians, volunteers and supporters.

ACCESSIBILITY

The Province of Ontario's Accessibility for Ontarians with Disabilities Act (AODA) aims to identify, remove, and prevent barriers for people with disabilities. Campbellford Memorial Hospital is committed to ensuring that patients, visitors, staff, physicians, and volunteers have access to services in ways that respect individual independence and dignity. If you need help to meet your physical or mental disability needs, please be sure to ask a member of your health care team.



BE AN ADVOCATE

You have the right to know and the right to ask questions when it comes to your health. Your voice is important! Speaking up will make sure that your voice is part of the care that your healthcare team provides for you and your family.

An advocate can also be known as a champion, supporter, promoter, protector, or spokesperson.

- You can be your own advocate
- You may ask someone to advocate for you
- You could advocate for someone else (with their consent)

If you are advocating on behalf of another person you need consent or documentation from that person. It is best to speak with each organization/agency to find out the best way to inform them of your role as an advocate.

When you act as an advocate for yourself or for others it:

- Improves your and your care team's understanding of your goals and wishes.
- Creates a better experience for the whole team, which is you, your family/caregivers, and your healthcare providers.
- Increases your knowledge and preparedness for any meeting with your healthcare team.

Not sure how to be an advocate?

Here are some steps to help:

- Be proactive.
- Bring forward any questions and/or concerns that you may have. There is no such thing as "too many questions".
- Be prepared for complex conversations. Take notes and seek clarity if the information is not clear to you.
- Ask if there is information available on the subject you are dealing with. Is there an organization specializing in this subject? Is there a brochure? A book? A website?
- Seek clarification in plain language if you don't understand any of the terms being used.
- Follow up if you do not hear back in a reasonable amount of time.

OUR CODE OF CONDUCT

It is the responsibility of all individuals at Campbellford Memorial Hospital to promote a supportive, inclusive, and caring environment where everyone has a right to be treated with compassion, dignity, and respect, to be recognized, and to have contributions valued.

It is our responsibility to help others, as well as our right to ask for and receive help. We will be provided with the opportunity and freedom to make the right decisions, with counsel or guidance as required. We will communicate with one another professionally, compassionately, and responsibly.

We will welcome change, and will support continuous learning, development and improvement to encourage change. We are all entitled to rights and are also responsible for maintaining the rights of others. Together, we will collectively create and maintain an exceptional level of care and mutual respect for our community and the people we serve.

OUR COMMITMENT TO MUTUAL RESPECT AND TOLERANCE

Campbellford Memorial Hospital recognizes its responsibility to ensure the wellbeing, safety and dignity of its patients/clients, their families, its employees and affiliates, physicians, volunteers and students. We are committed to promoting an environment of mutual respect and tolerance.

Campbellford Memorial Hospital further believes that all patients and staff, volunteers and students deserve a place free of harassment and violence. The hospital expects patients, family members, visitors, physicians, staff, volunteers, and students to behave in a manner that demonstrates mutual respect and tolerance at all times. There is no tolerance for abusive behaviour of any kind (e.g. physical or verbal).

PATIENT & FAMILY ADVISORY COUNCIL

The Patient and Family Advisory Council (PFAC) will serve in an advisory capacity on matters that impact patients and families in the hospital.

- Identify and support opportunities for improvement within CMH from the patient and family perspective.
- Listen and learn from the rural hospital community in order to embed the patient voice throughout the organization.
- Exchange and generate ideas and positive ways to advance patient safety and quality in partnership with patients and families.

For further information or to inquire about becoming a PFAC volunteer, please e-mail info@cmh.ca.

PATIENT DECLARATION OF VALUES

Campbellford Memorial Hospital (CMH) is committed to the delivery of excellent health care in our community. We firmly believe that engaging people to improve their care plays a key role in achieving health and well-being. Understanding your rights and responsibilities as a patient of CMH constitutes one of the most important aspects of building a successful interaction between you and your care providers.

PATIENTS' RIGHTS

Respect and Dignity

The right to expect:

- That our individual identity, beliefs, history, culture, and ability will be respected in our care.
- Health care providers will introduce themselves and identify their role in our care.

- That we will be recognized as part of the care team, to be fully informed about our condition, and have the right to make choices in our care.
- That families and caregivers be treated with respect and seen as valuable contributors to the care team.
- That our personal health information belongs to us, and that it remains private, respected and protected.

Empathy and Compassion

The right to expect:

- Health care providers will act with empathy, kindness, and compassion.
- Individualized care plans that acknowledge our unique physical, mental and emotional needs.
- That we will be treated in a manner free from stigma and assumptions.
- Health care system providers and leaders will understand that their words, actions, and decisions strongly impact the lives of patients, families and caregivers.

Accountability

The right to expect:

- Open and seamless communication about our care.
- That everyone on our care team will be accountable and supported to carry out their roles and responsibilities effectively.
- A health care culture that values the experiences of patients, families and caregivers and incorporates this knowledge into policy, planning and decision making.
- That patient/family experiences and outcomes will drive the accountability of the health care system and those who deliver services, programs, and care within it.
- That health care providers will act with integrity by acknowledging their abilities, biases and limitations.
- Health care providers to comply with their professional responsibilities and to deliver safe care.

Transparency

The right to expect:

- We will be proactively and meaningfully involved in conversations about our care, considering options for our care, and decisions about our care.
- Our health records will be accurate, complete, available and accessible across the provincial health system.
- A transparent, clear and fair process to express a complaint, concern, or compliment about our care and that it will not impact the quality of the care we receive.

Equity and Engagement

The right to expect:

- Equal and fair access to the health care system and services for all regardless of language, place of origin, background, age, gender identity, sexual orientation, ability, marital or family status, education, ethnicity, race, religion, socioeconomic status or location within Ontario.
- That we will have opportunities to be included in health care policy development and program design at local, regional and provincial levels of the health care system.

PATIENT RESPONSIBILITIES

The responsibility to:

- Use health care responsibly.
- Maintain and provide accurate history and medical information.
- Treat care providers with dignity and respect.
- Participate in plan of care.
- Keep all appointments and notify the appropriate departments if unable to do so.
- Question information and instructions that are not understood.
- Understand implications if refusing to follow recommended treatment.
- Be respectful of the rights and the property of other patients, visitors and staff of the hospital.

OUR COMMITMENT TO PRIVACY: COLLECTION OF PERSONAL HEALTH INFORMATION

We collect personal health information about you directly from you or from the person acting on your behalf. The personal health information that we collect may include your name, date of birth, address, health history, records of your visits to CMH and the care that you received during those visits. We may collect personal health information about you from other sources if we have obtained your consent to do so or if the law permits.

After discharge, all requests for health information should be directed to the Medical Records Department at 705-653-1140, extension 2148.

USES AND DISCLOSURE OF PERSONAL HEALTH INFORMATION

We use and disclose your personal health information to:

- Treat and care for you, inform your family physician, and get payment for your treatment and care (from OHIP, WSIB, private insurers, etc).
- Plan, administer and manage our internal operations, teach, compile statistics, and conduct risk management activities.
- Conduct quality improvement activities (such as sending patient experience surveys).
- Fundraise to improve our services and programs.
- Comply with legal and regulatory requirements.
- Fulfill other purposes permitted or required by law.

YOUR CHOICES

You may access and correct your personal health records or withdraw your consent for some of the above uses and disclosures (subject to legal exceptions) by contacting us. To contact us for more information about our protection practices, or to raise a concern with our practices, contact our Privacy Officer at (705) 653-1140, extension 2147. In order to protect your confidentiality, information about your health will not be released to anyone, other than those listed above, unless specifically requested by you.

You have the right to complain to the Information and Privacy Commissioner of Ontario if you think we have violated your rights. The Commissioner can be reached at:

2 Bloor Street East, Suite 1400 Toronto, ON M4W 1A8

(416) 326-3333 or 1-800-387-0073

Email: info@ipc.on.ca | URL: www.ipc.on.ca

After discharge, all requests for health information should be directed to the Medical Records Department at 705-653-1140, extension 2148.



OUR COMMITMENT TO PATIENT SAFETY

Patient safety is a priority at Campbellford Memorial Hospital. Our goals are to ensure that everyone who receives care or service from us is kept safe and that we continue to work to prevent unnecessary harm or injury to all patients. To make sure we provide the safest environment possible during your hospital stay, we need your active involvement. We encourage you to speak up to ensure your safety.

DURING YOUR HOSPITAL STAY:

- Wear your hospital ID and other safety bracelets as required. Make sure the health care provider caring for you checks it.
- Make sure you and all care givers are clear about what medications you should take. Be sure to tell your care givers about all medications including non-prescription medication, vitamins and herbal remedies. Keep a list of your medication. You must bring all your medications in the original containers when you are admitted to the hospital. When you receive a prescription, make sure it is the right medication and the right dose.
- Infection: Don't pass it on! Don't be afraid to remind friends, family and health care providers to wash and sanitize their hands before coming into direct contact with you.
- Know what to do after you get home. Make sure you understand what is expected when at home and that you know who to call if you have further questions once you get home.

ASSISTING US WITH YOUR SAFETY

- Keep us informed of any changes in your condition, good or bad (such as an allergic reaction to a drug).
- Speak up when you have a question about any part of your care.

DIVERSITY, EQUITY & INCLUSION

The Campbellford Memorial Hospital is committed to a healthy environment that is respectful of all who are part of the health care team and those who access our services.

Our Justice, Equity, Diversity, and Inclusion (JEDI) Council advises on, and recommends, actions and initiatives to ensure a CMH culture that is consistently just, equitable, diverse, and inclusive.

In collaboration the JEDI Council, it is our goal at CMH to show compassion for our patients and their families with our words and actions, being accountable for the care we deliver, respecting the dignity of each person in our hospital, and improving our service through education. It is important for us to be made aware of any issues that arise so they can be addressed and we encourage you to reach out to a member of your health care team with any concerns.

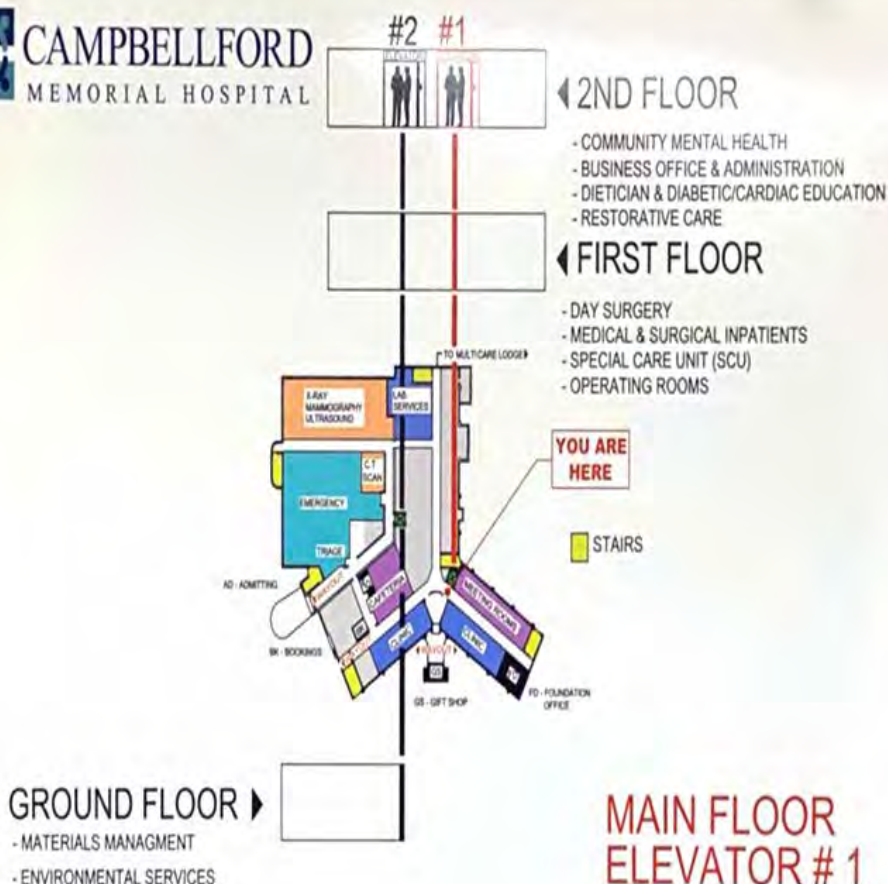
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GENERAL SERVICES



CAMPBELLFORD
MEMORIAL HOSPITAL



INPATIENT SERVICES

- Comprehensive Medical Care
- Palliative Care
- Medical Assistance in Dying (MAiD)
- Restorative Care
- Behavioural Supports Ontario (BSO) Nurse
- Recreation Therapy

OUTPATIENT SERVICES

- 24/7 Emergency Services
- Diagnostic Services (x-ray, ultrasound, echocardiogram, CT scan)
- Mammography
- Bone Mineral Density
- Ontario Breast Screening Program
- Laboratory Services (blood work, holter monitor, pulmonary function test)
- Mental Health Services
- Nutrition Counselling
- Diabetes Education
- Ontario Telehealth Network (OTN)
- Day Surgery
- Sleep Clinic and Sleep Lab
- Dermatology Clinic
- Geriatric Assessment and Intervention Network (GAIN) Clinic

ADMITTING/ REGISTRATION

Your health card is required to be validated for each visit to the Campbellford Memorial Hospital. Please ensure you bring your health card with you to your visit.

Admitting/Registration is located on the Main Floor beside the Emergency Department. This area of the hospital is open from 07:30 a.m. to 11:30 p.m., seven days a week. The Admitting/Registration clerk will record information such as your name, address, and name of your family doctor. This information needs to be reviewed at each visit. Please present your valid Ontario Health Card and any additional insurance information, if applicable, when being admitted.

PLEASE BRING/HAVE BROUGHT IN:

- Any relevant documents pertaining to personal care (i.e. copy of your health insurance cards, Power of Attorney paperwork, Advance Medical Directives)
- Comfortable clothing and non-slip footwear (essential to prevent falls).
- Toiletries (do not bring scented items or perfumes).
- Updated medication list and a medication history including drug allergies and sensitivities.

Please note that the hospital is not responsible for the storage and security of personal belongings. It is recommended that unnecessary items, belongings of value, and medications that are not required during your hospital stay remain at, or are returned, home for safe keeping.

POWER OF ATTORNEY

When you are admitted you will be asked for the name of your legal power of attorney for personal care. If you have not previously appointed one and you were to become incapacitated or incapable of making your own medical decisions, the Substitute Decision Maker (SDM) hierarchy will be used. The SDM hierarchy is based on the Health Care Consent Act 1996 and determines who gets to make decisions for you should you no longer be capable of making decisions. It is generally a spouse, a parent, or children, etc. The SDM must make decisions based on prior expressed wishes of the patient. If the SDM does not know of a wish applicable to the situation, or it is impossible to follow the patient's wishes, the SDM must act in the patient's best interests. Please ask a member of the health care team for more information about appointing a SDM.

DISCHARGE

E.D.D. (EXPECTED DATE OF DISCHARGE)

An expected date of discharge is an estimated date that enables your health care team to plan for discharge and is based on a prediction of when your acute medical episode will be resolved or treated. The decision is made by the physician managing your care with input from other healthcare providers. At time of discharge, you will receive an After-Visit Summary (AVS) providing you with guidelines and follow up instructions. A copy of this form is faxed to your family physician.

You may be contacted by discharge planning should it be deemed that additional support is required.

DISCHARGE PLANNING

Upon admission, it is important for you to work with the health care team to begin planning your discharge from hospital. Together, we will assist you and your family in planning for your discharge. If you have any questions or concerns, please ask to speak with discharge planning to ensure that you are well supported prior to discharge.

RESPONSIBILITY OF PATIENT/FAMILY

In order for the discharge process to proceed as smoothly as possible, CMH would appreciate if you and/or your family would:

- Provide necessary clothing to be worn at time of discharge.
- Make arrangements for your transportation.

TRANSPORTATION

Upon discharge, patients will be responsible for arranging their own transportation. Staff will be able to provide information relating to relevant local transportation services. This may include Community Care Northumberland Specialized Transportation – (866) 768- 7778 or Voyago Transportation – (855) 263-7163. If any issues arise or if you need support/assistance with arranging transportation, please contact discharge planning at 705-653-1140 Ext. 2222.

GERIATRIC ASSESSMENT & INTERVENTION NETWORK (GAIN)

The Trent Hills Community GAIN Team is one of a network of 11 GAIN teams in our region, providing both clinic and in-home services in the Trent Hills area.

GAIN is a program of the Seniors Care Network which is funded by Ontario Health to support frail older adults living at home or in retirement residences with multiple complex medical concerns including cognitive impairment, decreased function, falls or risk of falls, impaired mobility, incontinence and/or multiple medications. Frail older adults 65 years of age and older who are experiencing changes in support needs, safety concerns, psychosocial and mental health concerns, or those with frequent health service usage will benefit from the services offered by the GAIN Team.

The Team provides a comprehensive assessment, care planning and delivery to assist with the complex needs of many older adults. GAIN's interprofessional team works with older adults and their families to develop care plans that will support them so they are able to continue living at home.

The team includes a Nurse Practitioner, Registered Practical Nurses, an Occupational Therapist, a Personal Support Worker, Community Care Access Centre Care Coordinator, Geriatrician Support and administrative support. GAIN referrals can be made by doctors, nurses, other health providers or individuals. For additional information, contact the office at 705-653-1140 ext. 2139.

INPATIENT UNIT/SPECIAL CARE UNIT

The Campbellford Memorial Hospital Inpatient Unit is an acute care unit with 38 beds. Within the unit is a four-bed Special Care Unit (SCU) for patients who require cardiac monitoring. An interdisciplinary team develops plans of care for all patients on the Inpatient Unit.

DAY SURGERY UNIT

The Day Surgery Unit is open Monday to Friday from 07:30 a.m. to 3:30 p.m.

Emergency surgery will require transfer to one of our regional partner hospitals.



EMERGENCY DEPARTMENT

Our Emergency Department (ED) provides emergency medical services 24 hours a day, 7 days a week with a complement of medical and nursing personnel.

Is your urgency an emergency?

Calling 911 for an ambulance is not always the right call to get access to the right care. Please consider the other treatment options available and make the call that best meets your needs.

Unsure if it's an emergency?

Call Health811 to speak to a registered nurse 24/7.

To help you decide whether your urgency is an emergency, please visit Peterborough County website, www.ptbocounty.ca/en/living/it-s-your-call.aspx

Is your urgency an emergency?



STOP

Would self-care make you better.



THINK

Consider all services and options available.



CALL

For all life-threatening emergencies, call 911.

Should I go to the ED?

The Emergency Department is ready to help you with these and other emergencies:

A broken bone or a wound that needs stitches.

Chest pain or tightness in the chest.

Difficulty breathing when doing very little or resting.

Infant under 3 months with a fever over 38.5°C (101°F) or has a fever and is difficult to wake.

Sudden severe headache, weakness, vision problems, numbness/tingling, trouble speaking, dizziness.

Continuous vomiting or severe diarrhea with signs of dehydration.

Confusion and disorientation.

Seizures or convulsions.

Stiff neck and sensitivity to light.

Mental health crisis.

TRIAGE IS THE FIRST STEP

Patients are first triaged according to the Canadian Triage and Acuity Scale (CTAS). This ensures that the most acute patients are prioritized.

WAIT TIMES

Several factors will influence your wait time in the ED in addition to the priority you received at triage – diagnostic resources, ability to transfer patients and the extent of overcrowding. With a significant

increase in the complexity of care needed for patients seen in the ED as well as the in-patient beds frequently being full, the ED is often functioning at full occupancy, which directly impacts the wait times you may experience.

Patients presenting with a more urgent situation will be prioritized to see the physician (according to the Triage scale). Based upon volumes and activity, wait times may vary.

Please notify the triage nurse of any changes in your condition while you are waiting!

GERIATRIC EMERGENCY MANAGEMENT (GEM) PROGRAM

The Geriatric Emergency Management (GEM) program provides specialized frailty-focused healthcare services to older at-risk adults presenting to our Emergency Department. The GEM Clinical Specialist may sit down with you or your family members to discuss the challenges you may be facing at home. Common at-risk conditions for older adults include falls; living alone; confusion, forgetfulness, or dementia; urinary tract infection; multiple medications; difficulty with walking; depression; pain; and multiple health issues. The GEM Clinical Specialist can answer questions about your health or about how to access in-home assistance and can direct you to a variety of organizations that are available to you in the community.

LABORATORY

The Laboratory provides services in blood collection, ECG, Holter Monitor and diagnostic testing. If your provider has sent your requisition to the hospital, our front desk clerks will call you to schedule an appointment. If you have a copy of your requisition, you may call our front desk at (705) 653-1140 X 2124 to book your appointment and you will be asked to bring the requisition with you to the hospital. Our outpatient collection centre and front desk are open Monday to Friday from 8:30am to 3:30pm, excluding statutory holidays. There may be special requirements (e.g. fasting) involved in your testing; please ensure to ask when making your appointment.

Appointments are required so that we can effectively manage

all our requests and testing for inpatients, emergency, and outpatients. “Drop in” patients will be requested to book an appointment on another day. Outpatient bloodwork is completed by our reference laboratory, meaning that results may take longer to be available. Once testing is completed, the results are sent directly to the health care provider who ordered the test(s). The laboratory has a patient identification policy where you will be asked to state your name and date of birth. Please ensure you bring your health card with you to your visit.

DIAGNOSTIC IMAGING (DI)

The Diagnostic Imaging Team consists of highly trained individuals who provide exceptional care to all patients.

At CMH, DI is a digital department and utilizes Picture Archiving and Communication System (PACS) technology. This technology increases the efficiency of an imaging department by having a computer system dedicated to the storage, retrieval, distribution, and display of diagnostic images. A patient's entire file is easily accessed for diagnostic reporting and clinical review.

We offer the following services:

- Bone Mineral Densitometry (BMD)
- CT (Computerized Tomography)
- Echocardiograms
- General Radiology (X-rays)
- Mammography and Ontario Breast Screening Program (OBSP)
- Ultrasound

A physician's referral is required for all Diagnostic Imaging examinations (except for qualifying patients with OBSP). All requisitions can be faxed to the CMH Bookings Department (705-653-3601), or your Physician may use the OCEAN electronic eReferral platform.

The Bookings Department will notify you of the date and time

of your appointment. We do accept walk-ins for x-rays only, but you must have a requisition signed by your physician in hand, or an electronic eReferral sent to us prior. Evening and weekend appointments are also available. Diagnostic Imaging is located on the main floor behind the Emergency Department - follow the red floor tiles from the Emergency Department or red arrows from the Main Entrance. Please feel free to use the patient registration kiosk outside of the Imaging registration area for your convenience.

FOOD SERVICES

Our food services team provides meals that are prepared with consideration given to special dietary requirements or restrictions that have been ordered by your doctor or the clinical dietitian. Please inform your nurse if you have any food allergies.

HOSPICE PALLIATIVE CARE

The Campbellford Memorial Hospital works in collaboration with community palliative care programs to deliver high quality palliative care for inpatients.

MEDICAL ASSISTANCE IN DYING (MAID)

Medical Assistance in Dying (MAiD) is a term that describes a situation where a clinician provides or administers medication that intentionally brings about a patient's death, at the request of the patient.

For more information about MAiD, speak with a member of your health care team and they will connect you with our community palliative care program and/or palliative care physician.

RECREATION THERAPY

WHAT IS RECREATION THERAPY?

Recreation Therapy is a process that utilizes treatment, education and recreation participation to enable persons with physical, cognitive, emotional or social limitations to acquire and maintain the skills, knowledge and behaviours that will allow them to enjoy their leisure optimally, function independently with the least amount of assistance and participate as fully as possible in society. Therapeutic recreation intervention is provided by trained professionals in clinical and community settings.



WHAT IS THE PURPOSE OF RECREATION THERAPY?

The purpose of Recreation Therapy is to enable all individuals to achieve quality of life and optimal health through meaningful participation in recreation and leisure. The profession recognizes the importance of the recreation experience and supports all individuals in having full access to, and the freedom to choose, recreation and leisure opportunities.

WHAT GOALS ARE ACHIEVED THROUGH RECREATION THERAPY?

- Promoting social interaction among patients to improve quality of life
- Increasing activity tolerance
- Cognitive stimulation
- Providing opportunities to learn new skills and maintain current level of functioning
- Offering leisure education opportunities
- Opportunities for self-expression
- Improve physical and cognitive abilities

- Increase confidence and self-esteem
- Encourage a greater sense of accomplishment
- Increase overall quality of life and wellbeing
- Strengthen interpersonal skills and relationships

OUTCOMES OF RECREATION THERAPY

- Reduces anxiety, stress and depression
- Promotes adjustment to disability and/or hospitalization
- Prevents decline in health status
- Increases independence
- Decreases social isolation

BEHAVIOURAL SUPPORTS ONTARIO (BSO)

BSO OVERVIEW

The Behavioural Supports Ontario (BSO) initiative was created to enhance health care services for older adults in Ontario with complex and responsive behaviours associated with dementia, mental health, substance use and/or other neurological conditions.

ROLE OF BSO AT CMH

- Respecting and acknowledging patient-centred care and patient personhood
- Completing evidence-based assessments to support patient care and enhance patient outcomes
- Developing and implementing behavioural care plans with the hospital team to focus on quality of life for patients with responsive behaviours
- Improving dementia knowledge for staff and family members
- Supporting effective transitions at time of discharge
- Decreasing incidents of responsive behaviours and increasing safety for patients and staff
- Implementing and supporting non-pharmacological interventions that promote meaningful purpose and activity

- Enhancing the environment to reduce responsive behaviours, supporting patients with dementia
- Supporting and completing referrals for geriatric supports, tertiary care, older adult services, etc. as applicable

BSO OPERATES UNDER THE FOLLOWING SEVEN VALUE-BASED PRINCIPLES:

1. Behaviour is communication - Responsive behaviours can be minimized by understanding the person and adapting the environment or care to better meet the individual's unmet needs. Behaviours are not meaningless; they are an attempt to express distress, problem-solve, or communicate unmet needs.
2. Respect - All persons are treated with respect and accepted as they are. Respect and trust characterize the relationships between staff and patients and between providers across systems.
3. Diversity - Practices value the language, ethnicity, race, religion, gender, beliefs/traditions, and life experiences of the people being served.
4. Collaborative Care - Accessible, comprehensive assessment and intervention require an interdisciplinary approach that includes professionals from different disciplines, as well as the patient and family members, to cooperatively create a plan of care.
5. Safety - The creation of a culture of safety and well-being is promoted where older adults and families live and visit and where staff work.
6. System Coordination & Integration - Systems are built upon existing resources and initiatives and encourage the development of synergies among existing and new partners to ensure access to a full range of integrated services and flexible supports based on need.
7. Accountability & Sustainability - The accountability of the system, health, and social service providers to funders and to each other is defined and ensured. (Ontario Behavioural Support System Project, 2010)

ONTARIO TELEMEDICINE NETWORK (OTN)

The focus of the Ontario Telemedicine Network is to provide a full range of clinical consultation services including cardiac care, paediatrics, child psychiatry, dermatology, endocrinology, neurology, surgery, and mental health. These services are achieved through the application of telecommunications technology. In our community the network connects doctors across the province (for example, based in Ottawa, Toronto, London, and Peterborough) with patients at Campbellford Memorial Hospital. It also connects doctors from our hospital with patients from other facilities such as Warkworth Penitentiary. Telemedicine allows patients to have their appointments closer to home without having to travel long distances and is arranged on an outpatient basis by the consultant.

COMMUNITY MENTAL HEALTH PROGRAM

The Community Mental Health Program is an outpatient mental health program serving adults 16 years and older who suffer from symptoms of serious mental health illness such as:

EARLY PSYCHOSIS INTERVENTION PROGRAM (LYNX):

Mood disorders (Clinical Depression, Bipolar Disorders, Seasonal Affective Disorder, Post-Partum Depression)

- Anxiety Disorders (Generalized Anxiety Disorders, Post Traumatic Stress Disorder, Obsessive Compulsive Disorder)
- Psychosis (Schizophrenia, Bipolar I)
- Personality Disorders (Borderline Personality Disorder)

Services are provided in individual or group format. Five (5) programs are offered for our clients (please note that there may be fees for group programs) for people aged 14 to 35 years, who are

experiencing the early stages of psychosis; family support is also offered:

MENTAL HEALTH COURT SUPPORT & DIVERSION

CRISIS INTERVENTION

CASE MANAGEMENT

COUNSELLING & TREATMENT

PSYCHIATRIC CONSULTATION: referral

requests accepted from health care providers through the Ontario Telemedicine Network (OTN). On-site psychiatry is offered exclusively to clients of the program and is contingent upon availability of resources.

REFERRAL PROCESS

Referrals from physicians, hospitals and community agencies are preferred, however self-referrals are also accepted. All referrals are reviewed with service priority given to the most serious and critical needs. There are no fees for our services.

CONTACT US

Campbellford Memorial Hospital

146 Oliver Road

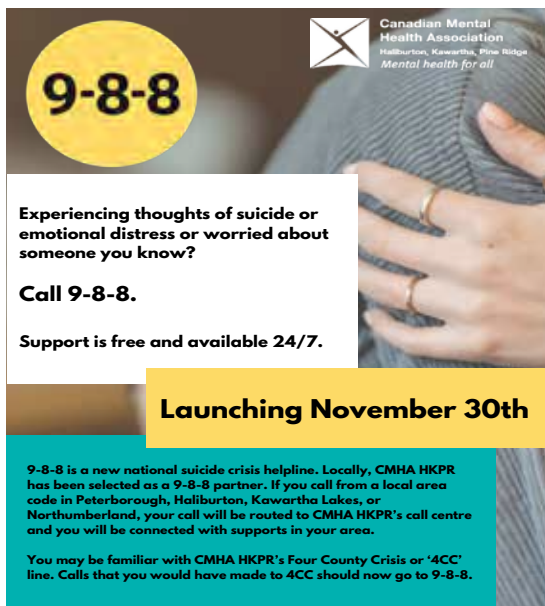
Campbellford, Ontario
K0L 1L0 705-632-2015

Toll Free 1-877-632-2015

e-mail: wellness@cmh.ca
www.cmh.ca/campus_partners

OFFICE HOURS

Monday to Friday 8:30
a.m. to 4:30 p.m., closed
from 12:00 to 1:00 p.m.



The poster features a large yellow circle with the text "9-8-8" in black. To the right is the Canadian Mental Health Association logo with the text "Canadian Mental Health Association", "Haliburton, Kawartha, Pine Ridge", and "Mental health for all". Below the circle, a white box contains the text: "Experiencing thoughts of suicide or emotional distress or worried about someone you know?", "Call 9-8-8.", and "Support is free and available 24/7.". A yellow banner at the bottom reads "Launching November 30th". The bottom section has a teal background with white text: "9-8-8 is a new national suicide crisis helpline. Locally, CMHA HKPR has been selected as a 9-8-8 partner. If you call from a local area code in Peterborough, Haliburton, Kawartha Lakes, or Northumberland, your call will be routed to CMHA HKPR's call centre and you will be connected with supports in your area." and "You may be familiar with CMHA HKPR's Four County Crisis or '4CC' line. Calls that you would have made to 4CC should now go to 9-8-8."

9-8-8

Canadian Mental Health Association
Haliburton, Kawartha, Pine Ridge
Mental health for all

Experiencing thoughts of suicide or emotional distress or worried about someone you know?

Call 9-8-8.

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You may be familiar with CMHA HKPR's Four County Crisis or '4CC' line. Calls that you would have made to 4CC should now go to 9-8-8.

GENERAL INFORMATION

VALUABLES

The Campbellford Memorial Hospital is a public building. Although we work hard to maintain a secure environment, we are not responsible for lost, stolen or damaged property.

HOSPITAL CHARGES

Appropriate documentation from your insurance company needs to be provided to the Admitting department at the time of admission, or within 24 hours, to the Business Office.

Physicians bill separately for their services and may request payment at the time of your visit. If this is the case, you will be given a receipt by the physician and may use it to receive reimbursement from the provincial Health Insurance program.

There are certain services and items that require payment upon completion of the procedure or receipt of the items. Prior to receiving uninsured services or items, your service provider will advise you that fees are required.

Payment of any additional charges can be made at the Business Office on the Main level (Room M37) from Monday to Friday between 8:00 a.m. and 3:45 p.m., except on statutory holidays. Outside of these hours, payment can be made at Admitting on the Main level. You may make inquiries at 705-653-1140, extension 2113.

Access to quality care will remain equal for all of our patients and will at no time be compromised for those who are unable to provide credit card information. Payment, however, is required when invoiced.

PARKING

Patient and visitor parking is provided at CMH in the assigned lot on Oliver Road for a nominal fee.

AMBULANCE TRANSPORT

The Ministry of Health and Long-Term Care pays most of the cost for an ambulance trip (land or air) for a patient who is injured or very ill. The patient usually pays \$45.00 of the cost*. Ambulance Services does not transport patients to non-emergency appointments. Patients must travel by private transport service for non-urgent appointments and discharges. If choosing private transport, the patient must pay the full cost of the transfer service if attending a non-urgent appointment or being discharged home or to long term care.

*Subject to change by the Ministry of Health

MYCHART

MyChart is a free, secure, online tool that provides patients and designated family members and care partners access to medical records and personal health information. MyChart allows you to:

- Find important information about your visit or appointment.
- Share health information with members of your health care team.
- View your test results and other health information from seven (7) partner hospitals:

Campbellford Memorial Hospital

Haliburton Highlands Health Services

Lakeridge Health

Northumberland Hills Hospital

Peterborough Regional Health Centre

Ross Memorial Hospital

Scarborough Health Network

Patients can now download and register for MyChart by visiting mychart.ourepic.ca.

PATIENT IDENTIFICATION (ID)

All patients admitted to the hospital will receive an identification wristband with their name on it. The ID band must be worn at all times during your hospital stay. Your health care team will check your wristband often and ask you to answer two (2) questions to confirm your identity, such as your name, date of birth, address, etc. This practice is a proven way to improve patient safety and to ensure the right care is being delivered to the right person. If your patient ID band is soiled, damaged, and/or unreadable, please ask the health care team for a new one.

MEDICATION MANAGEMENT

It is important for you to know the reason for having been prescribed all your medications and to have written information about your prescriptions and when you take your medication. Please bring your current medications in the original, labelled packaging when coming to the hospital for an appointment or to the Emergency Department.

Medications include prescriptions, vitamins and minerals, herbal products, creams, inhalers, eye drops, ear drops, nasal sprays, and any over-the-counter medications.

If you are unable to bring your medications with you, please bring an updated list that includes the medication name, dose, and how often you take each medication.

MOBILITY

Studies show that being mobile prevents three (3) serious hospital-related health complications: delirium, functional decline, and falls. During your hospital stay, our health care team will encourage you to stay active and mobile. You will be encouraged to move, sit up, or walk at least three (3) times per day. A member of the CMH Mobility Team may see you to assess your mobility level early in your hospital stay.

Your participation in becoming mobile is critical to your recovery and will progress according to your ability. Speak to a member of your health care team for more information.



CMH MOBILITY TEAM

MOVING FORWARD TOGETHER

Made up of CMH's Physiotherapist & Physiotherapy Assistants, the Mobility Team is focused on collaborating with patients and families to promote early and safe mobilization from the time of admission to discharge home.

MONDAY-FRIDAY
8:00 AM – 4:00 PM
CMH ED & IPU



Mobility Levels

GREEN = GO
Can ambulate independently with or without an assistive device

BLUE = BUDDY
Requires assistance to ambulate with or without an assistive device

PURPLE = PAUSE
Can only transfer from bed to chair with or without assistance

ORANGE = NO
Cannot mobilize safely, mechanical lift to be used for transfers

Opportunities for Mobilization

1. Participate in your personal care
2. If able, get up to use the toilet
3. If able, sit up for all meals either on the edge of the bed or in a chair at the bedside
4. Complete bed exercises three times (3X) a day.

Bed Exercises

1. Ankle Pumps
2. Buttocks Squeeze
3. Heel Slides
4. Bridging
5. Arm Raises

36

Campbellford Memorial Hospital

BLOOD CLOT (VTE) PREVENTION

Venous Thromboembolism (VTE) is an unwanted blood clot in the deep veins or in the lungs. Almost all hospitalized patients have some risk of developing a blood clot due to their medical condition, surgery, or if they are not moving regularly. At CMH, we make it a priority to prevent VTE and we have procedures in place to help keep you safe.

To prevent VTE, you should:

- Ask your doctor or nurse what is being done to reduce your risk of getting a blood clot.
- Ask if you should be given medication to prevent unwanted blood clotting.
- Resume normal physical activity and walking as soon as your doctor permits it.
- Drink plenty of water to stay hydrated.
- Report any chest pain, shortness of breath, pain, or swelling.


FALLS PREVENTION

Your safety is important to us. Remember: Call – Don't Fall. If you require assistance to get out of bed, to use the washroom, or to change positions, please use the call bell beside your bed. A member of your health care team will answer your call and provide assistance.


While in the hospital, you can reduce your risk of falling by:

- Calling for assistance before you move, especially at night.
- Sharing any fears or concerns about falling with your health care team.
- Calling for help if you feel dizzy, weak, unsteady, or light-headed.
- Getting up slowly after eating, lying down, or resting.

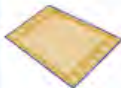
- Wearing proper footwear - non-slip, well-fitting and supportive shoes such as running shoes or slippers with heel supports and treads.
- Wearing glasses and/or hearing aids, if needed.
- Taking your medications as they have been prescribed.
- Using recommended mobility aids and supports.
- Avoiding tripping hazards by ensuring your clothing, such as pants, shirts, and housecoats are not too long.
- Taking your medications as they have been prescribed
- Participating in physiotherapy exercises to strengthen your muscles and improve your balance.
- Eating a regular, healthy diet.


CAMPBELLFORD
 MEMORIAL HOSPITAL


5 Steps to Falls Prevention




Improve Lighting : Make sure your house is equipped with adequate lighting. If you need to get up at night, make sure you turn on the lights, or have night lights and /or a flash light.



Rugs & Flooring: Make sure your house is free of scatter mats, as they can cause falls. Ensure floorboards are even, as uneven surfaces can put you at risk of falls. Keep your house free of clutter.




Good Foot Wear: Shoe criteria to prevent falls includes; good grip, non-slip soles, lots of contact with the ground, low or flat wide heel. In the winter months, wear boots with traction when walking on ice or snow.



Education : Speak with a medical professional about your risk of falls. Things that can make you at risk of falls include but are not limited to:

Weakness/loss of mobility, cognitive impairments , vision loss, illness, poor environment and some medications.



Healthy Living: Exercising can help prevent your risk of falls. It can improve your balance, and increase strength . Participating in a local exercise class or falls prevention class can help decrease your risk of falls. If you wear glasses make sure you are wearing them! Always use your mobility aid if required to do so.

"If you don't use it, you lose it"

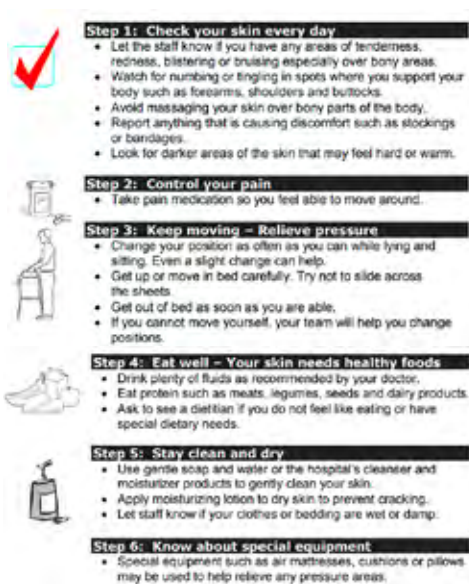
PRESSURE ULCER (BED SORE) PREVENTION

A pressure ulcer often appears as a red, warm, tender area that does not go away or as a blister that is filled with blood or clear fluid. If you have a pressure ulcer upon admission to the hospital or develop a bed sore while in the hospital, notify a member of your health care team.

When you are unwell and admitted to the hospital, you may not be moving around as much, which puts your skin at risk for a pressure ulcer. Pressure ulcers can develop when:

- An area of skin is under pressure from being in the same position for a long period of time.
- Friction on the skin occurs by moving across the bed using heels or elbows.
- Skin is exposed to a lot of moisture (for example, urine or sweat) for a long period of time.

To prevent pressure ulcers, follow these six (6) steps:



Step 1: Check your skin every day

- Let the staff know if you have any areas of tenderness, redness, blistering or bruising especially over bony areas.
- Watch for numbness or tingling in spots where you support your body such as forearms, shoulders and buttocks.
- Avoid massaging your skin over bony parts of the body.
- Report anything that is causing discomfort such as stockings or bandages.
- Look for darker areas of the skin that may feel hard or warm.

Step 2: Control your pain

- Take pain medication so you feel able to move around.

Step 3: Keep moving – Relieve pressure

- Change your position as often as you can while lying and sitting. Even a slight change can help.
- Get up or move in bed carefully. Try not to slide across the sheets.
- Get out of bed as soon as you are able.
- If you cannot move yourself, your team will help you change positions.

Step 4: Eat well – Your skin needs healthy foods

- Drink plenty of fluids as recommended by your doctor.
- Eat protein such as meats, legumes, seeds and dairy products.
- Ask to see a dietitian if you do not feel like eating or have special dietary needs.

Step 5: Stay clean and dry

- Use gentle soap and water or the hospital's cleanser and moisturizer products to gently clean your skin.
- Apply moisturizing lotion to dry skin to prevent cracking.
- Let staff know if your clothes or bedding are wet or damp.

Step 6: Know about special equipment

- Special equipment such as air mattresses, cushions or pillows may be used to help relieve any pressure areas.

Information on preventing bed sores and helping to heal them is also available your health care team.

DO NOT RESUSCITATE (DNR) ORDERS

When you are admitted to the hospital, you will be asked about your end-of-life care wishes if your heart stops or if you stop breathing. Your health care team needs to know your wishes should you have an emergency while in hospital. It is our obligation to listen to your wishes and to provide you with the information you need to make an informed decision.

Some patients have already discussed their wishes with family members or their family physician and may want to limit the treatment offered in the event of a life-threatening emergency. These wishes are sometimes known as “advanced directives” or “living wills”. If you have specific wishes about how you would or would not want to be treated in an emergency while in hospital, please bring them to the attention of your physician as soon as possible.

PATIENT INQUIRIES

The main telephone number for the hospital is 705-653-1140. Information about your health is confidential and your consent is required before we can share information with your family members. Let us know the name and telephone number of the person to whom we can provide information, if desired.

There may be times when you or your family members need help finding information or want to voice a concern or compliment. Please contact the office of the VP Patient Care at 705-653-1140 ext 2101.

COMPLIMENTS AND COMPLAINTS

If you have a question, complaint, compliment, or suggestion about the care you have received, please speak directly with your health care team or ask to speak to with the manager. Our compliments and complaints process is available to support you and your family both during your stay and after you return home. Your feedback is confidential, and your concerns will be treated in a supportive and respectful way.

Compliments, complaints, questions, or suggestions may be directed by email to info@cmh.ca or by post at:

Administration

Campbellford Memorial Hospital

146 Oliver Road

Campbellford, ON K0L 1L0

If you would like to report an issue that involves the safety of patients and families, please inform your nurse or unit manager to file an incident report. It is best to inform your nurse or unit manager as soon as possible regarding any safety issues.



SCENT FREE ENVIRONMENT

Due to increasing prevalence of allergies amongst the public, patients, and staff, CMH has adopted a scent-free policy. Please refrain from wearing perfumes, aftershaves, scented hair products, lotions, deodorants, etc. We ask that you do not bring heavily scented flowers (i.e. lilies, hyacinths, lilacs, etc.) into the hospital. Our local florist shops are aware of our policy.

SMOKING

As a healthcare provider, the Campbellford Memorial Hospital is committed to promoting good health practices. No smoking is allowed anywhere on hospital property (including parking lots) by anyone.

Smoking is a proven health and safety hazard both to the smoker and non-smoker. CMH is committed to providing a safe and healthy environment for all.

As part of our smoke-free program, CMH offers a smoking cessation program to all inpatients. On admission, you will be assessed regarding your smoking practices and assistance in the form of medication and/or counselling will be offered to you.

LATEX BALLOONS

Since latex balloons can cause allergic reactions in some people, we ask that no latex balloons be brought onto the premises. Mylar (foil) balloons are permitted.

CELLULAR PHONES, WIRELESS NETWORK DEVICES, AND RECORDING DEVICES

The use of cell phones and wireless network devices is permitted. Campbellford Memorial Hospital offers free public WiFi. Simply connect to our network using your smart device.

However, Please note that due to privacy concerns, pictures and recordings on hospital premises is strictly prohibited.

CAFETERIA

The cafeteria is open to visitors and families from 9:00 a.m. to 6:00 p.m. A hot lunch is served from Monday to Friday, but there is no hot supper prepared for the cafeteria.

Vending machines are located near switchboard. Please note that cafeteria services/ hours may be affected during a pandemic.

SPIRITUAL CARE

Spiritual leaders visit the Hospital regularly and would be pleased to call on you as requested. It is important to provide the Admitting staff with your spiritual affiliation as this is the only way your Spiritual Leader will have access to information that you are a patient in the hospital. If you do not wish for a Spiritual Leader to visit you, please make the Admitting and nursing staff aware when you are admitted. The following are local churches/religious/spiritual organizations and their contact numbers should you wish to speak with someone. If you wish to speak with a Spiritual Leader from any other organization, please ask a member of your health care team for support in seeking your preferred source of care.

Anglican.....	705-653-3632
Baptist	705-653-4000

Church of Jesus Christ of Latter Day Saints.....	705-778-2633
Free Methodist.....	705-653-4789
Jehovah's Witness.....	705-653-5644
Pentecostal.....	705-653-2411
Presbyterian.....	705-653-3396
Roman Catholic.....	705-653-1093
Seventh-day Adventist.....	587-217-3098
United (Seymour Charge).....	705-653-6153
United (St. John's)	705-653-2283

AUXILIARY GIFT SHOP

Everyone is welcome to browse in the Hospital Gift Shop where you will find a variety of treasures including clothing, jewelry, gift items, toiletries, and confectionaries. The Gift Shop is the Auxiliary's primary fundraising venue and all proceeds are directed to the purchase of patient care equipment for the Hospital. The Gift Shop is in the main lobby of the hospital.

HOURS OF OPERATION ARE:

Monday to Saturday 10:00 a.m. to 4:00 p.m. Please note Gift Shop hours may be affected by Hospital visiting restrictions.

PATIENT EXPERIENCE SURVEYS

We always welcome your comments, whether you are expressing a compliment or a concern. Your feedback is important in helping us to continually improve our service delivery. Patients visiting the Emergency Department or Inpatient Unit will have the opportunity to participate in an electronic survey after discharge. Other departments may conduct surveys by staff directly either via telephone or during your visit. Your participation is voluntary and any personal information supplied is kept confidential. Your opinion matters to us as we work to continually improve all aspects of care and service.

TELEPHONES

Telephone hook-up is available in all in-patient rooms except the Special Care Unit. The telephone will be connected, for a fee, upon request by the patient/family.

Please inquire at the nursing station. Pay phones are located near the Emergency Department and the gift shop in the main lobby.

CHARGING STATIONS

Two charging stations are located within the hospital – one in the Emergency Department and one on First Floor across from Day Surgery.

TELEVISION (TV)

There are telephones and TVs available for each in-patient bed on the Inpatient Unit. Telephone service and cable TV can be rented on a daily, weekly, or monthly basis and must be paid for in advance of hook-up.

CASH MACHINE/CHANGE MACHINE

An instant teller (Automated Banking Machine) and a change machine are available near the switchboard office on the main level.

VISITING HOURS

Visiting hours are between 10:00am and 8:00pm.

- 2 visitors at a time in regular inpatient rooms
- 1 visitor at a time in the Special Care Unit (SCU)
- There are additional quiet hours in the SCU between 2:00pm and 4:00pm when visitors may be requested to leave.

Exceptions to visiting hours may be made for critically ill or palliative patients, where visits are permitted without restrictions.

Other special situations are considered by the department manager or team leads on a case-by-case basis.

During an outbreak, visiting hours may be modified or completely restricted. For the most current information about visiting, please refer to the CMH website.

INFECTION CONTROL

Please encourage your family and friends to visit you only when they are feeling well. When you are in the hospital and not well yourself, you will be at greater health risk if germs are brought in and spread throughout the hospital. If family and friends have a fever, cough, runny nose, sore throat, diarrhea, new rash or are otherwise ill, please ask them not to visit you until they are well. Masking requirements are subject to change.

All visitors to the hospital may be required to wear a surgical face mask at all times, except if required to remove it for a medical procedure or when eating in the cafeteria.

VOLUNTEERS

Our team of dedicated volunteers can be seen throughout the hospital assisting with a wide variety of tasks to help make your patient experience a pleasant one. You will always see a friendly face at the Volunteer Information desk to assist you or your loved one to the clinical area or department you require.

Other key areas where you will find volunteers assisting include:

- Restorative Care/Therapeutic Wellness Program
- Emergency Department
- Diagnostic Imaging
- Outpatient Clinic Assistance
- Appointment Reminders
- Health Records
- Human Resources
- Foundation Assistance

Please contact Volunteer Services at Ext. 2111 or visit our website at www.cmh.ca for more information about joining our volunteer team!

AUXILIARY TO THE CAMPBELLFORD MEMORIAL HOSPITAL

The Auxiliary to the Campbellford Memorial Hospital is a group of dedicated people who raise funds through community events to support patient care at the Campbellford Memorial Hospital.

Each year the Auxiliary selects an item(s) from the Hospital's high priority equipment wish list and raises funds for its purchase. The Auxiliary organizes a variety of community events throughout the year to meet our fundraising commitment. As of 2024, the Auxiliary has raised over 2 million dollars for the Hospital.

Volunteers are needed to run Auxiliary events including the Fashion Show, Spring Plant & Bake Sale, Christmas Market, and Annual Tag Days. Volunteers are welcome at the Polar Plunge which takes place in the Trent River every January, even if simply to cheer on the Plunge participants. The Hospital Gift Shop is run entirely by volunteers, and anyone willing to work a shift or two per month is always appreciated.

The Auxiliary welcomes new members who are looking to support our commitment to the Hospital and to join a group of active community members who have fun while supporting a great cause. Being an Auxiliary member is a great way to give back to the community and to support your local Hospital. You will meet new people and have fun while working together.

There is always a job for everyone, and you can choose how you can be a part of a great group of people.

Membership information can be obtained at the Hospital Gift Shop or by contacting our Membership Convenor through the Gift Shop at (705) 653-1140, extension 2136. Auxiliary meetings take place on the second Friday of every month at 1:30 p.m. at the Rotary Hall located at 179 Saskatoon Avenue, Campbellford. We do not meet in July and August. Guests are welcome to attend the meetings.

RESOURCES FOR FAMILIES AND CAREGIVERS

211 Ontario
<http://211ontario.ca>
211

Alzheimer Society
<https://alzheimer.ca/on/en>
416-967-5900

Canadian Hospice Palliative Care Association
<https://www.chpca.ca>
1-800-668-2785

Community Care for Central Hastings
<https://www.ccch.ca>
1-800-554-1564

Community Care for South Hastings
<https://www.ccsch.ca>
613-969-0130

Community Care Northumberland
<https://commcare.ca>
1-866-514-5774

Community Care Peterborough
<https://www.commcareptbo.org>
705-742-6011

Eastern Ontario Community Paramedic Programs
<http://www.communityparamedics.ca>

Elder Abuse Prevention Ontario
<https://eapon.ca>
1-833-916-6728

Guide to Programs and Services for Seniors
<https://www.ontario.ca/document/guide-programs-and-services-seniors>
1-800-387-5559

My Pathology Report
<https://www.mypathologyreport.ca>

Northumberland Community Paramedicine
<http://www.northumberland.ca/en/living-here/community-paramedicine-for-long-term-care.aspx>

Ontario Health atHome
<https://ontariohealthathome.ca>
310-2222 (no area code required)

The Ontario Caregiver Organization
<https://ontariocaregiver.ca>
1-866-416-2273

Peterborough County Emergency Services – Community Paramedic Program
<https://ptbocounty.ca/en/living/emergency-services.aspx>
1-800-710-9586

Peterborough Ontario Health Team
<https://peterboroughoht.ca>

Senior Safety Line
1-866-299-1011

Veterans Affairs
<https://www.veterans.gc.ca/en>
1-866-522-2122





**Campbellford Memorial
Hospital Foundation**



YOUR SUPPORT IS URGENTLY NEEDED

Like most hospitals in Ontario, CMH continues to see increased demand for health care, along with more acute and complex conditions associated with an aging population. The need for new and replacement equipment is greater than ever.

While funds are provided by the provincial government to operate a hospital, the purchase of capital equipment (the tools that are required for patient care) is the responsibility of the community.

Donors improve healthcare at CMH!

BETTER HEALTH CARE. MADE POSSIBLE BY YOU.

Today's medical technologies are sophisticated, ever-changing, and often expensive tools. We need these tools to provide you and everyone in our community with the best possible health care services.

To make a contribution as a result of care received here at the hospital, please complete and return the donation form in this Patient Services Directory, contact the CMH Foundation at extension 2106, or visit www.givetocmh.ca

A gift to your hospital is one way of making a significant contribution to the health and well-being of your community, family, friends, loved ones and neighbours.

For more information, contact John Russell, Executive Director of the Campbellford Memorial Hospital Foundation, at 705-632-2014 or by e-mail at jrussell@cmh.ca.

Visit us at www.givetocmh.ca or find us on Facebook and Instagram.

CMH FOUNDATION MONTHLY GIVING

~ An Investment Worth Making



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We wish to acknowledge and thank the members of the Campbellford Memorial Hospital Patient Family & Advisory Council for their help in making this guide possible.

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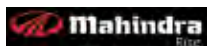


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