WINDSOR REGIONAL HOSPITAL
OUTSTANDING CARE – NO EXCEPTIONS!

ACCREDITED WITH EXEMPLARY STANDING
ACCREDITATION AGRÉMENT CANADA

COMPASSION is our PASSION

OUR VISION: OUTSTANDING CARE - NO EXCEPTIONS!
OUR MISSION: PROVIDE QUALITY PERSON-CENTRED HEALTH CARE SERVICES TO OUR COMMUNITY.

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Mutual Respect and Acceptance

Windsor Regional Hospital recognizes its responsibility to ensure the well-being, safety and dignity of its patients/clients, their families, its employees and affiliates. Windsor Regional Hospital is also committed to promoting an environment of mutual respect among and between its employees, affiliates, and the recipients of their services.

To this end, and in keeping with the principles of the Ontario *Human Rights Code* and the *Occupational Health and Safety Act*, behaviour that is in contravention of these Acts and /or is deemed to be outside the accepted hospital standards of conduct, will be dealt with in an expedient manner.

Windsor Regional Hospital further believes that all patients and staff deserve a place free of harassment and violence. Physical or verbal abuse of patients, family members, visitors and staff is not tolerated. We encourage mutual respect and acceptance at all times. Any person who verbally or physically attacks another person or destroys hospital property is liable and may be reported to the police.

Patients' Bill of Rights and Responsibilities

Patient Rights

- You have the right to be treated with consideration, courtesy and respect in a way that fully recognizes your dignity, individuality and cultural background.
- You have the right to privacy in care for your personal needs.
- You have the right to information concerning your medical condition, in terms you can understand.
- You have the right to participate in decisions regarding your care.
- You have the right to an explanation about your treatment and tests including benefits, risks and alternatives.
- You have the right to give or refuse consent for treatment, including medication and to be informed of the consequences of giving or refusing consent for treatment. You have the right to confidentiality of all information.
- You have the right to know the identity and profession of those responsible for your care.
- You have the right to express any concerns without fear of negative results.
- Persons with special needs or handicaps have the right to reasonable accommodation in accordance with the law.
- You have the right to be heard and receive a response should you want to express your opinion about the care you have received.

Patient Responsibilities

We believe that patients have the responsibility to:

- Participate with all caregivers in their treatment and rehabilitation.
- Provide accurate information regarding their care.
- Accept the responsibility for the consequences of refusing treatment.
- Be considerate to all those providing care and to other patients.
- Observe hospital rules and regulations.
- Be responsible for all personal property.
- Actively participate in discharge planning.
- Accept the responsibility for all uninsured financial obligations.
- Voice any concerns first to the health care provider or the Patient Representative if necessary.

Employee Rights

- You have the right to be treated with consideration, courtesy and respect in a way that fully recognizes your dignity, individuality and cultural background.
- You have the right to expect that all personal information will be confidential unless required by law to be disclosed.
- You have the right to receive, and the responsibility to give, clear directions.
- You have the right to participate in decisions directly affecting professional performance.
- You have the right to expect constructive feedback regarding your work performance.
- You have the right to a job description and to skills training where appropriate.
- You have the right to a safe work environment.
- You have the right to express concerns without fear of reprisal.
- You have the right to a supportive environment in all issues of dispute.

Employee Responsibilities

- You have the responsibility of treating others with consideration, courtesy and respect in a way that fully recognizes their dignity, individuality and cultural background.
- You have the specific responsibility of treating patients, clients, residents, family members and visitors with consideration, courtesy and respect in a way that fully recognizes their dignity, individuality, level of health, abilities and cultural background.
- You have the responsibility of treating all colleagues with respect and continually striving towards a collaborative outcome on all issues of patient care.
- You have the responsibility to participate with all disciplines in identifying the most effective and appropriate treatment plan for each patient.
- You have the responsibility of using a team approach to problem solving that focuses on improvement.
- You have the responsibility of respecting and continually upholding the organizational goals and objectives.
- You have the responsibility of identifying and reporting safety issues promptly to prevent injuries to co-workers.
- You have the responsibility of participating in all issues of Quality and Risk Management that focuses on improving care and reducing all risks.

Hospital Services

Admissions

Patient registration is located in the main lobby at both Met and Ouellette campus. During the admission process, you will be asked to provide information to ensure your file is accurate and up to date.

Have your health card and pertinent insurance information with you when you register.

What to bring with you?

- Ontario Health Card and one additional piece of photo identification
- Supplementary health insurance cards, information or policy numbers
- If your matter is related to a Workplace Safety and Insurance Board (WSIB) claim, bring your claim number and Social Insurance Number
- Any medications you are currently taking, both prescribed and over-the-counter, in their original containers
- Personal toiletries (toothbrush, toothpaste, shampoo, deodorant, etc.)
- Personal aids (eyeglasses, hearing aid, walker, wheelchair etc.)

Advance Directive

If you have prepared an Advance Directive or Living Will, please tell a member of the health care team when you are admitted. If you have not prepared an Advanced Directive or Living Will and would like to do so, please inform a member of the health care team.

Bank/ATM Machine

There is a Bank/ATM machine located at each campus for patients and visitors convenience. A user fee is applicable.

Met Campus
Located on the first floor mezzanine overlooking the lobby.

Ouellette Campus
Located in the basement level, main entrance to the cafeteria.

Bedside Manor

Windsor Regional Hospital has two fully furnished "Bedside Manor" locations to serve families wanting to stay close to loved ones just across the street from either the Ouellette Campus or Met Campus for a nominal fee.

Guests are encouraged to make a reservation for a room by contacting the Admitting Department at the Campus you wish to be located.

Met Campus - 519-254-5577 ext. 52001
Ouellette Campus - 519-254-5577 ext. 33324

Bike Storage

Bike storage is available at both the Met and Ouellette campuses. Please refer to the parking maps section for each campus for locations.

Bill Payments/Cashier's Office

Payments for uninsured services can be made at either the Met or the Ouellette campuses or online.

- **Pay in person at the Cashiers Office -** Payments can be made in person at either campus, regardless of where the service or treatment was provided. The cashiers' offices are open Monday through Friday from 8 a.m. to 4 p.m. The cashiers accept cash, debit, or major credit card.

- **Pay by phone -** Payment by major credit card can also be made by phone by calling 519-254-5577, ext. 52402. Information about your financial responsibility is available at the Finance Department at (519) 254-5577 Ext. 52402.
- **Pay Online -** Pay your Windsor Regional Hospital medical bill online at wrh.on.ca/PaymentOptions.
- **Paying after hours -** After hour payments can be made at the Met Campus Welcome Desk, Lower Lens Avenue Lobby.

Examples of services not covered by OHIP:

- Semi-Private or Private Accommodation
- Appliances, E.g. crutches, boots, cervical collars
- Telephone Services
- Cosmetic Surgery
- Delisted Services, e.g. circumcisions

You are responsible for payment of any amounts not covered by your insurance provider.

Non-Canadian Residents:

Please check your private insurance coverage before coming to the hospital to determine your coverage for items that OHIP does not insure.

Cafeteria Food Services

Meals, drinks, and snacks are available for purchase at the following locations.

Met Campus

Met Kiosk - Featuring Tim Horton's coffee and baked goods
Located on the first floor, in the cafeteria
Monday to Friday - 6:00 a.m. to 11:00 p.m.
Saturday, Sunday and Holidays - 8:00 a.m. to 4:00 p.m.

The Daily Grill - Offering weekday specials, deli, soups, and salads.
Located in the cafeteria on the first floor
Monday to Friday - 8:00 a.m. to 8:00 p.m.
Saturday, Sunday and Holidays - Closed

Subway
Located in the cafeteria on the first floor
Open daily - 9:00 a.m. to 8:00 p.m.

Vending Machines

Located in the hospital cafeteria.

Ouellette Campus

Ouellette Kiosk - Featuring Tim Hortons' coffee and baked goods
Located in the Goyeau Street Lobby.
Open daily - 6:00 a.m. to 10:00 p.m.

Armando's Café- Located in the basement level
Offering daily specials, pizza, deli, soups, and salads.
Monday to Friday – 9:00 a.m. to 6:00 p.m.
Saturday and Sunday - 9:00 a.m. to 5:00 p.m.
Holidays – 9:00 a.m. to 5:00 p.m.

Vending Machines
Vending Machines are located in the Cafeteria, the Emergency Waiting Room and the 3rd Floor ICU waiting area.

Consent to Treatment

You may be asked to sign a consent form for certain tests, procedures and treatments. Before signing, make sure you know and understand the benefits and risks. This is called informed consent. If you have any questions or would like additional information before signing, talk to your doctor. You have the right to refuse treatment.

Discharge Planning Information

Discharge planning begins the first day of hospitalization. You will be asked to consider plans for your care in preparation for when your physician says you no longer require the care provided by the hospital. Your plans may involve arranging services at home, a temporary convalescent placement, moving to a rest/retirement home or a long-term care facility. A WRH Social Worker or a Patient Flow nurse will support and assist you in making these plans.

Referrals to Home and Community Care are made for patients who will require assistance when returning home or going to a Retirement Home. These services may include personal support workers, Physiotherapy, Occupational Therapy and Social Work. Other services include applying for admission to Long Term Care and/or to Rehabilitation or Complex Continuing Care while in the community.

Responsibilities of Patient and Family

To make the discharge process as easy as possible, it would be helpful if you and/or your family would:

- Bring in clothing that you can wear home;
- Pack, remove and carry all of your personal items;

- Fill prescriptions for medicine before or soon after your discharge;
- Plan for any equipment delivery or changes to be finished at home, as told to you by the health care team;
- Be available to receive important information and education for care before the discharge;
- Tell the patient care unit of any problems, which may delay your discharge;
- Arrange transportation for the time of discharge. If there is a delay, you may be asked to wait in a lounge or waiting area as we must prepare the room for a new patient.
- If the patient is a baby or small child, have a certified car seat available. If you are not sure if your seat is certified, ask your nurse.

Discharge Instructions

You may be given prescriptions for medicine and follow-up appointments. If you have not received any follow-up instructions or do not understand them, please ask your nurse before you leave the unit.

Long-Term Care

As part of the planning to help each patient safely transition home, the health care team, that includes the hospital and Home and Community Care Support Services (HCCSS), will ensure all options have been considered prior to designating a patient ALC for LTC. An ALC patient is defined as someone who occupies a bed in a hospital under the Public Hospital's Act, and has been designated by an attending clinician in the hospital as requiring alternate level of care because in the clinician's opinion, the person does not require the intensity of resources and/or services provided in the hospital care setting.

If the patient is designated as Alternate Level of Care (ALC) for a bed in Long Term Care and is waiting in an acute hospital bed, the hospital will provide the patient/SDM a letter informing them they have been designated ALC with a destination of long-term care. In addition, the patient will be charged a daily hospital copayment charge. This copayment charge is the patient's contribution towards the cost of meals and accommodations. Hospitals are required to charge the daily chronic care copayment charge to ALC patients who are awaiting placement in a long-term care home.

E-Greetings

Sending an E-Card greeting will let your loved ones know you are thinking about them during their hospital stay. This free service is available for anyone currently an inpatient at Windsor Regional Hospital. Visit wrh.on.ca/ecards to send an e-greeting.

Messages are hand delivered between Monday – Friday from 9:00am – 3:00pm.

Electrical Appliances

You are welcome to provide your own electrical appliances such as razors and hair dryers, which can be safely used in the electrical outlets available in the patient bathrooms. All electrical equipment must be approved and checked by the hospital maintenance staff before use. Battery operated appliances are encouraged.

Fire Alarms and Exits

Fire exits are clearly marked throughout the buildings. During a fire alarm, elevators are shut down. All fire doors automatically close until there is an 'All Clear' announcement on public speakers. During a fire alarm stay in your area. Do not move to another place unless a member of the Fire Department or hospital staff directs you. Those entering the hospital at the time of an alarm will be asked to remain in the lobby until the 'All Clear' is given.

Gift Shop

A gift shop is conveniently located at both the Met and Ouellette campuses.

Met Campus
Hours: Tuesday, Wednesday, Thursday 9 a.m. to 4 p.m. – All other days, including Saturday and Sunday, 10 a.m. to 3 p.m.
Located on the first floor level near switchboard.

Ouellette Campus
Hours: Monday & Wednesday 10 a.m. to 2 p.m. – Tuesday, Thursday, Friday 9 a.m. to 4 p.m. – Not open weekends
Located on the first floor level near the Ouellette entrance elevators.

Goals of Care

Goals of Care clarifies a patient's values, wishes, and goals regarding their treatment.

The process aims to clarify a person's illness understanding and more specifically, their wishes. Goals of Care is about a Patient-centric approach that integrates patient's values, wishes and goals in the context of medically appropriate treatment.

Advance Care Planning Conversations:
It provides resources for Patients and their families to engage in advance care planning as early as possible in a patient's course of care and/or treatment.

Standardizes the Process for Documentation of Advance Care Planning:
It provides a standardized set of short-hand instructions where the Patient's general care intentions, specific clinically indicated health interventions, transfer decisions, and locations of care are described.

Goals of Care will follow the Patient across the Continuum of Care:
Goals of Care Designation Order will form part of the Patient's health record and will follow the Patient regardless of where the Patient lives or receives medical care.

Goals of Care Designation Tracking Record:
Pertinent details of advance care planning and Goals of Care discussions are documented in the Patient's health record and the Goals of Care Tracking Record and will be reviewed on a continuing basis.

Each Patient takes an active role in their health care and/or treatment.

The Patient's wishes and goals are incorporated into the way decisions are made at each step of the Patient's clinical treatment.

Goals of Care Designations involve many options and should be discussed and considered carefully. Whether care involves resuscitative care, medical care or comfort care, there are many considerations. Although at times, these decisions may be difficult to think about, it is important that Goals of Care are clear and documented. This most often puts minds at ease and positions the Patient and their wishes at their centre of care. It can also reduce stress on family and loved ones when the Patient's wishes are clearly communicated and in place.

Guest Tray Cards

Guest Trays are available to purchase at both the Ouellette and Met Campus.

At the Met site, guest tray cards may be purchased at the Tim Hortons in the cafeteria, Gift Shop or at the Cashiers office. On weekends, once Tim Hortons is closed, customers must purchase Guest Trays directly from the Foodservice supervisor.

At Ouellette campus, guest tray cards can be purchased at the Tim Hortons kiosk in the front lobby, at the Gift Shop or through Foodservice supervisors (during weekends).

The cost of a guest tray is $8.00 including tax (cash only if purchasing from Supervisor directly). Each guest tray meal consists of one entrée, one beverage and three sides (potato, vegetable, soup, dessert).

Guest trays can be ordered during the Patient Food Services Hours of Operation from 6:30 a.m. to 6 p.m. by dialing 4-FOOD (ext. 43663) or by calling 519-254-5577 and pressing 4 when calling outside the hospital.

Health Care Aids for Rent or Purchase

During your hospitalization, as a result of your injury/procedure/illness, you may require equipment or supplies, which are not covered by OHIP. In order to serve you better, the hospital has stocked a number of items for rent or purchase.

Examples of items for rent or purchase are:

- Crutches, canes, Slings, splints & casts (fiberglass)

- Gliderboards & Soft collars
- Rol-fex
- Theraband (plaster casts are covered by OHIP)
- A member of the health care team will inform you of any other items.

Should you wish to purchase or rent equipment, please take note of the following steps:

1. You will receive an Equipment Requisition form indicating the equipment and the price of the item(s) you require.
2. Arrange for payment with the Cashier's Office.
3. The Cashier will give you a receipt, which you will take back to the area where you made your purchase and you will receive the item(s) you require upon verification of your receipt.

Should you require a wheelchair or walking aid upon discharge, some options available include the Canadian Red Cross at 519-944-8144 Ext. #226, March of Dimes at 519-972-9082, Veterans Affairs at 866-522-2122 or the M.S. Society of Canada at 519-977-0401. For longer-term rental or purchase, please check the yellow page listings under Hospital Equipment and Supplies.

Housekeeping Services

Patient room cleaning, washroom cleaning and other cleaning services will be conducted daily, 7 days per week.

Should you have any questions or concerns about the condition of your accommodations please do not hesitate to call the Housekeeping Department which can be reached at the following extensions:

Met Campus - ext. 52200.
Ouellette Campus - ext. 37820

Identification & Medication Safety

- It is important for staff to be able to identify patients. Upon admission, you will receive an identification bracelet to be worn at all times.
- Our staff will check your identification many times during your stay including before providing treatments, medications, and performing procedures.
- Feel free to ask about the medications you are receiving and never take a drug without knowing its purpose.
- If the medication you are receiving looks different from the one you take at home, ask your healthcare provider to verify.
- Only take medications that have been prescribed for you while in hospital. NEVER take medications brought in from home unless authorized by your physician.

- Before surgery, ask your physician about medications, especially prescription blood thinners, that you should take or any that you should stop taking before surgery.
- Before leaving the hospital, review a list of your medications with a member of your care team. Make sure you understand why you are taking the drugs and how they should be taken.

Indigenous Health and Wellness

Windsor Regional Hospital has support for Indigenous (First Nations, Inuit, Metis, and Urban Indigenous) patients and families. From policies supporting smudging and ceremonial practices, to staff supporting patients, there are many resources to improve the care for Indigenous patients and families during their journey with the hospital.

Our Indigenous Transition Facilitator (non-cancer patients) and the Indigenous Patient Navigator (Cancer) are both available to act as a liaison and advocate between the care team, the patient and your family.

For more information, please call 519-254-5577 ext. 32885 or email indigenous@wrh.on.ca.

Laboratory Services

Laboratory Services are limited to registered hospital patients. This includes inpatients and outpatients from hospital clinics. At Met Campus, the Lab is located on the first floor for clinic outpatients. At Ouellette Campus, the Lab is located on the 2nd floor. A satellite Lab is also located at the Met Campus Cancer Program to help serve that patient population.

Hours of Operation:

Met Campus
Monday to Friday 8:00 a.m. to 4:00 p.m.
Weekends & Holidays Closed

Cancer Program
Monday to Friday 7:00 a.m. to 4:30 p.m.
Weekends & Holidays Closed

Ouellette Campus
Monday to Friday 8:00 a.m. to 3:00 p.m.
Weekends & Holidays Closed

Language Interpretation/Translation

It is important that you understand your care and treatment. If you, or a family member, require an interpreter, please let a member of your care team know. Language Translation via iPad's or Phones is available for patients in 170 languages.

Lifeline

Lifeline Personal Emergency Response Services help clients age gracefully and well, supporting independence whether it is in the home, or when they are out and about. It is a program that supports the Windsor Regional Hospital Foundation, and provides fast access to help 24hours per day, 365 days a year.

There are currently three levels of service available to suit the client's individual situations. Two are for in the home only. HomeSafe Standard is a button that you press when they need help, and HomeSafe AutoAlert will automatically detect a fall for you if the client is unable to press their own button.

Both are also available using a wireless communicator for those that are no longer using their landlines. On the Go is meant for clients who wish to remain active while out and about. Med Ready is the newest addition to help clients stay compliant with their medications, and the Check-in Service is also now available to help with social isolation and caregiver stress. To find out more about Lifeline, please call 519-252-4100.

Lost and Found

Lost and found articles can be found in the Security Department at both the Met and Ouellette campuses. Security cannot accept clothing - please check with the department you attended if you have lost any clothing or apparel.

Met Campus
Ground floor, Emergency Department entrance. 519-254-5577 ext. 52215

Ouellette Campus
Ground floor, parking garage. 519-254-5577 ext. 33192

Parking

- Visitor parking is available at both the Met and Ouellette campuses.
- Accessible Parking is available to those with a valid permit at both the Met and Ouellette campuses. If you display your valid Handicap Parking Permit, parking is FREE.
- Expectant mothers or caregivers with small children can use the pink parking spaces on the east side of the main hospital entrance of the Met Campus.

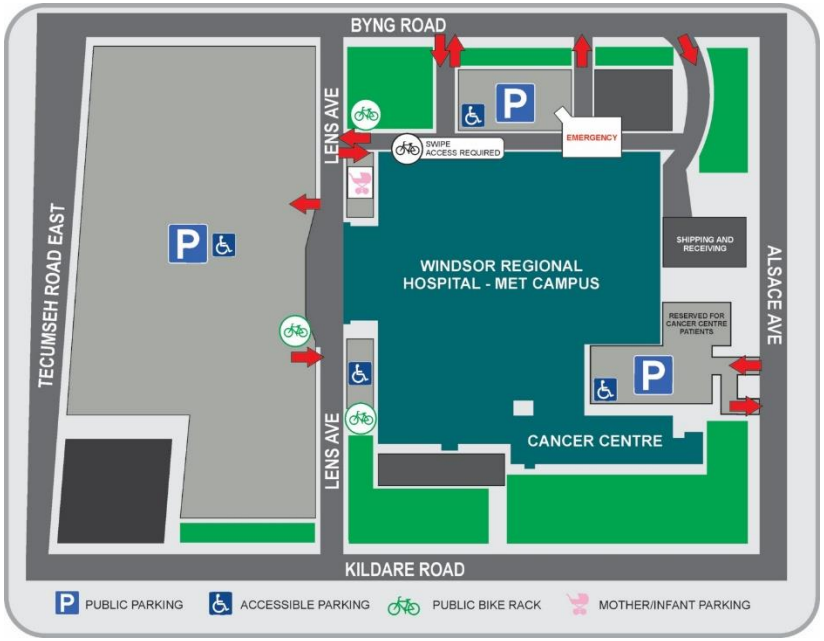
- Parking is available in the Alsace Avenue lot for patients and visitors to the Windsor Regional Cancer Centre with an appointment that day. Overflow parking is available in the Main Visitor's Lot. Have your ticket validated at the Cancer Centre for the reduced rate.

Parking rates:

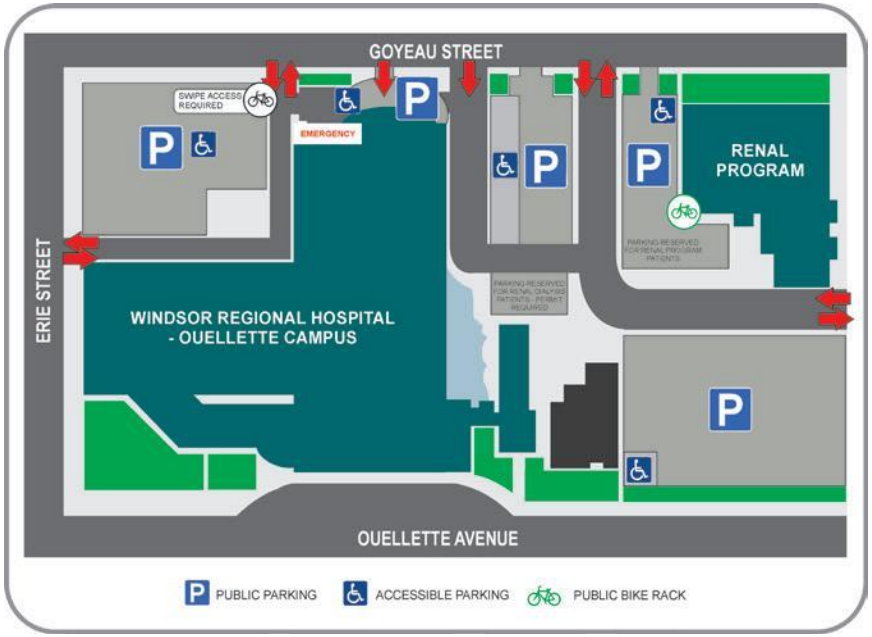
- Parking rates vary depending on location and are clearly marked at each entrance. The maximum daily rate at each lot is $8.80.
- If you are returning on the same day, please keep your receipt to avoid paying more than the maximum daily rate.
- If you are making frequent trips to the hospital, parking coupons/tokens are available at a discounted rate in the Cashier's Office or the Gift Shop. Ask any security guard for details.
- Patients admitted for elective surgery are advised to leave their vehicles at home.

See the following maps for parking and bike rack locations:

Met Campus



Ouellette Campus



Patient Accounts

People living in Ontario with valid health cards are covered by the Ontario Health Insurance Plan (OHIP) and are entitled to standard ward accommodation placement in a room designed to accommodate 3 to 4 patients. TV and telephone services will be provided at an additional charge. You may upgrade your room, if available, to:

- **Semi-Private:** a room designed to accommodate a maximum of 2 patients or
- **Private:** a room designed to accommodate one patient.

Please call 519-254-5577 or 51002 for current daily rates.

You need to check your insurance coverage before coming to the hospital. OHIP does not cover extra costs such as an upgraded room, telephone or television. Your insurance company may cover all or part of the costs of an upgraded room, but generally will not

cover the cost of TV and telephone services if provided in a standard ward room. You will be responsible for payment of any amounts not covered by your insurance provider. The cashier's office accepts payment by cash, debit, or major credit card. Payment by major credit card can also be made by phone by calling 519-254-5577 Ext. 52402 or 52403.

If you have requested an upgraded room, we will make every effort to accommodate your request as soon as possible. There may be times when your choice of room is not available. If you decide to change your room while you are in hospital, please call 519-254-5577 Ext. 51002.

Patient Declaration of Values for Ontario

Accountability

1. We expect open and seamless communication about our care.
2. We expect that everyone on our care team will be accountable and supported to carry out their roles and responsibilities effectively.
3. We expect a health care culture that demonstrates that it values the experiences of patients, families and caregivers and incorporates this knowledge into policy, planning and decision making.
4. We expect that patient, family and caregiver experiences and outcomes will drive the accountability of the health care system and those who deliver services, programs and care within it.
5. We expect that health care providers will act with integrity by acknowledging their abilities, biases and limitations.
6. We expect health care providers to comply with their professional responsibilities and to deliver safe care.

Empathy and Compassion

1. We expect that health care providers will act with empathy, kindness and compassion.
2. We expect individualized care plans that acknowledge our unique physical, mental, emotional, cultural and spiritual needs.
3. We expect that we will be treated in a manner free from stigma, assumptions, bias and blame.
4. We expect health care system providers and leaders will understand that their words, actions and decisions strongly impact the lives of patients, families and caregivers.

Equity and Engagement

1. We expect equal and fair access to the health care system and services for all regardless of ability, race, ethnicity, language, background, place of origin, gender identity, sexual orientation, age, religion, socioeconomic status, education or location within Ontario. We further expect equal and fair access to health care services for people with disabilities and those who have historically faced stigmatization.
2. We expect that we will have opportunities to be included in health care policy development and program design at local, regional and provincial levels of the health care system.
3. We expect an awareness of and efforts to eliminate systemic racism and discrimination, including identification and removal of systemic barriers that contribute to inequitable health care outcomes (with particular attention to those most adversely impacted by systemic racism).

Respect and Dignity

1. We expect that our individual identity, beliefs, history, culture and ability will be respected in our care.

2. We expect health care providers will introduce themselves and identify their role in our care.
3. We expect that we will be recognized as part of the care team, to be fully informed about our condition, and have the right to make choices in our care.
4. We expect that patients, families and caregivers be treated with respect and considered valuable partners on the care team.
5. We expect that our personal health information belongs to us, and that it remain private, respected and protected.

Transparency

1. We expect that we will be proactively and meaningfully involved in conversations about our care, considering options for our care, and decisions about our care.
2. We expect that our health records will be accurate, complete, available and accessible across the provincial health system at our request.
3. We expect a transparent, clear and fair process to express a complaint, concern, or compliment about our care that does not impact the quality of the care we receive.

Note: The purpose of this Patient, Family and Caregiver Declaration of Values for Ontario, drafted by the Minister's Patient and Family Advisory Council in consultation with Ontarians, is to articulate patient, family and caregiver expectations of Ontario's health care system. The Declaration is intended to serve as a compass for the individuals and organizations who are involved in health care and reflects a summary of the principles and values that patients, families and caregivers say are important to them. The Declaration is not intended to establish, alter or affect any legal rights or obligations, and must be interpreted in a manner that is consistent with applicable law.

Patient Experience Surveys

All patients are asked to complete a satisfaction survey before or after you leave the hospital. Your opinions and comments are important to us to help improve services.

Patient Representative

Patient Representatives are available to assist with any issues or concerns related to the delivery of services at Windsor Regional Hospital. Any patient, client, resident, family or staff member can request the help of a patient representative to assist with problem-solving or advocacy. The Patient Representatives are available Monday - Friday from 8:00am to 4:00pm.

Met Campus
Phone: 519-254-5577 ext. 52317
Cell: 519-995-1149

Ouellette Campus
Phone: 519-254-5577, ext. 34404
Cell: 519-995-0660

Pets

Service animals are allowed in the Hospital. Having your own pet visit you while in hospital requires advance permission. Please see the Manager of the unit for more information.

Pharmacy Services

We Care Pharmacy, a comprehensive outpatient pharmacy at both the Met and Ouellette campuses, is owned & operated by Windsor Regional Hospital. We provide on-site pharmacy services for all of our patients, employees, volunteers and professional staff.

Met Campus
We Care Pharmacy – Met Campus is located on the main floor of the Cancer Centre.
Hours: Monday to Friday, 8:30 a.m. to 4:30 p.m.
Phone: 519-254-5577 Ext. 52529

Ouellette Campus
We Care Pharmacy is located in the Goyeau Lobby of the Ouellette Campus.
Hours: Monday to Friday 9:00 a.m. to 5:00 p.m.
Phone: 519-254-5577 Ext. 32181 or 519-255-2181

Public Transit

Windsor Regional Hospital is on a major Transit Windsor bus route with a Bus Stop located on Tecumseh Road East at Met Campus and Ouellette Avenue at Ouellette Campus. For schedule and rate inquiries, please call Transit Windsor at 519-944-4111.

Ronald McDonald House Windsor

The Ronald McDonald House is a temporary home for parents whose children are ill and in hospital. Windsor Regional Hospital is the first in Canada to have a Ronald McDonald 'House within a Hospital'. Located inside Met Campus, the facility is available to family members upon referral. For more information, please call 519-254-5577 ext. 52620.

Security

Security Officers are on site 24 hours a day, 7 days a week. Our officers can be found at the Emergency Room entrance and in the Security Office. Additional officers patrol the inside and outside of the hospital and are equipped with radios. Hospital doors are secured and locked after visiting hours and reopened early in the morning. After hours, entry is through the Emergency Department entrance.

Met Campus
Ground floor, Emergency Department entrance: 519-254-5577 ext. 52215

Ouellette Campus
Ground floor, parking garage: 519-254-5577 ext. 33192

Smoking

Under provincial law, smoking and vaping are NOT permitted ANYWHERE on hospital property. This includes our parking lots and any entrances and exits. Violators are subject to fines that can be laid by the Windsor-Essex County Health Unit. If you must smoke, you must move to a public sidewalk along the perimeter of hospital property. Thank you for your understanding.

Social Work

Social Workers assist patients and families during a hospital stay by supporting the patient's overall emotional and social well-being through counselling, advocacy and community referrals. Social Work staff can help you address concerns identified during your hospital stay, assess your future care needs and determine how these needs may be met during your hospital stay or within the community after you leave. If you have questions about Social Work, please call extension 33235.

Spiritual Care Services

The spiritual care team is an integral part of the healthcare team. Clinically trained Chaplains are available to offer emotional and spiritual support, crisis intervention, counseling, bereavement and a listening ear for patients, families and staff members. They can also help connect you with individuals from your own community faith group.

Met Campus
The Multi-faith Prayer Room is located on the first floor, east of Switchboard. It is always available for quiet reflection or prayer. For more information, ask a member of your care team, contact the Switchboard or contact the Spiritual Care team directly at 519-254-5577ext. 52447.

Ouellette Campus
The Multi-Faith Prayer Room is located in room 1-511, in the same hallway as the gift shop and is always available for quiet reflection or prayer. For more information, ask a member of your care team, contact the switchboard or contact the Spiritual Care team directly at ext. 33170.

Taxis

There is a courtesy taxi telephone located at the front entrance of the hospital. The phone is connected directly to the taxi dispatch and is free to use.

Telephones

For local calls, please dial either 8 or 9 + local phone number as noted on the phone. For long-distance calls, dial '0' for hospital operator assistance to arrange for third person billing, calling card or collect calls.

The hospital telephone number is 519-254-5577 for dialing in. Follow with the Ext. if known. For operator assistance, dial '0'.

TTY telephones can be found in the front lobby and the Emergency Room. A courtesy telephone is available in the front lobby near Switchboard.

Television Rental Service

Patient TV services can be ordered online from Health Hub Solutions 24 hours a day, 7 days a week.

Windsor Regional Hospital provides bedside TV service at no charge for patients who request, receive and pay for a private or semi-private room either personally or by using their secondary health insurance (Blue Cross, Green Shield, Wawanesa, etc.). In order to receive this service, you must contact the Admitting Department.

Visit HealthHubSolutions.ca/rent-now/ to order online or dial ext. 52700.

PLEASE DIRECT ALL PATIENT TV INQUIRIES TO THE CALL CENTRE: 1-866-223-3686

Monday to Friday: 8:30 a.m. to 11:00 p.m.

Saturday, Sunday and Holidays: 10:30 a.m. to 8:00 p.m.

After hours, please call Switchboard "0" for assistance.

Transportation (Medical Non-Urgent)

Patients are responsible for fees related to transportation home following discharge or during hospital passes. Patients and/or their families are required to complete a DISCHARGE MODE OF TRANSPORTATION form to assist in planning for discharge.

Medical Non-Urgent transportation services have stretcher vehicles available as well as wheelchair accessible vans equipped with oxygen if required.

Speak with your Health Care Team for more information.

Valuables

Please be advised that the hospital cannot be responsible for loss or damage of personal belongings. It is recommended that you leave money, jewelry, cell phones, electronic devices and other valuables at home.

Volunteer Services and Student Registration

Volunteers and students are valued resources to Windsor Regional Hospital. Clinical students complete placements required for their education. Volunteers provide support, comfort and assistance to patients, families and staff. Volunteers serve in many departments across the hospital where they can contribute their time and gain experience in the hospital setting. If you are interested in volunteering at WRH please contact volunteer@wrh.on.ca.

Wi-Fi

Windsor Regional Hospital is pleased to provide wireless internet access to patients and visitors, at no charge.

The **GuestWRH** network requires a **username (wecare)** and **password (wecare).**

If you have trouble connecting, please contact the Switchboard by dialing '0'.

Windsor Regional Hospital Foundation

Windsor Regional Hospital Foundation assists Windsor Regional Hospital with funding requirements to improve and enhance patient care. The Windsor Regional Hospital Foundation requests donations to support equipment needs, programs and services at both the Ouellette and Met Campuses, as well as future needs for the new Windsor-Essex Acute Care Hospital. The WRH Foundation stewards donations by responding with an official receipt for tax purposes.

On behalf of the Board of Directors of the Windsor Regional Hospital Foundation, we thank our community for the continued and dedicated support to see that healthcare is improved in our region.

For more information, please visit www.wrhfoundation.ca or call 519-985-2656.