



RESIDENT AND FAMILY INFORMATION GUIDE

Advancing our legacy of caring...
every moment, every day.

Welcome to the Sunnybrook Veterans Centre

Dear Veterans and Family Members:

In 1948, Sunnybrook was originally founded to care for soldiers, sailors, and airmen returning from the Second World War. Today, we are Canada's largest Veterans care facility, working in close partnership with Veterans Affairs Canada to provide care for more than 500 Veteran residents.

Affiliated with the University of Toronto, Sunnybrook is one of Canada's largest and most dynamic hospitals and a premier centre of excellence in patient/resident care, education and research.

Situated on the campus of Sunnybrook Health Sciences Centre, with 90 acres of beautiful landscaped parkland, we provide a high level of specialized, complex continuing and nursing home care through our dedicated interprofessional care teams.

In the Veterans Centre our mission is to assist each resident achieve their best possible life experience. Our "ABLE" philosophy promotes collaborative care planning with the resident and family to provide an understanding and sharing of perspectives and ideas. Knowing each resident and what is important to them, and how they would like to achieve their best quality of life, is our goal.

Our staff are committed to being your partners in Veterans care. We hope that you will find this booklet helpful and welcome your feedback at anytime. If you have any questions or concerns, please do not hesitate to contact us or any member of your health care team.



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Operations Director



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Sunnybrook's Mission, Vision and Values

Sunnybrook's Mission

We care for our patients and their families when it matters most. In partnership with the University of Toronto, Sunnybrook leads by discovery, innovation, teaching, & learning.

Our Vision

Sunnybrook invents the future of health care.

Our Values

EXCELLENCE

We will exceed the expectations of our patients and their families by anticipating their needs, improving access to care, and by ensuring the quality and safety of care.

COLLABORATION

We value partnering with others to achieve our mission and vision.

ACCOUNTABILITY

My decisions impact the lives of others. I will assume responsibility for the commitments I make to our colleagues, patients, health care partners and communities. I am the face of Sunnybrook and my actions will improve the hospital.

RESPECT

There is strength in our differences. By embracing how we are each unique and how every person's perspective is of value, Sunnybrook can be a leader in health care.

ENGAGEMENT

We are all active members of the Sunnybrook team and therefore integral to the hospital's success. By engaging others and being invested in our work, we all contribute to achieving our mission and vision.

Rights & Responsibilities

In accordance with the Mission, Vision and Values of Sunnybrook Health Sciences Centre.

You have the right to:

- Receive effective care that is considerate, timely and respectful of your diverse views, culture, spiritual traditions, gender identity, gender expression, sexual orientation and abilities.
- Have your personal health information remain confidential and your privacy respected.
- Have a Substitute Decision-Maker act on your behalf if you cannot make health care decisions for yourself.
- Be informed about your health condition(s) and your prognosis.
- Be informed about possible treatments that could improve your condition and/or your quality of life and make choices where choice is possible and appropriate.
- Be fully informed of the health risks and benefits of these treatment options.
- Obtain a second opinion from another health professional.
- Receive information about your health care in a language you understand, with an interpreter if desired, within reasonable limits.
- Know the names and roles of the members of your health care team.
- Be listened to and have time to ask questions.
- Express concerns about care/service and be informed of the process for doing so.
- Expect that members of your health care team will collaborate to ensure that all of your care providers are informed.

We ask that you and/or your Substitute Decision-Maker please:

- Provide complete and correct information as requested to your health care team and notify them of any changes in your health or your care goals.
- Let staff know if you do not understand any or all of the information given to you.
- Follow your treatment or care plan to the best of your ability.
- Act in a safe and responsible manner.
- Make certain the person you have chosen or who is designated by law to make health care decisions on your behalf (when you cannot) knows and understands your wishes.
- Respect the privacy and confidentiality of other residents.
- Respect the right of everyone to work together in a respectful and abuse-free environment.

Your feedback is valued and invited. Please contact the Office of the Resident and Family Experience if you have questions about your rights and responsibilities or wish to share concerns or compliments about your Sunnybrook experience:

By Telephone

Veterans Centre (K & L wings): 416-480-6107

By Email:

veterans.experience@sunnybrook.ca

By Mail

Office of the Resident and Family Experience
Sunnybrook Veterans Centre
2075 Bayview Avenue, Room LG 05n
Toronto, ON M4N 3M5

Our History



In May 1928, Mrs. Alice M. Kilgour, widow of Toronto businessman Joseph Kilgour, announced the gift of her estate, the 150-acre Sunnybrook Farm, to the City of Toronto. It was the largest gift of land to the city in its history. In September of that year, Mayor Sam McBride officially opened Sunnybrook Park.

In 1942, the Greater Toronto Veterans' Hospital Committee recommended Sunnybrook Park as the best location for a new 1,590 bed veterans' hospital. The consent of the Kilgour heirs was obtained and on Remembrance Day, November 11, 1943, the sod-turning ceremony was held. In September 1946, the first Veteran patients were admitted and on June 12, 1948, the long-awaited opening of Sunnybrook Military Hospital took place with Prime Minister Mackenzie King presiding at the event.

In the early 1960's the Federal Government recognized that the number of beds required for veterans was on a decline, but that there still would be a need for continuing special care facilities for Veterans. As a result, the existing hospital and its lands were transferred

to the University of Toronto. Sunnybrook Medical Centre, the first tertiary care teaching hospital in Ontario was born in 1966.

Today, Sunnybrook Health Sciences Centre is inventing the future of health care for the 1.2 million patients the hospital cares for each year through the dedication of its more than 10,000 staff and volunteers. Affiliated with the University of Toronto, the hospital is one of Canada's premier academic health sciences centres, and an internationally recognized leader in research and education with 4,000 students and more than \$120 million in research conducted annually.



Key areas of focus include: trauma care and major burns, cancer, cardiovascular disease, stroke, high-risk pregnancies, critically ill newborns and adults, orthopaedic and arthritic conditions, dementia, psychiatric disorders, and complex rehabilitation.

Veterans Affairs Canada (VAC)



Veterans Affairs Canada exists to repay the nation's debt of gratitude toward those whose courageous efforts have contributed to our growth as a nation and have also served the broader goals of world peace and security.

As applied to Sunnybrook, VAC's mission is to provide exemplary, client-centered services and benefits that respond to the needs of Veterans, our other clients and their families, and to keep the memory of their achievements and sacrifices alive for all Canadians.

VAC has a regional office located in Sunnybrook's K-wing on the ground floor.

Please contact the VAC office at 1-866-522-2122 if you are a Veteran or family member with questions or concerns. Further information about VAC is available on the VAC website at www.vac-acc.gc.ca

Community Supporters

Royal Canadian Legion

The Royal Canadian Legion (RCL) is the largest Veterans-based, community service

organization in Canada. The Legion provides valuable support and resources to numerous Veteran initiatives at Sunnybrook. The Legion also offers a sponsorship program that is committed to linking community branch members with Veterans. Residents may inquire with the Recreation & Creative Arts Therapies department or the Veterans & Community Residents Council for more information about this program or joining the Legion.

The Army, Navy and Air Force Veterans in Canada

The Army, Navy and Air Force Veterans in Canada (ANAVETS) is Canada's oldest Veterans, ex-service persons and community service organization. Each year the ANAVETS generously support many initiatives to enhance the well-being of Veteran residents, such as important equipment and programming needs.

Korean Veterans Association

The Korean Veterans Association is dedicated to recognizing the sacrifices of Korean War Veterans on a national basis as well as those living at the Veterans Centre. Every summer there is a Sunnybrook outing to the Korean Veterans Wall of Remembrance located in Brampton. In the fall there is an annual recognition luncheon to honour those who served in the Canadian Army Special Forces during 1950 to 1953.

Our Facility



Sunnybrook is the largest Veterans care facility in Canada, providing both nursing home and complex continuing care to 500 war Veterans who served in the Second World War and the Korean War. The Centre is comprised of three main areas: L-wing (George Hees wing), K-wing (Kilgour wing) and the Dorothy Macham Home.



Resident care is divided into five main categories:

- Physical support provides services to those who have chronic medical conditions and physical disabilities.
- Cognitive support provides services to those with a primary diagnosis of Alzheimer's disease and other dementias.
- Mental health provides care for residents with chronic mental illness and other mental health needs such as addiction or substance abuse.
- The stroke care program focuses on enabling residents to reach their full potential and achieve their best possible life experience after a stroke.
- Palliative care supports Veterans and community patients who require specialized end-of-life care.



Residents live in one of 17 units called resident care units that are specialized according to care needs. Units in K-wing have 3-bed rooms and private rooms and L-wing units have semi-private and private rooms, with shared washrooms.



The Dorothy Macham Home (DMH) is an innovative care facility for Veterans who are suffering from challenging behaviours due to dementia. Its unique design resulted from extensive consultation with national and international experts and was planned to be home-like, small enough for adequate supervision, but also open and roomy enough



to allow residents to wander or participate in group activities and programs. The home has its own secure garden to give residents the freedom to enjoy the outdoors without the risk of wandering away.

Welcome



Reception and Information

The main entrance of the Veterans Centre and reception area is through the front doors of the George Hees wing (L-wing).

Information regarding a resident's location can be obtained:

- in person at the L-wing reception desk
Weekdays:
11:00 a.m. to 7:00 p.m.;
Weekends and Holidays:
9:00 a.m. to 5:00 p.m.
- via the house phone in the L-wing reception area (dial ext. 4246)
- by calling patient inquiry at 416-480-4246 from an outside telephone

Entrance Hours

The L-wing main entrance and front doors are open between 6:30 a.m. and 8:30 p.m. seven days a week. Anyone requiring entrance after the above times is required to use the telephone key pad at the L-wing front entrance to access security and/or a resident care unit.

As residents of the Dorothy Macham Home (DMH) require special care, visitors are required to arrange entry information and visitor access cards with the DMH staff at 416-480-6100, ext. 7880.

Family members of residents anywhere in the Veterans Centre may purchase their own security pass card from Sunnybrook Patient Accounts, located in K-wing at 416-480-6100 ext. 3100. The \$10.00 fee is refundable when the card is returned and no longer needed.



Visiting Hours & Guidelines

Visiting hours are between 10:30 a.m. and 8:30 p.m. daily. Please consult with the nursing staff to discuss any special circumstances. It is recommended that no more than two people visit at a time and children under 16 may visit if accompanied at all times by an adult.



Please remember to use the hand-wash for at least fifteen seconds when entering the Centre, upon entering a resident unit and again upon entering a resident's room. The elderly and those with chronic conditions, are particularly vulnerable and at high risk for developing serious and life threatening complications, if they develop a cold or influenza.

Please **DO NOT** visit if you have any of the following symptoms: a cough, sore throat, runny nose, fever, muscle aches, diarrhea or have experienced vomiting. During flu season or other periods of illness/infection, family members and visitors may need to follow special infection control protocols and visiting guidelines.

Pet Visiting Guidelines



A visit by a family pet can lift the spirits of a resident. Sunnybrook has a Pet Visitation policy which outlines visiting restrictions and health requirements for pets. Pets are welcome to visit in resident rooms, unit lounges, or outside. Families are requested to keep their pets on a leash at all times and to clean up after them. **Pets are not permitted in any of the main indoor common areas such as Warrior's Hall, the K wing Annex and Games wing, the L-wing Living Room, both sides of Sunny's Cafeteria and the unit dining room or food preparation areas.**

The following should be adhered to:

- Consult with the resident's nurse to make sure that it is an appropriate time for a pet visit.
- Ensure the animal is clean, well groomed and that their immunizations are up to date.
- Always stay with the animal and conduct pet visits in designated areas only. Resident lounges or single rooms are preferred.
- Ensure that the animal has had an opportunity to eliminate before entering the building.
- If you are asked to remove the animal due to unacceptable behaviour, please do so promptly.

Local Accommodations

For those coming to the Centre from out of town, the following is a list of accommodations close to the hospital.

Best Western Roehampton Hotel and Suites

808 Mount Pleasant Road (Mount Pleasant and Eglinton Ave.)
416-487-5101

Radisson Hotel Toronto East

55 Hallcrown Place (401 and Victoria Park Ave)
416-493-7000

Westin Prince Hotel

900 York Mills Road (York Mills and Don Mills)
416-444-2511



Getting Here

Our Location

The Veterans Centre is located at 2075 Bayview Ave, two traffic lights north of Eglinton Ave. East and three lights south of York Mills Rd., south of Highway 401.

Parking Services

Parking for Family Members in Garage 2 (located beside L-wing)

Reduced rate parking permits are available to family members of residents in K and L-wings and the Dorothy Macham Home. Permits are sold with expiry dates ranging from three to twelve weeks and can be shared among three family members. There is a refundable deposit for each entry card.

Please note: There is no space for parking of resident owned vehicles on the campus.

To purchase an initial parking permit:

Please visit the Parking Services office in C-wing, ground floor, room CG01. Please have the license plate information of all vehicles with you. (The permit may be shared among up to three family members).

- Hours: Monday to Friday 8:00 a.m. to 5:00 p.m.
- Pay with MasterCard, Visa, Interac, cash or cheque
- Telephone: 416-480-6100 ext. 4123

To renew a parking permit:

Please visit the Sunnybrook Accounts Office in K-wing:

- Hours: Monday to Friday 10:00 a.m. to 12 noon and 1:00 p.m. to 3:00 p.m.
- Pay with cash or cheque. Telephone: 416-480-6100 ext. 3100 or 3101

Visitor/Family Parking in Garage 1

(located in the middle of the campus)



Reduced rate weekend and stat holiday coupons are available to visitors at the L-wing reception desk on Saturdays, Sundays and stat holidays. Present the reduced rate coupon to the attendant when exiting Garage 1.

Various locations on the Sunnybrook campus offer meter parking for short-term parking. Parking Services do monitor for unpaid or illegally parked vehicles. Please adhere to parking regulations as illegally parked vehicles will be ticketed or towed.

Please do not park in front of L-wing or K-wing at any time.

Public Transportation

TTC

Two Toronto Transit Commission (TTC) buses run frequently to the Sunnybrook campus and both have stops directly in front of the Veterans Centre outside of L-wing. The Bayview 11 bus runs from the Yonge and Davisville subway and travels north to Steeles. The Lawrence 124 bus runs from the Yonge and Lawrence subway to Sunnybrook and back. For times and schedules, please call the TTC at 416-393-INFO (4636).



Taxi Cabs

A direct telephone line to Royal Taxi is available at the L-wing reception desk and the K-wing foyer area. Royal Taxi offers both wheelchair accessible transportation as well as regular taxi cabs. The telephone number is 416-777-9222.

Wheel-Trans

Wheel-Trans picks up registered Wheel-Trans customers with mobility difficulties at the main entrance of L-wing. For more information speak with the social worker on the unit or call Wheel-Trans customer service at 416-393-4111 Monday to Friday from 8:00 a.m. to 4:00 p.m.



Move In

First Day

When you first arrive, a member of your unit care team will greet you in the L-wing lobby. You will be shown your new room and personal space. You will be introduced to your room-mate(s) and unit staff who are working on that day.

Welcome Package

You will be provided with a welcome package. Please review important information, such as:

- Policies on smoking, alcohol, and power-mobility vehicles
- Fire and emergency procedures
- Laundry facilities
- Labeling of personal items
- Required items like toiletries

- How to request telephone service
- Safety guidelines
- Concern/complaint process

Next, your nurse will begin to learn about you, your health, and your care needs. With your input, he/she will begin to develop your daily care plan. You will be asked about your concerns, feelings and need for specific information. A physician will start your medical assessment and order your medications. Your nurse or physician may also discuss issues related to advanced directives, power of attorney, substitute decision-making, and personal health care. You may also meet other members of your health care team.

Hospital ID Bracelet

For the safety of our residents, a hospital identification bracelet is placed on your wrist when you are admitted. This bracelet is to be worn at all times.

Your New Address

A new mailing address is part of every residential move. To ensure timely mail delivery, your new mailing address should be written as follows:

John Smith
Sunnybrook Health Sciences Centre
K-wing or L-wing including your room number or the Dorothy Macham Home
2075 Bayview Avenue
Toronto, Ontario, Canada
M4N 3M5

Over The Next Few Weeks

- You will be introduced to your “primary nurse” and be given an overview of the care on your unit.
- A member of your care team will arrange a tour of the unit and central areas within the building.
- You will receive a map highlighting major areas along the ground floor of the Veterans Centre.
- You will be informed of opportunities to participate in leisure activities both on, and off, the unit.
- You will be given information related to the health professionals involved in your specific care.
- A family conference will be arranged with the interprofessional care team within four weeks of admission, annually and as requested.

- There will be several opportunities to review and discuss all of the information in the welcome booklet as well as to identify any of your concerns.
- You and your family will be offered a welcome orientation with a member of the Volunteer Ambassador Program.

Do Not Bring

Irons, kettles, microwaves, electric blankets, space heaters, incense, candles, and room scents (spray or plug ins).

War souvenirs or weapons such as guns, knives, starter pistols, ammunition or grenades are not permitted.

Please Bring

Ontario Health Insurance Plan (OHIP) Card

Please have your current and valid OHIP card. This is essential as otherwise you will be billed directly for services not covered by the hospital or Veterans Affairs Canada. Doctor visits are paid by OHIP, not the hospital or VAC. Therefore, if you do not have a valid OHIP card, you will be billed directly for doctor care.

On your card is an expiry date, please check to ensure that it has not expired. If it has, please make arrangements to renew it. You should also notify OHIP of your change of address, when you move to Sunnybrook. If you require assistance with this please contact the Veterans Affairs Office located in K-wing.

Your New Living Environment

Items Provided by Sunnybrook:

- bed
- pillow
- dresser
- linens
- bedside table
- towels
- chair
- blankets
- basic lighting

What to Bring:

- Pictures (please limit wall pictures to 3 per Veteran)
- Radio*
- Comforters/quilts
- A television* with headphone jack (and required headphones)
- Clothing (indoor and outdoor)

Toiletries:

- Razor
- Comb or brush
- Makeup
- Toothbrush and toothpaste
- Facial tissues
- Soap/shampoo/conditioner

Electrical equipment: * see page 30

Due to limited space, we do not have space for additional furniture. Please consult with your primary nurse or Patient Care Manager (PCM) before bringing in any additional items.

Family members of residents admitted to the Dorothy Macham Home (DMH) are asked to consult with nursing staff regarding what items to bring.

Medication

- When you first arrive, please bring all of your prescriptions for the medical staff to review. Following this, any medication must be taken home or disposed of by

our pharmacy department.

- Any medicine that is required by a resident is prescribed by a staff physician and will be administered by the nursing staff on your unit. Medications cannot be kept at your bedside.
- Residents who require medication for day, weekend and vacation passes need to inform the unit staff no later than the Wednesday of each week. This will ensure that pass medications will be delivered to the unit prior to your expected departure.



Meals



In the Veterans Centre meals are served by tray service or dining room service. For residents residing on the ground, first and third floors of L-wing, meals are served in the dining room. Menus and meal times are posted outside each dining room. Choice of meals is decided during the meal service. Snacks are served on the unit in the afternoon and evening.

For veterans residing in K-wing and the second floor of L-wing, meals are served through a tray service. Residents can enjoy their meals in their room or the unit dining area. Meal times vary between units, your nurse will provide you with the schedule. Snacks are served on the unit in the afternoon and evening. Residents receiving tray service are visited by the Food Service Supervisor to discuss meal selections.

Telephone Service

Each resident and/or their family is responsible for coordinating private telephone service by contacting Bell Canada directly at 416-310-2355 or Rogers at 1-888-764-3771.

Phone charges, bills and installation fees are your responsibility. If you have a hearing, speech, visual or other physical disability, please contact the Bell Accessibility Call Centre at 1-800-268-9243. They can provide information about special equipment available to assist you with telephone use. A pay phone is located in the L-wing lobby.

Televisions and Cable Service

If you would like to have a television, you must bring your own in from home. Basic cable service from Rogers is provided free of charge. Additional specialty channels are available by calling Rogers at 1-888-764-3771. Residents and/or their family are responsible for specialty channel purchases. Please note that there are guidelines regarding the appropriate use of televisions on all units. In an effort to keep noise to a minimum headphones are required to be worn by residents sharing a room. Please note: wireless headphones or a TV with a headphone jack may be used. Please review this with your nurse.

Computers

Please discuss with your Patient Care Manager (PCM) before bringing a computer to your room. Internet charges are the responsibility of the resident and family. There are computers for resident use located in the Royal Canadian Legion & Ladies' Auxiliary Games Room in K-wing and the Family & Resident Resource Centre (LG05a). Computer classes are also offered through Recreation Therapy.

In Room Food Safety

Improper food storage can lead to the growth of germs on food and result in food borne illness. Please remember to:

- Refrigerate all perishable foods and other items whenever possible.
- Keep all foods in tightly sealed containers.
- Check the expiry date before eating.
- Clean out your fridge once a week.

Please note: personal fridges cannot be accommodated in some rooms due to space, e.g. multi-bed rooms in K-wing.

Wheelchair and Scooter Repairs

Please contact your primary nurse or occupational therapist for information about wheelchair and power mobility device repairs.

Valuables and Cash

Upon admission, residents and/or families are required to sign a form indicating that they are aware that Sunnybrook will not assume

responsibility for valuables and/or personal belongings.

Do not bring or keep cash, jewelry, and other valuables into your room. Following admission, all residents are encouraged to open a Resident Account with the Sunnybrook Accounts Office located in K-wing on the ground floor. Services are available Monday to Friday, between 10:00 a.m. and 3:00 p.m. (closed from noon to 1:00 p.m.).

Healthcare Services

Royal Canadian Legion Veterans Clinic

On the first floor of L-wing there is a dedicated clinical space offering residents on-site ophthalmology services and ear cleaning services. Appointments may be arranged through the residents' primary nurse.

Vision Care

Ophthalmology, Optometry and Optician services are provided on a regular basis to all residents. Please check with the nursing station for further information.

Podiatry (Foot Care)

A podiatrist is also available to residents for personal on-unit visits. Please speak to your primary nurse for information regarding this service.

Dental Care for Veterans

The Geriatric Division, Department of Dentistry located on the ground floor in K-wing, room 130, offers comprehensive dental care for veterans living in L and K-wings as well as seniors living in the community. The clinic office number is 416-480-4863.

Dental care is also provided by Sunnybrook Department of Dentistry. Located in H-wing on the first floor in room H126. Treatments include: exams, x-rays, cleanings, fillings, bonding, crowns, bridges, dentures, implants, root canals, extractions and other surgical procedures. This clinic provides dental care for in-patients from the main hospital and veterans living in L and K-wings. The office number is 416-480-4436. Please speak to your nurse for more information about these clinics or to make an appointment

Day or Vacation Passes

The unit physician must approve all day or overnight vacation passes. Passes for non-medical leave may be granted to a maximum of 30 days per year. Please note that at least one week's notice is required to prepare pass medications. A "Release of Responsibility" form must be signed by the resident or a family member before departing on any leave.

Personal Garments

Labeling and Laundry



A personal laundry service is available for all residents. To ensure accuracy in the delivery back to the resident, it is essential that every item of clothing is labeled with all of the resident's information. Even if not using the provided laundry service, it is recommended that all clothing and other items (eg. comforters, blankets, gloves, hats, jackets, etc.) be labeled. Labeling is provided in-house for Veterans at no cost. Sunnybrook is not responsible for any unlabeled items that go missing.

The labeling of clothing, bedding and other articles may be initiated directly by families and residents. A secure labeling drop box is located outside room LG05 along with forms, bags, pens and a ledge to write on. Forms are also available on the units. Please follow the steps below. Unit staff can assist in the completion of the form for those who are unable to do so:

1. Complete the labeling request form with all required information, including NAME, UNIT and who is completing the form.
2. Place the top white copy of the form in the clear plastic bag provided, along with the items to be labeled.
3. Keep the bottom yellow copy and return it to your unit staff for them to follow up with the labeling room. Unit staff are responsible for collecting clothing from the labeling room.
4. Drop your bagged items into the drop box. The box is available 24 hours a day. Items for labeling are picked-up daily from the drop box Monday to Friday excluding statutory holidays. Most items will be labeled and returned to residents by unit staff, within two business days of pick-up.

Clothing that is easy to care for and wash is recommended when moving to the Veterans Centre. Wool, silk and other special care garments are not recommended. Neither Sunnybrook nor the external laundry provider cannot be responsible for damage

to garments that require special care (eg. shrinkage) and that may be mixed in with regular wash garments. Arrangement and payment for cleaning of clothing that requires dry-cleaning or other special care is the responsibility of the family/resident.

Please speak to the unit staff directly for further information regarding the laundry pick-up and delivery schedule, or if you have any concerns regarding lost or damaged items. There is a washer and dryer located on several units for those who wish to wash their own clothes. Families are also welcome to launder items at home if preferred.

Collection

- Soiled garments are collected from rooms as required by staff 7 days a week. The external laundry provider picks up the soiled garments every day on the secure cognitive support units, and every other day on all other units in K and L-wings.
- White plastic bags with a tie are provided for secure bagging of individual resident's soiled garments.

Delivery

- All clean garments are returned on hangers, or folded and bagged in clear plastic bags.
- Laundry is returned directly to the unit within 2-4 days of pick up.

Moving Units

Change in Health Status



As the Veteran population ages and advances in health care allow people with chronic medical conditions to live longer, we are caring for older Veterans with increasingly complex health care needs.

Over time, the health and care needs of our residents change at different rates and most residents will need to move units at least once during their stay.

This is very common and relocation may occur due to medical needs, infection control issues, and other individual care requirements as they arise.

Our goal is to ensure that our residents are cared for by the most skilled and knowledgeable staff for their medical conditions and that they reside in the most appropriate environment.

This goal can only be achieved by grouping our Veterans with similar care needs together in the right environment for their needs.

A move can be stressful for some residents, families and the staff with whom they have developed relationships with over time.

However, residents and families have reported less stress and concern about care after moves to units that provide higher levels of care when it is needed.

Process For Relocation

- Changing health needs/status identified
- Care needs and appropriate interventions are determined
- Resident/substitute decision-maker meeting or phone call with health care team
- Discussion of options, where appropriate
- Tour of new area/unit
- Date for relocation is determined

Single rooms are allocated based on medical need. Veterans with potentially contagious infections are the first priority for single rooms to reduce the risk of spreading the infection to others. Each unit has a process of allocating the remaining single accommodations. You should discuss the specific unit process with your patient care manager. Please note that you may be asked to move out of your single room to accommodate another Veteran with an infection, serious illness or other medical need.

Policies

The following policies are important to ensuring that the Veterans Centre is a safe and enjoyable home for everyone. All residents, as well as family members and visitors should be familiar with the following policies.

Alcohol

Residents who reside on a physical support unit, and do not have significant cognitive impairment may have alcohol at their bedside. They must also be capable of serving themselves and drinking responsibly. There is an alcohol policy in place and unit staff will review the policy with the capable resident if alcohol is requested.

In residents with cognitive impairment or dementia, alcohol can further impair both cognitive and physical functioning with significant adverse consequences. Therefore, no alcohol is permitted on the secured units for cognitively impaired residents.

The consumption of alcoholic beverages and carrying of open alcoholic beverages is not permitted in public areas anywhere in the Veterans Centre. (e.g.; in lounges, hallways, TV rooms, smoking rooms, quiet rooms, and outside on the grounds).

The Blythwood Social Club, (located in the basement of K-wing) provides a comfortable setting for residents, family members and friends to enjoy a beverage together. Residents must present their Food and Travel Pass and Pub staff may sell a maximum of two alcoholic beverages to a resident or their visitors at any one visit. Pub hours are Monday to Sunday from 2:00 p.m. to 4:00 p.m.

Paid Companions

A companion can provide extra support and companionship. Please speak with your unit social worker for information regarding the hiring of a paid companion. The costs associated with this are the responsibility of the resident and/or family and hiring a companion is at the discretion of the resident/family. Companion information packages are available from the unit social worker. The hospital cannot recommend privately paid companions.

Feeding of Birds and Animals

Please do not feed the birds or animals in the gardens, patio areas or at the entrances to the Veterans Centre. Failure to comply creates an undue amount of bird waste that is both unsightly and a health hazard. Please help to keep the Centre clean and pleasant for all.

Fragrance Free



Sunnybrook has a fragrance-free policy. In consideration of those who may have sensitivities and/or suffer from allergic reactions, all residents, family and visitors are reminded not to wear scented products such as perfumes or aftershave while at the Veterans Centre.

Gifts and Gratuities

There is a Gifts and Gratuities Policy that prohibits staff from accepting money or other gifts from residents, family members or other representatives. Please speak with the nurse to discuss other ways to show appreciation to deserving staff members, including nomination for Sunnybrook Champions of Care and other awards.

Pets

Pets are welcome to visit in resident rooms, unit lounges or outside. Family members are asked to keep their pets on a leash at all times and to clean up after them. Pets are NOT permitted in any of the main indoor common areas such as Warriors' Hall, L-wing Living Room, Sunny's Cafeteria, and the unit dining room areas. Please see pet visitation guidelines on page 13.

Power Mobility Devices

Power mobility devices enable residents with very limited mobility to increase their independence and quality of life. As part of the Centre's policies and procedures, residents who wish to drive a power mobility device must undergo a comprehensive training process and pass a driving assessment. Power mobility devices are not permitted on cognitive support units. Please contact the unit occupational therapist for information regarding an assessment and safe driving guidelines.

Privacy

The Veterans Centre, as part of Sunnybrook, is committed to ensuring that your privacy is protected. Our privacy practices and policies provide rules for the collection, use, disclosure and retention of personal information. Personal information is anything that can identify you as an individual such as your name, your social insurance number, or information that is specific to you such as a test result with your name on it. For more information about Sunnybrook's policy on personal health information privacy, contact the Privacy Office at 416-480-6100 ext. 1236.

Resident's Food and Travel Pass

All residents of the Veterans Centre are required to carry with them a personalized food and travel pass, that identifies what food and drinks they can consume safely. This pass is used at all hospital-sponsored functions with food or drink and on all Recreation Therapy sponsored community outings.



Restraints

Guided by provincial law and the Consent to Treatment Act, Sunnybrook has a Least Restraint Policy. Restraints are only used as a last resort when there are significant safety issues and all other safe strategies have been attempted. A brochure with more information regarding Sunnybrook's philosophy of care and the Centre's "Least Use of Restraints" is available on resident care units.

Smoking



In compliance with Ontario law, Sunnybrook is a smoke-free campus. Smoking is prohibited on all hospital property and grounds. This hospital policy must be adhered to by family members and all visitors. Noncompliance will lead to a verbal request to extinguish the tobacco product and a possible fine of \$300.00.

Under the Smoke-Free Ontario Act (SFOA), special consideration has been given to residents of specifically designated Veterans facilities and long term care homes.

Smoking is only allowed after a Veteran has completed a smoking assessment for safety and for those Veterans, there is a designated smoking room on the first and third floor of L-wing. There is also a designated area outside behind K-wing in the Veterans Therapeutic Garden and on the west side of L-wing next to Parking Garage 2.

Violence-Free Hospital

*Courtesy, Dignity and Respect...
Our commitment to one another.*

In the Veterans Centre, we strive to create a positive environment with mutual respect and open communication for all staff, residents and family members.

Abuse in any form, verbal, emotional or physical, is not accepted.



Sunnybrook has policies and procedures to prevent workplace violence and manage situations involving violence and harassment. To view Sunnybrook's workplace violence and harassment prevention policies, please visit www.sunnybrook.ca/workplaceviolence.

Illness Prevention and Hand Hygiene



Protecting Residents from Cold & Flu

The number one priority at the Veterans Centre is the health and safety of our residents and staff. The elderly and those with chronic conditions, are particularly vulnerable and at high risk for developing serious and life threatening complications, if they develop a cold or influenza.

There are hand-wash stations at all entrances and exits of the Centre. Please wash your hands when entering the Veterans Centre, when entering a resident care unit and a resident's room.

Practice Good Hand Hygiene!

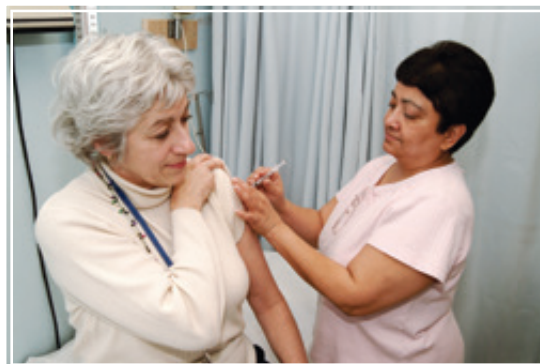
The most effective way of protecting yourself and those you love from getting sick is to wash your hands frequently. Family members and visitors are reminded to wash their hands upon entering the Veterans Centre, upon entering a resident care unit and again upon entering and exiting a resident's room.

Don't Visit if You Are Sick!

Visitors are reminded not to visit if they have any of the following symptoms: a cough, sore throat, runny nose, fever, muscle aches, diarrhea or have experienced vomiting. Every single person who enters the Centre can bring an unwanted virus from the community to our residents.

Get the Flu Shot!

Family members are encouraged to get the flu shot from their family physician or at one of Toronto Public Health's flu clinics. During a flu outbreak, family/visitors who have not had their flu vaccination will not be able to visit a unit that is closed due to outbreak. All paid companions hired by the family must have an annual flu shot.



Outbreaks



An outbreak means there is an increase in the number of residents ill with a particular infection in an area or unit. Some examples of outbreaks include respiratory virus outbreaks, such as influenza or the common cold, and gastrointestinal outbreaks, such as norovirus.

When an outbreak is declared, measures are put in place to prevent more of our residents and staff from getting sick. First we separate those who are ill or who are potentially ill from those who are well. Sometimes it means that a resident who is ill may need to stay in their room and/or the nurse assignment may be specially arranged. When a unit is in outbreak, residents whether they are well or sick, will not be able to leave the unit to take part in activities off the unit in other areas of the Veterans Centre. The unit will be closed to new admissions and on rare occasions, to visitors. Group activities, social gatherings in Warrior's Hall, and outings may be postponed during the outbreak. You may also see staff using gowns, gloves masks and protective eyewear when caring for residents who are sick.

Visitors should be well and not exhibit any respiratory symptoms such as fever, cough, runny nose, sore throat and congestion or gastrointestinal symptoms such as diarrhea and/or vomiting. This is important even when there is no outbreak, to protect the health of our residents.

When visiting a resident on an outbreak unit visitors are asked to visit only their family member and to leave the unit directly without going to other areas or units.

Vaccinations, especially the annual influenza vaccine, are strongly encouraged. During an influenza outbreak, visitors who have not had their influenza vaccination will not be able to visit on an outbreak unit.

All companions hired by the family must have their annual influenza vaccination. Companions who are hired for more than one resident may not visit with a resident on an outbreak unit as well as residents on non-outbreak units.

Safety



The Veterans Centre has policies, procedures and guidelines that when followed help to maintain a safe and healthy environment for all residents, family and staff. The following are some of the key principles and guidelines. If you have questions or concerns about safety measures that are in place, do not hesitate to discuss them with your primary nurse and/or patient care manager.

Call Bell System

The call bell system operates by pressing the call button either at the bedside or in the bathroom and will be directed to unit staff by the use of a portable telephone. The staff member and the resident will have two-way communication with one another. Family/visitors may also use the call bell system in case of emergency.

Call Bell in Public Washrooms

Call bell cords are also located in all public bathrooms and in an emergency residents can pull the cord and a staff member will assist them.

Calling for Help While Outside on the Grounds

- In the K-wing garden there is a yellow telephone mounted on the wall that is a direct line to security
- A cell phone may also be used to dial 911 in a serious emergency

Closed Circuit System

The Veterans Centre has over 140 CCTV cameras installed in hallways, dining rooms and common areas for the protection of residents, visitors and staff.

Electrical Equipment

Please check with your primary nurse or patient care manager before using any electrical appliances in your room. All electrical appliances and equipment must be CSA approved and checked by the Sunnybrook Biomedical Engineering Department prior to use in the Veterans Centre.

The following electrical appliances are **NOT** allowed:

- Irons
- Space heaters
- Kettles
- Pot Pouri pots
- Electric blankets
- Microwaves

Safety in the Basement Areas

As a safety precaution, residents have limited access in the basement areas of the Veterans Centre and the main hospital. Elevators in the Veterans Centre will not go to the B level (basement level) without a Sunnybrook access/photo ID card. The only exception to this are the elevators located at the east end of K-wing (elevator #5 and #6) which allow residents to access the Blythwood Social Club.

Residents who must travel to the main building are to travel underground to H-wing and then take the elevator up to G (the ground floor) and continue along the ground floor hallways. Residents must give right-of-way to tow motors in the basement.

Fire

All staff are trained in fire safety and have regular educational sessions and monthly fire drills. As a important safety precaution, residents and family members should be familiar with the nearest fire exit locations on their unit.

In case of fire, please follow the instructions of staff and remember the following:

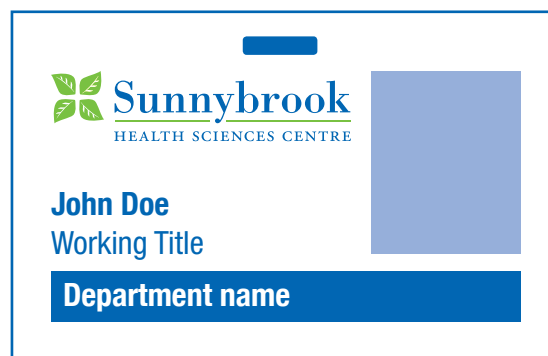
- Call for assistance and activate the nearest fire alarm
- Stay inside your room with your door closed
- Take direction from unit staff, security or the fire department
- Elevators will not operate when the fire alarm has been activated, unless authorized by Toronto Fire Services
- Remain calm

NEVER keep matches, lighters or candles in your room as they are fire hazards.

Requests for space heaters must be discussed with the unit manager and will be considered on a case by case basis.

Staff Photo ID

All staff are required to wear a photo ID badge that includes a title description of their position and unit/department. You have the right to know who is attending to you at all times. If you're ever unsure of a person's identity or purpose in your room, feel free to ask them to show you their badge.



Wandering and Cognitively Impaired Residents



Some residents admitted to the cognitive support units are at risk for wandering away from their new surroundings. Residents with memory loss can lose the ability to recognize familiar places, to communicate, remember their own name or the unit they live on. They may leave their unit, become confused and wander away from the building and campus, putting their safety at risk.

Upon Admission, several procedures are put in place to ensure resident safety

- All residents are photographed on admission
- Residents who are mobile, cognitively impaired, have a history of wandering and are thought to be at risk of leaving their unit unaccompanied may be placed on a secure unit
- Newly admitted cognitively impaired residents may be issued with a security alarm bracelet until their risk for wandering is fully assessed
- Residents at risk for wandering are assessed regularly and may eventually have these items removed if monitoring and assessment indicate that it is safe to do so
- Need for special clothing is assessed regularly
- All stairwells in K and L wings as well as the cognitive support units and floors have secured doors for resident and family safety
- The Dorothy Macham Home is a secure facility with pass card entry.

Further Security Precautions and Access Cards

All elevators in the Veterans Centre will not respond or move when a resident with a security tag gets on. The doors will not close and an alarm will sound. A Sunnybrook ID card must be used by staff or a family member to bypass this security feature, otherwise the resident must be assisted off the elevator and back to their unit.

As an added safety precaution, all elevators in K and L wings will not go the basement level without a Sunnybrook access card. The only exception are elevators #5 and #6 in K-wing, which go to the basement to allow for resident access to the Blythwood Social Club.

When a resident wearing a security tag is too close to an exterior door in either K or L wings (excluding the enclosed garden areas), the doors will automatically lock and an alarm will sound at the doorway. At this time the resident should be redirected away from the door and if necessary returned to their unit.

If a resident with a security tag attempts to exit through an open main doorway, the alarm will ring louder and an alert will also ring on LGSE (for the L-wing exit doors) or on K1W (for the K-wing exit doors). Staff members from these two units will respond immediately to the alarm.

Staff or family members escorting a resident who is wearing a security tag outside of the Veterans Centre must bypass the alarm at the entrances using a Sunnybrook access card. Family members may obtain their own access card from the Resident Accounts office in K-wing (416.480.6100 ext. 3100). There is a \$10.00 deposit that is refundable when the card is returned.

Office of the Resident and Family Experience (ORFE)

There may be times when you need help finding information or resolving a concern.

- The first step is to speak with the resident's nurse or to the person on the unit that can best address your concern (nursing team leader, social worker, patient care manager or physician).
- If you require more information or further assistance, we encourage you to also contact the Office of the Resident and Family Experience.
- You may voice your concern either in person, in writing or by telephone on a confidential phone line to the Office of the Resident and Family Experience located in L-wing, room LG05N. Please feel welcome to drop in or call 416-480-6107 Monday to Friday from 8:00 a.m. to 4:00 p.m. If you have a concern on the weekend, (afternoon or evening) you may ask to speak to your unit's Team Leader.
- On weekends, during after hours and for concerns that cannot wait until regular business hours please call Sunnybrook locating at 416-480-4244 and request to speak with the Shift Manager.



Our goal is improve the level of service and satisfaction that residents and their families have at the Centre. The ORFE will ensure that your perspectives and concerns are addressed in a safe, confidential setting and timely manner.

Your feedback and ideas are valued and help to improve the quality of care and programming that is provided.

Making Decisions About Care

Treatment and Personal Care Decisions by Substitute Decision-Makers



As medical care becomes more complex, it can be difficult to make decisions about your care. For most medical conditions there are choices about treatments. Your health care team can provide you with the options available for your health care and the benefits and risks with each option. Each of us has personal values that guide both the small and large decisions we make. Treatment decisions should be congruent with these personal values. For many of our residents, quality of life and comfort are primary values that guide their care decisions.

When a patient is not capable of making a treatment decision for herself/himself, as defined in provincial legislation, a Substitute Decision-Maker is required to

provide or refuse consent for treatment. The Substitute Decision-Maker may be a legally appointed person(s) such as a Guardian, Power of Attorney for Personal Care, or representative appointed by the Consent and Capacity Board. **If there is a legally appointed person, it is important to bring in the documentation so that this can be recorded in the resident's/patient's chart.**

If there is no legally appointed Substitute Decision-Maker, the Health Care Consent Act specifies the order in which family members have authority to provide or refuse consent (spouse or partner, child or parent, brother or sister, any other relative). If there is no legally appointed Substitute Decision-Maker and no family member who is willing and able to be a Substitute Decision-Maker, the Treatment Decisions Unit at the Office of the Public Guardian and Trustee will be approached to provide or refuse consent on the resident's/patient's behalf.

A Substitute Decision-Maker is expected to follow the resident's wishes as much as possible if his/her prior wishes are known from the time the resident was capable. These prior wishes may be written down or given verbally. A Substitute Decision-Maker may not agree with these prior wishes but the law specifies that these wishes be honoured. Sometimes the resident's prior wishes are not medically recommended and this will require the Substitute Decision-Maker to make a decision based on the recommended options available for the resident.

If the resident's prior wishes are not known, the Substitute Decision-Maker is required to make treatment decisions that are in the resident's "best interests". To determine the resident's best interests, the Substitute Decision-Maker needs to consider: the resident's values and beliefs; if the treatment is likely going to improve the resident's health condition or prevent it from getting worse; if the expected benefits are greater than the risks of harm; and if there is a less intrusive treatment that would be as helpful.

Research has shown that many families find it very difficult to make decisions about care when their family member has advanced Alzheimer's disease or other dementia. Often people do not recognize advanced Alzheimer's disease or other dementia as a terminal illness and, therefore, they do not feel it is appropriate to make end-of-life decisions for their relative. In late-stage terminal illnesses like advanced dementia, the goal of care is comfort and quality of life. Any treatment that causes discomfort or just prolongs the dying process is not consistent with this goal of care.

In order to prevent unnecessary suffering while ensuring that the resident receives appropriate care, there should be early advance care planning with good ongoing communication with the health care team. Understanding the expected course of the illness and what complications may arise gives families time to plan ahead for the decisions that they may need to make on behalf of their relative. Our health care teams can provide families with information about

treatment options with potential risks and benefits as well as palliative care options, help clarify goals, expectations and values that guide decision-making, and provide support.

Power of Attorney (POA) for Personal Care

A Power of Attorney is a legal document in which one person gives another person the authority to make personal care decisions on their behalf if they become mentally incapable. Personal care includes: healthcare, nutrition, shelter, clothing, hygiene and safety. The Attorney for Personal Care acts for the incapable person, when the patient who appoints them becomes incapable. A resident may be capable for some decisions and not for others, so discussions with the care team are encouraged when a decision may be required.

Continuing Power of Attorney for Property

A Continuing Power of Attorney for Property is a document in which one person gives another person the authority to make decisions about their finances if they become incapable to make those decisions for themselves. The "attorney" appointed does not have to be a lawyer. Property includes: finances, spending, assets and debts e.g. paying bills, doing taxes, selling a house, etc.

Family Involvement

We recognize the needs of families and their critical role in supporting their loved one while they are at the Veterans Centre.

Family Information Update (FIU)

The Family Information Update (FIU) is an email communication that is sent to interested family members 1-2 times per month. The information is generic in nature and provides information on special events, quarterly education forums, the At Home newsletter, Family Advisory Council meetings, satisfaction surveys, etc. To add your name to the Family Information Update list please call 416-480-6107 or send an email to veterans.experience@sunnybrook.ca.

Family & Resident Resource Centre

For families, residents and friends looking for more information about living at the Veterans Centre and/or specific health and wellness information, the Family & Resident Resource Centre is conveniently located on the ground floor of L-wing in room LG05a. The goal of the Centre is to provide relevant information in a welcoming environment and to improve the overall family and resident experience.



Family Advisory Council (FAC)

The Family Advisory Council was created to give family members an opportunity to share ideas and have a say in the decisions that affect them and their loved ones. At the FAC you will:

- Meet other family members of residents in K and L-wings.
- Discuss and learn about issues that affect your loved one living here.
- Make recommendations to Veterans Care administration about pertinent issues regarding care and services.
- Meet key administrative team members.

The FAC meets once a month at 1:30 p.m. on Tuesdays, except for August and December. All family members are invited. For more information, meeting dates or to join the Council please call 416-480-6107 or email veterans.experience@sunnybrook.ca.

Surveys

Every 18 to 24 months, the Veterans Centre participates in a comprehensive Resident & Family Satisfaction Survey. Across Canada, thousands of residents and their families in complex continuing care facilities take part in the same survey. These surveys are an important part of our quality improvement program. We strongly encourage you to complete the survey as they help us to improve the services and programs we offer to residents and family members.

At Home Newsletter

The At Home newsletter is published for residents, families, and staff members to inform them about life in the Veterans Centre and various special events and important news. The newsletter is available at the Centre, online at www.sunnybrook.ca and is also mailed out regularly to family members.

MyChart

MyChart is an online tool developed by Sunnybrook that streamlines the way health record information is delivered and exchanged between health care providers and patients/residents at the hospital. With MyChart residents can access information such as personal and family health details (including allergies and current medications), clinic visit notes, and medication refill requests.

Currently, only Sunnybrook patients/residents have access to MyChart, but they can electronically grant access to family members, hospital clinicians, primary care physicians, Community Care Access Centres (CCAC's) and pharmacists. MyChart is accessible from anywhere at any time through the intranet. You can learn more about MyChart by going to www.mychart.ca



The Interprofessional Care Team

Our Academic Mission

As part of a teaching hospital affiliated with the University of Toronto, we participate in ongoing health care education and research. Each year, many students from numerous universities and colleges come to train in K and L-wing and may help provide care to residents.

University researchers conduct studies in the Veterans Centre about various aspects of health care. Many residents and families indicate they enjoy the opportunity to participate in research because of potential benefits to themselves and to others. All research studies that take place here are first reviewed to ensure they meet international ethical standards.

The primary nurse will ask permission to provide a candidate's name to the research team. Participation is voluntary and one may withdraw from the study at any time.

Patient Care Manager (PCM)

Each care team is led by the Patient Care Manager (PCM) who is responsible for the overall operations and quality of care provided on the unit by the team. Patient Care Managers are on-site Monday to Friday. If you require assistance please contact them through voice mail, email or your primary nurse.

Nursing



The Nurses on your unit (Registered Nurses and Registered Practical Nurses) work to provide a caring atmosphere where you are safe, respected, and know you are important. They provide daily care, assistance, medications, monitor your health, and work with the entire health care team to coordinate your care. Nurses are committed to listening to, and representing, resident-centred care. Decisions about health and quality of life will be respected. The primary nurse is responsible for communicating with your family, and other caregivers, to ensure that continuity of care is maintained.

Primary Doctor

The attending physician on the unit will act as the resident's primary doctor. All physicians are members of the Division of Long Term Care in Sunnybrook's Department of Family and Community Medicine and have teaching appointments with the University of Toronto. Once admitted, the unit physician will initially meet with the resident to discuss health problems and perform a physical

examination. The attending physician orders all medications, tests or treatments as needed and if necessary may refer you to other specialists at Sunnybrook.

Social Work (Counselling / Assistance)

Social workers assist residents and their families, and are part of the resident's interprofessional care team. Social workers can help in the following ways:

- Collaborating with the resident/family to identify needs and assist with care planning, and/or providing supportive and adjustment counseling.
- Consultation and referrals related to legal issues, such as Power of Attorney, wills, residents' rights and responsibilities, etc.
- Providing relocation counselling to assist with the transition process.
- Linking residents and family members to community resources.
- Assisting with discharge planning (for those who require discharge from hospital)
- Assisting with practical concerns such as financial matters and funeral planning.
- Caregiver support and counseling
- Dealing with loss and change
- Grief counselling
- End-of-life support

Referrals can be made by residents, family members, team members, and/or the social worker on the unit.

Audiology (Hearing)

Audiologists, hearing instruments specialists, and communicative disorders assistants are concerned with the prevention, identification, assessment, treatment and (re)habilitation of hearing difficulties.



Audiology services include:

- Hearing tests.
- Evaluating the need for hearing aids and/or other devices to help improve hearing.
- Support in learning how to use hearing aids, arranging for repairs, cleaning the aids and providing batteries.
- Strategies for making conversation easier for people who have difficulty with hearing.

If you have a hearing loss, or if you are concerned about your hearing, please consult with your primary nurse.

Pharmacy

Pharmacists and pharmacy technicians work together with the interprofessional team to ensure that all medication needs are addressed. They are responsible for the preparation and dispensing of medications and continually monitor and review all of the resident's medication needs. For any medication-related questions, do not hesitate to speak to the pharmacist on the unit.

Physiotherapy

Physiotherapy is the health care profession dedicated to promoting safe mobility and optimal function by providing opportunities for the residents to engage in goal directed therapy in a safe and supportive environment. There is a physiotherapy gym in both L and K-wings. Many residents are functioning to the best of their abilities and do not require a therapeutic program. They are encouraged to stay active by becoming involved in the available programs in the Veterans Centre.



For those who do require physiotherapy intervention, your physiotherapist will assist you to set achievable goals, and along with the physiotherapy assistant, will work closely with you to develop a treatment plan that will help you attain these goals. You may be offered an individualized program of therapeutic exercise, group exercises and/or an individual home program of exercise. Interventions may include pain management, assessment for gait, aids for safe ambulation, gait re-education, retraining of balance, strength and endurance training, cardiorespiratory care, and the education of residents, families, and staff regarding functional progress and expected outcomes. Physiotherapy services are accessed by referral through your physician.

Clinical Nutrition

Clinical nutrition services consist of a team of clinical dietitians and food service supervisors. Working together in consultation with the interprofessional team they provide optimum nutritional care and education for residents. Clinical dietitians use nutrition management techniques to assess, develop, teach, and monitor individualized nutrition care plans. Good nutrition can improve health, speed recovery, and enhance quality life.

To ensure optimum nutrition:

- A food service supervisor will visit and review food preferences.
- The nurse will explain mealtimes, dining areas, and provide feeding assistance as needed.
- A clinical dietitian is available as a consultant for therapeutic diets (e.g. diabetic, renal) and works with residents to meet nutritional goals.

- Patient services partners (PSPs) will assist at mealtime to help with the set up of the meal tray (open containers, butter bread, etc.).

Speech-Language Pathology

Speech-language pathologists have expertise in the assessment, treatment, and management of residents with swallowing difficulties (dysphagia) and communication impairments.

Swallowing and communication problems can arise as a result of stroke, be related to the progression of dementia, and are frequently seen with neurodegenerative diseases such as Parkinson's, MS, and ALS.

After a physical assessment, speech-language pathologists can recommend therapeutic diet textures, techniques, and therapies that can help residents to maximize their ability to swallow safely, while promoting enjoyment of oral intake.

Speech, voice, and language difficulties (including difficulties with understanding spoken language, reading, and writing) may be addressed via individual therapy, group therapy, by provision of an individualized communication aid, or via environmental modifications, depending on the specific needs and abilities of the resident.

Speech-language pathologists are assisted in the Veterans Centre by a Communicative Disorders Assistant (CDA) in providing these services.

Occupational Therapy



Occupational therapy services in the Veterans Centre provides assessment and treatment to enable Veteran residents to be as independent as possible in their desired activities of daily living. The primary focus is on mobility, assessment and monitoring of cognitive function, and skin and wound management. Occupational therapists may conduct assessments (as appropriate) to determine cognitive functioning, wayfinding skills, ability to drive power mobility safely, and ability to smoke safely and independently. Interventions may include (but not limited to) the provision of an appropriate wheelchair and seating, hand therapy sessions, adapted feeding and dressing aids, and/or pressure relieving equipment. Additionally, occupational therapists may coordinate repairs for OT-related items as needed. An occupational therapist assistant may carry out further treatment plans such as hand therapy, some wheelchair repairs and adjustments, wayfinding sessions, and power mobility training. Occupational therapy services collaborate with the interprofessional team, residents and families to provide the most optimal care plan for each resident. Our services are accessed by referral through the unit physician.

Spiritual & Religious Care

Our Spiritual and Religious Care team is an integral part of the healthcare team, providing spiritual care to patients, families, and staff. Spiritual care affirms the inherent dignity and value of all persons, and respects different spiritual perspectives and practices — which may, or may not be rooted in a religious tradition.

The role of the chaplain (also known as spiritual care therapists) is to relate to patients, family, staff or other partners-in-care, as a whole person; focusing particularly on spiritual or religious needs. Chaplains offer a number of spiritual care support to residents and family members including the following:

- Crisis intervention
- End-of-life, grief, and bereavement care
- Guidance and support in addressing challenging ethical decisions
- Conflict mediation
- Life transitions
- Facilitation of rituals, prayer and meditation

Religious Services sponsored by Spiritual and Religious Care

Once a month Saturday Jewish Sabbath Service in the Synagogue at 10:00 a.m.

Call ext. 3552 for more information.

Weekday on-unit services are offered on the Veterans Centre dementia units.

Sunday Interdenominational Service in the Veterans Chapel located in E-wing at 10:00 a.m.

Sunday Roman Catholic Mass at 11:15 a.m.
in the K-wing Annex

Weekday (except Saturday) Roman Catholic
Mass held in the Veterans Chapel Located in
E-wing at 12:30 p.m.

Please consult with the unit nurse to make a
referral to a Veterans Centre chaplain for all
spiritual and religious care needs.



Canadian Flag Ceremony

Upon the death of a resident, Spiritual
& Religious Care offers a Canadian Flag
Ceremony to the families of veterans to
honour the life of the veteran. This non-
religious bedside service pays tribute to the
service that the veteran has given to Canada
and to affirm our promise to the resident and
family that “We Will Never Forget.” The flag
accompanies the resident to a funeral home
or designated aftercare facility.

To learn more about the flag ceremony, please
contact your designated unit chaplain directly
or through your loved ones nurse.

How to reach a chaplain directly:

Physical Support Units – 416-480-6100
ext. 4856

Cognitive Support Units – 416-480-6100
ext. 4855

Palliative Care Unit – 416-480-6100 ext. 3607

Jewish Rabbi - 416-480-6100 ext. 3552

Throughout Sunnybrook chaplains are
available for 24/7 emergency on-call
coverage.

Evenings/weekends for emergencies the
24-hour on-call chaplain may be reached at
416-480-4244 (pager 7139).

Recreation Therapy and Creative Arts Therapies

One only has to take a short walk around the
Centre to notice the wide variety of recreation
and creative arts therapies programs that are
available to residents. All programs are facilitated
by professionally trained and accredited
recreation, art, music or horticultural therapists
who provide clinical expertise in order to help
residents achieve therapeutic goals. Programs
occur in group or individual settings, during
weekdays, evenings and weekends, and are
specially designed to meet the unique needs of
the residents.



Recreation Therapy



Recreation therapy provides meaningful support to individuals as they strive to improve their lives through leisure. Services are provided directly on each resident care unit, where specific therapeutic goals are determined with each resident, the interprofessional team and his/her family. In a larger setting such as Warrior's Hall, recreation therapy programming and diverse entertainment is provided for all residents daily, 365 days a year. Many special events, annual holiday celebrations, and Veteran focused commemorations are also planned each year for residents and their families. Through the community integration program, residents are able to travel to multiple venues and outings in the community, including restaurants, shopping malls, branches of the Royal Canadian Legion, sporting events, and day trips outside Toronto. The "Legionnaire" and "Freedom for All" are the names of the buses that transport residents on these outings. Both buses were generously donated by The Royal Canadian Legion, Ontario Districts ABC, & DEF and the Ladies' Auxiliary.

- **Enjoyment** - By engaging in leisure, you can experience feelings of enjoyment. Enjoyment can be enhanced through meaningful participation in Recreation Therapy.
- **Developing Yourself** - Recreation Therapy can provide you with opportunities to develop skills, continue learning and challenge yourself.
- **Being Yourself** - Recreation Therapy encourages personal choices about leisure. You can express and be yourself through leisure experiences based on what matters most to you.
- **Helping Others** - Recreation Therapy can provide many different opportunities to help and provide support. By helping others you can feel better about yourself.
- **Feeling Like You Belong** - Participation in Recreation Therapy can lead to the experience of being part of a group, fostering mutual respect and continuing relationships.
- **Meeting Others** - Recreation Therapy can provide opportunities to meet others and engage in conversation, banter and shared laughter. Simply being in the presence of others is an important component of Recreation Therapy.

Creative Arts Therapies



Creative Arts therapies provide individuals with opportunities for expression through meaningful, self-directed experiences. The benefits have been documented and proven for many illnesses and for those suffering from dementia and Alzheimer's. Through creative arts therapies many residents experience an increase in relaxation, and a calming sense of wellbeing.

Art Therapy

Art Therapy uses the process of art making and/or a combination of creative and psychotherapeutic processes to improve and enhance the physical, mental and emotional well-being of persons of all ages and abilities. No previous artistic knowledge or experience is necessary to benefit from participation in art therapy. Art therapy can provide individuals with opportunities to actively re-engage in life and perhaps even discover new potentials. Woodworking, painting & drawing, photography, pottery/ceramics, weaving, enameling/jewelry, glass making and creative writing are just a few of the programs offered.

Music Therapy

Music therapy is the skillful use of music and musical elements by a music therapist to promote, maintain, and restore mental, physical,

emotional and spiritual health. Music therapy interventions are purposefully designed to meet the specific needs and requests of residents. Musical preferences and life experiences, as well as cultural and religious backgrounds are taken into consideration. Programs include: singing, music listening, movement to music, jazz, classic, country or big band appreciation, the use of adapted instruments, imagery and relaxation techniques, and songwriting. Individual and group sessions are held on the unit, in the Annex or in one of the music studios.



Horticulture Therapy

Horticulture therapy uses natural materials and horticultural techniques to engage an individual. Everything from seeding to planting, and harvesting to preserving, is explored to encourage socialization, physical and mental stimulation and an awareness of natural cycles. Raised flowerbeds and familiar garden tools make gardening accessible and enjoyable for everyone. There are two therapeutic outdoor venues: the Veterans Therapeutic Garden, behind K-wing, and the L-wing Courtyard. During the cooler months horticulture programs also take place on the units and in the greenhouse located in L-wing on the second floor.

Unit Support Staff

Patient Administrative Associate (PAA)

There is a patient administrative associate working Monday to Friday, on each unit, on the day shift. The patient administrative associate answers the telephone, arranges unit staffing, works with the nursing staff to co-ordinate appointments, facilitates repairs and responds to general concerns.

Patient Services Partner (PSP)

Working with the professional team, the patient services partner participates in the care of residents by providing a variety of personal support services to the team within the concept of resident-centered care. The patient services partner assists with the distribution of patient food and nourishment, both in the dining room and with tray service. They also assist with routine and repetitive patient activities as directed by the interprofessional team.

Environmental Service Partner (ESP)

The environmental service partner is a highly trained cleaning professional dedicated to maintaining the living, eating and recreational spaces to the highest standards of cleanliness and comfort. This includes but is not limited to making the bed, cleaning the room and washroom, cleaning and maintaining the floor, dusting, wiping and moving furniture.

Activity Aid

Activity aids are non-professional staff hired by the hospital to assist residents in participating in activities and socialization both on and off the unit. Activities include interacting with residents, assisting with getting ready for and tidying up after meals and serving daily snacks. The activity aid works under the direction and supervision of nursing staff.

Volunteers

More than 300 volunteers play a valuable role in supporting and enhancing the care and quality of life of residents in the Veterans Centre. Volunteers can be identified by a royal blue uniform (jacket, vest or polo shirt) and a hospital photo I.D. badge.



Volunteers provide assistance in the following ways:

- Wheelchair service for residents attending social and recreational programs
- Coffee socialization seven days a week for residents who gather in Warrior's Hall
- Friendly visits to residents on the units
- Entertainment in Warrior's Hall and on specific resident care units

- Assisting recreation therapy staff with various leisure programs (cooking groups, outings, card groups, etc.)
- Working with therapists to provide support during art, music, and horticulture therapy activities
- Customer service in the Artisan Market gift shop
- Providing pet therapy visits for residents on the units



- Escorting residents to the interdenominational service in the chapel and the Roman Catholic mass in the Annex every Sunday. Volunteers also escort Jewish residents to Saturday services as scheduled



- Providing visits and companionship to terminally ill patients on the Palliative Care Unit (K1E)
- Assisting in the Family and Resident Resource Centre
- Students also replace adult volunteers in some areas during the summer

For more information about Volunteer opportunities please contact the Volunteer Resources department at 416-480-6100 ext. 2140 or enquire at KGE03.



Leisure Programs and Services

Artisan Market

Staffed by members of the Sunnybrook Volunteer Association (SVA), the Artisan Market is a gift shop for residents, staff and visitors that offers a wide selection of creative arts, (woodworking, ceramics, paintings, and jewelry) all designed by residents. Located on K-ground, the shop also sells clothing, candy, cards, stamps, TTC tickets and toiletries. Hours are Monday to Friday from 10:30 a.m. to 3:30 p.m. and on Sunday from 1:00 p.m. to 3:30 p.m. All proceeds from the shop support resident programs. Call 416-480-4533 for further information.

Bank Machines

An automated banking machine is located in L-wing on the ground floor near the physiotherapy gym. In the main hospital, bank machines are also located in C-wing on the first floor, and in the M-wing atrium.

Barber Shop

The Barber Shop is located in K-wing, at the east end of Warrior's Hall. It is open Monday to Friday from 10:00 a.m. to 3:00 p.m. Room service is available after 3:00 p.m. Please call 647-802-3202 to arrange an appointment.

Beauty Salon

The Sunnybrook Volunteer Association's Beauty Salon is located in E-wing, room EG18. Hours are Tuesdays and Wednesdays from 9:00 a.m. to 2:00 p.m. and Thursdays and Fridays from 9:30 a.m. to 2:00 p.m. Please call 416-480-6100 ext. 4133 to book an appointment.

Blythwood Social Club

The Blythwood Social Club provides an opportunity for residents and family members to socialize over a beverage. Staffed by volunteers from the Royal Canadian Legion, the pub is a fun and friendly spot. It is located in the basement of K-wing (KB-21) and is open Monday to Sunday from 2:00 p.m. to 4:00 p.m. Please call Recreation Therapy at 416-480-4137 for more information.

Family Parties

For family gatherings and celebrations the K-wing Annex or Prince Edward Pavilion in the K-wing garden may be booked by calling Recreation Therapy at 416-480-4137.

Cafeterias



- Sunny's Cafeteria/Tim Horton's is located between K and L-wings on the ground floor. Hours are Monday to Friday from 7:00 a.m. to 4:00 p.m. and on week-ends from 9:00 a.m. to 3:30 p.m.

- Harlequins Cafeteria is located in E-wing on the first floor and is open Monday to Friday from 11:00 a.m. to 2:00 p.m.
- A small Tim Hortons outlet in H-wing on the ground floor is open Monday to Friday from 7:00 a.m. to 4:00 p.m.
- Second Cup, Swiss Chalet and several food outlets are located in M-wing, in the main atrium of the hospital. The Second Cup outlet is open 24 hours a day and the adjoining cafeteria is open from 7:00 a.m. to 7:00 p.m. seven days a week.

Games Room



Located just off Warrior's hall is The Royal Canadian Legion & Ladies' Auxillary Games Room with a pool table, air hockey, chess, computers, puzzles and a variety of board games. For those who wish, an organized games program is offered to residents through Recreation Therapy.

Library

Located in K-wing on the ground floor is a small branch of the Toronto Public Library system that offers books, magazines, CD's, books-on-tape, and videos. Items can also be requested from other library locations. Hours are Monday to Friday from 8:00 a.m. to 4:00 p.m. Call 416-480-6100 ext. 2624 to speak with the librarian.

M-Wing Gift Shop



The Sunnybrook Volunteer Association manages the main hospital gift shop located in the atrium of M-wing on the first floor. Hours are Monday to Thursday, 9:30 a.m. to 8:00 p.m., Friday 9:30 to 6:00 p.m. and week-ends & holidays, 10:30 a.m. to 4:00 p.m. Call 416-480-4983 to contact the shop.

Newspapers

Newspaper boxes are located in L-wing on the ground floor, near the main doors and outside the entrance of K-wing. Residents and families may also make arrangements for personal delivery of a newspaper to the L-wing reception desk. The name of the resident is written on the top corner of the paper and either the resident or a staff member collects it from the reception desk.

Remembrance Day

On November 11 the Veterans Centre hosts a Remembrance Day Service for all residents and family members. Due to the large number of attendees, the service is held in Warrior's Hall, the K-wing Annex, Sunny's cafeteria, the L-wing Living Room and the McLaughlin Auditorium located just across from K-wing



on the ground floor of E-wing. This service is for residents and families only and is not open to the general public. Following the indoor service, there is a procession to the Sunnybrook cenotaph for an outdoor memorial wreath-laying service. Further information is provided closer to the event.



Resident Accounts Office

The Resident Accounts Office offers banking services and the renewal of parking permits. Residents can open an account, make deposits and withdraws according to resident-specified requirements or daily limits. Hours are Monday to Friday, from 10:00 a.m. to 12:00 p.m. and 1:00 p.m. to 3:00 p.m. For further information, please contact the office at 416-480-6100, ext. 3100.

Shoppers Home Health Care

Shoppers Home Health Care retail shop, offers a wide variety of specialty products and services from mobility equipment to aids of daily living and equipment rental. The shop located in U-wing and is open from Monday to Friday from 8:30 a.m. to 4:30 p.m. For specific information regarding products and services, please call 416-480-5966.

Veteran & Community Residents' Council

The Council acts as an advisory to administration in a constructive manner, on issues related to the welfare of residents who live in L-wing and K-wing. In the spirit of consultation, the Veteran and Community Residents' Council also assists the hospital and Veterans Affairs Canada in their ongoing effort to improve the quality of life and comfort for veterans living at Sunnybrook. All residents are welcome to attend meetings. Meetings are held monthly and notices are posted before each meeting. For more information or to join the Council please contact 416-480-4280.



Veterans Grant a Wish Program

The Sunnybrook Veterans Grant a Wish Program is dedicated to providing all residents with an enhanced quality of life, through the realization of their heartfelt wishes. Residents and/or family members may submit wishes each month, according to their own unique preferences. Wishes are divided into two categories: Gem (10 are granted per month) and Pearl (12 are granted per year). For more information, please contact the Veterans Grant a Wish coordinator at 416-480-6100 ext. 5940.

Veterans Memorial Service

Every spring, family members and friends of Veterans who have died in the previous year are invited to return to the Veterans Centre for a special memorial service. Located in Warrior's Hall, families have the opportunity to honor the life of their loved one in a familiar place and recognize their connection to the greater veteran community of Sunnybrook.

The one-hour service is a collaborative effort between Spiritual and Religious Care and Creative Arts Therapies.



Veterans Portrait Studio and Photography Centre

The Veterans Portrait Studio and Photography Centre, offers photo-related therapeutic services to residents on an individual basis or in small group settings. The studio also serves as a gallery, showcasing photographic work created by residents and occasional local artists from the community. Photographic portraits for residents and their families are also offered. The photo studio is located in room LG105. Call 416-480-6100 ext. 5933 for more information.

Wireless Access

Wireless access is available and free for family and visitors. Simply connect to SW_guest and use the password Sunnybrook to be connected.

Show Your Support

Contributions to the Veterans Centre are gratefully accepted. They will help fund high priority needs such as capital improvements to the Veterans' residences.

Donations to the Veterans' Comfort Fund help us provide our Veteran residents with 'extras': equipment, special events, and entertainment items that help enhance quality of life.

Support of the Palliative Care Trust Fund helps to enhance the living environment for patients and families receiving palliative care.

Contributions made to the Sunnybrook Veterans Grant a Wish program enable Veterans to realize their specific desires and wishes through this resident-focused initiative.

Donations can be made in memory or in honour of a loved one, to acknowledge a special event such as a birthday or anniversary, or to recognize a staff member for their excellent care. If you so choose, the Sunnybrook Foundation will send a card to your honouree or their family letting them know that they have been honoured through a donation. A tax receipt will be issued for all donations over \$10.00.

How to Donate

By Mail:

Cheques should be made out to Sunnybrook Foundation.

For a specific designation, please write "Veterans Comfort Fund", "Palliative Care Unit Trust Fund", "Veterans Centre" or "Veterans Grant a Wish" on the bottom of your cheque.

Mail your donation to:

Sunnybrook Foundation

2075 Bayview Avenue, Room H-332

Toronto, Ontario M4N 3M5

By Telephone:

Call 416-480-4483 for the Sunnybrook Foundation

By Internet:

www.sunnybrook.ca/foundation and follow the simple instructions

Thank you, every donation counts!



Veterans Chapel Memorial Plaque Project

For more than sixty years, the Veterans Chapel has been a special place a reflection and prayer for Veterans, patients, family members and staff at Sunnybrook. Located in E-wing next to the Blessed Sacrament Chapel, Synagogue and Muslim Prayer Room, the Chapel is a quiet place of worship and meditation with beautiful stained glass windows. Interdenominational worship services for Veterans are held every Sunday at 10:00 a.m. and Roman Catholic mass is held Monday to Friday at 12:30 p.m.

The Friends of the Veterans Chapel Memorial Plaque features small tributes (four lines of text) to the sacrifice and service of loved ones, who are living or who have passed on.

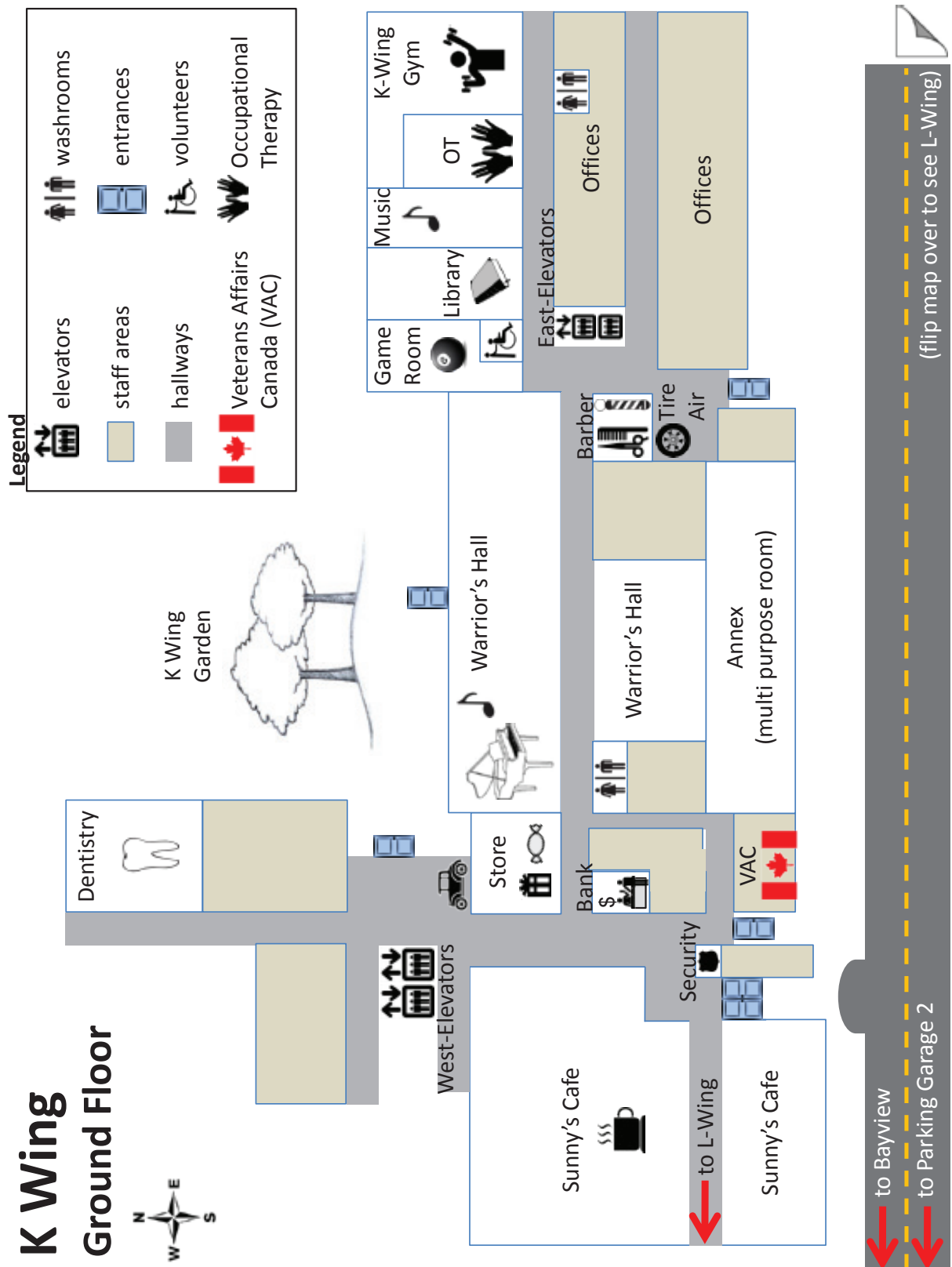
The plaque is located in the Veterans Chapel which is adjacent to and behind H-wing. The cost of a citation for the Memorial Plaque is \$500.00 and may be paid in up to five installments. Brochures with more information are located in the Chapel adjacent to the plaque. All funds will be used for ongoing improvements and special projects for the Chapel. A tax deductible receipt will be issued.

For further information, please contact Colonel Jim Hubel at jim.hubel@sympatico.ca or 416-266-6949 or Heather Pristine at 416-480-6100 ext. 7839 or K-wing, room KGE39.

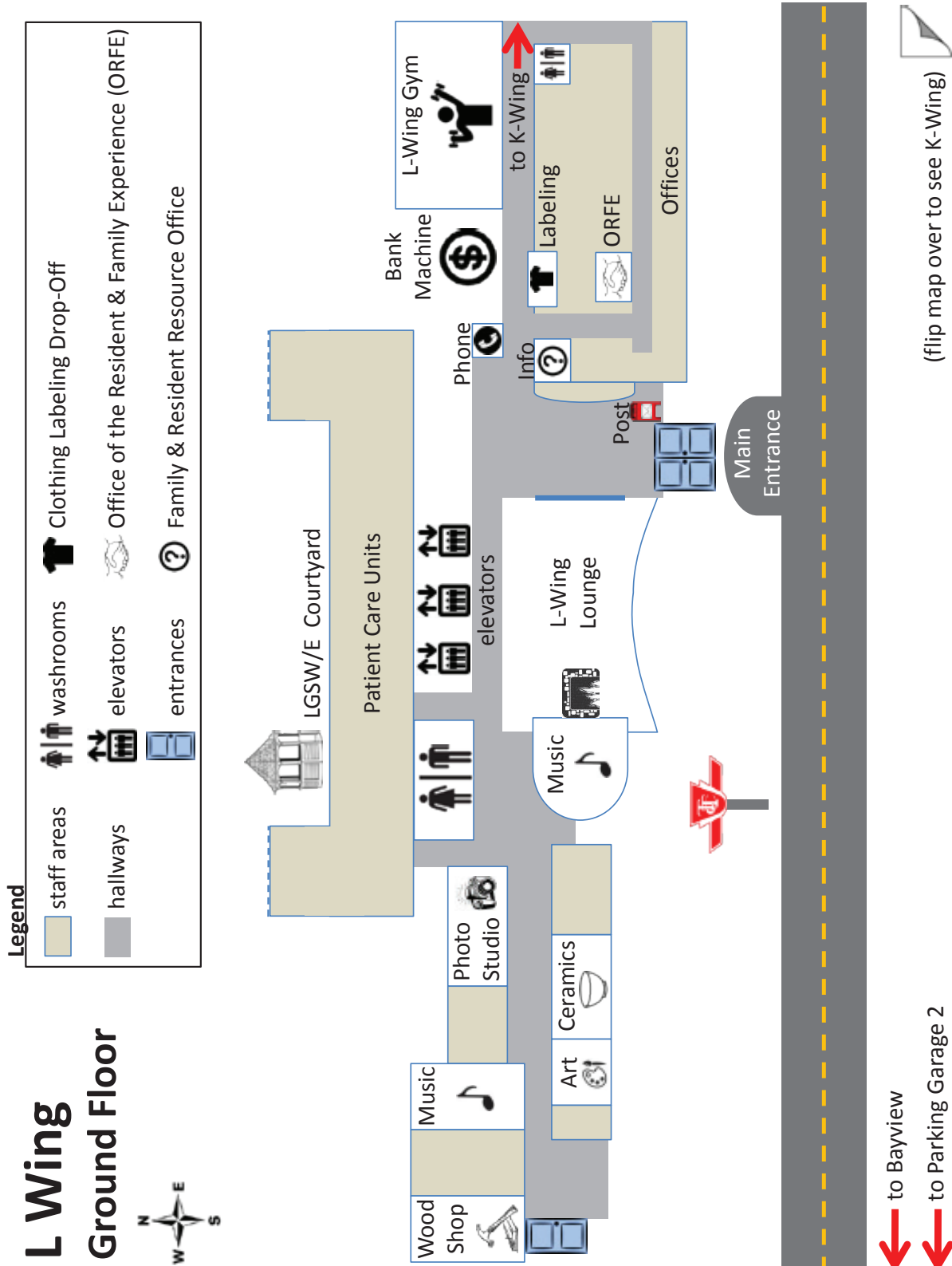
Phone Directory

Artisan Market Giftshop (K-ground)	416-480-4533
Barber Shop (K-ground)	647-802-3202
Beauty Salon (H-ground)	416-480-4133
Blythwood Social Club (K-basement)	416-480-6100 ext. 2550
Chaplain (on call 24/7)	416-480-4244 (pager 7139)
Family & Resident Resource Centre (LG05a)	416-480-6107
Library (KGE06)	416-480-6100 ext. 2624
L-wing Main Entrance	416-480-6707
Office of the Resident and Family Experience (LG05n)	416-480-6107
Recreation & Creative Arts Therapies (L1)	416-480-4137
Resident Accounts Office (K-ground)	416-480-6100 ext. 3100
Room Bookings for Family Parties (Annex, Pavilion)	416-480-4137
Security (CG03)	416-480-4589
Sunny's Cafeteria (L-ground)	416-480-4542
Sunnybrook Main Line	416-480-6100
Sunnybrook Parking Services (CG01)	416-480-4123
Veterans Affairs Canada (Admission Enquiries) (KGC07)	1-866-522-2122
Volunteer Resources Office (KGE03)	416-480-6100 ext. 2140
Wheel Trans	416-393-4222

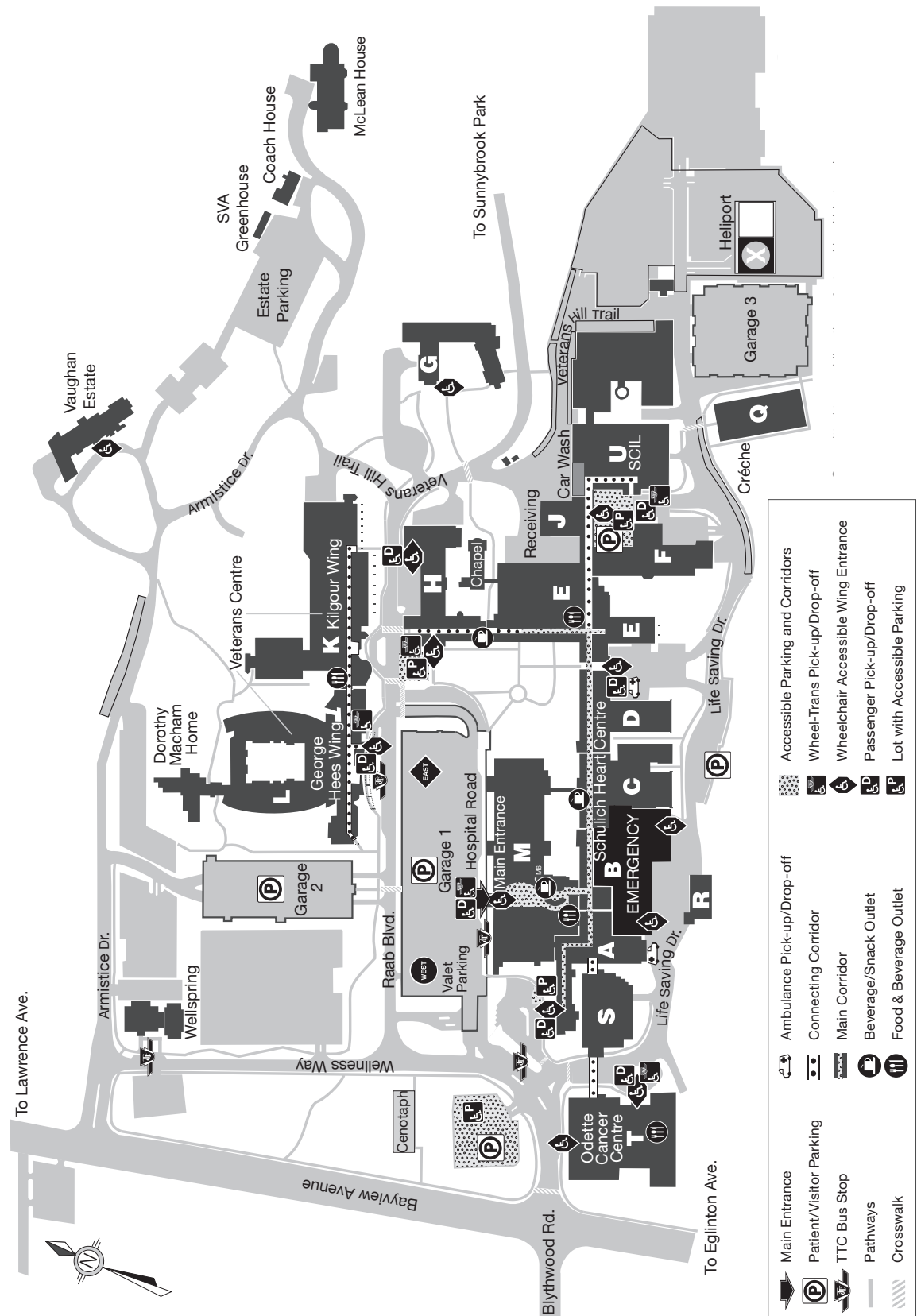
K-wing Floor Plan



L-wing Floor Plan



Campus Map





May 2014

www.sunnybrook.ca/veterans