



Transition Passport

A tool to help organize families



WINNER 2016 Sheila Jarvis Impact on Client and Family Centred Care Award





Transition Passport belongs to












If found please call: _____

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Transition Passport

The **Transition Passport** will help you to organize and update important health-related information you receive from your healthcare team. There are different sections to record information that you receive during you and your child's time at Holland Bloorview.

Here are some suggestions for how to use the binder:

- Register for connect2care, Holland Bloorview's online client health-information portal. The portal gives you access to summaries, medical reports, scheduled appointments and more, which you can print and include in this binder. To find out how to register for connect2care, turn to page 5
- Request reports from clinicians, physicians, pharmacists, etc., that will help you understand therapy goals, home programming suggestions, and safety considerations. Include the printed copy in the binder
- Create your own form that has specific information most important to you (i.e. school progress reports, consultation notes with community partners)



Transition is the process of going from hospital to home

Privacy Statement

This binder includes personal and potentially identifying personal health information (PHI). Personal health information refers to identifiable patient medical history, interventions, demographics, etc., which may be shared with you by a health care professional.

It is your responsibility to protect the privacy of the contents of this binder.

To protect the personal health information that you will add to this binder, you are encouraged to remove identifying patient information (like patient name and chart number) from documents.

Please ensure to utilize a secure method to keep your Transition Passport binder safe, such as by keeping it on your person, or by locking it in a protected cabinet.

For more information about protecting your health information, you may wish to refer to the Personal Health Information Protection Act (2004).



Transitioning to community-based rehab

1) Before you arrive:

- Goals identified on referral
- Destination identified
- Tour completed
- Program expectations discussed

2) Week of admission:

- First family team meeting scheduled
- Goals confirmed
- Transition date identified
- Sign up for connect2care
- Transition Passport reviewed

3) Preparing for transition:

- Community support identified
- Referrals sent to appropriate community agencies
- Home safety assessment completed
- Equipment needs identified
- Weekend leave of absence planned



What lies behind us and what lies before us are tiny matters compared to what lies within us.

Ralph Waldo Emerson

4) Getting ready to go home:

- Medication education completed with pharmacist and nurses
- Understand care needs of your child
- Finalize equipment required
- Funding applications completed with social worker
- School transition plan identified with teacher
- Home program provided by therapists
- Rehab team communicates with community rehab teams
- Medication coordinated with community pharmacy

5) Transition day:

- Patient Oriented Discharge Summary completed
- Have contacts of community support
- Emergency information provided
- Follow up appointments provided
- Ensure prescriptions are filled
- Meet with nurse and pharmacist


6) After you get home:

- Phone call by nurse received within 72 hours
- Continued access to connect2care
- Follow up with medical and therapy appointments


Patient Oriented Discharge Summary





The Patient Oriented Discharge Summary (PODS) is a tool to help communicate the most important discharge information for patients and their families. The form will help you identify five key pieces of information: 1) medications, 2) how you might feel and what to do, 3) changes to your routine, 4) appointments you have to go to, and 5) where to go for more information.


_____’s Care Guide

I came to hospital on **dd/mm/yy** and left on **dd/mm/yy**  *my own notes*


I came in because I have _____

 **Medications I need to take** +


Name	Dose	What it is for	morning	noon	afternoon	night
						
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

 **How I might feel and what to do** +

I might feel	What to do	Go to Emergency if:


 **Changes to my routine** +

Activity (i.e. dietary, physical)	Instruction

 **Appointments I have to go to** +

Go see _____ for _____ on **dd/mm/yy** at **00:00** am/pm

Location: _____ ☎ _____ **booked**

 **Where to go for more information** +

For medication instructions call/go to pharmacist ☎ _____

For _____ call/go to _____ ☎ _____

connect2care

connect2care is an online tool that allows clients and families to access and manage their healthcare information online.

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

- ❑ Clients and families can register at Patient 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
- ❑ For more information go to www.hollandbloorview.ca/connect2care

Tell your therapists that you are using connect2care!



Did you know?

Holland Bloorview offers clients and families many programs and services that do not require a doctor's referral:

- Free childcare for clients and their siblings who are on-site for appointments
- Parent Talks and workshops related to disabilities
- Family movie nights
- Concussion information and education sessions
- Free on-site legal help for qualifying families
- Family mentors you can talk to about your experiences
- Family support specialists you can ask about resources like funding
- Compliments and concerns facilitator
- Camp, life skills, music and arts programs*
- Day and overnight respite services*
- Swimming programs in our warm-water pool*
- “Snoezelen” sensory room and pool*
- Adapted recreation equipment loan program
- BLOOM blog about parenting kids with disabilities
- Parent Voices Facebook group for families
- On-site family accommodations*

* Some fees apply. Please contact us for more details.

Get involved

Join the Family Leadership Program and share your ideas

Give someone a “Spotlight”

Recognize an employee, student or volunteer with a client and family centered care champion pin

For more information:

- Drop by the Grocery Foundation Resource Centre (located on the first floor)
- Call the Warmline at 1-877-463-0365
- Email resourcecentre@hollandbloorview.ca
- Visit www.hollandbloorview.ca



Tips for Inpatient Families, by Inpatient Families!

TIPSHEET FOR FAMILIES

Staying connected: telephones and computers

- You can make an outside local call, located in:
 - SODR lounge
 - BIRT lounge
 - Family Lounge (near the SODR lounge)
 - Main floor, at the corner of the main reception desk
 - Make sure to dial 9, then the area code (e.g. 416, 289, 647, 905), then the number you are calling
- To make a long distance call you may use the payphone, located at the main entrance, next to the parking payment machine
- You can receive packages by courier through Holland Bloorview's shipping department
 - Bring stamps and envelopes for any personal mail. The mailbox is located at entrance to hospital driveway
 - If you want to mail a package by courier, fill out Purolator's online form, process the payment and drop it off at Shipping and Receiving on Level 0, by 3:00 p.m. (Monday – Friday)
- A computer in 3rd floor Family Lounge is available 24 hours daily, and computers in the Family Resource Centre are available Monday to Friday between 8:30AM to 5:00PM – printers are also available in both locations
 - *Please note:* in the Family Resource Centre, there is a small fee for printing, photocopying and faxing
- The wifi password is: hollandbloorview
- Bring headphones when watching or listening to TV shows or music when children are sleeping
- Ask the child's teacher to help with ways to keep connected to school friends and activities



- Keep a list of small tasks or things you need help with, but do not have time to do. When friends and family ask how they can help, ask them to take care of one task on your list. For example:
- Get you some groceries
- Make you a meal
- Bring you some books or magazines
- Do a fun activity with siblings
- Clean your house
- Organize car pools for siblings

Communicating with staff and keeping organized

- The screens by the nurse's stations display the names of clients and their assigned nurses
- Keep a notebook and pen close by to write down questions for the healthcare team or information from doctors and therapists
- Decide with your nurse who will give or administer any medications
- To keep track of events and appointments - sign up for connect2care at the Registration office on the main floor (which will tell you when your appointments are online and also will contain the child's medical records while they are at the hospital)
- Your Social Worker can be a good source of information and can help you problem solve
- Check the activity screen outside of the 3rd floor elevator for inpatient family events & activities
- The Transition Passport provided to you by your care team is helpful for keeping your documents organized and referring to tip sheets like this one!

Things to do inside of the hospital

- *Inpatient Parent Talk*: each week on Wednesday morning, a Family Support Specialist and a Family Mentor will invite parents and family members who are caregivers on the third floor to talk about a resource topic that may be helpful for your family. Please join us to have a coffee and to meet other parents and families! At Inpatient Parent Talk, you can:
- Meet other inpatient parents and share tips
- Learn about information related to services, advocacy, financial assistance, education, or recreation

- Do something relaxing like go to the art studio or visit the Snoezelen room
- Talk to a Family Mentor who has been through the medical system and has experience with Holland Bloorview services
- Get a coffee or tea, and it's on us!
- *Swimming*: Parents can swim for free (without their child). More information is at the Pool Office on level 0, or call extension 3063
- *The Grocery Foundation Family Resource Centre*: Visit us on the first floor, where you can find information and resources that are helpful for you and your family.
 - Borrow books on parenting children with illness or disability
 - Borrow children's books that have a character with a disability
 - Research information on medications and medical conditions
 - Speak with library staff to register for a library card
 - Get tip sheets or brochures for services, supports and programs – e.g. funding forms, camps, community programs, or navigating the school system
 - Consult a Family Support Specialist for more specific resources
- *Sunshine Foundation's Massage for Caregivers*: Every second Tuesday evening, parents can get a free massage on the 3rd floor! Please note: no children are allowed
- *Mindfulness Group for Caregivers*: On Mondays at 10AM, parents can stretch out and learn mindfulness techniques for relaxation in the Reflection Room
- *ScreenPlay 2.0*: Visit the interactive electronic technology on the 2nd floor (near the aquarium)
 - Roll or step on the carpeted sensors on the floor to change the pictures on the screen
- *Keep active*:
 - There is a 2 km walk through the hospital. Ask a Family Support Specialist (in the Family Resource Centre) for this route
 - *Please note: this route involves stairs. If you are using stairs at night for exercise, you may have to exit the building since doors are locked at 9pm each night*
 - On a nice day, take a stroll in Spiral Garden or have a picnic under the covered pavilion

Things to do outside of the hospital

- *Reception*: General information about the hospital and places to visit outside of the hospital is available through the *Neighbourhood Guide* at reception (at the main entrance), and you can also call at ext. 3400

- Taxi listings are available at the main reception desk
- Terraces
 - SODR (Specialized Orthopedic & Developmental Rehab) terrace is open for use
 - BIRT (Brain Injury Rehab) terrace is not accessible at this time
- *Automated Banking Machine (ATM)*: This is located in the cafeteria and has 24 hour access if you need it for a grocery run or shopping
- *Keep active*:
 - Take a stroll in the neighbourhood just outside the parking lot gates
 - *Don River Hiking Trails*: Explore the hiking trails of the Don River (please note that these vary in difficulty and accessibility):
 - Sunnybrook Park
 - Serena Gundy Estates
 - Edwards Gardens
 - Take a walk to the CNIB Gardens, located down the street at CNIB
- *Neighbourhood Guide*: a guide on some nearby restaurants, grocery stores, and activities in the area that can be found at Main Reception or in the Family Resource Centre
- *Free shuttle service*: a shuttle bus may be available to you on Tuesdays from 1:30PM to 2:30PM. You may request a spot on the bus at Main Reception and the shuttle can go to:
 - A SMART Centre plaza that has a Sobey's, Winners, Best Buy, Home Depot, and restaurants like Sunset Grill, Starbucks, and Golden Griddle (across the street)
 - Sunnybrook Plaza at Bayview & Eglinton, that has a Rexall, CIBC, hair salon, and Metro (across the street)
 - This shuttle service offers a nice break even if you do not need to do any shopping
 - Sign up for the shuttle at main reception on first floor
 - Bring an umbrella or a raincoat since these are outdoor plazas
- During your stay, nurses can arrange a shuttle for you that goes to and from other clinical appointments (outside of Holland Bloorview). This helps you avoid the parking fees at other hospitals

Food and Meals

- *Coffee and tea* are available in the unit dining lounges. These are stored in the cupboard over the counter
- *Hot Meal Vouchers* are available at the front reception desk:

- \$5 for breakfast
 - \$10 for lunch
 - \$10 for dinner
 - Hot meals are delivered to the unit dining room at the regular meal service times
- *The Garden Grill Café* is open Monday to Friday from 11:30 AM to 1:30PM
 - Please note that the Garden Grill Café is closed on weekends

 - *Tim Hortons* is open:
Monday to Friday: 8:00 a.m.-4:00 p.m.
Saturday and Sunday: Closed

 - *Vending machines* are located on:
 - Level 1 near the main elevators
 - Level 3 near the main elevators

 - *Tips:*
 - Bring a dishcloth and dishtowel for cleaning your own dishes
 - Keep a roll of aluminum foil to line the toaster oven tray – this saves you the time to have to scrub it clean for the next use

Storage and Security

- The small cabinet by the bed has a key for locking valuables (see main nursing pod for key)
- There are lockers on first floor by the parking payment machine to store coats and boots (cost is \$1, which is returned when the key is returned)
- Each family is given a small bin for use in the lounge refrigerator. Use plastic food bags to save space
- If you are staying in Holland Bloorview accommodations on the 5th floor, you will also be given a bin to use in the accommodations refrigerator. Each bin is numbered and assigned to a room on the 5th floor

Staying overnight

- *Accommodations:* Rooms are available on 5th floor for overnight stays for 1 to 5 people

- The cost is \$45 to \$65 plus tax per night
- Please call extension 3340 for more information

- *Tips:*
 - An air mattress, a yoga mat, a piece of foam, or extra blankets from home will make the armchair bed in your child's room more comfortable for your sleep
 - Canadian Tire carries air mattresses and yoga mats
 - Bring a flashlight or download a flashlight app on your cell phone to use when lights are out in your child's room
 - Showers are available for parent use in the pool change rooms (on level) or in the family lounge on the 3rd floor, near the SODR dining room
 - Flip-flops will keep you safe on the wet floor in the shower

Specialized Resources

- Talk to your Social Worker, Clinician, or Family Support Specialist if:
 - You are experiencing financial difficulties
 - You may need a parking subsidy, government funding and/or other charitable funding
 - Legal assistance program for qualifying clients and families

Going Home for Weekends or Taking a Weekend Pass

If your child needs medication at home, check your bag for the full order and all necessary equipment and supplies before you leave the nursing station

Battling the hospital blues

TIPSHEET FOR CLIENTS

Justin Reesor spent three months in rehab at Holland Bloorview.

The 12-year-old came up with these innovative ways for kids to cope with being alone in hospital if their parents can't stay:

1. Bring a stuffed animal or blanket to hold that smells like home. "You'll have to prevent your mom from washing it," Justin says.
2. If you are in pain, take deep breaths and blow the pain away. Sometimes you can think of the pain as a colour, like black. Then you suck it up inside you and blow it out onto the wall.
3. Make a countdown calendar with the child-life specialist – then rip off a sheet each day as you get closer to discharge.
4. Schedule daily phone calls to your family at home. Pick a time – like just before dinner – when every member of the family is home. "It's hard if you get the answering machine," Justin notes.
5. Have your parents schedule visits from extended family or family friends who may be closer to the hospital.
6. Bring DVDs and videos of your favourite movies, cartoons and TV shows. "This will cheer you up," Justin says. Video games are also a must.
7. Talk to someone you feel comfortable with, like a friend, social worker, child-life specialist, therapist, nurse or your roommates' parents.
8. Write stories, sing songs, do impressions of your favourite TV characters.
9. Make a book with a child-life specialist. This is a book about you and what your rehab has been like. You can share with family and friends on your return.
10. Take part in therapeutic-recreation activities. To focus on the amazing progress you're making, have your child-life specialist help you make a chart of photos illustrating each step. "I call mine Justin's Marathon 2007."
11. Bring photos of your family and friends. You may want to purchase a giant frame before you come and do a collage that can sit on your desk here.
12. Decorate your hospital room with calendars, pictures you've drawn and people you like.

This article was printed in BLOOM in 2007.



Important Dates

Admission date: _____

First family team goal plan meeting: _____

First weekend pass: _____

Next family team goal plan meeting: _____

Next family team goal plan meeting: _____

Discharge family team goal plan meeting: _____

Target transition date: _____

Other appointments: _____

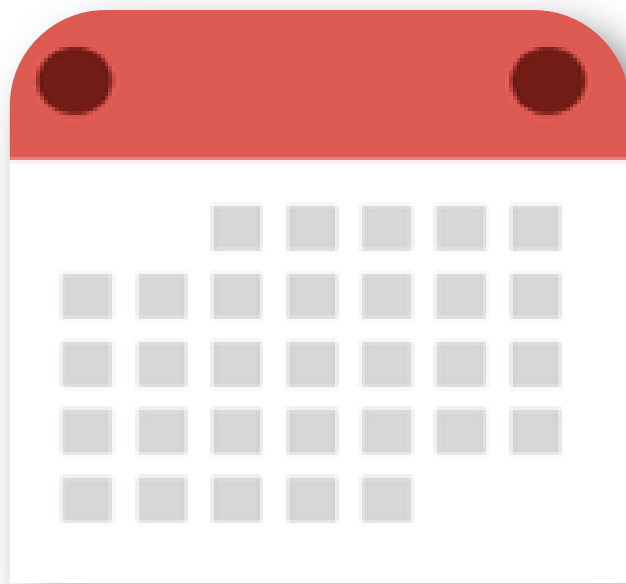
Date/Time	Location	Who/Appointment type	Special instructions

Did you know? connect2care also has a schedule management feature for clinician appointments!



Client Schedule

You can keep copies of your child's weekly therapy schedule here



MONTH _____

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday

MONTH _____

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday

Education

Please use the table below to track any types of education you receive:

Education types:

- Respiratory
- Feeding
- Positioning
- Transfers

- Ambulation
- Equipment
- Other

Education type	Date
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	



Education

Feeding

I received the following:

- Recipe
- Order
- Progress note

My notes:

Positioning

I received the following:

- Feeding: _____
- Sleeping: _____
- Resting: _____
- Splint: _____
- Lower: _____
- Upper: _____
- Post-op positioning

My notes:

Respiratory

Please see progress note



Education

Transfers

Does your child use:

- Mechanical lift
- Pivot
- Sliding board
- Two-person lift
- Car

My notes:

Ambulation

- At risk of falls
- Low
- High
- Supervision required
- Call back system
- Independent
- Wheelchair
- Walker
- Crutches
- _____

My notes:



Equipment

For mobility:

- Wheelchair
- Walker
- Cane
- Gait belt
- Stander
- Easy turner
- Commode
- Transfer bath bench
- Bath seat
- Grab bars
- Versa frame
- Helmet
- Ankle-Foot Orthosis (AFOs)
- Mechanical lifts
- Stair lifts
- Ramps
- Railings
- Transportation
 - Van
 - Taxi
 - Wheel-Trans
- Respiratory equipment
- Feeding equipment
- Communication equipment
- Referral for communication and writing aids (CWA)
- Other: _____
- Other: _____

My notes:



Medication



For questions about medications, call extension 6312 or speak to someone on your team (doctor, nurse or pharmacist)

- Date: _____ Meet with pharmacist _____ on admission
(pharmacist's name)
- Date: _____ Talk about medication uses, dosing and side effects with a doctor, nurse and/or pharmacist
- Date: _____ Talk about drug coverage for future discharge planning (if applicable)
- Date: _____ Receive medication list or calendar from nurse or pharmacist **Notice the *date of printing* – medications may change over time
- Date: _____ Talk about the weekend pass process for medications
- Date: _____ Talk about ways to manage medications at home
- Date: _____ Meet with pharmacist before discharge home regarding discharge prescription

My notes: _____



Managing medications at home

Medication resources for families

During your stay at Holland Bloorview

- Speak with your child’s pharmacist – they can provide you with resources, such as:
 - » Medication and side effect information
 - » Medication calendars
 - » Drug coverage options
- If you suspect your child is experiencing a side effect from a medication, let your doctor, nurse, or pharmacist know about the nature of the reaction and when it started.
- Your child’s team can discuss how medications are administered, such as through a feeding tube or by injection.
- Prepare to fit medication management into everyday life by discussing how to schedule medications into your daily routine and how to involve family members and other caregivers.

Notes

What happens at discharge?

Here are some common topics that are discussed with families before going home:

- **How and when to give medications:** Your child’s care team can show you and your family how to give medications to your child.
- **Education:** Your child’s care team can help answer your questions regarding medications.
- **Drug coverage:** Funding sources are reviewed before going home.
- **Information handover:** Handover documents are sent to your child’s community team when your child leaves the hospital. Make sure you know the dates and times of follow-up appointments.



After your child is discharged from Holland Bloorview, medications will be prescribed by your child’s family physician or specialist after they re-assess your child’s progress.

We encourage you to contact your family physician or pediatrician within one month of leaving the hospital.



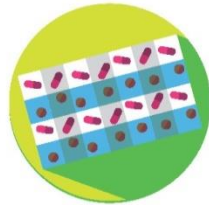
Your team is here for you and will work with your family to transition back to the community.

Managing medications at home

Medication resources for families

Tips for managing medications

Keeping track of medications



Ask your pharmacist for tips on keeping track of your medications. They can provide you with a medication calendar to help you keep track of medication times. Pill packs and dosettes (see *picture right*) can help organize medications. Some people also set timers to remember when to give medications.

Managing liquid medications



Use an oral syringe to give liquid medications – they are more accurate than medicine cups or spoons and are easy to use. It's important to check both the volume and the dose of the medication, as there may be different concentrations. It is also important to know how much and when medication should be given.

Ask your pharmacist for the expiry date and storage conditions of your liquid medications.

Masking the taste of medications



There are many ways to improve the taste of medications, such as giving them with juice or ice cream. Some can be made into a liquid or crushed using a pill crusher and sprinkled into food. However, not all medications can be altered – ask your pharmacist first.

Helpful resources for medication

After your stay with us

! These resources may be helpful to support your understanding of medications but are not to replace the expertise of your child's care team. Please contact them if you have specific questions.

About Kids Health is an online resource provided by the Hospital for Sick Children with information on health conditions and medications.
www.aboutkidshealth.ca

Safe Medication Use is an online resource provided by the Institute for Safe Medication Practices Canada that offers tools on medication use and incident reporting.
<https://safemedicationuse.ca/>

Ontario Drug Benefit Programs are drug funding sources provided by the Ontario Ministry of Health
www.health.gov.on.ca/en/public/programs/drugs

TeleHealth Ontario – medical advice from registered nurses, available 24 hours a day, 7 days a week.
(1-866-767-0000)

Knowledge is the Best Medicine offers a free and confidential MyMedRec app or personalized medication book to help you take charge of your medication records.
www.knowledgeisthebestmedicine.org

My community pharmacy

Community pharmacists can provide reliable resources and guidance about medications, herbs and supplements.

Store name _____

Address _____

Phone _____ Fax _____



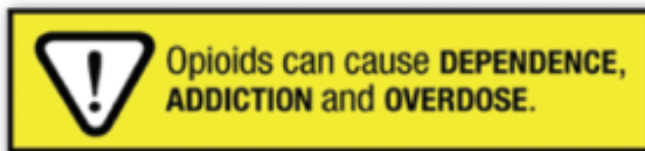
Opioid medication safety guide

Important tips for families

Opioids are medications that can be used safely and effectively to manage pain. We want to give you clear information about how to use these important medications.

Examples of opioid medications include morphine, hydromorphone and oxycodone.

Health Canada requires us to put this warning sticker on your opioid medication containers, and give you the "Opioid Medicines - Information for Patients and Families" handout.



Do you want to discuss your medications during your stay at Holland Bloorview?

Speak with your:

- Pharmacist
- Doctor
- Nurse
- Nurse Practitioner

Tips for safe use of opioids



Follow instructions

There are risks with changing the timing or dose of medications. Follow the instructions on the medication label and any information from your prescriber.



Store safely

Keep your medication in a safe place. It should be out of reach and out of sight of children and pets.



Watch for side effects

Ask your healthcare team about things to watch out for while on medications.

Common side effects may include:

constipation, itchiness, nausea and vomiting, drowsiness

Significant side effects may include: Low blood pressure, shallow breathing, slow breathing



Read label carefully

Only use medications prescribed for you. If your name is not on the bottle, do not use the medication.



Return unused medications

Bring back all unused medications to your team at Holland Bloorview for safe disposal. Never share your unused medications with others.



Talk to your team

Contact your healthcare team if you have concerns or questions about:

- your pain
- your medications
- trying any new medications (prescribed or over-the-counter)
- any other concerns

Let them know right away!

Opioid Medicines

Information for Patients and Families

You have been prescribed an opioid medicine for the treatment of pain or for another condition.

Talk to your doctor or pharmacist if you:

- Have questions about your opioid medicine.
- Do not understand the instructions for using the opioid medicine given to you.
- Develop side effects or your condition worsens.

SERIOUS WARNINGS

- **Opioid overdose can lead to death.** Overdose is more likely to happen at higher doses, or if you take opioids with alcohol or with other sedating drugs (such as sleeping pills, anxiety medication, anti-depressants, muscle relaxants).
- **Addiction** may occur, even when opioids are used as prescribed.
- **Physical dependence** can occur when opioids are used every day. This can make it hard to stop using them.
- **Life-threatening breathing problems or reduced blood pressure** may occur with opioid use. Talk to your doctor about whether any health conditions you have may increase your risk.
- **Your pain may worsen** with long-term opioid use or at higher doses. You may not feel pain relief with further increases in your dose. Talk to your doctor if this happens to you, as a lower dose or a change in treatment may be required.
- **Withdrawal symptoms**, such as widespread pain, irritability, agitation, flu-like symptoms and trouble sleeping, are common when you stop or reduce the use of opioids.
- **Babies born to mothers taking opioids** may develop life-threatening withdrawal symptoms.
- **Use only as directed.** Crushing, cutting, breaking, chewing or dissolving opioids before consuming them can cause serious harm, including death.

SIGNS OF OVERDOSE

- Hallucinations
- Confusion
- Difficulty walking
- Extreme drowsiness/dizziness
- Slow or unusual breathing
- Unable to be woken up
- Cold and clammy skin

Call 911 right away if you suspect an opioid overdose or think you may have taken too much. *

* Naloxone has been approved by Health Canada to temporarily reverse known or suspected opioid overdoses.

POSSIBLE SIDE EFFECTS

- Reduced physical and/or mental abilities, depression
- Drowsiness, dizziness, risks of falls/fractures
- Heart palpitations, irregular heartbeat
- Problems sleeping, may cause or worsen sleep apnea
- Vision problems, headache
- Low sex drive, erectile dysfunction, infertility
- Severe constipation, nausea, vomiting

YOUR OPIOIDS MAY BE FATAL TO OTHERS

- **Never give your opioid medicine to anyone.**
- Store opioids (including used patches) in a secure place to prevent theft, problematic use or accidental exposure.
- Keep opioids out of sight and reach of children and pets. Taking even one dose by accident can be fatal.
- Never throw opioids (including used patches) into household trash where children and pets may find them.
- Return expired, unused or used opioids (including patches) to a pharmacy for proper disposal.

This handout is a summary and will not tell you everything about opioid medicines.

More information about the opioid you have been prescribed (or naloxone) can be found online in the Product Monograph: <https://health-products.canada.ca/dpd-bdpp/index-eng.jsp>

Family Team Meetings

My notes:

Date:

Make notes or store print outs from your family team meetings.



Family Team Meetings

My notes:

Date:

Make notes or store print outs from your family team meetings.



Family Team Meetings

My notes:	Date:

Make notes or store print outs from your family team meetings.



Meeting with Healthcare Professionals: Planning Guide

Preparing for the meeting:

1. Write down the child's strengths and areas of development

	Strengths	Goals
Personality		
Skills		
Social		
Communication		
Other (interests)		

2. Circle the areas above where you would like to be supported. Feel free to talk to the child about the above chart.
3. What are the services that the child already receives?

4. What questions do you want to bring up at the meeting?

a. _____

b. _____

c. _____

d. _____

At the meeting:

Date: _____ **Where:** _____

Who attended: _____

Who I spoke to: _____

Reason for meeting: _____

5. Write down words and terms you do not understand.

Unclear word or term	Definition

6. Things to remember:

7. New information:

Wrapping up the meeting:

8. Repeat the main points to the providers at the meeting to be sure you understand what was said correctly. If you are not sure, ask to go over it again. The main points can be written here:

9. Make sure that you know what will happen after the meeting. Write the plan or goals down.

10. What other services/resources do we need, following this appointment? (e.g. Social Work, Family Resource Centre, suggested books)

11. How do I contact you if I have any questions?

Name of health care professional: _____

Title or role in child's care: _____

Phone number: _____

12. When will the next appointment be?

Date: _____ Time: _____

Location: _____

Family Tip: What's your child's *superpower*?

Write it here and remember it 😊: _____

*Document last updated: July 2017 by a Family Support Specialist
Created in partnership with the families in the Family Advisory Committee*



Adult and Children's Funding and Resources

Speak with your social worker about your child and family's eligibility for the following resources:

- Government
- Private Charities
- Holland Bloorview
- Therapy
- Private insurance
- Extended healthcare
- Other: _____
- Other: _____
- Other: _____

My notes:



Funding Checklist

TIPSHEET FOR FAMILIES

This is a brief list of some government funding programs, charities and tax credits that may be available to you. The Family Resource Centre also has an extended list of possible funding sources. Please call or visit us for more information. Please note: third party information contained in this document does not imply endorsement by Holland Bloorview Kids Rehabilitation Hospital.

Federal funding programs and tax credits (across Canada)

- Child Disability Benefit
- Disability Tax Credit
- Disability Supports Deduction
- Family Caregiver Amount
- GST/HST rebates and exemptions on income tax claim
- Medical Expense Tax Credit
- Registered Disability Savings Program (RDSP)

Provincial funding programs (across Ontario)

- Assistance to Children with Severe Disabilities
- Assistive Devices Program
- Healthy Smiles Ontario
- Ontario Child Benefit
- Ontario Drug Benefit
- Northern Health Travel Grant
- Special Services At Home
- Trillium Drug Program



Private funding

If you receive extended health benefits, ask if your insurance provider can help pay for the item or service you need (e.g. a wheelchair, occupational therapy, physiotherapy, speech therapy).

You will need your policy number or member ID number when you make the phone call so they can look up your file. You may also need a written estimate of the cost of the item or service, and a letter from a doctor, therapist or other health care professional explaining why you need the item or service.

Some alternative funding sources and charitable organizations

- Canadian Tire Jump Start
- Ceridian Cares
- Easter Seals Ontario
- Jennifer Ashleigh Foundation
- Kidsport
- Labatt Better Together
- Make A Wish Foundation
- Muscular Dystrophy Canada
- Ontario Federation for Cerebral Palsy (OFCP)
- Ontario March of Dimes Home and Vehicle Modification Program
- Starlight Children's Foundation Canada
- Sunshine Foundation

Have you heard of the **Family Support Fund**, for clients of Holland Bloorview? For more information, call extension 6303 or come down to the Grocery Foundation Family Resource Centre on the first floor.

For a more complete list of funding options, please go to www.hollandbloorview.ca/fundingprogramsguide

Last updated February 2018 by a Family Support Specialist

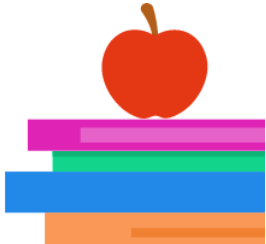
You can find more information like this in the Grocery Foundation Family Resource Centre.



School Planning

- Holland Bloorview community resource teacher (CRT) – if applicable
- Contact with home school
 - Order of school records/reports
- Neuropsychological Assessment (If applicable)
- Transition planning
 - School to attend Family Team Goal Plan Meetings

My notes:	Date:



Family Resource Centre

How we can help	Extension
To find the right person when you need to, ask our Administrative Assistant	Ext. 3401
For family support, resources, information, and workshops on a variety of topics, ask a Family Support Specialist	Ext. 6348
If you have a compliment or concern about our services, ask our Client and Family Relations Facilitator	Ext. 6084 feedback@hollandbloorview.ca
To get involved as a family volunteer, manage your healthcare online, or attend a Parent Talk, ask a Family Centred Care Specialist	Ext. 6337
If you need financial help or a place to stay at the hospital, ask our Family Support Fund & Accommodations Administrator	Ext. 6303 (Family Support Fund) Ext. 3340 (Accommodations)
For childcare in the Ronald McDonald Playroom, ask our Playroom Coordinator	Ext. 3438
If you need legal help, ask our Pro Bono Lawyer	Ext. 6557

For more information:

- Drop by the Grocery Foundation Resource Centre (located on the first floor)
- Call the Warmline at 1-877-463-0365
- Email resourcecentre@hollandbloorview.ca
- Visit www.hollandbloorview.ca

Holland Bloorview's Research Institute

Holland Bloorview's research institute was established in 2004 and is Canada's largest pediatric rehabilitation and continuing care teaching hospital, fully affiliated with the University of Toronto.

Overview

Housed at Holland Bloorview Kids Rehabilitation Hospital, the Bloorview Research Institute (BRI) is internationally recognized for its dedication to and leadership in improving the lives of children with disabilities and their families through client and family-centred rehabilitation research. It brings together a multi-disciplinary team that works collaboratively with clinical staff, students, clients, and families to conduct world-class, applied clinical research. Learn more about the BRI's [Research Family Engagement Committee](#).

The research institute team is comprised of 38 scientists – including clinical investigators and clinician scientists – and over 140 research students and trainees that study the full spectrum of childhood disability. The institute is home to 11 unique labs – including Autism Research Centre (ARC), Concussion Centre, and CP Discovery Lab – and is proud to be recognized as a [Top 40 Research Hospital](#) in Canada (2016).

Research

Research at the BRI is broadly aligned with the hospital's four Centres for Leadership, which are collaborative communities of practice that purposefully integrate research, teaching, and clinical care. These include:

- **Centre for Leadership in Child Development:** Interdisciplinary innovation and evaluation of interventions for children and youth with neurodevelopmental disorders including cerebral palsy, autism spectrum disorder, spina bifida, neuromuscular disorders and others.
- **Centre for Leadership in Acquired Brain Injury:** Establishment of evidence-based rehabilitative Acquired Brain Injury (ABI) care among children and youth, and articulation of factors and therapies that promote post-injury quality of life for children, families and communities.
- **Centre for Leadership in Participation and Inclusion:** Evidence-informed research leading to improved outcomes for kids with disabilities and their families including music and the arts, transitions and real-world learning, and child and family wellness.
- **Centre for Leadership in Innovation:** Development of breakthrough assistive technologies to address the pressing needs of children and youth with disabilities.

No Boundaries Strategic Plan (2017-2022)

As part of Holland Bloorview's new, five-year strategic plan, the Bloorview Research Institute is driven by a no boundaries philosophy. Through research, teaching, technology development, and innovation it will discover to create actionable change for kids, youth, and their families to imagine a meaningful future. To learn more about our new strategic plan, visit Holland Bloorview's [No Boundaries](#).

Through research and teaching, and client and family centred care, Holland Bloorview serves nearly 7,500 kids and youth annually, and accounts for over 1,000 unique diagnoses. To learn more, check out the Council of Academic Hospitals of Ontario's (CAHO) recent tour of the hospital at [HWS Field Trips: Holland Bloorview Kids Rehabilitation Hospital](#) (2017).

Other / Additional Information

These forms are very helpful. Where can I get more?

Ask for more copies of these forms at the main nursing stations on the third floor or Grocery Foundation Resource Center on the first floor.



For more information:

- Drop by the Grocery Foundation Resource Centre (located on the first floor)
- Call the Warmline at 1-877-463-0365
- Email resourcecentre@hollandbloorview.ca
- Visit www.hollandbloorview.ca

Inpatient Meals

What's on the menu?



I.D. TIME

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.



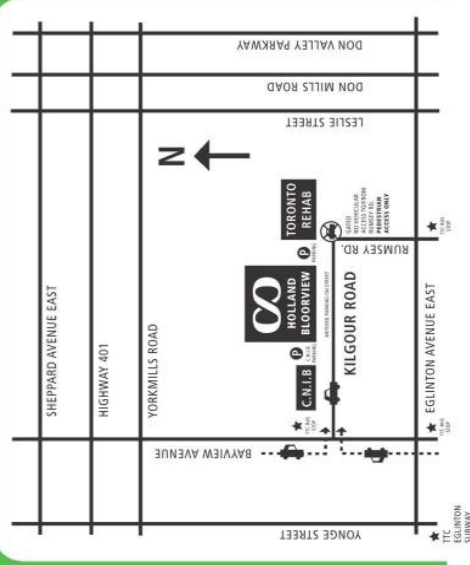
About Holland Bloorview Kids Rehabilitation Hospital

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

Rehabilitation and complex continuing care



Holland Bloorview Kids Rehabilitation Hospital

150 Kilgour Road, Toronto, ON M4G 1R8

Tel: 416-425-6220 Toll-Free: 800-363-2440

Fax: 416-425-6591 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, 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, and after using the washroom or coughing or sneezing.
- Allow your hands to dry after sanitizing them before you touch anything.

Other Infection Prevention Tips:

- Do not visit if you or any of your visitors are sick.
- If your child is going home for weekends and a household member is sick speak with the nurse and consider not taking your child home to avoid exposure. This not only keeps your child safe but protects other clients as well.

Preventing falls

You can help prevent falls at Holland Bloorview.

1. Know your falls risk level.
2. Ensure all the bed rails are up.
3. Talk to your therapist about transfers.
4. Ensure a clear path.
5. Wear proper footwear.
6. Let your nurse know when you leave.
7. Don't text and walk.



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 during your child's rehab stay.

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

We encourage you to ask questions and discuss bone health with your health care team at Holland Bloorview.

Medication safety

Your medication safety is a top priority of Holland Bloorview. Follow these tips to prevent medication errors.

- Keep an up to date list with the following information about all medications:
 - » Names of all medications. This includes over-the-counter and herbal remedies.
 - » How much to take of each medication.
 - » Time of day to take each medication.
 - » How to take each medication (is the medication a pill, patch or liquid) and medication route (is it swallowed or put through a G-tube or NG-tube).
- Bring your medication bottles each time you visit the hospital.
- Talk to your doctor, nurse or pharmacist about the medications you are taking home.
- Ask questions about the medications and why they are being prescribed to you/your child.
- Holland Bloorview recommends using one pharmacy to fill prescriptions. Why?
 - Unused medications should be returned to pharmacy for safe disposal.
 - Learn about the side effects of the medications.
 - Keep medications in the original child-safe package.
 - Medication errors can be caused by interruptions. Please do not disturb nurses wearing orange sashes unless it is an emergency.



Client identification

All of our health care team members will ask for two kinds of identification before providing any service or care, this includes the administration of all medications every time. This ensures the right client receives the right service, procedure, and medication every time.

- Inpatients can provide two of the following forms of identification: name, birthdate, health card number, hospital number on armband. For safety reasons, do not remove the identification band.

Speak Up: Making Health Care Safer

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.



Clients and family members can help prevent medication errors.

Client and parent role in pain management

Your child's team is here to help with their pain management. Your child's pain will be assessed on admission and throughout their stay as their pain level and medication needs may change during their rehabilitation.

How you can help:

- Share with your team how you think your child is doing with their pain management plan.
- You know your child best; there are many reasons why your child may have pain and you can help explain this to the team.
- Know who your team members are – their names and phone numbers are posted beside your child's bed.

Your team is here for you and will work with your family to transition back to the community.

Notes



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Holland Bloorview

Kids Rehabilitation Hospital

Pain management after surgery



How to help your child cope with pain after surgery

Our goal is to help make your child's rehabilitation as comfortable as possible.

Many children experience pain after surgery. You are an important part of your child's pain management team. There are things that you and your child's team at Holland Bloorview can do to help.

This pamphlet will give you information about how your child's pain can be managed so that they can take part in their rehabilitation.

Here are some tools to help your child feel more comfortable

Medication, physical methods and coping methods can help manage your child's pain when used together.



How is pain treated using medications?

- Most children will need medications during their rehabilitation stay.
- The choice of medication and amount given will be matched to your child's needs.
- Different types of pain medication are often used to help your child. Medications can be scheduled or given as needed.
- A combination of medications may be used.

Medication for pain may include:

- acetaminophen (Tylenol®)
- ibuprofen (Advil®)
- narcotics (for example: morphine)
- diazepam (Valium®) for muscle spasms
- gabapentin for nerve pain

What are some side effects of pain medications?

- Constipation (difficulty passing stools or hard stools that cause pain and discomfort).
- Drowsiness (more tired or sleepy than usual).
- Your physician or pharmacist can help manage side effects.

When will my child stop taking pain medications?

- Most children stop using pain medications before discharge; some may need pain medications at home/school.
- Addiction to medications is rare.
- Pain medications will gradually be reduced during your child's stay based on their needs.



Physical methods

Your child's physiotherapist (PT) can provide suggestions, which may include:

- **Stretching:** Pictures will be posted beside your child's bed.
- **Positioning:** Regular position changes will help to prevent development of pressure areas.
- **Heat and cold:** the PT will discuss using hot and cold packs and tell you when it is best to use them. These are available on the unit from your child's nurse.

Coping methods

Child Life Specialists are available to help with your child's needs and provide suggestions, which may include:

- Breathing for relaxation.
- Music, art and play.
- Mind skills: ask your child to focus on favorite images.
- Education: explain to your child what is happening to their body to cause the pain, using language that they understand.
- Reassure them that if their pain comes back, there are options to help manage it.

connect2research

Connecting clients and families to new research opportunities

Holland Bloorview is home to connect2research – securely connecting all clients and families to new research projects and studies.



Research can help us learn more about disabilities, develop and evaluate technologies and treatments, and help realize our vision of the most meaningful and healthy futures for all children, youth and families.

Holland Bloorview
Kids Rehabilitation Hospital

Bloorview
RESEARCH INSTITUTE

We believe that participation in research relies on building authentic connections and relationships with the clients, families and community partners it will ultimately serve.

Holland Bloorview is a teaching hospital fully affiliated with the University of Toronto. We are dedicated to providing the best quality care to our clients and families.

connect2research is a database that uses a secure hospital-approved software program to connect to limited information such as date of birth, diagnosis and contact information in a Holland Bloorview client's electronic health record. It will help identify and directly connect Holland Bloorview researchers to eligible clients with a specific research study.

A client's health record is protected information and at no time will it be visible to anyone besides your authorized care team. The connect2research database provides only the name and contact information of eligible clients and families to a Holland Bloorview researcher based on specific research study criteria. A Holland Bloorview researcher may call or send you information in the mail to ask if you are interested in learning more about a research study or project, and you can choose to participate or decline on a study-by-study basis.



All Holland Bloorview clients who received services after May 1, 2011 are automatically included in connect2research and can withdraw at any time. **Your decision to participate/not participate in a research study, or to be included/not included in the connect2research database, will not affect the care or services you receive at Holland Bloorview.**

For more information, comments, concerns or to withdraw:

hollandbloorview.ca/connect2research, or
contact the connect2research office at
416-425-6220 ext. 3000 or connect2research@hollandbloorview.ca



