



Transitional Care Program

Welcome Booklet



Sunnybrook

HEALTH SCIENCES CENTRE

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Introduction

Welcome to the Sunnybrook Veterans Centre Transitional Care Program. Our team will help you work towards your goals of care and will make a personalized plan for leaving the hospital with you called a discharge plan.

When you come to the transitional care program you can expect:

- an interprofessional team assessment of your needs
- a review of your care goals
- the creation of an individual care plan.

Along with your nurse and doctor, members of your care team may include social workers, pharmacists, dietitians, audiologists, speech-language pathologists, occupational therapists, physiotherapists, recreation and creative arts therapists, and spiritual care providers.

Your Room



Rooms are given to people based on their care needs. There may be times when we need to change your room or unit. We will give you as much notice as we can when there is a room or unit change.

Preferred accommodation charges will apply if a semi-private or private room is requested (depending on availability). Your care team will let you know if a Ontario Ministry of Health Chronic Care Co-payment applies to your situation.

Visiting



- Visiting hours are between 10 a.m. and 10 p.m.
- Children under 16 may visit if they come with an adult.
- Visitors who are sick cannot visit.
- Visitors cannot eat or drink on patient units. Visitors are welcome to eat or drink in cafeterias.
- Pet visits: If you want a family dog or cat visit, please speak with the patient care manager for approval and to sign the pet visiting forms. Pets who are approved must be on a leash at all times, can only visit in the patient's room, or outside. Pets cannot go into common areas such as Warriors Hall or Sunny's.

Discharge Planning



Your plan to leave the hospital is called a discharge plan. Your discharge plan will be an ongoing discussion between you and your health-care team throughout your stay. The date you leave the hospital will be based on your medical and functional level, with the length of stay being less than 90 days. You may be transferred to another transitional care setting before you move to your final discharge destination.

If you have a decline in your health that cannot be managed in the Veterans Centre, you may be transferred to the Emergency Department for assessment and treatment, depending on your care goals. It is possible you may not come back to the Veteran's Centre. Palliative care is available as needed.

My Essentials Checklist



Things to bring:

- Comfortable clothing that is easy to put on and take off, such as pants with elastic waist bands.
- Laundry bag. Laundry services are not available in the Veterans Centre. Families are responsible for patient laundry.
- Shoes that fit well and have non-slip soles
- Unscented body wash, shampoo and conditioner
- Unscented deodorant and body lotion
- Dentures, denture adhesive and cleaner
- Hairbrush or comb
- Toothbrush, toothpaste
- Facial tissues
- Electric shaver (please label). No straight-edge or disposable razors are permitted.
- Nail clippers
- Eye glasses (please label)
- Hearing aids and batteries (please label)
- Personal leisure activities (books, crossword puzzles)
- Headphones for electronic devices (phones, tablets, computers)

Safe keeping of personal belongings:

PLEASE NOTE: We recommend you do not bring large sums of money, valuable items, or items that cannot be replaced, such as those with significant sentimental importance. We suggest that you to label your personal belongings. Items sometimes get lost or damaged. **The Veterans Centre is not responsible for any lost or damaged personal belongings.** If you have any questions about this, please speak to your patient care manager.

Equipment



Your team will assess and make recommendations on equipment you need. If the team feels that you need a mobility device, you should bring your own walker and/or wheelchair to use. If you do not have your own, we will loan equipment for the first six (6) weeks of your stay while the team works with you to buy your own. Your team will decide if you need loaned equipment for appointments or on a day pass.

Television & Telephone



Personal televisions and telephones are not provided. You can bring your own device and use the free Wi-Fi signal at Sunnybrook to connect with family and friends outside of the hospital. The Wi-Fi lets you stream services like Netflix. Please use headphones when you use personal electronic devices in shared spaces. The wireless network is called **SW_Guest**, and the password is **SunnybrookGuest**.

PLEASE NOTE: The free Wi-Fi network is a courtesy service. We cannot guarantee you will always get cell service. Signal strength may be weak in parts of the hospital and during peak usage periods.

A shared TV is available in the unit common rooms.

Parking Information



Discounted parking rates: pay-per-use parking passes

Sunnybrook has discounted parking packages to make hospital parking more affordable for patients, their loved ones and caregivers. Pay-per-use parking packages are available for patients, their family members and visitors who frequently visit the hospital. Please contact parking and transportation services for more information.

Parking and Transportation Services Office

Sunnybrook Health Sciences Centre - Bayview Campus
2075 Bayview Avenue
C-wing, ground floor
Room CG 01
Phone: 416-480-4123

Hours: Monday to Friday, 8:00 a.m. - 4:45 p.m.

Weekends: 9:00 a.m. - 2:00 p.m.

Holidays: Closed

- **To renew a parking permit**, please visit the Patient Accounts office located on the ground floor of K-Wing or call 416-480-6100 Ext. 63100. This office is open Monday to Friday, 10 a.m. to 12 p.m. and 1 p.m. to 3 p.m.
- **Please do not park in front of L-Wing or K-Wing at any time.**

Other Services



Services like dentistry, chiropody, registered massage therapy, optometry, and/or haircuts are available. These services are not covered by OHIP and are available for a fee. Speak with your nurse or the unit patient administrative associate (PAA) for more information on how to access these services.

There are many ways to spend your free time in the Veterans Centre. The Veterans Centre has a Therapeutic Garden in K-Wing, open seasonally from 10 a.m. to 8 p.m. for residents, patients and their visitors. Entertainment is provided in Warriors Hall in K-Wing several afternoons and evenings every week. The schedule for entertainment is posted on the bulletin board in Warriors Hall. There is also a Toronto Public Library branch in L-Wing. Patients and visitors can use their library cards to take out books and audio books.

Food from outside the hospital



To keep you and other patients safe please follow the rules for food bought or made off-site:

- Food provided by visitors must meet your specific dietary requirements.
- Food from the outside must be non-perishable, or be single-serving homemade food items in a disposable container.
- Food items must not need refrigeration or heating.
- Containers and any leftovers cannot be left in the patient room and will be thrown out.
- Staff cannot organize food delivery services.

Transportation



Booking and paying for transportation for appointments or leaving the hospital is the responsibility of the patient and/or family. If you need a list of transport services, please speak with staff.

Unit Access Card (Cognitive Support Units only)

To keep our patients and residents safe, doors to the Cognitive Support Units are locked. Visitors may enter a cognitive support unit by using the phone near the door to notify staff of your arrival, or by using an access card.

- Unit access cards are available for visitors at the Accounts Office near the gift shop in K-Wing.
Hours of Operation: 10 a.m. to 12 p.m. and 1 to 3 p.m., Monday to Friday.
- A maximum of two (2) access cards per patient can be issued. You need to sign an access cardholder agreement and pay a \$25 deposit, which will be refunded when you return the card.
- **Please pay attention when visiting a cognitive support unit. Do not allow patients to exit the unit or get onto the elevators.**

We look forward to supporting your care goals as you get ready to leave the hospital!

Bayview Campus

2075 Bayview Avenue
Toronto, Ontario M4N 3M5
t: 416.480.6100

Holland Centre

43 Wellesley Street East
Toronto, Ontario M4Y 1H1
t: 416.967.8500

St. John's Rehab

285 Cummer Avenue
Toronto, Ontario M2M 2G1
t: 416.226.6780

[sunnybrook.ca](https://www.sunnybrook.ca)



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**PATIENT & FAMILY
INPUT**

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