Welcome to the Jewish General Hospital

Greetings from the Executive Director

At the Jewish General Hospital, we are committed to providing you with excellent medical treatment in a clean, safe environment, as well as diligent and compassionate care that places the highest priority on your comfort and well-being.

Since 1934, the JGH has been meeting the medical needs not only of residents in its neighbourhood, but of individuals from across Montreal and throughout Quebec. We take great pride in noting that we have consistently welcomed and treated patients from a diverse array of backgrounds. Rest assured that members of our staff will do their utmost to respect your particular practices and fulfill your special requests.

This Patient and Visitors’ Guide is designed to maximize the quality of your care by offering you and your family a comprehensive guide to the Jewish General Hospital. In this publication, you will discover how you can get the most out of the innovative services, programs and policies that have made the JGH one of the most renowned healthcare institutions in this province.

In our ongoing effort to upgrade treatment and care, we pay close attention to the opinions of our patients. Therefore, I encourage you to contact the hospital’s patient representative to make a suggestion or to discuss any matters of concern. I also invite you to complete the Patient Satisfaction Survey that you may receive after being discharged from the hospital.

Wishing you the best of health,

Dr. Hartley Stern
Executive Director
Telephone directory

JGH main phone number: 514 340-8222

The main phone number is the same throughout the hospital. All phone numbers in this guide (unless otherwise specified) are simply the extension for the destination you are calling. When dialing from within the hospital, dial only the extension. To make outside calls from within the hospital, you must first dial “9”.

Admitting ............................................................... 8211
Auxiliary ................................................................. 8216
Emergency Department ......................................... 5011
Foundation ............................................................. 8251
Hope & Cope ........................................................... 8255
Local Commissioner of Complaints and of Quality Service (Ombudsman) ...................... 5833
Pastoral Services .................................................... 5677
Patient Accounts ..................................................... 8241
Photography and Videography ................................. 5807
Security / Lost and Found ........................................ 5000
Social Services ....................................................... 8240
Test Centre ............................................................ 8263
Volunteer Services ................................................... 5984

If you are calling from outside the hospital and would like to reach a patient who has a phone, call the hospital’s main number and dial “0” for the operator or dial the patient’s 4-digit extension.

Jewish General Hospital
3755 Côte Sainte-Catherine Road
Montreal, Quebec
H3T 1E2
Getting around

The hospital does not cover the cost of transportation for patients returning to their homes or to private nursing homes, patients leaving the hospital on a pass, or patients leaving the hospital against medical advice. Medicare does not cover transportation to and from the hospital.

Reaching the hospital by bus

The #165 Côte-des-Neiges and the #535 Du Parc/Côte-des-Neiges buses stop at the Côte-des-Neiges entrance, near the main entrance on Côte Sainte-Catherine Road.

The #129 Côte Sainte-Catherine bus passes near all entrances.

Reaching the hospital by metro

Exit at the Côte Sainte-Catherine station (on the orange line), then take the #129 bus east.

Exit at the Côte des-Neiges station (on the blue line), then take the #165 bus north.

For more information about reaching the hospital by public transportation, call 514-AUTOBUS (514 288-6287) or visit stm.info.
Parking at the hospital

A parking lot is located on Côte-des-Neiges Road, in front of Pavilion H (between de la Peltrie and Côte Sainte-Catherine Rd.). There is a charge for parking. Valet parking is available at the Côte Sainte-Catherine (main) entrance of the hospital. Parking can also be found on nearby streets, but be sure to take note of the meters and various restrictions.

Taxis

A taxi stand is located at the Côte Sainte-Catherine (main) entrance. Taxis can also be called by using the taxi phones located at the following entrances: Côte Sainte-Catherine Road, the Emergency Department and Côte-des-Neiges Road.

Finding your way around the hospital

Example: Room B-114

The hospital is divided into pavilions. The letter indicates the pavilion in which the room is located. The first number after the letter represents the floor. Follow the signs to the pavilion needed (e.g., B), then go to the floor (1) where you will find the room (14).
Jewish General Hospital

SITEMAP

Centre for Child Development and Mental Health: 4335 Côte-Sainte-Catherine Rd.
Institute of Community & Family Psychiatry: 4333 Côte-Sainte-Catherine Rd.
Lady Davis Institute for Medical Research: 3999 Côte-Sainte-Catherine Rd.
Pavilion H: 5790 Côte-des-Neiges Rd.
Herzl CRUI Walk-In Centre: 5858 Côte-des-Neiges, 5th floor
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A brief history

During the first three decades of the 20th century, a handful of small Jewish institutions tended to the medical needs of Jewish Montrealers. However, as new waves of Jewish immigrants arrived, and as Jewish medical professionals encountered religious discrimination in employment, the need for a Jewish hospital became increasingly urgent.

Thanks to the dedication and generosity of the Jewish community and the people of Montreal, as well as support from the federal, provincial and municipal governments, the hospital opened its doors to people of every race and religion on October 8, 1934.

Over the years, the JGH has grown from a small 150-bed community hospital that provided basic services, into a 637-bed McGill University teaching hospital offering a complete range of highly specialized services. As one of the province’s largest acute-care hospitals, the JGH has achieved a reputation for excellence in key medical specialties by continually expanding and upgrading its facilities for clinical treatment and teaching, as well as research at the Lady Davis Institute for Medical Research.

On January 19, 2009, the Jewish General Hospital proudly unveiled its new logo depicting a tree, a universal icon of sustenance, shelter and stability. Not only is the Tree of Life a Jewish symbol of endurance and rejuvenation, it is a recurrent theme in many religions and traditions, including Christian, Mormon, Muslim and Buddhist. The logo represents the JGH’s crucial role as a provider of treatment and care to individuals from many different backgrounds in Montreal, across Quebec and beyond.

Mission Statement

The Jewish General Hospital is an academic healthcare centre and a major teaching hospital of McGill University.

Its mission is to:

• provide patient care of the highest quality in a humane and caring manner
• provide general and specialized care, with an emphasis on specialized and ultra-specialized care
• develop and promote an environment for leadership and excellence in health-sciences education
• encourage and support research into the prevention, cause and treatment of illness
• actively participate and lead in the development, integration and evaluation of new technologies in order to further enhance patient care

The hospital recognizes that the talent and commitment of its staff contribute to its strength. The JGH will continue to build a work environment where each person is valued, respected and supported in professional endeavours and educational programs for personal and professional growth.

Patient Safety Statement
The JGH is committed to promoting and providing safe care and services to all patients, families, visitors and staff. Safety is everyone’s responsibility. It is valued as a fundamental right and expectation.

Accreditation
The Jewish General Hospital must regularly be accredited for the health and social services that it provides, as do many hospitals across Canada. Accreditation by a recognized supervisory body, Accreditation Canada, is awarded only after all aspects of the hospital's operations have been rigourously evaluated. In this way, members of the public can be assured that they are receiving care whose quality has consistently met high professional standards on a national level.

During accreditation, hospitals undergo a process of self-assessment, and develop a road map that outlines current challenges and goals for improving the quality and efficiency of care. Accreditation follows a standardized measurement system that enables healthcare institutions to gauge their own performance over time. This process allows them to compare their results with those of other institutions and to share information on practices aimed at improving the quality of care. Accreditation certificates are posted throughout the hospital.

The JGH was most recently re-accredited in 2009.
During your stay, you will meet many different individuals who will tend to your needs. They work as a team to devote their time and resources to your care, making sure you receive the attention you need in a timely, effective and compassionate manner. Restoring your good health and independence is their goal.

**Medical staff**

While you receive treatment at the JGH, a member of the medical staff will direct your care. Your doctor will be assisted by residents, who are qualified physicians who are continuing their medical education to specialize in a particular field. Your doctor relies on residents to carry out your day-to-day treatment and to report on your progress. As a patient, you play an important role by contributing to the education of future physicians. Ask your doctor to visit you if you are concerned about any aspect of your medical care.

It is important that you select one family member or close friend as your doctor’s contact. This person will be responsible for keeping other relatives and friends informed about your condition.

**Nursing**

The Department of Nursing at the Jewish General Hospital employs approximately 1,400 nurses who are committed to ensuring the highest quality of care and safety to patients and their families. Nurses partner with physicians and other members of the healthcare team to best help meet your needs. They will be at your side providing “hands-on care” to improve your physical, psychological, spiritual and family well-being.

Nursing responsibilities also include assessing, monitoring and evaluating your progress throughout your hospitalization. Nurses promote your health and wellness by focusing on your strengths and coping abilities and by helping you to develop the knowledge and skills to maintain your own health after leaving the hospital.

Visit jgh.ca/nursing
Anesthesia

Most patients who undergo surgery are evaluated and cared for by a member of the anesthesia team. This team consists of a medical specialist, called an “anesthesiologist”, and an anesthesia therapist who is trained to assist the anesthesiologist. Trainees in the field may also be included in the team.

The anesthesiologist will review your medical history and will discuss with you the most appropriate anesthesia care plan, which can range from local anesthesia with monitored care, to a full general anesthetic.

Pharmacy Department

Pharmacists are experts who work with doctors and nurses, using the latest technology to ensure that patients get the full benefit of available medications. Although you might not meet your hospital pharmacists, they are important and active members of the team. In addition to preparing medications, they monitor your treatment for its effectiveness, help you to avoid side effects and allergic reactions, and check interactions with drugs and foods.

Hospital pharmacists are active members of the multidisciplinary team and use the latest technology to ensure that patients receive the full benefit of their prescribed medications. The pharmacists monitor the effectiveness of drug therapy, assess doses and allergies and attempt to limit side effects of medications. The automated drug distribution systems increase the safe delivery of these medications. Ask to see your pharmacist.

Visit jgh.ca/pharmacy

Social Services

Since hospitalization can be a stressful time for patients and their families, social workers are available to help you cope with some of the difficulties you might face. A social worker can provide counseling, emotional support and information to meet your psychological and practical needs, and help you plan for discharge.

To contact the Social Services Department, speak with your nurse or call extension 8240.

Visit jgh.ca/socialservices
**Dietitians**

Eating a well-balanced diet is an important part of the recovery process. The Department of Dietetics manages the food service system and offers counseling by professional dietitians to provide proper nutrition for each patient, in accordance with individual needs and preferences.

If a physician and/or dietitian prescribes a special diet, its details will be explained to you. If it is recommended that you continue this diet at home, the dietitian will plan your program and review it with you. Any questions about meal service or nutrition should be addressed to the dietitian.

Visit jgh.ca/dietetics

**Occupational Therapy and Physiotherapy**

Your doctor may recommend Occupational Therapy or Physiotherapy during your recovery. OTs and PTs will help you regain your mobility, strength and the ability to look after yourself, so that you can return home as soon as possible.

Visit jgh.ca/occupationaltherapy

Visit jgh.ca/physiotherapy
Pastoral Services
Chaplains of all faiths visit the hospital regularly. You may have your own chaplain visit you or you may contact a hospital chaplain through your nurse. Bibles and prayer books are provided upon request.
The hospital chaplains are always available for assistance with problems of a spiritual nature and can be reached at extension 5677.
Visit jgh.ca/pastoralservices

Chapel
For the spiritual comfort of patients, visitors and staff of all faiths, a chapel on the 6th floor of Pavilion B is open 24 hours a day for prayer and meditation. Jewish afternoon services (Mincha) take place Monday to Thursday at 1:45 p.m.
For holiday services, contact Pastoral Services at extension 5677.
Visit jgh.ca/pastoralservices

Psychiatry / Institute of Community and Family Psychiatry (ICFP)
The Department of Psychiatry offers a full range of services for children, youths, adults and geriatric patients (in-patients and out-patients). The department is located both in the ICFP (4333 Côte Sainte-Catherine Road) and in the new Ruth and Saul Kaplan Pavilion, on Côte Ste-Catherine just west of Légaré. An active research program studies trans-cultural psychiatry, psychosocial health—including the psychological aspects of cancer, rheumatoid arthritis and women’s health—psychotherapy and family therapy, sleep and aging, and first-episode psychosis.
Visit jgh.ca/psychiatry

Art therapy
Art therapy responds to the needs of individuals who want to improve their psychological well-being within a therapeutic context. In the course of creating art, patients can increase awareness of themselves and others, cope with their symptoms and stress, and enjoy the life-affirming pleasures of making art. If you are interested in participating in art therapy, speak with a member of your healthcare team.
**Music therapy**

This service is offered to patients on all units. The JGH music therapist visits patients individually or in organized group activities, and works closely with the Department of Pastoral Services. The music therapist also organizes other events, such as the JGH Jazz Festival and Oneg Shabbat (Friday ceremony to welcome the Jewish Sabbath). The music therapist is available Tuesday to Friday.

**JGH Jazz Festival**

The annual JGH Jazz Festival coincides with the Montreal International Jazz Festival every summer, providing patients, families, staff, volunteers and the public with pleasant summer entertainment and an emotional and spiritual lift.

The series of free indoor and outdoor concerts features the musical talents of JGH staff members and local musicians. In addition to the concerts, the JGH Jazz Festival includes events such as jazz films, poetry, exhibits and DJs.

Visit jgh.ca/jazz
Test Centre

Blood and urine tests are ordered by your doctor to help diagnose your condition and determine the best treatment. When you come to the Test Centre, you need to bring a prescription or requisition describing the tests your doctor wants done and their name and address. If the tests required and the doctor’s name and address are not specified, we can not take your blood, as without them we do not know what to do or to whom we should send the results. This is very important and can also be urgent, if we need to contact your doctor if the results are seriously abnormal.

Please ask your doctor whether you need to stop eating or drinking before your test. If fasting is not necessary, visiting the Test Centre after 11:00 a.m. is recommended so that your waiting time will be shorter. No appointment is needed to use the Test Centre but with approximately 175,000 patient visits every year, a long lineup can occur; however, members of the Test Centre staff work hard to process each person in a timely manner, and they appreciate your patience and understanding.

The Test Centre is located in Pavilion E (Room E-102) and is open Monday to Thursday from 7:30 a.m. to 8:00 p.m. and Friday from 7:30 a.m. to 4:00 p.m.

The Test Centre can be reached at extension 8263.

* Please note that diagnostic testing is also readily available at your local CLSC.

Consent forms

Many tests, treatments and surgical procedures ordered by your doctor are permitted only after you have signed a consent form. This ensures that you understand and agree to undergo these treatments and procedures.

Transfusion Service

The hospital maintains a Transfusion Service, for which blood is supplied by volunteer donors through Héma-Québec. If you wish to donate your own blood for Orthopedic Surgery, discuss this option with your doctor. If needed, parents are also able to donate blood for their baby; discuss this with your doctor. Please be aware that there is an ever-increasing, and sometimes critical, shortage of blood. The donation of blood is encouraged through a Héma-Québec Blood Donor Clinic. For more information, call 514 832-5000 or hema-quebec.qc.ca.
Herzl CRIU Walk-In Centre

For service at the Herzl CRIU Walk-In Centre, simply walk in. Appointments or advance telephone calls are not needed for this new type of clinic, which was launched in 2010. The Walk-In Centre offers faster and easier access to health care for medical problems that require prompt attention, but may not be serious enough for a trip to the Emergency Department. Patients are seen 365 days a year on the fifth floor of 5858 Côte-des-Neiges, Monday to Friday from 8:30 a.m. to 8:30 p.m. and on weekends from 9:00 a.m. to 5:00 p.m.

The clinic is the product of close cooperation between the JGH Herzl Family Practice Centre and the CSSS de la Montagne, with support from the Montreal Regional Health and Social Services Agency and McGill University.

Patients with regular appointments at the Herzl Family Practice Centre will be seen as usual on the second floor of Pavilion H. However, if Herzl patients experience acute medical problems, they can go straight to the Walk-In Centre. In addition, if an individual suddenly needs medical care between regular visits to a specialist, the Walk-In Centre can provide prompt help before a crisis develops and hospitalization is required.

A multidisciplinary team including doctors, nurses, two nurse practitioners, a nutritionist, psychologist, social worker and clinician pharmacist is available to provide care for patients with chronic illnesses.

Visit jgh.ca/walkincentre
Packing for your stay

These are some of the items you may want to pack for your hospital stay:

- Soap
- Deodorant
- Talcum powder
- Toothpaste
- Dentures and denture cream
- Robe and slippers
- Comb
- Tissues
- Sanitary napkins
- Shampoo
- Lotions
- Toothbrush
- Dental floss
- Pyjamas
- Shaving kit
- Eyeglasses
- Nail clippers
- Hearing aid

* For maternity needs, see the Maternity section of this guide (page 25).

Please do not bring:

- Large amounts of cash
- Valuable electronics
- Keys
- Credit cards
- Jewelry

You may wish to keep a few dollars with you for expenses such as newspapers or TV rentals.

For safety reasons, the use of the following items is forbidden in patient care and treatment areas:

- Electrical appliances (kettles, hair dryers, curling irons, etc.)
- TV sets not rented from the hospital
- Electric stereos
- Electrical extension cords

The use of the above items in patient areas can create a fire safety risk for patients, staff and visitors. The JGH thanks you for your cooperation.

Devices such as battery-operated radios, portable DVD players, laptops and iPods are permitted. If you must use a pager or mobile device in the hospital, be sure to keep it on “vibrate” mode.
Caring for your personal items

Here are some tips to help you keep your personal items secure:

- Upon request, a special cup for dentures will be provided by your nurse, and should be kept in the drawer of your bedside table.
- Eyeglasses, hearing aids or contact lenses are best placed in a case when you are not wearing them. They should be kept in the drawer of your bedside table, with your name printed in or on the case. Do not wrap these items in tissue or place them where they might accidentally be thrown away.

THE HOSPITAL IS NOT RESPONSIBLE FOR LOST OR STOLEN ARTICLES

The hospital makes every reasonable effort to safeguard the property of patients and visitors. However, the hospital is not responsible for the belongings of conscious and alert patients, including medical devices kept on the bedside table.

Protect your belongings! Valuables should be sent home with a relative or friend. If this is not immediately possible, speak to your nurse about using the safe in the Patient Accounts Office. You will receive a receipt for the items you have placed in the safe. Since the Patient Accounts Office is closed on Saturday, Sunday and holidays, please ask for your valuables on Friday if you expect to be discharged over the weekend.

Lost And Found

Articles may be brought to, or picked up from, the Security desk in the main lobby, Monday to Friday, from 8:00 a.m. to 4:00 p.m.

Report all thefts to JGH Security at extension 5000.

Visit jgh.ca/security
Admission to the hospital

Patients are not obligated to sign an admission form in instances where this would violate their religious practices or traditions. Anyone who is admitted to the hospital during a period of religious observance when an admission form cannot be signed is permitted to receive medical treatment by making an oral statement of consent in the presence of a witness.

Patients are advised that due to the heavy demand for hospital beds, they may have to be discharged before their period of religious observance has ended. However, in these instances, patients will be made as comfortable as possible in a suitable Family Room until the period of observance is finished.

During a period of religious observance, patients are permitted to defer any advance payment that would normally be required. Payment must be made when the period of observance has ended.

Medicare coverage

Upon arrival at the hospital, you will be asked to present a valid Medicare card issued by the Quebec health insurance board, which entitles you to medical services. If you are not a Quebec resident or if your card is not valid (past the expiry date), you will be asked to arrange for payment at the Patient Accounts Office (Room B-114) before admission.

Payment

Payment for private or semi-private rooms occupied for more than one week must be made on a weekly basis at the Patient Accounts Office (Room B-114, extension 5392). Payment for private or semi-private rooms occupied for less than one week must be made at the time of discharge. All accounts must be paid in full at the time of discharge.

While the Ministry of Health and Social Services provides coverage that includes x-rays, laboratory work, drugs and other hospital services, this coverage does not include telephone, TV rental, ambulance service or private-duty nursing. Review your private medical insurance policy carefully to determine the extent of your coverage.

The office is open Monday to Friday, 8:30 a.m. - 4:30 p.m.
Accommodations

The Quebec Ministry of Health and Social Services covers the cost of your accommodation in a standard three- or four-bed room.

If you wish to stay in a private or semi-private room, you may ask to do so at admission or at any time during your stay. While the hospital will do its best to accommodate your request, priority is given to patients requiring isolation or specialized medical care. An appropriate room change will be made as soon as a private or semi-private room becomes available. Note that you may be asked to give up the room at any time if it is required by another patient for more urgent medical reasons.

You will be responsible for any additional room charges, so check your private medical insurance policy to ensure that you have adequate coverage. Bring your insurance documents with you when you are admitted.

Mixed-gender rooms

In order to handle the increase in patient admissions, the hospital has a mixed-gender room policy (men and women together). This policy, which helps to facilitate patient transfers from the Emergency Department to a bed in a medical or surgical unit, is similar to those in other Montreal hospitals. If you are uncomfortable with this policy, inform your nurse and every effort will be made to provide you with other accommodations.

Intimate care

Maximizing comfort and ensuring personal hygiene is a priority for our patients. Your healthcare team will work with you in order to attend to your individual needs. To this end, the team will address the needs of patients requiring bed baths, will help with toileting and will provide assistance or supervision when mobilizing. Beneficiary attendants and nurses will change your bed linens and provide you with items you may need, such as towels and washbasins.

Patients who require help with their intimate care will be assisted by someone of their own gender and with an approach which ensures respect and dignity.

Healthcare units are also equipped with showers and/or baths for patients who are able to use these facilities. Furthermore, certain units come equipped with washers and dryers that can be used by patients or family members.
**Telephone**

Telephones are permanently installed in patient rooms, and there is an automatic minimum daily charge to use them. During your stay, the telephone service charge must be paid on a weekly basis by cash, cheque, credit card or Interac in Room B-114. Telephone service will be discontinued if the balance exceeds $21.

For an outside line, dial “9” followed by the number. Long-distance calls may be placed through an operator by dialing “6-6-6-6”. Long-distance calls using a pre-paid calling card may be placed by dialing “9” followed by the “1-800” number printed on the card.

Patients are permitted to receive calls between 8:00 a.m. and 10:00 p.m.

If you do not wish to use the telephone service, call Patient Accounts (extension 8241) to block the line.

**Cellular phones and wireless devices**

The use of cellular phones or wireless devices is strictly forbidden in designated areas of the hospital, such as the critical care units, the Emergency Department and the surgical block. This prohibition applies to devices such the Blackberry and to phones with or without video or still cameras.

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**Attend Med School For Free!**

JGH MINI-MED SCHOOL SESSIONS ARE NOW AVAILABLE ONLINE

Leading JGH medical experts discuss the hottest health topics including Cardiology, Surgery, Geriatric Medicine and more!

Start watching today at jgh.ca/minimed
**Television**

Every room is equipped with television and cable service. You may rent a television for three days, by the week or by the month. Privately owned or privately rented televisions are not permitted in the hospital.

Visa, MasterCard and cash are accepted for television rentals through the contracted services provided by Hopitel Inc. This company does not accept cheques. To order a television, complete the form at the nursing station on your floor.

For more information, call Hopitel Inc. at 514 739-2525.

**Visiting**

Family and friends are encouraged to spend time with patients as part of the healing process. Visiting hours are based on the needs and comfort of patients. Visitors are strongly urged to observe the following rules:

Visiting hours are different on each floor. For more details, check with the nursing staff on the floor you are visiting.

No more than two (2) visitors per patient are permitted at any time.

Family Rooms are located on each floor. Visitors should avoid congregating in the corridors.

Visitors must leave the room at the end of the visiting hours or whenever requested by hospital staff.
Birth certificates
Parents of newborn infants are reminded that by law, all births must be registered by the parents within 30 days of the date of birth. The Admitting Office will provide you with the necessary forms that you must mail to the Registrar of Civil Status. For more information, call 514 864-3900 or visit etatcivil.gouv.qc.ca.

Diapers and sanitary napkins
Parents of newborn infants should provide diapers for their babies during their hospital stay. Patients must also bring their own sanitary napkins. If necessary, diapers or sanitary napkins may be purchased on the postpartum unit.

Clothing for newborns
Parents should provide clothing (sleepers, blankets, hats, socks) for their newborn infants. Note that the blanket provided by the hospital immediately after birth is the property of the hospital and should not be taken home.

Car seats
Parents should bring their own car seat to the hospital to ensure that the infant can be taken home safely. For more information on car seats, visit saaq.gouv.qc.ca.

Breast pumps and kits
The hospital offers support to mothers who wish to breastfeed. Your nurse will assist you as you begin. Electric breast pumps can be rented, and breast pump kits may be purchased for use with these machines.

Goldfarb Breastfeeding Clinic, Herzl Family Practice Centre
Lactation consultants and physicians, who specialize in breastfeeding medicine support, treat mothers and babies with complex breastfeeding problems. Patients are seen by referral only, through any healthcare provider. Please consult your nurse or physician for more information.

Visit jgh.ca/breastfeeding
**Circumcision**

Circumcisions may be performed by a pediatrician upon parental request in the newborn nursery. A fee is charged for circumcision. Ritual Jewish circumcisions may be carried out by any of the several mohelim (ritual circumcisers) approved by the hospital. Arrangements for the ceremony should be made with the mohelim only. Their names may be obtained by calling the Atrium coffee shop at extension 5904. The ceremony is conducted in the hospital’s Brith Room. The room and catering services can be reserved through the manager of the Atrium coffee shop.

**Visiting**

Since rest is very important to mothers after giving birth, parents should encourage their guests to keep hospital visits short. Out of respect for other patients, larger celebrations should take place following discharge.
Please, no tips!

The Health and Social Services Act forbids healthcare workers in hospitals (doctors, nurses, orderlies, etc.) from accepting money from patients or relatives for services rendered.

Discharge

Your doctor will inform you when you are ready to leave the hospital, and can respond to your questions or concerns about further treatment and care. Before leaving your room, check all drawers and your locker to be sure that you have taken all of your belongings. Because of the acute shortage of hospital beds, patients are usually discharged by 11:00 a.m. To avoid any last-minute confusion, arrange for a ride home the day before you are discharged.
Meals and food services

Meals and snacks

Patients and visitors may purchase meals and light snacks in the hospital’s cafeteria (Pavilion B), the Atrium coffee shop (Pavilion G) and The Link coffee shop (Pavilion E). Only food purchased in these areas may be consumed in these areas. Food purchased in one dining area may not be consumed in another dining area.

Lounges in Pavilion A (Room A-012) and the Atrium (Pavilion G) are available to anyone wishing to consume food that has been purchased anywhere in the hospital or brought in from outside the hospital.

Jewish dietary laws (Kashrut policy)

All of the hospital’s food preparation services are carried out in accordance with Jewish dietary tradition (kashrut), with approval from a kashrut supervisor (mashgiach). In addition, meat and dairy products are never served at the same meal. Your cooperation in respecting the kashrut policy is appreciated.

For more information, contact the Dietetics Department at extension 5038 or Pastoral Services at extension 5699.

Jewish dietary traditions (kosher food)

Kosher food, prepared in accordance with Jewish dietary tradition, is available for the convenience of patients, staff and visitors who keep kosher, as has been the case since the hospital opened in 1934. JGH nutritionists and dietitians help to ensure that kosher food meets the requirements of Health Canada.

However, people who do not keep kosher are also accommodated. This in keeping with the hospital’s practice of welcoming individuals from a wide array of ethnic, cultural and religious backgrounds. Food from outside the hospital may be eaten in patients’ rooms and in the family rooms that are located on many of the patient treatment floors. However, caution must be used to ensure that food, containers and utensils from outside the hospital do not come into contact with the food, trays or metal/china utensils that are provided by the hospital.

When food is served to patients on china dishes with metal cutlery on hospital trays, these items must not be removed from the patient’s room and taken to another location, such as a family room. However, hospital food that comes with disposable cutlery, dishes and containers may be removed from the patient’s room.
Any type of food may be consumed in the Atrium's Public Lounge in Pavilion G. However, in the Atrium coffee shop and in the Cafeteria near the main lobby, only the food that is purchased in those restaurants may be eaten in those restaurants. However, the hospital’s trays, metal cutlery and china dishes must not be used for consuming outside food.

**Passover**

Passover is an eight-day festival which Jews celebrate in late March or April to commemorate the Biblical exodus of the Israelites from Egypt. During this brief holiday, it is customary not to eat bread, grain products and other foods where leavening (rising) can occur. Thus, during Passover, some kinds of otherwise kosher foods are unavailable in the hospital’s cafeteria and in some patients’ menus.

**JGH Cafeteria**

Pavilion B, 1st floor (Côte Sainte-Catherine entrance)

Monday to Friday, 7:00 a.m. - 6:45 p.m. Saturday, Sunday and holidays, 8:30 a.m. - 6:30 p.m.

The JGH Cafeteria can be reached at extension 4913.

**The Auxiliary eateries**

**The Atrium coffee shop**

Pavilion G, RC level

Monday to Thursday, 8:00 a.m. - 7:00 p.m. Friday, 8:00 a.m. - 2:30 p.m. Sunday, 9:00 a.m. - 3:00 p.m.

In addition to salads, sandwiches, drinks, muffins, fruits and pastries, the Atrium offers daily specials at lunchtime.

The Atrium coffee shop can be reached at extension 5904.

**The Link coffee shop**

Pavilion E, 1st floor

Monday to Friday, 7:30 a.m. - 3:00 p.m. Closed Saturdays and Sundays.

**Atrium à la Carte**

This travelling food cart visits many clinics and waiting-room areas throughout the hospital, offering a variety of sandwiches, salads, pastries and drinks for sale.
Second Cup
Pavilion B, 1st floor (Côte Sainte-Catherine entrance)
Monday to Thursday, 24 hours. Friday, 6:00 a.m. - 4:00 p.m. Saturday, 5:00 p.m. - midnight. Sunday, 6:00 a.m. - midnight.

Légare entrance
Monday to Thursday, 7:00 a.m. - 5:00 p.m. Friday, 7:00 a.m. - 4:00 p.m. Closed Saturday and Sunday.

*Note that these opening hours are approximate, depending on the onset of the Jewish Sabbath on Friday afternoon. All of the eateries are closed during Jewish High Holy Days, as well as on regular statutory holidays.

Convenience store
Gateway
Lobby of the main entrance (Côte Sainte-Catherine) across from the Security desk
Monday to Friday, 7:00 a.m. - 7:00 p.m. Saturday and Sunday, 10:00 a.m. - 5:00 p.m. (subject to change).

You’ll find newspapers, magazines, crosswords, lottery tickets, cold drinks, confectionary, kosher products, health and beauty items, gifts and greeting cards.

Vending machines
Vending machines are located throughout the hospital, and supply hot and cold drinks and snacks 24 hours a day.
JGH Auxiliary initiatives

Mildred Lande Gift and Baby Boutique
For all your gift and baby items, visit the Mildred Lande boutique. You’ll find specialized baby baskets, clothing, plush animals, greeting cards, paper products, jewelry and gifts for all occasions. Wrapping is included. The boutique’s volunteers are more than happy to help.

The Mildred Lande Boutique can be reached at extension 3737.
Monday to Thursday, 9:00 a.m. - 4:00 p.m. Friday, 9:00 a.m. - 3:00 p.m.

FLORE
Located in the Côte Sainte-Catherine lobby, FLORE offers beautiful flower arrangements, fresh-cut flowers, bouquets and a variety of plants for sale. Special orders for all holidays. Deliveries within the hospital and city-wide.

FLORE can be reached at extension 5512.
Monday to Thursday, 9:00 a.m. - 7:00 p.m. Friday, 9:00 a.m. - 3:00 p.m. Sunday, noon - 7:00 p.m.

*Note that these opening and closing hours are approximate, depending on the hour the Jewish Sabbath begins on Friday afternoon. All of the above shops are closed during Jewish High Holy Days, as well as on regular legal holidays.

Hairdressing / barber services
A professional hairdresser/barber is available to patients every Wednesday in the comfort of their rooms. Check with your healthcare team before requesting this service.

To make an appointment, call 514 766-3553 directly.

Automatic Teller Machine
A Bank of Montreal ATM is located in the Atrium on the ground floor of Pavilion G.
Photography and Videography

The JGH Audio-Visual Department is available to the public. Services include photo finishing, passport and formal studio portraits, retouching of digital photos and restoration of old photos.

Call extension 5807 or visit Room C-112.

Personal photography and videography are permitted in the hospital only if the individual being photographed or videotaped has given prior consent. Please note that these photos must be for private use only.

The use of cellular phones equipped with video or still cameras is not permitted under any circumstances.

The presence of news media or film companies in the hospital is permitted only with the approval and through the coordination of the Public Affairs and Communications Department (Room A-811, extension 5818).
Hope & Cope

Hope & Cope helps people cope with cancer. This autonomous organization offers innovative and comprehensive services that meet the many practical, emotional and social needs of cancer patients and their families. Services include peer counseling, support groups, workshops on coping skills, yoga and relaxation training, a resource centre with wigs, turbans and scarves, and a library. Cancer-experienced volunteers form the backbone of the organization, and are guided in their efforts by a professional staff that provides training, program management, continuity and support.

Hope & Cope can be reached at 514 340-8255 and has offices in Oncology (Room E-730.1), Radiotherapy (Room G-18.85), and Palliative Care (Room B-400.1).

Visit jgh.ca/hopecope

The JGH Hope & Cope Wellness Centre – “Lou’s House”

Managed by Hope & Cope, the Wellness Centre focuses on cancer survivorship and features programs to help patients live well with, and after, cancer. Located at 4635 Côte Sainte-Catherine Road, this free-standing centre is a place of healing, respite and relaxation, offering a full range of services such as exercise, art therapy, meditation, yoga, support groups, nutrition and cooking classes, as well as courses and lectures on coping strategies and lifestyle issues. All services are offered free to cancer patients. Research is also an important component of the Wellness Centre.

For more information or to make an appointment to register as a participant at the Centre, call 514 340-3616.

Visit jgh.ca/wellness

Stroll Family Cancer Prevention Centre

The Stroll Family Cancer Prevention Centre is dedicated to providing specialized, up-to-date information and resources to the public, and to advancing research efforts in the multidisciplinary field of cancer prevention.

Among the clinical services are genetic counseling, surveillance programs for women at increased risk for gynecological cancers, a hereditary gastrointestinal cancer clinic and a post-polypectomy nutrition clinic.

The Centre in Room E-740 also offers a Smoking Cessation program. The free eight-session series—in French and English—provides knowledge and support for smokers
who want to quit. Programs are conducted by a qualified smoking cessation counselor and are held on a monthly basis. The program encourages participants to design a personalized recovery plan with their own goals in mind, using strategies that make them feel comfortable. Program graduates are invited to maintenance meetings to help them remain smoke-free. The program is approved by the Quebec Lung Association. Call extension 3870 for registration and times.

Visit jgh.ca/smokingcessationprogram

Local Commissioner of Complaints and of Quality Service (Ombudsman)

The JGH Local Commissioner of Complaints and of Quality Service responds to the concerns and complaints of patients or their families. While in the hospital, you should discuss your concerns first with your doctor or nurse.

If you feel these concerns have not been resolved, the Local Commissioner of Complaints and of Quality Service can be reached at extension 5833 or in Room B-016, from Monday to Friday, to receive complaints and respond to requests for information.

Complaints can also be made in writing and sent to Room A-142, emailed to rsteinberg@jgh.mcgill.ca or faxed to 514 340-7508.

Please note that all complaints of a medical nature must be submitted in writing and will be evaluated by a medical examiner.

Users’ Committee

The JGH Users’ Committee is an elected committee consisting of patients and family members of patients.

The mandate of the Users’ Committee is to inform users of their rights and obligations; foster the improvement of the quality of living conditions; assess the degree of satisfaction of users with regard to the services obtained from the hospital; defend the common rights and interests of the users; accompany and assist a user in any action.

The Users’ Committee can be reached at extension 3090

Visit jgh.ca/userscommittee
Volunteer Services

Volunteers support and promote the goals and objectives of the JGH by providing services that complement staff activities, enhance patient care and promote a positive environment. Volunteering is a wonderful way to bring happiness into the lives of others, while feeling good about the work you do. Perhaps you should consider becoming a volunteer.

Your talents and interests can be matched with the hospital’s needs. If you would like to become a volunteer, contact the Department of Volunteer Services at extension 5984.

Visit jgh.ca/volunteering

Advance Directive: The Living Will

A Living Will outlines patients’ wishes regarding healthcare decisions if they become critically ill and lose their decision-making capabilities. It may also help to promote discussion among patients, physicians and families about specific types of care and the life-sustaining treatments the patient wishes to receive.

Completing and updating a Living Will reduces the burden on family and caregivers by enabling them to respect the patient’s end-of-life decisions, given their specific values.

If you already have a Living Will, notify your attending physician to ensure that its existence is noted in your hospital chart.

For more information about completing a Living Will, speak to your physician. The document is available online and through Social Services, Admitting, Emergency and the Herzl Family Practice Centre.

Visit jgh.ca/livingwill

Patient & Family Resource Centre (PFRC)

This service helps you and your family find reliable and up-to-date health information on illnesses, treatments, medications, clinical trials, self-help and support groups, and more. The PFRC is located on the second floor of Pavilion A above the Côte-des-Neiges entrance, in the Health Sciences Library (Room A-200).

You can meet with a librarian who will conduct the search with you, guide you to the best resources to meet your specific needs, and print out the information you need.

An easy-to-read selection of books on various health-related topics can be borrowed from the library, and a computer is available for patients and families to use.
The PFRC website provides links to recommended health websites and reliable sources for specific diseases and conditions, family medicine topics, treatments, cancer information, complementary medicine and drug information, etc.

Please note: The PFRC does not have access to patients’ medical records and, therefore, does not supply any information of this nature.

**Other patient information resources are located throughout the hospital:**

- Hope & Cope (Pavilion E, 7th floor) has a large library of books, pamphlets and audiocassettes on coping with cancer, narratives, nutrition, complementary therapies etc., that you can borrow. You can meet with a librarian for more in-depth information and literature searching.
- Computers are available in the family rooms on many patient floors.
- The Patient Information Service is available on patient floors throughout the hospital.
- The Gynecologic Oncology Department offers a Health Information Service while you wait for your appointments. A librarian can help you find current and reliable health information in Room E-707 next to the waiting room.
- The Herzl Family Practice Centre provides a Patient Health Information Service. A librarian can meet with you to help you find the information you need, and may also provide information for you which your doctor or nurse will give you. A collection of pamphlets is available in the room next to the waiting room.

For more information about the PFRC, call extension 5930 or 2438 or email library.jgh@mail.mcgill.ca.

Visit jgh.ca/pfrc
Visit jgh.ca/gynonc
Visit jgh.ca/herzlhealthinfo
JGH Quality Program

Continuous Quality Improvement, Risk Management, Patient Safety, Accreditation and Patient Satisfaction

The JGH is constantly striving to improve the care and services that are offered to patients, families, visitors and staff. Continuous Quality Improvement, Risk Management, Patient Safety, Accreditation and Patient Satisfaction are essential components of the Quality Program. This program encourages feedback from all users of the hospital. Your participation in activities related to improvement initiatives and safety programs is welcome. The JGH is always seeking individuals who are willing to become involved in these activities by participating in focus-group discussions, attending specific meetings or filling out surveys.

If you are interested in participating in any of these activities or would like more information, contact the Quality Program at extension 3928.

Visit jgh.ca/quality
Building on our culture of safety

The safety of our patients is of prime importance to the staff of the JGH. Members of staff are constantly building on the hospital’s culture of safety by using the best equipment, techniques and practices. You, the patient, can help to continue the improvements to the quality of care that you receive, thereby ensuring that that care is delivered safely.

Remember to:
- Share all information about your health with your healthcare team, even medical details that you may think are unimportant.
- Ask questions if you don’t understand something or need more information.
- Ask for a copy of the Patient Safety Information Pamphlet.

Reducing adverse incidents involving medication is a top priority for the hospital. How can you help?
- Always keep an up-to-date list of all of your current medications in an easy-to-find place in your home.
- Bring your list of medications with you whenever you go to the hospital for a regular appointment or an emergency visit.
- If you don’t have a list, bring all of your current medications when you go to the hospital.
- Make sure your healthcare team is aware of every type of medication that you take regularly (including over-the-counter and homeopathic medication).
- The medication that you bring from home should never be used while you are in the hospital, unless a physician, nurse or pharmacist advises you to do so.

Make sure that the information on your patient identification wristband is correct and that every member of your healthcare team confirms your identity (by checking your wristband) before administering any medication or treatment or beginning any procedure.

Thank you for helping the JGH to provide the highest quality of safe patient care.
Funding

The day-to-day operation of the hospital is financed by the Québec Ministry of Health and Social Services. Government funding, however, does not fully cover research, education and the acquisition and maintenance of major technology. While substantial support for these vital projects comes from Federation CJA and the JGH Auxiliary, they are also made possible through the generous support from private and corporate donors to the JGH Foundation.

The JGH Foundation

The Jewish General Hospital Foundation supports the advancement of health care and medical research by providing indispensable financial resources to the hospital.

Thanks to the support of its donors, the JGH has been able to continue to provide care of superior quality and cutting-edge research that are at the core of the hospital’s efforts. The JGH promotes an environment that encourages leadership and excellence in health-science education. Its extensive research program advances the frontiers of knowledge in the areas of prevention, detection and treatment of illness.

Join the hospital’s supporters, board members, committee participants, donors and staff in supporting the JGH.

Upon discharge, patients are sent a letter by the Department of Professional Services suggesting that they may wish to make a donation to the hospital in appreciation of services received.

To make a donation, or for more information, call extension 8251 or visit the Foundation Office (Room A-107). Donations can also be made online.

Visit jghfoundation.org
The Auxiliary

The Auxiliary is a volunteer non-profit organization of the community dedicated to developing programs that contribute to patient care and comfort, and raising funds to enhance the quality and effectiveness of hospital services.

The Auxiliary can be reached at extension 8216.

Visit jgh.ca/auxiliary
The Humanization of Care Committee is dedicated to enhancing and promoting humane, compassionate care throughout the hospital. The committee identifies the points where patients and their families make contact with healthcare personnel within the hospital. It then initiates patient-centred projects and continues to monitor them to improve the quality of care that is provided at these points of contact.

Visit jgh.ca/humanizationofcare

The following sample of volunteer-driven initiatives are available, free of charge, to JGH patients:

**Caring Beyond**

This project recognizes staff for their exemplary service of patients and their families, above and beyond their job description. Any staff member may be nominated for the Caring Beyond award by a patient, visitor or colleague.

Visit jgh.ca/caringbeyond

**Pagers for families**

Receive a pager while your loved one is in the operating room. You will be paged when a member of staff has news for you about the procedure.

Visit room B-316 for details.

**JGH Greeters**

Lost? You’ll find JGH Greeters at selected points to guide you around the hospital.

Call extension 3232 for details.

**Book cart**

Books-In-Motion visits you in your room with a wide selection of books, magazines, crosswords and Sudoku in a variety of languages.

Call extension 2453 for details.

**Humour cart**

Looking for a laugh? The humour cart brings comedy videos to patients’ rooms.

Call extension 8216 for details.

For information about any of these services, call extension 8259.
The JGH Infection Prevention and Control program protects patients, staff and visitors. Preventing the spread of germs in the hospital is very important, since many kinds of germs (viruses, bacteria and fungi) can cause infections. These germs can be spread by the hands of patients, hospital workers and visitors. If your immune system is weakened or if you have just had surgery, you may be at an increased risk of acquiring an infection.

The most effective way to prevent the spread of germs is by cleaning your hands.

**When should hands be cleaned?**
- After using the toilet or changing a diaper
- After coughing, sneezing or blowing your nose
- Before and after preparing, handling, serving or eating food
- When entering and before leaving your room
- Before and after going for a test procedure
- After touching any wounds
- When your hands are visibly dirty

**How to clean your hands:**
- Wet hands thoroughly.
- Lather well for at least 10 seconds, paying special attention to fingertips and the areas between fingers and thumbs.
- Rinse well.
- Dry hands thoroughly using a paper towel. Close the water tap and open the washroom door using the paper towel to avoid getting your hands dirty again.

If you are using a waterless hand-washing product, rub hands until dry. However, if your hands are dirty, use soap and water instead.

You have the right to protect yourself! When a staff member is about to examine you or provide care, ask politely whether his or her hands have been cleaned and whether the equipment has been cleaned and/or disinfected.

Visit jgh.ca/cleanhands

**Other ways to help stop the spread of germs:**
- Do not share your personal belongings.
- Your friends or family must not visit you if they are sick with a cold, flu, diarrhea, fever, rash or other contagious illness. Immediate family members who are sick should talk to your doctor or nurse before visiting.
• Follow any Infection Prevention and Control precautions that may be requested of you and your visitors.

**What kinds of infection prevention and control precautions does the JGH have and what should I do while on precautionary measures?**

Basic Infection Prevention and Control precautions and good hygiene should be followed at all times by all individuals. However, you may require additional measures, which your nurse or doctor will explain to you.

• You may be restricted to your bed space or room.
• A sign may be posted on the door or near your bedside so that others will know what measures to take when caring for you. This sign does not say anything about the type of infection you have, for confidentiality purposes. It is important that your visitors be aware of the sign on your door and follow the instructions, as well.
• Members of your healthcare team may use “barrier” precautions—i.e., gloves, gowns, masks or goggles—while caring for you. These additional precautionary measures are needed to help prevent the spread of germs.
• All equipment that is shared may need to undergo additional disinfection before and after touching you.
• Special measures may be required during your transport in and out of your room for tests and/or other procedures.

**Vancomycin-Resistant Enterococci (VRE) and Methicillin-Resistant Staphylococcus Aureus (MRSA)**

These bacteria are resistant to many antibiotics. Carrying the bacteria does not mean you have an infection. If you develop an infection, your nurse, physician, or an Infectious Diseases physician will discuss treatment with you. Special precautions are required to prevent the spread of these bacteria to other patients, especially those who are at a higher risk due to severe illness or who have undergone recent surgery. Your physician or nurse will discuss any special instructions with you prior to your discharge.

If you are carrying MRSA and/or VRE:
• There may be a restriction on the number of visitors allowed in your room.
• Visitors may be asked to wear gowns, gloves and masks while in the room, and must clean their hands before leaving the room.
• Cultures may be done at various times.
• Patient Information Sheets are available for you, your family and your visitors. Ask for them.

If you are carrying MRSA:
• It is usually found in your nose or on the surface of a wound, and is no more dangerous than antibiotic-sensitive bacteria.
• Antibiotic ointment must be applied to your nose several times a day to decrease the amount of MRSA.
• You will be asked to use a special soap twice a week.

**Clostridium difficile (C. difficile)**

C. difficile is a bacterium that has been around for a long time and usually lives in harmony with other types of bacteria normally found in the human intestine. Many people carry this bacterium without experiencing health problems or requiring treatment. However, when a patient is treated with antibiotics, many normal bacteria are no longer present, causing C. difficile to multiply and create a toxin that causes diarrhea.

If you have symptoms due to C. difficile:
• Special antibiotics are prescribed as a treatment. However, each case must be evaluated by a physician who determines the exact treatment method.
• At present, patients are isolated at the first sign of diarrhea if they have had antibiotics within the previous 30 days.
• Patients may be grouped in isolation with similar types of patients. Patients should use separate commodes, avoid sharing toilet facilities with other patients, and practice good hand hygiene.
• There is no restriction to the number of visitors allowed in your room.
• Visitors may, however, be asked to wear gowns and gloves while in the room, and should wash their hands before entering and leaving the room.
• Cultures may be done at various times.

If you require additional information, ask your nurse to refer you to an Infection Prevention and Control consultant.

The personnel of the Infection Prevention and Control Unit can be reached at extension 5778.

Visit jgh.ca/infectionpreventionandcontrol
The hospital is committed to maintaining a clean environment for patients, staff and visitors. The housekeeping staff works with healthcare providers to develop safe and reliable ways of ensuring the delivery of cost-effective services in a compassionate, caring and timely manner.

**Patient rooms and washrooms are cleaned on a regular basis. Daily patient room and washroom cleaning procedures include:**

- Removing waste
- Replenishing supplies
- Dusting and damp-mopping floors
- Cleaning mirrors, sinks, toilet seats and toilet bowls
- Disinfecting telephones, bed rails, overhead tables, soap dispensers, light switches and doorknobs

**Weekly patient room and washroom cleaning procedures include:**

- Disinfecting garbage containers, beds, furniture, window ledges, I.V. poles, wheelchairs, stainless steel surfaces, glass, mirrors, sinks, toilet bowls, toilet seats, pipes under sinks, fixtures, dispensers, vents, doors and shelves
- High dusting
- Spot-washing walls
- Scrubbing, washing and polishing floors

**Other services include:**

- Cleaning of all non-patient areas (offices, washrooms, public areas, research areas, etc.)
- Cleaning of discharge and transfer beds
- Collection, sterilization and storage of all hazardous waste
- Streaming, collection and storage of all recyclable waste
- Collection, disposal and distribution of needles and sharp containers
No-smoking policy

The JGH is a smoke-free environment. Cigarettes are not sold on hospital premises. Smoking is not allowed on hospital premises. Signs to this effect are posted at every entrance.

Fire safety

The JGH follows a strict fire safety code to ensure the safety of patients, staff and visitors. The JGH internal fire intervention team has been trained to handle any fire-related situation and will guide you through the evacuation procedures.

If you hear a fire alarm, remain calm. Each section of the hospital has its own fire alarm code, which enables the fire intervention team to locate the source of the alarm. Alarm codes and basic fire procedures are posted near the fire exits on all floors in all pavilions.

In case of fire or any other emergency, call extension 5555 immediately.
The Lady Davis Institute for Medical Research (LDI) is the research facility of the Jewish General Hospital. It is here that scientists conduct research into the causes and potential treatments of a wide variety of illnesses. As physician-scientists, many LDI researchers divide their time between patient care and laboratory research. All of the principal investigators have McGill University appointments.

- The Bloomfield Centre for Research in Aging is one of the few research centres in Canada examining the process of normal aging. Scientists here are gaining a better understanding of the causes of many illnesses that affect the elderly. Their findings may ultimately help reduce the severity of age-dependent diseases like Alzheimer’s, Parkinson’s, heart disease and cancer.

- LDI scientists were the first in Canada to devote themselves to the study of AIDS. This research is conducted in a biocontainment facility where the HIV virus is isolated and studied. The McGill AIDS Centre, established in 1991, is based at the LDI.

- The LDI research laboratory devoted to Genetics and Endocrinology has placed the JGH at the forefront of genetic research. The LDI Cell Genetics Laboratory is both a Canadian and an international referral centre for genetic disorders of sensitivity to androgen.

- The Epidemiology Centre provides information that can facilitate disease prevention, treatment and clinical decisions.

- LDI scientists are conducting research to better understand the mechanisms of heart failure and to test the effects of medications on the heart.

- The research activity of the Centre for Perinatal and Developmental Pharmacology Research focuses on the use of drugs in the perinatal and neonatal periods. This research is conducted in close collaboration with the internationally recognized JGH Neonatal Intensive Care Unit.

- Many JGH physicians and scientists are studying various forms of cancer. Studies include clinical trials of medications and treatments, as well as laboratory research investigating how cancer occurs, how it spreads, and the best methods of controlling this disease.

Visit ladydavis.ca
The Segal Cancer Centre is an innovative medical facility that gathers and integrates a broad array of cancer-related services under one roof. For patients, the Centre means quicker diagnosis and treatment, and less stress when stamina is in short supply. For doctors and researchers, it promises greater efficiency, effectiveness and teamwork in providing care and searching for medical breakthroughs. The Centre’s collaborative approach also shortens the distance between the patient’s bedside and the research lab—both literally and figuratively—and ensures that patients receive timely benefits from the scientific discoveries of the Segal Cancer Centre’s team of world-class researchers.

Patients also benefit from the convenient grouping of associated services, such as cancer screening and prevention, psychosocial support, symptom management, nutrition and rehabilitation, and public information. This integrated approach is considered by leading professionals to be one of the most effective and promising strategies in fighting cancer.

Nurses play a key role in this integrated approach. Before treatment begins, each patient is assigned to a nurse navigator, who has a detailed understanding of the patient’s medical situation. Then, this nurse provides the patient with personal guidance and consistent support, as well as helping to ensure timely continuity of care throughout the entire trajectory of the illness.

The Centre is located in Cummings Pavilion E, housing doctors’ exam rooms, Hope & Cope, Psychosocial Oncology and the Cancer Prevention Centre on the 7th floor. The Clinical Research Unit, Oncology Pharmacy, and treatment areas are located on the 8th floor.

Creation of the Centre is a result of a partnership among the Government of Quebec, the Jewish General Hospital and its generous partners. Leading the way among private contributors were Alvin Segal and his family, whose exceptionally generous gift is the largest private donation in the history of the Jewish General Hospital.

Visit jgh.ca/segalcancercentre
The Cardiovascular Prevention Centre brings together medical experts from various fields to treat patients with hypertension, dyslipidemia, obesity, metabolic syndrome, diabetes and other cardiovascular risk factors.

The Centre, on the first floor of Pavilion H, takes an integrated approach to diagnosing and treating patients at high risk for developing cardiovascular disease. Medical therapies are complemented with lifestyle modifications, such as weight control. Smoking-cessation educational sessions are offered to cardiac clientele (medical and surgical) and to the public; also offered are primary and secondary prevention interventions. Due to the availability of a wide range of experts at the Centre, patients can consult medical specialists from various disciplines, such as nutritionists, nurses and, in the future, psychologists and a kinesiologist.

For information, call extension 4030.

Visit jgh.ca/cardiovascularpreventioncentre
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A Residence That
Makes All The Difference

Promise of Dedication
We empower you to maintain your autonomy and embrace you with respect and care in a supportive environment which encourages independence and enhances your individual lifestyle.

Supportive Environment
• Meals, housekeeping and laundry service •
• Dispensing of medication, access to nurses and a walk-in infirmary • Weekly doctor visits • Activities program • Light and intermediate care plans for varying levels of independence •

Jewish Way of Life
• Comforting heimish atmosphere •
• Strictly kosher kitchen • Synagogue on premises •
• Community involvement •
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1. **Before Initial Patient / Patient Environment Contact**
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   - **Why:** To protect the patient/patient environment from harmful germs carried on your hands

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   - **When:** Clean your hands immediately before any aseptic procedure
   - **Why:** To protect the patient against harmful germs, including the patient’s own germs, entering his or her body

3. **After Body Fluid Exposure Risk**
   - **When:** Clean your hands immediately after an exposure risk to body fluids (and after glove removal)
   - **Why:** To protect yourself and the healthcare environment from harmful patient germs

4. **After Patient / Patient Environment Contact**
   - **When:** Clean your hands when leaving:
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   - **Why:** To protect yourself and the healthcare environment from harmful patient germs

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