

**Welcome to the**

**Complex Care  
Program**

**Information for patients, families  
and support persons**

**Promoting Patient and Family Centred Care**  
**Visiting Hours from 9:00 a.m. to 9:00 p.m.**  
**Discharge Time: Before 11:00 a.m.**

**Level 5 and Level 6**  
**Juravinski Innovation Tower**  
**St. Joseph's Hospital**  
**50 Charlton Avenue East**  
**Hamilton, Ontario**

# Welcome to the Complex Care Program

---

## Inside this book

	Page
<b>Welcome to the Complex Care Program</b>	<b>1</b>
<b>Admission, Stay and Discharge</b>	<b>2</b>
<b>The Care Team</b>	<b>3</b>
<b>Your Health Care – Be Involved</b>	<b>6</b>
<b>Other Professional Services</b>	<b>7</b>
<b>Around the Units</b>	<b>9</b>
<b>Visiting</b>	<b>9</b>
<b>Infection Control and Patient Safety</b>	<b>9</b>
<b>Hand Cleaning</b>	<b>10</b>
<b>Isolation and Visitors: Patient Safety</b>	<b>10</b>
<b>Around the Units (continued)</b>	<b>12</b>
<b>Patient Safety – Preventing Falls</b>	<b>15</b>
<b>Services</b>	<b>17</b>
<b>Home Visits and Weekend Passes</b>	<b>19</b>
<b>Communication Methods</b>	<b>19</b>
<b>Personal Care Needs Checklist</b>	<b>21</b>
<b>Around the Hospital</b>	<b>22</b>
<b>Patient Relations: Compliments and Complaints</b>	<b>23</b>
<b>Trillium Gift of Life Network – Organ and Tissue Donation Program</b>	<b>24</b>
<b>Notes and Questions – Be Involved</b>	<b>25</b>

# Welcome to the Complex Care Program

---

## Welcome to the Complex Care Program

As you begin your stay with us, we would like to tell you about the Complex Care Program at St. Joseph's Hospital. To do this, we will guide you through an orientation process to help everyone get to know each other. This book is part of your welcome package.

The orientation process will:

- help you and your family get to know the members of your health care team
- tell you about the routines of the program and the many services we offer
- help promote open, clear communication between you, your family and the health care team
- help you adjust to your new environment
- help us work together to ensure a safe environment for everyone

Please take your time to read this book. Feel free to talk to any member of your health care team when you have questions or concerns. If you would like more information, you may:

- speak with any member of the health care team
- leave a telephone message – there is a list of telephone numbers in your orientation folder
- ask to talk to the Charge Nurse or Social Worker
- ask for a family meeting
- ask for a meeting with the Attending Doctor
- ask to talk with the Nurse Manager

We hope your stay is fulfilling.

Thank you,

From the Health Care Team  
Complex Care Program

### **Admission and Stay**

This is a limited stay program. The program is designed to meet the needs of adults who have complex medical problems and need ongoing assessment and help from many members of the health care team.

The goals of the program are:

- to provide high quality, patient centred care
- to help each person in the program reach his or her best level of physical, emotional, social, psychological and spiritual health
- to improve health, comfort and quality of life in order to help each person get ready to return to his or her community

Your plan of care will focus on maintaining and improving your health. Members of the health care team will help you reach your goals.

### **Admission to the program**

When you arrive, your charge nurse or an assigned person will:

- welcome you
- tell you about the program
- introduce you to your roommates
- tell you who your doctor is and when he or she is available
- give you and your family a tour of the unit

### **During your stay with us**

You and your family will be invited to attend meetings with the team. These meetings help you and the team:

- develop goals and a plan of care to meet your needs
- check on the goals
- measure your progress
- make changes that will help improve your quality of life.



## Your doctor

Your doctor comes to the unit on a regular basis to look after medical concerns. You or your family may also ask for a meeting with your doctor to talk about your medical treatment and care.

## When your health care needs change

If your health needs change you may need to go to another part of the hospital or to another facility in the community to get the care you need. The team will talk to you and your family about this and explain the reasons why.

## Discharge

If your care needs change and the team feels you are able to move to another setting that meets your needs, the Social Worker will meet with you, your family and the team.

In this meeting the team will talk with you and your family about changes in your health status and your suitability for going home or back into your community. You or your Substitute Decision-Maker will be asked to take part in choosing a discharge option that meets your needs.

## The Care Team

Many members of the team will work with you and your family to plan your care. Soon after you arrive, team members will meet with you and your family to talk about your care needs and your goals.



### Members of your care team may include:

The **Clinical Director** provides overall administrative leadership for the program. The Clinical Director works closely with the Medical Director and Nurse Manager to ensure quality patient centred care, and leads the development of program goals and plans.

The **Medical Director** makes sure the program provides quality medical care. The Medical Director helps make program policies and future plans for the program. The Medical Director works closely with the Nurse Manager.

## Welcome to the Complex Care Program

---

The **Nurse Manager** makes sure the program provides quality care. This Manager provides support, advice and direction to the staff. He or she also helps make program policies and future plans for the program.

The **Attending Doctor** is the doctor that looks after your day to day medical care on the unit. The Attending Doctor works with you, your family and the team to develop the care plan and look after medical problems. The Attending Doctor will also refer you to any other services or specialists if you need them.

The **Charge Nurse** is responsible for co-ordination of your care. The Charge Nurse works with the nurses to assess your nursing care needs and evaluate your care. The Charge Nurse also works with you, your family and other members of the team to develop, implement and review your care plan.

**Nurses** provide skilled nursing care to meet your needs. You, your family and your nurses work together to set your nursing goals. The nurses also help you learn what you can do to help yourself.

The **Pharmacist** helps your Doctor and team decide what medications are best for you based on current medical evidence.



The **Occupational Therapist (OT)** works with you and other team members to help you maintain your abilities to do daily activities. For example, the Occupational Therapist may do a seating assessment and recommend a wheelchair that is best for you. The Occupational Therapist can suggest a special cushion and mattress to protect your skin and increase your comfort. The OT also talks to you about how to get any equipment you need and the costs. The OT may also do a home visit and assessment to prepare you for discharge.

**Occupational Therapy Assistants** help with any therapy that you need. They work under the direction of the Occupational Therapist.

The **Physiotherapist** assesses you to make a plan to promote wellness and movement. He or she works with you and your family to ensure your comfort and safety.



**Physiotherapy Assistants** help you with your therapy program. They work under the direction of the Physiotherapist.

The **Speech-Language Pathologist** meets with you if you have problems with your speech, language or swallowing. If needed, you and your family will receive individual help. The Speech-Language Pathologist also works with you and other team members to develop a swallowing care plan to help you eat and drink safely. The Speech-Language Pathologist may also talk to a hearing specialist called an Audiologist if you have concerns about your hearing or your hearing aid.

The **Respiratory Therapist** looks after any breathing problems and breathing equipment. He or she supports and directs you, your family and team members on how to provide safe care when a breathing problem occurs.

The **Dietitian** identifies nutritional problems and assesses your nutritional needs. The Dietitian works with you, your family and other team members to plan a diet that contains food to keep you healthy. Your plan will have food that you are able to eat, like to eat and that is safe for you to eat

The **Social Worker** helps you and your family deal with many issues that relate to being in a complex care program. The Social Worker helps with emotional support and counselling and provides information about community resources. The Social Worker works with you, your family and the team to plan for discharge to another setting that meets your needs.

The **Chaplain** from the Spiritual Care Department offers emotional and spiritual support for you, your family and friends. If you wish to see a clergy person of your own choice, the Chaplain helps arrange this.



The **Therapeutic Recreationist** helps you plan a program that will give you a chance to maintain your leisure interests or find new ones. The Therapeutic Recreationist uses leisure activities to maintain or improve physical, mental, social and emotional functioning.

The **Unit Communication Clerk** is the person at the Reception Desk on weekdays who greets family, friends and other visitors to the unit. The Unit Communication Clerk helps answer your call bell and get other services such as a TV in your room.

**Volunteers** are special people who offer their time to help. Volunteers provide personal attention and a time to talk about things you enjoy. A Volunteer can help with reading, puzzles and other activities you find interesting.



**You, your family and friends** are important members of the Care Team. You take part in setting and working toward goals, information sharing and family meetings. We all work together to make your stay fulfilling.

### Your Health Care – Be Involved

Your safety is our concern. In order to have the best health care be an active member of your health care team.

Here are some ways to **Be Involved**:

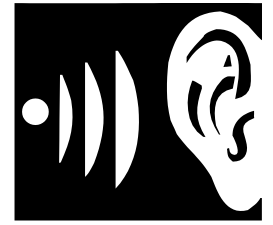
- Ask questions and talk about your concerns
- Know the medications you take and why you take them
- Keep a current list of medications and herbal products you take to share with members of your health care team
- Keep a list of your current medical conditions, allergies, past problems and surgeries
- Make sure you know what to do when you leave the hospital.

When you are involved, you can make better decisions about your treatment plan. For more information there is a pamphlet called “Your Health Care – Be Involved” published by the Ontario Hospital Association. A copy of this pamphlet is in your orientation package. You may also ask a member of your health care team for a copy.

You can download this book in many languages from [www.oha.com/patientsafety.com](http://www.oha.com/patientsafety.com)



## Other Professional Services



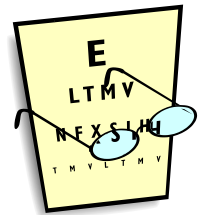
The **Audiologist** or hearing specialist may see you to assess your hearing. This hearing test is covered by OHIP, but hearing aid services are not. If you want to have your hearing aid checked or adjusted, there is a small charge. A hearing aid evaluation takes 2 appointments to complete, and there is also a charge for this.

The Audiologist will discuss your hearing and hearing aid needs with you and your family, and provide information about costs.

A **Dentist** or **Denturist** visit may be arranged if needed.

A **Podiatrist** or foot care doctor may visit you about every 3 months. Proper and safe foot care is given in order to prevent foot problems. There is a charge for this service.

An **Ophthalmologist** may see you at the request of your Attending Doctor. You may have to go to an appointment outside of the hospital for this.



**Hairdressing** services are available on the unit. Please ask the Unit Communication Clerk how to get this service, and the cost.

## Ontario Health Insurance (OHIP) Information

**You need to make sure that your OHIP information is accurate and up-to-date.**

Please let us know when there is a change in this information.

When your OHIP card is renewed or replaced, please give the new card to the unit communication clerk and the information will be added to your hospital record.



## Fragrance Free

Many patients, staff and visitors are allergic to scented products. For everyone's safety, please do not use any scented products such as perfume, cologne and aftershave on the unit.



## A Teaching Centre

St. Joseph's is a teaching centre. This means that you may have students involved in your care. We welcome students from all health care profession colleges and universities. Students are always supervised by a health care team member.

## A Research Centre

St. Joseph's is a research centre. Many new treatments and changes in health care come from research done here. You may be asked to take part in a research study. Make sure you understand the details of the study and how you would be involved before you sign a research consent form.



If you do not want to be in a research study, your care will not be affected in any way. All usual treatments will continue.

## Service Excellence

All of the staff, doctors, volunteers and learners at St. Joseph's Healthcare follow a set of "Standards of Behaviour."

Our goals are to:

- treat everyone with dignity and respect
- work together to provide great care and service

## Culture and Religion

Although St. Joseph's is a Catholic organization, all faiths are recognized and respected here.

If you want to, please share any of your beliefs that will help us get to know you and look after you better.

The Spiritual Care Team consists of chaplains who are men and women from many faith traditions. They are trained to be with patients, families and staff. A member of this team can be contacted for you if you ask.

## Around the Units

### Visiting

**Visiting hours are 9:00 a.m. to 9:00 p.m.** These times may be changed when needed for your safety or the safety of other patients. Any changes are discussed with you and your family when needed.

There may be times when no one can visit for infection prevention and control reasons.

If you would like children to visit, please talk to a member of the health care team as their safety is important to us.

### No visitors who are feeling unwell

For the safety of everyone, no one can visit who does not feel well or has:

- chills or fever
- new or worsening cough
- diarrhea in the last 48 hours
- nausea or vomiting
- signs of a possible infection such as a rash or open sore

### Visiting in your room

When there is an empty bed in your room, do not use the empty bed for:

- putting visitors' coats or bags on
- sleeping or sitting

### Infection Control and Patient Safety

It is important for you and visitors to wash hands often.

Hand hygiene is important because:

- Germs live on people and the things they touch.
- Sick people get infections more easily.
- Infections can keep patients in the hospital longer.

If your hands are visibly soiled, you must wash them with soap and warm water. Otherwise, you can use the alcohol hand rub.



## Clean your hands well for 15 seconds:

- Each time you enter or leave a patient's room
- After you sneeze or blow your nose
- After using the toilet or bathroom
- After touching something on the floor or other surfaces
- Before you put on a gown or gloves and after you take them off



## Steps to cleaning hands



## It is OK to ask if we have cleaned our hands

During your stay, everyone on your care team should clean their hands before and after caring for you. If you do not see your health care providers clean their hands with soap and water or use alcohol hand rub when entering your room, **it is OK to ask them to clean their hands before touching you or objects in your room.** Our staff knows you may ask and appreciate the reminder.

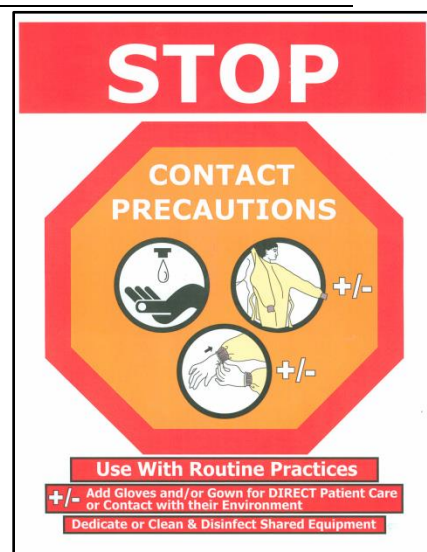
Remind your visitors to wash their hands before and after each visit as well.

Remember to clean your hands often while in the hospital.



## Isolation and Visitors: Patient Safety

- If you are in isolation there will be a sign posted on your door.
- Contact isolation is the most common isolation.
- Here is an example of an isolation sign →



## Personal Protective Equipment (PPE):

- Examples of Personal Protective Equipment include gowns, gloves, and/or masks.
- Health care providers will not wear PPE when they are going into a patient room to talk to a patient if they are not providing direct patient care or handling the patient's environment. They will always wear PPE when giving care such as changing a dressing, helping with bathing and working with body fluids.
- As a visitor or family member, you will only need to wear PPE if you are helping with 'hands-on' care.
- When leaving the room, everyone needs to take off the PPE, if used, and clean their hands.
- **If you are in isolation, the Infection Prevention and Control team will work with your care team to decide when and how you can leave your room.**

## When you have questions or concerns about isolation:

If you are visiting a patient in isolation and are not sure what to do, talk to a health care provider before going into the room. The health care provider will show you what to do.

If you have any other questions or concerns, please feel free to contact us at 905-522-1155 extension 33385. Be prepared to leave a message and we will call you back.

## Around the Units (continued)

### Room Changes

We try to keep your choices and comfort in mind when you are given a room. However, room selections are based first on the unit and hospital health care needs. You may be moved to another room at any time during your stay if your health needs change, or the health needs of the unit require a room change.

### Washrooms

Each patient room has its own washroom and shower. **These are for patients' use only.**

There are guest washrooms at the entrance to each unit and at both ends of the dining area.



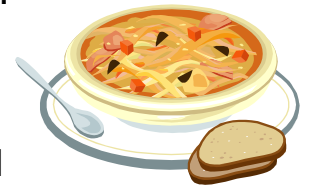
### Smoking

Smoking is not allowed anywhere in St. Joseph's Hospital. If you want help to quit smoking, talk to a member of your health care team. We can help.



### Meals

You can have meals in the dining area or in your room. You can also have friends or family bring meals in from home. Before bringing meals in please check with the Nurse or Dietitian to make sure the food is allowed. If you have trouble swallowing, the Nurse and Speech-Language Pathologist will review feeding and swallowing methods with you and your family.



**For the safety of everyone, please do not bring meals or snacks in for anyone other than you and your family member. Also do not feed anybody other than you or your family member.**

**If you are on Isolation Precautions, food brought from home must be put on disposable dishes found in the kitchen then brought into the patient's room.**



## Telephone and Television

You can have a telephone or a television (TV) in your room. There is a setup charge for the telephone and a monthly charge for the TV.



Please speak with the Unit Communication Clerk to make arrangements and to find out about costs.

## Other Electrical Equipment

For everyone's safety, **all electrical equipment such as hair dryers, radios or razors must be checked before you use them.** Please speak with the Unit Communication Clerk if you wish to bring in electrical equipment.



## Computers and Mobile Devices

You may have a computer and/or mobile device in your room. Internet availability varies.



If you wish to have internet access, please ask to talk to the Recreation Therapist.



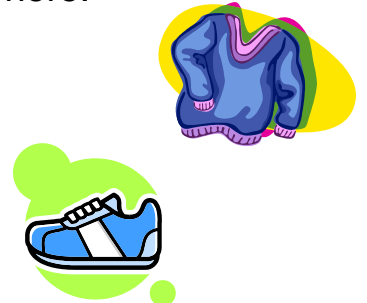
**You must be aware of and accept that any computer and/or mobile device you bring is at your own risk. The unit and/or St. Joseph's Healthcare Hamilton is not responsible for loss, theft or damage of any belongings or valuables.**

## Clothing

You and your family are in charge of your clothes. Your name should be on all of your clothes. **You or your family will need to buy, wash and look after your clothes.** The Complex Care staff does not provide laundry services. The amount of clothes you need depends on your activities. As storage space is limited, your family will need to take out of season clothes home. Washable and easy care clothes are best.

Here is a sample list of items you may wish to have here:

- non-slip shoes, slippers or socks
- cotton socks, underwear
- nightwear
- pants or track pants
- shirts, T-shirts or blouses
- sweaters
- a coat, hat, mitts and gloves



## Laundry

There is a laundry room on the unit for your convenience. **Your family is responsible for doing your laundry.** Laundry can be done on the unit or your family may take it home.

You need to bring your own laundry supplies.

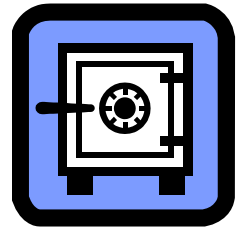


## Lost and Found

All personal items need to be clearly marked. If you lose something, please tell the Charge Nurse and we will try to find it. **St. Joseph's Healthcare is not responsible for any lost, stolen or damaged items.** If you bring any valuables or personal items that you value, you can ask to have them locked in the hospital vault. You will get these back when you are discharged.

**Please remember that you are responsible for any mobile devices, valuables, possessions and belongings you choose to keep with you.**

**Never leave valuables such as purses and wallets in patients' rooms or common areas of any building.**



## Leaving the Unit

You may wish to leave the unit to:

- visit the chapel
- go to the cafeteria or gift shop
- sit outside or go out with family



You must have the Attending Doctor's approval. Tell your Nurse or Unit Communication Clerk, when you are leaving. **Please remember that you must sign out before you leave.**

## Patient Safety – Preventing Falls

One of our goals is to make sure that everyone is safe all of the time. A fall can happen any time but there are ways to prevent falling.



When you arrive on the unit, your nurse will take a history. Some questions ask about your history of falling and your risk of falling in the future. Please tell the nurse if you have a history of falling. Your therapist may also ask you about falling as well.

### Plans to prevent a fall may include:

- asking for help when you get out of bed
- making sure you are wearing a good pair of walking shoes or non-slip slippers or socks when you are up
- helping you learn to use a walking aid such as a walker
- walking with a family member, friend or visitor around the unit



You can also help yourself from falling. Around the unit and the buildings you may see signs and posters with helpful hints to follow.

If you go outside, be careful when it has rained, snowed or there is ice on the ground. Always wear shoes. Use your walking aid if you have one.



## Patient Safety – Preventing Falls (continued)

Some medications may make you feel dizzy. To prevent a fall when you get out of bed, sit up slowly. Sit on the bed for a minute then stand up. If you feel dizzy or like you may fall, sit down right away – on a chair, a bed or on the floor. Ask someone for help. Tell a member of your care team about what happened.



## Confidentiality and Privacy

In keeping with the Health Care Act, no information about you will be given over the telephone or in person to family and friends without your consent. You need to give permission for any release of information.

We are committed to protecting the privacy of all patients, visitors and staff. We want to make sure everyone is comfortable and safe.

While we encourage the participation of our patients and families in their health care, it is important to understand that taking photographs or videos (cellphones or cameras) is prohibited unless those involved have given consent to have their pictures taken.



If you want to take pictures and/or record an event, please talk to a member of your care team.

## Violence in the Workplace

St. Joseph's Healthcare Hamilton is working to prevent violence in the workplace. The goal is to provide a healthy, safe, secure and violence-free place for patients, staff and visitors. Violent or abusive behaviour by anyone will not be tolerated.

## Services

### Patient Council – Patient Voice

Your thoughts and suggestions are helpful to us. One important way to give your feedback is through the Patient Council. Any patient in Complex Care can attend the Patient Council meetings. This is a chance to talk about your experience on Complex Care and provide feedback and suggestions. These ideas are shared with the Complex Care Quality Council. The Council looks at ways to improve the patient experience in the Complex Care Program.



The Quality Council is made up of staff, program managers and patient advisors. There is an opportunity for 2 patients to join the council as Patient Advisors. Patient Advisors provide the patient's perspective when the Council is making decisions about ways to improve the Complex Care Program.

As well, you may be asked to complete a Patient Satisfaction survey, during your stay here or after discharge. The results, comments and suggestions from these surveys help us make sure this is best program it can be for all of our patients and families.

### Recreational Programs

The Therapeutic Recreation service provides a monthly calendar of activities and special events. The Therapeutic Recreation staff will meet with you to talk about how you can take part in the activities that interest you.



Birthdays and special days of the year are celebrated on the unit. You and your family are welcome to attend these events.

If you wish to have a private celebration on the unit, please talk to the Therapeutic Recreationist or Social Worker.

## Worship Services

A worship service takes place in the activity area each Monday morning. All are welcome. Communion is available for Roman Catholics. There is also a Chapel on the first floor of the Mary Grace Wing, for those who want to attend Mass, pray or have a place of stillness. You may speak with the Chaplain for more information about any of these.



## Transportation

If you wish to have a special outing with family, or a visit home, please tell a member of the team well ahead of time. Therapeutic Recreation staff or a Social Worker can arrange transportation. You or your family pays the cost of transportation. You are also responsible for any equipment you borrow from the program. You will need staff approval to borrow equipment.

## Personal Funds

The Business Office will open a personal fund account where you and your family can make deposits. The money is for you to use while you are here. We suggest that you keep at least \$100.00 in this account at all times. Each person in the program needs to have money on hand for personal items such as:

- a hair cut
- proper foot care
- going on outings
- personal spending such as buying a birthday card, newspaper or magazine in the gift shop



## Home Visits and Weekend Passes

If you wish to go home for a visit, special event or have other business you need to attend to, you may ask for a home visit, weekend pass or temporary leave. A pass is given when the Attending Doctor feels you are medically safe to leave the unit for the time that you request.

Please let the health care team know well ahead of the time so we can make sure you have everything you need.



When you are given a pass, you, your family, or friends will be asked to sign a “Release of Responsibility” form. This means that you, or they, agree to accept full responsibility for you while you are not here.

St. Joseph's Healthcare Hamilton cannot accept responsibility for you when you are not in our care.

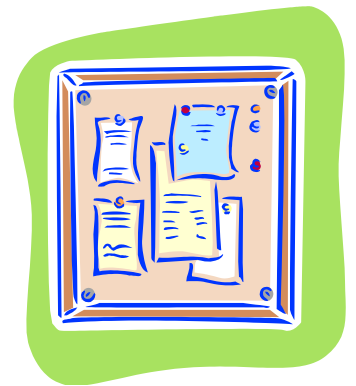
## Communication Methods

### Recreation Board

A bulletin board on each unit contains current information for you and your family. During your stay or visits, try to read this board as activities change often.

### Activity Board

There is an activity board in each dining room. This board lists the programs for each day and where to go for each activity.



### Patient and Family Information Boards

There is an information board on each floor. They contain patient and family education and information about how you, your family or friends can get more involved in your care.

### **Team Contact**

You and your family are given a list of the members of your health care team and telephone numbers. You are welcome to contact any member of the team with any question you may have about your care.



### **Identification**

Pictures are taken of everyone who works in the program. All staff must wear identification when they work. Pictures of special events are often taken. These are kept on the unit. Photographs needed for medical and educational reasons will not be taken without your written permission.





## Personal Care Needs Checklist

Here is a list of personal care items you will need right now. Your family or friends can bring them in or you can buy them at the store in the main lobby.



- moisturizing hand and body lotion
- toothbrush
- toothpaste
- denture cleaner
- mouthwash
- roll-on type deodorant
- soap or body wash
- shampoo
- conditioner
- facial tissue
- hair pins or hair clips
- hair brush
- comb
- electric razor and shaving supplies
- replacement of parts or repairs to electric razor
- nail care supplies
- cosmetics: \_\_\_\_\_
- hearing aid batteries
- other: \_\_\_\_\_

### Remember . . .

**You cannot have any products that:**

- **are scented**
- **come in aerosol containers**
- **contain latex**

## Around the Hospital

### Outpatient Pharmacy

The Pharmacy in the main lobby provides professional advice, education and fast and friendly service. The pharmacy accepts all drug plans. Any patient or visitor may use the pharmacy.



### Food and Drinks

The cafeteria, on Level 2 of the Sister Mary Grace Building, offers a wide variety of snacks, meals and food. There is a coffee and snack shop on Level 1 by the main entrance. There are also vending machines around the buildings.



### Gift Shop and Store

These are located near the main entrance. You can get cards, flowers, gifts, magazines, books, snacks, and much more here.



### Parking

Follow the signs for parking. There is a visitor parking garage off James Street South beside the Fontbonne Building. If you need to park for 1 month or more you can get a reduced rate. Your Social worker can help with this.



You can also pay for a day pass or a come and go all day for one day only pass. You need to go to the Parking Office on Level 2 of the Juravinski Tower to do this. The office is open Monday to Friday from 8:00 a.m. to 4:00 p.m.

**The parking lot off Charlton Avenue is premium parking. No in and out privileges, coupons, passes or validations are accepted here and it costs more to park here.**

## The Sherman Library

The Sherman Library is on level 2 of the Juravinski Tower. You can ask the librarian for help finding information. You can read the information in the library or may be able to pay for a copy to take home.



## Patient Relations – Compliments and Complaints

At St. Joseph's Healthcare Hamilton we expect that everyone will treat each other with dignity and respect at all times. We invite you to contact our Patient Relations Department at 905-522-1155 ext. 33838 when you have comments, compliments or complaints about the care you had.



When you call with a compliment, we will pass this message on.

When you call with a complaint, we will work with you and your health care team to try and resolve the problem using respect, compassion, confidentiality and fairness for all involved. If no one is available please leave a message.

## Helping You

We hope that this book has helped you, your family and friends learn about the Complex Care Program.

If you have any questions, feel free to talk to us.

We are here to help.



## Trillium Gift of Life Network – Organ and Tissue Donation Program

Trillium Gift of Life Network is a not-for profit agency of the Government of Ontario. It looks after planning, promoting and coordinating organ and tissue donation across Ontario.

As of January 2014, a member of the health care team must call the Trillium Gift of Life Network for any patient who is 79 years of age or younger and:

- meets the criteria for high risk of imminent death
- has died – this call must be made within 1 hour of the patient’s death

If the patient is eligible for tissue donation, the Trillium Gift of Life representative will ask to speak with the next of kin.



### Important facts:

- One donor can save up to eight lives and enhance as many as 75 more.
- Everyone has the potential to be an organ and/or tissue donor regardless of age or health.
- To learn more or to register, visit ‘BeADonor.ca’ or call 1-800-263-2833.

To register or to learn more,  
visit [BeADonor.ca](http://BeADonor.ca)  
or call 1-800-263-2833.



Welcome to the Complex Care Program

---

