

Family Tipsheet: Tips for In-patient Families, by In-patient Families



Email: Resourcecentre@hollandbloorview.ca

Section 1: Things to bring from home

Required

- Personal hygiene items such as toothbrush, toothpaste, shampoo and conditioner, body wash, towels, etc.
- Any medications for yourself or your children.
- Flip-flops will keep you safe on the wet floor in the shower.
- Comfortable clothing and shoes for your child to safely participate in rehab. Shorts are preferable for physical therapy. Bring layers (such as short and long sleeve shirts and sweaters) as temperatures can vary in the Hospital
- Bring chargers for all your devices (phone, tablet, computer, etc.)

Recommended

- An air mattress, a yoga mat, a piece of foam, extra blankets or pillow from home will make the armchair bed in your child's room more comfortable for your sleep.
- Something your child enjoys and can comfort them. For example, a stuffed animal or toy that reminds them of home.
- Photographs of friends and family to brighten up your room!
- A calendar or agenda to not only manage your child's care at Holland Bloorview but managing activities of siblings and other events at home.
- Bring books or magazines to keep you occupied while your child is in therapy
- Bring clothes pegs, safety pins or clips to keep curtains closed

Section 2: Staying connected

Public Telephones

- You can make an outside local call using one of the following phones:
 - Family Lounge on Specialized Orthopedic & Developmental Rehab unit
 - Main floor, at the corner of the main reception desk
 - Dial 9 first, then the number you are calling
- To make a long distance call you may use the payphone, located at the main entrance, next to the parking payment machine

Computers

- A computer in the 3rd floor Family Lounge is available 24 hours daily.
- The Family Resource Centre (FRC), located on the first floor, has computers, a printer, a scanner, and a fax machine. These are available Monday to Friday between 9:00AM to 5:00PM.

WI-FI

- The Wi-Fi Network is: HBguest and the password is: hollandbloorview
 - Due to high usage Wi-Fi is not reliable. Connection may be inconsistent or have weak signal strength and may not meet the demands for certain work-related tasks (e.g. Video conferencing). Personal data or mobile hotspot may be required.

Section 3: Communicating with staff and keeping organized

Connect2care

- Connect2care is an online tool that gives clients and families (if client consents) access to their health care information such as, health records, appointments, and notes from clinical visits. It is available 24 hours a day, seven days a week.
- The connect2care portal is available as a mobile app called *Meditech MHealth*
- Sign up for Connect2Care at the Registration office on the main floor.
- Please scan the QR code for more information:



Tips

- The screens by the nursing stations display the names of clients and their assigned nurses
- Keep a notebook and pen, or cell phone close by to record questions for the healthcare team or information from doctors and therapists
- Your Social Worker is a good source of information

Section 4: Things to do inside of the hospital for caregivers

In-patient Rounding

- A Family Mentor goes around the in-patient units to connect with families and share information about resources, financial assistance, advocacy tips, self care and much more!
- These rounds typically happen on Tuesdays in the afternoon.

In-patient Family Resource Navigator

- Our In-patient Family Resource Navigator can assist you with finding resources as well as filling funding applications.
- Please speak to your social worker about meeting with Cherie as they need to put in a referral.

Swimming:

- Caregivers and families can swim for free
- In-patients will likely need medical clearance for swimming. Families should consult with their team regarding swim readiness.
- Adults only swims and Family swims happen at various times and days throughout the week
- More information is at the Pool Office on level 0, or call extension 3063.
- Bring your own towel and pool appropriate shoes to wear in the pool area

The Grocery Foundation Family Resource Centre

- Visit us on the first floor between 9am-5pm, where you can find information and resources that are helpful for you and your family.
 - Borrow books on health and disability, parenting or inclusion-oriented children's books
 - Speak with library staff to register for a Holland Bloorview Library card
 - Get tip sheets or brochures for services, supports and programs – e.g. funding forms, camps, community programs, or navigating the school system
 - Consult a Family Support Specialist for more specific resources

Caregiver Support Groups:

- Each unit has a caregiver support group, please inquire with your social worker as these dates and times are subject to change
- Complex Continuing Care (CCC): every other Thursday from 11am–12pm in the Teen Lounge
- Brain Injury Rehab (BIRT): every Thursday from 1pm-2pm in the Teen Lounge. Preregistration is preferred. There is a pink sign-up sheet outside the BIRT dining room.
- Specialized Orthopedic and Development Rehab (SODR): to be re-started in September, day and time to be determined.

Keeping active:

- There is a walking route through the hospital. You can get this route in the FRC.
- On a nice day, take a stroll in Spiral Garden or have a picnic under the covered pavilion.

Terraces

- SODR, CCC, and BIRT have terraces that are open for use. Keys are available at nursing stations; parents must accompany children at all times.

Acceptance and Commitment Training (ACT)

- ACT is a mindfulness and value-based intervention that helps caregivers manage difficult things in life and helps connect with the things that are most important to caregivers
- For more information, please email ACT@hollandbloorview.ca

HB Family Support Network

- The HB Family Support Network is a private, moderated Facebook group created to provide a sense of community and support for families and caregivers of kids and youth who currently receive or have received services from Holland Bloorview.
- The group is moderated by trained family mentors and the family leadership program team.
- Please scan the QR code to join the group



Peer Support and Mentorship

- A Family Mentor is a volunteer with lived experience of being a caregiver to a HB client. They have been specifically trained to draw on their personal lived experiences to provide peer support.
- Mentors are passionate about providing helpful tips and offering peer support to other families, caregivers, and parents with a child who is receiving or has received services at Holland Bloorview.
- For more information, please email familypartner@hollandbloorview.ca

BLOOM Blog

- BLOOM combines real family stories with the best expert advice, plus the latest news and opinion on disability.
- For more information, or to share story ideas or comments, e-mail Louise Kinross at [lkinross@hollandbloorview.ca](mailto:kinross@hollandbloorview.ca) or call 416-424-3866.

Section 5: Things to do inside the hospital for children and siblings

ScreenPlay 2.0

- Visit the interactive electronic technology on the 2nd floor waiting area. (Please note that this only runs during clinic hours)
- Roll or step on the carpeted sensors on the floor to change the pictures on the screen.

Bootle Blast

- Bootle Blast is a video game for home practice of motor skills. This game tracks movements and manipulation of real-life objects.
- A demo of this game is available in the FRC and is available to clients and siblings to play.

The Teen Lounge

- The Teen Lounge is a space for children over the age of 6 to hang out and connect to other in-patients
- Located between the BIRT and SODR unit.
- Open Monday-Thursday between 3:00pm-6:00pm
- Some activities available are the PlayStation 4 and 5, puzzles, Netflix, movies, boardgames, keyboard and much more.
- Teens can also connect to a Lived Experience mentor.

The Ronald McDonald Playroom

- The Ronald McDonald Playroom is a drop-in space that gives children the chance to relax and unwind. This service is open to siblings of in-patient clients.
- Children under 30 months must be accompanied by an adult
- Open Monday to Friday from 8:15am-5:00pm, room 1E130

iPad Loan

- See a Lived Experience Mentor in the Teen Lounge to borrow an iPad for your child or their sibling.
- A parent/adult/legal guardian over the age of 18 is required to sign a borrowing agreement
- Mentors are available Monday-Thursday between 3:00pm-6:00pm

Section 6: Things to do outside of the hospital for Caregivers

Transportation

- During your stay, the in-patient clerical assistant will arrange transportation for you and your child to attend external follow-up appointments. This can help you avoid the parking fees at other hospitals.

Outdoor Walking Route & Trail Map

- This walking route will take folks through different scenic routes around the quiet residential streets surrounding the hospital as well as off-road trails close by
- Clients and families can play a fun I Spy game by spotting some of the items highlighted on this route, such as a tree or a bird.
- These routes are available through the QR code on the right:



Section 7: Food, Meals and Amenities

About Food Services

- Client food is provided, caregiver food is not
- Please inform your care team of any dietary restrictions your child has
- Each family may store food in the fridge in the unit kitchen. You will be provided a storage bin with your name on it. The fridge is a shared space with other families, so please do not use more than your allotted space. If you require additional space to store your food, please inquire at the nursing station.

Food Service Information sheet

- This information sheet highlights food options in the hospital and in the community. This includes:
 - Food services available onsite at Holland Bloorview, family meal vouchers, Kosher food pantry, ADL kitchen
 - Food service in the community; grocery shuttle services, a map of food services in surrounding areas, grocery and drug stores, food banks, instructions for ordering food delivery to Holland Bloorview, and more.



Parking Passes

- 5-, 10- and 30-time use parking passes can be purchased from Main Reception
 - 5-time use pass is \$28.75
 - 10-time use pass is \$55.00
 - 30-time use pass is \$157.50.
- Please speak to a member of your care team if you are having trouble paying for parking. They can apply to the Emergency Transportation Fund at Holland Bloorview.

Showers

- Showers in the in-patient rooms are for clients only
- Caregivers can shower in:
 - Family Lounge 3W115
 - CCC 3E625
 - Pool change rooms 0E105 between 7am – 9am

Laundry

- You are responsible for your personal child's laundry. You are not responsible for hospital linens and towels.
- The laundry room is on the 3rd floor between the SODR lounge and the family lounge 3W115.
- You can bring your own laundry soap, or you can purchase it in the laundry room.
- Please note that the laundry machines no longer take coins and are only taking card payments. The cost is \$2 per machine use.

Caring Closet

- Closet in SODR kitchen
- Clothing, shoes, hygiene items available
- Feel free to take what you need or to donate if you are able
- Open 24h a day 7 days a week

Section 8: Storage and Security

Tips

- The small cabinet by the bed can be locked for any valuables
- There are lockers on first floor by the parking payment machine to store coats and boots (cost is \$1, which is returned when the key is returned)
- Each family is given a small bin for use in the lounge refrigerator. Use plastic food bags to save space
- If you are staying in Holland Bloorview accommodations on the 5th floor, you will also be given a bin to use in the accommodation's refrigerator.

Section 9: Staying overnight

Accommodations

- Rooms are available on 5th floor for overnight stays for 1 to 5 people
 - For families that live over 70 km from the hospital only
 - The cost is \$55 to \$80 plus tax per night
 - Please email accommodation@hollandbloorview.ca or call extension 3340 for more information

Comfort Kits

- A package containing bedding that can be obtained if you forget something at home
- Included are a twin-size comforter, standard pillow, queen size pillow, twin size duvet cover, and twin size fitted sheet.
- Social Worker will provide each family with a voucher upon admission. The voucher can be used by families to pick the comfort kit up at the FRC during operating hours
- Please note that these kits are limited to one per inpatient family and is intended for caregivers.

Section 10: More Tips from In-Patient families

Tips

- Play music! This can bring comfort and joy to yourself and your child.
- Keep doing traditions or cultural rituals even while in the hospital. Please connect with your care team and if required they can make a referral to the Spiritual Care Practitioner, Ruveyda Durmus, on how you can make this possible.
- Decorate the room! This can look like hanging up pictures of your child's favorite cartoon character or bringing some décor from home.
- Inspirational messages can go a long way. Keep a journal of "win's" that happen throughout the day. Write an encouraging message on a sticky note for your child or yourself and place it where you will see it often. This can remind the both of you that you are doing a great job!
- Socialization is important for connection and mental health. Take a walk around the 3rd floor and visit the other units, sit in the kitchen or family lounge and try to make a connection to another caregiver. It's okay to not be okay and the best people that understand what you are going through are other in-patient families.