



Your Guide

TO HENNICK BRIDGEPOINT
HOSPITAL



**Hennick Bridgepoint
Hospital**
Sinai Health

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Welcome to Hennick Bridgepoint Hospital

Hennick Bridgepoint Hospital, 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.

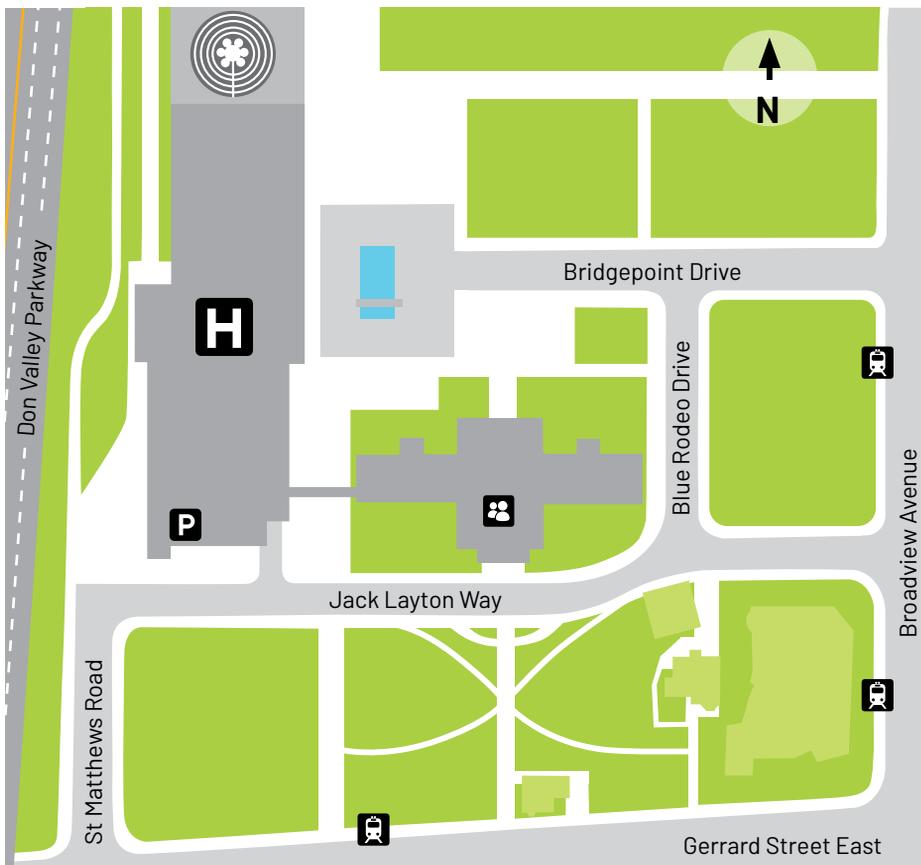


Frequently Dialed Numbers

Main number 416-461-8252

Department	Extension
Admitting	2064
Sinai Health Foundation	2017
Business Office	3095 or 3096
Ambulatory Care Centre	2371
Hair Salon	3522
Patient and Family Resource Centre (Library)	3023
Patient Relations	416-586-4800 ext. 5066
Security (non-emergency)	7012
Spiritual Care	2100

Location, Transit and Parking



Hennick Bridgepoint is located at 1 Bridgepoint Drive near the intersection of Broadview Avenue and Gerrard Street.

-  Underground Parking
-  Streetcar Stop
-  Hennick Bridgepoint
-  Administration Building

Public transit

The closest subway station is Broadview and the 504, 505 and 506 streetcars stop near our campus. TTC routes may change, please visit TTC.ca for current service info.

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. Rates are available on our website hennickbridgepointhospital.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.

Safety and respect

Sinai Health has no tolerance for violence and harassment.

This includes:

- swearing, shouting or threats
- hurtful or racial comments
- discrimination
- physical harm
- unwanted touching

Abusive actions or comments will result in an appropriate response that may include legal action.

We are here to care.

A safe workplace means better care.



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

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

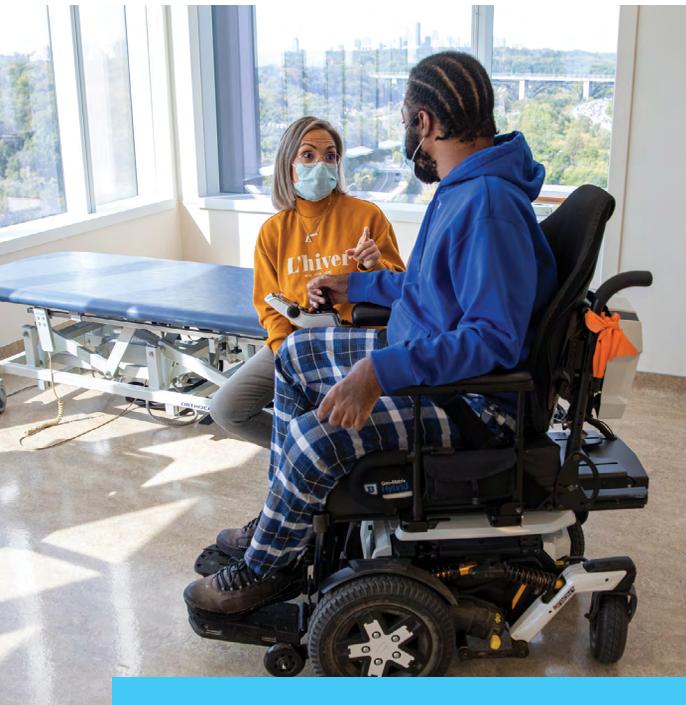
Security

Location: Ground floor

Phone: ext. 7012

- 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 or socks, running shoes, clothing, cellphone and charger, 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. A clutter-free environment gives your care team clear access to provide care.

You are welcome to bring a laptop or small electronic devices. Please note that we cannot provide technical support or repairs for your personal devices.

Items to bring: (if previously used at home)

- wheelchair, walker or other mobility aid

Approved personal electronic devices to bring:

- cellphone and charger
- 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

Hennick Bridgepoint cannot be held liable for any damage or loss that may occur to patient belongings brought into the hospital.



Visiting a Patient

*Visitor access and hours may change, please speak with your care team for the current visitor policy.

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 essential care partners. These family caregivers will receive an identification (ID) badge and may remain on the unit with the patient during Quiet Hours.

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 Hennick 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:

Hennick 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 hennickbridgepointhospital.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 ext. 3095 or ext. 3096.**

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: Contact the library at ext. 3023 for information.
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.

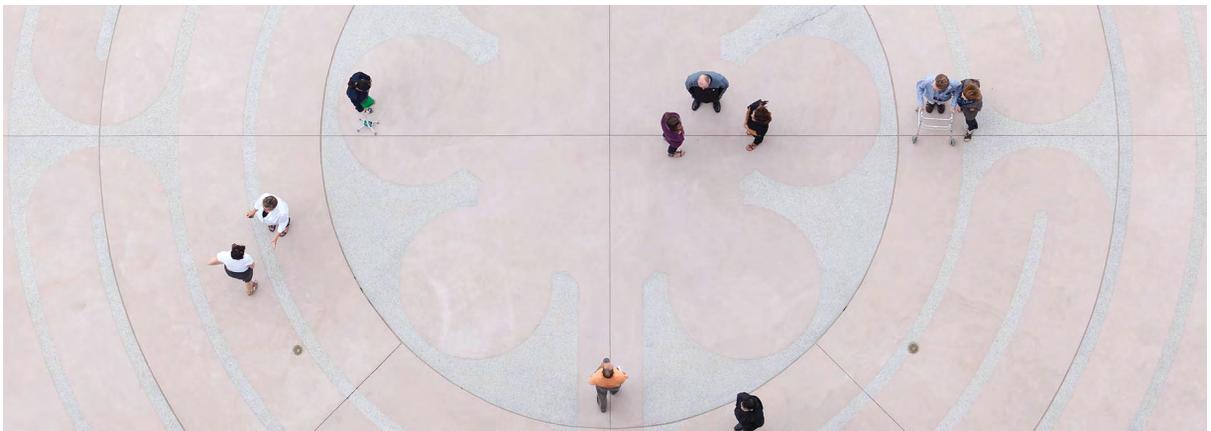
Mail

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, cellphones 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 Hennick 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

Hennick 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.



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.
6. Wear a mask or other personal protective equipment when needed. (Ask your care team if you aren't sure.)

Recreation

The Therapeutic Recreation team provides you with recreation and leisure activities to enhance your quality life during your stay at the hospital. Speak with a member of your care team for more information.

Spiritual Care

The Spiritual Care team supports the needs of patients and families of all faiths and cultural backgrounds, including those who do not practice any religion. The team provides counselling, spiritually integrated therapy and helps arrange many rituals, including smudging, pipe ceremonies and use of a ceremonial drum for Indigenous patients. For more information 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
Sculpture Garden	Main Floor
Labyrinth Terrace	Main Floor



Your Care



Meet Your Care Team

Your care team may include: doctors, nurses, social workers, pharmacists, mental health professionals, spiritual care practitioners, respiratory therapists, physiotherapists, occupational therapists, speech-language pathologists, dietitians, recreation therapists and volunteers. 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, learner or volunteer?

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

- **White** = Employee or physician
- **Green** = Learner
- **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

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.

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 Relations

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 relations team is also available. We take your feedback seriously and aim to provide excellent service as we care for you.

Phone: 416-586-4800 ext. 5066

Email: patientrelations@sinaihealth.ca

Access Your Health Information

MyChart is a free, secure online tool that enables you to access your personal health information any time using a web browser on your computer or mobile device, or on the MyChart mobile app.

For more information, ask a member of your care team or visit hennickbridgepointhospital.ca/mychart/

Become a Patient or Family Advisor

As a patient or family caregiver, sharing about your care experience at Hennick Bridgepoint helps us in our efforts to provide the best care.

Patient and family advisors give input on projects related to quality, safety and care delivery.

For more information, contact: partner.shs@sinaihealth.ca or call, 416-461-8252 ext. 2029

Facilities and Amenities

Finding Your Way

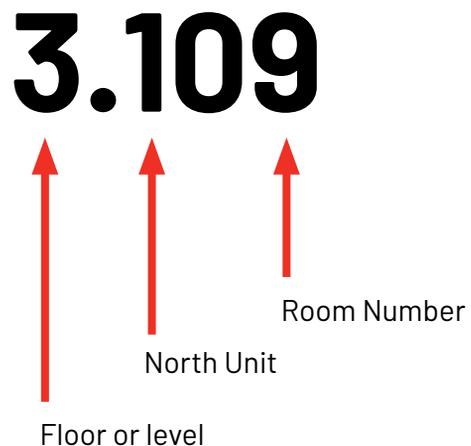
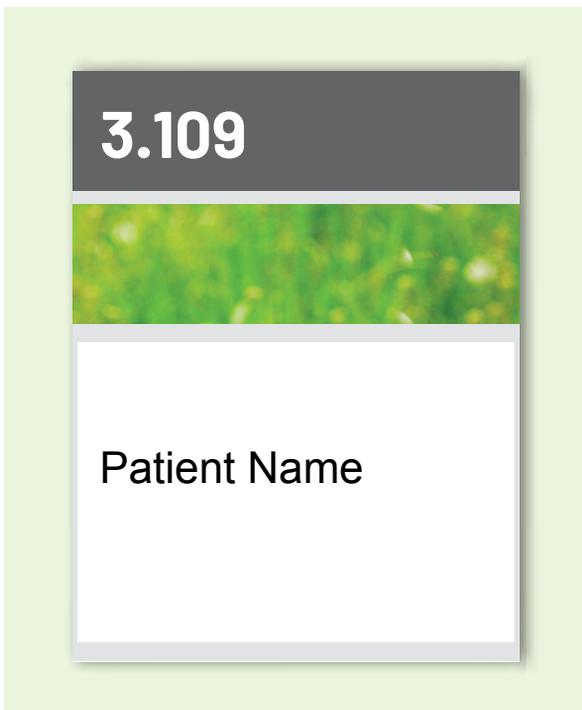
The hospital has a standard room numbering system.

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: Hours are posted at the Food Hall

Tim Hortons

Location: Main floor

Hours: Hours are posted at the Tim Hortons counter.

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: Visit Ontario Nutrition for more information.

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: ext. 3095 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: Contact the library for more information

Phone: ext. 3023

Hair Salon

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

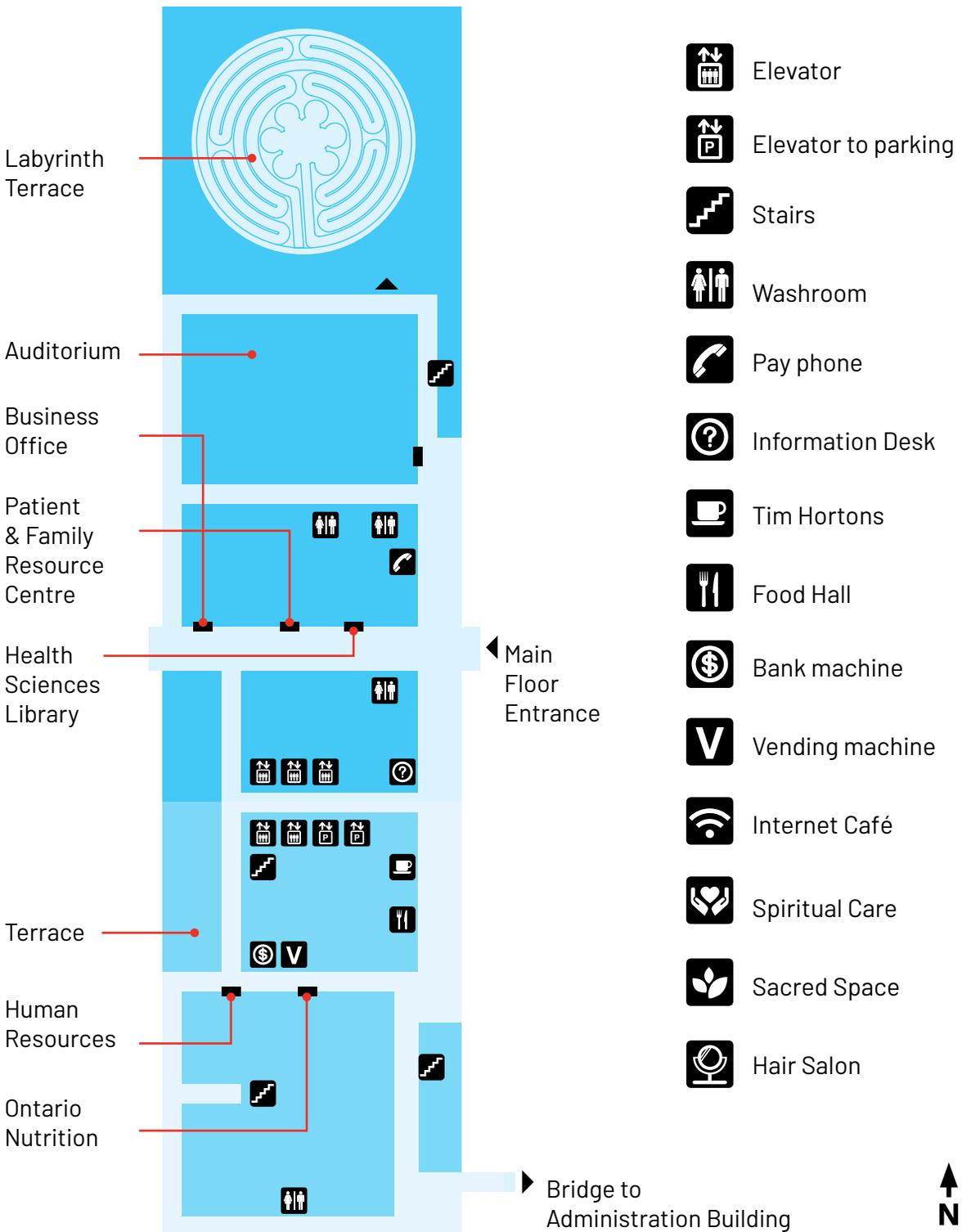
Location: 5th floor or mobile service on request

Hours: Contact the hair salon for information.

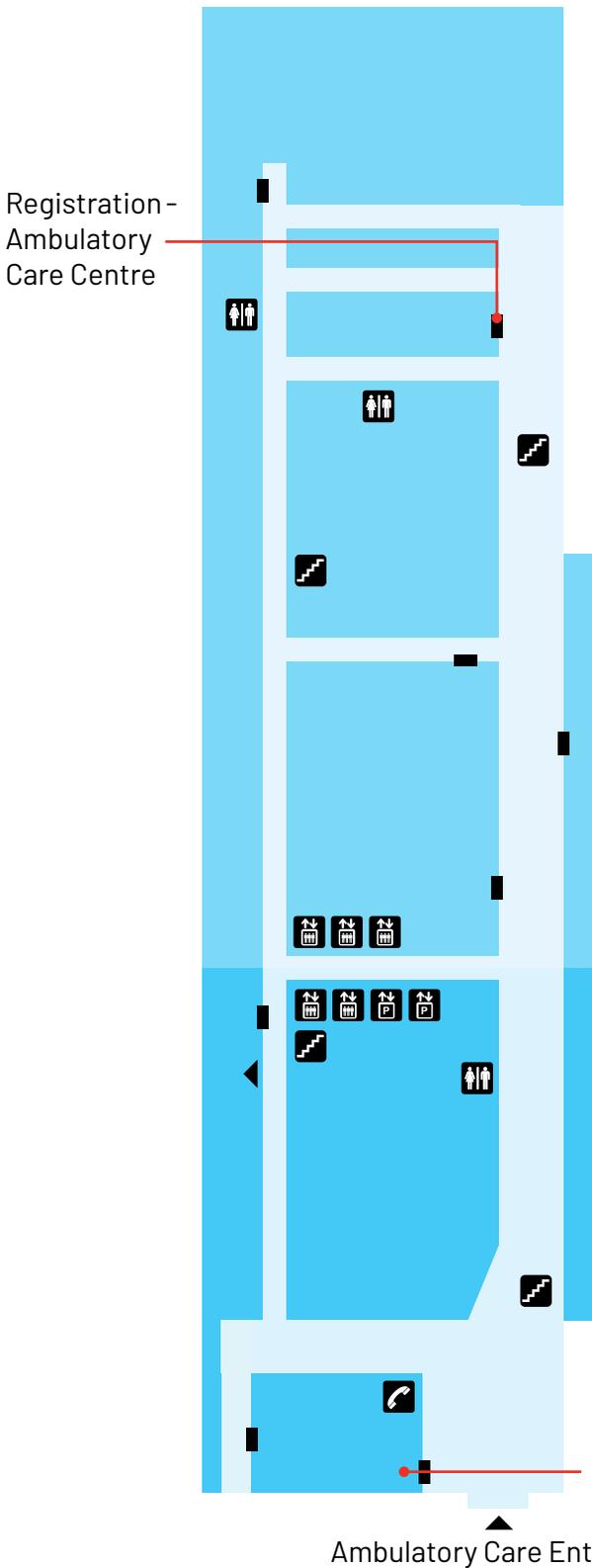
Phone: ext. 3522

Hospital Map

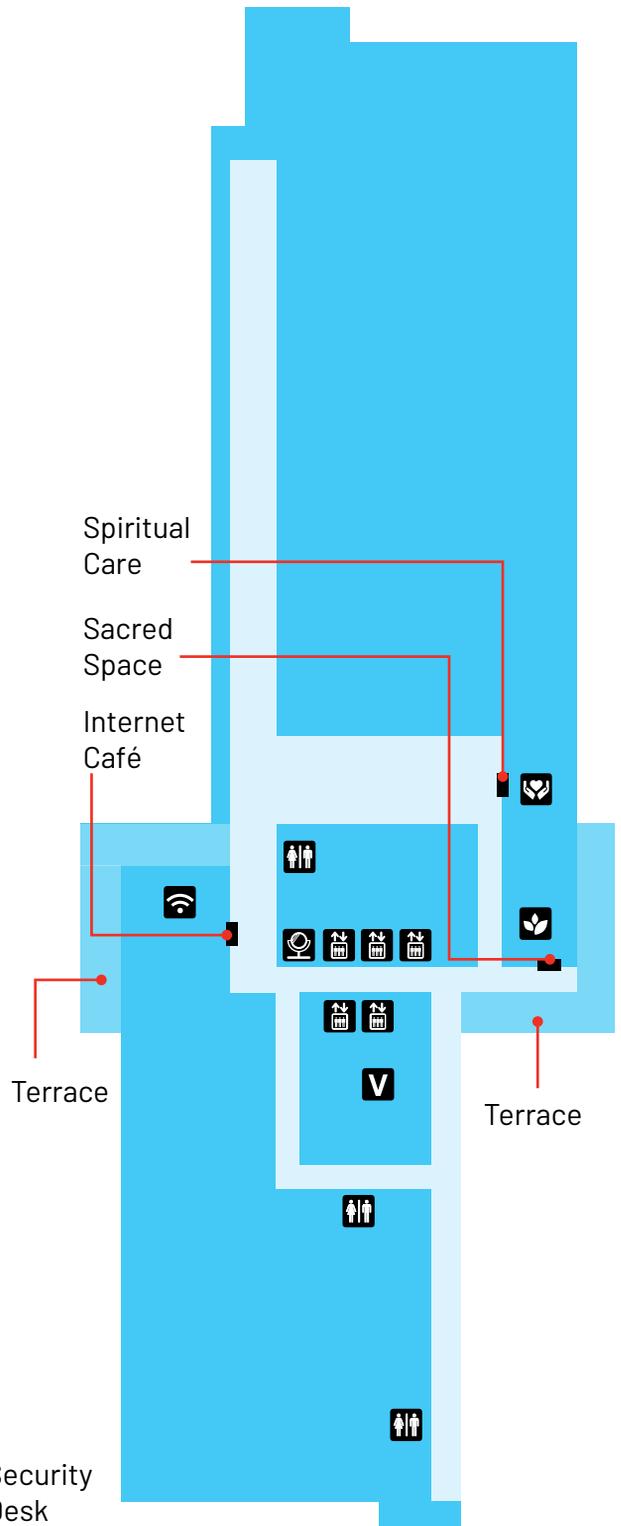
Main Floor



Ground Floor



5th Floor







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