

# Welcome package Inpatient program

*Information for families*

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**Holland Bloorview Kids Rehabilitation Hospital**

Client & Family Relations Advisor, Family Resource Centre

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**Holland Bloorview**  
Kids Rehabilitation Hospital

**Welcome to Holland Bloorview** where we believe in the potential of all children and are committed to creating a world of possibilities for kids with disabilities.

Rehabilitation has a great deal to offer children and their families. Our rehabilitation goals focus on maximizing your child's abilities and independence. We work closely with families to support the transition back to home, school and community as soon as possible. Our family focus extends throughout our programs and we encourage patients and families to play an active role in the treatment plan and rehabilitation activities.

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 in the facility.

### **Admission:**

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

You will receive an admission schedule when you arrive outlining what you can expect over the first two days. We ask that you be available during that time to learn more about the program and answer any questions. If you need to leave the unit, please provide the attending nurse with a telephone number where you can be reached.

### **Your Holland Bloorview team:**

We will assign team members to your child before the day of admission. Their extensions will be available at your child's bedside. Feel free to ask questions and speak with your team openly. A program schedule is also available at your child's bedside to help you keep track of your child's daily therapy.

Shared care, where families participate in the care of their child, is an important part of your child's rehabilitation. Your team will explain and educate you so that you are able to reach this important goal.

### **Family team meetings:**

Within the first week of admission, a family team meeting is scheduled. This meeting includes you, your child and family, as well as Holland Bloorview staff. The purpose of the meeting is to:

- Create your child's care plan
- Discuss your child's progress
- Address any questions or concerns
- Plan towards discharge

Family team meetings take place approximately every four weeks for Brain Injury Rehabilitation Team (BIRT) and Specialized Orthopedic & Developmental Rehabilitation (SODR), or eight to 12 weeks for Complex Continuing Care (CCC). You do not need to wait for your family team meeting to discuss your questions, concerns or ideas.

As part of the Family Team Goal Plan (FTGP) process, families are asked to share their hopes and expectations with regard to their child's admission.

### **The Family Team Goal Plan:**

The Family Team Goal Plan is used as a guide for the care your child will receive at Holland Bloorview. During orientation or when you come to Holland Bloorview for your child's stay, your social worker will talk to you and your child about many things including:

- Your hopes and expectations
- How we work together towards achieving your hopes and expectations
- The way we plan and keep track of your child's care and progress
- How long your child will stay at Holland Bloorview

This work, which we will do together, is called the *Family Team Goal Planning Process*. After this conversation, a Family Team Goal Plan is made for your child.

The Family Team Goal Plan will help encourage your child's independence. Team members will work with you and your child to decide what kind of care will need to be provided to meet your goals.

Team members will meet and talk about your child's goals in a meeting called *Rounds*. The Family Team Goal Plan is used to keep track of your child's progress. Holland Bloorview team members will meet your family on a regular basis at Family Team Meetings to review the Goal Plan and give an update on your child's progress.

As your child's abilities change, hopes and expectations may also change. We will work with you and your child to update goals to meet new hopes and expectations.

If you have any questions or concerns you may speak to any member of your team.

### **Working together to make decisions:**

In Ontario, there is no specific age that your child can make his/her own healthcare decisions. At Holland Bloorview, the child, family 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 he/she is able. It is often comforting for a child to have his/her family and healthcare team assist in making hard decisions.

### Team centre (3rd Floor):

The main team centre can help locate your child's nurse:

- Complex Continuing Care (CCC) – (416) 753-6018
- Specialized Orthopedic & Developmental Rehabilitation (SODR) – (416) 753-6038
- Brain Injury Rehabilitation Team (BIRT) – (416) 753-6014

At Holland Bloorview we provide 24 hour nursing care on our inpatient units. Our rehabilitation nurses are trained and ready to assist you in all aspects of your child's care. The nurses change shifts at approximately 7 a.m., 3 p.m., 7 p.m. and 11 p.m. The best time to reach your nurse is before or after each shift change. To find out who your assigned nurse is, refer to the large white boards on the wall in front of each nursing pod. Your nurse's name will be shown by your child's room number.

### General Information:

#### Holland Bloorview's address:

150 Kilgour Road  
Toronto, Ontario  
M4G 1R8  
Phone: (416) 425-6220  
Toll-free: (800) 363-2440  
Fax: (416) 494-8099  
Website: <http://www.hollandbloorview.ca>  
Virtual tour: <http://holland-bloorview.herokuapp.com>

#### Reception (1st Floor):

The main reception desk is open Monday through Friday 8 a.m. - 10 p.m. and weekends 9 a.m. - 9 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.

#### Parking costs:

Parking is available on site. The rate is \$1.75 for 30 minutes or less and \$9 for a full day (\$6 maximum on weekends). A monthly pass is \$70 (\$60 + \$10 deposit which you can pick up when the parking card is returned).

Monthly passes are available at the main reception desk. If you require financial assistance please contact your social worker.

#### WiFi services:

WiFi service is offered at no cost to our families and visitors and is available throughout the building. An information and instruction sheet for accessing the wireless guest network is available at main reception.

### Food services:

There are several options available for families.

#### **Garden Grill:**

Monday to Thursday from 11 a.m. to 2 p.m.  
Fridays – 8 a.m. to 2 p.m. Closed on weekends.

#### **Tim Hortons:**

There is a Tim Hortons kiosk on the ground level. Please visit the kiosk for hours of operation.

#### **Vending machines:**

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

#### **Food items available to clients:**

Milk – both skim and 2 per cent  
Chocolate milk  
Bread – both white and whole wheat  
Cereal – Rice Krispies, Frosted Flakes and Raisin Bran  
Butter and margarine  
Juices – apple, cranberry and orange  
Puddings – chocolate and vanilla  
Fresh fruit – apples, bananas and oranges  
Jell-O – a variety of flavours  
Crackers  
Jam, jellies and cream cheese  
Ketchup, mayonnaise and mustard

#### Storing food:

You may bring food from home for your child. Food storage bins are available upon request to the unit secretary. More information about storing food at Holland Bloorview will be given to you at that time.

#### Groceries and pharmacy:

- There is a 24-hour Metro grocery store located on the north west 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 family lounges for specified dates and times.
- There is a Pharma Plus at the north east corner of Bayview and Eglinton.
- Please refer to your "Neighborhood Guide" for more information about stores and services in the area.

### Medical coverage:

There is always a doctor available for all inpatients. They are in the building Monday through Friday from 9 a.m. to 5 p.m. After 5 p.m., there is a doctor on call. In a medical emergency, 911 will be called.

### Toiletries:

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

### 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.

### Family Resource Centre:

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 a.m. to 5 p.m.). Parent information & networking sessions happen every Wednesday from 10:30 to 11:30 a.m.

### Reflection room:

This room is located on the 3rd floor, 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 the chaplain or the social worker.

### Laundry:

- You are responsible for your child's laundry. Please bring your own laundry soap, or you can purchase it in the laundry room.
- Laundry facilities are available on the 3rd floor located between the SODR lounge and the family lounge. The laundry machines accept quarters and loonies.
- The cost for the laundry is \$2 per wash load and \$1.50 for dry load.

### Leave of absence (LOA):

Ask your team about the opportunity to take your child home on the weekends.

### Recreation:

Your child can participate in recreational activities such as arts and crafts, music, dance, sports and community outings. The children interested in participating in the program are picked up from their units.

#### *Recreation times are as follows (ages 7-18):*

- Weekdays (Mon. to Thurs.): 3:30 to 4:30 p.m. and 6 to 8 p.m.; Fri.: 6 to 8 p.m.
- Weekends, holidays, PA days and summer: 10 a.m. to 12 noon, 1:30 to 4 p.m. and 6 to 7:30 p.m.

#### *Therapeutic playroom (ages 0-6):*

- Weekdays: 9:30 to 11:30 a.m., 2 to 4 p.m., 6 to 7:30 p.m.
- Weekends, holidays, PA days and summer: 10 a.m. to 12 noon (9:30 to 11:30 a.m. on PA days and summer), 1:30 to 4 p.m. and 6 to 7:30 p.m.

Therapeutic recreation specialists are available to discuss community programming for your family.

### Visitors and accommodations:

One parent/caregiver can stay by your child's bedside overnight. All visitors should stop at the main reception desk on the first floor to obtain a visitor badge. This badge should be worn whenever visiting on the third floor.

Since your child will be busy in therapy programs during the day, visits from siblings and guests are encouraged between 4 p.m. and 8 p.m. on weekdays and anytime on weekends.

For families coming from far distances, accessible overnight accommodations are available on the 5th floor. Rates for families are as follows:

- Studios (three person maximum): \$45 per night + HST
- Suites (five person maximum): \$65 per night + HST
- For further information or to make a booking, please contact the accommodations coordinator at ext. 3340



We hope that this welcome package has been helpful. The team is looking forward to getting to know you and your child.

*By working together, we can make a difference!*