



Inpatient Family Newsletter

SEPTEMBER 2025

News & Resources for You

Read this letter online at: HollandBloorview.ca/InpatientLetter



Accreditation: Monday October 20th to Wednesday October 22nd

Accreditation Canada will be conducting an on-site visit at our facility as part of our ongoing commitment to providing safe, high-quality care. Several Holland Bloorview leaders and staff have been working closely with the Family Leaders Accreditation Group (FLAG) for the last several months to help prepare and showcase the high-quality and safe care that is provided to all clients and families here at Holland Bloorview.

This visit is a routine part of our accreditation process and helps ensure that we continue to meet national standards for healthcare excellence. During this time, surveyors may be present in various areas of our clinic to observe and assess our practices. While onsite, the surveyors walk around the hospital and ask questions of people they meet, including clients and families. They may ask you questions such as, “How are you or your family involved in your child’s care?” or “What are some of the ways your care team keeps you safe?” While we encourage clients and families to participate, it is your choice whether to speak with the surveyors. You have the option of declining to speak with the surveyor.

If you have questions about Accreditation 2025 or quality and safety, please contact Shiv Kirat Deol, Manager, Quality & Performance at sdeol@hollandbloorview.ca.

Spiritual Care Services at Holland Bloorview

Have you met **Ruveyda Durmas**, Spiritual Care Facilitator?

Ruveyda has been supporting inpatient rehabilitation and complex continuing care clients, and their families and staff at Holland Bloorview since July 2023. Ruveyda holds a bachelor’s degree in religion and Women and Gender Studies, and a Master’s in Psychospiritual Studies with Psychotherapy. A fun fact about Ruveyda: She is a registered psychotherapist and enjoys making delicious desserts. Ruveyda works Monday to Thursday and can be reached at ext. 3656.

Infection Control Top 4 Questions for Kids, Youth & Families



How does Holland Bloorview Kids Rehabilitation Hospital prevent infection?



Do you want to know what infections are reported publicly by Holland Bloorview?




How does Holland Bloorview rank in hand hygiene compliance compared to other children's hospitals?



Curious about common infectious diseases such as Influenza, RSV, Rhinovirus or Enterovirus? We've got fact sheets to help you learn more!

Treat every moment as a chance to keep yourself and others safe.

For more information, contact Infection Prevention and Control

 (416) 425-6220, ext. 3708

 Clvorra@hollandbloorview.ca



Scan here with your phone for answers

Updated: August 2025

Data sharing at Holland Bloorview

Holland Bloorview is partnering with data consortiums like KidSights and research partners locally and worldwide so we can bring the health data of children with disabilities and developmental differences together. How? We will share de-identified clinical data (data that does not have any personal information like name or address) with data and research partners.

Learn more about how we are harnessing data to advance pediatric innovation and discovery: www.hollandbloorview.ca/datasharing. Not interested in sharing your de-identified clinical data? Follow the opt-out process on this [webpage](#) or ask your care team.

Join the Family Leadership Program

Share your experience as a caregiver of a Holland Bloorview client to help us design and deliver the best care and research experience possible for all clients and families. The Family Leadership Program team will work with you to find volunteer roles that fit your interests and schedule. Your lived experience can have impact across the hospital and Bloorview Research Institute. For more information about the Family Leadership program, please scan the QR code for further details.



Holland Bloorview Foundation is Seeking Ambassadors



We are seeking Holland Bloorview kids and families to be Ambassadors for Holland Bloorview. Ambassadors participate in photo and video shoots, share their stories, and attend Holland Bloorview events. Your level of involvement is up to you! If you or your child would like more information on how to sign up to be an ambassador, please contact Christine Hill at christine.hill@hollandbloorview.ca

Tidy Fridays is Back

The warmer weather is finally here and it's time to do some cleaning in our inpatient rooms.

Please help tidy your child's room by removing unused items. Uncluttered rooms are easier for us to clean and disinfect, which helps reduce the spread of infections. Prior to going home for weekend pass or weekly if staying you can participate by:

- Remove items and clothing no longer needed.
- Take down older artwork and pictures.

If you require garbage bags or boxes to pack things up, please ask your child's nurse or unit secretary. As always, please consider the environment and recycle as you are able.

Infection Prevention and Control updates

Staying up to date with your measles vaccine

- Measles is a highly contagious disease that continues to circulate globally, including in Toronto. Toronto Public Health encourages families to stay up to date with their routine vaccinations including the measles vaccine. For more information about measles, speak to your health-care provider or visit [Toronto Public Health](https://www.toronto.ca/public-health/).

Family Fridge Reminders

For your convenience we can provide **ONE** plastic bin to keep all your child's food items from home while they are here – the bin must be labelled with your family name. Please ensure all items fit in the bin and the lid can close.

- Check the bin on Wednesdays & Fridays and please don't leave food to go bad in the fridge if your child will not be here on the weekend.
- Clean up any spills or messes from liquids/foods right away.
- When your child is being discharged, simply empty out the bin and place the bin in the dirty dishes bin for us to clean and reuse for another family.

Client and Family Centred Care updates





• Caring Closet by VolunteerABLE

There is a "Caring Closet" located in the SODR lounge (behind the sofas) that has been created for clients and families to access during their stay. The "Caring Closet" consists of clothing and some personal items that one might need. All items in this space have been donated from staff, community supporters and families at Holland Bloorview. All clothing that is in this space has been laundered, folded, and carefully placed into bins by the team from VolunteerABLE. This initiative has been put in place to help all clients on the 3rd floor. If you have a child on CCC, BIRT or SODR the caring closet is always open and available to you. If you have any questions please reach out to your social worker, nursing, and therapy staff members.

- **Workshops and Events for Families**

The Family Resource Centre's calendar of monthly workshops and events for families, from September-December 2025, will be posted the week of August 25th. As of that week, you can find the calendar: <https://hollandbloorview.ca/services/family-workshops-resources/family-workshops>. Our workshops and events are open to both inpatient and outpatient family caregivers, as well as community families in the childhood disability community. While many of the events will be held over Zoom, some will be offered in-person. Stay tuned! Feel free to reach out with any questions: resourcecentre@hollandbloorview.ca

Upcoming Events:

	<p>The Holland Bloorview Drive-In is back!</p> <p>Get ready for some big-screen fun – right here in the Holland Bloorview parking lot! Join us for a viewing of <i>A Minecraft Movie</i> under the stars. Snacks and seating and a small toy will be provided.</p> <ul style="list-style-type: none"> • Date: Friday, Sept. 12th • Time: Activities start at 6:30pm, movie starts at sundown • Location: Holland Bloorview parking lot <p>Bring your coziest blankets and best movie-watching outfit. Everyone's welcome! For more information, please speak to someone on the therapeutic recreation team!</p>
	<p>CommunityCONNECT: Connect with TTC Wheel-Trans</p> <ul style="list-style-type: none"> • Date: Tuesday Sept. 16 • Time: 10:30am-12:30pm • Location: In-person at Holland Bloorview – location TBD • Registration: event will be listed at HollandBloorviewEvents.Eventbrite.ca as link becomes available
	<p>Parent Support Network</p> <p>8-Week Mindfulness Course for Parent/Caregivers Working with Difficult Emotions Through Mindfulness</p> <ul style="list-style-type: none"> • Dates: Thursdays Sept. 18th – Nov. 6th • Time: 12pm-1:15pm • Location: Virtual, over Zoom • Registration: https://8-week-MindfulnessSept-Nov2025.eventbrite.ca
	<p>Family Workshop</p> <p>Community Living Ontario: Education Advocacy Rights</p> <ul style="list-style-type: none"> • Date: Wednesday Sept. 24 • Time: 10:30am-12pm • Location: Virtual, over Zoom • Registration: Event will be listed at HollandBloorviewEvents.Eventbrite.ca as link becomes available



Inpatient Caregivers' Coffee and Colouring Hour

Inpatient caregivers are invited to drop by the Family Resource Centre (main floor, off the Atrium) on Tuesdays from 10:30am to 11:30am for an hour of coffee, colouring, and connection. This is a great opportunity to connect with other inpatient caregivers and meet one of our Family Mentors. This event is free. No registration is required.

Reminders and Resources for Inpatient Families

Bridging to Adulthood: *to register, click on the event time in the calendar*

SEPTEMBER 2025				
Monday	Tuesday	Wednesday	Thursday	Friday
1 Labour Day	2 Drop In 10-11am	3 Connecting with Adult Primary Care 1-2pm Drop In 4-5pm	4 Drop In 10-11am & 1-2pm	5 Drop In 1-2pm
8	9 Drop In 10-11am	10 Drop In 1-2pm & 6-7pm	11 Drop In 10-11am & 1-2pm	12 Drop In 1-2pm
15	16 Drop In 10-11am	17 Connecting with Ontario Disability Support Program (ODSP) 10:30am-12pm	18 Drop In 10-11am & 1-2pm	19 Drop In 1-2pm
22	23 Drop In 10-11am	24 Drop In 1-2pm Welcome, A Place to Start 4-5pm	25 Drop In 10-11am & 1-2pm	26 Drop In 1-2pm
29	30			



Inpatient Unit Reminders

Visitors and Accommodations:

- One parent/caregiver (16 years of age or older) plus one child under 30 months may stay by your child's bedside overnight. All visitors must sign-in and obtain a visitor lanyard at the main reception desk on the first floor. All visitors must wear this lanyard whenever visiting the third floor. It helps us to clearly identify visitors and keep your child safe.
- Two persons plus one child under 30 months can be at your child's bedside during the day.
- Since your child will be busy in therapy programs during the day, visits from siblings and guests are encouraged between 4:00pm and 8:00pm on weekdays and anytime on weekends until 9:00pm.

We encourage clients to spend time with visitors on the following days and times (Monday - Friday 4:00pm -9:00pm and Saturday, Sunday, and stat holidays 10:00am – 9:00pm) so that clients are able to attend school and therapy appointments during the day.

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 (such as cafeteria, Atrium, Spiral Garden, or the front courtyard) depending on the circumstance including weather conditions or hospital-wide programming. As clients are often participating in therapy programs and school during the day, visits from siblings and other visitors are strongly recommended to take place:

- Monday to Friday between 4:00pm to 9:00pm.
- Saturday, Sunday, and Statutory holidays between 10:00am & 9:00pm
- All visiting hours end at 9:00pm

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.

Laundry: A friendly reminder that parents/caregivers are responsible for their child's personal laundry (except for hospital linens and towels). The laundry room is located on the 3rd floor between SODR lounge and the family lounge (3W115). You are welcome to bring your own detergent or purchase from nearby grocery stores. Each machine costs \$2 per load, and payment is by **card only**. If you do not have a credit card, please reach out to your team for assistance.



Semi-private spaces for breastfeeding and chestfeeding

Holland Bloorview is a breast/chestfeeding-friendly facility. Families, staff, and visitors are welcome to breastfeed, chestfeed and/or express milk any time and anywhere while onsite. There are two spaces designated for families, staff, and visitors to nurse in a semi-private, quieter environment.

Spaces are located in The Grocery Foundation Resource Centre on the 1st floor and on the 2nd floor, west wing, behind registration. Both spaces include specialty nursing chairs with high backs for additional privacy. To learn more, visit our website at <https://bit.ly/434s5LH>



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.



Online booking system for Family Accommodations

Family Accommodations has an updated [webpage](#) 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

Client families may access the hospital's Pro Bono Triage Lawyer, Rosemary Masemann. Our triage lawyer offers free and confidential legal advice and resources around immigration issues, job protection and workplace accommodation, estate planning, housing law, school accommodations and more. To set up a consultation, email rmasemann@hollandbloorview.ca or reach out through your social worker. More information about these legal services can be found on our hospital website at: <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, please 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.



Spotlight Award Program

If you would like to thank a staff, student, or volunteer, give them a Spotlight Award by filling out a green feedback card and submitting it to the drop-box in front of the Family Resource Center (1st floor); or sending an e-mail to feedback@hollandbloorview.ca. More information about Holland Bloorview's recognition program can be found <https://hollandbloorview.ca/our-services/your-feedback-matters/spotlight>.

Food Services
Information Sheet



Food Services Information

For information on the food options in and around Holland Bloorview, please consult with the Food Services Fact Guide which is located in all inpatient rooms and can be found on our hospital website at:

<https://hollandbloorview.ca/our-services/about-your-visit/onsite-amenities/cafeteria-and-food-services>



Emergency Preparedness

Holland Bloorview aims to provide a safe and secure environment for all patients, visitors, staff, and volunteers. It is possible that while you are visiting Holland Bloorview you will hear an **emergency code** called over the public address system. Staff are trained to respond to these codes. They will provide direction on what you need to do during a code. For more information on emergency preparedness visit our hospital website at: <https://hollandbloorview.ca/about-us/impact-public-reporting/emergency-preparedness>

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.

- **Rahim Kurji**, clinical operations manager for the Brain Injury Rehabilitation Team (BIRT) rkurji@hollandbloorview.ca or (416) 425-6220 ext. 3139
- **Cara McCarthy**, clinical operations manager for Complex Continuing Care (CCC) cmccarthy@hollandbloorview.ca (416) 425-6220 ext. 6061
- **Marcia Sivilotti**, clinical operations manager for Specialized Orthopedic and Developmental Rehab (SODR) msivilotti@hollandbloorview.ca or (416) 425-6220 ext. 6338

Questions, Comments Concerns

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



Holland Bloorview Kids Rehabilitation Hospital

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HollandBloorview.ca

A teaching hospital fully affiliated with the University of Toronto