



NEWS RELEASE

from Halton Healthcare Services

For Immediate Release

September 4, 2014

Halton Healthcare Services Introduces Guest Meals at Oakville Hospital

Halton Healthcare Services (HHS) has introduced Guest Meals for family members and visitors on all inpatient units at Oakville-Trafalgar Memorial Hospital (OTMH). This initiative is an extension of OTMH's existing and very successful *Call to Order* Room Service Food Delivery Program which allows patients to select and order food by telephone from their rooms any time during the day. The Guest Meal initiative was piloted on the OTMH Maternal Child unit in May, 2014 and based on its success, was implemented hospital-wide September 3, 2014.

"We often have situations where a parent of a sick hospitalized child, a visiting spouse or a family member / friend of an elderly patient is staying all day or even through the night to help care for or support their loved one," explains Elma Hrapovich, Director of Nutrition and Food Services. "With the availability of Guest Meals, these visitors can conveniently order from the hospital room and grab a bite to eat without leaving their loved one's bedside."

The Guest Meal menus are based on the *Call to Order* Room Service inpatient menus and provide guests with a variety of choices. Each guest meal can be purchased for a nominal price of \$10.00. Once guests have made their selection, they simply call and order their meal by providing their name, the hospital room number and credit card information. Guest meals will be conveniently delivered to the room within the hour.

In 2011, HHS introduced a new innovative *Call to Order* Room Service Food Delivery System at OTMH and this innovative food delivery system has since been recognized as a National Leading Practice by Accreditation Canada.

"Introducing *Call to Order* Guest Meals at OTMH now also gives us an opportunity to refine this new process before our move to the New Oakville Hospital, which has been designed with the patients and their families in mind," explains, Lilian Scime, Vice President, Corporate Services and Diagnostics. "All inpatient rooms at the new facility will have comfortable family areas to encourage visitors to stay with their loved one and get involved in supporting both their care, and recovery. The convenience and availability of Guest Meals will only help further enhance this experience."

HHS is a progressive, multi-site healthcare organization comprised of three community hospitals - Georgetown Hospital (GH), Milton District Hospital (MDH) and OTMH. Together these hospitals provide healthcare services to more than 300,000 residents in the communities of Oakville, Milton and Halton Hills.

- More -

Page 2

Guest Meals Now Available at OTMH

With an outstanding reputation as a workplace of choice and a good community partner, HHS hospitals have been recognized for their best practices in a number of patient safety and patient care initiatives. In 2013, HHS was Accredited with Exemplary Standing - the highest possible status granted by Accreditation Canada.

- 30 -

For more information:

Zita Taksas-Raponi
Public Relations Officer
Halton Healthcare Services
905-845-2571, ext. 6774
zraponi@haltonhealthcare.on.ca