

# Souris Hospital

2020-2021



Souris Hospital  
Main Entrance

The image shows a large green sign with white text that reads "Souris Hospital" and "Main Entrance". The sign is set against a background of a clear blue sky and a green building with a white portico. A Canadian flag is flying on a tall pole in front of the building. Several cars are parked in the lot in front of the hospital. In the foreground, there is a grassy area with some plants and a small garden bed.

**YOUR COMPLIMENTARY COPY**

## Patient and Family Information Booklet

Health PEI



# Welcome to Souris Hospital

*Souris Hospital was incorporated in 1945.*

*The present facility was built in 1988. It is a 17 bed hospital providing a combination of acute and extended care (+ 1 observation bed) (convalescent, palliative and respite care), which serves the needs of the residents and visitors of PEI.*

*Souris Hospital offers inpatient medical services as well as outpatient ambulatory care services, laboratory, x-ray and physiotherapy. We also receive the services of visiting specialists in the areas of Beltone Clinic, Geriatrician (Dr. Tim Stultz), Palliative Care Program, Hospice, Wound Care Nurse and Well Women’s Clinic.*

*Staff and Doctors at Souris Hospital want to make your stay with us as pleasant as possible. This booklet offers you and your family helpful information about our hospital routines and services. We ask you to read the information, and staff will be happy to respond to any questions or comments you may have.*

*Sincerely,*

*Edna Miller, Administrator*

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*Please note that we are constantly changing to meet your needs. Information presented may be subject to change.*

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**Health PEI**

Health PEI's primary goals are to:

- provide Islanders with safe, quality, person-centered care and services;
- provide access to appropriate care by the right provider in the right setting; and
- optimize resources and processes to sustain a viable health care system.

**Souris Hospital**  
**17 Knights Ave.**  
**PO Box 640**  
**Souris, PE C0A 2B0**  
**Tel: 902-687-7150**

# Your Admission Day



## What to Bring

1. PEI Medicare Card
2. Other Health Insurance Card
3. Medications
4. Health Care Directive

## Personal Items

You should bring only necessary personal toiletries such as a toothbrush, toothpaste, comb and brush, shaving items, or cosmetics (**NO scented** products, please). Although the hospital provides patient gowns, you may want your own pyjamas or nightgown together with a bathrobe and slippers. Notepaper, pens, and stamps are handy.

**Please do not bring:** valuable papers or documents, **scented** personal care products, items of sentimental value, jewellery or expensive clothing, large amounts of cash, alcoholic beverages, TV-VCRs, radios, or plug-in appliances unless otherwise approved by staff. **The hospital will not accept responsibility for patients' personal items and valuables.**

## Admission

You have been admitted to the hospital at the request of your doctor. The admitting interview is as short as possible, and all personal information (necessary for hospital and government records) will be considered strictly confidential. It is important during your admission that you make staff aware of any Health Care Directive you have and if you have been in a hospital out-of-province in the past year or if you ever been told you are a carrier of a “superbug” (MRSA, VRE, etc.) If you are unsure about Health Care Directives, please ask the nursing staff for more information.

For your comfort and safety, your hospital uses various colors of wrist identification bracelets for all patients. If you have a medication allergy, a second bracelet (red) will be applied to ensure this medication is not given to you. Though the staff will quickly come to know you, the information on the band allows everyone who cares for you to know who you are at all times.

**Should the bracelet become detached or damaged, please tell your nurse who will arrange for a replacement.**

## About Your Room

The PEI Medicare Plan provides for standard ward coverage on admission to a hospital. Our hospital does not provide standard ward, but does provide semi-private and private rooms for you, in order to meet personal preference and health requirements. We make every effort to meet your request for a specific type of accommodation. Private rooms (if requested by you) do cost more. If your condition requires that you should be admitted to a certain type of room, there will be no extra charge. If you have insurance coverage, please let staff know, and every effort will be made to honour your request

## Medications

- Bring all current prescriptions and non-prescription medications, in their original containers, with you to the hospital and give them to the nurse.
- Some medications are not supplied by the hospital, so it is very important to remember your medication. Due to the limited stock within the Hospital Pharmacy, there may be times when your own medications will be used while you are a patient. Sometimes you will be asked to

fill a new prescription prior to discharge, that medication will be used for you while you are a patient then sent home with you.

- Any medications required during your stay will be prescribed by your doctor and will be brought to you by your nurse.
- Please tell your doctor and nurse if you suffer from allergies or are allergic to any medications.
- If you have any questions about your medications, your doctor, nurse or hospital pharmacist will assist you.

## Scent-Free

For the safety and comfort of all our patients, visitors and staff, we are a **scent-free environment**. Many individuals are sensitive to even “trace” amounts of fragrance. Our laundry and housekeeping departments use scent-free products. All individuals are asked to refrain from using personal scented items such as cologne, perfumes, lotions, soaps, etc.

## Smoking Policy

There is **no** smoking allowed in Souris Hospital and on property grounds due to the *Smoke Free Places Act* of Prince Edward Island. This includes vaping and e-cigarettes.



## Smoking Cessation Program

Souris Hospital encourages non smoking. Upon admission, you are offered nicotine replacement therapy (patch). If you wish to stop smoking, even after discharge, the Eastern Kings Health Centre offers a smoking cessation program. Please let your nurse know of your desire and it can be arranged for you.

## Tests and Examinations

It is normal practice for your doctor to examine you and order certain tests such as blood, urine, x-rays, etc. The results will help determine the best plan of care for you.

## Use of Gloves, Gowns and Masks

Today, safety is crucial in a health care setting. Gloves, gowns and masks are used to protect staff and patients when obtaining blood, starting IV's and for infection control. You and your family may also be required to use these items at certain times. Your nurse will let you know when this is required.

## Valuables

Souris Hospital will **not be held responsible** for the loss of valuables (money, clothing, jewelry, dentures, eyeglasses, hearing aids, etc.). Please leave your valuables and cash at home. If you cannot do so, your cash and valuables will be placed in safekeeping until your discharge. We do have a safe where your cash or valuables can be placed, but access to the safe is restricted to normal business hours between 8 am to 4 pm, Monday to Friday only. We suggest that only a minimum amount of money be kept in your room.

# During Your Stay



## Confidentiality

All patient information is confidential. The only people who have access to specific details about your illness and treatment are the members of the health care team caring for you.

## Consent Forms

Patients admitted to Souris Hospital will be asked to sign a general Consent Form. For specific procedures and diagnostic tests, additional consent forms may be required. Your doctor will explain your procedure or diagnostic test and will answer any questions you may have before you sign the form. **Do not sign any consent form unless you have a full understanding of what you are signing!!**

## Dentures

On request, a special cup will be provided for your dentures and should be kept in the drawer of your bedside table. If glasses, hearing aids or dentures are wrapped in tissue and left lying around your room, they may be thrown away by mistake. **The hospital does not assume responsibility for loss of personal property, so please be careful!**

## Dining Lounge

For the enjoyment of patients, a dining area has been provided in the patient lounge on the nursing unit. Patients who are able to be out of bed are encouraged to have their meals in this area. Meals are served at 7:30 am, 11:30 am and 4:30 pm.

## Fire Drills

Fire drills are conducted in the hospital on a regular basis as part of our staff education program. If one occurs while you are in the hospital, please remain in your room and follow any instructions that staff may give you.



## Orientation

At the time of admission, a staff member will make you familiar with your surroundings. You will be shown how to operate your bed controls, use the nurse call system, the patient lounge, location of bathrooms, etc. **Please do not hesitate to ask questions.**

## Patient Inquiry

Inquiries about you from friends and family can be very time consuming for our busy staff. Please appoint one person for this task who can then pass on information to other family members.

## Telephones

There is one pay telephone in the hospital for patient use in the patient lounge. This phone is available and patients and visitors are encouraged to use it, as not to occupy hospital phone lines. If we receive a call for you, staff are willing to take a message and give you that information. You may then return the call at your earliest convenience. If desired, patients may request a private telephone in their room. You will be asked to sign a request form.

The fee for connecting a telephone in your room is **\$10.00. The daily rate, for the first thirty days of your stay, is \$3.99/day. After 30 days, it is \$2.00/day.** Long distance calls can only be made if you have a calling card through your long distance provider. The bill for telephone usage during your stay will be added to your regular monthly telephone bill that you receive at home. If you are interested, please notify the Ward Clerk.

## Televisions

A television is available for patient use in the patient lounge. However, if desired, you may rent a bedside television by contacting the Ward Clerk. The start up cost is \$12.00 (this includes first day's use). Each day thereafter is \$7.00. The headsets are yours to take home. You may bring in your own ear phones if you prefer.

Note: Debit machine available in admitting for payment.

## Services For You

### Barber and Hairdressing Services

If you desire hairstyling, you or your family members will need to make arrangements for a private barber or hairdresser to come to the hospital.



### Flowers and Mail

Flowers, mail, and parcels will be delivered directly to your room by hospital staff. If there is a patient with allergies you may be asked to send any flowers to your home instead. After discharge, all mail will be readdressed and forwarded to you.

### Health Care Directive

A health care directive, often called a “living will”, is a legal document describing the amount and type of care you want, should you become incapable of making health care decisions on your own. Anyone who is 16 years of age or older and capable of making health care decisions can make a directive. A health care directive must be in writing, dated and signed. A special form is not required, although several sample forms are available. For more information or a sample, please ask nursing staff. Patients who have completed a Health Care Directive may contact Medical Records to ensure your Directive is on your medical chart.

### Newspapers

The Eastern Graphic is available weekly on Wednesdays.

### Palliative Care Rooms

Palliative Care Rooms are available to terminally ill patients. These rooms provide a warm comforting atmosphere for patients and their loved ones.

Families of patients who receive palliative care are welcome to stay overnight. Please notify the nursing staff when you plan to extend your visit. We must keep track of the number of persons in the building for fire safety.

## Pastoral Care

Upon admission, if you desire, hospital staff will notify your minister or priest of your admission by placing your name on the appropriate visitation list. Your clergyman may be reached through your Nurse or the Ward Clerk. Regular Roman Catholic Communion is held on Sunday mornings. If you do not wish clergy to visit, please notify the nursing staff.

## Private Duty Nurse

If you request a private duty nurse, arrangements may be made through nursing staff and the private duty nurse will bill you directly.

## Quiet Room

A non-denominational quiet room is available to anyone wishing a quiet area. It is open 24 hours a day and is located in the far end of the patient lounge.

## Telehealth

Telehealth is the distribution of health-related services and information via electronic information and telecommunication technologies. It allows long-distance patient and clinician contact, care, advice and education. Video equipment is available to provide this service from Souris Hospital. Discussion with your doctor to see if this is a possibility for your needs.

## *For Your Visitors' Information*



## Cafeteria

Meals are available for visitors in the Hospital Cafeteria which is located on the Lower Level. Meals for one family member sitting with a patient may be sent to the room, providing that payment and arrangements have been made with the cafeteria staff prior to meal being delivered. If more than two people are sitting with a patient and wish cafeteria service, please let the cafeteria staff know so that they may prepare more food. (In this case, individuals will be asked to go to the cafeteria for their meal).

Beverages will be available on the nursing unit for family members who are sitting with a patient at any time, without charge.

### Cafeteria Hours:

- Morning break: 8:30 am - 10:30 am
- Lunch: 11:30 am - 1:00 pm
- Afternoon break: 2:00 pm - 3:30 pm
- Supper: 4:30 pm - 5:30 pm

## Visiting

Family and friends are welcome to visit you while you are in the hospital. However, patients recovering from illness do tire easily. For this reason, and on your behalf, the hospital has some regulations about visitors.

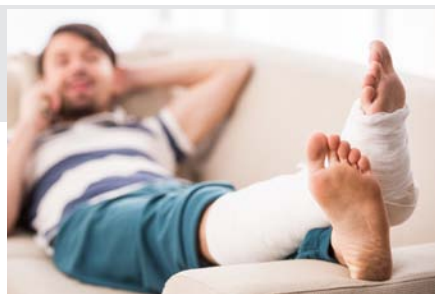
- **Quiet hour is from 1:00 pm - 2:00 pm.**
- Family/partners in care are welcome 24 hours a day according to patient preferences and in



coordination with the patient care team. Family/partners in care are anyone identified by the patient as an important support to be included in the patient's healthcare system encounters, including but not limited to immediate and extended family, friends and caregivers.

- Visitors are asked to call the front desk or switchboard, or check with a care provider before visiting a patient. Quiet hours enhance care by providing patients with a dedicated time to rest and get well.
- We recommend that no more than two people visit a patient at one time so that all patients can rest and have privacy.
- Children under the age of 12 years are allowed to visit when accompanied by an adult and must remain with an adult and be supervised at all times.
- Your bathroom and telephone facilities are for your use only. Public facilities in the main lobby are available for visitors.
- The number of people welcomed at the bedside at any one time will be determined in collaboration with the patient, family/partners in care, patient care team and other patients in a shared room.
- Check with the patient's care provider before bringing gifts of food, drink or flowers.
- It is recommended that you do not visit the hospital if you are feeling unwell or were recently exposed to an infectious illness.
- Isolation precautions and other infection control guidelines posted on the patient's door must be strictly followed. Check with a care provider if you are unsure.
- Children are integral members of patient's family. While visiting they must be accompanied by an adult and supervised at all times.
- Smoking/vaping is prohibited in the hospital and on hospital grounds.
- Wash hands or use the hand sanitizer provided when you enter and leave the patient room and patient care area to reduce the spread of germs.
- Hospitals are scent-free. Refrain from wearing scented products and do not provide highly scented flowers to patients or hospital staff.

## *Discharge Planning*



- Your discharge is a gradual process that begins on admission. Many factors are taken into consideration when determining the appropriate time for discharge.
- There is a white board in each patient room that states the Estimated Date of Discharge (EDD).
- A doctor or the nursing staff will explain the details and location of any follow-up care.
- The discharge nurse or pharmacist will discuss your medication routine with you and will return any unused prescribed/over the counter medications that you brought to the hospital.
- If you need additional help at home, the discharge nurse will refer you to appropriate services, such as Home Care.
- Please be prepared to leave the hospital at or before 11am on the day of your discharge. This allows housekeeping staff to prepare the room for future use.
- Please make sure you have all your belongings before leaving the hospital.

- Please stop at the admitting desk to pick up any money or valuables placed in safekeeping. The safekeeping is available between 8am and 4pm from Monday to Friday
- If you are not a resident of Prince Edward Island, please stop at the admitting desk for further discharge information.
- Occasionally, circumstances may require you to be discharged earlier than expected. This may occur when an acutely ill patient is in urgent need of admission and no beds are available. Patients are assessed according to the severity of their illness. Therefore, you may be sent home earlier than you had expected without significant advance notification. If this situation should arise, our staff will help you and your family to make discharge arrangements with as little inconvenience to you as possible.

## Patient Satisfaction Survey

In our effort to improve care, you may be requested to complete a satisfaction questionnaire about your stay in our hospital. We want to hear your comments and would appreciate if you could take the time to complete and return the survey.

## *Health Services at Souris Hospital*



## Admitting and Reception

The admitting and reception area is located just inside the front door of the hospital. Staff who work in this area perform duties that include operating the switchboard, admitting inpatients and ambulatory care patients, and caring for some aspects of patient billing. They can also provide you, your family and visitors with directions to various areas of the hospital.

## Family Health Centre

The Eastern Kings Family Health Centre is located in the lower level of Souris Hospital. Please call 687-7033 for more information.

## Home Equipment Loan Program (H.E.L.P.)

H.E.L.P. is a non-profit group that runs the Equipment Loan Program.

They loan out home care equipment, such as wheelchairs, raised toilet seats, commodes, bath seats, walkers, and canes. The rental fee is usually from \$10 to \$20 for a three month period. The rental fee associated with more expensive items may be higher. This service is located in the H.E.L.P. office located across from the Health Centre. Volunteers are available Monday through Friday from 10am to 2pm. At other times, more information may be obtained by telephoning the physiotherapist at 687-7150 or the occupational therapist at 687-7049.

## Infection Control

Infection prevention and control standards and guidelines are in place in our facility. Cleaning your hands is the most important defense to prevent the spread of infection to yourself or others. We try to ensure that the spread of infection does not occur; however, if it does, we act quickly to put control measures in place. When there is an increase in infections, visiting may be limited

and some patients may require additional precautions. Family and visitors should not visit if they have a fever, a new cough, diarrhea or vomiting. The influenza vaccination is recommended for all patients, health care providers, volunteers, and family/visitors.

## Lab and X-Ray Services

The staff from Lab and X-Ray services carry out procedures that may be requested by your doctor. These services may include blood tests that are required to assist your doctor in providing quality care. Your doctor may also request various X-Rays that are available in the Radiology Department or an Electrocardiograph (ECG) which is a test that traces the electrical activity of the heart. If you have any questions about any procedures, **please ask**.

### Hours of Operation:

- Blood Collection: Mon-Fri 8:00 am - 3:15 pm
- X-ray/ECG: Mon-Fri 8:00 am - 3:30 pm

## Laundry and Housekeeping

Laundry and Housekeeping staff at Souris Hospital provide services seven days a week.

Due to the size of the Laundry Department, patients are required to send clothing in need of washing home with family members. Patients are encouraged to wear hospital clothing if they have no family members able to do their laundry. The Hospital is not responsible for personal clothing sent to the Laundry, except for inpatients that have been coded as awaiting a Long Term Care bed.

Housekeeping staff clean the patient area daily. Floors are vacuumed or dry mopped daily and damp mopped at least three times a week. Staff also clean the bathrooms, provide paper products and dispose of garbage. Bedside and over-bed tables are wiped down daily. After each patient is discharged, the beds, mattresses and entire unit are thoroughly cleaned.

## Medical Records

The Medical Records Department is the area where medical charts are stored following discharge. The purpose of the Medical Records Department is to provide a means of communication between the physician and other health care professionals contributing to the patient's care and to serve as a basis for planning individual patient care. Following discharge, the Medical Records Department stores your confidential medical record for future use, ensuring that it is readily available when needed.

## Nutrition Services

Our goal is to provide you with nutritious and enjoyable meals during your hospital stay. Meals are planned to meet Canada's Food Guide for Healthy Eating. Your diet will be prescribed by your doctor, dietitian or nurse. On admission to hospital, you will be asked for information on food preferences, likes, dislikes and food allergies. Nutrition Services uses this information to provide you with foods you enjoy and that are allowed in your diet. If you have questions about your diet or the daily menu, staff will be glad to assist you.

### Meal hours are as follows:

- Breakfast: 7:30 am
- Dinner: 11:30 am
- Supper: 4:30 pm

A limited selection of food and beverages is available to you in the patient kitchen off the patient lounge on a self-serve basis. Please remember that these are for patients and not for visitors.

**Please do not ask Nutrition Services personnel to change bed positions or move personal articles in your room. If you need help, please call a nurse for assistance.**

## Occupational Therapy

Occupational Therapists work with the disabled, the elderly, newborns, school-aged children, and with anyone who has a permanent or temporary impairment in their physical or mental functioning. The aim of occupational therapy is to help the client to perform daily tasks in their living and working environments, and to assist them to develop the skills to live independent, satisfying and productive lives. The Occupational Therapist is available for consultation.

## Pharmacy

The Pharmacy Department at Souris Hospital provides a wide range of services to inpatients, nursing, physicians as well as other Health Care professionals. The services include but are not limited to a traditional medication distribution system, patient medication counseling, discharge counseling, drug information as well as various clinical services.

## Physiotherapy

Physiotherapists are movement specialists that can help improve and maintain your physical mobility and independence, manage and reduce pain or disabilities that may limit your activities and improve your overall fitness, health and well being.

For example, physiotherapists can help you get back on your feet after surgery, treat muscle/joint pain and assist you with rehabilitation after you have been ill or injured.

The physiotherapy department at Souris Hospital provides services to the inpatient unit as well as outpatient services.

## *How To Make a Healthy Contribution*



## Eastern Kings Health Foundation

The Eastern Kings Health Foundation is made up of a nine member board representing the communities from East Point west to Morell, south to Little Pond including bordering areas.

The purpose of this volunteer board is to manage and disperse financial donations made to the Eastern Kings Health Foundation. Monies that are donated are used to purchase necessary equipment and resources for Souris Hospital, Colville Manor, Mental Health/Addictions, Home Care, Eastern Kings Family Health Centre, Public Health, Souris Dialysis.

We depend on public support to continually upgrade our equipment and facilities. Many of the gifts of money which we receive are donations made in another person's name as a form of remembrance or tribute. A receipt for income tax purposes will be issued to you each February for all donations made in the previous year. Planned giving through wills and bequests can also be arranged.

If you wish information about this program, please contact Rose MacDonald at 687-7150.

## Wall of Recognition

The "Wall of Recognition" is located at the front entrance of the hospital in the corridor leading to the Nursing Unit. Donations are recognized on this wall once you receive the "Friend" level (\$1,000 - 2,499) followed by "Family" (\$2,500 - 4,999), "Guardian" (\$5,000 - 7,499), "Ambassador" (\$7,500 -

9,999), “Founder” (\$10,000 - 24,999), “Humanitarian” (\$25,000 - 49,999), “Visionary” (\$50,000 +) in addition to In Memoriam (funeral home donations) and In Memory Of (family contribution).

A donor base is maintained on each donation made to the Foundation and individuals are moved accordingly to the appropriate level. All listings to the wall for acknowledgment are first confirmed by the donor.

## Hospice

The office of the Eastern Kings Hospice Inc. is located in the Souris Hospital. Hospice provides care and support to all those living with or dying from a life threatening illness and offers support to those who are bereaved. Trained volunteers from the local area will provide support and companionship to a patient and member of the family. These services are offered at no charge to the patient or family. For more information contact the Hospice Coordinator at 687-1207 or cell 215-0286.

## Junior Volunteers

The Junior Volunteers are a group of students who have been trained to make your hospital stay more pleasant. They volunteer two to three hours every week during the school year to provide the little extras that staff sometimes cannot find time to do, such as reading, running errands and visiting with patients. They help staff with bed making, delivering meal trays and much, much more. The volunteers provide a valuable service to Souris patients and staff. They also benefit from being exposed to the health care field and volunteering.

## Comments/Questions

Please remember that we are all here to serve you the patient and we will do our best to ensure you a speedy recovery in an efficient but relaxed environment. We welcome your suggestions to improve our service. Concerns or suggestions should be directed to the Director of Nursing or the Administrator of the Hospital. Souris Hospital is your Hospital and we need your help to make sure that we continue to provide the best care possible.

*Your Good Health is Our Main Concern*



To maintain your good health and to ensure our health care dollars are spent effectively, we offer the following suggestions to help keep you out of Souris Hospital:

1. Enjoy a well-balanced diet that includes a variety of food from each food group every day, as recommended by Canada’s Food Guide to Healthy Eating.
2. Wherever possible reduce the amount of fat, salt and sugar in your diet. Choose fresh rather than processed foods and eat more foods that are high in fibre. Be sure to drink several glasses of water each day.
3. Maintain an appropriate weight for your height and body build. If you need to lose weight, set a realistic goal. Follow a sensible diet and avoid products that promise miracle results. Chances are you didn’t put the weight on overnight, so don’t expect to lose it overnight.
4. Stop smoking for your own sake and for the good health of those around you. Some people say it takes 28 days to develop a habit. Consequently, it follows that breaking a habit will take some time as well. Don’t expect to give up smoking overnight.

5. Include physical exercise in your daily routine. Walk rather than drive; walk a little further after parking the car and take the stairs rather than the elevator. Be aware of good posture while standing and sitting.
6. Before exercise, even walking, take time to prepare your body through stretching and warm-up routine. Wear shoes that fit properly and provide good support. Start easily and progress slowly.
7. Your mental health is important. Good mental health contributes to your overall well-being. Try to keep some balance between work, school, family needs and leisure or recreational pursuits.
8. Take time to relax and enjoy family and friends. You can't always control stressful events in your life, but you can maintain some control over how you respond to the stress you experience. Practicing some deep-breathing exercises, which serve to relax your body physically, can actually help to prepare you mentally so you can cope with stress more effectively.
9. Discuss with your doctor or other health professional important health checks such as breast self-examinations, blood pressure monitoring, prostate examinations and pap tests. You know your body better than anyone. Remember to listen or look for clues that could be signs of a more serious problem, and discuss those with your doctor.

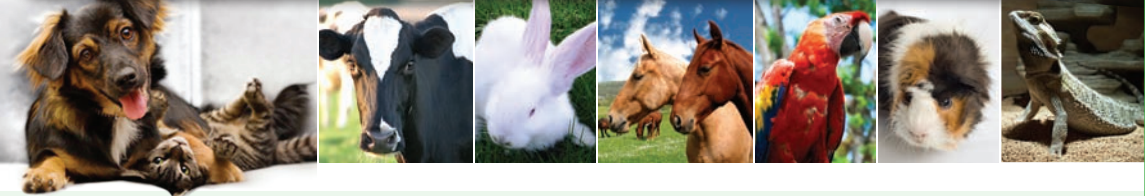
*(Reprinted with the permission of Prince County Hospital.)*

***An ounce of prevention is worth a pound of cure!***

# Community Supporters

Souris Hospital is extremely grateful to the following advertisers for helping to make this booklet possible. Please note, an advertisement in this booklet does not imply an endorsement by Souris Hospital.

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**902.213.4535**

Medical Insurance Plans Welcome!

See this publication and more at:

[patientdirectory.ca](http://patientdirectory.ca)



Quality Healthcare Publications



Main Desk / Nursing Inquiries / Administration.....	687-7150
Eastern Kings Family Health Centre .....	687-7033
H.E.L.P. Office .....	687-7089
Hospice .....	687-1207 or cell 215-0286
Home Care and Support .....	687-7096
Mental Health and Addictions.....	687-7110
Public Health .....	687-7096
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.....	Dr. Tom Bronaugh 687-3284