



# 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. We partner with you to come up with rehabilitation goals focusing on maximizing your child's abilities and independence. We work together to support transition back to home, school and community as soon as possible. Our family centered approach extends throughout our programs, and we encourage clients 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 for 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

### Getting Here

We will 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 looks like an ambulance, and a family member can go with your child. If you are arriving by family car or taxi, please make sure that you/your child has an appropriate car seat (as required). The team who refers you to Holland Bloorview will work with you to arrange the transportation that your child needs.

Driving access to the building is along Kilgour Road East off of Bayview Avenue. There is no vehicle access off of Rumsey Road. Pedestrian access is available from Bayview Avenue and Rumsey Road. There are TTC bus stops on Eglinton Avenue at both Bayview Avenue and Rumsey Road and on Bayview Avenue at Kilgour Road.

### Parking

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 when you return the parking card. Limited meter parking is available. If you need financial assistance, please contact your social worker. If you don't have a social worker, speak to your team to ask to meet with one.

### Your Holland Bloorview Team

Your child's team is here to support you and your child. Please feel free to ask them questions. Their phone numbers are at your child's bedside. To help you know what to expect each day, your child's therapy schedule is available at their bedside.

An important part of your child's rehabilitation is shared care, where you and your family work with

your Holland Bloorview team to care for your child. Your team will teach and support you so that you are able to work together to care for your child.

### What is Rehabilitation?

Rehabilitation is a kind of health care that helps people get better after surgery, injury or illness, so they can do things like they used to do and go back to their home or community. Recovery doesn't just happen during therapy, it can happen while eating, playing and doing fun activities. Your child will have lots of time to practice what they learn in therapy. Our team will help your child get better in different ways and will work with you to help make recovery easier and faster

## First Things First

### Admission

On the day of admission, please arrive at 9:00 a.m. and go to the registration office located on the main floor.

Please ensure that you bring the following documentation with you:

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

### Insurance

The services your child will receive while they are 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 find any 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 the highest medical needs are given priority for these rooms. We do our best to minimize changing your room assignment but there are times when this is unavoidable. If you have any concerns, please speak with your nurse.

At registration you will be given a red lanyard. It is important to **always** wear this lanyard while you are at Holland Bloorview because:

- it tells staff that you are a parent/caregiver
- it is a mandatory policy that all staff and parents/caregivers wear a lanyard

Lanyards help keep clients safe because they make it easy for everyone to know who's who in the building.

### Working Together to Make Decisions

In Ontario, there is no specific age where your child can make their own healthcare decisions which means that if a child is able to understand the risks and benefits of a medical decision, they may make the decision for themselves. At Holland Bloorview, the child, family/caregiver 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.

### 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. Holland Bloorview is a rehabilitation hospital and not an acute care hospital. If there is a medical emergency, 911 will be called.

### Nursing

At Holland Bloorview our rehabilitation nurses are trained and ready to assist you in caring for your child. 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 p.m.

To find out who your child's assigned nurse is, please refer to the screen in front of each nursing pod.

### The Family Team Meeting (FTM)

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

The reason for this meeting is to:

- Discuss you and your child's goals and what is important to you and your family
- Talk about how your child is doing since you arrived at Holland Bloorview
- Make or update your child's action plan
- Answer your questions
- Start planning for discharge

## Make Yourself at Home

### Inpatient Units (BIRT, SODR, CCC)

The Inpatient units are located on the 3rd floor. Please go to the unit nursing station where your child is being admitted. BIRT and SODR units are located on the West side and CCC is located on the East side of the hospital. You will be taken to your child's room, and the team will complete an admission assessment. You will receive a welcome package and a schedule that tells you what you and your child can expect over the first week. It is important that you are on the unit while your child is being admitted so that you can learn more about the program and answer any questions. If you need to leave the unit at any time, please give the attending nurse a telephone number where you can be reached.

Here are the phone numbers for each of the units. We suggest that you add your unit number to your phone contacts list:

Brain Injury Rehabilitation Team (BIRT)  
(416) 753-6014

Specialized Orthopedic & Developmental Rehabilitation (SODR)  
(416) 753-6038

Complex Continuing Care (CCC) Team  
(416) 753-6018

### Medication Safety

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

You can talk to your nurse or pharmacist about a family/self-medication program. This program lets families give their child medication during their time at Holland Bloorview.

### Weekend Pass

Ask your team about taking your child home for the weekends. It is a good way to practice caring for your child at home before your child is discharged. Once approved, if you are planning to take your child home on a weekend pass, please tell 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, as soon as you return to Holland Bloorview.

### Bloorview School Authority

Bloorview School is right next to Holland Bloorview Kids Rehabilitation Hospital. Children and youth from kindergarten to grade 12 who are staying at the hospital for rehab can go to school here. Classes are a mixed age/grade format, and learning is part of their healing journey.

### Therapeutic Recreation

#### Therapeutic Playroom Schedule (Ages 0–6)

Day	Time Slots
Monday – Friday	9:30–11:30 a.m. 1:30–3:30 p.m. 6:00–7:30 p.m.
Weekends & Holidays	9:30–11:30 a.m. 1:30–3:30 p.m.

#### Therapeutic Recreation Schedule (Ages 7–18)

#### BIRT/SODR

Day/Occasion	Time Slots
Monday – Friday	3:30–4:30 p.m. 6:00–8:00 p.m.

Day/Occasion	Time Slots
Weekends & Holidays	9:30–11:30 a.m. 1:30–3:30 p.m.
P.A. Days & Summer Hours	9:30–11:30 a.m. 1:30–3:30 p.m. 6:00–8:00 p.m.

### CCC/CRTC

Day	Time Slots
Monday – Friday	9:30–11:30 a.m. (bedside) 1:30–3:30 p.m. (bedside) 3:30–4:30 p.m. 6:00–8:00 p.m.
Weekends & Holidays	9:30–11:30 a.m. 1:30–3:30 p.m.

Therapeutic Recreation Specialists are available to discuss community programming for your family.

### Recreational Swim: Inpatient Families

There are recreational swim times available for Inpatients and their families.

For more information, please speak to your Therapeutic Recreation team 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 speak to your Therapeutic Recreation team call the 'pool closure hotline' at extension 3065.

The pool will be closed every STAT holiday and long weekends.

### Family Presence, Visitors and Accommodations

- We welcome parents/guardians/caregivers and visitors (relatives, siblings, and guests).
- During the day, up to two people maximum (parent/guardian/caregiver or visitor) at a time are welcome at the child's bedside.
- Overnight between 11 p.m. and 7 a.m., one parent/guardian/caregiver (16 or older) may stay at the child's bedside. A second

parent/guardian/caregiver can remain until 11 p.m. if necessary.

- We allow one additional child under 30 months of age accompanied by an adult at the bedside at any time.

### Visiting hours (relatives, siblings, and guests)

- On weekdays, since the client will be busy with therapy programs and school, visitors are encouraged to visit from 4 p.m. to 9 p.m.
- On weekends and stat holidays, visiting hours are 10 a.m. to 9 p.m.
- Siblings under 30 months are also permitted to stay at bedside overnight. All visitors must sign in and obtain a visitor lanyard at the main reception desk on the first floor. This lanyard is to be worn whenever visiting the third floor. It helps us to clearly identify visitors and keep your child safe.
- Larger group visits must take place off the unit in non-client care areas such as the Coriat Atrium, cafeteria, Spiral Garden or front Courtyard.
- For families coming from far distances, accessible overnight accommodation is available on the 5th floor.
- For more information regarding rates or to make a booking, please visit the Family Accommodations webpage <https://hollandbloorview.ca/services/programs-services/family-accommodations>. It's designed to offer seamless experience for families and guests, provide easy access to details around booking requirements and payment options, and enable clients and families to book accommodation online.

**Inpatient visits with other inpatients in their rooms is not permitted** for several reasons related to health and safety, and to ensure client confidentiality and privacy. For safety reasons, clients may be at risk for slips, trips, and falls due to the size of the room and various equipment in those rooms.

There is also risk that medical devices may be accidentally pulled or dislodged such as IV's, feeding tubes, tracheostomy tubes, and there is a risk of entanglement or entrapment from beds or tubing. Clients visiting other clients in their rooms may also

be at increased risk of spreading infectious diseases or becoming infected themselves. Inpatient clients or family members may visit other Inpatients in the dining lounge, teen lounge or elsewhere on the unit.

If you are feeling unwell avoid coming to the hospital until you are feeling better. Instead, please try and find another person to be with your child.

Good hand hygiene is one of the most effective ways to limit the spread of infection. Please wash or sanitize your hands often while at the hospital, including when entering the hospital and when entering and exiting client rooms.

## Family Resource Centre

### 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 a member of your care team.

### Smudging

If you would like to do a smudging ceremony, please let your care team know. They'll be happy to help you arrange it. We have dedicated spaces available both inside and outside the organization for this purpose.

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.

### Safety and security

- **Photo I.D.:** All Holland Bloorview employees, students and volunteers must wear photo identification badges that include their name and job title. You have the right to know who is always helping you. If you're unsure about who is working with you, feel free to ask to see their ID badge.



- **Emergency number:** If there is an emergency while you are at Holland Bloorview, call Holland Bloorview's emergency number at ext. 5555 from any internal phone and say the kind/type of emergency and your location so they know where to send help.
- **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 make sure the equipment has Canadian Safety Authority (CSA) certification and is in good condition. This is a requirement for all electrical devices in the building. When your child is admitted, please tell the nursing team about these items so that they can arrange an inspection. Until the inspection is 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 are available in the kitchen on the unit. For safety and fire code compliance, personal coffee makers, kettles and microwaves are not allowed in client rooms. Due to infection control practices, personal fans, humidifiers (hot/cold) are not permitted.
- **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 and volunteers are trained regularly to follow fire procedures, and the alarms are tested frequently.

### 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.

### 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.

### Virtual Meeting/FaceTime

We ask that anyone using virtual meetings (e.g., Zoom, Teams, or FaceTime) think about the privacy of other clients/families. We recommend that if your

child is in a shared room, go to a location where Skyping, Zoom or FaceTime does not disturb other clients and families (i.e. cafeteria, family lounge).

### Food Services Information

For information on the food options in and around Holland Bloorview, please consult with the Food Services Fact Guide which is 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>

### Holland Bloorview Food Services

#### Garden Grill:

Monday-Friday from 11:30 a.m. to 1:30 p.m. Closed on weekends. Debit and credit are accepted.

#### Tim Hortons:

Monday-Friday from 8:00 a.m. to 4:00 p.m. closed on weekends and stat holidays

#### Vending Machines:

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

### Storing Food

There is a limited variety of snack and drink items available for clients in the refrigerators located in each of the 3-unit lounges.

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 is not 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.

### Groceries and Pharmacy

- There is a 24-hour Metro grocery store located on the northwest 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 with reception for more information.
- There is a Pharma Plus at the northeast corner of Bayview and Eglinton, and Shoppers Drug Mart at Bayview and Broadway Ave

### Toiletries

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

### Laundry

Parents/caregivers are responsible for their child's personal laundry (except for hospital linens and towels). The laundry room is located on the 3rd 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 credit card only. If you do not have a credit card, please speak to your team for help.

### Breastfeeding and chestfeeding

Holland Bloorview is a breast/chestfeeding-friendly facility. Families, staff, and visitors are welcome to breastfeed, chestfeed and/or express milk anytime and anywhere while onsite. There are two spaces designated for families, staff, and visitors to nurse in a semi-private, quieter environment:

- The Grocery Foundation Resource Centre on the 1st floor
- The 2nd floor, west wing, behind registration.

Both spaces include specialty nursing chairs with high backs for additional privacy. To learn more, visit our website at <https://bit.ly/434s5LH>.

### Care Closet

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" has clothing and some personal items that one might need. Everything in this closet has been donated by staff, community supporters and families at Holland Bloorview. All clothing has been washed, folded, and carefully placed into bins by the team from VolunteerABLE. This initiative has been put in place to help out all clients on the 3rd 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 speak to your social worker, nursing and therapy staff members.

## Resources

### Accessing your child's healthcare information online

#### connect2care

connect2care is an online tool that lets clients and families access and manage their healthcare information online. It's a great way to know about your child's health, appointments and more. We recommend that all families sign up for connect2care.

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

- You can register at Client 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)

### 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 is also a Holland Bloorview parent/caregiver. They can provide you with social support, a listening ear, and help you find the resources you need. 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).

### Pro Bono Triage Lawyer: Updated Availability

Client 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>

## Has someone made your visit special?

### 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>.

### Feedback – Compliments and Concerns

If you have concerns regarding your child's care, you can:

- Speak directly with your healthcare team
- Contact Client and Family Relations by phone: 416-753-6084 or email: [feedback@hollandbloorview.ca](mailto:feedback@hollandbloorview.ca)
- Visit the Grocery Foundation Resource Centre (1st floor)
- Fill out a green feedback postcard (available throughout the hospital) and drop completed postcards in:
  - Silver mailbox (by 1st floor elevator)
  - Orange drop box (by Family Resource Centre)

What can you expect after submitting a concern - Client and Family Relations will:

- Respond within 2 business days
- Listen in a safe, confidential space
- Explain next steps and provide regular updates

### Transition Passport

The transition passport facilitates partnership and engagement in your journey home. It provides contact information related to preparing you for team meetings, weekend passes and discharge home.

The transition passport can be downloaded from the Holland Bloorview using the following QR code:



## Holland Bloorview Policies

### Smoke-Free Environment Policy

Holland Bloorview is a smoke-free hospital. To protect the health and safety of everyone on our campus, smoking and vaping of any kind - including tobacco and cannabis, whether recreational or medically prescribed - is not allowed anywhere on hospital property. This includes all buildings, grounds, bus shelters, company vehicles, and parked cars. Smoking and vaping are also prohibited near entrances, exits, the school, and playground areas. This policy applies to all clients, families, visitors, staff, physicians, volunteers, and students. It aligns with provincial laws including the Smoke-Free Ontario Act and the Cannabis Act. We appreciate your cooperation in helping us maintain a safe and healthy environment for all.

### 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)

### Scent-Sensitive Environment

Some people experience health symptoms when exposed to scented products like perfume, cologne, hairspray, or scented lotions. These symptoms can include headaches, breathing difficulties, and skin irritation. To help keep everyone safe and comfortable, Holland Bloorview is a scent-sensitive environment. Please avoid wearing or bringing scented products when visiting. If you have



questions, feel free to speak with your care team. Essential oils and diffusers are not permitted. Certain exceptions may be in place for specific client populations, e.g. GUaG.

### 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. If latex balloons are brought into the building, staff will request you to remove them from the building.

### Nuts

Allergic reactions to nuts can be very serious. 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.

## Emergency Preparedness at Holland Bloorview

### Emergency Codes

Holland Bloorview aims to provide a safe and secure environment for all clients, 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.

### What are emergency codes?

An emergency code is an alert that tells the entire hospital of an event that requires immediate action. Specific colours are assigned depending on the type of code that is being called. Holland Bloorview uses the colour codes set by the Ontario Hospital Association to represent specific emergencies. The use of the same codes by all hospitals in Ontario helps to quickly share important information to staff responsible to respond to the codes.

### How are emergency codes called?

In the case of an emergency including identification of any of the colour codes listed below, dial 5555 from any internal hospital phone. State your location and describe the emergency.

If you have questions about any of the information listed below, or have any additional questions, please feel free to ask any staff member.

In the event of an emergency, call ext. 5555 from an internal telephone. This is answered as a priority call.

Holland Bloorview emergency preparedness response codes are:

Yellow	Missing Person
Orange	External Disaster
Red	Fire
White	Violent/Aggressive Behaviour
Blue	Medical Emergency
Green	Prepare to Evacuate
Brown	Chemical Spill
Purple	Hostage
Silver	Active Attacker (Lockdown)
Black	Bomb Threat
Grey	Infrastructure Failure OR Technology Failure OR External Air Quality
Hold and Secure	External Threat

### Code Yellow

Code Yellow refers to a missing client. When a client is reported missing, staff start a systematic search process (Code Yellow search) to locate the person which may include entering Inpatient, clinic or accommodation rooms or any other locked room. The police will be involved as appropriate. In the event of a Code Yellow, remember to:

- Remain calm
- Listen to the instruction of staff

### Code Orange

The Code Orange policy and procedures outlines a safe and effective response to a disaster outside Holland Bloorview property for example a plane or bus crash or natural disaster such as earthquake or flooding.

In the case of a Code Orange, remember to:

- Remain calm
- Follow guidance from staff and responding emergency officials
- Emergency clients will be triaged (assessed based on need) and may be redirected to other areas of the hospital, another facility or home

### **Code Red**

The Code Red policy and procedures defines how to respond in case of a fire, a fire alarm or smell of smoke.

Here at Holland Bloorview, staff use the REACT model:

**R**emove yourself and, if safe, other persons from danger

**E**nsure doors and windows are closed

**A**ctivate alarm at nearest pull station

**C**all 5555

**T**ake other appropriate actions, notify others, leave area

In the event of a Code Red, the fire alarm will sound and overhead announcements will be made. If you are in the affected area, remember to:

- Remain calm
- Follow the instructions given to you by staff or any other first responders.
- If you discover a fire, activate the nearest fire alarm pull station or dial 5555 on the nearest internal phone to report your location and the emergency.

### **Code White**

Code white is used when the safety of any person is at risk due to an individual's escalating or aggressive behaviour; or if they are in danger of hurting themselves. Staff who are trained in non-violent crisis intervention will respond to the code. The police will be involved as appropriate.

In the case of Code White, remember to:

- Remain calm
- Remove yourself from the affected area/Do not enter the affected area
- Listen to the instruction of staff

### **Code Blue**

Code Blue is used to alert staff of a medical emergency (such as prolonged seizures, fainting or breathing issues). A Code Blue triggers a response from the hospital medical team (on site physicians, nursing and respiratory therapy).

In the case of a Code Blue, suspected Code Blue or medical emergency, remember to

- Remain calm
- Alert the closest staff member, depress the code blue button within the Inpatient room or dial 5555 from the closest hospital telephone,
- Wait for instruction from staff

### **Code Green**

Code Green refers to an evacuation that needs to take place in the event of an emergency where the hospital or a portion of the hospital is/or may become unsafe.

During Code Green, the fire alarm evacuation signal will be heard throughout the hospital (120 beats per minute). It will sound for five minutes, with overhead announcements being made to provide you with more detailed instructions.

In the event of Code Green, remember to:

- Remain calm
- If in immediate danger, remove yourself from the affected area
- Do not enter the affected area
- If within the affected area, stay with your family
- Follow the directions and guidance of staff

### **Code Brown**

Code Brown is used to describe a hazardous spill or leak within the hospital which could include but is not limited to a chemical spill or gas leak.

In the event of Code Brown, remember to:

- Remain calm
- Remove yourself from the affected area/Do not enter the affected area
- Listen to the instruction of staff

### **Code Purple**

Code Purple is the response to an actual or potential hostage or abduction incident and is meant to reduce the risk of harm to everyone. There will be an overhead announcement notifying the affected area.

In the event of a Code purple please:

- Remain calm
- Listen to the directions of staff
- Evacuate the affected area to a safe area if safe to do so or go to a lockable room
- Do not go to affected areas
- Do not travel throughout the building. Stay in safe and unaffected area until Code Purple All Clear announcement is called

### **Code Silver (lockdown)**

Code Silver is the response to an actual or potential threat with a weapon including an armed individual on-site and is meant to reduce the risk of harm to everyone. There will be an overhead announcement. In the event of Code Silver please hide in place, preferably an area that can be locked from the inside and lock the door.

- Remain calm
- Listen to the directions of staff
- Put cell phones on silent
- Close blinds and remain out of public view until Code Silver All Clear announcement is called
- Do not attempt to remove any injured person from area
- Do not respond or open doors
- Even if police can be seen or heard, remain in place until the announcement has been made. Follow the directions of overhead announcements and police

### Code Black

The Code Black policy and procedures outline a safe and effective response to a bomb threat. The police will be involved as appropriate. The response may include entering Inpatient, clinic or accommodation rooms or any other locked room. In the event of Code Black, remember to:

- Remain calm
- Do not touch any suspicious objects
- Report any suspicious objects or activity to staff
- Listen to the instruction of staff
- Discontinue any unnecessary cell phone or radio use until told that it is safe to do so

### Code Grey

Code Grey is the Emergency Colour Code designation used to alert staff of an external air quality issue, technology issue or building related issue.

In the event of a Code Grey External Air Quality, remember:

- Remain calm
- Close all exterior windows and doors
- Remain inside the building until All Clear announcement is called
- Listen to the instruction of staff

In the event of a Code Grey building or technology related issue:

- Certain areas or services may be affected
- Listen to instruction of staff

### Hold and Secure (External Threat)

Holland Bloorview also follows hold and secure procedures in the event of an external threat (safety event or criminal activity in the neighborhood, outside the walls of the main site). There will be an overhead audio announcement notifying the affected area. Staff and emergency responders will respond to

reduce the risk of harm. In the event of a hold and secure, remember to:

- Remain calm and stay inside the building
- Listen to the directions of staff
- Close blinds and remain out of public view until the “All Clear” announcement is called

By working together to prepare for emergencies, we help ensure the safety and well-being of everyone: clients, families, and staff. Your partnership is essential in creating a safe and resilient care environment.

## Resources

### 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>

