

# Your Rights and Responsibilities in the Infirmery

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Our goal at Sherbourne Health Centre is to provide a safe and respectful environment for all our clients, staff, volunteers and visitors. Our infirmery is a 24 hour a day program for homeless and under-housed persons who are recovering from a medical condition or illness and need a place to stay to receive nursing and other care.

## RIGHTS

You have the right to:

- Be treated with respect, consideration and dignity.
- Receive care in a safe, supportive and comfortable environment.
- Discuss with your care provider or the Program Manager (#416-324-4165) any concerns you may have about the services you receive.



## RESPONSIBILITIES

You are responsible for:

- Treating staff, volunteers, students and other clients with respect, consideration and dignity.
- Living cooperatively in a shared living or communal setting with others.
- Letting us know about any concerns you may have with our services as soon as is possible.
- Giving all of your prescribed medication into staff to be administered by nursing staff, or for safe keeping, while you are staying in the infirmery.
- Following all rules which are put in place to protect your health and safety.
- Participating in a treatment contract which includes discharge plans.

## We will not tolerate:

- Disrespectful attitudes or behaviours on your part toward any staff, volunteers, students or other clients including racism, sexism, homophobia, transphobia and any other form of discrimination.
- Physical aggression, threatening or intimidating behaviours, sexual harassment or assault, damaging of property, and/or stealing from anyone within the Health Centre.
- Using any substances inside the infirmery which are not prescribed or provided to you by staff.
- Any objects being brought into the infirmery which could be used as a weapon which includes guns, knives, blades, hammers, wrenches, saws, sticks, chains, crowbars, bats, scissors, etc.
- Selling, buying, trading or any activities associated with drug dealing.
- Offering prescribed medication to other clients.
- Behaviours that compromise fire safety such as tampering with fire or smoke alarms, smoking in the building, or lighting fires.

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Staff Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## QUICK ORIENTATION TO SHC INFIRMARY

### Communal Living

Communal living means sharing a living space with others. Please respect everyone's privacy while staying at the infirmary and maintain a spirit of cooperation.

### Leaving the Infirmary

Sign the Out/In book located in the communication centre whenever you are leaving the Infirmary floor. If you think you'll be out for a few hours, speak with a staff person before leaving to make arrangements. Absences of six or more hours without the advance permission of an infirmary nurse practitioner, physician or program manager will result in a warning and may result in discharge from the infirmary program. Please note that you must return to the infirmary by 11:00pm. At 11:00pm, Sherbourne Health Centre is closed.

### Treatment and Medication

You are encouraged to keep track of your treatment times. Most health care, such as having a dressing changed, will occur in one of the two treatment rooms and not in your bedroom. Also, you are encouraged to come to the medication room or speak with staff to receive your own medications at the appropriate times.

### Meal Times

You will be provided with three scheduled meals a day and snacks will be available. Meals are generally served at 9:00am, noon and 5:30pm. Food served at the Infirmary or food you bring into the Infirmary must be eaten in the Dining Room to maintain a clean and bug-free space for all.

### Smoking

Smoking is only permitted outside in the designated smoking areas. After the building closes, smoking will only be allowed if a staff person is available to accompany you. Remember

to sign the Out/In book when you leave the Infirmary to smoke.

### Personal Belongings

Try to limit the amount of belongings you bring to the Infirmary. You will be provided with a storage bin and a locker to store your belongings and valuables. SHC is not responsible for any lost or stolen property so please use the locker provided! Your stored belongings will be returned to you when you are discharged but will only be stored up to 14 days from your discharge date. You are responsible for picking up your belongings.

### Laundry

Laundry facilities are to be shared among infirmary clients only. The facilities are to be used on a 'first come first served' basis. Finish your laundry before leaving the floor so others may also use the machines.

### Visitors

Visiting hours are between 1pm-5pm and 6:30-8pm on week days and 1pm-5pm only on weekends. All visitors are expected to sign in and out, wear visitor passes, stay in common areas and be respectful of others while visiting the infirmary.

### Activities & Services

You are welcome to make use of the computer, phone and multi-purpose room and to participate in group or individual activities. Check out the information board for activities that are happening while you are staying at the infirmary.

### Fire Alarm

Stay calm and follow staff directions in the event of a fire alarm so that everyone is safely evacuated.

### Comments/Suggestions

We encourage your feedback on our service. You can talk to any staff person or use the suggestion box provided on the floor. Before you are discharged from the Infirmary, please fill out a Client Questionnaire.