



The *Great* Canadian
Catholic Hospital History Project

Documenting the legacy and contribution of the
Congregations of Religious Women in Canada,
their mission in health care, and the founding and operation of Catholic hospitals.



Projet de la *Grande*
Histoire
des hôpitaux catholiques au Canada

Retracer l'héritage et la contribution des
congrégations de religieuses au Canada, leur mission en matière
de soins de santé ainsi que la fondation et l'exploitation des hôpitaux catholiques.

**St. Mary's of the Lake Hospital, Kingston, Ontario
Information booklet**

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de Paul in Kingston

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St. Mary's of the Lake Hospital



Index

- 2 Admission
- 19 Auxiliary
- 14 Cafeteria
- 18 Coffee Shop
- 2 Costs and Accommodation
- 23 Day Hospital
- 22 Dental Service
- 14 Dietary
- 6 Discharge Planning - see
'Patient Services'
- 7 Family Conferences
- 25 Floor Plan
- 9 Geriatric and Continuing
Care Medicine
- 18 Gift Shop
- 21 Hairdressing and Barber
- 1 History
- 21 Laundry and Dry Cleaning
- 6 Leave of Absence
- 17 Recreation Therapy
- 20 Library Service
- 20 Mail
- 14 Medications - see
'Pharmacy'
- 20 Newspapers
- 8 Nursing
- 10 Occupational Therapy
- 22 Out-patient Clinics
- 13 Pastoral Care
- 17 Patients' Committee
- 6 Patient Services
- 14 Pharmacy
- 10 Physiotherapy
- 12 Psychology
- 4 Radio and Television - see
'Smoking and Safety
Regulations'
- 9 Rehabilitation Medicine
- 4 Smoking and Safety
- 12 Social Work
- 11 Speech Pathology
- 20 Telephone Service
- 3 Trust Fund
- 9 Vacation Relief Beds
- 3 Valuables
- 4 Visiting Hours
- 19 Volunteer Services
- 3 What to Bring

Welcome

We welcome you to St. Mary's of the Lake Hospital and hope your stay with us will be a pleasant and rewarding experience. We stress the importance of patient and family participation in the overall plan of care for each person admitted to our hospital.

Please feel free to discuss any areas of concern with the staff associated with your care. We are here to serve you.

May God bless you with His love imparted through the healing mission of St. Mary's of the Lake Hospital.

History

Since it began in 1868 as Hawthorne Cottage, this property has had an interesting history, having served as a boarding school for girls, as an orphanage and as a military hospital. In 1946, the Sisters of Providence of St. Vincent de Paul converted the structure into a hospital for the treatment of the chronically ill. Today St. Mary's of the Lake Hospital has evolved into a fully accredited 210-bed hospital, operated under a 15-member Board of Management.

Admission

- 2 Requests for admission are received from many referring sources within our geographical boundaries. The basic admission criteria to St. Mary's of the Lake Hospital are the need for regular medical attention, skilled nursing care, and rehabilitation services for an extended period of time. The Admitting Office is open between 8 am and 4 pm, Monday through Friday. However, the patient whose admission has been approved should arrive at the Admitting Office before 2 pm on the day of admission, at which time he/she will be registered and then escorted to his/her room.

Accommodations and Costs

St. Mary's of the Lake Hospital is funded by the Ontario Ministry of Health. Basic ward accommodation is covered by O.H.I.P. For semi-private and private accommodation, coverage varies depending on the service (Chronic or Rehabilitation) and on the patient's private insurance plan.

A stay in excess of 60 days is subject to a co-payment fee which is the same as the daily charge to a resident in a nursing home. However, certain exemptions may apply.

All of these cost factors should be discussed with the admitting officer when requesting admission to St. Mary's of the Lake Hospital or as soon as possible thereafter. Detailed information and assistance in the completion of co-payment forms is provided by the Business Office staff. Patient Services staff are also available for guidance.

What to Bring

Patients are requested to bring their own toiletries, such as brush, comb, toothbrush and shaving equipment. Although storage space for each patient is limited, two or three changes of sleepwear and comfortable clothes, including shoes, are also required.

Valuables

Valuable articles and large amounts of cash should be left at home. The Hospital does not assume responsibility for any personal belongings left in the patient's room. Small items of value and/or money may be left in the Business Office vault for safekeeping.

Trust Fund

A small amount of money should be left in the Business Office on admission to provide for any day-to-day incidental expenses. For the convenience of our patients, this office is open Monday through Friday from 9.30 to 11 in the morning and from 1 to 3 in the afternoon. 3

Smoking and Safety Regulations

4 Smoking is permitted in these areas ONLY:

Sunrooms in the South Wing
Elevator Lounges in the Gibson Wing
Coffee Shop

When a patient is confined to bed, smoking is permitted in exceptional circumstances only, with the supervision of the nursing staff.

Electrical equipment — e.g. radios, television sets, fans — must be inspected by the Maintenance Department to make sure they are safe. A tag which has been dated and signed by the person checking the item will be attached at that time. Radios and televisions should be equipped with ear plugs or pillow speakers. The Hospital is not responsible for maintenance or damage.

Visiting Hours

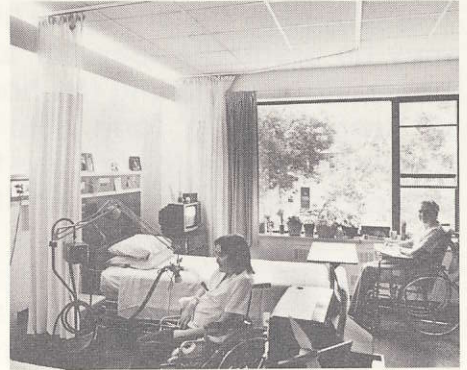
11 am to 9 pm

Visitors are permitted at other times, at the discretion of the nursing staff. There is no age limit, but children must be accompanied by an adult. Visitors are asked not to bring food, treats, beverages, cigarettes or tobacco for patients without permission of the nurse on duty.

Patient Services and
Diagnostic Planning



Out of Hospital Care



Out of Hospital Leave

- 6 If approved by the attending physician, patients may be granted a leave of absence, up to 72 hours. Prior to leaving the hospital, a 'Release of Responsibility' form is to be signed. If the patient is unable to sign, the family member or person accepting responsibility for his/her safety will be asked to complete the form. Details such as the address and telephone number of the place visited are to be left at the nursing station. Depending upon the length of the leave, medication or other necessities will be prepared to accompany the patient. If a patient is unable to return at the designated time, the nursing unit must be notified.

Patient Services and Discharge Planning

Patient Services is the department that assists in obtaining prescribed equipment, pensions, health insurance information and co-payment adjustment.

A patient's length of stay at St. Mary's is dependent upon his/her medical needs. Discharge Planning is a service to help patients and their families plan and arrange for care needs when they leave the hospital.

We encourage discharges to home, when possible, to occur on or before mid week. This allows for any required community support services to be set up prior to the weekend when only limited coverage is available. Discharge to other institutions will occur whenever an appropriate vacancy becomes available. Unfortunately, notice of such vacancy may be short.



Family

The patient's family is also part of the total health care team. Periodically, family may be invited to participate in a conference designed to interpret significant aspects of the patient's illness and associated health needs. Both family and patient are given support and encouragement, as well as practical assistance in planning for the future.

Family conferences are arranged by the Patient Services Co-ordinator or the Primary Nurse at a mutually convenient time for the patient, family and staff involved.

Change of Pertinent Information

Personal patient information such as change of address, telephone number, change in insurance coverage or in policy number, change in next of kin, power of attorney, etc., should be reported immediately to the nursing staff.

Nursing

- 8 The nurse is responsible for providing skilled nursing care and also for helping patients and their families understand and adjust to illness and its implications. Physical, psychological, spiritual and social needs are considered, with emphasis on respect for the dignity of each person.

Assistance with the necessary activities of daily living is given, keeping in mind individual capabilities. Realistic goals are established and the patient encouraged to achieve personal independence or reach maximum potential. This permits a more satisfying life within the hospital and fosters return to the community whenever possible.



Geriatric and Continuing (Chronic) Care Medicine

The Geriatric and Continuing Care Medical Service provides long-term (chronic) care for a broad range of patients, from late teens to advanced old age. Patients may be treated, rehabilitated and discharged in a relatively short time or may remain for months and subsequently be discharged to home or to another level of care. Because of their medical needs, some patients may remain indefinitely.

Short Term Beds (Vacation Relief Beds, Respite Beds)

The Geriatric Service utilizes six beds to provide family relief and very short term rehabilitation for patients staying in their own homes. Applications to these beds are made through the family doctor and patients may stay up to a maximum of four weeks.

Rehabilitation Medicine

The Department of Rehabilitation Medicine is headed by two full-time physicians who are specialists in Rehabilitation and Physical Medicine. The service cares for patients with disabilities resulting from arthritis, Parkinson's disease, multiple sclerosis, stroke, fractures, etc. Patients usually require treatment from one to three months, sometimes longer, before they are rehabilitated to the extent that they no longer require St. Mary's services. At this time they may return to home or may be assisted with arranging other accommodations.

Physiotherapy

- 10 The physiotherapist teaches and guides the patient to reach maximum independence by increasing strength and joint movement and by improving



co-ordination and muscle control. Emphasis is on helping patients to maintain or regain physical functions through the use of exercise, massage, heat, cold, hydrotherapy, electronics and other methods.

When a patient requires a longer period of physiotherapy, he/she may be asked to attend individual out-patient physiotherapy or group activities in the gymnasium or hydrotherapy pool. (Added benefits are education, recreation and social interaction.)

Occupational Therapy

In the Occupational Therapy Department, both in-patients and out-patients are taught to do old things in new ways. Whether their disabilities are evident (paralyzed limbs) or not immediately apparent (brain damage), patients can re-learn how to perform a variety of practical activities of daily living.

Whether providing special devices so that patients can feed themselves, selecting the wheelchair that will provide comfort with maximum support, constructing a splint to decrease spasm and pain, or teaching the patient how to knit with one hand, the occupational therapist uses everyday

activities designed to enable patients to realize their psychological and physical potential.



Speech Pathology

The role of the Speech Pathology Department is to assist adults who have problems with hearing, understanding or expressing speech and language.

In therapy, speech and language activities are at a level which will increase the patient's understanding whether by speech, writing, sign language, a gesture or pointing system, or electronic device.

Although patients are seen from the community, priority is given to patients within the hospital and treatment may be provided on an individual or group basis.



Social Work

- 12 Social Work provides assessment and counselling for patients and families. Assessment of social and emotional needs, family relationships or specific problems resulting from illness and hospitalization help both the patient and the health care team work together. The social worker may provide information about normal reactions to illness and suggest community resources that offer support. Counselling, a large part of the social worker's role, is available to help both patient and family cope with social/emotional difficulties they may be experiencing.

Psychology

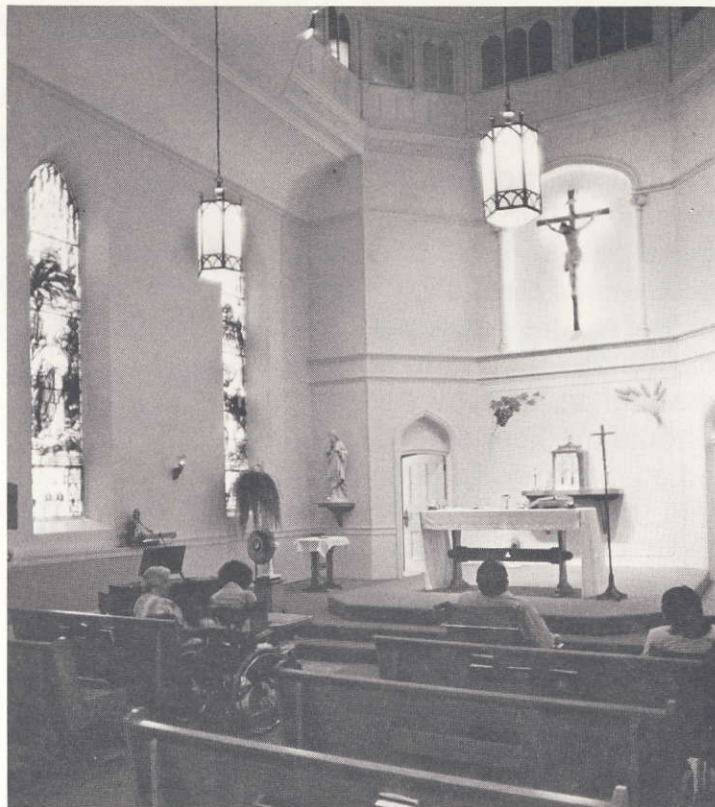
A patient may require the services of the Psychology Department for many reasons. The psychologist can help in establishing the correct diagnosis and can assist in setting and reviewing realistic rehabilitation goals once the patient's awareness, judgement, abilities and limitations have been assessed.

Treatment and treatment recommendations are provided which range from behaviour therapy, to counselling, to helping the patient and family understand their reaction to a disability.

Pastoral Care

The Department of Pastoral Care strives to promote Christian Community, to enhance the dignity of man, and to promote the well-being of the whole person. Opportunity is provided for all to worship, receive the Sacraments, and receive counselling and support. Staff is comprised of Chaplains appointed by the Anglican, Roman Catholic and United Churches and two Sister-Assistants. Other clergy also visit within the Hospital. Pastoral Care personnel are available 24 hours a day.

There are two chapels in the Hospital - St.Mary's Chapel for Roman Catholic services and St.Basil's Chapel (named for the Patron Saint of the Handicapped) for services of other denominations. The chapels are open at all times to patients, relatives, staff and friends for prayer and meditation.



Pharmacy

- 14 The Pharmacy supplies all the medications taken by the patient during his/her stay at this hospital. When a patient goes out on leave of absence or weekend pass, the Pharmacy provides the necessary medication(s), labelled in the same manner as a retail pharmacy. Should medication(s) be required on discharge, a prescription will be provided which can then be filled at an outside pharmacy.

Dietetics and Cafeteria

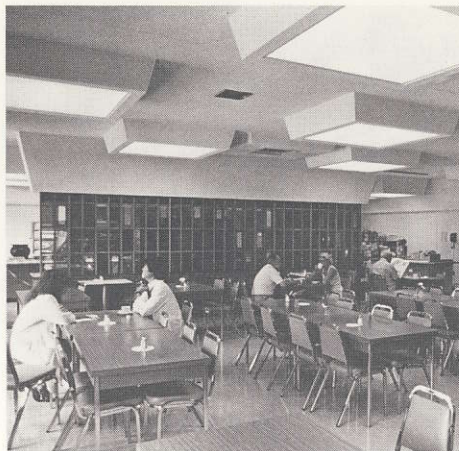
The dietary department provides attractively presented, wholesome, nutritious meals for patients, staff and visitors.

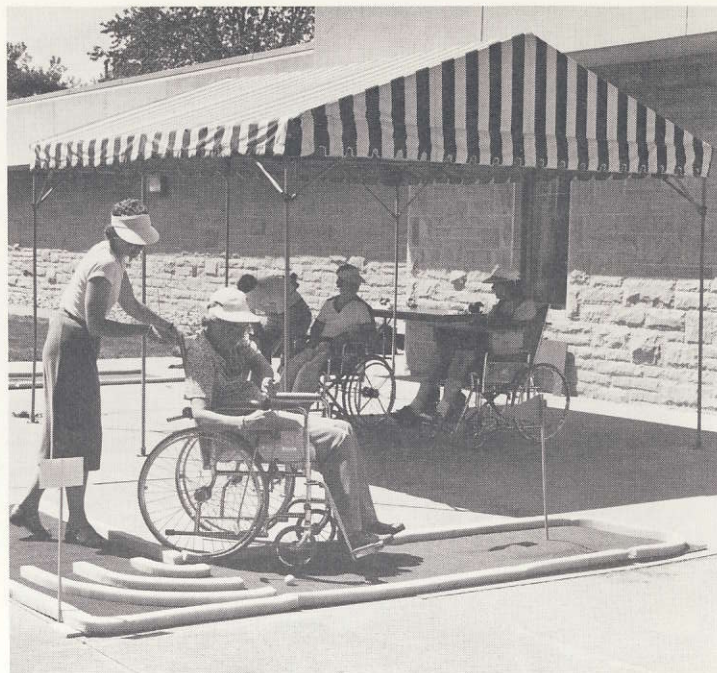
Each patient is given the opportunity to choose meals for the next day from a selective menu. All patients are visited weekly by a dietary representative. Those needing special diets, e.g. diabetic or reducing diets, are seen and counselled by the Therapeutic Dietitian.

Patient meal service is as follows:	Breakfast	7.30-8.30am
	Lunch	12-1pm
	Dinner	4.30-5.30pm

Nourishments are provided between meals for patients requiring them. Patients are permitted to eat in the cafeteria with family or friends provided the dietary department is given previous notice.

Cafeteria hours are:	Coffee Break	9.15-10.30am
	Lunch (Patients preferably after 12.30pm)	11.30-1.15pm
	Coffee Break	1.15-3.30pm
	Dinner	4.30-6pm





Leisure Activities

The Recreation Therapy Department provides a better quality of life for patients by offering meaningful activities and recreational pursuits within the hospital and the community.

Weekly activities within the hospital may include: cards, crafts corner, bingo, crossword puzzles, word games, movement to music, Wednesday recreation and Ham Radio classes. Sing-along, birthday party, movie night, and mini-golf are provided on a monthly basis. Many community organizations also come into the hospital to entertain.

Out of hospital activities include trips to the Grand Theatre, Domino Theatre, picnics, barbecues, Ice Capades, circuses, fairs, Old Fort Henry, etc. All activities are advertised on posters at each nursing station at least one week prior to the event. If interested in any of these activities, please speak to your nurse.

Patients' Committee

A Patients' Committee, consisting of patient representatives from each nursing unit, meets regularly. This committee acts as a liaison between the hospital administration and the patients. The Executive Director attends all meetings.

Coffee Shop

- 18 Located in the basement of the south wing is a coffee shop which is open 24 hours a day. A relaxing atmosphere with tables and chairs, patients and families find the coffee shop to be a quiet alternative to the cafeteria. Vending machines provide hot and cold drinks, soup, sandwiches, fruit and chocolate bars. Exact change is needed for the vending machines; if money is lost, refunds are available from the switchboard receptionist.



Gift Shop

The Gift Shop is operated by the Hospital Auxiliary and is staffed entirely by volunteers. Items carried in the Shop have been determined largely by patient and staff requests. It is usually open seven days a week from 11.30 am to 4 pm and every evening from 6.30 to 8.30, except Sunday. All proceeds derived from the operation of the Gift Shop are used for the patients or for much-needed hospital equipment.



Hospital Auxiliary

Since 1946, the Hospital Auxiliary has raised money to provide gifts for patients and equipment for the hospital. Funds raised by the Auxiliary enabled the construction of the Hydrotherapy Pool. The Auxiliary has also purchased a Saltus Reader, an emergency cart, movie and slide projectors, awnings for the patio and other special items.

New Auxiliary members are always welcome. Please contact the President of the Auxiliary at 544-5220 for further information.

Volunteer Services

Volunteers visit the hospital regularly to assist patients and staff. When visiting patients they may chat, write letters, read, or deliver flowers and fruit baskets to patients. Volunteers may also assist staff in the therapy departments or help with leisure activities. Patients are welcome to do volunteer work if some activity is available that is of interest to them.

If you are interested in volunteer work, call the Director of Volunteers at 544-5220.



Mail

In-coming mail is distributed to patients' rooms each morning, Monday through Friday, by a staff member.

Out-going mail may be placed in the letter boxes either at the Union or King Street entrances. Postage stamps are available from the Gift Shop or from the stamp machine at the King Street door. Although patients are encouraged to function independently, assistance from staff members is readily available.

Newspapers

Patients may arrange to have the Whig-Standard or the Globe and Mail delivered daily by contacting the switchboard. Newspapers are also available at the Union Street gate from vending machines.

Library Service

Patients may borrow a wide variety of resource material from the Patients' Library located adjacent to the Gift Shop. Books from the Kingston Public Library and other sources can be obtained by contacting the Volunteer Department.

Telephone Service

Pay phones are located throughout the Hospital and a direct line to taxis is located just inside the main entrance. Private telephone lines are also available for in-patients. Requests should be made through the ward clerk, who will arrange for installation.

Barber and Hairdressing Facilities

A hairdressing salon, located in the south wing basement, provides barber and hairdressing services to patients. Appointments are made through the ward clerk on each nursing unit, Monday through Friday. Current prices are listed in the salon.



Laundry

The Hospital does not provide for laundering of personal clothing. Such a service is available for a fee by arrangement with the ward clerk. All clothing should be labelled clearly. A coin-operated washer, dryer and detergent dispenser are also available on 2-East and may be used for patient laundry by family or friends.

Note Only detergent from the vending machine may be used.

Dry Cleaning

Articles in need of dry-cleaning may be given to a staff member, who will ensure that they are taken to the appropriate place in order to be collected. Payment for service must be arranged through the Business Office.

Dental Service

- 22 The Dental Clinic is provided with special facilities for treating St. Mary's in-patients as well as patients from the community who have special needs or handicaps. The services are not covered by O.H.I.P., however, and those who receive dental treatment are responsible for payment themselves.

All types of dental care are provided, including preventive, restorative, surgical and prosthetic (e.g. denture) services.

Out-Patient Clinics

The Out-Patient Department is open between the hours of 8 am and 4 pm, Monday through Friday. Patients are referred for consultation by their family doctor or other health care personnel for assessment and treatment of their medical problems. Through the clinics, follow-up care for patients discharged from the Hospital is also provided.

In addition, St. Mary's provides an Eye, Ear, Nose and Throat Clinic for in-patients requiring assessment and treatment of related disorders, and a Foot Care Clinic for both in-patients and out-patients who have foot problems.

Day Hospital

The Day Hospital provides medical and non-medical services to physically handicapped, geriatric and/or chronically ill persons in the community. Patients must be referred by a doctor and be in need of at least one therapy. The program helps families who look after relatives in their own homes as an alternative to institutionalization.

The service operates between 8 am and 4.30 pm, Monday through Friday, and the patients are responsible for their own transportation and meal costs.



A Community Affair

24 We hope that this booklet has provided you, your relatives and your friends with a better understanding of our many services and activities. Our programmes are not only designed primarily for the benefit of the patient, but they also allow access for teaching a wide variety of health care individuals and lend themselves to assessment for research purposes.

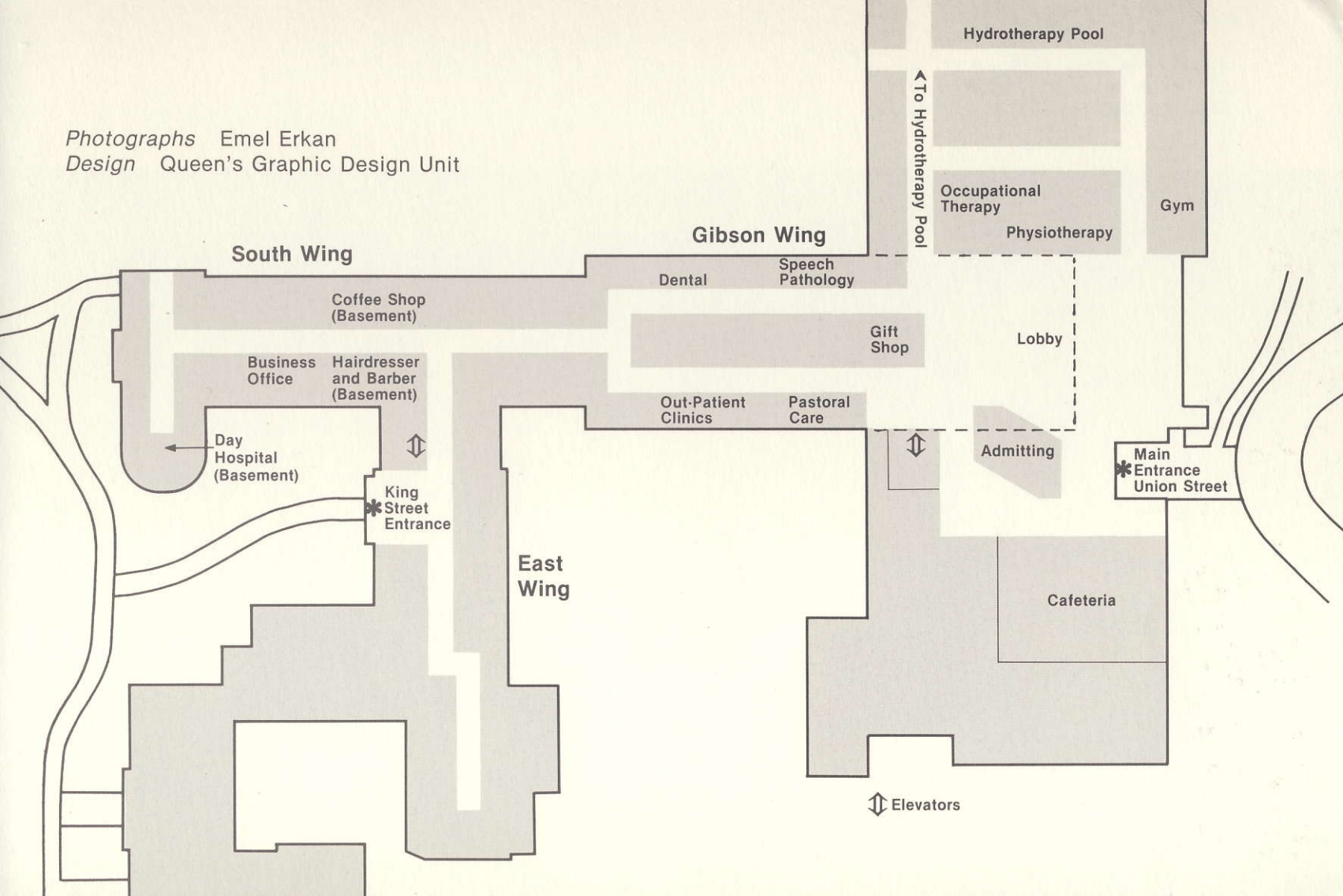
St. Mary's of the Lake Hospital is deeply committed to our Kingston and area community. Our facilities are made available to and are used extensively by many outside organizations such as:

The Canadian Arthritis and Rheumatism Society
The Canadian National Institute for the Blind
The Kingston Stroke Club
The Multiple Sclerosis Association
The Parkinson's Association
The Association for the Mentally Retarded

as well as other Hospitals, Nursing Homes and Schools, etc. We are pledged to serve people in need of short-term rehabilitation, long-term chronic or geriatric, or terminally ill care.

If you would like to help share in the work of your 'continuing care' hospital, consider giving a donation of your time to the work of the Auxiliary or Volunteer groups, or a donation or a bequest of money. Service Clubs or Organizations are invited to consider sponsoring a programme to raise funds for a special project or for equipment for which government funds or grants are not available.

Photographs Emel Erkan
Design Queen's Graphic Design Unit



South Wing

Gibson Wing

East Wing

Coffee Shop
(Basement)

Business
Office

Hairdresser
and Barber
(Basement)

Day
Hospital
(Basement)

King
Street
Entrance

Dental

Speech
Pathology

Gift
Shop

Out-Patient
Clinics

Pastoral
Care

Lobby

Admitting

Main
Entrance
Union Street

Hydrotherapy Pool

↑ To Hydrotherapy Pool

Occupational
Therapy

Physiotherapy

Gym

Cafeteria

⇕ Elevators

St. Mary's of the Lake Hospital
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