

Section 8: Your convenience and comfort

This section describes the services that are available at our University Centre to make your stay with us as convenient and comfortable as possible.

Business Office

Each Toronto Rehab site has a Business Office. You can go to the Business Office to request a semi-private or private room and pay your hospital account. Accounts are due upon receipt of invoice and can be paid by Visa, debit card, cash or cheque.

Location: Main floor, across from the north elevators

Phone number: 416-597-3422, ext. 3010

Hours: 9:00 a.m. – 5:00 p.m., Monday to Friday

At the University Centre, patients can set up a trust account with the Business Office for safe-keeping of funds. The Business Office provides deposit and withdrawal services similar to the services provided by a bank. You can ask about trust services and banking hours at the Business Office.

Cafeteria and vending machines

There is a café kiosk that sells tea, coffee, sandwiches, soup and treats in the lobby on the main floor. It is open weekdays (Monday to Friday) from 7:30 a.m. to 4:00 p.m.

Snack and beverage vending machines, as well as microwaves, are located in the cafeteria room on the second floor.

Common rooms

There are a number of common rooms throughout the hospital where you can socialize or watch television. Designated lounge areas are located on each patient unit. The lobby on the main floor also has seating and space for socialization.

Computers

You can access computers with internet access in the cafeteria room on the second floor. Many computers have adaptive technology.

If you need special adaptations to access a computer or want to develop your skills, talk to your care team.

There are a number of common rooms throughout the hospital where you can socialize or watch television.

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Elevators

There are two banks of elevators — one in the north end of the hospital and one in the south end.

Hairdressing

Hairdressing/barber services are available with advance booking. The phone number to arrange hairdressing/barber services is available at the nursing station. You or your family member can call to arrange an appointment.

Most hairdressers and barbers take cash only. Please have money available at the time of your appointment.

Laundry services

The hospital can do your laundry or your family or friends can take it home. Please talk to your care team for more information.

For your safety, security services are available 24 hours a day.

Library

While there is no patient library at currently at University Centre because of our redevelopment project, your care team can provide you with access to many written materials that you can use during your stay and after you go home. Please ask your care team if you have any

questions or difficulty reading or understanding the information. If you would like information on a specific topic, please ask your care team.

Lost and found

The security department operates a lost and found service. If you have lost an item or found a lost item, you can contact security by calling the switchboard at **416-597-3422, ext. 3000.**

We offer recreational activities through our different programs and services. Your care team will give you information about what is available at your site that is appropriate for you.

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Mail for and from patients

You can have mail, flowers, balloons or other gifts delivered to you while you are here.

Please note: We do not accept deliveries for any patients who have indicated they do not want any information given out to the public about their stay in hospital. Please see the “Privacy” section of this handbook for more information.

Mail is delivered directly to patient units every day. To reach you, mail needs to have:

Your full name
Your room number and floor
University Centre
550 University Ave.
Toronto, Ontario
M5G 2A2

Outgoing mail with postage can be placed at reception for daily pick-up.

We also offer a service on our website (www.torontorehab.com) for people to send e-mail greetings to patients. Messages are printed off, sealed in an envelope and delivered by one of our volunteers within three business days.

Recreational activities

We offer recreational activities through our different programs and services. Your care team will give you information about what is available at your site that is appropriate for you.

Security

For your safety, security services are available 24 hours a day. If you have a security-related concern, you can call switchboard at **416-597-3422, ext. 3000** and ask to be connected with security. The security department operates a lost and found service.

Spiritual care services

A chaplain is available on call 24 hours a day. You can ask your care team about worship services.

There is a quiet room located in on the 10th floor in room 1002-C. It is open 24 hours a day

Telephone service

If you are in a standard (4-bed) room, you need to contact Bell Canada directly at **416-310-2355** to set up telephone service. Tell them the hospital address, your room number and bed number.

You are responsible for the installation fee, monthly billing costs, long distance charges, and any associated costs. It may be more cost-efficient for you to use cell phones or pay phones.

Patients on secure units may not be able to arrange telephone services for their rooms.

If you are paying for a semi-private or private room (either privately or through insurance), the hospital's Business Office will arrange and pay for phone service

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at your request. You are still responsible for any long distance or other associated costs.

If you are in a shared room, please use the phone only between 9:00 a.m. and 10:00 p.m. so that you don't disturb other patients.

If you require special adaptation to be able to use a telephone, please let your care team know.

You can use your cell phone while you are at Toronto Rehab with a few exceptions:

- Do not use your cell phone in an area where it could cause interference with medical equipment. You can check with a member of your care team about areas where you can and can't use your cell phone.
- Do not use your cell phone in change rooms, locker rooms, treatment rooms or washrooms. This is to make sure people do not take pictures with their cell phones. No photographs can be taken in the hospital without official permission from the hospital and signed consent from anyone in the photos.

Payphones are available on the main floor in room 106.

Television Service

You can arrange television services for your room by contacting Hospitality Network, our television rental provider, at **416-597-3422, ext. 3037**.

Activation forms are also available at the nursing stations at each site. You can complete the form and submit it with payment in the drop box at the nursing stations.

A small daily fee is charged for television services.

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