

GF Strong

Patient & Family Handbook



GF Strong Rehabilitation Centre

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Vancouver BC V5Z 2G9

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www.vch.ca

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Welcome to Vancouver Coastal Health (VCH)

We hope this handbook helps you and your family feel more comfortable while you are with us. This handbook answers some frequently asked questions about VCH services and processes. Please don't hesitate to ask any VCH staff for help or information.



More information on the subjects discussed in this handbook is available on the VCH website, www.vch.ca. Subjects also have a phone number listed in the directory section, and in some cases, a contact email address or web address is also provided.

Our Vision

We are committed to supporting healthy lives in healthy communities with our partners through care, education and research.

Your hospital location

Unit _____

Location _____

Telephone _____

Your health care team

Health care team member	Name & telephone number
Patient Services Manager (PSM)	
Patient Care Coordinator (PCC)	
Care Management Leader (CML)	
Social Worker (SW)	
Physiotherapist (PT)	
Occupational Therapist (OT)	
Doctor(s)	
Nurse(s)	
Specialist(s)	
Other(s)	

Hospital stay

Bring ID

You need to present two pieces of personal ID, one with a photograph (see next page – for example, B.C. CareCard and B.C. drivers license). In addition to two pieces of personal ID, bring along any other health insurance ID card (e.g., extended health) that you have. If your hospital admission is due to a work-related injury or illness, bring your WorkSafeBC claim number.



Information collection

Your health care providers will ask many questions about your health, including: past and current conditions; if you have ever had an operation; what kind of medicine or supplements you may be taking; and if you have any food or drug allergies. Ask questions if you do not understand something or if you need more information. We want you to understand your condition and treatment.

Consent

You may be asked for consent before you have tests or procedures. Before you make a decision, it is important that you feel everything has been explained to your satisfaction. If you are unsure or do not understand something, ask for an explanation.

Acceptable ID

A patient must provide any two of the following (B.C. CareCard and B.C. drivers license preferred).

Primary ID – shows legal name and date of birth

- B.C. drivers license
- B.C. identification card
- Canadian birth certificate
- Canadian citizenship card
- Permanent resident card
- *Canadian record of landing/
Canadian immigration
identification record
- *Study, work visitor, or
temporary resident permit
(formerly Minister's Permit)
- *Identity card (Department
of Foreign Affairs issued)
- *Passport

* Mandatory if not a Canadian citizen.

Secondary ID – shows name, signature and/or photo

- B.C. CareCard
- Passport
- School ID card (student card)
- Bank card (only if patient's
name is printed on card)
- Credit card (only if patient's
name is printed on card)
- Foreign birth certificate
(baptismal certificate not
acceptable)
- Canadian or U.S.
drivers license
- Naturalization certificate
- Canadian Forces identification
- Police identification
- Foreign Affairs Canada or
consular identification
- Vehicle registration (only if
patient's name is shown)
- Employee picture ID card
- Firearms acquisition
certificate
- Social insurance card
(new style without signature
strip not acceptable)
- Native status card
- Parole certificate ID
- Correctional service
conditional release card

If you have documented your wishes about the health care you may receive at the moment or in the future in an advance directive such as a representative agreement, a living will, or a similar document, bring this to the attention of your family and health care providers.

Personal information

Vancouver Coastal Health respects your privacy and recognizes the sensitivity of your health information. We take all reasonable measures to ensure that your information is treated confidentially. Our staff may need personal details from you for insurance or care purposes. VCH privacy policies meet provincial privacy requirements.

Usually if someone phones to ask about you, the main switchboard will report whether you are a patient and where you are in the hospital. It gives no other information.

However, let us know when you are admitted or tell your nurse if you do not want people to know you are in the hospital.

This means you will be a “no information” patient and only authorized health care staff and people you choose will have information about you. If you choose to be a “no information” patient, we will not be able to deliver mail, flowers or gifts to you.

For contact information or if you have concerns about the security of your information, see “Information Privacy Office” Directory, back of handbook.

Security and safety

Staff ID

There will be many people involved in caring for you. Everyone who works for VCH wears a name tag and will be able to answer your questions about what they do.



Medication safety

Bring a complete list of your current medications, including non-prescription drugs and herbal products, when you check into the hospital. Medications you receive in hospital may look different from what you take at home. If you have any questions about your medications, ask your health care provider or ask to speak with a pharmacist.

Hand cleaning

Protect yourself and others from getting infections by using good hand washing habits: it is very important that you clean your hands often and completely. Wash your hands after using the washroom and before eating. You may also use the alcohol-based liquid/foam hand sanitizers available throughout the centre. You can also ask caregivers if they have cleaned their hands before providing you with care.

Fire drills

VCH sites regularly hold fire drills. If a fire alarm goes off during your stay, remain in your room. Staff are trained to provide instructions to patients in the event of a fire drill or emergency.

Smoking and fragrances

All VCH sites are smoke-free inside and outside. Patients who smoke are welcome to ask for information about smoking cessation programs and products available to them while in hospital.

Do not wear perfume, cologne or aftershave while you are a patient in a VCH facility. If you can, remind visitors before they come to see you to refrain from wearing these products or bringing flowers with strong scents. Some people are highly allergic to fragrance ingredients, and can suffer severe reactions.

Patient-related questions

Consider designating a family member or close friend as your contact while you are in the hospital. Although nurses can tell callers your general condition, they are not able to give details about your health over the phone, in order to protect your privacy. Let your designated contact know the hospital's main switchboard telephone number.

For contact information, see "Information and Main Switchboard" Directory, back of handbook.



Patient services

Interpreters

Sign Language (ASL) interpreters are available for deaf, deaf-blind, and hard of hearing patients. If you or a family member needs this service you can call directly.

For contact information, see "Sign Language (ASL) Interpreters" Directory, back of handbook.

Spoken Language interpreters are available to help with communication between staff and patients who have limited English. These interpreters may be requested by VCH staff only. If you or your family needs the help of an interpreter, please speak to a staff member.

Well wishes email

Well Wishes is a free service that allows friends and families to stay in touch with patients via email. It is available at Vancouver General, UBC, Lions Gate and Richmond hospitals and GF. Strong Rehabilitation Centre.

The program is designed for well wishes only. Other messages (e.g., personal business, questionable content or solicitations) will not be delivered. VCH cannot send outgoing replies, confirm that a message was received, or confirm that someone is a VCH patient. If a patient has been discharged, the message is not forwarded. All messages are received and handled confidentially.

Well Wishes email boxes are checked every morning and messages are printed and delivered to patients every afternoon, Monday to Friday. Please ensure the patient's name and hospital are entered in the subject line.

For contact information, see "Well Wishes" Directory, back of handbook.

Spiritual care

Concern for the whole person - physical, emotional, and spiritual - is basic to patient care. Many people find support and comfort in their faith. Chaplains and spiritual care providers can assist you in drawing upon your religious beliefs and provide spiritual resources. On-call chaplains are available 24 hours a day for spiritual care emergencies.

Let your nurse know if you would like this service, or call them directly.

For contact information, see “Spiritual Care” Directory, back of handbook.

Aboriginal patient navigator

The Aboriginal Patient Navigator program helps Aboriginal people access health services at Vancouver Coastal Health. Patient navigators provide referral, advocacy and support to patients to ensure access to appropriate health care and community services. Their assistance ranges from helping a patient get prescription drug plan coverage to escorting patients to medical appointments to making recommendations for, and assisting with, discharge planning.

Navigators typically meet face-to-face with patients and their families. Patients can be referred to a navigator by their doctor or health care provider or patients can access them directly.

For contact information, see “Aboriginal Patient Navigator” Directory, back of handbook.

Feedback

If you have a question, compliment, or problem, speak to your health care team or to the patient services manager for your unit. If you need more assistance, ask to talk to someone from the Patient Care Quality Office.

For contact information, see “Patient Care Quality Office” Directory, back of handbook, or visit www.vch.ca.

You can also get in touch by mail at:

Vancouver Coastal Health
Patient Care Quality Office
855 West 12th Avenue, CP-117
Vancouver, BC, V5Z 1M9
Toll-free: 1-877-993-9199
Email: pcqo@vch.ca

Discharge

Going home

Your doctor may write a prescription for medication and a nurse will give you instructions about any other medications you are to take at home. It is important to know which medications you should continue to take once you leave the hospital.



When you are getting ready to leave, ask your health care provider for a complete list of all medications you will need to take, and how to take them (e.g., how much, how often) as this may be different than when you checked into the hospital. For more information, see “Medication Safety,” page 5.

Upon leaving the hospital, you may still have a tube, line or drain inserted in your body as part of your healing process. Ask your care provider for instructions about how to care for these attachments once you return home.

Returning to another health authority

If you have been transferred to VCH from another health authority’s hospital, we will arrange to send you back to the sending hospital only if you require further hospital care before you go home. If you are medically stable and are ready to go home without further hospitalization, you will need to make your own arrangements to return home.

If in the unfortunate circumstance a family member passes away while in a VCH facility, the family is responsible for making arrangements to have the deceased returned home. The social worker on the unit can help support the family at this time.

Health records

Should you need a copy of all or part of your medical record after you leave the hospital, you may request this information under VCH’s release of information (ROI) policy. Records usually take 30 days to compile.

To request your medical record, search “Your Health Record” on the VCH website or for contact information, see “Health Records” Directory, back of handbook.

This Site: GF Strong Rehabilitation Centre

Welcome to the GF Strong Rehabilitation Centre, a Vancouver Coastal Health facility.

History

GF Strong Rehabilitation Centre is British Columbia's largest rehabilitation centre. As a freestanding facility, GF Strong provides inpatient, outpatient, clinical support services to clients/patients in five unique programs: Acquired Brain Injury, Spinal Cord Injury, Adolescent and Young Adult, Arthritis, and Neuromusculoskeletal.

Since 1949, GF Strong has worked closely with community partners to address the needs of people with disabilities throughout British Columbia and the Yukon.

GF Strong provides a broad range of clinical services. Through its affiliation with the University of British Columbia and other academic organizations, GF Strong participates in leading rehabilitation and teaching.

Getting around

When you arrive at GF Strong you will be taken to the floor where you will be staying. Someone on your team will give you a quick tour pointing out some of the areas you will be using during your stay.

Directions

Use the floor maps inside the main entrance of the building. There are also signs on the walls to direct you to your department. If you are not sure where to go, ask at the information desk at the main entrance of GF Strong (4255 Laurel Street).

Hallway and elevator safety

When traveling in the hallways please keep to the right. If you are using a wheelchair, please travel at a medium speed.

We use “one way” procedures on elevators. Our elevators have doors at both the front and rear.

Parking and transportation

GF Strong is on Laurel Street one block east of Oak Street and one block south of West King Edward Avenue.

Parking

If you are a client or a visitor, you may park in the GF Strong visitor paid parking lot (handicap paid parking spots are available in the front). The parking meters will accept credit card, coin payments, and pay-by-phone options. Please remember to arrive at the site prepared to pay the parking meter using one of these means as meters do not provide change.

Parking rates are \$3.00 per hour or \$8.50 all day. There is no overnight parking in any of the GF Strong parking lots.

There is also paid parking available at Children's Hospital on West 28th Avenue. Please do not park at King Edward Mall as you may be ticketed.

There is very limited visitor/street parking available.

If you display a valid SPARC permit, you may park in the residential permit parking in the City of Vancouver up to 3 hours without a residential parking permit (this may be subject to change, please check <http://vancouver.ca/streets-transportation/accessible-parking.aspx>).

NOTE: You may qualify for SPARC permit, Handycard, Handydart and other disability related transportation resources. For more information, ask your social worker.

Getting here by TransLink

GF Strong is accessible by TransLink services from Vancouver International Airport, BC Ferry Terminals at Horseshoe Bay and Tsawwassen, Pacific Central Station (downtown Vancouver rail and bus station), and SkyTrain stations.

Buses 17 and 25 stop on Oak Street, close to GF Strong.

TransLink provides information on transit routes and schedules. TransLink can also tell you which buses take wheelchairs. For contact information, see "TransLink" Directory, back of handbook.

Admission

Personal items

The following is a list of items that you may wish to bring with you:

Toiletries

- a toothbrush and toothpaste
- soap, shampoo, and deodorant
- a brush and comb
- a razor, shaving cream and mirror

Clothing

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

- washable, loose-fitting t-shirts, pants and shorts
- nightwear, robe and slippers
- outdoor clothing, including a jacket and sweater
- flat shoes or runners
- bathing suit (in case you have pool treatments)

Equipment

If you have any of these pieces of equipment, bring them with you:

- wheelchair, wheelchair cushion
- walker, cane, crutches
- splints
- self-care aids
- any medical appliances you use, e.g., blood glucose monitor

❑ Other items

There is not much space for personal items. You can bring any of the items below, but GF Strong is not responsible for damage or loss during your stay:

- books, pictures
- portable TV with your own headset
- laptop, tablet, MP3, and phone with your own chargers, cables, and earphones

Make sure your name is on all clothing and personal items.

Money/valuables

We advise that you do not bring valuables, including jewellery or large amounts of money. We are not responsible for losses or theft.

Medical appointments

If you have made any medical appointments before your admission, please tell your nurse so that we can ensure that transportation is arranged, or if necessary, the appointment is rescheduled.

Services

Rooms

All the rooms at GF Strong are semi-private with two people per room. Two rooms share a half bathroom. Central shower/bath areas are on each floor. To be thoughtful of your roommate please keep your room tidy.

Please keep the volume of your sound equipment to a low level and turn it off by 11:00 p.m. We suggest earphones for your equipment.

Meals

Meals are available on the care unit or in the Client Cafeteria on the main floor depending on your needs and abilities. The Cafeteria Meal Service is part of your rehabilitation. It helps with your independence and time management, and gives you the opportunity to make choices about what you eat.

- Breakfast is served on the care units from 7:30 a.m. to 8:55 a.m. (weekends 8:00 a.m. to 9:00 a.m.).
- Cafeteria meals are available at lunchtime and at dinner.
- Lunch is served from 11:45 a.m. to 12:45 p.m. (weekends 11:30 a.m. to 12:30 p.m.).
- Dinner is served from 4:45 p.m. to 5:45 p.m.
- Menus for lunch and dinner are posted outside the Client Cafeteria for the current day and the next day.
- Two menu choices are available at each meal. You will be able to select one entrée, one dessert and a choice of hot and cold beverage.
- You will be served a standard portion. If you would like a small or large portion, please request this when you are selecting your meal.

- If you have special dietary needs (e.g. you don't eat beef or pork, vegetarian), let the Food Services staff know, as you are choosing your meal.
- You may be asked to identify yourself with your hospital wrist band. This will ensure that you receive the correct meal options.
- Food Services staff can help you carry your tray to your table and open any packages. Please let the Food Services staff know if you need help.
- If you need snacks outside of the meal and snack times, speak to your dietitian or care staff on your unit.
- Snacks are offered in the Client Cafeteria from 10:15 a.m. to 10:45 a.m. and 2:30 p.m. to 3:30 p.m. An evening snack is available on the care unit.
- If you do not plan to have your meal at the scheduled meal time in the Client Cafeteria, please tell the staff on your unit, ahead of time. They can order a meal tray or bagged meal for you.
- If family or friends would like to join you for a meal, they are welcome to join you in the Client Cafeteria. They will need to pay for their own meals.
- If you are attending an outpatient program, you may purchase a meal. Please let the Food Services Staff know as you are choosing your meal that you are an outpatient and would like to purchase your meal.

Personal laundry

Clothes washers and dryers are available on each unit; please ask when you can access them for personal laundry. If you cannot do your own laundry, talk to a staff member. Your laundry bag is in the closet. Please make sure all your clothes have your name on them.

Telephones

Pay phones

There are pay phones on each floor and at the exit of the client cafeteria on the main floor. Family and friends may call you (after treatment hours and before 10:30 p.m.) using these phone numbers:

- Main floor: (near visitor parking lot)
604-737-9932
604-734-9631
- Main floor: (behind elevators)
604-734-9042
- 2nd Floor: 604-734-9009
- 3rd Floor: 604-734-9641
- 4th Floor: 604-734-9081

The nursing unit phones are not for client use.

Cellular phones

Cell phones can be used if they do not interfere with the well-being of others.

WiFi

Free WiFi is available throughout the centre. Please ask the unit clerk, switchboard, or check the digital display in the front lobby for the month's WiFi password.

Assistive Technology Resource Centre (computer lab)

Clients are welcome to use selected computers, printer and WiFi during its hours of operation (open daily between 8:00 a.m. to 10:00 p.m.). The Assistive Technology Resource Centre is located in the basement across from the main elevators.

The Living Room

The Living Room (Room 244) is available to any in-patient of GF Strong who is independent in self-care or able to direct a family member or guest to provide assistance. As GF Strong staff does not provide care, the Living Room provides an opportunity for you to spend private time with family/significant others and to practice independence before going home on a pass.

You can make bookings for the Living Room through the switchboard (see “Switchboard” in the Directory, back of handbook). In order to stay in the room, you will need a doctor’s order for a day or overnight pass.

Volunteers

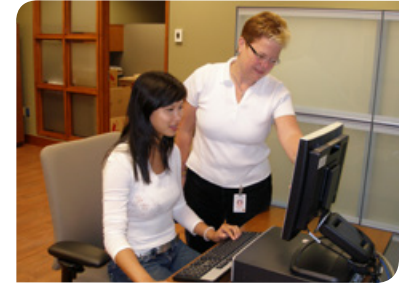
GF Strong has a strong network of caring volunteers who are dedicated to helping clients and families with a variety of services which complement the health care team. Carefully chosen and trained people make up the volunteer team. They provide social, emotional, and practical support to patients, for example, Three Peaks Adapted Gym, evening recreation programs and support for Speech Language Pathology.

For contact information, see “Volunteer Services” Directory, back of handbook.



CIBC Centre for Patients and Families

The CIBC Centre for Patients and Families has information, education materials, and tools to help patients and their families participate in their own health care. Computers for Internet access and email, fax, and a photocopier are also available for your convenience.



Your health care team tells you about your diagnosis, care, and treatment plan. However, if you have more questions related to health, the health care system or community resources, visit the centre. Staff and volunteers will provide support and help you find the information you need.

The centre is on the 1st floor of the Jim Pattison Pavilion at Vancouver General Hospital, behind the information desk. Visit the centre Monday to Friday.

For more information, call: 604-875-5887, email: centreforpatients@vch.ca, or check out: www.vch.ca/centreforpatients.ca

Other services

- A mailbox is just outside the main entrance of GF Strong. The nearest post office is in the King Edward Mall (corner of Oak Street and King Edward Avenue).
- Bank machines are located in the King Edward Mall.

Visitor information

Visitors

Family and friends are an important part of your recovery. Your visitors are encouraged to attend therapy sessions to learn and better support as you transition from rehabilitation to home.

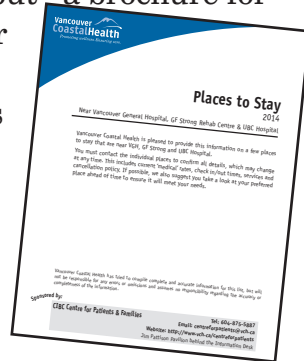
We want you to have every chance to get well, so visitors who are feeling unwell (for example, have a cold or flu), who have been near someone else who is ill, or who even have cold sores should not come to the hospital.

Ask family and friends to wash their hands before and after they visit your hospital room, or to use available alcohol-based liquid/foam hand sanitizers.

Places to stay

There are no guest rooms for visitors but a brochure for visitors that lists local hotels and other options is available in person at the CIBC Centre for Patients and Families at Vancouver General Hospital and on its website (website and contact information in the Directory, back of handbook).

You can meet with one or two people in your room. If you have a number of visitors, please ask staff for suggestions.



Rehabilitation program

GF Strong provides short-term, intensive rehab that is client-centred and goal oriented. Rehab goals are developed based on your current abilities and what you would like to accomplish while at GF Strong. Your rehab team will develop a rehab program that is specific to you, and that is focused on reaching your rehab goals and transitioning back to the community.



Schedule

Soon after you are admitted you will get a daily timetable of treatment appointments. This schedule may change often. Treatment sessions are scheduled weekdays, any time between 8:00 a.m. and 4:30 p.m., with a one-hour break for lunch. It is important to go to all appointments and be on time. If you cannot go to a treatment, please let the therapist know before the scheduled time.

In the morning you will get washed and dressed in everyday clothes with the help of your occupational therapist or nurse if needed. Please return to your room by 9:30 p.m. each night if you need help undressing.

Yellow communication binder

During your stay at GF Strong you will get a lot of written information that will help you make sense of your rehab and act as a resource once you leave. The information includes:

- your schedule, team, and goal list
- medication, equipment and supplies
- a checklist to plan for discharge
- education and resources

Take your communication binder along with you when you see your therapists and they will help you use it to gather all your information.

Goal list

To help us with your rehab plan we need to know what you expect of rehab, your concerns and what you would like to achieve at GF Strong. Along with your family please fill out the form that is in the goal section of your binder and bring it to your therapist(s). Therapists will refer to this form as they work with you to identify specific goals that you will work on during your stay at GF Strong.

Team meetings

You and your family are key members in the rehab team. You will be invited to team meetings to talk about your goals, rehab plan and discharge but you are encouraged to voice your concerns throughout your rehabilitation to any member of your team at any time. The team meets regularly to talk about your progress, to decide on new plans, and to discuss your return home.

General GF Strong Client Education

At GF Strong, we offer group education sessions for GF Strong clients and/or families interested to learn practical information on a variety of rehab topics. Examples of the sessions include:

- Traveling with a Disability
- Housing options
- Driver Rehab
- Healthy Eating
- Taking Fun Seriously
- Managing Your Cholesterol and Blood pressure
- Resources you need to know about
- Using Alcohol, Drugs, & Tobacco
- Maintaining Healthy Relationships
- Posture & positioning
- Managing Your Fatigue
- Managing Your Pain
- Stress Management
- Understanding Exercise

We also provide condition specific workshops on Arthritis, Spinal Cord Injury, and Brain Injury.

Please see our monthly calendars and posters posted throughout the centre or contact: 604-737-6334 or 604-737-6221 for more information.

Evening outings and weekend leaves

Leisure events in the community and visits home are encouraged and are part of your rehab program. However, only in special cases can you take a leave that makes you miss a treatment. Your doctor will order passes for you when you and your team decides it is safe. Each time you leave, let the staff know before you go and tell them what time you expect to return. Make sure you fill in the sign-out sheets at the main desk of each floor when you leave.

- Sunday–Thursday: back by 9:00 p.m.
- Friday–Saturday: back by 10:00 p.m.

If you are going to be late, please phone the nursing unit to let them know. Special arrangements can be made to allow patients to enter the building after closing hours.



The team

You are the centre of the rehab team, working closely with family/friends and GF Strong staff to set goals and maximize your abilities. Your rehab team provides the support you need to reach your goals and helps you prepare for the transition back to your community. The team that works with you may include many or a few of the members below depending on your specific needs and goals.



Care management leaders

Work with you, your team at GF Strong, and community services to help with the transition back to your community. The CML will help to determine your goals and care needs, and coordinate a discharge plan that will meet your individual needs. While you are at GF Strong, the CML will monitor your progress and identify resources to support you both here and for your move back to the community.

Doctors

Specializing in physical medicine and rehabilitation (physiatrists) are responsible for your diagnosis, treatment and rehabilitation plan. The physiatrist will collaborate with you and your team to maximize your functional abilities through medical treatments and an appropriate rehab program.

Nurses

Will help you to reach your goals by teaching you new skills that you need to learn (such as skin care, and bowel and bladder management), and encouraging you to be as independent as possible with dressing, bathing, toileting and feeding. Rehab nurses are responsible for your daily plan of care in order to maintain your health, support your independence, and prepare you for returning to the community.



Occupational therapists (OT)

Will help you to develop the skills needed for everyday living, such as dressing, eating, bathing, shopping, homemaking, school, work and leisure. If you have difficulties with such things as moving, thinking, pain or fatigue, you will learn different ways of doing your everyday tasks and how to make the best of your abilities. The OT will help you choose the right equipment to increase your independence, such as bathroom aids and wheelchairs. If your home needs changes for better safety and access, an OT will assess your home and give recommendations on what changes need to be made and what type of help you require.

Peer Mentor (Spinal Cord Program)

Is a person with a spinal cord injury who looks at all aspects of your rehab from a user's perspective. The peer mentor will assist you in dealing with physical, social and emotional issues that may arise. The peer mentor is there to help you and your family with education, problem solving, coping, and adjusting to living with a spinal cord injury.

Pharmacists

Provide the medications you will take while you are at GF Strong. During your stay you may be responsible for taking your own medications in preparation for returning to the community; the pharmacist can provide education about your medications. The pharmacist meets with your doctor and nurse as needed to review the medications you are taking.

Physical therapists (PT)

Will help you reach your highest level of physical function by developing a treatment plan for your specific needs and goals. This plan will help you regain as much of your movement and physical fitness as possible. You will learn about techniques to manage pain such as ice, heat, acupuncture or relaxation. Exercises, which may include pool therapy, are to improve strength, flexibility, range of movement, stamina and to decrease pain. If needed, you will learn ways to help you breathe more easily. Your physical therapist will help you make plans to stay active and independent when you leave GF Strong. This might include education about choosing and using the proper equipment (e.g., walking aids, braces or wheelchair).



Rehab assistants

Will work with you under the direction of your therapist(s) towards your rehab goals.

Social workers

Are available to talk about your concerns or whatever you might be worried about. You may wonder about your future, your relationships, and how you will cope; or you may have some needs such as housing or finances. Social workers can help with these needs by providing information, resource materials and links to services that will support you. Social workers are available during this stressful time to assist in identifying issues, working through difficult decisions and finding solutions.

Speech-language pathologists

Provide education, treatment and strategies to help you cope if you have experienced changes in the way you swallow or communicate (talking, understanding, reading, writing). Your SLP will work with you and your family to identify the goals that are most important to you during your admission. You may work on your goals in one to one sessions and/or group sessions.

Teachers (adolescents and young adult program)

The GF Strong School Program will help students up to the age of 19 who have not yet graduated from high school in the GF Strong School Program. The teacher will help with your school course work, test your academic skills and give learning help. Your counsellor and subject teachers at your home school will help plan your return to school. With your consent, the teachers and other members of your team may go to your school to meet with your teachers and friends, and teach them about your disability and how it might affect you at school.

Centralized services

You and your team may decide that you might benefit from the following service(s):

Alcohol and drug counselling

Offer support, education and counselling to help patients, family members and friends dealing with alcohol and/or recreational drug difficulties. They can explain not only how substance use will fit in with the many changes that have brought you to GF Strong, but also help those seeking a fresh start and a road map to become free of the habit.

Assistive Technology and Seating Services (ATSS)

The Assistive Technology (AT) team includes an Assistive Technologist, two Occupational Therapists and a Speech-Language Pathologist. We provide education, assessment and trials of assistive technology to help you with your rehabilitation and daily living needs. The technology may help in your speaking and communicating, using a computer, operating your television, lights, phone, smartphone, or tablet. The team can also work with you and your team in finding the right technology to use while you are completing your rehabilitation and for when you return home.

Assistive Technology services are available through a request made by your primary Speech-Language Pathologist or Occupational Therapist.

The Seating Services (SS) team includes two Occupational Therapists that can work with your inpatient OT and/or PT to assess and select the right wheelchair and seating equipment to support your postural and functional needs.

The Seating Service is available through a request made by your primary Occupational Therapist or Physical Therapist.

Dietetics

Are available to talk about nutrition as part of a healthy lifestyle during and after your rehabilitation. If you have specific needs arising from a medical condition or cultural/religious preferences, the dietitian can assist you with making appropriate menu selections.

Driver rehab service

Driver rehab service is available at GF Strong Rehabilitation Centre and must be paid for. This service provides a review of your skill to drive and licensing requirements and on-road lessons in specially-equipped vehicles.

They will help with choosing a vehicle and evaluating and buying aids. They also provide contact with the Provincial Department of Motor Vehicles.

Music therapy

Are available to clients on the Acquired Brain Injury and Adolescent and Young Adult Programs. You do not have to be a musician to benefit from music therapy. Music can be used to help you achieve your rehab goals. You can choose to listen and relax to music, sing, play instruments and/or write songs.



Psychology

Help you to understand the changes in your thinking, memory or behaviour, which may result from your illness or injury. You may be given tests to assess a range of thinking and memory skills. The results of these tests can help to create the right treatment for you. The psychologist can also provide treatment for you and your family to understand how changes in thinking and behaviour may affect living in the community.

Recreational therapy

Explore recreation choices and resources that enhance your health - and overall rehab process. Recreation is a positive and important part of everyone's life. Whether you're interested in fitness, sports, gardening or flying a kite, recreation activity helps you to develop skills, increase confidence and have fun! Through leisure education and recreation participation, a recreation therapist will help you to explore and adapt meaningful leisure choices in your community that will be a part of a healthy and active lifestyle when you leave. *Recreation helps people to get well, live well and stay well!*

Sexual health clinic

Provide an opportunity for you (and your partner/family) to voice your concerns and to learn information about sexuality following an injury or illness. These concerns may be about sexual functioning, sexual relations or feelings you may have about yourself as a sexual person.

Drop-in sessions for any GF Strong client, partners, or family are available every Wednesdays from 1:00 to 4:00 p.m. in room 140 or 144. For more info, call 604-737-6233.

Vocational rehab counselling

Will help you with issues related to work and training. Changes may be required in the type of work that you can do or the supports you will need. The vocational rehab counsellor will help you explore your options and make important decisions about employment. You might want to learn about your rights, obtain job accommodations, start a graduated return to work, access funding for training, find a new job, start a business, or better understand insurance benefits. The VRC can help with all of this and provide you with useful links to employment resources in your community.

Recreation choices

While at GF Strong, you and your family are invited and encouraged to take part in the evening and weekend recreation programs both on and off-site. Whether you enjoy gardening, a festive barbeque or exploring the sights and sounds of Vancouver, our recreation programmers offer many social and leisure programs, including small group outings in the community. Ask about including your family/friends.

You can also enjoy...

- a weekly evening swim program at Stan Stronge Therapeutic Pool
- painting, drawing, pottery and more in the ArtWorks studio
- a pool table, air hockey, fooseball, pinball and table tennis in the Main Client cafeteria
- playing instruments, singing karaoke, or composing your own songs in the Vancouver Adapted Music Society's Music studio
- attending a weekly "Health Recovery" class in Adapted Tai Chi, offered in partnership with the Taoist Tai Chi Society
- working out with fellow fitness enthusiasts in the Three Peaks Fitness Centre
- attending specialty demos and leisure education sessions that focus on community groups offering a wide array of recreation, sport, travel and other opportunities that help promote health and wellness through active living
- and so much more!

Please ask your recreation therapist or programmer for details – and watch the notice boards for event posters and highlights.

Yes, I want to support the GF Strong Rehabilitation Centre

Donor Information

Mr Mrs Ms Miss Dr

First name: _____ Last Name: _____

Address: _____

City: _____ Prov: _____ P Code: _____

Telephone: _____ E-mail: _____

I would like to make a gift of:

\$25 \$50 \$100 \$250 Other: \$ _____

Payment Information

please specify

Cash Money Order Cheque

Please make cheques payable to **VGH & UBC Hospital Foundation**

Credit Card: Visa M/C AMEX

Card #: _____

Expiry Date: _____ Signature: _____

Receipts for gifts under \$25 will be sent only upon request.

Tax receipt required: Yes No

The GF Strong Rehab Centre thanks the VGH & UBC
Hospital Foundation for accepting donations on its behalf.



Contact Information

VGH & UBC Hospital Foundation
855 West 12th Avenue
Vancouver BC V5Z 1M9

Tel: 604-875-4676 Fax: 604-875-5433
Email: info@worldclasshealthcare.ca
www.worldclasshealthcare.ca

VCH protects your personal information and adhere to all legislative requirements in regards to your privacy. We do not rent, sell, or trade our mailing lists. The information you provide will be used to deliver services and to keep you informed and up-to-date on the activities of the Foundation, including programs, services, special events, funding needs, opportunities to volunteer or give, and more through periodic contact. If at any time you wish to be removed from any of these contacts, simply call us at 604-875-4676 or e-mail info@worldclasshealthcare.ca.

Charitable Registration # 13217-3063-RR-0001

Directory

Admission	604-737-6291
GF Strong switchboard	604-734-1313
GF Strong General Client Education	604-737-6334
..... or	604-737-6221
CIBC Centre for Patients and Families ..	604-875-5887
.....	Email: centreforpatients@vch.ca
.....	Website: http://centreforpatients.vch.ca/
Health records.....	604-714-4158
Information & main switchboard	604-734-1313
Information privacy office	604-875-5568
.....	Email: privacy@vch.ca
Patient accounts.....	604-737-6207
Patient Care Quality Office – Feedback	
.....	1-877-993-9199
.....	Email: pcqo@vch.ca
Security - see information & main switchboard	
Sign Language (ASL) Interpreters	
Emergency TTY	604-736-7078
Emergency Voice	604-736-7039
Non-emergency TTY	604-736-7099
Non-emergency Voice	604-736-7012
Spiritual care & multifaith services	
.....	604-875-4151ext 2336
TransLink (regional transit)	604-953-3333
.....	Website: www.translink.bc.ca
TTY phone request	604-875-4566
Volunteer services	604-714-4174

