

June 13, 2024

Dear Inpatient Family,

This week's letter contains important information about the temporary closure of the women's change room in the pool area. We're also sharing updated hours of access for the Spiral Garden at the back of the hospital as well as an invitation to join us for a National Indigenous People's Day celebration on June 20. Finally, don't forget to recognize a member of your care team for a job well done by nominating them for an award.

1. Temporary closure of women's change room

- The women's change room in the pool area is closed for repair, maintenance and cleaning until further notice. The men's and family change rooms remain open during this period.
- Inpatient clients and families that use the women's change room are encouraged to arrive in their bathing suit and return to their room on the 3rd floor to change after their swim. Please note that the family change room is a universal area and isn't large enough to accommodate the increased volume due to the closure. Please be courteous to your fellow swimmers in our shared spaces.
- We apologize for any inconvenience and thank you for your patience. The maintenance period is expected to last several weeks and details around the re-opening of the women's change room will be shared when available. Should you have any questions, please reach out to Christina Neumann, manager, aquatics at cneumann@hollandbloorview.ca.

2. Spiral Garden access during summer months

- During the summer, the Spiral Garden is in use by groups/outpatient clients for recreational and fee-for-service programming (e.g. camp). The camp runs from Tuesday, July 2 to Friday, August 30 from 8:30 a.m. to 4:30 p.m. During these times the space will not be available for inpatient use.
- The garden remains available for inpatient families on weekends and holidays from 7 a.m. – 8 p.m. and on weekdays from 5 – 8 p.m.



- Camp does not run from Monday, July 29 to Friday, August 2, so Spiral Garden will be available for inpatient family use during this time.
- Please check with therapeutic recreation staff for potential accompanied visits to Spiral Garden during weekday, daytime hours.
- To access the Spiral Garden, please use the doors next to the first floor Conference Centre.

3. National Indigenous People's Day celebration – Thursday, June 20

- We hope you can join us on Thursday, June 20, from noon to 1 p.m. as we celebrate National Indigenous People's Day with a visit and performance from the Snake Island Drum Group.
- For many Indigenous people, the drum holds profound significance both culturally and spiritually and serves as both a source of music and healing but also as a sacred instrument fostering a lifelong connection to community and relationship with all creation.
- Inpatient clients and families are welcome to attend the event that will be hosted outdoors in the Holland Bloorview pavilion in Spiral Garden at the back of the hospital.

4. Music therapy group for inpatients

- Calling all parents, caregivers, staff and students! Would you like to join us to learn how to play ukulele, play music together and have some fun? Join us every Wednesday from 1:30 – 2:15 p.m. in the SODR lounge. No registration is required and sessions run until July 31.
- Everyone is welcome and no prior experience is required. Ukuleles will also be provided.

5. Nominate a member of your care team for an award

- Did you know there are multiple ways you can nominate staff, students and/or volunteers for a job well done?
 - **Spotlight Award:** Nominate staff, students and volunteers for a job well done by selecting them for a Spotlight Award. You can share your compliments with the client and family relations team at feedback@hollandbloorview.ca or by submitting a green feedback postcard.
 - **Jake's Award:** This award, named for Jacob (Jake) Trossman, is a recognition program created by his family that honours and celebrates the skillful, compassionate care of Holland Bloorview health professionals and clinicians. The deadline to nominate a clinician is July 5, 2024. Access the nomination form at <https://bit.ly/45moU3g>

6. Celebrating 125 years of Holland Bloorview

- Holland Bloorview is celebrating its 125th anniversary! This milestone provides an opportunity to reflect on our past, celebrate our present and envision our future. As part of

the anniversary celebrations, we invite all clients and families to join in by sharing photos, memories and favorite moments from your experiences at Holland Bloorview.

- Visit our HB125 photo station on the first floor by the elevators – take photos and share them on social media with the hashtag #HB125 to spread the joy! Don't forget to tag us @HBKidsHospital (X (formerly Twitter) or @hollandbloorview (Instagram). Stay updated by visiting our <https://hb125.hollandbloorview.ca>

Reminders and resources for inpatient families

Smudging policy

- Holland Bloorview is pleased to announce the implementation of a smudging policy to support the practice of smudging for Indigenous employees, clients and families. Smudging is a traditional ceremony for many Indigenous cultures and involves the burning of one or more of the four sacred medicines, sage, cedar, sweet grass and tobacco.
- Please direct all smudging requests to a member of your clinical care team who will work with your family's social worker to facilitate this request. For safety reasons, indoor smudging ceremonies will take place in designated spaces in the hospital. In milder weather, the terraces or garden can be considered.

Bicycle and scooter storage policy

- Arriving by bicycle or scooter at Holland Bloorview? In alignment with our commitment to environmental sustainability and encouraging visitors to use carbon-free modes of transportation, the hospital has developed a new bicycle and scooter storage policy.
- Please use the designated bike racks to the east of the main entrance to lock up your bike or scooter and kindly remember to bring your own high-quality lock. While the area is covered by video surveillance for the safety of our staff, visitors and clients/families, Holland Bloorview is not responsible for any theft or damage.
- Please be considerate when entering and leaving the bike rack area and ensure that entrances, walkways and parking spaces are not obstructed by your bicycle or scooter.
- **A friendly reminder that personal bicycles and scooters are strictly prohibited from being brought inside the hospital.** Except for during client therapy, when hospital equipment is used, riding bicycles, scooters, inline skates and roller skates inside Holland Bloorview is not permitted to ensure the safety of all individuals.

Food Services Information Sheet

- Looking for information on where you can grab a bite to eat, whether it's inside the hospital or in the surrounding area nearby? There are a variety of locations where clients, families can find different options. Please refer to our Food Services Information Sheet (<https://bit.ly/3UmvOBs>) for a comprehensive list of food services available in, and around, Holland Bloorview.

7. Third floor reflection room

- The third-floor reflection room (3W480) has been re-opened and is available to all families, staff and volunteers who would like a quiet space for reflection, meditation or prayer.
- Please be reminded that the spiritual care practitioner, Ruveyda Durmus is available to all clients and families and can be reached at 416-425-6220, ext. 3656 or at rdurmus@hollandbloorview.ca

Inpatient unit reminders

- **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 (i.e. cafeteria, Atrium, Spiral Garden or the front courtyard depending on the circumstance. For example, not being impacted by weather or other hospital-wide programming.
- **Visiting hours:** As our clients are often participating in therapy programs and school during the day, we strongly encourage visits from siblings and other visitors during the following dates/times:
 - Monday - Friday from 4 - 9 p.m.
 - Saturday, Sunday and statutory holidays from 10 a.m. - 9 p.m.
- **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!

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.
- Sign up at <https://bit.ly/3uZ5Udj>

Online booking system for Family Accommodations

- Family Accommodations has an updated website (<https://bit.ly/3sO0woj>) 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: updated availability

- Did you know that client families have access to the hospital's pro bono triage lawyer, Rosemary Masemann? Through private and cost-free consultation, our triage lawyer offers general guidance around immigration, job protection and workplace accommodation, estate planning, housing, school accommodations and more.
- Rosemary has recently updated the dates/times when she is available and is now onsite on Tuesdays from 9 a.m. - 1 p.m. and Wednesdays from 9 a.m. - 5 p.m. She is available for drop-in visits from families and staff during her on-site hours. Her office is located in the Family Resource Centre in room 1E280. Rosemary also works remotely on Friday mornings from 9 a.m. - 1 p.m. and her response time is three business days.

- Families can reach out to her via email at any time: rmasemann@hollandbloorview.ca
More information about these legal services can be found on our hospital website: <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, 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.

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.

- **Marcia Sivilotti**, clinical operations manager for Specialized Orthopedic and Developmental Rehab (SODR) and Brain Injury Rehabilitation Team (BIRT)
msivilotti@hollandbloorview.ca (416) 425-6220 ext. 6338
- **Irene Simpson**, clinical operations manager for Complex Continuing Care (CCC)
isimpson@hollandbloorview.ca
(416) 425-6220 ext. 6257

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.

Read this letter online at HollandBloorview.ca/InpatientLetter. Scan the QR code with your phone.



Regards,

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Senior Director, Inpatient Rehabilitation and Complex Continuing Care