



# Inpatient Family Newsletter

OCTOBER 2025

## News & Resources for You

Read this letter online at: [HollandBloorview.ca/InpatientLetter](https://HollandBloorview.ca/InpatientLetter)



### Together We Dare – Dream Big With Us!

At Holland Bloorview, every day is about daring to create a world of possibilities—whether that means trying something new, thinking differently, or showing up for each other.

*Together We Dare* is a new bold campaign with a goal that every kid with a disability, here in the hospital and around the world, gets the best care, the latest technology, and a future where they can thrive, belong, and dream big.

You can be part of the dare! Share your big dreams with your care team, cheer each other on, and help spread the word about building a world where all kids are included. Visit [TogetherWeDare.ca](https://TogetherWeDare.ca) to learn more.



### Notice of changes to orthotic device funding

We wish to inform our families and caregivers that the Ontario Ministry of Health has recently updated its funding guidelines under the Assistive Devices Program (ADP) for orthotic devices.

As of July 14, 2025, these changes include:

- Broader access to both off-the-shelf and custom-made orthotic devices.
- Increasing prices for orthotic devices to align with inflationary increases.

**Effective September 15, 2025, Holland Bloorview-issued orthotic devices will be subject to a pricing increase.** ADP will continue to pay **75 per cent of the device cost directly to the vendor**, with clients or families responsible for the remaining **25 per cent**, unless fully covered through social assistance (e.g., Ontario Disability Support Program, Ontario Works or Assistance for Children with Severe Disabilities). Please reach out to a member of your care team for any support navigating these changes.



## Accreditation: Monday October 20<sup>th</sup> to Wednesday October 22<sup>nd</sup>

Accreditation Canada will be conducting an on-site visit at our facility as part of our ongoing commitment to providing safe, high-quality care. Several Holland Bloorview leaders and staff have been working closely with the Family Leaders Accreditation Group (FLAG) for the last several months to help prepare and showcase the high-quality and safe care that is provided to all clients and families here at Holland Bloorview.

This visit is a routine part of our accreditation process and helps ensure that we continue to meet national standards for healthcare excellence. During this time, surveyors may be present in various areas of our clinic to observe and assess our practices. While onsite, the surveyors walk around the hospital and ask questions of people they meet, including clients and families. While we encourage clients and families to participate, it is your choice whether to speak with the surveyors. You have the option of declining to speak with the surveyor.

If you have questions about Accreditation 2025 or quality and safety, please contact Shiv Kirat Deol, Manager, Quality & Performance at [sdeol@hollandbloorview.ca](mailto:sdeol@hollandbloorview.ca).

### Support for Accreditation Questions:

Accreditation surveyors may ask you questions about your experiences as a family member and family leader at Holland Bloorview. Your insight is much appreciated and valuable, you are the expert of your experience.

Your role as a family member is to share your lived experiences and provide insight on how Holland Bloorview includes clients and families in their care and co-designs services and treatment plans with clients and families.

### How to Prepare:

- Reflect on your experiences at Holland Bloorview, including how you have been involved in co-designing your child's care plan and treatment.
- Reflect on how you have been involved in the safety and the care of your child.
- Reflect on examples where staff have communicated with you about care and decision making for your child.
- Think of examples of where family involvement made a difference.
- Be ready to talk about successes as well as areas for growth.

### Tips and Tricks for Answering Questions:

- Take your time and remember there are no wrong answers.
- Share examples related to your experience and your involvement in your child's care.
- Try to be transparent and constructive.
- Speaking from your own experiences, you do not need to represent all families or speak to the policies and procedures, you just need to share how you have been involved and how your experiences felt.
- Discuss the impact of your experience, how it affected you and your child.
- Don't use abbreviations or acronyms.

### Example Questions:

*Have you felt heard as a family member?*

*How are you involved in maintaining the safety of clients and your child?*

*What changes have you seen made based on family feedback?*

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## Spiritual Care Services at Holland Bloorview



Have you met **Ruveyda Durmus**, Spiritual Care Facilitator?

Ruveyda has been supporting inpatient rehabilitation and complex continuing care clients, and their families and staff at Holland Bloorview since July 2023. Ruveyda holds a bachelor's degree in religion and Women and Gender Studies, and a Master's in Psychospiritual Studies with Psychotherapy. A fun fact about Ruveyda: She is a registered psychotherapist and enjoys making delicious desserts. Ruveyda works Monday to Thursday and can be reached at ext. 3656.

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## Helping patients 'get a bit of their sparkle back'



A former patient at Holland Bloorview recently told me about her favourite nurse. The nurse brought in nail polish and helped her paint her nails. The girl had seen her friends on social media trying out new colours and felt left out. Her left hand didn't work the same after a brain injury, so she couldn't do it herself. This nurse was Priyanka Uthayarathinam. We spoke about her six years working on Holland Bloorview's brain injury rehabilitation unit.

To read the full interview, follow this link: <https://hollandbloorview.ca/stories-news-events/BLOOM-Blog/helping-patients-get-bit-their-sparkle-back>

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## Data sharing at Holland Bloorview

Holland Bloorview is partnering with data consortiums like KidSights and research partners locally and worldwide so we can bring the health data of children with disabilities and developmental differences together. How? We will share de-identified clinical data (data that does not have any personal information like name or address) with data and research partners.

Learn more about how we are harnessing data to advance pediatric innovation and discovery: [www.hollandbloorview.ca/datasharing](http://www.hollandbloorview.ca/datasharing). Not interested in sharing your de-identified clinical data? Follow the opt-out process on this [webpage](#) or ask your care team.

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## Holland Bloorview Foundation is Seeking Ambassadors



We are seeking Holland Bloorview kids and families to be Ambassadors for Holland Bloorview. Ambassadors participate in photo and video shoots, share their stories, and attend Holland Bloorview events. Your level of involvement is up to you! If you or your child would like more information on how to sign up to be an ambassador, please contact Christine Hill at [christine.hill@hollandbloorview.ca](mailto:christine.hill@hollandbloorview.ca)

## Infection Prevention and Control updates

### Infection Control Top 4 Questions for Kids, Youth & Families



How does Holland Bloorview Kids Rehabilitation Hospital prevent infection?



Do you want to know what infections are reported publicly by Holland Bloorview?




How does Holland Bloorview rank in hand hygiene compliance compared to other children's hospitals?



Curious about common infectious diseases such as Influenza, RSV, Rhinovirus or Enterovirus? We've got fact sheets to help you learn more!

Treat every moment as a chance to keep yourself and other safe.

For more information, contact Infection Prevention and Control

 (416) 425-6220, ext. 3708

 Clvorra@hollandbloorview.ca



### Staying up to date with your measles vaccine

Measles is a highly contagious disease that continues to circulate globally, including in Toronto. Toronto Public Health encourages families to stay up to date with their routine vaccinations including the measles vaccine. For more information about measles, speak to your health-care provider or visit [Toronto Public Health](https://www.toronto.ca/public-health).

### Family Fridge Reminders

For your convenience we can provide **ONE** plastic bin to keep all your child's food items from home while they are here – the bin must be labelled with your family name. Please ensure all items fit in the bin and the lid can close.

- Check the bin on Wednesdays & Fridays and please don't leave food to go bad in the fridge if your child will not be here on the weekend.
- Clean up any spills or messes from liquids/foods right away.
- When your child is being discharged, simply empty out the bin and place the bin in the dirty dishes bin for us to clean and reuse for another family.

## Client and Family Centred Care updates

### • Caring Closet by VolunteerABLE

There is a "Caring Closet" located in the SODR lounge (behind the sofas) that has been created for clients and families to access during their stay. The "Caring Closet" consists of clothing and some personal items that one might need. All items in this space have been donated from staff, community supporters and families at Holland Bloorview. All clothing that is in this space has been laundered, folded, and carefully placed into bins by the team from VolunteerABLE. This initiative has been put in place to help all clients on the 3<sup>rd</sup> floor. If you have a child on CCC, BIRT or SODR, the caring closet is always open and available to you. If you have any questions please reach out to your social worker, nursing, and therapy staff members.

- **Workshops and Events for Families**





The Family Support Specialists have posted the new Calendar of Workshops and Events for Families from September-December 2025. You can find the calendar here:

<https://hollandbloorview.ca/services/family-workshops-resources/family-workshops>.

Our workshops and events are open to both inpatient and outpatient family caregivers, as well as community families in the childhood disability community. While many of the events will be held over Zoom, some will be offered in-person. Feel free to reach out with any questions:

[resourcecentre@hollandbloorview.ca](mailto:resourcecentre@hollandbloorview.ca)

## Upcoming Events:

	<p><b>Parent Support Network</b></p> <p>'Working with Difficult Emotions Through Mindfulness' – 8-Week virtual mindfulness program with Family Leader Protibha Gupta.</p> <p>Thursdays from 12pm-1:15pm over Zoom</p> <p>October dates: October 2, 9, 16, 23, 30. Program finishes on Thursday Nov. 6<sup>th</sup>. October 2 will be session 3 – new members still welcome.</p> <p>To register contact Steph Moynagh at <a href="mailto:smoynagh@hollandbloorview.ca">smoynagh@hollandbloorview.ca</a> or call 416-425-6220 ext. 6146</p>
	<p><b>CommunityCONNECT</b></p> <p>Subsidized Housing &amp; Rental Basics with TNO – The Neighbourhood Organization</p> <p>Wednesday Oct. 15 (Virtual – over Zoom)</p> <p>10:30am-12pm</p> <p>To register contact Steph Moynagh at <a href="mailto:smoynagh@hollandbloorview.ca">smoynagh@hollandbloorview.ca</a> or call 416-425-6220 ext. 6146</p>
	<p><b>Family Workshop</b></p> <p>Ontario Autism Program Overview and Q&amp;A</p> <p>Wednesday October 22 (Virtual – over Zoom)</p> <p>10:30am-12:00pm</p> <p>To register contact Ishwarya Shankar at <a href="mailto:ishwarya.shankar@hollandbloorview.ca">ishwarya.shankar@hollandbloorview.ca</a> or call 416-425-6220 ext. 6524</p>
	<p><b>Inpatient Caregivers' Coffee and Colouring Hour</b></p> <p>Inpatient caregivers are invited to drop by the Family Resource Centre (main floor, off the Atrium) on Tuesdays from 10:30am to 11:30am for an hour of coffee, colouring, and connection. This is a great opportunity to connect with other inpatient caregivers and meet one of our Family Mentors. This event is free. No registration is required.</p>

## Reminders and Resources for Inpatient Families

Bridging to Adulthood				
OCTOBER 2025				
Monday	Tuesday	Wednesday	Thursday	Friday
<b>To register, click on the event time in the calendar and it will open the registration page</b>		<b>1</b> Connecting with Adult Primary Care <a href="#">1-2pm</a>	<b>2</b> Drop In <a href="#">10-11am</a> & <a href="#">2-3pm</a>	<b>3</b> Drop In <a href="#">1-2pm</a>
<b>6</b>	<b>7</b> Drop In <a href="#">10-11am</a> & <a href="#">2-3pm</a>	<b>8</b> Drop In <a href="#">1-2pm</a> & <a href="#">4-5pm</a>  Legal Considerations for Adult Transition <a href="#">6:00-7:30pm</a>	<b>9</b> Drop In <a href="#">10-11am</a> & <a href="#">2-3pm</a>	<b>10</b> Drop In <a href="#">1-2pm</a>
<b>13</b> Thanksgiving Day	<b>14</b> Drop In <a href="#">10-11am</a> & <a href="#">2-3pm</a>	<b>15</b> Drop In <a href="#">1-2pm</a> & <a href="#">6-7pm</a>	<b>16</b> Drop In <a href="#">10-11am</a> & <a href="#">2-3pm</a>	<b>17</b> Drop In <a href="#">1-2pm</a>
<b>20</b>	<b>21</b> Drop In <a href="#">10-11am</a> & <a href="#">2-3pm</a>	<b>22</b> Connecting with Ontario Disability Support Program (ODSP) <a href="#">10:30am-12pm</a>	<b>23</b> Drop In <a href="#">10-11am</a> & <a href="#">2-3pm</a>	<b>24</b> Drop In <a href="#">1-2pm</a>
<b>27</b>	<b>28</b> Drop In <a href="#">10-11am</a>	<b>29</b> Drop In <a href="#">1-2pm</a>  Welcome, A Place to Start <a href="#">4-5pm</a>	<b>30</b> Drop In <a href="#">10-11am</a> & <a href="#">2-3pm</a>	<b>31</b> Drop In <a href="#">1-2pm</a>



### Inpatient Unit Reminders

#### Visitors, Accommodations and Gatherings:

- One parent/caregiver (16 years of age or older) plus one child under 30 months may stay by your child's bedside overnight.
- Two persons plus one child under 30 months can be at your child's bedside during the day.
- Family visits with more than two people must occur off the unit and take part in non-client care areas (such as cafeteria, Atrium, Spiral Garden, or the front courtyard) depending on the circumstance



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including weather conditions or hospital-wide programming. Staff meeting rooms are not permitted for gatherings.

As clients are often participating in therapy programs and school during the day, we strongly recommend visits by siblings and guests take place:

- Monday to Friday between 4:00pm to 9:00pm.
- Saturday, Sunday, and statutory holidays between 10:00am to 9:00pm.
- All visiting hours end at 9:00pm.

**Lanyards:** For security reasons, all inpatient caregivers and individuals visiting inpatients must wear hospital-issued identification (such as the red or black lanyards and ID badges) at all times when on hospital property. Clients must also wear their ID wristband at all times.

**Laundry:** A friendly reminder that parents/caregivers are responsible for their child's personal laundry (except for hospital linens and towels). The laundry room is located on the 3<sup>rd</sup> floor between SODR lounge and the family lounge (3W115). You are welcome to bring your own detergent or purchase from nearby grocery stores. Each machine costs \$2 per load, and payment is by **card only**. If you do not have a credit card, please reach out to your team for assistance.



### **Semi-private spaces for breastfeeding and chestfeeding**

Holland Bloorview is a breast/chestfeeding-friendly facility. There are two spaces designated for families, staff, and visitors to breastfeed, chestfeed and/or express milk in a semi-private, quieter environment with specialty nursing chairs with high backs.

Spaces are located in the 1<sup>st</sup> floor Family Resource Centre and on the 2nd floor, west wing, behind registration. To learn more, visit our website at <https://bit.ly/434s5LH>



### **Join the BLOOM Community for Resources on Parenting Children with Disabilities**

Want to learn about parenting children with disabilities? [Sign up for Holland Bloorview's monthly BLOOM e-letter](#). It combines real family stories and the best expert advice with the latest news and opinion on disability.



### **Online booking system for Family Accommodations**

Family Accommodations has a [webpage](#) and a user-friendly online booking system. It's designed to offer a seamless experience, provide easy access to details around booking requirements and payment options, and enable clients and families to book accommodations online.

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### Pro Bono Triage Lawyer

Client and families may access the hospital's Pro Bono Triage Lawyer, Rosemary Masemann. Our triage lawyer offers free and confidential legal advice and resources around immigration issues, job protection and workplace accommodation, estate planning, housing law, school accommodations and more. To set up a consultation, email [rmasemann@hollandbloorview.ca](mailto:rmasemann@hollandbloorview.ca) or reach out through your social worker. More information about these legal services can be found on our hospital website at: <https://hollandbloorview.ca/our-services/family-workshops-resources/onsite-legal-program>.



### Family Support Specialists

Inpatient caregivers can connect with a family support specialist by e-mailing [resourcecentre@hollandbloorview.ca](mailto:resourcecentre@hollandbloorview.ca) to explore relevant mental health resources at our hospital and in the community.



### Family Mentor Program

The Family Mentor Program can connect you with a trained peer support volunteer who has experience as a Holland Bloorview caregiver. They can provide you with social support, a listening ear, and help you find the resources you need during this challenging time. To learn more about this program and how you can be matched to a mentor, please go to: [www.hollandbloorview.ca/familymentor](http://www.hollandbloorview.ca/familymentor)



HB Family Support Network

### HB Family Support Network

This is a private, moderated Facebook group designed for families and caregivers of kids and youth who currently receive or have received services from Holland Bloorview. The group aims to provide helpful resources and a sense of community in a supportive online space.

Become a member today:

<https://www.facebook.com/groups/hbfamilysupportnetwork>. Please be sure to answer all group questions when submitting your membership request.



### Spotlight Award Program

If you would like to thank a staff, student, or volunteer, give them a Spotlight Award by filling out a green feedback card and submitting it to the drop-box in front of the Family Resource Center (1st floor); or sending an e-mail to [feedback@hollandbloorview.ca](mailto:feedback@hollandbloorview.ca). More information about Holland Bloorview's recognition program can be found <https://hollandbloorview.ca/our-services/your-feedback-matters/spotlight>.

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## Food Services Information

For information on the food options in and around Holland Bloorview, please consult with the Food Services Fact Guide which is located in all inpatient rooms and can be found on our hospital website at:

<https://hollandbloorview.ca/our-services/about-your-visit/onsite-amenities/cafeteria-and-food-services>



## Emergency Preparedness

Holland Bloorview aims to provide a safe and secure environment for all patients, visitors, staff, and volunteers. It is possible that while you are visiting Holland Bloorview you will hear an **emergency code** called over the public address system. Staff are trained to respond to these codes. They will provide direction on what you need to do during a code. For more information on emergency preparedness visit our hospital website at: <https://hollandbloorview.ca/about-us/impact-public-reporting/emergency-preparedness>

Our inpatient care team and managers are always available to answer your questions, address concerns, or listen to your ideas about how we can continue to improve our communication with you.

- **Rahim Kurji**, clinical operations manager for the Brain Injury Rehabilitation Team (BIRT) [rkurji@hollandbloorview.ca](mailto:rkurji@hollandbloorview.ca) or (416) 425-6220 ext. 3139
- **Michelle Balkaran**, clinical operations manager for Complex Continuing Care (CCC) [mbalkaran@hollandbloorview.ca](mailto:mbalkaran@hollandbloorview.ca) (416) 425-6220 ext. 6028
- **Marcia Sivilotti**, clinical operations manager for Specialized Orthopedic and Developmental Rehab (SODR) [msivilotti@hollandbloorview.ca](mailto:msivilotti@hollandbloorview.ca) or (416) 425-6220 ext. 6338

## Questions, Comments and Concerns

Feedback or ideas about your experience at the hospital may be shared with Kimberley Siu-Chong, client and family relations facilitator at (416) 753-6084 or [feedback@hollandbloorview.ca](mailto:feedback@hollandbloorview.ca)



## Holland Bloorview Kids Rehabilitation Hospital

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A teaching hospital fully affiliated with the University of Toronto