

April 25, 2024

Dear Inpatient Family,

This week's letter contains important information on a new smudging policy that supports the practice of smudging for Indigenous employees, clients and families and is part of Holland Bloorview's ongoing commitment to providing holistic and culturally-safe care. We've also updated our hours for client and family access to the Activities of Daily Living (ADL) Kitchen and are sharing information on recently-expanded retail food options at Holland Bloorview. We've also launched a food survey to better understand the experiences of everyone, including inpatient clients and families, who access food at Holland Bloorview. Finally, we hope you'll be able to join us on Monday, April 29, for a visit from several Toronto Blue Jays players.

1. Smudging policy

- Holland Bloorview is pleased to announce the implementation of a smudging policy to support the practice of smudging for Indigenous employees, clients and families.
- Smudging is a traditional ceremony for many Indigenous cultures and involves the burning of one or more of the four sacred medicines, sage, cedar, sweet grass and tobacco.
- We are committed to providing holistic and culturally-safe care for clients and families. The creation of this smudging policy is one of several recommendations made in the *Truth and Reconciliation Commission of Canada: Calls to Action report to improve health outcomes for Indigenous children and families*.
- Please direct all smudging requests to a member of your clinical care team who will work with your family's social worker to facilitate this request. For safety reasons, indoor smudging ceremonies will take place in designated spaces in the hospital. In milder weather, the terraces or garden can be considered.

2. New hours for family access to Activities of Daily Living (ADL) kitchen

- Our wonderful ADL kitchen is available for use by families staying on our inpatient units. We have a new process and new hours to make it more convenient for our inpatient



families to use. For more information, check out the ADL kitchen tipsheet attached to this letter.

3. Expansion of retail food options at Holland Bloorview

- We've recently expanded our cafeteria menu to include a salad bar, healthy snacks, more low-calorie/lower-sugar drinks, hot soups, child-friendly options and a consistent and diverse inventory of pre-prepared foods (e.g. salads, re-heatable meals, snacks).
- Stay tuned for even more, including enhanced pizza options, coming soon! We also have a coffee machine in the vending area behind Tim Horton's on the first floor.
- If you'd like to know more about food services at Holland Bloorview, please visit our website (<https://bit.ly/3UmvOBs>) or refer to the PDF attached to this letter.

4. Food survey – we value your input!

- We've developed a food survey so we can continue to seek feedback and build on the experiences of all that access food at Holland Bloorview.
- We'd like to hear from you and would appreciate it if you could take approximately 3-5 minutes to complete this survey by Friday, May 3, to let us know what you think. (<https://bit.ly/3xBP1q1>)

5. Visit from Toronto Blue Jays players – Monday, April 29 at 11 a.m.

- Several players from the Toronto Blue Jays will be visiting Holland Bloorview on **Monday, April 29** from 11 a.m. to noon and we're inviting inpatients clients, families and caregivers who are at the hospital to join us!
- Please join us in the Coriat Atrium (1st floor) from 11 – 11:30 a.m. for a hospital-wide pep rally featuring a meet-and-greet with players, an opportunity to participate in the seventh inning stretch and a sing-along.
- ****Please note that media/photographers will be present at the event and should you choose to attend you will be consenting to having your photo/likeness/recordings posted publicly and on social media.**

6. Bicycle and scooter storage policy – *NEW

- Arriving by bicycle or scooter at Holland Bloorview? In alignment with our commitment to environmental sustainability and encouraging visitors to use carbon-free modes of transportation, the hospital has developed a new bicycle and scooter storage policy.

- Please use the designated bike racks to the east of the main entrance to lock up your bike or scooter and kindly remember to bring your own high-quality lock. While the area is covered by video surveillance for the safety of our staff, visitors and clients/families, Holland Bloorview is not responsible for any theft or damage.
- Please be considerate when entering and leaving the bike rack area and ensure that entrances, walkways and parking spaces are not obstructed by your bicycle or scooter.
- **A friendly reminder that personal bicycles and scooters are strictly prohibited from being brought inside the hospital.** Except for during client therapy, when hospital equipment is used, riding bicycles, scooters, inline skates and roller skates inside Holland Bloorview is not permitted to ensure the safety of all individuals.

Reminders and resources for inpatient families

Masking updates

- **Masking is no longer mandatory in common areas and clinical areas throughout the hospital.** This decision was made by Holland Bloorview based on both internal and external indicators that point to declining respiratory virus transmission in the community and Holland Bloorview.
- We continue to remain mask friendly and offer masks as well as hand sanitizer throughout the building.
- Holland Bloorview will stay vigilant in tracking respiratory virus transmission and will adjust our masking policy accordingly. Family members who are unwell are encouraged to stay at home until their symptoms improve before coming to the hospital.

7. Changes to parking rates for clients and families

- We have updated parking rates for visitors, including inpatient clients and families, in the hospital's Kilgour lot. Please refer to the changes below:

Single-day passes		
Parking Duration	Current Rate	New Rate
Per half hour or less	\$2.10	\$2.50
Daily (24 hour) weekday maximum	\$10.50	\$11.50
Day Pass with in & out privileges	\$12 for 24-hour period at the time of purchase	\$13.25
Evening maximum (6 p.m. - 6 a.m.)	\$6.30	\$7
Weekend daily maximum (Sat. 6 a.m.- Mon. 6 a.m.)	\$6.30	\$7

Lost ticket	\$10.50	\$11.50
Multi-use passes - **Passes are now valid for one year from date of purchase and are available for purchase at reception. Note: one (1) use means unlimited in and out access to the parking lot within a 24-hour period		
• 5-time-use	\$31.50	\$28.75 (\$5.75 per use)
• 10-time-use	*Not currently available	\$55.00 (\$5.50 per use)
• 30-time-use	\$61.50	\$157.50 (\$5.25 per use)

8. Protecting children against the measles virus

- As you may know, measles cases have recently been reported in Canada. Measles is a highly contagious, potentially fatal virus that is spread quickly through the air and poses serious risks to children under the age of 12 months.
- Routine vaccinations against measles do not start until children are one year and older. If you'd like to learn more about how to keep you and your family protected against this virus, please visit this online resource from the Public Health Agency of Canada's public health programs unit. Learn more at <https://bit.ly/43FHTVu>

9. Third floor reflection room

- The third-floor reflection room (3W480) has been re-opened and is available to all families, staff and volunteers who would like a quiet space for reflection, meditation or prayer.
- Please be reminded that the spiritual care practitioner, Ruveyda Durmus is available to all clients and families and can be reached at 416-425-6220, ext. 3656 or at rdurmus@hollandbloorview.ca

Inpatient unit reminders

- **Gatherings:** A friendly reminder that clients and families are not permitted to use staff meeting rooms for gatherings. Family visits with more than two people must occur off the unit and take part in non-client care areas (i.e. cafeteria, Atrium, Spiral Garden or the front courtyard depending on the circumstance. For example, not being impacted by weather or other hospital-wide programming.
- **Visiting hours:** As our clients are often participating in therapy programs and school during the day, we strongly encourage visits from siblings and other visitors during the following dates/times:
 - Monday - Friday from 4 - 9 p.m.
 - Saturday, Sunday and statutory holidays from 10 a.m. - 9 p.m.
- **Lanyards:** For security reasons, all individuals visiting inpatient clients, as well as all inpatient caregivers, 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. Thank you for your cooperation!

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.
- Sign up at <https://bit.ly/3uZ5Udi>

Online booking system for Family Accommodations

- Family Accommodations has an updated website (<https://bit.ly/3sO0woj>) and a new user-friendly online booking system. It's designed to offer a seamless experience for families and guests, provide easy access to details around booking requirements and payment options and enable clients and families to book accommodations online.

Pro bono Triage Lawyer: updated availability

- Did you know that client families have access to the hospital's pro bono triage lawyer, Rosemary Masemann? Through private and cost-free consultation, our triage lawyer offers general guidance around immigration, job protection and workplace accommodation, estate planning, housing, school accommodations and more.
- Rosemary has recently updated the dates/times when she is available and is now onsite on Tuesdays from 9 a.m. - 1 p.m. and Wednesdays from 9 a.m. - 5 p.m. She is available for drop-in visits from families and staff during her on-site hours. Her office is located in the Family Resource Centre in room 1E280. Rosemary also works remotely on Friday mornings from 9 a.m. - 1 p.m. and her response time is three business days.
- Families can reach out to her via email at any time: rmasemann@hollandbloorview.ca
More information about these legal services can be found on our hospital website: <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 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, go to:

www.hollandbloorview.ca/familymentor

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.

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.

- **Karen Rezk**, clinical operations manager for the Brain Injury Rehabilitation Team (BIRT)
krezk@hollandbloorview.ca
(416) 425-6220 ext. 3139
- **Marcia Sivilotti**, clinical operations manager for Specialized Orthopedic and Developmental Rehab (SODR)
msivilotti@hollandbloorview.ca
- **Irene Simpson**, clinical operations manager for Complex Continuing Care (CCC)
isimpson@hollandbloorview.ca
(416) 425-6220 ext. 6257

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.

Read this letter online at HollandBloorview.ca/InpatientLetter. Scan the QR code with your phone.



Regards,

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