

Section 1. Welcome	5
Section 2. How to use this handbook	7
Section 3. About Toronto Rehab.....	9
About us.....	9
Vision, mission and values.....	9
Our programs	10
Rehabilitation programs.....	10
Complex continuing care program.....	11
Long-term care program.....	11
Toronto Rehab Foundation.....	11
Section 4. Getting to Toronto Rehab	13
Locations	14
Parking.....	15
Section 5. During your stay.....	17
What to bring	17
When you get here	18
Bed assignments.....	18
Your rights and responsibilities	19
Your care team.....	20
Your rehab program.....	26
Specialty clinics.....	28
Education for patients and families.....	29
Food services for patients	30
Visitors	30
Mail, gifts and e-mail greetings	31
Your health record	32
Research.....	32
Volunteers	33

Contents

- Section 6. Being involved in your care 35**
- Talking with your care team 36
- Interpreter services 37
- Making decisions about your care 37
- Expressing concerns..... 38

- Section 7. Your safety39**
- Accessibility.....39
- Alcohol39
- Allergies39
- Call bells39
- Cell phones.....40
- Electrical equipment40
- Emergencies and fire safety40
- Ethics41
- Fall and injury prevention.....41
- Fragrances/perfumes.....43
- Gifts for patients.....43
- Identification.....43
- Infection prevention and control.....44
- Leave passes.....46
- Medications46
- Pets48
- Privacy protection48
- Restraints.....49
- Secure units.....49
- Security49
- Smoking.....50
- Spiritual care services50
- Stairs/elevators.....50

Section 8. Your convenience and comfort	51
Business Office.....	51
Cafeteria and vending machines	51
Gift shop	51
Common rooms.....	51
Computers	51
Elevators	52
Hairdressing.....	52
Laundry services	52
Library	52
Lost and found	52
Mail for and from patients.....	53
Recreational activities	53
Spiritual care services and quiet space	53
Security	53
Telephone service.....	53
Television service	54
Section 9. Getting ready to leave Toronto Rehab	55
A checklist for leaving	55
Frequently asked questions about discharge.....	55
Patient satisfaction.....	58
Our gift giving policy	58
Continuing treatment at Toronto Rehab.....	58
Becoming a volunteer	59
Section 10. Notes	61
Section 11. Information about your care.....	65
Your care team.....	66
Your therapy schedule	67

Section 1: Welcome

Welcome to Toronto Rehab. Your admission here marks an important phase of your treatment and recovery.

We are committed to delivering exceptional health care experiences that are as unique as you are. We take an individualized, interprofessional approach so that we can achieve the best possible outcomes for our patients and their families. For some people, this means returning to work, going home, attending school or being able to pick up where they left off before their illness or injury. For others, it means living independently or working toward a long-term recovery and getting back to their community.

Our programs and services are designed to maximize your independence and quality of life. During your stay, you will participate in individual and group programs that will guide you through the rehabilitation process and prepare you for your discharge and return to community living. Your care team will work with you to ensure your safety and to help you work toward your individual rehabilitation goals. You are an important member of this team. We are counting on your active participation during this process.

Admission into the hospital can be stressful for everyone involved. You and your family may have questions about what you can expect and how you can be involved in the assessment and rehabilitation process. We have prepared this handbook to help you and your family become familiar with our programs, services and facilities and to answer many of your questions.

This handbook is yours to keep. Your care team will insert lots of information into this handbook during your stay. We encourage you to take this handbook with you when you leave Toronto Rehab to help you continue your recovery and to remember what you have learned.

If you have questions that aren't answered in this handbook, please talk to a member of your care team. Your comments and suggestions are important to us. Please let us know if we are meeting your needs and helping you maximize your life.

Sincerely,



Mark Rochon
President and CEO

Section 2: How to use this handbook

We have prepared this handbook to help you and your family become familiar with our program, services and facilities and to answer many of your questions. We encourage you to keep this handbook in your room and refer to it when you need information.

This handbook has been divided into sections to make it easy for you to use. Here is a description of the handbook's sections.

3. About Toronto Rehab

This section has information about Toronto Rehab, our vision, mission and values, our programs and services, and the Toronto Rehab Foundation.

4. Getting to Toronto Rehab

This section has information on how to get to Toronto Rehab and where to park.

5. During your stay

This section has information on getting ready to come to Toronto Rehab and what to expect while you are here.

6. Being involved in your care

This section has information about how you can take an active role in your care.

7. Your safety

This section has information on ways we are working to keep you safe and about things you can do to stay safe while you are at Toronto Rehab.

8. Your convenience and comfort

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

9. Getting ready to leave Toronto Rehab

This section has information to help you get ready to leave Toronto Rehab.

10. Notes

This section has blank pages on which you can write notes.

11. Index

This section has an alphabetized index of important words in this handbook.

12. Information about your care

Your care team will use this section for information that is specific to your care, such as a list of your care team members, your therapy schedule, information about your condition and much more.

Section 3: About Toronto Rehab

This section has information about Toronto Rehab, our vision, mission and values, our programs and services, and the Toronto Rehab Foundation.

About us

We are Canada's largest academic hospital providing adult rehabilitation, complex continuing care and long-term care services. Toronto Rehab was created in 1998 by the amalgamation of The Queen Elizabeth, Hillcrest and Lyndhurst Hospitals, and the Toronto Rehabilitation Centre.

At Toronto Rehab, our goal is to advance rehabilitation and enhance quality of life by pushing the frontiers of rehabilitation science. As a fully affiliated research and teaching hospital of the University of Toronto, we do everything humanly possible to generate new knowledge, put it into practice and share our discoveries with others.

Our patient care, research and education focus on helping the 4.4 million Canadians who experience and live with disabling illness and injury.

Vision, mission and values

Our vision

Revolutionizing Rehabilitation —
Maximizing Life!

Our mission

We develop solutions for people living with the consequences of illness, injury and aging through excellence, innovation and the integration of discovery and care

Our core values

Caring & Client-Centred: We are compassionate care givers committed to excellence as we deliver care. We respect and are responsive to our patients and their families, providing them with the best possible care and advocacy.

Discovery & Innovation: We foster an environment of enquiry and learning, welcoming debate and discussion, continuing to be leaders in innovative research and practice.

Team Work & Collaboration: We work in flexible teams, actively engaging with and learning from and about each other to continuously improve patient care.

Respect & Dignity: We work together to foster a culture of trust, respect and dignity.

Diversity & Inclusion: We create a culture that is inclusive and respects and values diversity.

Accountability & Integrity: We individually and collectively embrace our accountability for our actions and for our effective use of resources. We honour our commitments, deliver on our promises, and acknowledge our mistakes.

Toronto Rehab develops solutions for people living with the consequences of illness, injury and aging through excellence, innovation and the integration of discovery and care.

Section 3: About Toronto Rehab

Our programs

Rehabilitation programs

[Cardiac Rehabilitation and Secondary Prevention](#) helps people who have had — or are at risk of having — heart disease, diabetes or stroke lead healthier lives. Cardiovascular disease is the leading cause of death among Canadian men and women. This program is the largest of its kind in Canada. This program offers specialized services, including:

- On-site Cardiac Rehab
- Cardiac Rehab @ Home
- Diabetes, Exercise and Lifestyle Service
- Women with Heart
- Heart Health For Life Graduate Program

[Geriatric Rehabilitation](#) supports older people to live as safely and independently as possible. Nearly half a million people over the age of 65 in Canada live with Alzheimer's disease or related dementias and millions more are affected by age-related conditions — from frailty to kidney failure — that prevent them from safely living on their own. This program offers specialized services, including:

- Geriatric Psychiatry Service
- Geriatric Rehabilitation Inpatient Service
- Geriatric Day Hospital
- Psychogeriatric Outreach Service

[Musculoskeletal Rehabilitation](#) helps people overcome the physical challenges of trauma and disease. More patients than ever are being discharged from

hospitals with medically complex conditions following treatment for bone and soft-tissue injury. As our population ages, thousands more will undergo complex knee and hip replacements or need support to help them live with chronic illness such as osteoarthritis and cancer. This program offers specialized services, including:

- Fractured Hip Rapid Assessment and Treatment Program (FHRAT)
- Multiple Trauma Service
- Complex Rehabilitation Service
- Oncology Rehabilitation Service
- Complex Injury Outpatient Rehabilitation Service

[Neuro Rehabilitation](#) helps people regain ability and independence following a stroke or brain injury (caused by trauma or illness). Each year in Canada, about 50,000 people have a stroke. Another 20,000 live with chronic pain or disability due to brain injury or concussion, and as many as 75,000 Canadians live with multiple sclerosis. This program offers specialized services, including:

- Brain Injury Service (Neuro Cognitive and Neuro Physical Streams)
- Stroke Service
- Multiple Sclerosis Service
- Chronic Pain Service
- Neurology Service
- Complex Injury Outpatient Rehab Service

Section 3: About Toronto Rehab

Spinal Cord Rehabilitation assists people who live with a spinal cord injury or illness to live active lives in the community. An estimated 1,000 people experience permanent disability resulting from a spinal cord injury or illness each year. This program is the largest of its kind in Canada. It offers an on-site fitness centre, high school education program and employment resource centre. In addition, the program offers a wide range of specialized clinics.

Complex continuing care program

Complex Continuing Care improves the quality of life for those affected by chronic injury or illness. Rising rates of chronic or degenerative illnesses will mean more and more people will require ongoing or long-duration complex medical and therapeutic care to live a full life. This program offers specialized services, including:

- Complex Medical Service
- Hemodialysis Service
- Low-tolerance, Long-duration (LTLD) Rehabilitation Service
- Respite Care
- Palliative Care

Long-term care program

Long-Term Care provides a supportive home away from home for the frail as well as younger and older adults no longer able to live on their own. Canada's rapidly aging population means that more people than ever require the expert support and care provided in long-term care homes.

Toronto Rehab Foundation

People recovering from disabling illness or injury often need a great deal of support from their families, friends, caregivers, and health care institutions. They need a community of people who care. Toronto Rehab Foundation invites you to help Toronto Rehab do everything humanly possible to help and care for patients by joining our generous community of individuals, corporations, foundations and others who support the hospital's patient care, research and education initiatives.

Gifts are appreciated at all levels — your donation can help to:

- purchase new assistive devices, exercise equipment and other medical and recreational equipment used in therapy — often not funded through government sources or not available when needed;
- create more home-like environments and provide entertainment, recreational and leisure activities and outings for patients whose stay can vary from several weeks to months and some times even years;
- ensure that patients have the necessary support when moving from our hospital to their homes or to other facilities in the community;

continued...

Section 3: About Toronto Rehab

- equip research facilities and support research into new and more effective treatment interventions and assistive devices that will speed recovery and enhance quality of life by increasing functional abilities and independence;
- produce educational materials and programming for patients, families, clinicians and students.

Your donation will be used where the need is greatest or you may choose to designate your gift to research or to one of Toronto Rehab's seven programs: Cardiac Rehab, Complex Continuing Care, Geriatric Rehab, Long-Term Care, Musculoskeletal Rehab, Neuro Rehab or Spinal Cord Rehab.

For more information or to make a donation today, please call or visit our website.

Toronto Rehab Foundation
439 University Avenue, 5th floor
Toronto, Ontario M5G 1Y8
Tel: **416-597-3040**
www.torontorehab.com

**Toronto Rehab's vision is
Revolutionizing Rehabilitation —
Maximizing Life!**

Section 4: Getting to Toronto Rehab

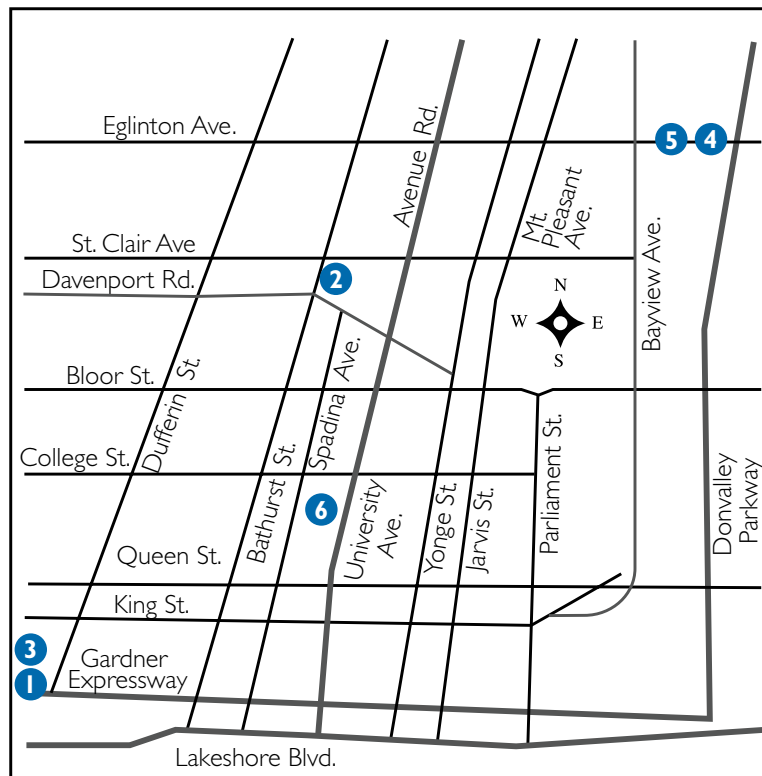
This section has information on how to get to Toronto Rehab and where to park.

Locations

We have six hospitals located throughout the city of Toronto. Your referral will tell you which site you will be going to. Please refer to the next page for a complete list of our locations.

We have six hospitals located throughout the city of Toronto. Your referral will tell you which site you will be going to.

Section 4: Getting to Toronto Rehab



1. E.W. Bickle Centre for Complex Continuing Care

130 Dunn Ave.
Toronto, Ontario
M6K 2R7

Phone: (416) 597-3422, ext. 2000

Nearest major intersection: South of King St. West. and west of Dufferin Ave. Dunn Ave. is a one-way northbound road.

Program: Complex Continuing Care

2. Hillcrest Centre

47 Austin Terrace
Toronto, Ontario
M5R 1Y8

Phone: 416-597-3422, ext. 4000

Nearest major intersection: East of Bathurst St., one block north of Davenport Rd.

Program: Musculoskeletal Rehab

3. Lakeside Long-Term Care Centre

150 Dunn Ave.
Toronto, Ontario
M6K 2R7

Phone: 416-533-2828

Nearest major intersection: South of King St. West. and west of Dufferin Ave. Dunn Ave. is a one-way northbound road.

Program: Long-Term Care

4. Lyndhurst Centre

520 Sutherland Dr.
Toronto, Ontario
M4G 3V9

Phone: 416-597-3422, ext. 6000

Nearest major intersection: North of Eglinton Ave. East and east of Bayview Ave.

Program: Spinal Cord Rehab

Section 4: Getting to Toronto Rehab

5. Rumsey Centre

(outpatient services only)

Rumsey Centre – Cardiac

347 Rumsey Rd.

Toronto, Ontario

M4G 1R7

Phone: 416-597-3422, ext. 5200

Rumsey Centre – Neuro

345 Rumsey Rd.

Toronto, Ontario

M4G 1R7

Phone: 416-597-3422, ext. 5300

Nearest major intersection: North of Eglinton Ave. East and east of Bayview Ave.

Programs: Neuro Rehab, Cardiac Rehab

6. University Centre

550 University Ave.

Toronto, Ontario

M5G 2A2

Phone: 416-597-3422, ext. 3000

Nearest major intersection: At the corner of University Ave. and Elm St., one block north of Dundas St. West.

Programs: Geriatric Rehab, Musculoskeletal Rehab, Neuro Rehab.

Directions:

For directions about how to get to any Toronto Rehab site by car or by public transit, visit www.torontorehab.com.

Parking

All Toronto Rehab sites **except** University Centre have limited paid parking for outpatients, visitors and staff.

We cannot accommodate cars belonging to inpatients.

Daily parking passes can be purchased from machines in the lobbies or parking lots of our sites. You can also buy monthly passes in the Business Office at each site. There are no in/out privileges with daily passes.

All of our parking lots have accessible parking spots.

There are many public parking options near University Centre, which does not have its own parking lot. There is a large public parking garage located on Murray Street. Murray St. is one block west of University Ave. (behind Toronto Rehab's University Centre). The parking lot is located north of Elm St. This garage has accessible parking spots and signs are provided to help you locate them. There are also some parking meters on nearby side streets and some small parking lots in the blocks around Toronto Rehab.

You can visit www.torontorehab.com for more information about parking. Our Business Office or reception staff can also give you more information about parking.

Section 5: During your stay

This section has information on getting ready to come to Toronto Rehab and what to expect while you are here.

What to bring

Please bring the following items with you for your stay at Toronto Rehab:

- ✓ **your provincial health card or your Ontario Health Insurance Plan (OHIP) number**
- ✓ **information about any private insurance you may have**
- ✓ **a copy of any advance care directive you may have** (e.g. a power of attorney, a living will, or any other information about your health care choices)
- ✓ **contact information for other health care providers who have been involved in your care to ensure continuity**
- ✓ **all medications you are taking, including prescription, non-prescription (over the counter) and herbal medications, or a list of all medications**
- ✓ **comfortable, loose-fitting clothes that are easy to put on and appropriate for exercise** (e.g. sweatshirts, sweatpants, and socks).
- ✓ **comfortable shoes with non-slip soles** (running shoes are preferred, and should have velcro straps if you have limited movement in your arms or hands)

- ✓ **clothes to sleep in, such as a night gown or pajamas, and robe**
- ✓ **firm slippers** (rubber soles and closed backs are preferred)
- ✓ **wheelchair, walker or other mobility aids, if you use them**
- ✓ **toiletries such as a toothbrush, toothpaste, powder, soap, deodorant, shampoo, etc.**
- ✓ **electrical supplies such as a razor, blow dryer, radio or any other items you may need** (any electrical supplies you bring must be checked by our staff to make sure you can safely use them here. Please let us know if you have any items that require inspection)
- ✓ **headphones or personal speakers for any radios or other sound equipment so that you do not disturb other patients**
- ✓ **eye glasses, hearing aids and/or dentures, if you use them**
- ✓ **small personal items** (e.g. plants, framed photographs, etc.) (optional)
- ✓ **earplugs** (optional)
- ✓ **a lock for your locker or drawer** (optional)

Your care team will tell you if you need anything else. For example, you may need shorts or swimwear for certain types of therapy.

All of your belongings need to fit into your locker and/or bedside drawers. We

Section 5: During your stay

reserve the right to limit the amount and type of personal items you bring.

Your items are your responsibility. We cannot take responsibility for anything that is lost or stolen.

Everything you bring to the hospital should be labeled with your name. Please take your items with you when you leave.

Please do not bring:

- ✗ large amounts of money
- ✗ valuable items, including jewelry
- ✗ televisions, VCRs, DVD players or laptop computers
- ✗ alcohol or illegal drugs
- ✗ objects that can cause injury (e.g. penknives)
- ✗ flammable substances (e.g. matches, lighters)

When you get here

An admitting clerk, intake coordinator or nurse will meet with you shortly after you arrive. This person will welcome you and:

- tell you about the services available while you are at Toronto Rehab
- get your Ontario Health Insurance Plan (OHIP) number
- get any private insurance information you may have to provide to the Business Office
- get any other information, such as advanced directives

- help you get settled and comfortable as quickly as possible
- answer any questions you have

Bed assignments

Most patients have a standard room with four beds in it.

Private and semi-private rooms

We have private (1 bed) and semi-private (2 bed) rooms available at an extra cost.

If you would like a private or semi-private room, tell us when you arrive. If you request a private or semi-private room, we will ask you to sign an agreement to pay for the extra cost. If you have private insurance, the cost to upgrade to a private or semi-private room may be covered.

Please note: Not all insurance companies will pay for these rooms in a rehab hospital. Check your insurance coverage to see whether the cost of a room will be paid for.

We will try our best to give you a private or semi-private room if you request one. Rooms are assigned on a first-come, first-serve basis. We may need to make room changes during your stay due to medical or infection control needs.

Complex Continuing Care Program co-payment fees

If you are accepted into our Complex Continuing Care Program, you may be required to pay a co-payment fee.

Section 5: During your stay

Co-payment is charged to patients whose doctor has determined that the patient requires complex continuing care or long-term care and is more or less a permanent resident in a hospital or other institution. This can sometimes include patients who are waiting for placement in a long-term care facility. Co-payment is a patient's contribution toward accommodation and meals. Co-payment fees are determined and set by the Ontario Ministry of Health and Long-Term Care.

Palliative care patients are not required to pay co-payment for up to 90 days.

If you are required to pay a co-payment fee, Toronto Rehab's Business Office will work with you to make sure that the fee is accurate. Any information you provide will be treated privately and confidentially.

A social worker or other member of the care team can help you and your family members to contact the Business Office for more information on co-payment fees.

Paying your account

Accounts are due upon receipt of invoice and can be paid in the Business Office. You can pay by Visa, debit card, cash or cheque.

Your rights and responsibilities

Everyone at Toronto Rehab, including our patients, family members, friends, staff, volunteers and doctors, have the right to:

- Be treated with courtesy and respect
- Be free from abuse, exploitation, discrimination and reprisal
- Have their individual needs, differences and preferences recognized and acknowledged

Everyone plays a role in making the hospital a comfortable place. Our staff will do everything they can to ensure your comfort. You can do your part by treating our staff and other patients fairly and with respect.

You have many other rights and responsibilities as a patient at Toronto Rehab.

While you are at Toronto Rehab, you have the right to:

- ✓ speak freely about your concerns
- ✓ have an advocate or support person involved in your care, if you wish
- ✓ ask for and get information about your care
- ✓ participate in making decisions about your care
- ✓ have your decisions respected whether you accept or refuse tests and treatment that we recommend
- ✓ have your privacy and personal space respected

continued...

Section 5: During your stay

- ✓ have your personal and health information kept private and confidential
- ✓ participate in research projects, if you wish and if they are available
- ✓ be informed when students are to be involved in your care
- ✓ have your previously expressed wishes respected (e.g. advanced directives, living wills)

In addition to rights, you and your family members and friends also have responsibilities to your health care providers, fellow patients and the organization while you are at Toronto Rehab.

You — and those speaking for you — have a responsibility to:

- ✓ respect the privacy, personal space and preferences of others
- ✓ give your care team accurate information in a timely manner
- ✓ let your care team know when you want someone else (an advocate or support person) to be involved in your care
- ✓ participate in making decisions about your care
- ✓ follow your treatment plan or tell your care team if you don't think you will be able to
- ✓ ask questions when you don't understand information that has been given to you

- ✓ recognize that other patients may have care needs that may be more urgent than your own at times
- ✓ recognize that your care team cannot follow requests that are considered to be medically, legally or ethically inappropriate

Your care team

Many people will help provide your care while you are at Toronto Rehab. Your care team is made up of different health care providers. You and your family are very important members of the team.

The chart on the following page describes some of the people you may work with while you are at Toronto Rehab, depending on your goals and needs:



Section 5: During your stay

Your care team may include:

Team member	What they do
Advanced Practice Leader	<ul style="list-style-type: none">■ Can talk to you about your rehabilitation needs, including physical, social and self-care abilities■ Provides education to you about your care and condition■ Shares information with you about research
Chaplain	<ul style="list-style-type: none">■ Offers spiritual care by listening, supporting and comforting■ Can connect you with representatives (clergy) of different faiths
Clinical Educator	<ul style="list-style-type: none">■ Can talk to you about your rehabilitation needs, including physical, social and self-care abilities■ Provides education to you about your care and condition
Dentist	<ul style="list-style-type: none">■ A doctor who specializes in caring for your teeth and gums■ Provides you with information and answers your question
Dietitian	<ul style="list-style-type: none">■ Helps with your food and meal planning■ Can help with special nutrition plans or supplements if you need them■ Helps you plan your nutritional needs after you leave the hospital
Doctor / Attending Physician	<ul style="list-style-type: none">■ Oversees your medical care and works closely with your care team■ Prescribes necessary tests and medications <p>Doctors may be assisted by residents and fellows. These are doctors-in-training who have received their medical degrees and are now specializing in rehab or another field of medicine.</p>
Ethicist/Clinical Ethics Facilitator	<ul style="list-style-type: none">■ Helps you, your family and the care team make decisions and resolve conflict
Geriatrician	<ul style="list-style-type: none">■ A doctor who specializes in the health care of elderly people

Section 5: During your stay

Team member	What they do
Nurse Practitioner	<ul style="list-style-type: none">■ Works with your doctor to monitor and manage your medical condition■ Helps you establish your rehabilitation goals and treatment plan■ Provides you with information and answers your questions■ Prescribes certain tests and medications
Nurses	<p>A variety of nurses will be involved in your care at Toronto Rehab.</p> <ul style="list-style-type: none">■ A primary nurse will be assigned to your care.■ A Registered Nurse (RN) or Registered Practical Nurse (RPN) will be responsible for the overall coordination of your nursing care. <p>All nurses:</p> <ul style="list-style-type: none">■ Provide your daily care■ Give you your medications and intravenous (IV) fluids■ Monitor your health and well-being and your progress toward your rehabilitation goals■ Provide you with information and answer your questions about medications, infection control and other topics■ Ensure you practice the skills you are learning in therapy while they are helping you with your personal care activities
Occupational Therapist (OT)	<ul style="list-style-type: none">■ Helps you become more independent in a variety of ways:<ul style="list-style-type: none">■ prescribing equipment■ adjusting your environment■ helping you with daily living skills■ Helps to ensure that you have the necessary supports in place when you leave the hospital <p>OTs may be assisted by Occupational Therapy Assistants and/or Rehabilitation Therapists.</p>

Section 5: During your stay

Team member	What they do
Pharmacist	<ul style="list-style-type: none">■ Checks your medication needs■ Monitors your progress to make sure that you have the right medications■ Provides you with information and answers your questions about medications
Physiatrist	<p>Physiatrists are doctors who specialize in rehabilitation.</p> <p>Your physiatrist:</p> <ul style="list-style-type: none">■ Evaluates and diagnoses your condition (tells you what is happening)■ Helps you establish your rehabilitation goals and treatment plans■ Oversees your care plan and works closely with your care team■ Contributes to your educational needs
Physiotherapist (PT)	<ul style="list-style-type: none">■ Helps to improve your strength, balance, coordination and endurance■ Provides you with education and therapy to improve your functional mobility (ability to move around), physical activity and ease of movement■ May prescribe equipment or aids to improve your mobility and help with your transition back into the community <p>PTs may be assisted by Physiotherapy Assistants and/or Rehabilitation Therapists.</p>
Psychologist	<ul style="list-style-type: none">■ Provides mental and emotional support■ Works with you to help you cope with your condition, illness, injury or disability
Psychiatrist	<ul style="list-style-type: none">■ A doctor who helps treat your mental and emotional needs <p>Psychiatrists may specialize, for example, in geriatric psychiatry or neuropsychiatry.</p>

Section 5: During your stay

Team member	What they do
Rehabilitation Therapist	<ul style="list-style-type: none">■ Helps you practice the skills you are learning between your therapy sessions
Resident	<ul style="list-style-type: none">■ Helps with your care <p>Residents are doctors who are training to become specialists, such as psychiatrists, geriatricians or family doctors.</p>
Respiratory Therapist	<ul style="list-style-type: none">■ Evaluates and treats breathing disorders
Service Coordinator	<ul style="list-style-type: none">■ Handles intake and admission processes (when you get here), including collecting your health information■ Communicates with the hospital or other source that referred you to Toronto Rehab and with families■ May help you with discharge■ Ensures smooth transition throughout your care
Social Worker	<ul style="list-style-type: none">■ Provides emotional support and adjustment counselling related to illness or disability■ Identifies and organizes community resources for you■ Helps with your social needs, such as financial or housing needs■ Helps the team plan for discharge by making sure supports are in place for you after you leave■ Provides support and guidance to your family and/or caregiver <p>Social Workers may be assisted by Community Resource Workers.</p>
Speech-Language Pathologist (SLP)	<ul style="list-style-type: none">■ Helps you improve skills related to communication, such as speaking, understanding, reading and writing■ Provides you with education and information to help you manage changes to thinking skills (memory, attention, executive skills) that may impact communication <p>SLPs may be assisted by Rehab Therapists or Communication Disorders Assistants.</p>

Section 5: During your stay

Team member	What they do
Student	<ul style="list-style-type: none">■ Helps with your care <p>Please note: Students are supervised by our experienced staff. Students will be identified and their roles will be explained. Please speak to your care team if you would prefer that students not be involved in your care.</p>
Therapeutic Recreationist	<ul style="list-style-type: none">■ Uses leisure activities to help promote your independence■ Assesses your recreational preferences, skills and abilities to find activities that are right for you
Volunteers	<ul style="list-style-type: none">■ Help with activities that will make you feel more comfortable while you are at Toronto Rehab <p>Volunteers help during therapy, assist with activities, visit patients on the units, and work around the hospital in different ways.</p>
Wellness Partners	<p>At the E.W. Bickle Centre, Wellness Partners:</p> <ul style="list-style-type: none">■ Work with other members of your care team to plan and deliver programs and activities to meet your recreational needs■ Provide on-site recreation opportunities as well as community outings

Everyone plays a role in making the hospital a comfortable place. Our staff will do everything they can to ensure your comfort. You can do your part by treating our staff and other patients fairly and with respect.

Section 5: During your stay

There is a worksheet in **Section 12 — Information about your care** that can be used to keep track of the members of your care team.

Other professionals are available to join your rehabilitation team as required by your health care needs and goals.

In addition, other medical consultations are available as required, including:

- audiology (provides hearing assessments)
- dermatology (medical care for the skin)
- chiropody or podiatry (medical care for the feet)
- gynecology (medical care for the female reproductive system)
- neurology (medical care for the nervous system)
- otolaryngology or ENT (medical care for the ear, nose and throat)
- psychiatry (medical care for mental illness and behavioural conditions)
- urology (medical care for the urinary tract and system)
- others, as necessary

Your rehab program

Each patient at Toronto Rehab has an individual rehabilitation program.

We will work with you to develop the best rehab program for your needs. When you arrive, we will ask you about your goals for rehab. Rehabilitation goals include physical goals, as well as emotional, educational and other needs.

We will work closely with you to set goals you can achieve. Throughout your stay, we will work with you to reach your goals.

You can fill in your initial rehabilitation goals on the following page.



Many people will help provide your care while you are at Toronto Rehab. Your care team is made up of different health care providers. You and your family are very important members of the team.

My rehabilitation goals:

1. _____

2. _____

3. _____

4. _____

5. _____

Section 5: During your stay

Your rehab program will be based on your overall health and needs. This is a list of some of the information we will need from you to create your care plan:

- past illnesses, surgeries and hospital stays
- allergies
- any medications you are taking, including prescription, non-prescription (over the counter) and herbal medications
- any private insurance, advance care directive, power of attorney or living will you may have, or any other information about your health care choices
- any values or spiritual beliefs that you want us to know when planning your care

Your therapy will vary depending on the program you are enrolled in, your goals, your condition and your progress. In your spare time, your team may encourage you to do more activities on your own or with help from family or friends. You may also be involved in other group or individual activities.

The timing and intensity of your therapy will vary depending on your condition and your progress.

There is a worksheet in **Section 12 — Information about your care** that can be used to keep track of your treatment schedule.

We want to be sure your rehab program is right for you. Your team members will

be happy to answer your questions. If you are not comfortable with your treatment plan at any time, we encourage you to discuss changes or alternatives with your care team. You also have the right to refuse treatment.

When discussing your care plan with team members, here are some questions you may want to ask:

- ✓ What are the benefits and risks of each treatment?
- ✓ Who will provide my treatment?
- ✓ Is my treatment part of a research study?
- ✓ What can I reasonably expect from my treatment?
- ✓ Are there any long-term effects my treatment might have on my quality of life?
- ✓ What do I need to do during and after I leave the hospital? What does my family need to do?

Specialty clinics

Toronto Rehab operates a wide range of specialty clinics at its various sites to meet a broad range of patients' needs. Many clinics serve both inpatients and outpatients.

Your care team will provide you with information about how to access specialty clinics that are appropriate for you.

Section 5: During your stay

Education for patients and families

Participating in rehab or complex continuing care can involve lots of new information and can sometimes be confusing. Rehabilitation may require you to learn a whole new set of skills. You may not always have all the information you need to be actively involved in your care.

We encourage you to ask questions and let us know when you need more information. We will try to help you get the information you need to be informed about your care.

We offer different education opportunities in each of our programs. Here are some of the types of education you may be offered while you are here and after you leave:

Patient education sessions

Many programs and services offer small group classes or talks at the hospital. You can ask your care team for more information about sessions that would be appropriate for you.

Written patient and family information
Written patient and family information can play an important role in your care. You can refer to these materials during your stay and after you go home.

Your care team can provide you with access to many written materials. 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.

Libraries

Some of our hospital sites have libraries for patients and families where you can learn more about your treatment and recovery. More information about libraries you can use is available in **Section 8 — Your convenience and comfort**. You can also ask your care team for more information.

Online (internet) health information

We also offer an online health information directory at www.torontorehab.com. This directory has many topics that are important to our patients and families, along with links to reliable health information.

Public education events

We also host a public education series called **Living With/Living Well**. This series gives you the latest health information and research to help you learn about how to prevent or live with injury or illness. We also hope the series will give you the information you need to make positive choices and changes to improve your health and quality of life.

More information is available at www.torontorehab.com/livingwithlivingwell or from your care team.

Section 5: During your stay

Food services for patients

Patient meal times

Patient meal times may vary slightly by site, but are approximately:

Breakfast	8:00 a.m.
Lunch	noon
Dinner	5:00 p.m.

Some patients go to dining rooms for their meals, while other patients get their meals delivered to their rooms. Your care team can provide more information about meal times and service at your site.

If you need help with your food choices or have allergies, please let a member of your care team know. A dietitian can discuss your specific nutritional needs with you.

Cafeterias, cafes and vending machines

Most Toronto Rehab sites have cafeteria or café services available. Hours of operation vary by site and are posted. Most sites also have vending machines that sell drinks and/or snacks. More information about cafeterias, cafes and vending machines is available in **Section 8 — Your convenience and comfort**. You can also ask your care team for more information.

Outside food

Visitors are welcome to bring outside food into the hospital for patients. Please check with the nurses on the unit about any food restrictions. If you do bring in food, please use re-sealable containers

that can be stored in hospital refrigerators. Patients can also order food for delivery to the hospital.

Visitors

Visiting hours are from 11:00 a.m. to 9:00 p.m. daily at all sites.

Family and friends are encouraged to visit you in the hospital. Please limit your visitors to 2 at a time, in order to be considerate of other patients. Other visitors may wait in patient lounge areas or lobbies.

An adult should supervise children under the age of 16 at all times.

Visits should not interfere with your scheduled therapy sessions and recommended rest periods. Occasionally, the care team may ask you to limit visits of family or friends if they feel it is important for your recovery.

If visitors have the following symptoms or are feeling at all unwell, they should not visit to Toronto Rehab until they have been symptom-free for at least 48 hours (2 days):

- cough
- increased shortness of breath (difficulty breathing)
- fever (a rise in the temperature of the body)
- sore throat
- stuffy nose

continued...

Section 5: During your stay

- diarrhea (frequent and watery bowel movements)
- vomiting (throwing up)
- skin rashes

We also ask visitors to take preventive measures before coming to Toronto Rehab and while you are here to help protect our patients, volunteers and staff:

- Get vaccinated if it is recommended.
- Cover your mouth and nose with a tissue or your sleeve when you cough or sneeze.
- Wash your hands often with soap and water or use alcohol-based hand sanitizer. Hand sanitizer is provided at main entrances of each hospital site and on the units for visitors' convenience.
- Avoid close contact with sick people
- If you are sick, **please stay home.**

Mail, gifts and e-mail greetings

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. For more information about privacy, please see **Section 7 — Your safety.**



Incoming mail

Mail is delivered directly to patient units every day.

Outgoing mail

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

Balloons

Balloons made of Mylar are welcome. Latex balloons, which can cause allergic reactions, are not allowed anywhere in the hospital. Please do not bring latex balloons or other latex products into Toronto Rehab.

Flowers

Flowers for patients are welcome, except in areas where infection is a concern. Please ask your care team for more information.

Section 5: During your stay

E-mail greetings

We 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.

Your health record

Each patient at Toronto Rehab has a health record, which is also called a chart. All of our health records are stored securely and confidentially at the hospital.

Your health record includes:

- information collected from you and your family
- information from your medical report from before you came to the hospital
- information about meetings held with your care team and family
- details about your medications, vital signs and treatments
- clinical observations
- test results

You can see and read your health records at any time. Your care team can help you read the chart and explain any unknown terms.

Unless you have expressly withheld or withdrawn your consent, we will assume your implied consent to share your personal health information with other care providers within and beyond the hospital, such as your family doctor or a medical specialist, for the purpose of

providing care. This is called the “circle of care” and aligns with provincial privacy legislation.

We need your written permission to let anyone other than your circle of care members see your health record. Once we have your permission, we will forward your health record to other health care providers at no charge. If you request copies of your health record for other reasons (e.g. an insurance claim), these are available from our Health Records Department for a fee.

Family members can see a patient’s record with permission from you or your legal representative (if you are not able to give permission). Your care team can explain how this works.

Research

Research is an important part of the care we provide to patients at Toronto Rehab. Our rehabilitation research program is one of the largest and most diverse in North America. We do research in a wide range of areas to learn more about rehabilitation and to help our patients maximize their lives. We use all that we learn from research in our patient care activities to make sure you receive the best care possible and achieve the best outcomes possible.

There may be opportunities for you to participate in research studies while you are at Toronto Rehab, if you would like to do so. Ask your care team for more information.

Section 5: During your stay

Participating in research is completely voluntary. It is up to you and your family to decide if participating in research is right for you. We will give you the best care possible whether or not you participate in research.

Volunteers

Toronto Rehab's dedicated volunteers help patients and families with many programs, services and activities. We screen, select and train our volunteers carefully. Volunteers are easily identified by their uniforms and name tags.

Toronto Rehab volunteers do many things, including:

- visit with you and your family to offer emotional and social support
- provide an emergency clothing service
- bring books, magazines, and videos to your bedside
- accompany patients on walks and outings
- help people find their way around the hospital
- run small errands
- help with activity programs such as gardening, bingo, swimming and bus trips
- provide special events and live entertainment
- and much more!

If you have a special request, volunteers may be able to help. You or a member of your care team can contact Volunteer Resources at your site:

E.W. Bickle Centre
416-597-3422, ext. 2141

Hillcrest Centre
416-597-3422, ext. 3058

Lyndhurst Centre
416-597-3422, ext. 6279

University Centre
416-597-3422, ext. 3058

**Your therapy will vary
depending on the program you are
enrolled in, your goals, your condition
and your progress.**

Section 6: Being involved in your care

This section has information about how you can take an active role in your care.

You are a very important member of the care team. You need to be involved in your care.

Being involved in your care means:

- participating in making decisions about your treatment
- asking your care team questions so that you can make informed choices
- taking an active role in your therapy
- knowing what to do when you leave Toronto Rehab

You know the most about your own health. It's important that you tell your care team everything you can, even if you think they may already know or it is not important.

Tell your care team if:

- ✓ you are not feeling well right now or have recently been sick
- ✓ you are taking any medicine
- ✓ you have had surgery or other hospital or health care treatment
- ✓ you have a chronic illness, such as diabetes or heart disease
- ✓ you have a family history (illness that runs in your family) of high blood pressure, asthma, cancer or other health conditions
- ✓ you have a history of tobacco, drug, or alcohol use

It is also important to tell your care team about any allergic or bad reactions you have had to medications or food.

- Reactions can include rashes, headaches, breathing trouble, feeling sick or just feeling different.
- Some medicines have food in them (e.g. eggs are used in the preparation of the flu shot), so be sure to talk about your food allergies as well as medication allergies.
- Tell a member of your team right away if a new medicine makes you feel unwell.

Here are some more tips to help you be involved in your care and stay safe:

- ✓ Understand your diagnosis (the medical condition(s) that you have).
- ✓ Talk about your treatment plan with your care team. Make sure that you understand and agree with the plan.
- ✓ Know about your treatments. Ask what your treatments are for and when they will be given. Question anything that seems different or that you do not understand.
- ✓ Understand why and how you should take certain medications.

continued...

Section 6: Being involved in your care

- ✓ If you are in pain, tell your care team. Most pain can be helped. You and your care team can manage your pain together.
- ✓ You may get a lot of information at once. This can be confusing. You can take notes or ask your family member or friend to listen with you at any time. Times that may be more confusing can include when a diagnosis, treatment plan, test results or plans for discharge from Toronto Rehab are explained.
- ✓ If equipment is used for your care, know what it does and how it should sound and look.
- ✓ If possible, choose one family member to talk with your care team. This person can then pass along information to other family and friends.
- ✓ Participate in educational sessions to learn more about your current situation and what you should expect in the future.

Your care team can give you more information about being involved in your care.

Family and friend involvement in your care

Family and friends also play an important role on the care team. They can help you set goals and make decisions, and provide ongoing support, care and guidance. With your permission, we will encourage your family and friends

to participate in some of your therapy sessions to learn and practice the skills they need to help you.

We may hold a care conference soon after you get to Toronto Rehab. During this meeting, we will talk to you about your treatment plan and provide any information that you need. If you wish, your family and friends are encouraged to participate in this conference.

We will also provide regular progress reports on your assessment and treatment plan. If you wish, your family and friends are encouraged to join these meetings whenever possible.

Talking with your care team

While you're a patient at Toronto Rehab, you will have many opportunities to talk to your care team. During these times, it is important that you tell your team about what is most important to you.

Examples of when you will talk to your care team about your needs are:

When you arrive

- It is important for your care and safety that you give us up-to-date information.
- Your care team will ask you for information that helps us to provide better care for you.

During goal setting

- Your rehab program will be based on the goals you set for your time in rehab.

Section 6: Being involved in your care

- Soon after you arrive here, we will work with you to set goals that you can reach.
- We will ask about your goals during your stay to make sure they are still important to you.
- Goal-setting is an important way to be involved in your care.

Each day, during your care

- Every time your doctor, nurse or other member of your care team is working with you, you can ask questions or express concerns.
- If staff are not able to address your concerns, you or your family members can contact the program service manager.

In meetings

- You or your care team can ask for a meeting to talk about your care.
- You may want to call a meeting if you have questions about your rehab program or specific parts of it.

At any time, we encourage you to:

- ✓ ask questions
- ✓ tell us your concerns
- ✓ ask for any information that relates to your healthcare

Interpreter services

Interpreters are available to help with communication between staff and patients whose primary language is not English or who are deaf, deafened or hard of hearing.

You can ask a member of your care team to book an interpreter if you or your family members need one. Interpreters can be booked in advance for situations such as:

- initial assessments
- goal setting meetings
- discharge planning
- meetings to discuss substitute decision-making, advanced directives, informed consent and release of information

For the situations listed above, Toronto Rehab does not permit the use of untrained interpreters. Family members or friends are not able to act as interpreters in these situations.

Some patient information (e.g. brochures) has been translated into a variety of languages. Please ask your care team about translated copies of important documents.

Making decisions about your care

Most of the time, people are able to make their own decisions, including agreeing to or refusing health care treatment. People have the legal right to make their own decisions.

But sometimes, people are not able to make their own decisions. For example, if someone has a brain injury or other cognitive impairment, he/she may not be able to make decisions.

If someone is not able to make decisions

Section 6: Being involved in your care

for him/herself, there are a few other options that can help the care team know what he/she would want:

- People who are able to make their own health care decisions can fill out an **“Advance Directive for Health and Personal Care”** (advance directives). These documents describe the medical treatment you do or do not want if you can’t communicate your wishes.
- A Substitute Decision Maker is someone who can make health care decisions for a patient who has been found to not be capable of making a particular decision. A substitute decision-maker will likely have something called a “Continuing Power of Attorney for Personal Care or Finance” (Power of Attorney) that will legally give them the right to make decisions for the incapable patient.

We will respect all valid advance directives. Please give copies of any advance directives or Power of Attorney documents to your doctors, your care team and your family.

If no advance directive is available, we will provide treatment based on what the substitute decision-maker thinks the patient would have wanted.

If you would like more information about substitute decision-makers or advance care directives, please ask your care team.

If you or your family need help making difficult decisions, chaplains, ethicists

and others are available to help. More information about these resources is available in **Section 7 — Your safety**. Your care team can help you access these resources.

While you’re a patient at Toronto Rehab, you will have many opportunities to talk to your care team. During these times, it is important that you tell your team about what is most important to you.

Expressing concerns

We encourage you and your family to speak directly with your care team if you have any concerns or issues. But you are also welcome to contact Patient Relations at any time. Patient Relations can help answer your questions, help in resolving issues and pass along compliments to your care team.

Our Patient Relations representatives will:

- respond promptly to your questions, concerns and suggestions
- help our staff answer your questions and resolve your concerns
- provide you and your family the chance to give us helpful feedback about our services

You can reach a Patient Relations representative at **416-597-3422, ext. 3207** or at **patient.relations@torontorehab.on.ca**

Section 7: Your safety

This section has information on ways we are working to keep you safe and about things you can do to stay safe while you are at Toronto Rehab.

Accessibility

We try to make our facilities and grounds as accessible as possible to people with disabilities. If you have an accessibility issue related to our buildings or grounds, please let us know.

Assistive devices will be accommodated to the best of our ability. We also provide access to some assistive devices, such as personal listening devices, computers and pointing aids.

Service animals — those trained to help patients and visitors with activities of daily living — are welcome in most areas of the hospital that are not restricted to hospital personnel only. In cases where we are not able to accommodate a service animal, we will provide an alternate form of support to facilitate access to our services.

Support persons will be invited to attend meetings or treatments whenever possible. In cases where we are not able to accommodate a support person, we will provide an alternate form of support to facilitate access to our services.

For more information about accessibility or about how to ensure your needs are met, please contact a Patient Relations Representative at **416-597-3422, ext. 3207** or **patient.relations@torontorehab.on.ca**.

We are also committed to barrier-free access in our communications and educational materials. If you have an accessibility need related to any such materials, please contact Marketing and Communications at **416-597-3422, ext. 3425** or **communications@torontorehab.on.ca**.

Alcohol

Alcohol is not allowed in the hospital without permission from your care team. All alcoholic beverages must be prescribed by a doctor and given by nursing staff.

Allergies

We will accommodate your allergies to the best of our ability.

Please let your care team know if you have had any allergies or bad reactions to medications, food or other allergens.

- Reactions can include rashes, headaches, breathing trouble, feeling sick or just feeling different.
- Some medicines have food in them (e.g. eggs are used in the preparation of the flu shot), so it is important to talk to your care team about your food allergies as well as medication allergies.
- Tell a member of your team right away if a new medicine makes you feel unwell.

Call bells

All beds have easy-to-reach call bells. Use these to let your care team know that you need help.

Section 7: Your safety

Your care team can show you how to use your call bell and remind you when to call for help.

Cell phones

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

- x 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.**
- x 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.**

Electrical equipment

Any electrical supplies you bring must be safe. If you would like to find out whether your electrical supplies are safe, look for a Canadian Standards Association (CSA) approval sticker. We will check your electrical supplies to make sure you can use them here.

Please do bring headphones or personal speakers for radios or other sound equipment so that you will not disturb other patients. Please do not bring

a television with you.

Emergencies and fire safety

In the event of an emergency at Toronto Rehab, use your call bell or call switchboard by dialing 0 and state the nature of the emergency and your location so that help can be sent to you quickly.

We take every precaution to protect against fires. All of our staff are trained to follow fire procedures. We test the fire alarms often. Fire exits are clearly marked throughout each site.

If you hear the fire alarm, please stay calm and follow instructions from staff.

If you find a fire:

- ✓ Remain calm.**
- ✓ Call for help immediately and/or set off the nearest fire alarm.**
- ✓ If possible, move away from the area of the fire and close any doors behind you.**
- ✓ Follow staff's instructions.**

Do not use the elevator during a fire alarm. During a fire alarm, elevators return automatically to the main floor so travel between floors is only possible by the stairs. Staff members will help patients with evacuation by the stairs if necessary.

You can ask your care team for more information about fire safety.

Ethics

Patients, families and staff make difficult decisions all the time in hospital. These decisions may involve:

- patients, families or staff having different opinions or beliefs on treatment or care
- not being sure who is responsible for making decisions or choices
- planning for the future

Health care ethicists are members of your care team who can help you:

- decide what you should do
- explain why you should do it
- describe how you should do it

Our ethics team can help you and your family deal with problems and difficult decisions. We do not make decisions for people — we help you make your own decisions. We may make suggestions or offer guidance, but final decisions will always be yours to make.

Tell us if you would like an ethics consultation. They are available to all patients, families and substitute decision-makers on request. These consultations can help you make decisions about issues such as advanced care planning, wishes concerning tube feeding and managing end of life care.

To contact an ethicist or ethics facilitator, call **416-597-3422, ext. 3972 or 2250** or ask a member of your care team to help you.

Fall and injury prevention

Falling can cause serious injury. It is important to know about falls to keep yourself safe. Falling is more of a risk when you are not feeling well and staying in an unfamiliar place.

We are proud to have a program in place, called SAFE,— Stop Adverse Fall Events, to help prevent falls. We will do everything we can to keep you from falling. But sometimes falling is one of the risks of rehabilitation as you practice new skills.

With your help, we can prevent most falls.

To help prevent falls, your care team will:

- check your risk of falling when you get here and as your condition changes
- identify what we can do to limit your risk of falling and share this information with other staff
- help you get familiar with the hospital environment, which our staff will keep clean and in good repair
- show you how to use your call bell and remind you when to call for help
- respond to your calls for help as quickly as possible
- help you with getting in and out of bed and using the restroom, if needed
- help you select safe, non-slip footwear

continued...

Section 7: Your safety

- loan you any equipment (such as a walker or bedside commode) that will make it safer for you to move about
- make sure the call bell and other things you need are within reach before staff leaves your room

We ask you and your family members or friends to:

- ✓ tell your care team if you have a history of falls
- ✓ share any fears or concerns you have about falling with your care team
- ✓ ask your care team about your risk and what prevention measures are being taken
- ✓ use the call bell to ask for help before you get in or out of bed and on or off the toilet, if your risk of falling is high
- ✓ ask for help if you feel dizzy or weak when you sit upright or stand (this can happen after sitting or lying for a long period of time)
- ✓ sit up for awhile before standing
- ✓ wear safe, non-skid footwear
- ✓ wear glasses and/or hearing aids, as needed
- ✓ use equipment that has been provided for your safety
- ✓ make sure that your clothing doesn't get in your way or cause you to fall

- ✓ make sure the call bell and other needed items are within your reach before family or staff leaves your room
- ✓ properly use side rails if they are in place

Even if you think you don't need help, remember that you are in the hospital and that:

- certain medications and treatments may cause you to become weak, dizzy, or confused
- the hospital may be unfamiliar to you, especially at night

Furniture and equipment may not be where you would expect them to be and may get in your way. Getting to the bathroom may be hazardous in your dark and unfamiliar room.

You can ask your care team for more information about how you can help prevent falls.

We will do everything we can to keep you from falling. But sometimes falling is one of the risks of rehabilitation as you practice new skills. With your help, we can prevent most falls.

Fragrances/perfumes

Strong scented products, such as perfume, hairspray, cologne and aftershave can cause or trigger health issues. To protect the health and safety of our patients, visitors and staff, we ask that you and your visitors do not wear scents when coming to the hospital.

Gifts for patients

Balloons

Balloons made of Mylar are welcome. Latex balloons, which can cause allergic reactions, are not allowed anywhere in the hospital. Please do not bring latex balloons or other latex products into Toronto Rehab.

Flowers

Flowers for patients are welcome, except in areas where infection is a concern. Please ask your care team for more information.

Identification

Staff identification

It can be hard to keep track of who is caring for you. All Toronto Rehab staff and volunteers wear photo identification (ID) badges. Students also wear identification.

Look for this badge on anyone who is caring for you. If you have any concerns about the identity of the person taking care of you, or if you notice someone on your floor who is giving care but is not wearing an ID badge, please tell a member of your care team.

Patient identification

For your safety, all patients are given a wrist ID bracelet when they get here. Please wear this bracelet at all times while you are in the hospital. This bracelet:

- tells staff who you are
- gives staff information that is important for your safety
- helps ensure that the right patient gets the right care

Please talk to your care team if you have any questions about your ID bracelet.

We have a policy that requires staff members to confirm a patient's identity in two different ways every time they need to provide care or treatment.

This means that, in addition to wearing your ID bracelet, you may be asked to:

- ✓ have a photo taken for your patient record
- ✓ tell us your first and last name
- ✓ tell us your date of birth
- ✓ show your health card number or your Toronto Rehab hospital number/medical record number on a Toronto Rehab hospital card
- ✓ have a family member, substitute decision maker or two familiar staff members confirm your identity

Section 7: Your safety

Infection prevention and control

We want to stop the spread of germs and infection for the health and safety of our patients, visitors and staff.

Hand cleaning is one of the best ways you and your health care team can stop infections from spreading.

It is important to clean your hands:

- ✓ Before eating
- ✓ Before touching your face
- ✓ After using the bathroom
- ✓ After sneezing or coughing

There are two ways to clean hands:

1. Soap and water
2. Alcohol-based hand sanitizer (which is found throughout the hospital)

The opposite page demonstrates how to properly clean your hands using soap and water or alcohol-based hand sanitizer:

If you cannot wash your own hands, please ask a member of your care team to help you.

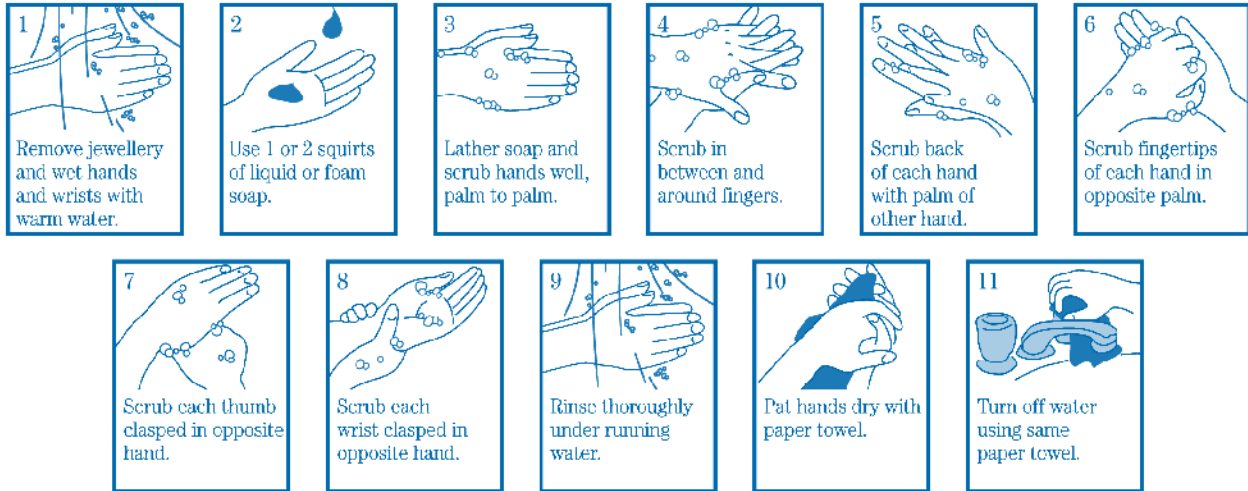
Don't forget to use a moisturizer to keep your hands from becoming dry or cracked.

Your health care team works hard to keep their hands clean. This plays a big role in stopping the spread of infection. Your care team is committed to providing safe, clean care.

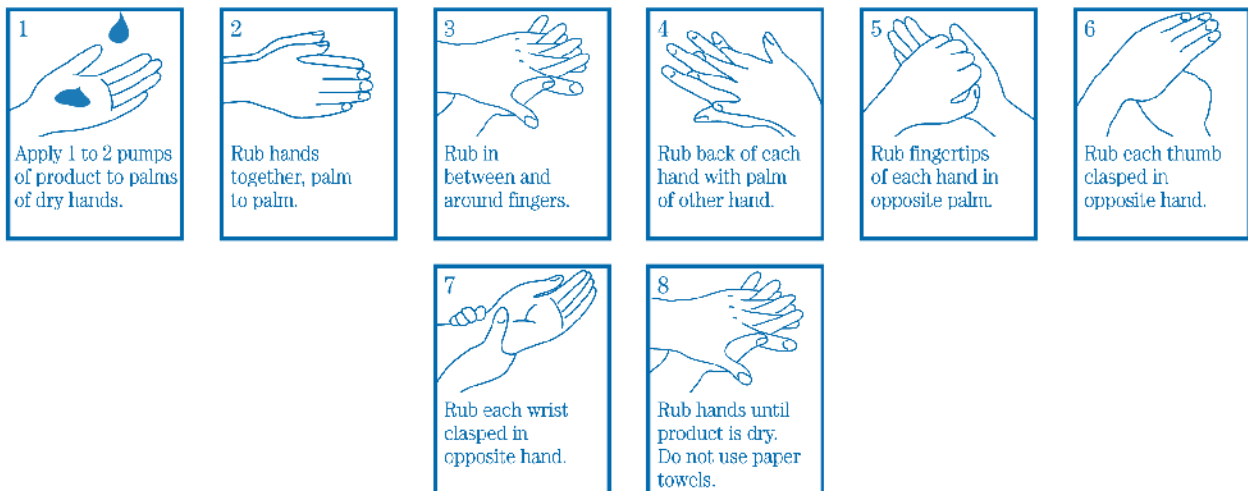
There are many other ways that you can help stop the spread of germs:

- ✓ Ask your friends and relatives to screen themselves before they come to the hospital.
 - ✓ Anyone with one or more of the following symptoms should not enter the hospital until they have been symptom-free for at least 48 hours (2 days):
 - ✎ cough
 - ✎ increased shortness of breath (difficulty breathing)
 - ✎ fever (a rise in the temperature of the body)
 - ✎ sore throat
 - ✎ stuffy nose
 - ✎ diarrhea (frequent and watery bowel movements)
 - ✎ vomiting (throwing up)
 - ✎ skin rashes
 - ✓ If you start to have symptoms such as those listed above, please tell your care team right away.
 - ✓ Encourage your visitors to use the hospital's public bathrooms and not bathrooms in patient rooms, especially if patients are on special precautions because of infection. Patients on special precautions will have signs on the door.
 - ✓ Ask your visitors to wear personal protective equipment if you or your roommate(s) are on special precautions. These can include gowns and gloves.
- continued...

Handwashing with soap and water



Cleaning with alcohol-based hand rub



**We want to stop the spread of germs and infection
for the health and safety of our patients, visitors and staff.
Hand cleaning is one of the best ways you
and your health care team can stop infections from spreading.**

Section 7: Your safety

- ✓ Children should not visit those patients who are on precautions, unless it has been cleared by Infection Prevention and Control.
- ✓ Get vaccinated if it is recommended by your care team.
- ✓ Flu and pneumococcal vaccines can help prevent illnesses. These can be especially important for elderly patients and patients who have higher risk.
- ✓ We offer some vaccines to our patients.
- ✓ If you haven't been vaccinated or you're not sure if you have, speak to your care team.
- ✓ Cover your mouth and nose with your sleeve or a tissue when coughing or sneezing. Wash your hands afterwards.
- ✓ Bring only items that you need into the hospital. This helps avoid clutter that makes your room difficult to clean.
- ✓ Do not sit on other patients' beds or share toiletries with other patients.
- ✓ If your family members or friends bring you refrigerated food, write your name and the date the food was brought in clearly on the package/container. Food more than 48 hours old will be thrown out.

You can talk to your care team or to

the Infection Prevention and Control Practitioner at your hospital site for more information about preventing the spread of infection and about what you can do to help.

Leave passes

Some patients have the chance to spend time at home before they are discharged from the hospital. This is an opportunity to practice your skills at home and to identify any potential problems.

Your care team will discuss leave passes with you, if they are appropriate. You will be responsible for any borrowed equipment you take with you on passes.

Patients cannot get a weekend leave pass during their first weekend staying at Toronto Rehab.

Medications

While you are in the hospital, it is important that you talk to your care team about your medications. Some medicines combine with each other in your body and produce bad reactions. To protect you, your health care team must know about everything you take.

Tell your care team everything you are taking, including:

- prescription medications
- over-the-counter medications (like aspirin and cough medication)
- medications that a family member or friend gave you

continued...

Section 7: Your safety

- vitamins
- herbal products
- health food store products

During your stay, all of your prescription and non-prescription drugs (or over-the-counter medications) will be given to you by a nurse through the hospital pharmacy.

To help keep you safe with your medications:

- ✓ Let your care team know if you have any allergies to foods or drugs or have ever had a bad reaction to any drug, food or latex product.
- ✓ Ask your care team about your medications:
 - 📖 what they are
 - 📖 what they look like
 - 📖 what they do
 - 📖 what times they are taken
 - 📖 what side effects you should expect or report
- ✓ Make sure your patient identification is visible and accurate.
- ✓ Look at all medications before you take them. Medications you take in hospital may look different from what you take at home. Talk to your pharmacist, nurse or doctor if you or your family members have any questions or concerns about your medications.

- ✓ Do not take medications that you brought to the hospital from home unless your doctor or someone on your care team gives you permission. You should give your personal supply of medications to your nurse until you leave the hospital. You could also give them to your family or friends to take home for you.
- ✓ Let your care team know if any medications you take produce a bad reaction or make you feel different.

Certain medications may be ordered only “as needed.” This means that you will only get them if you need them. You should ask your care team for these medications when you need them.

Examples of medications that may be given as needed are medications for:

- pain
- constipation
- nausea/vomiting (throwing up)
- sleep

If your pain medications are “as needed”, you may want to take them 30 – 60 minutes before your physiotherapy/occupational therapy appointments. This could help you stay comfortable during your session. Talk to your care team for more information.

Illegal drugs are not allowed on any hospital grounds.

Section 7: Your safety

Pets

Pets can be brought to the hospital for visits, but an immunization record must be provided in advance. It is the responsibility of the animal's handler to maintain full control of the animal while it is at Toronto Rehab and to provide proof regarding health clearance for immunization and transmittable diseases.

You can talk to your care team for more information.

Privacy protection

At Toronto Rehab, all information you share with your care team is personal and private. We respect your privacy and treat all of your information securely and confidentially.

Our privacy practices are consistent with federal and provincial law, and with other hospitals across Canada.

We may need health information from you, or from the person acting on your behalf. We may need this information for a variety of purposes, including your care or insurance.

We may sometimes get your health information from other sources as the law allows or with your permission. When you come to Toronto Rehab, your request for health services implies consent for the use of your personal information.

Your personal information may be used to:

- provide your care
- improve the quality of hospital services
- help researchers answer questions about illness and disease
- fulfill provincial requirements
- provide general information about the hospital
- raise money to improve treatment and services
- teach students
- get payment for your treatment and care (from OHIP, WSIB, your private insurer or others)
- manage the hospital
- compile statistics
- fulfill other purposes permitted or required by law

Your privacy in hospital

If someone phones the hospital to ask about you, the main operator will tell them whether you are a patient and where you are in the hospital. The operator will not give any other information, such as why you are in hospital, or how you are doing.

If you do not want people to know you are in the hospital, tell your care team. If you are a "Privacy-Flagged" patient, only health care staff and people you choose will have access to information about you. If you choose to be a "Privacy-Flagged" patient, we will not be able to deliver mail or flowers or forward calls to you.

Section 7: Your safety

You can talk to your care team for more information about privacy.

While all of us here at Toronto Rehab are doing everything we can to keep you safe, we need your help too. Don't hesitate to ask us any questions or raise any concerns that you may have.

If you have concerns about the security of your information, please contact Toronto Rehab's Privacy Office:

550 University Avenue Toronto,
Ontario M5G 2A2 Tel: **416-597-3422**
ext. 3258
chiefprivacyofficer@torontorehab.
on.ca.

If you have other concerns, you can contact the Information and Privacy Commission of Ontario:

2 Bloor Street East. Suite 1400
Toronto, Ontario M4W 1A8
Tel: **416-326-3333** or **1-800-387-0073**
(within Ontario)
www.ipc.on.ca

Restraints

Toronto Rehab has a policy of least restraint. This means that we use the lowest level of restraint (both physical and medication) that we need to keep our patients safe when there is risk of harm to the patient or others. We only use restraints with a patient after we have tried everything else.

Restraints are always temporary. They

are only used after we assess the patient and talk to the substitute decision-maker and the care team.

If restraints are being considered for your relative, we will ask you to authorize the use of restraints. You may ask for and attend a team meeting to discuss the issue.

In an emergency situation, staff may have no choice but to use a restraint for the safety of the patient, other patients and staff. If this happens, we will tell the substitute decision-maker about the restraints as soon as possible.

We frequently and carefully evaluate patients while using restraints. We stop using restraints as soon as we safely can.

Secure units

Some of our hospital sites have secure units for the protection of patients who may wander off. These units have secured (locked) doors and video cameras. In addition to having a photo taken for identification purposes, patients who wander may also wear a security bracelet that will trigger an alarm if they leave the unit.

Your care team will provide more information to you and your family and/or substitute decision-maker if you will be staying on a secure unit.

Security

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

Section 7: Your safety

a security-related concern, you can call the switchboard at your site at any hour and they will connect you with security services.

E. W. Bickle Centre
ext. 2000

Hillcrest Centre
ext. 4000

Lyndhurst Centre:
ext. 6000

University Centre:
ext. 3000

Smoking

Smoking is not allowed by law in the hospital. Smoking is only allowed in designated areas outside of the hospital.

If you smoke, your care team can help you identify where you can do so.

If you smoke and wish to quit, ask your care team about how we can help you.

Spiritual care services

Many people find support and comfort in their faith and spirituality. Chaplains are available to meet with you, and your family if desired, regarding spiritual and religious needs.

Our chaplains can:

- visit you, no matter what religious or spiritual group you belong to
- provide one-to-one counselling

- offer prayer and appropriate ritual
- make referrals to faith communities and other spiritual support services
- offer grief support and crisis intervention
- help to address ethical concerns
- help you explore the meaning of illness, suffering, and life transitions

More information about quiet spaces for meditation and reflection is available in the **Section 8 — Your convenience and comfort**. You can also ask your care team about scheduling a chaplain visit or about other spiritual care services.

**Patients, families and staff
make difficult decisions
all the time in hospital. Health care
ethicists are members of your
care team who can help you.**

Stairs/elevators

All Toronto Rehab sites have both stairs and elevators.

Patients should only use the stairs if you are with a staff member.

You can use the elevators by yourself if you have been told it is safe by your care team.

If you need help using the stairs or elevator, we will arrange for a staff member or volunteer to accompany you.

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.

Section 8: Your convenience and comfort

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.

Section 8: Your convenience and comfort

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

Section 8: Your convenience and comfort

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.

You can have mail, flowers, balloons or other gifts delivered to you while you are here. Mail is delivered directly to patient units every day.

Section 9: Getting ready to leave Toronto Rehab

This section has information to help you get ready to leave Toronto Rehab.

Your care team will work with you from your first day of admission to plan your rehabilitation and care. This includes planning your discharge from when you first arrive. Your last day at Toronto Rehab is also called your day of discharge. Thinking about your discharge from the start will help us make sure that we have taken care of all of your rehab needs.

A checklist for leaving

The day before you leave you should:

- ✓ **pack your belongings, all of your personal items**
- ✓ **settle your account with the Business Office** (during business hours). **Costs you might need to settle might include:**
 - 👉 **Semi-private or private room costs not covered by your insurance**
 - 👉 **Co-payment fees**
 - 👉 **Telephone service, including long distance charges**
- ✓ **return any equipment you have borrowed from the hospital** (or you will be charged)
- ✓ **make sure your transportation to leave is arranged. You are responsible for arranging your own transportation when you leave the hospital.**

On the day you leave, you should:

- ✓ **get dressed and finish packing** (ask your care team for help if you need it)
- ✓ **eat breakfast**
- ✓ **make sure you have your equipment, medications and prescriptions and any special discharge instructions or information**
- ✓ **check out of your room by 9:00 a.m.** (unless otherwise arranged with your care team)

You are responsible for arranging your own transportation home from the hospital. If a family member or friend is not able to pick you up by 9:00 a.m., ask your care team about places in the hospital to wait, unless otherwise arranged with your care team.

Frequently asked questions about discharge

What is expected of me and my family?

From the time you arrive at Toronto Rehab, we will work with you to help you get better and plan for your discharge. We will help you learn about and apply for the services you may need when you leave the hospital. An example of these services may include home care or special transportation.

When you get here, tell us if you want us to include someone else, such as

Section 9: Getting ready to leave Toronto Rehab

a substitute decision maker or other family member, in planning your care or discharge.

How long will I be at Toronto Rehab?

The length of time you will be at Toronto Rehab depends on a few things:

- the reason you are in the hospital
- the usual length of time someone with your diagnosis needs to stay in hospital
- your own care needs and goals

What if my condition changes?

We will set your discharge date soon after you get here. You may be ready for discharge earlier or later than this date. If the set date does change, we will talk with you about the change and set a new discharge date based on your needs.

Who can I contact if I have any questions about my discharge plan?

If at any time you have questions about your discharge plan you can:

- speak to any member of your care team
- request a patient/family conference
- speak to the unit manager
- contact Patient Relations at **416-597-3422, ext. 3207**

What if I can not go back to where I was living before coming to Toronto Rehab? Many people are able to return home after their stay at Toronto Rehab. However, not all people are able to go back to where they were living before coming to Toronto Rehab.

Your care team will work with you to help you understand what you need and your options for discharge. We will also help you fill out any forms to help with your discharge. Some discharge choices for people may include another rehab hospital, complex continuing care, or long-term care. For all of these discharge options, your social worker will work with you to choose options and fill out the necessary forms.

Your care team will work with you from your first day of admission to plan your rehabilitation and care. This includes planning your discharge from when you first arrive.

Another rehab hospital

When you are choosing a rehab program:

- We encourage all patients to choose three (3) or more rehab programs that can meet their needs.
- You are expected to go to the first rehab program that offers you a bed

Complex continuing care program

Complex continuing care (CCC) programs are for people with medical, physical or cognitive conditions that limit their ability to live independently in the community. Usually people in CCC programs have more than one illness and need specialized medical and nursing care. People who go to CCC often need help with all of their daily activities.

Section 9: Getting ready to leave Toronto Rehab

When you are choosing a CCC program:

- We encourage all patients to choose three (3) or more CCC programs that can meet their needs.
- You will have to pay a monthly fee to stay in a CCC program. You may also have to pay this monthly fee to Toronto Rehab while you wait to move to CCC.
- You are expected to go to the first CCC program that offers you a bed.

Long-term care home

When you are choosing a long-term care home:

- We encourage all patients to choose three (3) long-term care homes. At least one of those choices should be available in a short time.
- Once you start filling out the forms, you have 10 days to give your social worker your long-term care home choices.
- You will have to pay a monthly fee to stay in a long-term care home. You may also have to pay this monthly fee to Toronto Rehab while you wait to move to a long-term care home.
- You are expected to go to the first long-term care home that offers you a bed.

What information about follow-up care and support will I get before I leave?

Before your discharge, you will get information about:

- follow-up appointments and referrals
- community resources that can support you at home or your next care stop

- any equipment you may need
- prescriptions for any more medication you may need
- government resources that can support you
- accessible transportation options that are available to you
- home care recommendations

Be sure to ask as many questions as you can to make sure you understand what you need to do when you leave Toronto Rehab. You can write this information down or it may be helpful to have a family member or friend with you to write it down.

A member of your care team will be available if you need help with any special arrangements for your discharge.

Will I get home care after I leave?

If your care team recommends home care, you may be referred to the Community Care Access Centre (CCAC) or another privately-funded home care service provider before your discharge. A home care provider will meet with you while you are at Toronto Rehab to determine what services (e.g. nursing, occupational therapy, physiotherapy, personal support, social work or equipment rental) you may require. Once you are discharged from the hospital, the home care provider will contact you at your home to discuss when services will start.

It is important to understand that

Section 9: Getting ready to leave Toronto Rehab

personal support workers help people with tasks such as bathing and dressing, but do not perform housecleaning or cooking duties. If you are interested in purchasing homemaking services please speak to a member of your care team.

Patient satisfaction

Your opinion is important to us.

Before or soon after you leave Toronto Rehab, you will get a patient satisfaction survey in the mail. Please fill out the survey to tell us what you think of the care and service you received in this survey. Your answers help us make our services the best they can be.

Your feedback and comments are confidential. When compiling survey results, your name will never be associated with your answers.

If you would like to request a patient satisfaction survey, please call **416-597-3422, ext. 3207**.

Many Toronto Rehab inpatients come back for outpatient services and clinics. Your care team can explain the outpatient treatment options that are available and appropriate as part of your discharge plan.

Our gift giving policy

Hospital staff and volunteers are not allowed to accept gifts or tips of any kind. If you wish to show your appreciation, a personal or written thank you is always welcome.

You may also make a donation in the person's honour to the Toronto Rehab Foundation. To learn more about the tribute program or to make a donation, please contact the Foundation office or visit our website.

Toronto Rehab Foundation
439 University Avenue, 5th floor
Toronto, Ontario M5G 1Y8
Tel: **416-597-3040**
www.torontorehabfoundation.com
foundation@torontorehab.com

Continuing treatment at Toronto Rehab

Many Toronto Rehab inpatients come back for outpatient services (services without an overnight stay) and clinics.

Your care team can explain the outpatient treatment options that are available and appropriate as part of your discharge plan.

More information about outpatient services and clinics is available on our website at **www.torontorehab.com**.

Section 9: Getting ready to leave Toronto Rehab

Becoming a volunteer

Many patients, family members and friends become volunteers after their hospital experience. Volunteers at Toronto Rehab touch the lives of patients, family members and staff every day.



- Meet new people
- Have fun!

Contact Volunteer Resources at your site or visit www.torontorehab.com for more information about becoming a volunteer. You can also ask your care team for more information.

In addition to helping patients and their families, there are many other rewarding reasons for you to volunteer:

- Explore or confirm career choices
- Learn new and valuable skills
- Build your resume
- Contribute to your community and health care system

Section 11: Information about your care

Your care team will use this section for information that is specific to your care, such as a list of your care team members, your therapy schedule, information about your condition and much more.

Section 11: Information about your care

Your therapy schedule

Day/Time	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
8:00 a.m.							
8:30 a.m.							
9:00 a.m.							
9:30 a.m.							
10:00 a.m.							
10:30 a.m.							
11:00 a.m.							
11:30 a.m.							
12 noon							
12:30 p.m.							
1:00 p.m.							
1:30 p.m.							
2:00 p.m.							
2:30 p.m.							
3:00 p.m.							
3:30 p.m.							
4:00 p.m.							
4:30 p.m.							
5:00 p.m.							



www.torontorehab.com

Toronto Rehab Handbook for inpatients and families