

April 10, 2024

Dear Inpatient Family,

This week's letter contains important information on changes to masking in common and clinical areas at Holland Bloorview. We've also made some changes to parking rates for clients and families that we'd like you to be aware of and are pleased to share an invitation for inpatient clients and families to join us on April 29 when several Toronto Blue Jays players will visit the hospital. Finally, we've provided some public health resources on how to keep you and your family protected against the measles virus, which has recently been reported in Canada. Thank you for continuing to do your part to keep our community safe!

## 1. Masking update

- Beginning on Monday, April 15, **masking is no longer mandatory in common areas and clinical areas throughout the hospital**. This decision was made by Holland Bloorview based on both internal and external indicators that point to declining respiratory virus transmission in the community and Holland Bloorview.
- We continue to remain mask friendly and offer masks as well as hand sanitizer throughout the building.
- Holland Bloorview will stay vigilant in tracking respiratory virus transmission and will adjust our masking policy accordingly. Family members who are unwell are encouraged to stay at home until their symptoms improve before coming to the hospital.

## 2. Changes to parking rates for clients and families

- Effective Monday, April 15, we will be updating parking rates for visitors, including inpatient clients and families, in the hospital's Kilgour lot.
- Though many of the parking rates for single day, weekend and multi-uses passes have increased compared to current rates, they remain well below parking pass rates at other health care organizations and continue to meet all ministry guidelines.



- These increases will help support Holland Bloorview's ongoing operational costs including preventative maintenance and technology upgrades.
- Please refer to the changes below:

<b>Single-day passes</b>		
<b>Parking Duration</b>	<b>Current Rate</b>	<b>New Rate</b>
Per half hour or less	\$2.10	\$2.50
Daily (24 hour) weekday maximum	\$10.50	\$11.50
Day Pass with in & out privileges	\$12 for 24-hour period at the time of purchase	\$13.25
Evening maximum (6 p.m. - 6 a.m.)	\$6.30	\$7
Weekend daily maximum (Sat. 6 a.m.- Mon. 6 a.m.)	\$6.30	\$7
Lost ticket	\$10.50	\$11.50
<b>Multi-use passes</b> - **Passes are <b>now valid for one year</b> from date of purchase and are available for purchase at reception. Note: one (1) use means unlimited in and out access to the parking lot within a 24-hour period		
• 5-time-use	\$31.50	\$28.75 (\$5.75 per use)
• 10-time-use	*Not currently available	\$55.00 (\$5.50 per use)
• 30-time-use	\$61.50	\$157.50 (\$5.25 per use)

### 3. Visit from Toronto Blue Jays players – Monday, April 29

- Several players from the Toronto Blue Jays will be visiting Holland Bloorview on **Monday, April 29**, and we're inviting inpatients clients, families and caregivers who are at the hospital to join us in the Coriat Atrium (1<sup>st</sup> floor). There will be a meet-and-greet with the players and ACE, the Toronto Blue Jays mascot, as well as a sing-along and an opportunity to participate in the seventh inning stretch.
- While we're still working on confirming the exact time of the visit on April 29, we know it'll be sometime from 10 a.m. to noon. Stay tuned for more details over the next couple of weeks!
- \*\*Please note that media/photographers will be present at the event and should you choose to attend you will be consenting to having your photo/likeness/recordings posted publicly and on social media.

#### 4. Protecting children against the measles virus

- As you may know, measles cases have recently been reported in Canada. Measles is a highly contagious, potentially fatal virus that is spread quickly through the air and poses serious risks to children under the age of 12 months.
- Routine vaccinations against measles do not start until children are one year and older. If you'd like to learn more about how to keep you and your family protected against this virus, please visit this online resource from the Public Health Agency of Canada's public health programs unit. Learn more at <https://bit.ly/43FHTVu>

#### 5. Third floor reflection room re-opening

- Beginning Monday, April 15, the third-floor reflection room (3W480) that was temporarily relocated to fifth floor will be re-opening in the same space (3W480). The reflection room is, and will continue to be, available to all families, staff and volunteers who would like a quiet space for reflection, meditation or prayer.
- Thank you for your patience and understanding during the past few weeks as we re-located the reflection room to the fifth floor to make room for a temporary therapy gym.
- 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](mailto:rdurmus@hollandbloorview.ca)

#### Reminders and resources for inpatient families

##### **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!

## **New semi-private spaces designated for those breastfeeding and chestfeeding onsite**

- As part of a recent initiative to develop a culture of safety and education around breast/chestfeeding at Holland Bloorview, we are thrilled to announce the addition of two new 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 1<sup>st</sup> floor and on the 2<sup>nd</sup> floor, west wing, behind registration. Both spaces include specialty nursing chairs with high backs for additional privacy.
- 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. To learn more about this initiative and access an FAQ, 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.
- Sign up at <https://bit.ly/3uZ5Udi>

## **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](mailto: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](mailto: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](http://www.hollandbloorview.ca/familymentor)

### **Drop-in coffee chat for inpatient caregivers**

- Every Wednesday from 1 – 2 p.m, we invite inpatient caregivers to drop by the family lounge (room 3W115) for a coffee and a chance to connect with a family mentor who has been a caregiver of a Holland Bloorview client. This is a great opportunity to meet other caregivers and learn about resources and supports available to you during your stay at Holland Bloorview. Family mentors can also provide a listening ear and emotional support to help you feel less alone in your caregiving journey.

### **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.

- **Karen Rezk**, clinical operations manager for the Brain Injury Rehabilitation Team (BIRT)  
[krezk@hollandbloorview.ca](mailto:krezk@hollandbloorview.ca)  
(416) 425-6220 ext. 3139
- **Marcia Sivilotti**, clinical operations manager for Specialized Orthopedic and Developmental Rehab (SODR)  
[msivilotti@hollandbloorview.ca](mailto:msivilotti@hollandbloorview.ca)
- **Irene Simpson**, clinical operations manager for Complex Continuing Care (CCC)  
[isimpson@hollandbloorview.ca](mailto: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](mailto:feedback@hollandbloorview.ca).

Read this letter online at [HollandBloorview.ca/InpatientLetter](https://HollandBloorview.ca/InpatientLetter). Scan the QR code with your phone.



Regards,

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Senior Director, Inpatient Rehabilitation and Complex Continuing Care