



# PATIENT & FAMILY GUIDE RCC SITE

2111 FINCH AVENUE WEST, 5TH FLOOR, WEST WING



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## WELCOME

Welcome to the Markham Stouffville Hospital Reactivation Care Centre (RCC site). This is a specialized unit specifically geared to the needs of alternate level of care (ALC) patients.

Patients will receive expert care from a dedicated team of health professionals who will know you and your care needs and provide you with restorative care, seven days a week. Your care team on this unit will focus on your specific and individual goals, while working to foster your independence and optimize your strengths and abilities.

The unit is located at 2111 Finch Avenue West, Toronto ON, M3N 1N1, in a newly renovated and reopened hospital.







**MOVING TO RCC SITE**

## MOVING TO THE RCC SITE

Benefits for patients:

- Seven day a week restorative care – you will receive expert, individualized care from a team of allied health professionals, up to seven days a week. Your allied health team may include physiotherapists, occupational therapists, therapeutic recreation specialists, speech language pathologists, dietitians and/or rehabilitation assistants.
- Dedicated healthcare team – you will have a dedicated healthcare team who you will work with consistently to provide the care that meets your specific needs and goals.

## TRANSPORTATION FOR FAMILIES

We are happy to provide transportation for friends and family members to and from the RCC site, if required. In partnership with Community and Home Assistance to Seniors (CHATS), round trip rides will be available (details below).

### GROUP RIDES

- Cost: \$10 (payable to the driver)
- Dates and times: Tuesday and Thursday, as part of group ride, departs at approximately 10:30 a.m. and returns approximately 3 p.m.
- Meeting point: Walmart, 500 Copper Creek Drive
- Note: Those participating in the transportation must be 18 years old or older.

### INDIVIDUAL RIDES

Arrangements for individual trips from your home on a different day or different time can be made at a cost of \$0.52 per kilometre.

To book this transportation, call CHATS directly 1-877-452-4287.

## MY ESSENTIALS



Toothpaste and  
tooth brush

☐

Hairbrush

☐

Soap and  
shampoo

☐

Non-skid  
footwear

☐

Clothing

☐

Dentures

☐

Eyeglasses or  
contacts

☐

Hearing aids

☐

Mobility aids

☐

Make sure to:

1. Put your name on all items when possible.
2. Keep your items together in a drawstring bag.
3. Keep them in a safe place.



**AT THE RCC SITE**



## OUR PLEDGE TO YOU

Patients and their families can expect MSH staff to:

- Introduce themselves and wear ID badges at all times
- Clean their hands regularly
- Share information with you in a way you can understand
- Always ask for your consent
- Involve you in care planning and decisions about your care
- Protect and treat you and your privacy with dignity and respect

## OUR NEED FROM YOU

MSH expects all patients to:

- Treat all care teams, other patients and visitors with respect
- Identify a care partner (family/friend) to communicate to other family members and/or friends
- Inform your care team when leaving the unit and sign in/out at the nursing station

- Refrain from using fragrances or heavily scented products
- Sign the patient's personal belongings and valuables record form upon admission  
*Note: The hospital is not responsible for any lost or stolen items*
- Be involved in your healthcare

## OUR COMMITMENT TO YOU

Our team will:

- Update the bedside whiteboard regularly
- Check on you every hour to ensure your needs are being met
- Monitor your comfort and pain
- Assist you to the bathroom if needed
- Help you to move or change positions
- Ensure belongings are within reach
- Place the call bell within reach





## MY CARE TEAM

### Nurse

"I take care of your medical needs and nurse you back to health."

### Pharmacist

"I review your medication needs during your hospital stay."

### Nurse Practitioner

"I assist the doctor in monitoring and maintaining your care plan."

### Doctor (on-call)

"I help prescribe the treatment plan to ensure you're on track toward your health goals."

### Therapeutic Recreation Specialist

"I use leisure activities to improve your physical, cognitive, and emotional well-being."

### Personal Support Assistant

"I assist you and your nurses with daily care needs."

### Dietitian

"I manage your nutritional care needs to improve or maintain your nutritional health."

### Rehabilitation Assistant

"I assist the Physiotherapist and Occupational Therapist to continue with your exercise programs and daily activities."

### Physiotherapist

"I help maintain/improve your physical abilities."

### Central LHIN Healthcare Coordinator

"I plan for the service for you to get better at home."

### Occupational Therapist

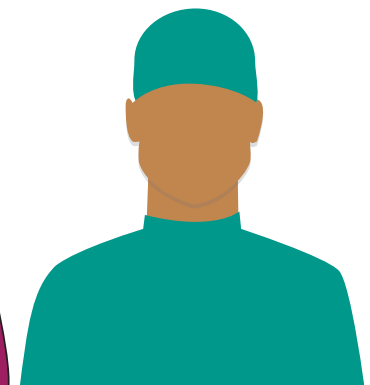
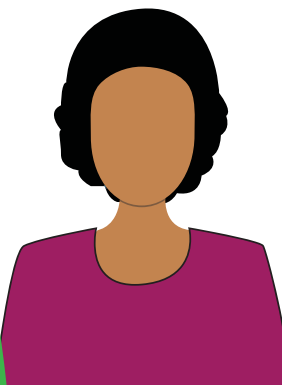
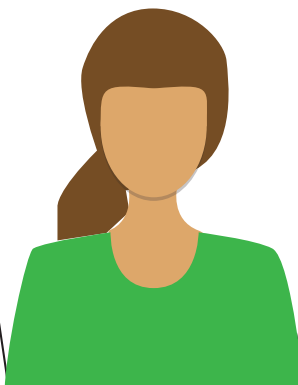
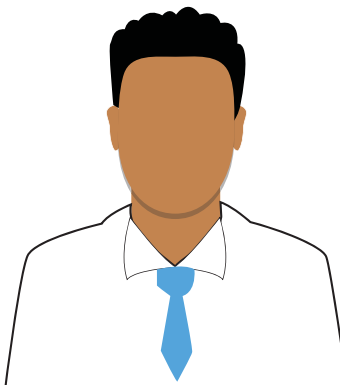
"I help increase your safety and independence in your daily activities."

### Speech Language Pathologist

"I help manage your swallowing and communication difficulties."

### Patient Flow Coordinator

"I help coordinate your journey home."



## HOSPITAL AMENITIES

### Parking

- On-site parking flat rate of \$5 a day
- Visitor parking is located off Oakdale Road in the west visitor parking lot.
- For more savings, you can purchase a new H Pass at the RCC site at 2111 Finch Avenue West.

### WiFi:

WiFi is only available in the main lobby of the hospital.

### Food options:

There are limited options for families to purchase food onsite. The Good Market Food is available on site and offers snacks for purchase. Please see page 15 for local food options.

### Spiritual and religious care:

Spiritual and religious care is an important part of holistic care. You are welcome to inform your faith leader so that visits can be arranged. Roman Catholic patients are asked to inform the unit of the desire for sacramental support and/or visiting Eucharistic ministry and these can be arranged on your behalf. Our hospital chaplain can be contacted at 905-472-7106 if you need to talk about a spiritual concern.

### Patient relations:

The Patient Relations service is available to all patients, families, and visitors. To share your feedback, contact [patientrelations@msh.on.ca](mailto:patientrelations@msh.on.ca) or call 905-472-7141.

### Volunteers

Volunteers work alongside staff and physicians at the RCC site. They play an integral role in helping improve the hospital experience for our patients and their families. If you feel your loved one would benefit from a volunteer, please discuss with your nurse.





## ROOM AMENITIES

**LOCATION & EXTENSION #** \_\_\_\_\_

Each room should have one over bed table, two chairs, a night stand and a closet for personal items.

Overnight care partners, please contact your nurse.

### Communication board:

The communication board in each patient room will be updated by your care team daily. It provides information about the care team, tests/procedures, daily activities, diet requirements and your mobility status.

### Television, phone and pocket talkers:

A flat screen television and phone is in every room. They are free for patient use. Pocket talkers are available to support individuals with hearing impairment.

### Common space:

The activity room located outside of the unit is a shared lounge with the patients of the Southlake Restorative Care Unit. Family members who wish to take a break can also use the main lobby of the hospital.

### Food

Your meal plan will remain consistent with the food you have been receiving at our Markham site.



## SAFETY

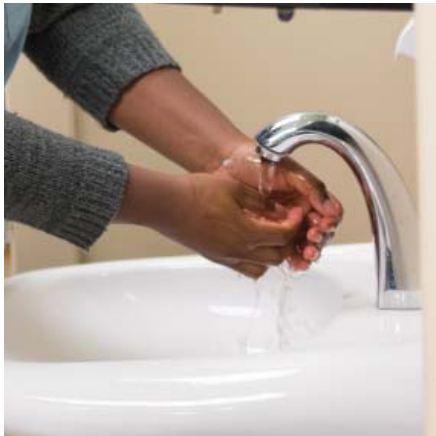
### Smoking cessation

**Fact:** Quit smoking. The sooner you quit, the lower your risk of complications. If you need help quitting, please ask your doctor. If you decrease the amount you smoke, your lungs are in better condition for any medical/surgical procedures. Stopping also makes it easier for your body tissue to heal. It also decreases the risk for any additional complications, like wound infections.

Markham Stouffville Hospital is committed to providing a safe, healthy and vibrant environment by creating a smoke-free hospital. The use of tobacco products is prohibited on the hospital property including all buildings, grounds and vehicles on the property.

#### How we can help you:

- Nicotine replacement therapy (in the form of nicotine patch, gum or lozenge) is available in the hospital for inpatients, if interested.



### Hand washing

**Fact:** About 80 per cent of communicable diseases are transferred by touch.

#### How you can help:

Clean your hands regularly with soap and water or alcohol-based hand rub. Use the alcohol-based hand rub before and after all patient contact.



### Patient identification

**Fact:** Risks to patient safety occur when there is a mismatch between the patient and a part of their care, whether it diagnostic, therapeutic or supportive.

#### How you can help:

- Keep the armband that was placed on you at the time of arrival to the hospital visible.
- This bracelet needs to remain on you for the duration of your stay.
- Show your healthcare provider the armband before taking medications or getting other treatments.

## SAFETY



### Medications

**Fact:** There are nine rights to safe medication administration to eliminate medication errors.

**How you can help:**

- Inform us of any medication allergies or sensitivities.
- Tell us about and bring in any medication you are using at home. This can impact your health and recovery.

### Preventing falls

**Fact:** Falls are the leading cause of injury among older Canadians. Twenty to thirty per cent of seniors experience one or more falls each year.

**How you can help:**

- When moving and using the bathroom, follow instructions from your care team.
- Use the call bell to get help with moving.
- Make sure your call bell is easy to reach at all times.
- Wear appropriate footwear when available (e.g., running shoes). If you do not have appropriate footwear, wear yellow non-skid socks to prevent slips and falls.
- If you have a yellow arm band, keep this on; it alerts your care team that you are at risk of falls and this helps us to keep you safe.
- Keep your glasses, hearing aids, mobility aids (such as walkers or canes), and other recommended equipment within easy reach.
- Plan regular bathroom visits with your care team.
- Limit clutter in your room and bathroom.



## INFORMATION FOR FAMILY MEMBERS

### Visiting hours

We have an open (24/7) visiting policy for designated care partners. Quiet time is from 10 p.m. – 6 a.m. If you are entering after 9 p.m., you will be asked to sign-in at the security desk. (See page 16)

### Medical emergency

In the event of a medical emergency, the patient will be transferred to the Humber River Hospital, located just seven kilometres away from the RCC site. If the patient requires further medical care, they will be transferred back to Markham Stouffville Hospital, Markham site, if stable to do so.

### Food/services for visitors

There are limited food services for visitors at the hospital. Within a five-minute drive from the RCC site, there is access to restaurants, gas stations, hotels and other amenities - detailed on the next page.





## FOOD



**Tim Hortons**  
1947-2013 Finch Avenue West,  
North York, ON  
M3N 2K2



**McDonald's**  
1831 Finch Avenue West,  
North York, ON  
M3N 1M7



**Starbucks**  
1115 Finch Avenue West,  
North York,  
ON M3J 2E5



**Subway**  
1911 Finch Ave West,  
North York, ON  
M3N 2V2



**Pizza Pizza**  
1837 Finch Avenue West  
T-3, North York, ON  
M3N 2H1

## GAS



**Esso**  
4000 Jane Street,  
North York, ON  
M3N 2K2



**Petro-Canada**  
3900 Jane Street,  
North York, ON  
M3N 2Z2

## HOTEL



**Comfort Inn North Toronto**  
66 Norfinch Dr,  
North York, ON M3N 1X1  
Phone: (416) 736-4700  
[www.choicehotels.ca](http://www.choicehotels.ca)



**Best Western Plus Toronto**  
North York Hotel & Suites  
50 Norfinch Dr,  
Toronto, ON M3N 1X1  
Phone: (416) 663-9500  
[www.bestwestern.com](http://www.bestwestern.com)



**Holiday Inn Express Toronto**  
North York  
30 Norfinch Dr,  
North York, ON M3N 1X1  
Phone: (416) 665-3500  
[www.ihg.com/holidayinn](http://www.ihg.com/holidayinn)

## PARTNERING WITH FAMILIES

### Family presence

We know how important it is for you to have your family members and partners in care involved your care and care planning. Our family presence policy expands on the standard visiting hours to 24/7 access for partners in care, allowing them to spend more time with you.

General visiting hours are between 11 a.m. – 8:30 p.m. During this time visitors may come and provide well wishes to you.

Between the hours of 10 p.m. – 6 a.m. daily, MSH will observe quiet time to help you get the rest you need.

#### A care partner is someone...

- identified by you, who is significant to your well-being
- You decide you want involved during your stay at the hospital
- You define as your care partner(s) and how they will be involved in care, care planning and decision making
- A member of the care team, not a visitor



### Ask

the names of all healthcare providers and what they do (page 9 has a list of all the providers you may meet), and be respectful as you ask for more information.

### Take Notes

(on pages 17-18) write down questions and answers, to help remember important information.

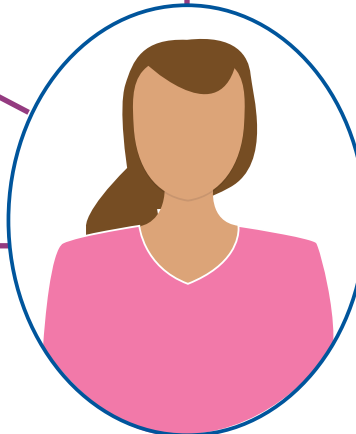
### Stay Safe

(pages 12-13)

- By writing down all medications including its name, purpose, how often it is taken and how much to take (see page 13 for more information on medication management).
- Ask for instructions in writing, in words you understand
- Speak up and tell the healthcare team if you are concerned about a change in your loved one's wellbeing

### Contribute

by providing important information that healthcare providers might need to know. Where appropriate, participate in bedside shift handover or discharge planning meetings.



### Provide Support

Discuss how care partner(s) may help with routine care and other opportunities for care partner(s) to be present during critical illness or uncomfortable procedures.

## NOTES

[illegible]



## NOTES

[illegible]



## MY CONTRIBUTION

### The power of giving

Markham Stouffville Hospital Foundation (MSHF) exists to enable the growth of the hospital by raising sustainable funds and awareness for its priorities and ongoing needs.

Government can't fund all equipment and other priority needs; hospitals must rely on community support to drive innovation and enable continual growth.

From state-of-the-art equipment, technology upgrades and new, innovative efficiencies to heart-warming and inspiring stories of recovery and hope – the power of giving is evident everywhere.



Visit [mshf.on.ca](http://mshf.on.ca) to learn more or call 905-472-7059





## CONTACT US

Markham Stouffville Hospital, Markham site  
381 Church Street,  
Markham, Ontario  
L3P 7P3

*Note: RCC site does not accept mail*

## GENERAL INQUIRIES

416-747-3130

## PATIENT RELATIONS OFFICE

905-472-7141

## CONNECT WITH US:

Web: [www.msh.on.ca](http://www.msh.on.ca)  
Email: [myhospital@msh.on.ca](mailto:myhospital@msh.on.ca)



@mshospital



@mshospital



/markhamstouffvillehospital