



# Inpatient Family Newsletter

**APRIL 2025**

## News & Resources for You

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Read this letter online at [HollandBloorview.ca/InpatientLetter](https://HollandBloorview.ca/InpatientLetter).

### Important care related updates

#### Staying up to date with your measles vaccine

- Measles is a highly contagious disease that continues to circulate globally, including in Toronto. The 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://toronto.ca/public-health).

### Client and Family Centred Care updates

- **Caring closet**




There is a “Caring Closet” located in the SODR lounge ( behind the sofa’s) 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 3<sup>rd</sup> 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.







- **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 11:00am to 12:00pm 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, and no registration is required.

## Reminders and resources for inpatient families

	<h3>Staff and Caregivers</h3> <p>Harmony Ontrack Music Therapy Clinic: Join to learn a new instrument, play music together, and have some fun! The 6-week ukulele drop-in will take place weekly on Wednesdays this Spring.</p> <p>Dates: <b>March 26, April, 2, 9, 16, 23 and May 7</b></p> <p>Time: <b>1:00 – 1:45pm</b></p> <p>Where: <b>SODR Activity Lounge</b></p> <p>A limited number of ukuleles will be provided.</p> <p>Contact us: if you have any questions, please email Reede Parisi at <a href="mailto:rparisi@hollandbloorview.ca">rparisi@hollandbloorview.ca</a></p> <p>For more information on services offered through the Harmony OnTrack Music Therapy Clinic, follow this QR code:</p> 
	<h3>Inpatient unit reminders</h3> <p><b>Visitors and Accommodations:</b></p> <ul style="list-style-type: none"><li>• One parent/caregiver (16 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. This lanyard is to be worn whenever visiting the third floor. It helps us to clearly identify visitors and keep your child safe.</li><li>• Two persons plus one child under 30 months can be at your child's bedside during the day</li><li>• Since your child will be busy in therapy programs during the day, visits from siblings and guests are encouraged between 4:00 and 8:00 p.m. on weekdays and anytime on weekends until 9:00 pm.</li><li>• We encourage clients to spend time with visitors in (Mon-Fri 4:00-9:00 p.m. and Sat, Sun and stat holidays 10:00 a.m. – 9:00 p.m.) so that clients are able to attend school and therapy appointments during the day.</li></ul> <p><b>Gatherings:</b> 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. Such as 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"><li>• 4:00pm to 9:00pm Monday to Friday</li><li>• 10:00am to 9:00pm Saturday, Sunday and Statutory holidays</li><li>• All visiting hours end at 9:00pm</li></ul>

	<p><b>Lanyards:</b> 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><b><i>Thank you for your cooperation.</i></b></p> <p><b>Laundry:</b> A friendly reminder that parents/caregivers are responsible for their child's personal laundry (excludes hospital linens/towels). The laundry room is located on the 3<sup>rd</sup> floor between SODR lounge and the family lounge (3W115). You are welcome to bring your own detergent, or it can be purchased in the laundry room. Each machine costs \$2 per load, and payment is by <b>card only</b>. If you do not have a credit card, please reach out to your team for assistance.</p>
	<p><b>Semi-private spaces designated for those breastfeeding and chestfeeding onsite</b></p> <p>Holland Bloorview is a breast/chestfeeding-friendly facility. Families, staff and visitors are welcome to breastfeed, chestfeed and/or express milk <b>any time and anywhere</b> while onsite.</p> <p>As part of a recent initiative to develop a culture of safety and education around breast/chestfeeding at Holland Bloorview, we two new 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 <a href="https://bit.ly/434s5LH">https://bit.ly/434s5LH</a></p>
	<p><b>Join the BLOOM community for resources on parenting children with disabilities</b></p> <p>Want to learn about parenting children with disabilities? <a href="#">Sign up for Holland Bloorview's monthly BLOOM e-letter</a>. It combines real family stories and the best expert advice with the latest news and opinion on disability.</p>
	<p><b>Online booking system for Family Accommodations</b></p> <p>Family Accommodations has an updated webpage (<a href="https://bit.ly/3sO0woj">https://bit.ly/3sO0woj</a>) 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><b>Pro bono Triage Lawyer: updated availability</b></p> <p>Client families may access the hospital's Pro Bono Triage Lawyer, <i>Rosemary Masemann</i>. 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. Families can reach out to her via email at any time at <a href="mailto:rmasemann@hollandbloorview.ca">rmasemann@hollandbloorview.ca</a> to set up a consultation or can connect through their social worker. More information about these legal services can be found on our hospital website at: <a href="https://hollandbloorview.ca/our-services/family-workshops-resources/onsite-legal-program">https://hollandbloorview.ca/our-services/family-workshops-resources/onsite-legal-program</a>.</p>
	<p><b>Family support specialists</b></p> <p>Inpatient caregivers can connect with a family support specialist by e-mailing <a href="mailto:resourcecentre@hollandbloorview.ca">resourcecentre@hollandbloorview.ca</a> to explore relevant mental health resources at our hospital and in the community.</p>
	<p><b>Family Mentor Program</b></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, go to: <a href="http://www.hollandbloorview.ca/familymentor">www.hollandbloorview.ca/familymentor</a></p>
 <p>HB Family Support Network</p>	<p><b>HB Family Support Network</b></p> <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: <a href="https://www.facebook.com/groups/hbfamilysupportnetwork">https://www.facebook.com/groups/hbfamilysupportnetwork</a>. Please be sure to answer all group questions when submitting your membership request.</p>
	<p><b>Internet upgrade</b></p> <p>On February 7<sup>th</sup>, Holland Bloorview completed an upgrade to our Rogers Guest internet service. We installed new wireless access points throughout the hospital, increasing the total number by 70%. Many of the new access points have installed in our 3<sup>rd</sup> floor inpatient areas. We are confident this upgrade will result in a much better guest internet experience for Holland Bloorview clients and families.</p>
	<p><b>Spotlight Award Program</b></p> <p>If you would like to thank a staff, student, or volunteer, give them a Spotlight Award by: 1) filling out a green feedback card and submitting it to the drop-box in front of the Family Resource Center (1st floor); or 2) sending an e-mail to <a href="mailto:feedback@hollandbloorview.ca">feedback@hollandbloorview.ca</a>. More information about Holland</p>

	Bloorview's recognition program can be found on our hospital website at: <a href="https://hollandbloorview.ca/our-services/your-feedback-matters/spotlight">https://hollandbloorview.ca/our-services/your-feedback-matters/spotlight</a> .
	<b>Food Services Information</b> For information on the food options in and around Holland Bloorview, the Food Services Fact Guide is located in all inpatient rooms and can be found on our hospital website at: <a href="https://hollandbloorview.ca/our-services/about-your-visit/onsite-amenities/cafeteria-and-food-services">https://hollandbloorview.ca/our-services/about-your-visit/onsite-amenities/cafeteria-and-food-services</a>

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](mailto:rkurji@hollandbloorview.ca) or (416) 425-6220 ext. 3139
- **Michelle Balkaran**, clinical operations manager for Complex Continuing Care (CCC) [mbalkaran@hollandbloorview.ca](mailto:mbalkaran@hollandbloorview.ca) or (416) 425-6220 ext. 6028
- **Marcia Sivilotti**, clinical operations manager for Specialized Orthopedic and Developmental Rehab (SODR) [msivilotti@hollandbloorview.ca](mailto:msivilotti@hollandbloorview.ca) or (416) 425-6220 ext. 6338

## Questions, comments concerns

Feedback and/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).



## Holland Bloorview Kids Rehabilitation Hospital

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