



# Welcome package

## INPATIENT PROGRAM

### Information for families

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**Holland Bloorview**  
Kids Rehabilitation Hospital



**Welcome to Holland Bloorview** where we believe in the potential of all children and are committed to ensuring that they have no boundaries. Rehabilitation has a great deal to offer children and their families. Our rehabilitation goals focus on maximizing your child's abilities and independence. We work closely with families to support transition back to home, school and community as soon as possible. Our family focus extends throughout our programs and we encourage patients and families to play an active role in the treatment plan and rehabilitation activities.

We are committed to providing a safe, healthy and supportive environment. Staff, clients and families are all responsible for treating others with courtesy and dignity, demonstrating respect of different choices and values and listening to understand. On the Holland Bloorview website, there is a "Virtual Tour" option for families to look at pictures of inpatient rooms and other areas of interest within the facility.

### **Before You Arrive**

We work very closely with you/your child's referring team to ensure a seamless transition. Depending on medical needs, you/your child may be transferred by car, taxi or private transfer service. A private transfer service vehicle resembles an ambulance and a family member can accompany your child. If you/your child is arriving by family car or taxi, please ensure that you/your child has an appropriate car seat (as required). Your referring team will work with you to ensure that the appropriate transportation and escort is arranged.

### **Admission**

If you are coming from home, on the day of admission, please arrive at 9:00 a.m. and go to the registration office on the main floor.

Please ensure that you bring the following documentation with you:

- Your Ontario Health Card
- Any Current Medications (especially important if transferring from home)
- Family doctor's name and telephone
- Any current prosthetics, orthotics or mobility aids
- Private health care information or drug card

You will receive an admission schedule that outlines what you/your child can expect over the first week. We ask that you be available during that time to learn more about the program and answer any questions. If you need to leave the unit, please provide the attending nurse with a telephone number where you can be reached.

### **What is rehabilitation?**

Rehabilitation can involve a number of services that are designed to facilitate recovery, function and

independence following an injury or illness and return to home/community. Recovery does not occur just in scheduled therapy times so family members are often actively involved in participating with therapeutic activities throughout the day. For example, learning to stand can occur in physiotherapy, when transferring to bed or toilet, or in recreational activities. Our team works together to reinforce therapeutic gains utilizing a wide variety of strategies to optimize recovery.

### **Working Together to Make Decisions**

In Ontario, there is no specific age that your child can make his/her own healthcare decisions. At Holland Bloorview, the child, family and healthcare team all work together to make decisions about treatment choices. The goal is to help your child make decisions about their health, as they are able. It is often comforting for a child to have their family and healthcare team assist in making hard decisions.

### **Your Holland Bloorview Team**

We will assign team members to your child before the day of admission. Their extensions are available at your child's bedside. Please feel free to ask questions and speak with your child's team. A program schedule is also available at your child's bedside to help you keep track of your child's daily therapy. An important part of your child's rehabilitation is **shared care**, where families participate in the care of their child. Your team will provide education and support you so that you are able to participate.

### **Medical Coverage**

There is always a doctor available for all inpatients. The doctors are in the building Monday through Friday from 9:00 a.m. to 5:00 p.m. After 5:00 p.m. and on weekends, there is a doctor on call. 911 will be called in a medical emergency.

## The Family Team Goal Plan (FTGP)

The Family Team Goal Plan is a process where the rehabilitation team partners with your family through your rehabilitation journey at Holland Bloorview. Within the first week of your stay at Holland Bloorview, the team will talk with you and your child about:

- Your child's/family's priorities and goals
- How the team will work with you towards achieving those priorities and goals
- The way we plan and keep track of your child's care and progress
- Begin discussion on the transition from Holland Bloorview.

The Family Team Meeting (FTM) is an important part of the FTGP process and it is scheduled within the first 10 days of admission. This meeting includes you, your child and family, as well as your rehabilitation team.

The purpose of this meeting is to:

- Discuss family/team priorities and goals
- Highlight your child's progress since admission
- Create /revise your child's action plan
- Address any questions anyone may have
- Plan towards discharge

After attending a FTM, your Social Worker will give you a copy of the FTGP, identifying the priorities and goals for your child. You do not need to wait for your family team meeting to discuss your questions or ideas.

## Transition Passport

The transition passport facilitates partnership and engagement in your journey home. It includes 11 sections that can house key documents and contact information related to preparing you for team meetings, weekend passes and discharge home.

## Medication Safety

For the safety of your child and other children, client medications will not be left with parents at the bedside or stored at the bedside. The nurse must witness your child taking their medication.

Talk to your nurse or pharmacist about participating in a family/self-medication program. This program enables families to administer their child's medications during their admission.

We also ask that if you or any visitors are taking medications that you keep them secure.

Each client/family has a bedside table with personalized digital locks.

## Weekend Pass

Ask your team about the opportunity to take your child home on the weekends. Once approved, if you are planning to go home on weekend pass, please inform your nurse by Wednesday morning of each week. If you take medications home for a weekend pass, all unused medications must be returned at the end of the pass.

## connect2care

connect2care is an online tool that allows clients and families to access and manage their healthcare information online.

Here's what you need to know to register for connect2care:

- Clients and families can register at Patient Registration on the first floor between 7:30 a.m. and 4:00 p.m.
- You will need your child's OHIP card and parents will be asked to provide two pieces of identification, including one piece of photo identification.
- To speak with someone, call ext. 3881 or email us at: [connect2care@hollandbloorview.ca](mailto:connect2care@hollandbloorview.ca)
- For more information go to: [www.hollandbloorview.ca/connect2care](http://www.hollandbloorview.ca/connect2care)

## Day Program

The Day Program is an option for families transitioning from an inpatient stay to home. It is very similar to the inpatient but the client returns home at the end of the school day. Families may also wish to use this program instead of an inpatient admission allowing them to normalize their routine and home life.

## Bloorview School Authority

Bloorview School provides educational programs for students who require intensive rehabilitation as a result of surgery, chronic illness, or acquired brain injury and for students who have complex medical

needs. Resource classroom placements are for students in Kindergarten to Grade 12 who are inpatients or day patients at Holland Bloorview Kids Rehabilitation Hospital. All placements are in mixed age/grade classrooms. The educational environment compliments the rehabilitation process for each student.

### **Team Centre (3rd Floor):**

The main team centre can help locate your child's nurse:

- Brain Injury Rehabilitation Team (BIRT) - (416) 753-6014
- Complex Continuing Care and Complex Re/habilitation & Transitional Care Team - (416) 753-6018
- Specialized Orthopedic & Developmental Rehabilitation (SODR) - (416) 753-6038

At Holland Bloorview our rehabilitation nurses are trained and ready to assist you in all aspects of your child's care. We provide 24 hour nursing care on our inpatient units. The nurses change shifts at approximately 7:00 a.m., 3:00 p.m., 7:00 p.m. and 11:00 pm. When possible, we encourage families staying with their child to participate during the bedside handover report. At other times you may call the unit to speak to your child's nurse. To find out who your child's assigned nurse is, please refer to the screen in front of each nursing pod.

### **Therapeutic playroom (ages 0-6)**

Monday – Friday

9:30-11:30 a.m., 1:30-3:30 p.m., 6:00-7:30 p.m.

Weekends and Holidays

9:30-11:30 a.m., 1:30-3:30 p.m.

### **Recreation times are as follows (ages 7-18):**

- **BIRT/SODR (ages 7-18 yrs.)**  
Monday-Friday 3:30-4:30 p.m., 6:00-8:00 p.m.  
Weekends, Holidays, P.A. Days, and summer hours:  
9:30-11:30 a.m., 1:30-3:30 p.m.
- **Join us for Family Fun Night – Every Saturday from 6:00 – 8:00 p.m.**
- Therapeutic Recreation Specialists are available to discuss community programming for your family.
- **CCC/CRTC (ages 7-18 yrs.)**  
Monday – Friday

9:30-11:30 a.m., 1:30-3:30 p.m., 6:00-7:30 p.m.

Weekends and Holidays

9:30-11:30 am., 1:30-3:30 pm.

### **Recreational Swim: Inpatient Families**

- There are recreational swim times available for inpatients and their families.
- For more information or if you have any questions please call the pool office at 416-425-6220 x3063 or visit [www.hollandbloorview.ca/swim](http://www.hollandbloorview.ca/swim)
- Occasionally the pool is closed unexpectedly. To find out if there is a change to the schedule, please call the 'pool closure hotline' at extension 3065.
- The pool will be closed all STAT holidays and long weekends.

### **Visitors and Accommodations**

- One parent/caregiver can stay by your child's bedside overnight. All visitors must obtain a visitor badge at the main reception desk on the first floor. This badge is to be worn whenever visiting the third floor. It helps us to clearly identify visitors and keep your child safe.
- Since your child will be busy in therapy programs during the day, visits from siblings and guests are encouraged between 4:00 and 8:00 p.m. on weekdays and anytime on weekends until 10:00 pm.
- For families coming from far distances, accessible overnight accommodations are available on the 5th floor. For more information regarding rates or to make a booking, please contact the accommodations coordinator at ext. 3340 or [accommodation@hollandbloorview.ca](mailto:accommodation@hollandbloorview.ca)

### **Family Resource Centre**

Learn about resources, find new information and share experiences with other parents at the Grocery Foundation Resource Centre, which is located on the first floor (Monday to Friday 9:00 a.m. to 5:00 p.m.). Parent information and networking sessions happen every Wednesday from 10:30 to 11:30 a.m.

### **Family Lounge**

The family lounge is located on the 3rd floor in room 3W105. The shower, television, telephone, movies, books and CD player are there for you and your family to use.

## Reflection Room

This room is located on the 3rd floor in room 3W480. It can be used as a quiet/meditation area. Everyone is welcome to use the space. If you would like spiritual care, please ask to speak with your social worker.

## Safety and security

- **Fire:** In the event of a fire, a staff person will tell you what to do. Fire exits are clearly marked throughout Holland Bloorview. At Holland Bloorview, we take the safety of our clients, staff and visitors very seriously. Staff is trained regularly to follow fire procedures and the alarms are tested frequently.
- **Emergency number:** In the event of an emergency while you are at Holland Bloorview, call Holland Bloorview's emergency number at ext. 5555 from any internal phone and state the nature of the emergency and your location for help to be sent.
- **Electronics:** Any items that will be plugged into an electrical outlet and left connected (such as wheelchair chargers and video game systems) must be inspected by facilities services to ensure the equipment has Canadian Safety Authority (CSA) certification and is in good condition. This is a requirement for all electrical devices in the facility. Upon admission please bring these items to the attention of the nursing team to arrange an inspection. Until the inspection has been completed, temporary use is permitted of devices with a visible CSA approval logo on the plug or unit. For your convenience, a coffee maker and kettle is provided in the kitchen on the unit. For safety and fire code compliance, personal coffee makers, kettles and microwaves are not permitted in client rooms.
- **Photo I.D.:** All Holland Bloorview employees, students and volunteers are required to wear photo identification badges that include their name and title. You are entitled to know who is providing services to you at all times. If you are ever not sure who is working with you, ask to see his or her identification badge.

## Insurance

The services your child will receive while s/he is an inpatient are covered by the Ontario Health Insurance Plan (OHIP). If you don't have OHIP coverage please let us know immediately. Some equipment is not covered through OHIP or partially covered by Assistive Devices Program (ADP). Your team will work with you to identify any equipment and programs that provide financial support.

If you have in-hospital coverage through a private insurance provider (i.e. semi or private room), please bring this insurance information with you when you register. There are a small number of private rooms on each unit and clients with highest medical needs are given priority to these rooms. We strive to minimize changing your room assignment but there are times when this is unavoidable. If you have any concerns, please speak with your nurse

## Reception (1st Floor)

The main reception desk is open Monday through Friday 8:00 a.m. to 10:00 p.m. and weekends 9:00 a.m. to 9:00 p.m. Security is in the building 24 hours a day. If you need access into or out of the building after hours, use the phone just inside the main door, it will connect you directly to security.

## Parking costs

Parking is available on site. The current rates are posted as you enter the parking gate. Monthly passes are available at the main reception with a small deposit which will be refunded to you upon return of the parking card. If you require financial assistance please contact your social worker.

Vehicular access to the building is along Kilgour Rd off of Bayview Ave. There is no vehicular access off of Rumsey Rd. Pedestrian access is available from Bayview Ave and Rumsey Rd. Limited meter parking is available. TTC bus stops on Eglinton at both Bayview and Rumsey Rd. and on Bayview at Kilgour Rd.

## Wi-Fi services

Wi-Fi service is offered throughout the building at no cost to our families and visitors. For parents and guests, please ask Main Reception for the Guest Network password.

### Skype/FaceTime

We ask that anyone using Skype or FaceTime be mindful of the privacy of other clients/families. We recommend that if your child is in a shared room, to go to a location where Skyping or FaceTime is not disruptive (i.e. cafeteria, family lounge).

### Food Services

#### Garden Grill:

Monday-Friday from 11:30 a.m. to 1:30 p.m. Closed on weekends. Debit and credit are accepted. An ATM machine is also available.

#### Tim Hortons:

Monday-Thursday from 7:30 a.m. to 5:30 p.m.  
Fridays -7:30 a.m. - 4:30 p.m.  
Saturday – 9:00 a.m. to 2:00 p.m.  
Closed on weekends from mid-June until mid-September.

#### Vending Machines:

Vending machines are located outside the cafeteria and on the inpatient 3rd floor (near the main elevators).

### Storing Food

There are a limited variety of snack and drink items available for clients in the refrigerators located in each of the 3 unit lounges. You can bring food from home for you and your child. A labeled bin is provided on admission. Food must be stored in this bin.

### Groceries and Pharmacy

- There is a 24-hour Metro grocery store located on the north west corner of Bayview and Eglinton - approximately a 15 minute walk south on Bayview Avenue.
- A shuttle bus is provided to take families to a variety of stores once a week. Check family e-screens for more information.
- There is a Pharma Plus at the north east corner of Bayview and Eglinton, and Shoppers Drug Mart at Bayview and Broadway Ave.

### Toiletries

We do not provide toiletry items. We request that families bring supplies for their child such as soap, lotions, shampoo, toothpaste, etc.

### Laundry

You are responsible for your child's laundry. You can bring your own laundry soap, or you can purchase it in the laundry room. The laundry room is on the 3rd floor between the SODR lounge and the family lounge. The machines accept quarters and loonies.

### Smoking and Cannabis Policies

Holland Bloorview is a non-smoking environment. Smoking by minors (clients under 19 years old) is strictly prohibited. Anyone supplying cigarettes to a minor is in violation of the Smoke-Free Ontario Act. Permission to smoke by a parent or guardian does not override this policy.

Holland Bloorview is a zero-tolerance environment for the recreational use of cannabis. Clients, families, visitors, physicians, staff, volunteers and students are not allowed to use, possess or consume recreational cannabis while on hospital property. No one is permitted to come to Holland Bloorview if they are under the influence of recreational cannabis.

Holland Bloorview does provide adjustments for clients, families, visitors, physicians, staff, volunteers and students who use medically-prescribed cannabis.

### Fragrance Free Policy

Strong scented products such as perfume, hairspray, cologne and aftershave can cause health issues. In consideration for others, we request that you and your visitors do not wear scents when coming to Holland Bloorview.

### Cell Phone Policy

Holland Bloorview insists upon limited use of cell phones and other personal electronic devices in our building.

### Photos and Audiovisual Recording Consent Policy

Everyone has a right to privacy at Holland Bloorview. You must ask for consent before taking photos, audio or visual recordings of anyone on hospital premises and in appointments. Photos, audio or visual recordings taken without consent must be deleted immediately. To read our full photography, audio and visual recording consent policy and learn more about privacy at Holland Bloorview, visit:

[www.hollandbloorview.ca/privacy](http://www.hollandbloorview.ca/privacy)

## Balloons

Please do not bring latex balloons or other latex products into Holland Bloorview due to the serious health problem for clients and individuals with allergies.

## Nuts

Although nuts (including peanuts) can be purchased through vending machines in the cafeteria, we strongly urge you not to bring any nut-products to the inpatient area on the third floor or to any community programs such as swimming, Spiral Garden, etc.

## Holland Bloorview's Address

150 Kilgour Road, Toronto, Ontario M4G 1R8

Phone: (416) 425-6220

Toll-free: (800) 363-2440

Fax: (416) 494-8099

*Please ask the nurse for the fax number for your child's unit*

Website: <http://www.hollandbloorview.ca>

Virtual Tour: <http://holland-bloorview.herokuapp.com>

