



# Complex Continuing Care Program



Toronto Rehabilitation Institute  
*A University of Toronto  
Teaching and Research Hospital*

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Research Hospital*

# Advancing rehabilitation

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 3.6 million Canadians who experience and live with disabling illness and injury.

## Our clinical programs include:

**Cardiac rehab** – for people who have had a heart attack or major heart surgery, or who have type II diabetes

**Complex continuing care** – for adults with complex medical conditions such as Alzheimer disease, cerebral palsy, multiple sclerosis or Parkinson's disease

**Geriatric rehab** – for seniors with severe illnesses and/or multiple age-related conditions

**Long-term care** – for people who are unable to live independently and need around-the-clock care

**Musculoskeletal rehab** – for adults who have had joint replacement surgery, sustained multiple injuries, or who have osteoporosis or cancer

**Neuro rehab** – for individuals who have had a stroke or brain injury, or who have multiple sclerosis

**Spinal cord rehab** – for people who have sustained a spinal cord injury or disease

# Complex Continuing Care

The Complex Continuing Care Program provides highly specialized care for adults with physical and/or cognitive conditions that limit your ability to move to the next phase of your recovery or, to live independently in the community.

*The program offers two core services:*

**Complex medical services** are provided for people with complex chronic and often fluctuating physical conditions such as complex chronic illness, end stage kidney failure, multi-system decline, diabetes and/or advanced degenerative disorders such as multiple sclerosis. Specialized care is offered in complex wound management, dialysis and palliative/end-of-life care. For families caring for loved ones with complex continuing needs at home, respite services are also available.

**Low tolerance long duration (LTLTD) rehabilitation** is provided for people whose lives have been impacted by a neurological injury or illness or by a complicated medical illness, surgical procedure or trauma. It involves a longer course of rehabilitation than traditional active rehabilitation programs, with shorter periods of time spent in therapy each day.

## Enhancing quality of life

We also train the health care professionals of tomorrow in all areas of rehabilitation, complex continuing care and long-term care.

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

## Your Care

During your stay with us, our goal is to help you achieve your best possible quality of life or to help you transition to your next level of care. All aspects of your care will be guided by a wellness philosophy based on your individual physical, spiritual and emotional needs.

You and your family members are considered integral members of your interdisciplinary health care team and you are encouraged to participate in the development of your care plan.

Your care will be provided by a team of highly trained professionals specialized in working in a complex continuing care setting. Depending upon the nature of your disease, illness or injury, your team may include registered nurses, registered practical nurses, social worker, physiotherapist/physiotherapy assistant, occupational therapist/occupational therapy assistant, speech language pathologist, health care aides, registered dietitian, physician, wellness partner, pharmacist and/or chaplain.

Other specialized services that may be provided include hemodialysis, dental and palliative care and specialty clinics including Seating, Chiropody, Dental and Augmentative and Alternative Communication. Referrals can be made to other clinical specialists such as audiologists, dentists and other medical consultants, as needed.

Your team members will work with you and your family to help set realistic goals to be achieved while you are in the program, develop a care plan, and determine an approximate date for discharge home or to another appropriate discharge destination in the community. Throughout your stay with us, the team will help you to learn to manage your own care.

## Complex Medical Services

### Dialysis

If you need dialysis, you will be transferred by ambulance to Toronto Rehab's University Centre three times a week. This is where the hospital's dialysis unit is located and operated in partnership with the University Health Network.

### Palliative Care

Our 10-bed palliative care unit provides end-of-life care to those over 18 years of age. The non-clinical, home-like setting features dedicated lounges and showers for family members, and sleeper beds that enable a family member to stay overnight in your room. Our goal is to allow a person to live and die with as much comfort and dignity as possible.

### Respite Care

If you care for ill or elderly relatives at home, our respite care can provide you with a break from your responsibilities. We offer a high level of interprofessional care, 24-hour nursing, and a safe, supervised environment. There is a fee for this service.

## Special Care

Our special care unit addresses the needs of individuals in prolonged states of semi-consciousness or deep unconsciousness or who require respiratory support such as tracheotomy care or frequent suctioning.

## Low Tolerance Long Duration Rehabilitation (LTLD)

If you are a candidate for our LTLD program, you can expect to be at Toronto Rehab for approximately four months.

This inpatient rehabilitation program is suited to people who will benefit from participating in a longer course of rehabilitation treatment delivered in shorter therapy sessions.

### *LTLD is offered through three 'streams':*

**Neuro-Physical Stream:** Supports individuals who have had a stroke, spinal cord injury, acquired brain injury or degenerative disorder such as multiple sclerosis.

**Neuro-Cognitive Stream:** Helps those with an acquired brain injury, a stroke, a degenerative disorder such as multiple sclerosis, and some types of dementia.

**Functional Enhancement Stream:** Meets the needs of individuals who have experienced recent physical deterioration due to an acute illness or injury.

## Specialty Clinics

Specialists from the community (for example, ophthalmologist, gynecologist, urologist) come to clinics on site to assess and treat inpatients, either in the clinic area or at the patient's bedside. Clinics are staffed by a registered nurse and a secretary.

### **Augmentative and Alternative Communication (AAC) Clinic**

The AAC Clinic is one of only a few clinics in Ontario that assess and support adults with complex communication needs, including verbal and written needs. It provides both inpatient and outpatient services. Many of the Clinic's patients have acquired brain injuries or conditions such as aphasia that make speech difficult or impossible.

The AAC Clinic team provides comprehensive assessments, prescriptions for equipment, training and support as appropriate and help in obtaining funding for AAC systems or devices from the Ministry of Health and Long-Term Care's Assistive Devices Program. For more information, call 416-597-3028.

### **Chiropody Clinic**

The Chiropody Clinic offers foot care to inpatients as well as to people in the surrounding community. This service assesses and treats soft tissue disorders of the foot such as ingrown toenails, diabetic ulcers, warts and corns. Clinic chiropodists are trained in a variety of soft tissue surgical procedures, allowing them to relieve acute and chronic problems.

The Clinic also provides biomechanical assessments and treats structural foot abnormalities with corrective or palliative orthotics.

For more information, call 416-597-3422, ext. 2044.

### **Dental Care**

The Dental Clinic provides comprehensive services for individuals whose medical, physical and mental conditions make it difficult for them to visit private dental offices. As a recognized dental clinic of the University of Toronto, it serves as a teaching facility for undergraduate and postgraduate dental students.

Special equipment is available to provide dental treatment to people in wheelchairs. The Clinic also provides modified toothbrushes for patients with swallowing problems, and alternatives to regular tooth brushing such as mouth rinses. Clinical staff also conduct interprofessional oral hygiene/feeding rounds on the units.

For more information, call 416-597-3422, ext. 2212.

### **Seating Clinic**

The Seating Clinic specializes in prescribing and fitting power wheelchairs, complex seating systems and environmental controls for inpatients.

Call 416-597-3422, ext. 2191 for more information.

## **Our Facilities**

Located on Dunn Avenue in Toronto, our facility is situated in the heart of one of Parkdale's flourishing residential communities. The E.W. Bickle Centre for Complex Continuing Care offers patients and families a picturesque park-like setting for visiting or for enjoying outdoor activities. We are a short drive to the parks along the shores of Lake Ontario and a block away from restaurants and shops on King Street.

Events and regular activities for patients are organized by our wellness partners and you are encouraged to explore the many options available to you to engage in daily activities that are complementary to your care plan. Volunteers also play a valuable role in the program visiting with patients, going on outings and hosting activities at the centre.

For more information and admission criteria, please call 416-597-3422, ext. 2504 or visit our website at [www.torontorehab.on.ca](http://www.torontorehab.on.ca).

## **Volunteer Resources**

Toronto Rehab welcomes volunteers, who assist patients and staff through a wide variety of short-term and ongoing opportunities. Volunteers in the Complex Continuing Care Program provide companionship to residents and accompany them on outings, operate the gift shop, and more.

For additional information, please call Volunteer Resources at 416-597-3422, ext. 2141.

## Partners

In order to share expertise and collaborate on specialty services, the Program has established formal links to long-term care centres, including the hospital's own long-term care centre — Lakeside, community organizations, and other Toronto Rehab programs such as the Spinal Cord Rehabilitation Program and the Acquired Brain Injury Service of the Neuro Rehabilitation Program.

The Program works with the following organizations and agencies to plan, develop and deliver its services:

- Acquired Brain Injury (ABI) Network
- Active Living Alliance for Canadians with a Disability
- Alzheimer's Society of Toronto
- Baycrest Centre for Geriatric Care
- Canadian Palliative Care Association
- George Brown College
- GTA Rehabilitation Network
- MS Society
- Shalom House
- Toronto District Health Council
- Community Act Team

## Lakeside Long-Term Care Centre

Toronto Rehab's long-term care facility is also located on its Dunn Avenue property. The centre can accommodate 128 residents and is designed for people who are unable to live on their own and require access to 24-hour nursing services to meet their health and personal care needs.

For information about Lakeside Long-Term Care Centre, call 416-533-2828.

## Gift Giving

To continue to provide the best care, we need your help. Whether you choose to support a patient care program, research or education project, or make a contribution where the need is greatest, your gift will help ensure that we continue to do everything humanly possible.

To make a donation or find out more about how you can make a difference, please contact the Foundation at 416-597-3040 or by e-mail at [foundation@torontorehab.on.ca](mailto:foundation@torontorehab.on.ca)

## Toronto Rehab Publications

For additional copies of this program guide or for more information about Toronto Rehab, call Marketing and Communications at 416-597-3422, ext. 3425, or visit our web site at [www.torontorehab.com](http://www.torontorehab.com)

# Getting to Toronto Rehab's E.W. Bickle Centre for Complex Continuing Care

The E.W. Bickle Centre for Complex Continuing Care is located at 130 Dunn Avenue, a few blocks west of Dufferin, south of King St.

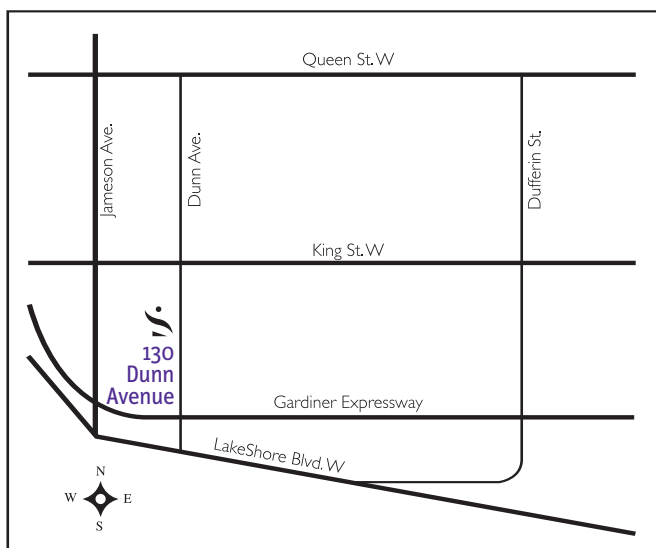
**By TTC:** Take the subway to the Dundas West subway station. Then take the #504 streetcar to Dunn Avenue. Exit streetcar at Dunn and walk one block south.

**By Car: From the east** – take the Gardiner Expressway to the Dunn Avenue exit and head north on Dunn.

**From the west** – take the QEW to the Jameson Avenue exit; turn east on to Springhurst Avenue; follow Springhurst to Dunn Avenue and head north on Dunn.

## Parking

Paid parking is available on site. Limited street parking is available on Dunn and Close Avenues.





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E.W. Bickle Centre for Complex Continuing Care

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[www.torontorehab.com](http://www.torontorehab.com)