



Inpatient Family Newsletter

JULY 2025

News & Resources for You

Read this letter online at: HollandBloorview.ca/InpatientLetter

Jake's Award for Amazing Health Care Providers

Know an amazing health care provider? Nominate them for **Jake's Award!** Jake's Award for Amazing Health Care Providers, created by the family of Jacob (Jake) Trossman, celebrates the compassionate, skilled, and client-and family-centred care delivered by Holland Bloorview Clinicians.



Recipients are health care professionals who truly see each child or youth as a whole person and embody our values of compassion, equity, courage, resilience, and excellence, and innovation. **Nominations are open until July 11, 2025** and can be emailed to starawards@hollandbloorview.ca. To learn more, visit: hollandbloorview.ca/jakes-award, or scan the QR code for the nomination form.

Inpatient Food Services Survey

At Holland Bloorview, your insights matter. We are looking for feedback on the food your child or loved one received during their stay. If you fill out the survey by scanning the QR code, you are eligible for a draw for a Holland Bloorview umbrella. Email Jamie Marshall at jmarshall@hollandbloorview.ca to enter.



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 doesn't 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 spring 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

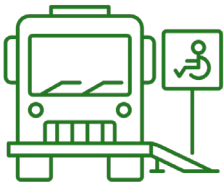
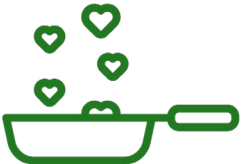
- **Caring Closet by VolunteerABLE**

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 out 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 will resume our full calendar of monthly workshops and events for families in September 2025 (open to both inpatient and outpatient family caregivers). While many of the events will be held virtually over Zoom, some will be offered in-person. Stay tuned!

Upcoming Events:

	CommunityCONNECT <u>With TTC Wheel-Trans</u> <ul style="list-style-type: none">• Featuring Kendra Scrimgeour, Customer Ability Liaison from TTC Wheel-Trans. The session will provide information about:<ul style="list-style-type: none">▪ How Wheel-Trans works and designed to support customers who want to learn how to travel safely and independently on the TTC’s conventional system.• How to connect and other available supports and services through the TTC.• Presentation will be followed by a Q&A.• Date: Thursday, June 26, 2025. Time: 10:30am to 12:00pm Sign Up Here!
	CommunityCONNECT <u>Community Kitchen with FoodShare Toronto</u> <ul style="list-style-type: none">• Join us for an in-person cooking session with Asam Ahmad from FoodShare Toronto. Asam will facilitate a cooking demonstration and discussion while the group prepares and enjoys a meal together.• This session is geared to inpatient parent/caregivers. Space is limited. Please contact familynavigation@hollandbloorview.ca to sign-up.


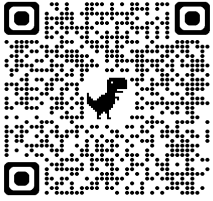

- **Inpatient Caregivers' Coffee and Colouring Hour**


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.






In collaboration with the Family Support Specialists and the Arts Program Coordinator, we had a very successful “High Tea and Arts for Caregivers” workshop last week, as a special offering in honour of Mother’s Day. Families shared they felt it was a “very relaxed, comfortable, safe space to connect with other caregivers and enjoy some pleasant “time off”.”







Reminders and Resources for Inpatient Families

	<h3>Bridging to Adulthood</h3> <p><u>“Welcome – A Place to Start”</u></p> <p>Are you beginning your transition to adulthood journey? Join the Bridging to Adulthood team and a Family Leader for an introduction to various community supports and resources that can help you through your journey into adulthood. We will provide a brief overview of funding supports, legal considerations, employment, recreation & life skills, primary care, post-secondary, independent living, and much more. Where: Virtually unless otherwise requested. Who: Clients 14-year-old and older, along with their families.</p> <p>Register and Join a virtual Pop-Up last Wednesday of every month at 4:00pm. For more information, please scan the QR code.</p> 
	<h3>Inpatient Unit Reminders</h3> <p><u>Visitors and Accommodations:</u></p> <ul style="list-style-type: none"> • 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.

	<ul style="list-style-type: none"> • 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. <p><u>Gatherings:</u> 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.</p> <p>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:</p> <ul style="list-style-type: none"> • Monday to Friday between 4:00pm to 9:00pm. • Saturday, Sunday, and Statutory holidays between 10:00am and 9:00pm • All visiting hours end at 9:00pm <p><u>Lanyards:</u> 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.</p> <p><i>Thank you for your cooperation.</i></p> <p><u>Laundry:</u> 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.</p>
	<p>Semi-private spaces designated for those breastfeeding and chestfeeding onsite</p> <p>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.</p> <p>As part of a recent initiative to develop a culture of safety and education around breast/chestfeeding at Holland Bloorview, there are two spaces designated for families, staff, and visitors to nurse in a semi-private, quieter environment.</p>

	<p>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.</p> <p>To learn more about this initiative and access an FAQ, visit our website at https://bit.ly/434s5LH</p>
	<p>Join the BLOOM Community for Resources on Parenting Children with Disabilities</p> <p>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.</p>
	<p>Online booking system for Family Accommodations</p> <p>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.</p>
	<p>Pro Bono Triage Lawyer: Updated Availability</p> <p>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.</p>
	<p>Family Support Specialists</p> <p>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.</p>
	<p>Family Mentor Program</p> <p>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</p>

 <p>HB Family Support Network</p>	<h3>HB Family Support Network</h3> <p>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.</p>
	<h3>Spotlight Award Program</h3> <p>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.</p>
	<h3>Food Services Information</h3> <p>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</p>
	<h3>Emergency Preparedness</h3> <p>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 visitor our hospital website at: https://hollandbloorview.ca/about-us/impact-public-reporting/emergency-preparedness</p>

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
- **Michelle Balkaran**, clinical operations manager for Complex Continuing Care (CCC) mbalkaran@hollandbloorview.ca or (416) 425-6220 ext. 6028
- **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

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HollandBloorview.ca

A teaching hospital fully affiliated with the University of Toronto