

I.D. MIE

EVERY TIME

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 focused on improving the lives of kids with disabilities.

Holland Bloorview is a global leader in applied research, teaching and learning, and client and family centred care.

We are a provincial resource transforming care for children with cerebral palsy, acquired brain injury including concussion, muscular dystrophy, amputation, epilepsy, spina bifida, arthritis, cleft-lip and palate, autism and other physical and developmental disabilities.

Our vision is to create a world of possibility for kids with disability.



Understanding your role in safety: Clients and families

Participation and Inclusion



Holland Bloorview Kids Rehabilitation Hospital

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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, your family and everyone else at the hospital.

Hand washing

Cleaning your hands will reduce the spread of germs and infections.

- Use hand sanitizer or wash your hands with soap and water when you enter the hospital and client rooms, before and after you eat, after using the washroom and after coughing or sneezing.
- Allow your hands to dry after sanitizing them before you touch anything.
- If you are sick call the program as you may need to reschedule.
- Ask your health care provider if they have sanitized or washed their hands.
- Clinicians visiting your home will bring their own hand cleaning supplies.

Preventing falls

- Report to your clinician if you/your child is at risk for falling and what strategies you use to prevent them.
- Supervise your child before program drop-off and after program pick-up.
- Ensure you/your child has appropriate footwear for their therapy session.
- If your you/your child falls and your care provider did not see it happen, please tell them.

Equipment safety

- Ensure that you/your child's equipment is in proper working order.
- Speak to your/your child's team about how to properly use the equipment.
- Clearly label equipment with your/your child's name.

Medication safety

- Complete all medication forms accurately and as soon as possible.
- Bring all medications in their original containers with the pharmacy label.
- Ensure that medications have not expired.
- On the first day of the program, a nurse will complete a medication administration record and ask you to verify the medication information is accurate.
- Bring any supplies needed to take the medications.
- Program staff must store some medications, like narcotics, in a secure storage container.

Note medications not in their original container, without a current label, or expired medication will delay your child's participation in their program



Clients and family members can help prevent medication errors.



Client identification

All members of your health care team will be asking you/your child for two forms of identification at each visit, whether it is your first visit or you visit many times each year. Identification can include: name, birthday, telephone number, home address, health card number.

This helps ensure you/your child receives the right service, the right therapy, every time.

Speak up

Holland Bloorview is committed to making the health care your child receives safe, if you have any concerns, please speak with a member of your child's health care team, or ask to speak with the manager of patient safety.

For any questions or concerns please contact the manager of patient safety at 416-425-6220 ext. 6235.

