

Oak Valley Health's Transitional Care Unit (TCU)

Welcome! Oak Valley Health in partnership with Bayshore Integrated Health Solutions operates the Transitional Care Unit's (TCU) located within Sunrise of Richmond Hill and Sunrise of Unionville. The TCU is for patients who no longer need to be in the hospital, but still require 24/7 interdisciplinary care and support while they prepare for a move into a long-term care residence or another community location. Those who are transferred to the TCU remain Oak Valley Health patients. This program is a congregate setting led by an experienced registered nurse with clinical education and training in supporting geriatric care. Oak Valley Health and Bayshore's partnership offers seamless transitions and individualized care plans for all patients.

What services are offered in this program?

Nursing/personal support

This program provides 24/7 nursing and personal support care services. Nursing staff are responsible for daily assessments, implementation of the medical care plan, administration of medications, and ensuring the specific goals for the patient are met. The personal support care services include assistance with companionship, bathing, dressing, and activities of daily living.

Therapies (recreational/physiotherapy/occupational care services)

A variety of recreational programs and activities are offered to meet the needs of all patients. These programs are created by the recreational therapist with varying interests and abilities in mind. On a referral basis, you may be seen by other care team members to support your care needs, including physiotherapy and occupational therapy. This care plan may change throughout your stay, as you progress and care needs change. Our rehabilitation assistants who work along-side one of the physiotherapists and occupational therapists, will follow their direction and care plan to ensure individual exercise regimes are completed as required.

Other services

Oak Valley Health provides other services that the patients may require, including:

- Speech-language pathology
- Social work
- Dietitian
- Behavioral support personnel
- Other community services

Medications

During your stay, a designated pharmacy will be supplying all medications as prescribed by your physician(s). The pharmacy may require your credit card information for medication payment and will provide an itemized invoice and receipt.

Any additional medications must be provided to the nursing team during your stay, who will dispense them for you based on the prescription directions.

Meals

Meals are served for breakfast, lunch, and dinner. A variety of snack foods, coffee, and tea are provided each day.

All meals are provided in the dining room. Tray service can be provided in your room as needed, based on nursing directions.

Showers, laundry, and cleaning

Patients who require assistance with bathing will receive an assisted shower two (2) times per week, on designated days. On these days, linens are changed and client laundry is also completed by the care team.

Please note we only provide basic laundry services (washing and drying) at no cost.

Electronics

Televisions and cable services are available in patient's rooms. There are three (3) common living rooms in the facility with television available.

There is WIFI available.

Patient rooms are equipped with one shared phone that sends and receives calls.

Activities/entertainment program

The retirement home provides a full monthly program of activities that can be viewed outside of the dining room as well as a copy provided to each patient on admission. Many of the activities have no fee and we strongly encourage patients to participate daily.

What is the role of the patient during their stay in the program?

- The patient's role is to participate as a team member in development of a customized care plan and work towards their daily goals.
- The patient's role is to work with all staff as a team member, to ensure their care needs are met and goals are achieved.
- The patient is encouraged to lead active and engaged lives by participating in group and social activities with the other clients.
- The patient is requested to sign out and back in with staff when leaving the unit.
- The patient is asked to follow Oak Valley Health's Code of Ethics and Zero Tolerance Policy for any form of staff mistreatment including verbal, physical, and/or sexual abuse.

What are some of the other important things to know?

Personal aids

Please let staff know if you are bringing any personal aids with you, such as:

- Glasses
- Mobility aids (cane, walker etc.)
- Hearing aids
- Dentures

All these items should be labeled with your name.

Personal items

Oak Valley Health does not supply personal care items, such as:

- Toiletries (soap, tooth paste/brush, shampoo, deodorant)
- Non-slip walking footwear and socks
- Clothing (daytime or nighttime)

Supplies can be ordered from the pharmacy or another local vendor and delivered to the unit as needed.

Items not permitted within rooms

The following items are not permitted within the rooms:

- Microwave ovens
- Coffee makers
- Extension cords (power bars only please)
- Hot plates
- Toasters
- Heaters/heat fans
- Electric fireplaces
- Weapons of any kind
- Rugs or scatter mats
- Sharps (including, but not limited to scissors and knives etc.)
- Alcohol and/or recreational drugs
- Pets on a permanent basis (visits can be arranged)
- Food in their original packaging (all food items must be kept in containers with tight fitting lids)

Please leave your valuables at home. Oak Valley Health is not responsible for any lost or stolen items.

Smoking policy

Smoking is permitted only in designated areas. Patients must be able to go to the designated smoking areas independently; Oak Valley Health is unable to provide assistance for smoking.

Please ask staff members where these designated areas are located. Please note that smoking is strictly prohibited on the front porch.

Sign-out policy

Oak Valley Health follows a strict sign-out policy to ensure the safety of all patients and staff. If you leave the building for any reason, you must verbally report to the on-duty nurse and sign-out on the designated form. You are required to sign back in again upon your return.

Pre-planned overnight and weekend passes require the care team's approval to ensure the patient is stable and safe enough to leave the unit for a short duration. Please submit the leave request 72 hours in advance to ensure approval and arrangement for medications etc.

Appointments and transportation

Please inform your care team about appointments. All transportation must be pre-arranged by the patient and/or family/caregiver in consultation with the care team. The patient is responsible for all costs related to transportation.

Visiting information

Visiting hours vary, so please speak with the care team and/or manager. Quiet time is between 9 p.m. and 7 a.m. and the retirement home doors are locked during this time. Please call the Bayshore office for access during lock times as required.

All visitors are asked to sign in at the front desk under the sign in book.

Children must be supervised by an adult other than the patient.

How to stay safe while in the program

- Use the hand sanitizers in your room every time you enter and exit.
- Keep the area around your bed clutter free.
- Don't take any medications that have been brought from home unless you have spoken to the nurse first.
- Call for help before getting out of the bed or going to the washroom, if needed.
- Use the call bell – you are not disturbing anyone!

Where is the program located?

The Oak Valley Health Transitional Care Unit operates within:

Sunrise of Richmond Hill 9800 Yonge St, Richmond Hill, ON L4C 0P5

Sunrise of Unionville 38 Swansea Rd, Unionville, ON L3R 5K2

If you wish to speak to us about anything, please contact the manager

Richmond Hill:

Nurses Station: 437-431-5681

Manager: Alon Gurfel 647-234-3762

Unionville:

Nurses Station: 647-355-7793

Manager: Tracey Walters 416-476-4324