

# Patient Services Guide

[www.stbonifacehospital.ca](http://www.stbonifacehospital.ca) | 409 Taché Avenue, Winnipeg, Manitoba R2H 2A6 | 204.233.8563



Hôpital St-Boniface Hospital



# Land and Water Acknowledgement at St. Boniface Hospital

St. Boniface Hospital is located on the traditional territories of the Anishinaabe, Cree, Oji-Cree, Dakota, and Dene peoples, and on the national homeland of the Red River Métis. We acknowledge that our water is sourced from Shoal Lake 40 First Nation. We respect the treaties that were made on these territories and we acknowledge the harms and mistakes of the past. Recognizing that we are all treaty people, we dedicate our efforts towards a more loving and compassionate world as we all move forward in a spirit of reconciliation and collaboration.



## Welcome Bonjour

Welcome to St. Boniface Hospital. We are your hospital, and your care is our focus. As your patient, we see you as a whole person. Our job is to address your needs as effectively as possible.

We know coming to a hospital can be stressful. We want to do whatever we can to make your stay with us as comfortable as possible. This guide is designed to answer as many of your questions as possible and assist you and your loved ones while you are here. It will inform you of the wide range of services that we provide, in addition to helping you and your family navigate our facility.

We look forward to making your stay at St. Boniface Hospital as comfortable as possible.

### **Nicole Aminot**

President & Chief Executive Officer



# Table of Contents

- Land and Water Acknowledgement at St. Boniface Hospital ..... 2
- About Us ..... 4
- Our Identity ..... 5
- Charter of Patients’ Rights and Responsibilities ..... 6
- Campus & Parking Locations ..... 7
- Main Floor Map ..... 9
- Everett Atrium / Guest Services ..... 10
- During Your Hospital Stay ..... 13
- Your Safety Matters ..... 18
- Ensuring Protection For Persons In Care ..... 19
- You Have a Voice ..... 20
- Giving Back ..... 21
- L’Hôpital de Chez Nous ..... 23
- Contact List ..... 25





## About Us

St. Boniface Hospital is a longstanding, faith-based care centre in Winnipeg along the Red River. It is known for outstanding patient care, education, research and committed staff. St. Boniface Hospital, as it is fondly known, serves Manitoba, Northwestern Ontario and parts of Nunavut. The hospital is rooted in values of compassion, community, healing and hospitality, all dating back to the legacy of its founders: The Grey Nuns. These values continue to be a part of the organization and guide our actions. As Manitoba's leading bilingual care centre and provincial cardiac centre, we offer excellent personcentered care. Our teams are sensitive to the needs of all who come to us in their time of need.

### **A TEACHING HOSPITAL**

As a teaching hospital, we are committed to the education and training of future health care professionals. During your stay, different types of health care providers may be involved in your care such as physicians, nurses and physiotherapists. This may also include medical students, residents, nursing students and other students enrolled in health care education programs. All students are supervised by highly qualified professionals; however, if you do not wish to be seen by a student, please notify your physician.

# Our Identity

## **MISSION**

Serving Manitobans who face critical and complex conditions, with a renowned spirit of compassionate care and courageous innovation.

## **VISION**

Offering global-calibre medical expertise in a sanctuary of compassion, where today's discoveries are tomorrow's cures.

## **VALUES**

Our daily actions are guided by compassion, agility, advocacy, discovery and passion.

## **STRATEGIC PRIORITIES**

Our (2023-2026 Strategic Plan: Building on Strengths in a Context of Change) targets six strategic priorities:

1. Focus on our people
2. Sustain and enhance tertiary patient care excellence
3. Be "l'hôpital de chez nous"
4. Live compassion in every action
5. Integrate and sustain transformation research and teaching
6. Contribute to and help shape the provincial health care system

## Charter of Patients' Rights and Responsibilities

As a patient of ours, you have a very precious right to health care, thanks to a team entirely devoted to you. But did you know that you also have other rights? And that you have responsibilities too? In our hospital, respecting these rights is vital to our mission. That is why it's important to present our *Charter of Patients' Rights and Responsibilities/Charte des droits et responsabilités des patients*.

This document exists to clearly inform every patient who walks through our doors about their rights and responsibilities. Without being a legally binding document, this charter has been created as an opportunity to build trust between patients and the medical system, always with our core mission in mind: to provide the best possible comprehensive care to our patients while promoting human dignity, self-esteem and self-determination.

We have also created a short video (<https://stbonifacehospital.ca/about-us/charter>) in both official languages, English and French, as well as in sign language and four Indigenous languages: Michif, Swampy Cree, Ojibwe and Oji Cree.

The Charter of Patients' Rights and Responsibilities and related videos are available online.

# Campus & Parking Locations

Several buildings (which are called the campus) are part of the hospital, including:

Main Hospital (blocks A, B, C, E, K, L, O, Y)

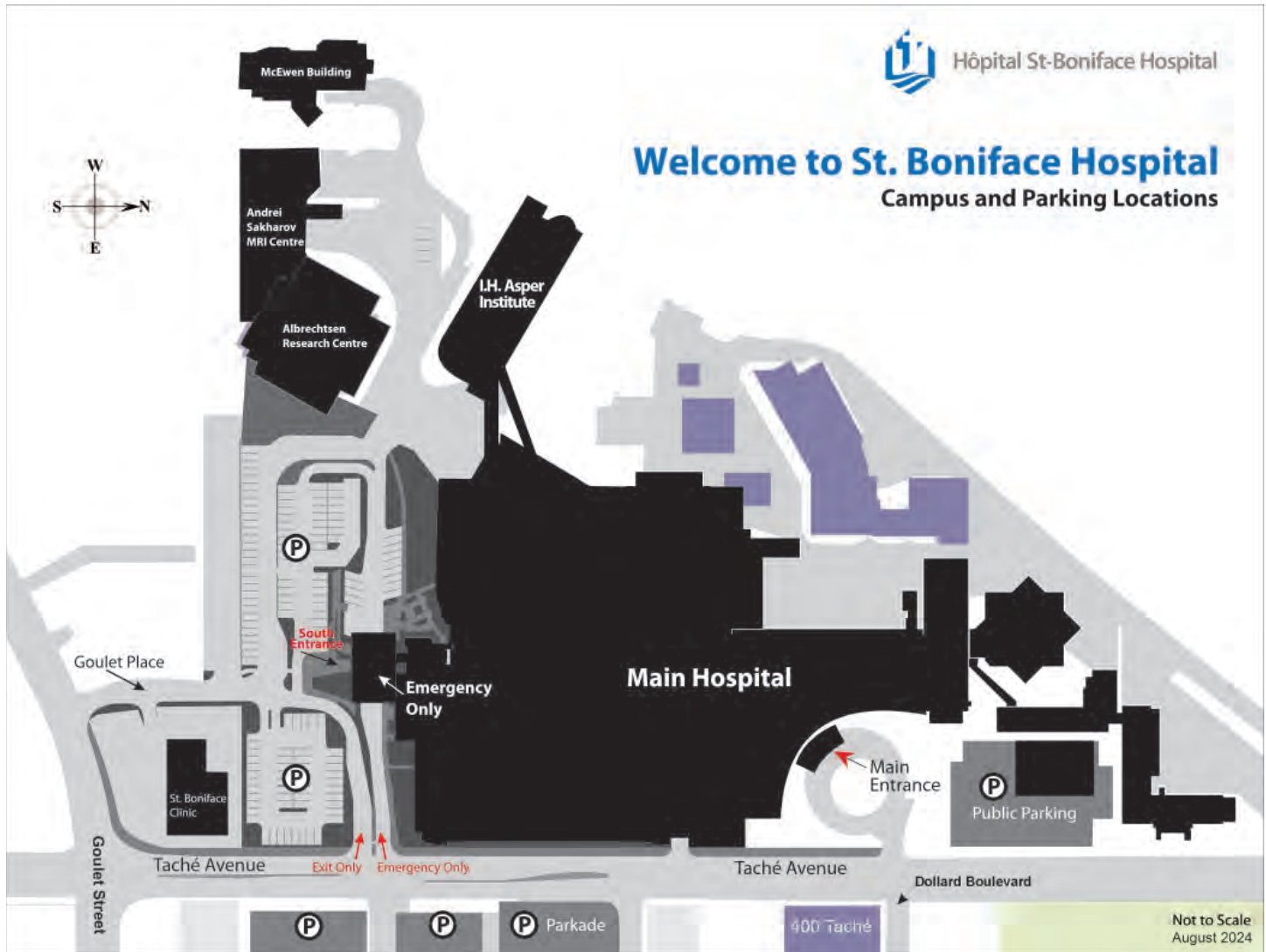
Education Building (N)

McEwen Building (M)

Andrei Sakharov MRI Centre (MRI)

Albrechtsen Research Centre (R)

Asper Institute (CRI)





## HOSPITAL ACCESS

Access to the Main Hospital is through the Main Entrance on 409 Taché. or via by the Forgan South Entrance. It is important to note that there are lane closures and limited parking due to the construction.

The Emergency Department Entrance (1) is open but allows access to that area only, not other areas of the hospital.

Entrances to Andrei Sakharov MRI Centre (2), McEwen Centre (3) and Asper Institute (4) are open.

Please check our website for the most up-to-date information about how to access the Hospital during the various phases of construction.

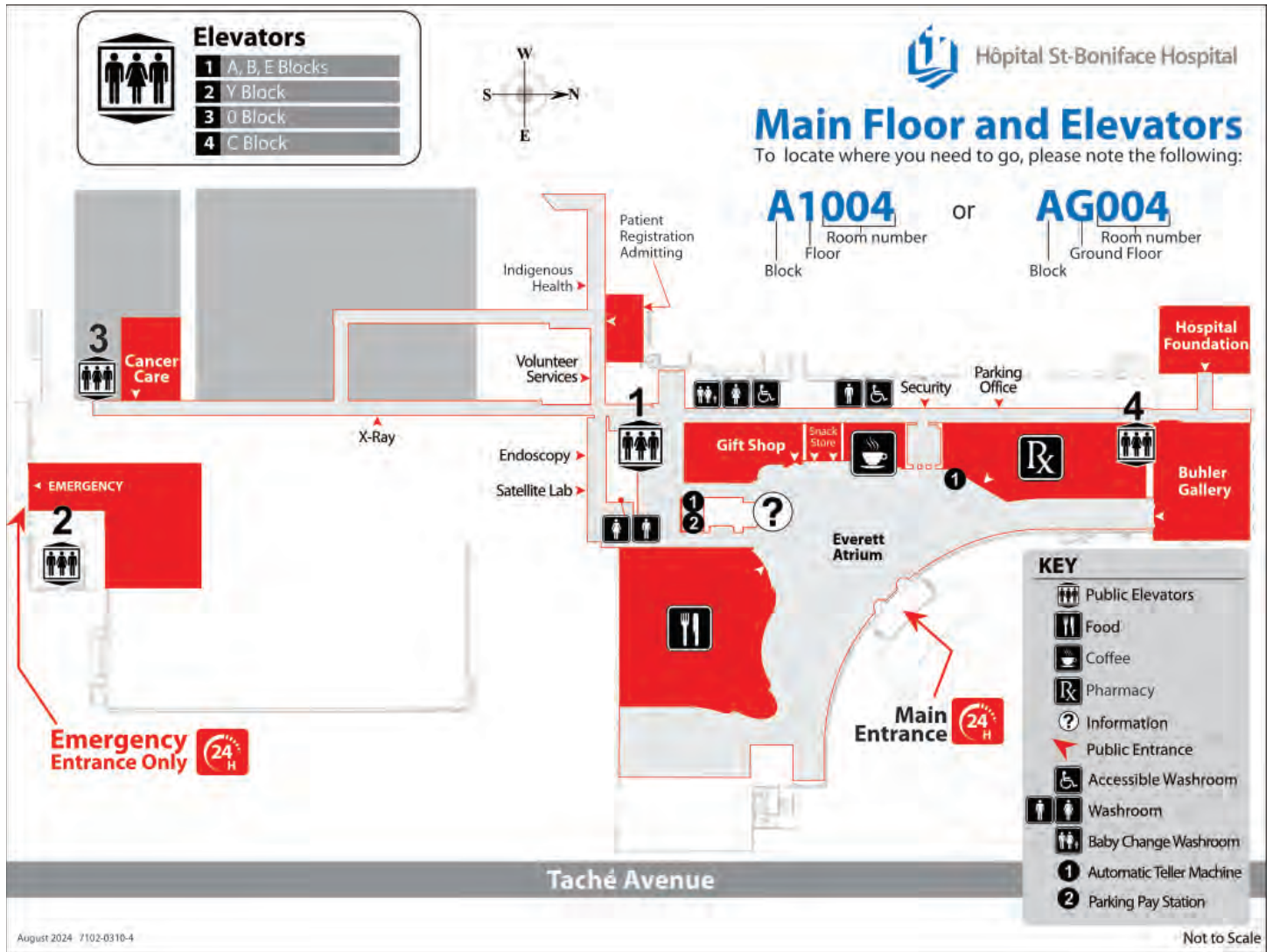


## DROP-OFF AND PICK-UP AREAS

The access ramp to Emergency and the Front Entrance loop has a 15-minute limit for drop-off and pickup only. **Only emergency patients can be dropped off and picked up at the Emergency Entrance.**

# Main Floor Map

The map includes the letter designation for various blocks that are part of the Main Hospital as well as the four public elevators, which will take you to other floors.



## Everett Atrium / Guest Services

St. Boniface Hospital's Everett Atrium is located at the main entrance and features a quiet space for patients, staff, physicians and visitors in addition to a variety of services such as:

- **ATM** bank machines are located behind the Information desk, next to Munroe Pharmacy and at the Jack and Sheldon Forgan South Entrance (next to Robin's Donuts).
- **Galerie Buhler Gallery** featuring a variety of art work, this gallery is one-of-a-kind in western Canada and is dedicated to showing three to four exhibitions each year. The gallery is located next to Munroe Pharmacy and admission is free. For information on hours of operation, visit [www.galeriebuhlergallery.ca](http://www.galeriebuhlergallery.ca) or call 204.237.2309.
- **Gift Shop**-offers gift and clothing items, baby items, flowers, cards, sweets and personal care items. Volunteers will deliver items to patients' rooms. A phone-in floral and gift delivery service is also available. Hours of operation are Monday to Friday, 8:30 a.m. to 7:00 p.m. and Saturday/ Sunday, 11:00 a.m. to 3:00 p.m. For more information, visit [www.stbonifacehospital.ca](http://www.stbonifacehospital.ca) or call 204.237.2313.
- **Information Desk** Open 7:30am - 7:45pm, Monday to Friday; 10:00am to 2:00 pm, Weekends.
- **INS Market** A convenience store open seven days a week from 6:00 a.m. to 11:00 p.m. that offers a variety of convenience and lottery items as well as grab-and-go food and drink items.
- **Marché St. Boniface**– offers a full service menu and is open Monday to Friday, 7:00 a.m. to 8:30 p.m. and Saturday/Sunday, 8:00 a.m. to 8:30 p.m. Visit their website at [www.marchefresh.com](http://www.marchefresh.com)
- **Munroe Pharmacy** The pharmacy fills prescriptions and if required, delivers them at no charge. Open 365 days a year, hours are Monday to Friday, 8:30 a.m. to 5:30 p.m. and Saturday/ Sunday/ holidays, noon to 4:00 p.m. For more information, call 204.560.4600 or email [info@munroepharmacystboniface.com](mailto:info@munroepharmacystboniface.com).
- **Robin's Donuts** coffee shop open 24 hours a day, seven days a week with another location at the Jack and Sheldon Forgan South Entrance, open Monday to Friday from 6:30 a.m. to 8:00 p.m.
- **Vending Machines** a variety of food and drink machines are available throughout the hospital. Cash, credit card or debit card are accepted.

## **CASHIER – PATIENT ACCOUNTS**

Contact the Patient Accounting Office at 204.237.2859 or the Cashier's Office at 204.237.2062 for questions and/or payment of:

- Billing on non-insured services
- Private and semi-private rooms
- Account charges

Cash, Interac (debit) and credit card (Visa, MasterCard) are accepted. Office Location A1104.

## **PARKING OFFICE**

Seven-day and 30-day parking passes are available at the Cashier and Parking Office.

Office Location: B1039

Office Hours: Monday to Friday

Phone: 204.237.2319

## **PARKING LOTS & PARKADE**

St. Boniface Hospital has three parking lots and a parkade:

1. Parking lot on Taché Avenue nearest Main entrance (hourly rates, daily maximum)
2. Parking lot at the South Entrance nearest to Emergency, Cancer Care and Bergen Centre (hourly rates, daily maximum).
3. Parkade across Taché Avenue, east of the hospital (hourly rates, daily maximum)

## **PARKING PAY STATIONS**

Pay stations are found at every exit of all parking lots. In addition, two parking pay stations are in the hospital in the Everett Atrium, near the Information Desk.

Each pay station accepts credit cards, cash and debit payments. Seven-day and 30-day passes are available for the parkade only.



## **METERED PARKING**

Available along Taché Avenue.

## **STREET PARKING**

Limited street parking can be found on nearby streets and is usually limited to one or two hours.

## **VOLUNTEER SERVICES**

Volunteers are an important part of St. Boniface Hospital and can be found in many areas of the Hospital. They support patients, families and staff . St. Boniface Hospital is lucky to have the talent and skill of over 350 volunteers who give about 40,000 hours of their time to the Hospital each year.

Here are some services we offer to patients:

- Well Wishes
- Ambassadors to guide you
- Free Newspapers
- Musicians
- Art at the Bedside and individual art kits

## **PATIENT LIBRARY**

Patients can request a book from the library by calling 204.237.2442 or speaking to their care team

# During Your Hospital Stay

## **PERSONAL HEALTH INFORMATION ACT (PHIA)**

Your health is a private matter. PHIA is a Manitoba law that talks about collecting, storing, sharing, using and destroying your personal health information in health care.

This law covers information about:

- Your health and health history
- Health care provided to you and any related payments
- Your Personal Health Identification Number (PHIN) or any other identifying information collected during your hospital stay
- The personal information you have shared such as your finances or home conditions and
- Any personal health information shared verbally

Your rights under the law are as follows:

- You may see or access your personal health information
- You may ask for and receive a copy of your health records and
- You may ask us to correct your records

## **INFORMED DECISION MAKING**

As a patient, you are the primary decision-maker about your care. We respect the choices that you make. Before receiving treatment, tests or surgery, you should understand your options, and their risks and benefits. The decision to accept or refuse treatment is yours.

If you have a Health Care Directive, please provide a copy to your health care team. It is your responsibility to talk about your health care wishes with those caring for you and your loved ones. In an emergency where you cannot speak for yourself, the health care team will follow through with any known preferences or choices you have shared. If unknown, your health care team will make care decisions based on their best understanding of your interests. If you have any questions, speak to your physician and health care team.

## **INFECTION CONTROL**

Hand sanitizer is available throughout the hospital. Clean your hands:

- When entering the hospital
- After touching any surfaces
- Before touching others or their space and
- Before leaving the hospital

Cleaning your hands will protect patients, visitors and staff from possible infections. Cleansing wipes are provided on all meal trays for patients to clean their hands before and after meals.

Additional Infection Control precautions may be needed to help prevent the spread of germs from one patient to others. If you are on Infection Control precautions, your visitors **must** follow the directions on isolation signs posted on your door. Visitors must use hand sanitizer before entering your room, after touching you or any objects in your space and when leaving your room. Before leaving your room, you must check with the nursing staff for any instructions or restrictions.

When a staff member is providing care to you, feel free to ask, "Did you wash your hands?"

## **DISCHARGE**

Your health care team will determine when you are able to return home. They will work with you and your family to make the move home as easy and safe as possible.

If you have any outstanding balances related to your room or other hospital services, please stop by the Cashier's Office and settle your account before leaving.

## **ORGAN AND TISSUE DONATIONS**

If you are interested in learning more about organ or tissue donation, we invite you to speak with your doctor or nurse. Rest assured that you will be treated respectfully and in compliance with all government regulations.

## **FAMILY AND VISITORS**

St. Boniface Hospital understands how friends and family have a positive impact on your health and recovery. Our Family Presence Policy allows patients to receive visitors all day, every day based on their health care needs, at the discretion of their health care team. Please note:

- Children must always be with an adult.
- If you feel sick or have a cough, fever, runny nose or diarrhea, do **not** visit.
- The bathrooms in patient rooms are for patients only. Wheelchair-accessible public bathrooms are available for visitors. Ask for directions.

**Exceptions:** Visitor restrictions may be needed for patient or public safety, as was the case with the COVID-19 pandemic. Call our Information Desk at 204.233.8563 for information about unit or hospital visitor restrictions or refer to our website at [www.stbonifacehospital.ca](http://www.stbonifacehospital.ca).

## **IN-PATIENT MEALS**

Patients receive three meals a day. Menus are based on Canada's Food Guide, patients' diet orders and food preferences. A limited number of beverages and snacks are available for patients on the units. Complete your food preference questionnaire to help us meet your food preferences and tell your nurse if you have any special dietary needs.

## **PERSONAL BELONGINGS**

You are encouraged to leave your valuables at home. St. Boniface Hospital cannot accept responsibility for lost, stolen or damaged property. If you have valuables, we suggest you ask a family member to take them home. If this is not possible, they can be given to Security for locked safekeeping or placed in a locked closet on your care unit if available.

Mark or label all your belongings. Locking personal items is preferred over placing them in bedside table drawers. Denture cups are available upon request, and dentures should be stored in the bedside table drawer.

**Report any lost items to your nurse.**



## **SHARED ACCOMMODATIONS**

Patients may be placed with a roommate of any gender on the unit that best meets their care needs. This practice does not apply to patients in the Mental Health Program or transfers from other services to the Obstetrics, Gynecology and Neonatology Program. The patient and family will be advised before admission or transfer.

## **SLEEP HYGIENE**

Sleep is an essential part of your overall health, well-being and recovery. During sleep, many of our body systems are repaired and restored. Poor or disrupted sleep while in hospital can slow your recovery and could increase the length of your stay. Your sleep while in hospital may be disturbed by many things such as lighting, pain, room temperature, monitors and regular staff check ins. Here are some suggestions to improve sleep that have helped many other patients while in hospital:

- When you are admitted, discuss with your nurse your usual sleep habits and the things that help you sleep at home.
- Bring eye shields and earplugs with you to help with light and noises that could wake you up.
- If you are prescribed sleeping pills, make sure you take them at your usual time.
- If you slept poorly, talk to your nurse to see if any changes can be made to improve your sleep.

## **SMOKE-FREE FACILITY**

In accordance with City of Winnipeg Outdoor Smoking By-Law No. 62/2011 and Winnipeg Reginal Health Authority policy, St. Boniface Hospital is a smoke-free facility, this includes vaping.

Smoking is not permitted anywhere on the property of St. Boniface Hospital, including all entry ways, grounds and parking areas.

St. Boniface Hospital will assume no responsibility for any personal injury if you leave the grounds to smoke and you will assume responsibility for any damages to equipment that is taken off the grounds.

## **TELEPHONE USAGE**

Some rooms have land lines from which you can make local calls and third-party billed calls or use calling cards. The St. Boniface Hospital telephone system does not accept collect calls.

Cellular phones are allowed in patient areas within St. Boniface Hospital unless otherwise indicated. Follow the signs that indicate which areas do not permit cellular phone use.

Payphones are located on most floors of the main hospital, near the visitor elevators.

## **TELEVISION RENTAL**

The hospital offers telephone and television rental services since personal televisions are not allowed and some rooms do not have land lines. Rentals are available at a daily, weekly and monthly rate. You can pay by Visa or MasterCard. Cash is not accepted.

Entertainment and/or television rental services are available right at the bedside through an Integrated Bedside Terminal supplied by an external provider, HealthHub Solutions. You or your friends or family can complete the rental process at any time on the terminal or visit **[www.ConnectMyBed.ca](http://www.ConnectMyBed.ca)**.

To rent phone service on the A3, A4, A5, B5 and Asper units, visit **[www.ConnectMyBed.ca](http://www.ConnectMyBed.ca)**, which is also available 24/7 to help answer questions about local channel guides and to request customer service assistance.

For assistance on how to operate the terminal, refer to our Television Rental User Guide.

For customer service and technical support, you may reach HealthHub Solutions at 1.866.223.3686, Monday to Friday, 7:30 a.m. to 9:00 p.m. and Saturday/Sunday, 9:30 a.m. to 8:00 p.m.

## **TRANSFER TO ANOTHER HOSPITAL**

At times you may need to be transferred to another hospital for special tests, procedures or for your recovery. Your health care team will arrange for these transfers and keep you informed about the reasons for such a move. Our physicians, nurses and manager of the unit welcome any questions you may have.

St. Boniface Hospital values your input to help us transform care. We work with patients, family members, staff and physicians to improve services and make your experience the best it can be.

# Your Safety Matters

## **FIRE SAFETY, ALARMS & EXITS**

In case of a fire, alarms will ring, fire doors will close and elevators will go to the main floor.

Please stay in your bed or in your area. Do not move throughout the hospital unless told by staff or the Winnipeg Fire and Paramedic Service (WFPS).

If you are in an elevator, exit as soon as possible and use the stairs. If you cannot use the stairs, tell staff or the WFPS.

If you spot a fire or smoke, advise staff **IMMEDIATELY**.

## **SECURITY**

There are cameras inside and outside of the hospital. Security staff patrol buildings and grounds for your safety. The main security office is on the main floor of the hospital beside the Everett Atrium in Room B1027 and is open 24 hours a day/seven days a week.

For information please call 204.237.2205.

# Ensuring Protection For Persons In Care

The Protections for Persons in Care Act is a law that protects adults from abuse while receiving health care. Abuse can be physical, sexual, mental, emotional and financial. Any actions in these categories are considered abuse if death, serious harm or significant property loss occurs. Manitoba law states you must report suspected abuse.

If you believe you have been abused or saw abuse, please call the St. Boniface Hospital Patient Relations Office at 204.237.2306.

For more information, contact the The Protection for Persons in Care Office:

Phone: 204.788.6366  
Toll-Free: 1.866.440.6366 (outside Winnipeg)  
TTY/TDD: 204.786.7132  
Email: [protection@gov.mb.ca](mailto:protection@gov.mb.ca)  
Website: [www.gov.mb.ca/health/protection](http://www.gov.mb.ca/health/protection)

## HEALTH CARE ETHICS SERVICE

Sometimes making health care choices is not easy. A discussion can help patients, families and health care providers to work through ethical concerns. Anyone involved in your care may ask for a consultation by contacting the Health Care Ethics Services at 204.794.2511.

This service is available 24 hours a day at no charge.

All consultations are confidential.



# You Have a Voice

## **PATIENT RELATIONS OFFICE (PRO)**

Do you have a compliment, question or concern? Do you have a suggestion or idea that would improve care for others? We welcome the opportunity to speak with you.

The Patient Relations Office is available to assist patients, families and staff with questions and concerns about care, treatment and services at St. Boniface Hospital. While we encourage patients and their families to discuss concerns with the caregivers on their unit, the PRO team works with patients and their families, hospital staff and physicians, as well as members of the hospital leadership teams to help resolve any conflicts or concerns.

To speak to a Patient Relations Associate or to make an appointment, please call 204.237.2306 or email [patientrelations@sbgh.mb.ca](mailto:patientrelations@sbgh.mb.ca).

# Giving Back

## **ST. BONIFACE HOSPITAL FOUNDATION**

St. Boniface Hospital Foundation is the fundraising organization for St. Boniface Hospital. You can read about people whose lives have been changed and news about the Foundation's fundraising initiatives in Believe magazine, available for free at many places around the Hospital or online.

If you would like to donate in memory or to celebrate someone special to you, to recognize a caregiver or to support patient care and medical research at St. Boniface Hospital, contact St. Boniface Hospital Foundation at:

Mailing address: C1026 – 409 Taché Avenue  
Winnipeg, MB R2H 2A6  
Phone: 204.237.2067 or toll-free 1.866.472.4682  
Fax: 204.231.0041 (credit card donations only)  
Email: [info@stbhf.org](mailto:info@stbhf.org)

The Personal Health Information Act (PHIA) allows the Hospital to provide patient names and addresses to St. Boniface Hospital Foundation. No additional information is disclosed such as your personal health information.

If you prefer to be removed from mailing lists, call 204.237.2067 and leave a message or send an email to [info@stbhf.org](mailto:info@stbhf.org).

## **Volunteer Opportunities**

If you are interested in becoming part of our team and providing comfort and care to patients and their families, volunteer positions are available.

For more information, call Volunteer Services at 204.237.2442.

## **PATIENT AND FAMILY ADVISORY COUNCIL (PFAC)**

The Patient and Family Advisory Council is a group of volunteers who have been or have had loved ones who have been patients at St. Boniface Hospital. They want to improve the patient experience for patients, families and the community.

The PFAC is an advisory and advocacy body that gives information, advice and feedback to St. Boniface Hospital leadership and staff. Its objectives are:

- Helping to build a positive relationship between St. Boniface Hospital patients, families and members of the public
- Assisting in the design and improvement of health care delivery and services at St. Boniface Hospital and
- Being the voice of patients and their families in the planning, delivery and evaluation of health care and quality initiatives at St. Boniface Hospital

# L'Hôpital de Chez Nous

We warmly welcome all patients in need of hospital care and we will be sensitive to the cultural needs and practices of all communities.

## **LANGUAGE AND INTERPRETATION**

Signage, patient education materials, discharge information and forms are available in both official languages, English and French. At any time, you can ask for communication to be interpreted into your first language if it is not English. For in-person communication, 38 languages can be interpreted. For communication by phone, over 200 languages can be interpreted.

For more information, contact Winnipeg Regional Health Authority Language Access at 204.788.8585. Ask your care team if you would like to request your health care services in French or ask your care team to contact language access for you.

## **SPIRITUAL HEALTH**

Chaplains are available 24 hours a day to provide spiritual and emotional support for you and your family. If you need the services of a chaplain, call 204.237.2356 or ask your care provider. You can request ministry that aligns with your faith, (whether you are religious or not).

The chapel and spiritual health offices, as well as the Muslim prayer room, are located on the second floor of the "C" block. The chapel is always open for everyone's use.



## **INDIGENOUS HEALTH SERVICES**

Indigenous Health Services can give you access to a Discharge Coordinator to help with your plans when it is time to leave the hospital. A Regional Patient Advocate can help you if you have a concern or complaint during your stay.

Interpreter Resource Workers provide Indigenous language interpretation in Cree, Ojibway and Oji-Cree. Interpreters have training in medical terminology and are part of the health care team.

Interpreter Resource Workers also assist Indigenous patients by helping them through the health care system and to connect with support services. This work begins with an assessment that finds gaps in care, transportation and discharge needs. They may suggest extra supports such as an Indigenous Health Spiritual Cultural Care Provider, Discharge Coordinator or Regional Patient Advocate to support you if you have a concern or complaint during your hospital stay. Services are available seven days a week.

There is an Indigenous Health Family/Cultural Room which can be used 24 hours a day for the families of patients. There is also a ceremony room available for smudging. Indigenous Health Services will assess need and then reserve the room for a family.

Office Hours: Monday to Friday

Phone: 204.237.2499 or Central Intake Line at 204.940.8880

Toll-Free: 1.877.940.8880

# Contact List

**Main Switchboard/Information..... 204.233.8563**

## **Frequently Called Numbers**

Marché St. Boniface .....	204.235.3216
Cashier's Office .....	204.237.2062
Emergency .....	204.237.2193
Ethics Services .....	204.235.3619
French Language Services .....	204.235.3442
Gift Shop & Floral Services .....	204.237.2313
Health Links – Info-Santé.....	204.788.8200
.....	1.888.315.9257 (Toll-Free)
Health Records/Health Information Services.....	204.237.2416
Indigenous Health Services.....	204.237.2499
Transportation Referral Unit (FNIHB).....	204.983.0911
Indigenous Health Services Central Intake Line .....	204.940.8880
Interpretation (Language Access) .....	204.788.8585
Parking Office .....	204.237.2319
Patient Inquiry .....	204.237.2193
Patient Registration/Admitting.....	204.237.2403
Patient Relations.....	204.237.2306
Security Office .....	204.237.2205
Social Work Services .....	204.237.2449
Spiritual Health & Chapel .....	204.237.2356