

We will always ask for two kinds of client identification before providing any service or care. This practice ensures the right client always receives the right service, procedure or medication every time.



About Holland Bloorview Kids Rehabilitation Hospital

Holland Bloorview Kids Rehabilitation Hospital is Canada's largest children's rehabilitation hospital.

Our vision is to create a world of possibility for kids with disability. We pioneer treatments, technologies, therapies and real-world programs that give children with disabilities the tools to participate fully in life.

Holland Bloorview serves about 7,000 children each year, with about 600 inpatient admissions and 58,000 outpatient visits. Holland Bloorview is a world-class teaching hospital fully affiliated with the University of Toronto. We train future health-care specialists in the field of childhood disability. The Bloorview Research Institute is located onsite, allowing us to integrate cutting-edge research and teaching with frontline care to improve children's quality of life.



Understanding
your role in safety:
Clients and families



Holland Bloorview Kids Rehabilitation Hospital

150 Kilgour Road, Toronto, ON M4G 1R8

Tel: 416-425-6220 ext. 3438 Toll-Free: 800-363-2440

Fax: 416-422-7037 E-mail: info@hollandbloorview.ca

www.hollandbloorview.ca

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Holland Bloorview
Kids Rehabilitation Hospital

Your safety is a top priority at Holland Bloorview. Follow these tips to help create a safe environment for you and your family.

Hand washing

Cleaning your hands will reduce the spread of germs.

- Wash your hands with soap and water after you eat, use the washroom, cough or sneeze. Dry them before you touch anything.
- Use an alcohol-based hand rub. Stations are found throughout the hospital.
- Do not visit if you are sick.

Prevent falls

You can help prevent falls at Holland Bloorview.

- Be aware of your surroundings while at the hospital.
- Use the side rails and follow proper bed heights where recommended.
- Learn how to transfer safely and how to use equipment e.g. walkers, wheelchairs.
- Wear non-skid shoes when possible.
- Watch for snow, ice or uneven pavement when outside the building.
- Supervise your child at all times.

Bone health

Children and youth with a physical disability can be at risk for osteopenia – a condition that causes low bone mineral density and can increase the risk of injury.

We will explain how we care for osteopenia and provide you with Health Canada's nutrition guide for the prevention and treatment of osteopenia.

Ask questions and discuss bone health with your health care team at Holland Bloorview.



Clients and family members can help prevent medication errors

Medication safety

Follow these tips to prevent medication errors.

- Keep an up to date list with this information about all medication:
 - » Names of all medications. This includes over-the counter and herbal remedies.
 - » How much to take of each medicine.
 - » Time of day to take each medicine.
 - » How to take each medicine (e.g. pill, patch or liquid) and medication route (oral, G-tube, NG-tube).
- Bring your medication bottles to each visit.
- Talk to your doctor, nurse or pharmacist about the medication you are taking home.
- Ask questions and learn why you/your child needs medication.
- Use the same drug store for all prescriptions and refills. Your pharmacist can tell you about medications that should not be taken at the same time.
- Throw away medications that are not being used.
- Learn about the side effects of medications.
- Keep medicine in its original child-safe package.

Client identification

We will ask for two kinds of identification before providing any service or care.

- Inpatients can provide two of the following forms of identification: name, birthday, health card number, hospital number on armband. A hospital room number is not a form of identification. For safety reasons, do not remove the identification band.
- Outpatients can provide two of the following forms of identification: name, birthday, telephone number, home address, health card number.

For more information visit www.hollandbloorview.ca

