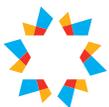




# Your Guide

TO BRIDGEPOINT  
ACTIVE HEALTHCARE



Sinai  
Health

Bridgepoint Active  
Healthcare

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# Welcome to Bridgepoint Active Healthcare

Bridgepoint Active Healthcare, part of Sinai Health, is an internationally recognized, rehabilitation and complex care hospital affiliated with the University of Toronto.

We hope this guide provides you with useful information for your stay. If you have any additional questions, a member of your care team will be happy to help.

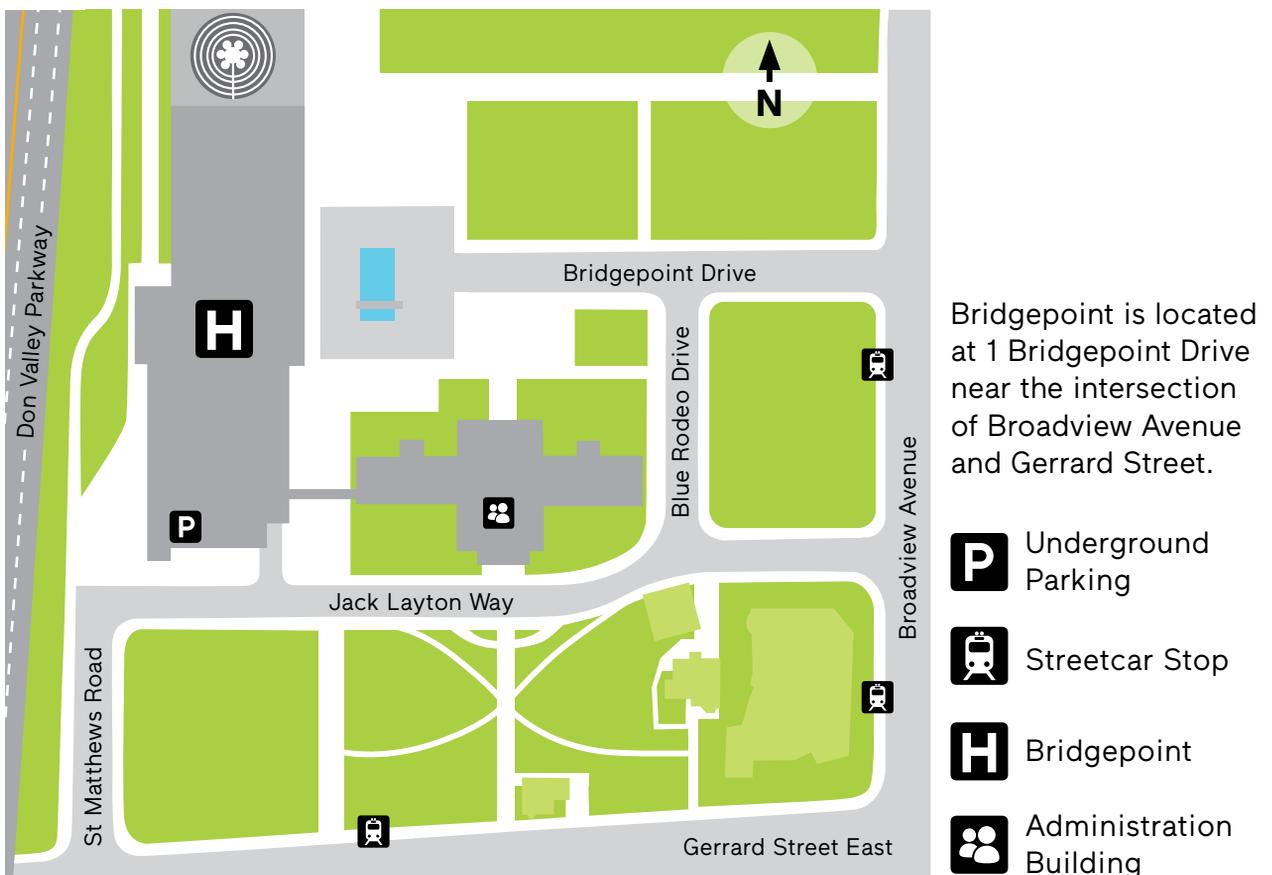


# Frequently Dialed Numbers

Main number 416-461-8252

Department	Extension
Admitting	2064
Bridgepoint Foundation	2017
Business Office	3095 or 3096
Christine Sinclair Ambulatory Care Centre	2371
Hair Salon	3522
Patient and Family Resource Centre (Library)	3023
Patient Experience	416-586-4800 x5066
Security (non-emergency)	7012
Spiritual Care	2100

## Location, Transit and Parking



## Public transit

The closest subway station is Broadview and the 504, 505 and 506 streetcars stop near our campus. For more information visit [ttc.ca](http://ttc.ca) or call 416-393-4636.

## Parking

There are designated spaces for visitors on the P1 level of our underground parking garage marked with a V. There are ten barrier-free spaces available for visitors who have an accessible parking permit.

**Thirty minutes of free parking is available for visitors dropping off or picking up a patient.** Daily or multi-day parking passes are available from the machine on P1 level of the parking garage. Cash or credit accepted. Rates are available on our website [bridgepointhealth.ca](http://bridgepointhealth.ca) and are subject to change. Electric Vehicle (EV) parking is available on P1 level. There are eight Level 1, J-1772 stations for use. As a courtesy to other EV drivers, please unplug and move your car when finished charging.

## Our hospital is a place for comfort and safety

Any form of violence is unacceptable including:

- Physical and sexual assault
- Action or attempted action that causes or could cause injury
- A threat to cause physical injury

If you witness or hear about an abusive act by anyone, please report it to a member of your care team or your patient care manager immediately.

## Security and emergency response

### What to do in an emergency

- Press a red panic button, located throughout the hospital
- **Dial 5555 from any hospital phone**
- If possible, call for a member of the care team

### Fire safety

Bridgepoint's fire response plan includes training and monthly drills. When you hear a fire alarm, please follow instructions from employees.

### Security

**Location:** Ground floor

**Phone:** x7012

- The security team makes frequent patrols 24-hours-a-day, seven-days-a-week
- Video cameras are installed throughout the hospital and administration buildings to monitor public areas

# Preparing for Your Stay



## What to Bring

We recommend bringing non-slip slippers, running shoes, clothing, cell phone chargers, toiletries and other items that you need to make your stay comfortable.

Every room has a clothes closet, a small safe and a bedside storage unit. Items that you bring with you must fit in the storage space.

You are welcome to bring a laptop or small electronic devices, however Bridgepoint cannot be held liable for any damage or loss that may occur to patient belongings brought into the hospital.

### Items to bring: (if previously used at home)

- wheelchair, walker or other mobility aid

### Approved personal electronic devices to bring:

- cell phone chargers
- laptop/tablet
- personal DVD player

### Items to leave at home:

- space heater
- fan
- coffee maker
- electric kettle
- desk lamp
- clock radio
- TV
- curling/flat iron
- electric shaver
- hair dryer



## Visiting a Patient

A patient's need for family presence and support does not end at a specific time of day. We welcome visitors 24-hours-a-day. The hours of 10 p.m. to 7 a.m. are our designated Quiet Hours. Each patient can designate one to two people as their family caregivers. Family caregivers will receive a identification (ID) badge and may remain on the unit with the patient during Quiet Hours. Please speak with your care team for more information.

### During Quiet Hours: (10 p.m. to 7 a.m.)

- We request that only one of the designated family caregivers be present at a time and must wear a photo ID badge
- All cellphones should be turned to silent mode
- Speak in lower or hushed tones
- Overhead lights will be turned down or turned off

## Meals

The hospital's Food Services Department provides fresh nutritious meals on-site daily. Dietitians work closely with you and your care team to ensure your nutritional needs are met.

### Meal times (approximate)

**Breakfast:** 7 to 8:30 a.m.

**Lunch:** 12 to 1:30 p.m.

**Dinner:** 5 to 6:30 p.m.

## Laundry

You are responsible for doing your own laundry or arranging for it to be done for you during your stay. Coin-operated machines are provided on each patient floor for your use. You will need to bring your own laundry soap. Change is available from the Business Office on the main floor.



## Room Options

Our hospital rooms were designed with patients in mind. Every patient has a floor-to-ceiling view of the city or park, generous room sizes, and a closet with a lockable drawer for valuables.

### Standard room:

A standard patient room at Bridgepoint has two beds. A washroom with a shower is shared between two standard rooms (four patients). This room type is covered under OHIP at no additional cost to you.

### Requesting a private or semi-private room:

Bridgepoint gives patients the option of staying in private or semi-private rooms (based on availability).

- **Private**  
One bed and a private washroom with shower
- **Semi-private**  
Two beds and a washroom with shared shower for two patients

The current rates for private and semi-private rooms are available on our website at [bridgepointhealth.ca](http://bridgepointhealth.ca).

If you have private insurance, contact your insurance provider about coverage.

**Please note:** We will try our best to accommodate your room request, however clinical needs for private and semi-private rooms take priority.

If you are in a private or semi-private room, you may be asked to move due to the clinical needs of the hospital. You will only be charged for the days that you occupy a private or semi-private room.

If you have any questions or would like to be moved into a private or semi-private room, **please contact the Business Office at 416-461-8252 x3095 or x3096.**

# Staying Connected

## Computer access

You can access the internet through our BHGuest Wi-Fi network. You will need to review and accept the terms and conditions that will appear in your browser. Computers are available for use in the following locations:

- **Unit patient lounge**  
(accessible 24-hours-a-day)
- **Internet Café**  
Hours: Open daily from 10 a.m. to 8 p.m.  
Location: 5th floor, across from the elevators
- **Patient and Family Resource Centre (Library)**  
Hours: Open daily from 8:30 a.m. to 8:30 p.m.  
Location: Main floor, near the main entrance.

## Television and phone

If you wish to sign up for a phone or television in your room. Please see the handout provided when you arrived or ask a member of your care team.

## Mail

Mail will be delivered directly to your unit. If you wish to send mail you can drop it off at the team station on your unit or in the Canada Post mailbox outside of the Ambulatory Care entrance on the ground floor. If mail is being sent to you, please use the following format for the mailing address:

Name of patient  
1 Bridgepoint Drive  
Patient Room number (e.g. 3.011)  
Toronto, ON  
M4M 2B5

## Photo and video recording

In keeping with provincial privacy guidelines designed to preserve patient confidentiality, cameras, video/audio recorders, cell phones and other wireless communication devices must not be used by anyone to photograph, take video images or record conversations of any patient, physician, volunteer or employee at Bridgepoint without prior authorization. Please speak to a member of your care team for further advice.



# Healthy Environment

## Scents and fragrances

Fragrances in personal products and flowers can cause dizziness, migraines, nausea, rashes, difficulty breathing, and asthma attacks in people who have allergies or chemical sensitivities.

During your stay, please do not use or bring:

- Scented personal care products (e.g. perfumes, body spray, lotion, deodorant, hair care products, detergent)
- Essential oils (e.g. lavender, peppermint, eucalyptus, rose water, ylang ylang)
- Highly-scented flowers (e.g. lily, hyacinth, amaryllis, lilac)

If you have scent-related concerns, please speak with your care team.

## Smoke-free campus

Bridgepoint is a smoke-free environment. Smoking, vaporizing or using e-cigarettes is prohibited on hospital grounds, including outdoor spaces, parking garages and vehicles on-site. Smoking on hospital property may result in a fine. Clinical teams offer nicotine replacement therapy to patients who smoke.

## Latex and balloons

Due to allergies, balloons made from latex are not permitted. Balloons made from foil are allowed.



# Recreational Activities

We offer a program of events across the hospital for patients and families including art, gardening, bingo and movie nights. A calendar of monthly events is available on your unit.

# Spiritual Care

The Spiritual Care team supports the needs of patients and families. For more information see the monthly calendar available on your unit or speak to your care team.

## Sacred Space

**Hours:** Always open (speak to a member of your care team for access after business hours)

**Location:** Room 5.135

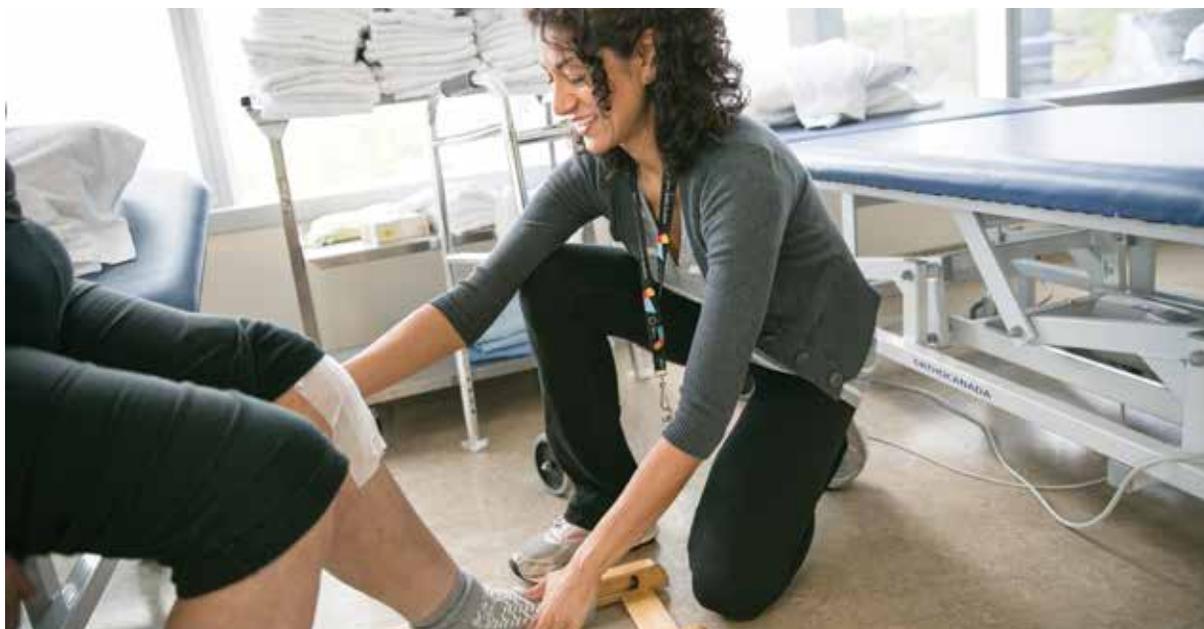
# Outdoor Spaces

There are a variety of outdoor spaces for patients and caregivers. Terraces are open from late spring to early fall. We hope you enjoy these spaces.

Name	Location
Rooftop Terrace	10th Floor
5th Floor terraces	5th Floor
Tanenbaum Sculpture Garden	Main Floor
Labyrinth Terrace	Main Floor



# Your Care



## Meet Your Care Team

Your care team may include: physicians, nurses, social workers, mental health professionals, spiritual care professionals, physiotherapists, occupational therapists, speech language pathologists, dietitians, recreation therapists and assistants. Feel free to ask members of your care team any questions you have about your care.

We encourage your active participation and engagement in your care. Good communication between patients, families and the care team is essential to working together.

You are welcome to have a family member or friend join you to ask questions, listen, and support your care.

### Employee, student, or volunteer?

Employees, students and volunteers must wear ID badges. The colour of the ID badges can help you identify who's who:

- **White** = Employee or physician
- **Green** = Student
- **Blue** = Volunteer
- Family caregiver badges are colour-coded according to the patient floor and have a caregiver logo on them.

## Talk to your care team about:

- Allergies and medications
- Side-effects from your medication
- Any questions you may have
- Your care plan and expected discharge date
- Any part of your care that's unclear or you don't understand
- Any part of your care that's different than usual
- Staying safe and well in hospital

# Health and Safety

Everyone involved in your care has an important role to play in ensuring your safety – including you.

## Patient identification

All inpatients must wear an ID band at all times. Your care team uses the ID band to verify that the right person receives the right care. Patients with allergies also wear a red allergy band. Verify that the info on your band is clear and correct. Show your ID band to employees before you receive medication, procedures or tests.

## Patient Experience

If you have concerns about your care, we encourage you to speak with any member of your care team or the patient care manager. Our patient experience team is also available. We take your feedback seriously and aim to provide excellent service as we care for you.

**Phone:** 416-586-4800 x5066

## Interpreter Services

A free interpreter service is available in 65 languages for patients and family caregivers whose first language is not English. This service is also available for patients who are deaf or hard of hearing. If you need an interpreter while you are staying in the hospital, please ask a member of your care team.



## Tips for Preventing the Spread of Infection

1. Clean your hands often with alcohol-based hand rub or warm water and soap.
2. Cover your mouth and nose with a tissue, or cough into your sleeve. Then clean your hands.
3. Tell your care team about any unusual symptoms (e.g. diarrhea, cold symptoms, pain, fever).
4. Ensure your vaccinations are up-to-date, and get your flu shot every year.
5. If you are visiting, please do not come to the hospital if you are ill.

# Facilities and Amenities

## Finding Your Way

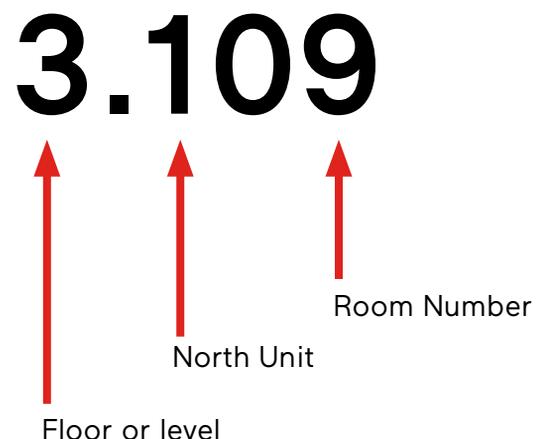
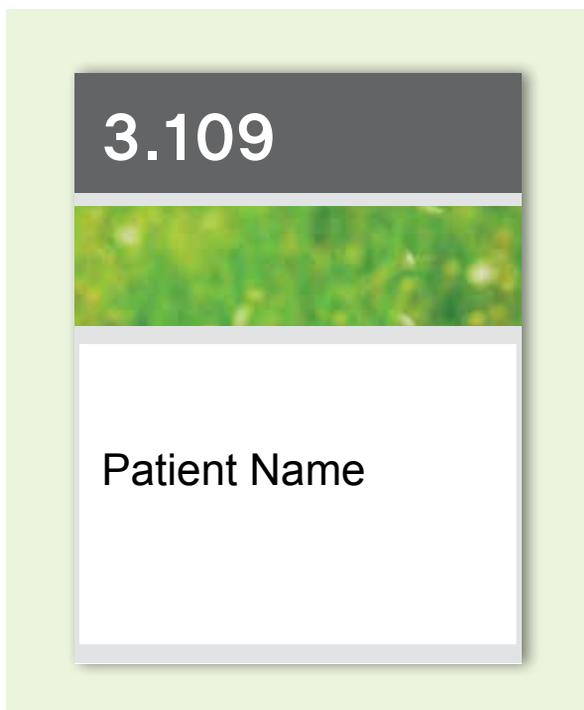
The hospital has a standard room numbering system.

The first digit indicates the floor. The second digit indicates the north or south side of the building, with 1 indicating north and 0 indicating south. The last two digits indicate the room number.

In this example, the room is located on the 3rd floor, North Unit, Room 09. Rooms with two beds have an additional number to indicate bed 1 or bed 2.

**North units** which face Riverdale Park – walls are painted green.

**South units** which point toward Lake Ontario – walls are painted blue.



# Food Vendors

## Food Hall

**Location:** Main floor

**Hours:** Monday to Friday  
7 a.m. to 3 p.m.

## Tim Hortons

**Location:** Main floor

**Hours:** Monday to Friday  
6:45 a.m. to 8 p.m.  
and weekends, 8 a.m. to 8 p.m.

## Vending machines

**Locations:** Main floor and 5th floor

**Hours:** 24-hours-a-day

## Ontario Nutrition

Selling low-carb, low-fat  
and low-sodium foods

**Location:** Main floor

**Hours:** Monday to Thursday  
8:30 a.m. to 6 p.m.

Fridays and Saturdays  
8:30 a.m. to 1 p.m.

# Services

## Bank machine

**Location:** Main floor,  
across from Ontario Nutrition

## Business Office

**Location:** Main floor, Room M.114

**Hours:** Monday to Friday  
9 a.m. to 3:45 p.m.

**Phone:** x3095 or 3096

## Patient and Family Resource Centre (Library)

The Patient and Family Resource Centre is open to patients, families and visitors free of charge. Borrow books, use the computers, or find resources on health and wellness topics.

**Location:** Main floor, Room M.108

**Hours:** Monday to Friday  
8:30 a.m. to 8:30 p.m. daily

**Phone:** x3023

## Hair Salon

Beauty and hair services are available at reasonable rates. Book an appointment in the salon or a mobile appointment on your unit.

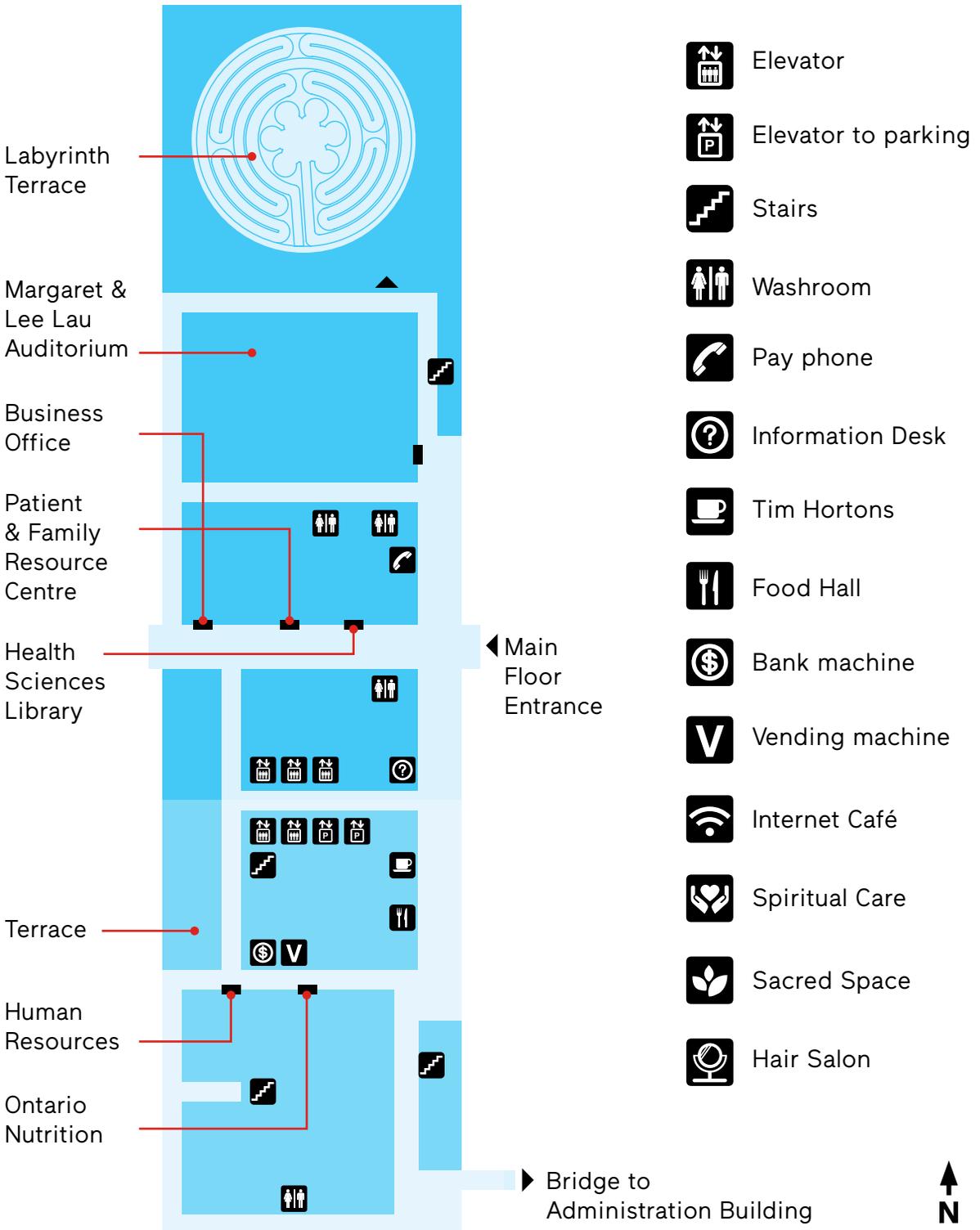
**Location:** 5th floor or mobile service  
on request

**Hours:** Thursdays  
9 a.m. to 4 p.m.

**Phone:** x3522

# Hospital Map

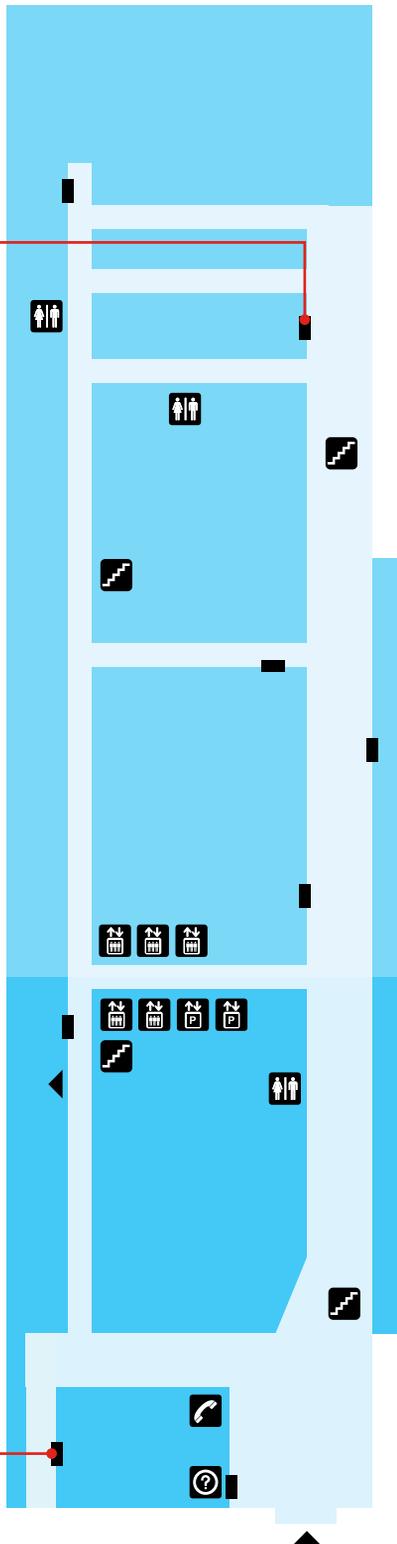
## Main Floor



# Ground Floor

Registration -  
Christine  
Sinclair  
Ambulatory  
Care Centre

Security  
Office



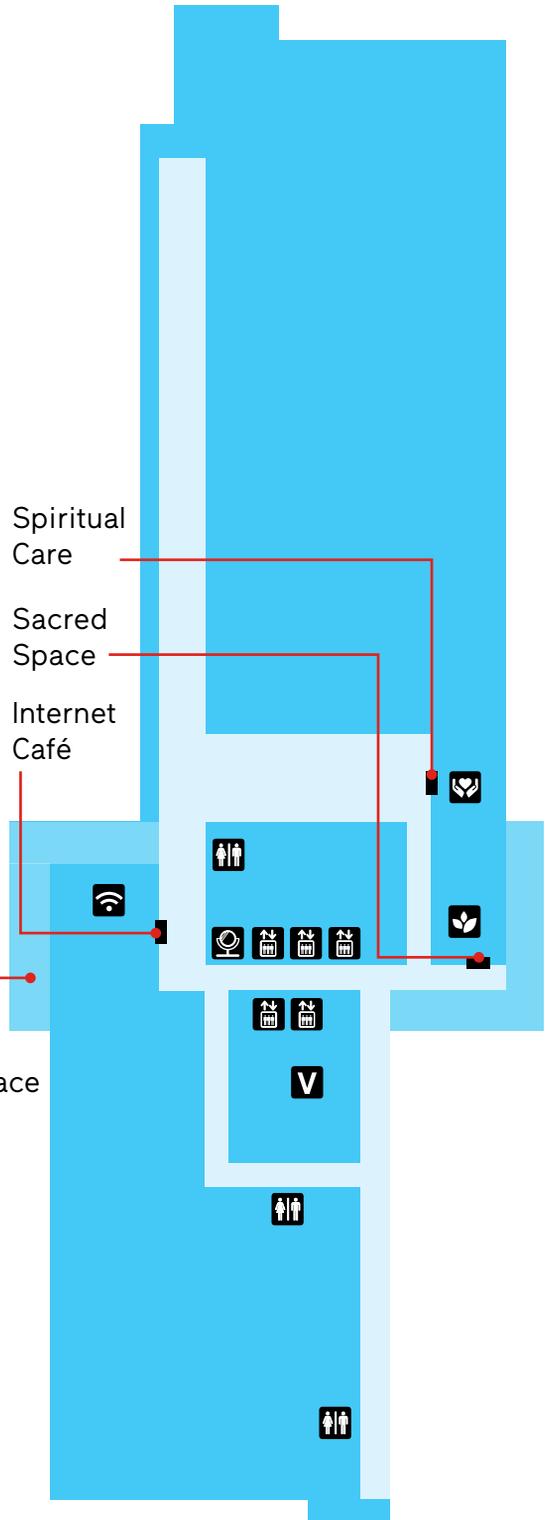
# 5th Floor

Spiritual  
Care

Sacred  
Space

Internet  
Café

Terrace



Ambulatory Care Entrance







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Toronto, Ontario M4M 2B5  
T 416-461-8252  
F 416-461-5696  
[bridgepointhealth.ca](http://bridgepointhealth.ca)

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