Holland Bloorview
Kids Rehabilitation Hospital



Inpatient Family Newsletter

NOVEMBER 2026

News & resources for you

Read this letter online at: https://hollandbloorview.ca/InpatientLetter

New look!

The inpatient newsletter is now organized into two main sections:

- **What's new this month** – contains all new information for the current month/season
- **Always relevant information** – contains information that remains relevant throughout your stay.

What's new this month

Holland Bloorview launches Canada's first comprehensive Food Support program!



Holland Bloorview has launched the first comprehensive hospital-based food support program in Canada. The program was made possible by a generous $3 million donation from David and Lynn Coriat and Gary and Donna Slaight through the Holland Bloorview Foundation's https://www.togetherwedare.ca/

The food program components include:

- **Daily food support for all inpatient families;** $30 per day, in the form of cafeteria food vouchers to support caregiver food costs during their child's inpatient stay.
- **Enhanced snack bags for all inpatient families,** now featuring additional protein-rich options in response to family and caregiver feedback.
- **Weekend grocery card support for inpatient families;** additional $60 per weekend to provide food support for families who are at the hospital or on a weekend pass.

Connect with your Social Worker to learn more about how to access these supports and read more here.

Grocery Shuttle Services

The hospital offers a grocery shuttle service once a week, where clients, families and caregivers are driven to local grocery stores and back to the hospital. Passengers can specify their preference of stores in the area that best accommodates their dietary and budgetary needs.

Hours: Every Tuesday from 1:00 p.m. to 2:15 p.m.

How to book: Please visit Main Reception at the hospital entrance to request the shuttle with our transportation services. Requests should be made at least 24 hours in advance.

Shuttle times and availability may be subject to change based on operational requirements.



New Inpatient Schedule

Beginning October 30, inpatient families will receive a new printed version of their weekly schedule. Developed with feedback from inpatient clients, families and staff, the updated format brings most schedule and programming information together on one page, making key details easier to find.

Clients and families asked for more convenient access to information such as the Wi-Fi password, mealtimes and their physician's name. The updated schedule reflects these requests and includes the following improvements:

- **Most information on a single page** for easier access and quick reference.
- **School, therapeutic recreation and room information** to support patient safety and communication.
- **The attending physician's name** clearly identified on the schedule.
- **Mealtimes** included for easy reference.
- **The Wi-Fi password** included for convenience.

We welcome your feedback on the new format. Please share any comments or suggestions with your nursing team.



Pool Showers

In addition to the shower facilities on the third floor/inpatient unit, caregivers can also use the pool showers located on Level 0 which are available at the following times:

- Monday 9:30am-8:30pm
- Tuesday 8:15am-8:30pm
- Wednesday 8:15am-8:30pm
- Thursday 8:15am-8:30pm
- Friday 8:15am-8:00pm
- Saturday 8:30am-5:00pm
- Sunday 8:30am-7:30pm

* Please note that pool showers will be **closed** on the following dates:

- Saturday, December 12, 2026
- Sunday, December 13, 2026
- Saturday, December 19, 2026
- Sunday, December 20, 2026 – Sunday, January 3, 2027



New safety e-learning curriculum now available for caregivers

Holland Bloorview has launched a new caregiver-focused patient safety e-learning series. It was designed by caregivers to help fellow caregivers develop knowledge, confidence and skills to play an active role in their child's safety and care. Topics include:

- Understanding patient safety and the caregiver's role
- Effective communication with healthcare teams
- Recognizing (and preventing) potential safety concerns
- Practical strategies to prevent errors
- Building confidence to advocate for a child across different care settings
- Strengthening partnerships between families and care teams.

Caregivers can access the modules at a time and place that works best for them. They can be revisited at any time for a refresher.

The modules are free! click here or scan the QR code to access





Upcoming events	
	**CommunityCONNECT with WoodGreen – Financial Literacy Series** **Making Sense of Credit and Debt** Thursday, Nov. 5th, 2026 10:30am-12pm (Virtual) Register Here Contact: Steph Moynagh smoynagh@hollandbloorview.ca
	**Parent Support Network** **Mental Health Supports for Parent/Caregivers at the Ontario Caregiver Organization** Tuesday Nov. 17th, 2026 12pm-1:30pm (Virtual) For more information or to register, contact: Steph Moynagh smoynagh@hollandbloorview.ca
	**Family Workshop** **Education Law and Advocacy with ARCH Disability Law** Tuesday November 24 10:30am-12pm (Virtual) For more information or to register, contact: tgunasekera@hollandbloorview.ca

Always relevant information

Inpatient unit reminders

Recommended visiting schedule

Clients are often in therapy programs and school during the day, so we strongly recommend that visits from siblings and other guests take place: Monday to Friday between 4:00pm to 9:00pm, Saturday, Sunday, and statutory holidays between 10:00am to 9:00pm. All visiting hours end at 9:00pm

Room assignments

Shared rooms: Please note that most of our rooms are shared with other clients and families. Your assigned room on admission may not be permanent. We do our best to minimize changing your assigned room, however, there are times when this is unavoidable and could result in multiple room changes during your admission.

Private rooms: There are a small number of private rooms on each unit. Priority is based on multiple factors, such as age and developmental stage; activity level and stimulation tolerance; behavioural presentation; sleep habits and known sleep disruptions; frequency and intensity of medical or nursing interventions; safety and infection control considerations; as well as input from the physician and clinical team.

Visitors and accommodations

- 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.
- One parent/caregiver (16 years of age or older) plus one child under 30 months may stay by your child's bedside overnight.
- Two people plus one child under 30 months can be at your child's bedside during the day.

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, or the front courtyard) depending on the circumstance, including weather conditions or hospital-wide programming. Staff meeting rooms are not permitted to be used.

Lanyards

For security reasons, all inpatient caregivers and individuals visiting inpatients, must wear hospital-issued identification, such as the red or black lanyards and ID badges, always when on hospital property. Clients must also always wear their ID wristband.

Laundry

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 buy it from nearby grocery stores. It costs $2 to wash or dry a load of laundry, and payment is by **card only**. If you do not have a credit card, please reach out to your team for assistance.

Family fridge reminders

We can provide ONE plastic storage bin for 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.

Fridge etiquette

- Check the bin on Wednesdays and Fridays and please do not 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 information

Caring Closet

The "Caring Closet" has clothing and personal items that inpatient clients and families may access at any time during their stay. The Caring Closet is in the SODR lounge (behind the sofas) and has items shared by staff, community supporters and families. All clothing in this space has been laundered, folded and stored by the team from VolunteerABLE. If you have



any questions, please reach out to your social worker, nursing and therapy staff members.

Inpatient Caregiver Coffee Chat (weekly)

Inpatient caregivers are invited to drop by the Family Resource Centre (main floor, off the Atrium) on Tuesdays anytime between 10:30am to 11:30am for coffee and connection with a Family Mentor, and other inpatient families. This event is free, and no registration is required. Take a break and let us buy you a coffee or a treat!



Workshops and Events for Families

The Family Resource Centre runs a series of free family education workshops and events from September to June. Check out the upcoming sessions on our Family Events Calendar - September-December 2026. You can find this calendar on our Workshops and Events page. Events are open to inpatient and outpatient caregivers, as well as families in the childhood disability community. While many of the events are held virtually, some are offered in-person. Feel free to reach out with any questions: resource_centre@hollandbloorview.ca

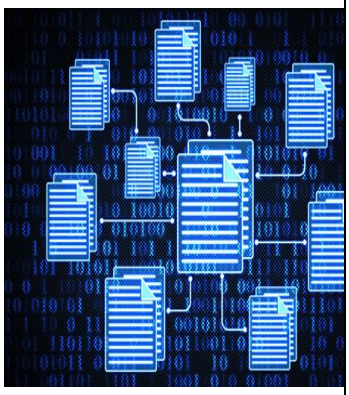


Data sharing at Holland Bloorview

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? Holland Bloorview will share de-identified clinical data (that does not have any personal information like name or address) with 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 data sharing webpage or speak to a member of your care team.



Spiritual Care Services at Holland Bloorview

Have you met **Ruveyda Durmus**, Spiritual Care Facilitator? Ruveyda has been supporting inpatient rehabilitation and complex continuing care clients, 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.



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.

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.

Join the Ambassador Program!

Our ambassadors share their stories to help the public learn more about Holland Bloorview. Some of the ways ambassadors engage with us include giving an interview for an article on our website, joining us at or speaking at community events, providing a media interview, participating in photo or video shoots, or advising on Foundation projects.

Ambassadors can be clients, siblings, parents and caregivers or alumni of Holland Bloorview. There is no minimum required commitment; an ambassador's type or degree of involvement can vary depending on their comfort level and availability at any given time.

To sign up for the ambassador program, please fill out this form or scan the QR code.

If you have any questions, please email program staff, Christine Hill (christine.hill@hollandbloorview.ca) and Emma Evans (eevans@hollandbloorview.ca)

The Bridging to Adulthood Team

Our team supports clients, aged 14 and older, along with their families, in planning for life after pediatric care which ends at 18. We can help you prepare for non-medical adult programs and services, including life skills, employment, independent living, legal matters, post-secondary education, social connections, and more.

Scan the QR code to visit our website and monthly calendar of events and appointments. Feel free to email our team to learn more, we'd love to speak with you: transitionpop-up@hollandbloorview.ca

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.

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.

For more information: https://hollandbloorview.ca/our-services/family-workshops-resources/onsite-legal-program



Watch our new A Family Like Mine video!

When grief and gratitude are in the mix focuses on inpatient Mason, 5, who has spinal muscular atrophy, and his family.

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.



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.



Eating well during your stay

Snack Bag Program

All inpatient families are eligible to get one snack bag per family each weekday during their stay. Caregivers can pick-up the snack bags from the unit's kitchen area. The bags are refreshed at approximately 10:30am daily, Monday to Friday (except for statutory holidays), and caregivers can pick up their snack bag at any time.

All snack bags are nut free, dairy free, vegetarian, and Halal.
For additional dietary requirements, please call (416) 425-6220 extension 6048.

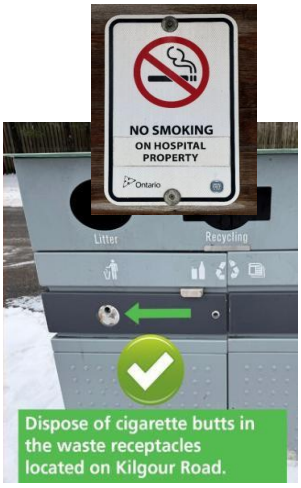


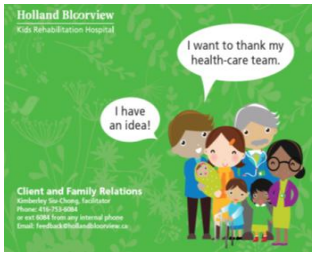
Food Services Information For information on the food options in and around Holland Bloorview, please consult with the Food Services Information sheet which is located in all inpatient rooms and can be found on our hospital website at: https://hollandbloorview.ca/our-services/about-your-visit/onsite-amenities/cafeteria-and-food-services	

Infection Prevention and Control updates

As we enter respiratory virus season, now is a good time to get vaccinated against influenza (the flu). Getting your flu vaccine can help reduce your risk of becoming ill and help protect those around you. Flu vaccination is available for our inpatients during their stay. Please speak with your healthcare provider if you would like your child to receive the flu vaccine.

General reminders

	**Safe Spaces for All** At our hospital, every child, family member, and team member deserves to feel safe, valued, and respected. Behaviour which is disrespectful, disruptive, or threatens the safety and wellbeing of others (e.g. discriminatory or foul language or yelling) is not acceptable. Thank you for helping us make this a place where children heal, families find comfort, and staff feel supported.
	**Reminder: Scent-Free** Strong scented products such as perfume, hairspray, cologne, aftershave, and fabric scent boosters can cause health issues. In consideration for others, we request that you and your visitors do not wear scents while at Holland Bloorview.
	**Non-smoking policy and cigarette disposal** We would like to remind families visiting Holland Bloorview that smoking is not permitted on hospital property. In addition, smoking within nine meters of hospital entrances or exits, or within 20 meters of the Bloorview School Authority and playground is strictly prohibited. This policy is in accordance with the Smoke-Free Ontario Act and the Ontario Regulation and the Cannabis Act, put into effect to ensure a clean, safe and smoke-free environment for all. Cigarette butts should not be thrown on the ground. There is a cigarette disposal in the waste receptacle located along Kilgour Road outside the hospital entrance.

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<tr><td></td><td>Online booking system for Family Accommodations
Family Accommodations has a user-friendly online booking system. It's designed to give easy access to booking requirements and payment options and enable families to book accommodations online.</td></tr>
<tr><td></td><td>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. Spaces are 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.</td></tr>
<tr><td>
</td><td>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 Centre (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.</td></tr>
<tr><td></td><td>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</td></tr>
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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.

- **Cara McCarthy**, Clinical Operations Manager for the Brain Injury Rehabilitation Team (BIRT) cmccarthy@hollandbloorview.ca (416) 425-6220 ext. 6061.
- **Megan Hipson,** Clinical Operations Manager for Complex Continuing Care (CCC) mhipson@hollandbloorview.ca (416) 425-6220 ext. 6028.
- **Meghan Toswell**, Clinical Operations Manager for Specialized Orthopedic and Developmental Rehab (SODR) mtoswell@hollandbloorview.ca (416) 425-6220 ext.3106.

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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A teaching hospital fully affiliated with the University of Toronto.

