



Outpatient Orientation

Information and resources for new
Holland Bloorview families

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Scan the QR code to
download the booklet from
the website to your phone





About Holland Bloorview Kids Rehabilitation Hospital

Holland Bloorview Kids Rehabilitation Hospital believes in creating a world where all youth and children belong. We are the only children's rehabilitation hospital in Canada focused on combining world class care, transformational research, and academic leadership in the field of child and youth rehabilitation and disability.

We are a top 40 Canadian research hospital that is fully affiliated with the University of Toronto. Providing both inpatient and outpatient services, Holland Bloorview is renowned for its expertise in co-creating with clients and families to provide exceptional care and is the only organization to ever achieve 100 per cent in three successive quality surveys by Accreditation Canada. Together we dream big. Together we champion a world of possibility.

Why are we here today?

Put simply, we want to welcome you to Holland Bloorview!

- We want to give families the **tools** for their first appointment
- We want to give families **support** from other families who have lived experience as Holland Bloorview clients
- We want to give families the **knowledge** of who and what services can be accessed here
- There is a referral for your family member to an outpatient clinic at Holland Bloorview







Check the bottom of pages for a “**Family Tip**”!

These are tips by clients and their families, made for clients and their families

Holland Bloorview Rights & Responsibilities

Holland Bloorview Kids Rehabilitation Hospital is committed to the values of equity, diversity, inclusion and accessibility, and providing a safe and respectful space for everyone in our community including clients, family, staff, volunteers, researchers, students, donors and visitors.

The Holland Bloorview rights and responsibilities highlights our values and guides how we are expected to treat and communicate with each other whether in person, virtually or in writing. Behavior that is disrespectful, disruptive, or otherwise a threat to the safety and well-being of others will not be tolerated.

Value	What is it?	Our commitment to each other
Dignity & Respect 	Valuing each person	We communicate in ways that are non-threatening, supportive, understanding and polite.
Compassion 	Showing kindness and helping one another	We create a safe and welcoming environment by respecting and including everyone.
Information sharing 	Voluntarily sharing information amongst people /organizations	We exchange helpful information in a way that respects everyone's privacy, is timely, meaningful, and easily understandable.
Partnership 	Working together to create the best possible outcomes	We respect our differences, listen with an open mind, share our ideas, expertise, and hopes with each other.

We encourage clients and families to share your comments or concerns, please contact: 416-425-6220 Ext. 6084 or feedback@hollandbloorview.ca

Patient Declaration of Values

The voice of our clients and families

Quality of Care

Care is safe and based on the most current evidence available. Staff are friendly and on time, We know who to contact if we need help and are involved in care planning at the level we choose.

Respect

We have a say and are heard. Our hopes, fears and concerns are taken seriously, our privacy is protected, and our differences and choices are respected.

Information-sharing

Information is shared with us as soon as possible, and questions are answered honestly and clearly. We are informed of choices, risks and benefits of decisions, and when we have concerns, we are free to express these and will be attentively listened to.

Partnership

We know the names and roles of the members of our health care team, and they work together to support us while in care, through transitions and through difficult situations. We are equal partners of our health care team, and our unique knowledge, expertise and opinions are valued.



Outpatient Programs and Services

At Holland Bloorview we see children with cerebral palsy, acquired brain injury, muscular dystrophy, amputation, epilepsy, spina bifida, arthritis, cleft-lip and palate, autism and other developmental disabilities.

Augmentative and Alternative Communication
Autism, Communication, Learning and Behaviour
Brain Computer Interface
Brain Injury Rehab
Cleft Lip and Palate/Craniofacial Services
Clinical Seating Services
Child Development Services
Concussion Centre
Dental Services
Early Learning and Development – Community Outreach Service
Early Learning and Development – Infant Development Program
Early Learning and Development – Nursery Schools
Extensive Needs Service
Feeding Services
Integrated Education and Therapy
LIFEsplan
Neuromotor Services
Neuromuscular Services
Prosthetics and Orthotics
Pharmacy
Psychopharmacology Clinic
Respite- Day Program
Selective Dorsal Rhizotomy Program
Spina bifida and Spinal cord Services
Transitions, Recreation and Life Skills
Writing Aids Service
Youth Employment Participation Programs
Youth Engagement

Scan the QR code to explore the Programs and Services offered at Holland Bloorview



Family Tip: To prepare for your meeting, bring a notebook and a pen or use your notes app on your phone for your first appointment! This can help keep track of your ideas, questions and thoughts. If interested, you can use the planning guide here: [Link](#)



Clinician tips for your first appointment

Before the appointment:

- If you received a questionnaire in preparation for your child's appointment, please ensure that you complete it ahead of time and return it to the hospital prior to your child's hospital visit.
- Create a list of questions that you might have for the members of your child's healthcare team.

What to expect:

- Come 15 minutes early so that you can register, and so that you can sign up for our patient portal connect2care – reference page 15 for more information.
- Plan to be here for at least 90 minutes (but can be up to 5 hours) depending on the type of appointment you receive. We appreciate yours and your child's patience!

At the first appointment, you will be talking to a physician or psychologist to complete a full patient history.

What to bring checklist:

- ☐ your child's health card
- ☐ a list of the child's medicines, including doses
- ☐ your child's immunization records
- ☐ a list of any allergies
- ☐ your child's family doctor's name and phone number
- ☐ your child's medical insurance information or drug card
- ☐ reports, documents or letters from any service providers (e.g. Doctor, Teacher, Occupational Therapist, Physiotherapist, Speech Language Pathologist, Pharmacist, etc.)
- ☐ water bottle and nut-free snacks for your child
- ☐ comfortable clothing and running shoes for your child
- ☐ a favourite toy or comfort item like a stuffed animal or blanket may help your child feel more relaxed transitioning from home to the hospital
- ☐ a bag with variety of small fidget toys your child does not play with during a typical day, so it is exciting and captures their interest!
- ☐ entertainment such as books, tablets, games, and toys
- ☐ phone charger

Tips for your child for their first appointment

Preparing your child before the appointment:

- Using tools such as a social story can help prepare your child for a new experience, such as a hospital visit. Check out this example of a social story for visiting Holland Bloorview!
- Download the free Simply Sayin' Medical Jargon App which uses pictures, sounds and a glossary of terms to facilitate clear and child-friendly conversations about healthcare-related experiences.
- You can use a play doctor's set or dental set to practice on each other and on stuffed animals at home.



[Social Story](#)



[Link](#) for the app



How to prepare your child for what to expect:

- Prepare your child for the waiting room experience
- Your child **may** receive a short physical exam (height/weight)
- Picture Exchange Communication System (PECS) and Social Stories can help communicate what is expected of your child at their upcoming appointment.



Remember waiting is hard!



Family Tip: Present a realistic, balanced picture of your child at your first appointment. The clinicians need to see the real picture of your child to be able to help! Bring any schedules, journals, photos, videos, and/or milestones that you have documented

Join us on social media!



Questions to ask at your first appointment

Question	Importance of these questions for your child's care	Examples
Who?	Who questions ensure you are informed of key players in your child's care	Who will we be seeing at the next appointment? Who will be involved in my child's care and what will they be helping with?
What?	What questions gain essential information to help manage your child's care	What will the next appointment look like? What should I bring? What should I monitor or record for our next appointment?
Where?	Where questions ensure you can access information about your child's care	Where do I access reports from my appointments at Holland Bloorview (mailing or connect2care options)?
Why?	Why questions allow a deeper understanding of your child's care	Why is this test/assessment necessary?
How?	How questions help you follow the next steps required in your child's care	How do I contact you if I have a question after the appointment? How will our next appointment be structured – what will be do?

Questions to ask about your child's medicine:

Caregivers



[Link](#)

For Children/Youth



[Link](#)



Family Tip: Remember you and your child are a part of your child's health care team! Don't be afraid to ask questions.

*Note: This is also a tip from the Holland Bloorview clinicians

About your visit & Amenities at Holland Bloorview



Wifi

Access our FREE wireless Internet service for all patients, families and visitors.
Network: **HBguest** Password: **hollandbloorview**



Interpreter services

Please let us know in advance if you will need an interpreter at your appointment. One will be provided to you at no charge. [Link](#)

Please call appointment services at 416-424-3823 or 1-877-666-3823



Parking services and rates

Please see the website for up-to-date rates. [Link](#)



Breast and chest feeding

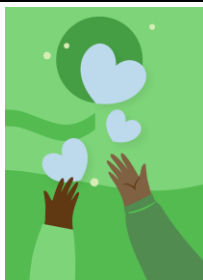
Those who prefer a semi-private, quieter space are welcome to use our designated breast/chest feeding-friendly spaces in the Grocery Foundation Resource Centre and by second floor reception in the West wing. [Link](#)



Ronald McDonald Playroom

Drop-in space for children (Holland Bloorview outpatients, day patients, and siblings) over 30 months can come before, after or between appointments.

Reach the Ronald McDonald Playroom staff at **416-425-6220 ext. 3438**



Spiritual care

Offers meditation sessions, prayers, sacred texts, rituals, consultation, for ethical concerns, and one-on-one visits. You can reach Ruveyda Durmus our Spiritual Care Practitioner at **416-425-6220 ext.2656** or rdurmus@hollandbloorview.ca



Food Services

Tim Hortons: **Monday – Friday 7:30am – 4:30pm**

Garden Grill: **Monday – Friday 11:30am – 1:30pm**

Vending machines and self-serve coffee: **24hrs**



[Link](#)











Family Tip: If you will be coming in for multiple appointments, discounted parking passes can be purchased. See reception desk for this option.

Helpful contacts at Holland Bloorview

Feel free to visit us online at www.hollandbloorview.ca

In-hospital services

How we can help	Webpage
To learn about and get connected to programs and services at Holland Bloorview contact the HB Info Line 416-400-8876 info@hollandbloorview.ca	 Link
To ask about your appointment date and time, talk to Client Appointment Services 416-424-3823	 Link
For more information on your referral, contact a CDP Intake Coordinator 416-425-6220 Ext. 3334 cdpintake@hollandbloorview.ca	 Link
If you need a place to stay at the hospital, please contact Accommodations 416-425-6220 Ext. 3340 accommodation@hollandbloorview.ca	 Link
To search diagnosis-specific or topic-specific for online resources and information and browse various links, visit the Online Family Resource Centre .	 Link
To meet and connect with other parents and learn about specific topics related to childhood disability check out our Family Workshops & Events	 Link
For free onsite legal assistance, speak to our Pro Bono Lawyer 416-425-6220 Ext. 6556 rmassmann@hollandbloorview.ca	 Link
For real family stories with the best expert advice, plus the latest news and opinion on disability check out BLOOM kinross@hollandbloorview.ca	 Link

Helpful contacts at Holland Bloorview - continued

To reach any of the following extensions, start by calling our main line: 416-425-6220.

How we can help	Contact
For family support, resource consultations, information, and workshops on a variety of topics, ask the Family Support Team resourcecentre@hollandbloorview.ca	Ext. 6348
If you have a compliment or concern about our services, ask connect with our Client and Family Relations Facilitator feedback@hollandbloorview.ca	Ext. 6084
To learn more about our Family Leadership Program, ask our Family Partnerships Specialists familypartner@hollandbloorview.ca	Ext. 3319 or Ext. 6302
After you have attended a clinical appointment, if you need financial support, connect with our Family Support Fund FSFdoc@hollandbloorview.ca	Ext. 6303
To find medical journals, books, or videos for you or your children, ask our Health Sciences Library staff library@hollandbloorview.ca	Ext. 3291
To contact the Director of Client and Family Integrated Care ltchegusveiga@hollandbloorview.ca	Ext. 3501

Transitions, Recreation & Life Skills; Respite & Transition to Adulthood Services at Holland Bloorview

Holland Bloorview services you can access while on the waitlist.

To reach any of the following extensions, start by calling our main line: **416-425-6220**.

Recreation services	
Spiral Garden Camp	Ext. 3317 musicandart@hollandbloorview.ca
Aquatics/Swimming	Ext. 3539 swimregistration@hollandbloorview.ca
Music and arts	Ext. 3317 musicandart@hollandbloorview.ca
Robotics	Ext. 3704 lrampertab@hollandbloorview.ca
Snoezelen pool	snoezelen@hollandbloorview.ca
Snoezelen room	snoezelen@hollandbloorview.ca
Respite services (overnight and day)	
Respite Services	Ext. 6406 rsanford@hollandbloorview.ca
Bridging to Adulthood	
Life Skills development	Ext. 6208 hkeating@hollandbloorview.ca
Employment Pathways	Ext. 3328 employmentpathways@hollandbloorview.ca
Bridging to Adulthood	transitionpop-up@hollandbloorview.ca
Adapted Recreation & Friendship and Belonging	
Adapted Recreation and Equipment Loan Program	Ext. 3541 lwhite@hollandbloorview.ca
Friendship and Belonging	Ext. 6208 hkeating@hollandbloorview.ca



Family Tip: Apply for services as early as possible, as many have a waitlist!

Holland Bloorview Family Supports



Family Support Network Facebook

Online supportive community for Holland Bloorview families and caregivers. [Link](#)



Peer Support and Mentorship

Mentors are volunteers with lived experience who can listen, provide emotional support and share helpful information. To request a family mentor, use this [link](#).



ACT (Acceptance and Commitment Training Workshop)

A mindfulness and value-based intervention to help you struggle less with difficulties and help to connect with the things that are most important to you. E-mail: ACT@Hollandbloorview.ca See this [video](#)!



While We're Waiting

A free parent-led online, discussion for families awaiting their child's autism diagnosis assessment. [Link](#)



Sibling Support: Programs and Resources

The Sibling Support Program gives siblings the opportunity to relax, unwind, and meet peers who might share lived experiences. The program is open to any child 7-18 who has a sibling with a disability, complex medical needs and/or dual diagnosis. siblingsupport@hollandbloorview.ca or 416-425-6220 ext. 6082





SibKits

A series of informative, child-friendly info booklets for siblings of Holland Bloorview clients.

SibKit 1.0: ABI

A booklet for brothers and sisters of children who have pediatric acquired brain injuries (ABI). [Download SibKit 1.0: ABI](#)



SibKit 2.0

A booklet filled with interactive tools and tips for brothers and sisters of kids with disabilities, medical complexities or diagnoses.

[Download SibKit 2.0](#)



connect2care

A secure online tool giving clients and families access to their Holland Bloorview health-care information at anytime.

Register: complete this [form](#), return to register2connect@hollandbloorview.ca

Log on [here](#) or download the Meditech MHealth mobile app.



connect2research

Connecting clients and families to new research opportunities.

Visit [Link](#) or 416-425-6220 ext. 3000

connect2research@hollandbloorview.ca



Family Resource Centre

Drop in to meet our Family Resource Centre Team in person (Mon-Fri 9am-5pm)! We can help you navigate these supports. We are located on the first floor inside the library.

You can request a resource consultation at 416-425-6220 ext. 6146 or by email:

resourcecentre@hollandbloorview.ca

Or visit our website anytime at www.hollandbloorview.ca/resourcecentre



Join our Resource centre mailing list

Scan QR code below to receive the latest updates, events & workshops, and newsletters



[Link](#)

Family Leadership Program (FLP): [Link](#)

Holland Bloorview is committed to a family centred approach in all we do. The FLP creates partnerships with families, so their unique wants, needs and preferences are included in all areas of program planning, delivery and evaluation at Holland Bloorview and the Bloorview Research Institute.







The FLP also supports staff to meaningfully partner with families and empowers families to harness their lived experiences to improve care delivery across the hospital and research initiatives conducted in the Bloorview Research Institute.

Ext. 3319 or 6302 familypartner@hollandbloorview.ca



Family Tip: You can get help with registering for **connect2care** by visiting the staff in the 1st floor registration.






Community services and information – Online resource hubs

Organization	Who they serve	How can they help?	Webpage
211	Those looking for a helpline/ Ontario's community and social services	Navigate the complex network of human services quickly and easily, 24 hours a day, 7 days a week, in over 100 languages	 Link
ConnectABILITY	People of all ages who have an intellectual disability, their families, and support networks	Website and virtual community dedicated to learning, support and self-directed access to valuable information and tools	 Link
Jooay	Children with disabilities and their families	App and website that helps to locate leisure opportunities in your area	 Link
Access Now	Individuals with disabilities of all ages and their families	A website that uses crowdsourcing to show accessible locations on an interactive map	 Link
Ontario Camps Association	Families who are looking for camps for their children	The OCA Annual Camps Guide provides info about funding and camps for campers with additional needs	 Link
Partners for Planning	Individuals with disabilities of all ages and their families	Helps families find resources, information, and workshops on planning for the future	 Link
P4P Planning Network	Families with loved ones with disabilities who are looking for connections with other families.	Connecting with other families provides fresh perspectives and practical information, lessens isolation, and can help build resilience.	 Link







For information/questions about **Holland Bloorview's Recreation, Respite & Life Skills Fair**: 416-425-6220 Ext. 6047 recreationrespitefair@hollandbloorview.ca
Follow here to stay informed on future events: [Link](#)



Community services and information – Therapies

Organization	Who they serve	How can they help?	Webpage
Canadian Association of Occupational Therapists	Anyone looking for occupational therapy services	Search for an Occupational Therapist to hire	 Link
Canadian Physiotherapy Association	Anyone looking for physiotherapy services	Search for a Physiotherapist to hire	 Link
Speech-Language and Audiology Canada (SAC)	Anyone looking for a speech language pathologist, audiologist, or communication health assistant	Search for a Speech Language Pathologist or Audiologist to hire	 Link
OAP Provider List	Children and Youth diagnosed with Autism	Search for service providers that can be searched by language or location to meet your child's therapeutic needs.	 Link
Ontario Health at Home	Seniors, adults, children and their families to help determine and provide the right care and health supports	Provide nurses, social workers, occupational therapists, physiotherapists or speech therapists who can support clients at home and in hospitals, doctor's offices, communities, and schools	 Link





Community services and information – Schooling and education

Organization	Who they serve	How can they help?	Webpage
Easter Seals Kids at School	A place where parents of children with disabilities can find information on school related issues	Information, blog, and resources on how to navigate and advocate in the school system	 Link
Special Needs Roadmaps	Families who have children with disabilities in school or starting school	Interactive school roadmap to help parents navigate the school system	 Link
PAL parent advocacy group	Parents of a child with neurological disorders	A group to to connect, share, and learn from one another	 Link
PAD Parent Support Group	Adults with Developmental Disabilities and their Parents, Family Members, Caregivers and Friends	Building a supportive and caring network while information sharing and discussing advocacy	 Link

Community services and information – Mobility aids and assistive devices

Organization	Who they serve	How can they help?	Webpage
Zach's List	Families who have children with disabilities.	A forum to post pediatric special needs equipment items to donate, sell or are in search of.	 Link
For the Needy Not the Greedy	Families who have children with disabilities. 289-296-8079 Email	Free children's equipment loaning program with used mobility aids and assistive devices.	 Link

Community services and information – Family groups

Organization	Who they serve	How can they help?	Webpage
Ability Online	Youth and young adults of all abilities, parents and professionals	Online community for kids, teens & young adults of all abilities, connections to peers & mentors for info & support	 Link
Extend-A-Family	Families with children under 19, who have a developmental disability	Facilitate the building of relationships between individuals who have disabilities and members of the community	 Link
Young Carers	Children under 18 years of age who are in a caregiving role (e.g. siblings)	Therapeutic programing to help kids with adult responsibilities cope and interact with other kids in similar situations	 Link
Family, parent and caregiver groups in the community	Diagnosis specific family support groups	Connect with others who might share your experiences. Please note: The information provided in this list is for reference only. It is not intended as a recommendation or endorsement of organizations, or as a comprehensive resource list. For more information, Email	 Tip sheet

Tour and Important places to know at Holland Bloorview

Holland Bloorview - About Our Building

Holland Bloorview's state-of-the-art and fully accessible building has been recognized by the International Academy for Design and Health as "an inspirational building...which speaks to a child's right to participate in our society."

Building's design features:

- brings the outside in
- floor-to-ceiling windows to view the natural ravine and garden surrounding the building
- neutral colours and natural materials (ex. zinc and brick) used on the interior and exterior walls
- a living "green wall" in our cafeteria
- a green roof that can be seen from the second floor waiting area windows

Our 33 pieces of art and interactive art installations:

- reflect themes of transformation, nature and the history of our organization
- express our spirit and promote an overall sense of well-being and delight
- act as landmarks, helping people to find their way in the building.

Important spaces to know about

Floor 1

- Appointment Services
- The Grocery Foundation Resource Centre/[Health Sciences Library](#)
- [Ronald McDonald Playroom](#)
- Swimming pool viewing area
- Community [Snoezelen Room](#)
- Music rooms
- Open Art Studio
- [LEGO](#) mural
- [Cafeteria](#) (Tim Horton's & Garden Grill)
- Washrooms



Floor 2

- Registration (2nd floor – press 2R in elevator)
- 2nd floor waiting areas



WATCH ME! Check out our welcome video tour video series, created by kids for kids! You and your child can explore different spaces of Holland Bloorview.



This orientation booklet was created in partnership with our Family Advisory Committee (FAC)

The FAC is a devoted group of parents and youth that represent children and families who receive services at Holland Bloorview. The Family Advisory Committee:

- Works with staff to promote client and family centered care: putting children and families first
- Helps plan, evaluate and improve services and programs
- Helps develop parent education sessions
- Shares practical information with other parents and staff
- Provides a family perspective on Holland Bloorview Kids Rehabilitation Hospital sub-committees

Our FAC families want you to walk away today feeling...

prepared **reassured**
connected **knowledgeable**
positive **empowered**
supported
welcomed

If you are interested in joining the FAC, please contact our Family Leadership Program Team at familypartner@hollandbloorview.ca



Do you have feedback or suggestions for this Orientation booklet? Please contact the Family Support Team at 416-425-6220 ext. 6146 or resourcecentre@hollandbloorview.ca We would like to hear your thoughts!