



# PATIENT AND VISITOR GUIDE

**RUNNYMEDE**  
HEALTHCARE CENTRE

This book belongs to: \_\_\_\_\_

Your patient care manager: \_\_\_\_\_

Your physician: \_\_\_\_\_

To visit a patient after hours, please call 416-762-7316, ext.  
0 so you can be escorted in.

# WELCOME MESSAGE



To our valued Patients, Families and Visitors:

At Runnymede Healthcare Centre, we put you first. We strive to provide an exceptional patient experience by placing you at the centre of your own care and decision-making so you can reach your maximum potential.

This guide is designed to provide you and your loved ones with information about Runnymede's programs and services to support you during your stay.

As we work to continually raise the bar on quality and safety, your feedback is always appreciated. I invite you to share your comments and questions directly with your patient care manager or by writing to our patient relations department at [patient.relations@runnymedehc.ca](mailto:patient.relations@runnymedehc.ca).

We look forward to working with you on this phase of your healthcare journey, providing you with the right care in the right place at the right time.

Respectfully,

A handwritten signature in black ink that reads "Connie".

Connie Dejak  
President & Chief Executive Officer  
Runnymede Healthcare Centre

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Please note that we are constantly changing to meet your needs.

The information presented here may be subject to change.

# ABOUT RUNNYMEDE



Runnymede Healthcare Centre is a dynamic and growing 206-bed rehabilitation and complex continuing care hospital that is passionately dedicated to serving our community in the west end of Toronto. For almost 75 years, our outstanding patient-centred care has provided patients with a crucial pathway to recovery.

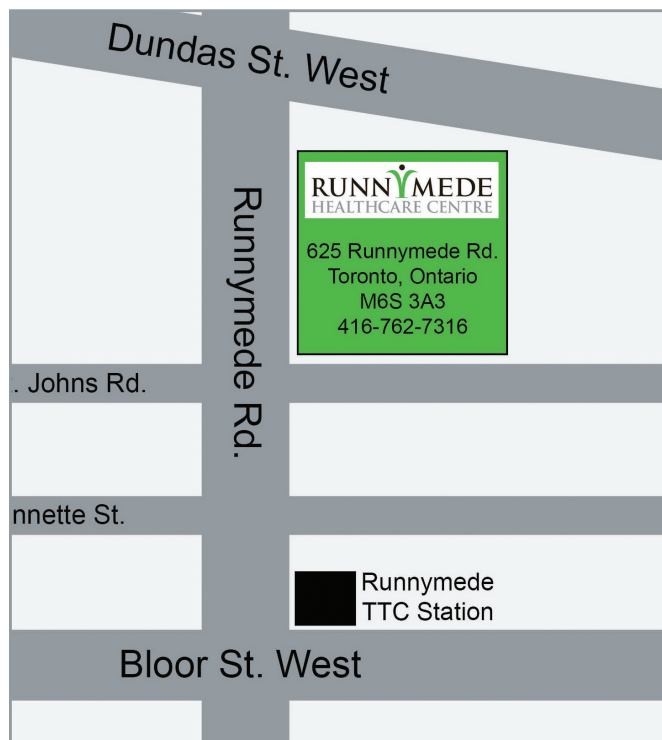
We are committed to providing you with an exceptional patient experience through this phase of your healthcare journey, guided by our core ICARE values

**iCARE**

integrity  
compassion  
accountability  
respect  
excellence

## GETTING HERE

Our address is 625 Runnymede Road, Toronto, Ontario, M6S 3A3.



### By TTC:

Take the Bloor Subway Line to Runnymede Subway Station. Take bus #71 or #79 north on Runnymede to St. Johns Road (approximately 5 minute bus ride).

### By Car:

- Hwy 401 to Jane Street/Black Creek Drive Exit
- Take Jane Street South to St. Johns Road (1st light south of Dundas Street West)
- East on St. Johns Road to next lights which is Runnymede Road
- Runnymede is on the North East corner of Runnymede Road and St. Johns Road.

Street parking is available on Runnymede Road. Different types of parking passes for the hospital parking lot are also available to patients' visitors and can be purchased at reception:

- Monthly passes – permit unrestricted monthly visitor parking
- Special evening & weekend pass – permits monthly visitor parking on weekdays from 4 p.m.-7 a.m. and all weekend.

Due to the fixed number of parking spaces available at the hospital, the quantity of parking passes Runnymede issues is limited. Only one (1) pass may be purchased by a family member or friend of each patient.

Both types of parking passes can be purchased on a month-by-month basis, or can be set up in advance for automatic monthly renewal. Visitors who choose automatic renewal will have priority access to the passes that are available.

## CALLING US

To make contacting our staff as convenient as possible, we use a telephone system that responds to voice commands. There are two ways to access the system:

- From a personal phone - call 416-762-7316 and select option 4
- From a Runnymede phone – dial extension 5999

To reach our staff by name or by department, say the name or department slowly and clearly when you are prompted. Here are some examples:

- To reach staff member Jane Smith, say “Jane Smith”
- To reach the nursing unit on the 2nd floor, say “second floor”

If you prefer to speak with our receptionist, just dial 0 after calling our main phone number (416-762-7316) and you will be connected.

## STAYING UP TO DATE WITH US

For all the latest news updates about Runnymede:

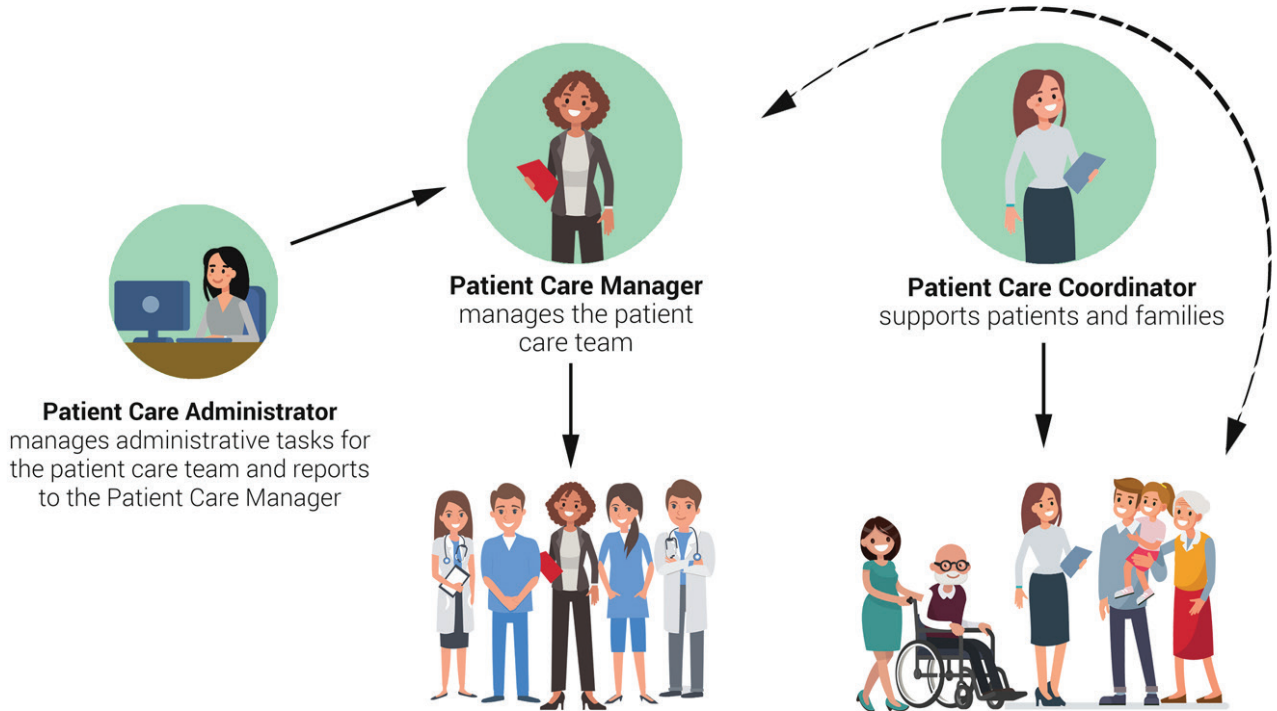
- Please subscribe to receive our quarterly newsletter emailed to you automatically by contacting [communications@runnymedehc.ca](mailto:communications@runnymedehc.ca)
- Be sure to visit our website at [www.runnymedehc.ca](http://www.runnymedehc.ca) and check us out on Facebook, Twitter, Instagram and LinkedIn for current information about the hospital
- Read our HealthHub blog - from research, to fundraising, to patient-centred initiatives and much more, it's a one-stop location for everything Runnymede
- Go to the literature holders, poster holders and bulletin boards throughout the hospital for hospital news, brochures and publications like our annual report and hard copies of our newsletter.



# Patient/Family Contact Sheet

## To discuss specific patient care issues (e.g., care provided by clinical team members, food etc.):

- Speak to the patient care coordinator at ext. 2522
- Speak to the patient care manager on your floor
- To make an appointment to talk with your physician, contact the patient care administrator on your floor



## To give quick feedback on your experience and customer service at the hospital (e.g., communication with the clinical team, your environment):

- Complete a survey on the iPad located by the elevators, in the dining rooms or beside reception

## To provide your perspective on the patient experience at Runnymede and to collaborate in the decision-making process at the hospital:

- Attend the Patient-Family Engagement Committee meetings which happen every 2 months on the patient floors, you can contact the patient care administrator on your floor for more information
- Join the Patient-Family Advisory Council (PFAC) to be involved in short or long term projects. For more information call ext. 2640

## If you would like to provide a compliment, or if you feel an issue you are having has not been resolved after talking to your patient care manager:

- Complete a *My Experience at Runnymede* form (forms are available on our website under patient relations and hard copies are available at reception, in the cafeteria or dining room) or
- Call the patient relations office at ext. 2119



# YOUR STAY AT RUNNYMEDE



When a bed is available, a member of our team will reach out to you or your family to provide information about your stay. You will be assigned a physician, patient floor, room and a bed. Please be sure to share any information you may have about past illnesses, current health conditions and current medications.

## ACCOMMODATION

Runnymede recognizes that warm and welcoming rooms are essential for an excellent patient experience, and we are pleased to offer you three types of accommodation:

- Standard ward room (4 beds per room, 1 shared bathroom)
- Semi-private room (2 beds per room, 1 shared bathroom)
- Private room (1 bed per room, private bathroom).

You can request semi-private or private accommodations through our finance department, which are assigned based on availability. Additional daily charges apply if semi-private and private rooms are chosen, with the cost depending on the room type and your patient program; please see our website for more information. Most extended health insurance covers all or part of semi-private or private room charges – please check with your insurance provider for details.

All rooms include a bedside table, chair, closet for clothes and belongings and a personal bulletin board for your notes, photos and personal items. Television, telephone and internet services are also available to you at a low cost (please see the Services We Provide section of this directory on page 27 for details).

We will match your needs the best we can, but if your preferred accommodation isn't available when you're admitted, we may need to assign you to the first available bed. If you are provided with accommodation that is different from what you requested, you and/or your insurance provider will be billed for whichever costs less: the days spent in your actual accommodation, or the days spent in your requested accommodation:

If you request:	And you receive:	You will be billed for:
Ward room	Semi-private or private room	No charge
Semi-private or private room	Ward room	No charge
Semi-private room	Private room	Semi-private room
Private room	Semi-private room	Semi-private room

Every effort is made to minimize transfers between rooms, but sometimes patients need to change rooms for medical reasons, patient safety, renovations or to provide requested preferred accommodation. With the exception of emergency situations, patients and/or their substitute decision makers are given 48 hours notice before any transfers are made.

## WHAT TO BRING

### Clothes

We recommend loose, comfortable clothing and soft-soled shoes or slippers. All your clothing must be labelled with your name. Closet space is limited, so please only keep in-season clothing at the hospital. Information about adaptive clothing can be obtained from activation therapy staff.

Laundering of your clothes, including cleaning of personal wheelchairs, seating devices and equipment is available for a nominal monthly fee.

## **Required personal information**

On the day you arrive, a member of our team will help you complete some important paperwork, and we will need you or your family to provide us with:

- Ontario Health Card
- Power of Attorney (POA) for Property and Personal Care
- Personal insurance information, if available
- Notice of Assessment (Canada Revenue Agency)\*
- Most recent tax return with supporting income slips (i.e. T4A's).\*

\*Only needed if a co-payment is applicable to your stay (please refer to the Billing and Financial Information section on page 31 for details).

## **Wheelchairs, seating and other equipment**

Please bring any personal mobility equipment you own to Runnymede. If you need mobility equipment to help you with your therapy, we will help you to rent or buy what you need, and we can also help you to access funding you may be eligible for. Please note that we do not cover equipment repair costs. Please do not bring your own heating pads.

For infection control purposes, all patients are required to purchase their own pressure relieving/positioning devices.

## **Mobile phones & other electrical devices**

You and your visitors are welcome to bring mobile phones, but we ask that you please follow a few guidelines:

- Limit their use to areas where direct patient care isn't being provided
- Turn them off in areas where patient care is being provided
- Whenever possible, switch the ringer mode to "vibrate" or "silent"
- Please consider the privacy of other patients when making and receiving calls.

If you bring an electrical device to the hospital, it must be inspected and approved by Runnymede for safety before it can be used. To arrange for an inspection, please contact the patient care administrator on your floor. Devices that have not been approved will be removed. Support for personal devices is not provided by Runnymede and our hospital is not responsible for devices that go missing.

Please note that the televisions provided by Runnymede are the only ones allowed at the hospital. For more about the television, telephone and internet services we offer, please see the Services We Provide section on page 27.

## FOOD AND FOOD SERVICE

Our clinical registered dietitians will visit you by referral if there are any nutrition-related concerns. Our food services team will provide your meals based on the therapeutic diet ordered. If you have any questions about food preferences, meal deliveries or utensil options available to you, please contact the diet technician at ext. 2518.

Please tell a nurse on your floor about any food brought in for you by visitors, so they can ensure it is consistent with your recommended diet. Visitors also need to check with the nurse before they can assist you with feeding. Food may be heated up at any time in the basement cafeteria's microwave ovens.

Storing food – leftovers included – anywhere in the hospital or your room is not permitted because Runnymede is committed to maintaining a clean and safe hospital environment for patients.

## 24 HOUR VISITING

Friends and family members are welcome to visit you whenever they would like, 24/7. Since we lock our entrance doors at 9 p.m. each night for security reasons, we ask those who wish to visit after hours to please call reception at 416-762-7316, ext. 0 to be escorted in.

We sometimes may need to restrict visiting to protect the privacy, rights and safety of other patients who are sharing a room. In some cases, we may need to interrupt a visit if patient care is required or if patient/staff safety is at risk.

### WHEN VISITING

We ask visitors to remember the following:

- Visitors who feel unwell should not visit Runnymede because they could put you or other patients at risk of getting sick
- Visitors may need to wear protective clothing such as a mask or gloves as a safety precaution
- If a roommate is sleeping or receiving treatment, we ask visitors to please be sensitive to their needs; dining rooms and quiet rooms are available on each floor for visiting
- If children are visiting you, please ensure they're always accompanied by an adult.

## PARTNERS IN CARE

You are an important member of the healthcare team and we value your feedback, concerns and questions about your care. We do our best to give patients and families as many opportunities as possible to share their feedback and collaborate in decision making at Runnymede.

### Patient and family engagement committees

These are bimonthly drop-in meetings on your floor that provide you or your family with an opportunity to learn about and provide feedback on hospital initiatives and news, and give us your perspectives on how we can enhance the patient experience. For more information, please contact the patient care coordinator at ext. 2522.

### Patient Family Advisory Council

Council members are patients and families who commit to meet monthly with Runnymede staff to review and provide input on certain policies, educational materials and participate in short- or long-term projects. If you'd like to learn more, please contact [patientfamilycouncil@runnymedehc.ca](mailto:patientfamilycouncil@runnymedehc.ca) or call the manager, activation and volunteer services at ext. 2640.

### Patient satisfaction surveys

There are many ways for you and your family to have your say. Electronic survey kiosks are on every floor and near the reception desk for you to share feedback. *My Experience at Runnymede* forms are available online at [www.runnymedehc.ca/patients-visitors/patient-relations](http://www.runnymedehc.ca/patients-visitors/patient-relations), with hard copies available throughout the hospital. In addition, we carry out voluntary Patient Satisfaction Surveys every year. For more information about these, please contact [patient.relations@runnymedehc.ca](mailto:patient.relations@runnymedehc.ca) or call ext. 2119.



# Patient & Families

## Bill of Rights and Responsibilities



### RIGHTS

- To receive high quality, patient-centred care that is free from discrimination, abuse or harm
- To be treated with compassion and respect
- To give input about your treatment plan
- To get the information you need to make informed decisions
- To have your privacy respected
- To know the names and roles of all members of your healthcare team
- To expect that the members of your healthcare team will communicate with each other to ensure you get consistent care
- To get the right information and education about your condition and treatment in a language you understand
- To share any concerns you may have and to get answers to your questions



### RESPONSIBILITIES

- To understand that any form of verbal or physical abuse of staff, patients and visitors will not be tolerated
- To be respectful of other patients, visitors and staff
- To participate in your treatment plan to maximize results
- To understand that a treatment you ask for may not be provided if it is medically, legally or ethically inappropriate
- To understand that sometimes the needs of other patients and families may be more urgent than your own
- To be honest about your personal health information with members of your healthcare team



### CHOICE

- To accept, ask for or refuse treatment, to the extent permitted by law
- To expect that your advance directives for end of life care will be followed
- To have visitors, unless this interferes with the well-being, rights or safety of yourself or others
- To provide any valid Power of Attorney documentation to your healthcare team in the event that you become unable to make treatment decisions for yourself
- To take part in your discharge planning and in your transfer to another facility if you require a level of care beyond what Runnymede can provide
- To keep track of your personal property and valuables
- To respect the privacy of others and comply with hospital policies, do not record, photograph or videotape staff or patients

Do you know your rights?

**RUNNYMEDE**  
HEALTHCARE CENTRE

*We make it possible.*

*We make it possible.*

# PROGRAMS AND OUR CLINICAL TEAM



Runnymede Healthcare Centre currently offers three inpatient programs, seven days a week:

- **High Tolerance Short Duration Rehabilitation (Active Rehab):**  
For patients who can tolerate a more intense, short-term rehabilitation therapy; helps restore function and mobility after surgery or treatment in an acute care hospital
- **Low Tolerance Long Duration Rehabilitation (Slow Stream Rehab):**  
For patients needing lower-intensity, slower-paced rehabilitation therapy compared to Active Rehab; helps restore function and mobility, typically after surgery or treatment in an acute care hospital
- **Medically Complex:**  
For patients with multiple medical needs that may result from acute injury, chronic illness or disabilities.

Whichever program you are admitted to, we are committed to providing excellent patient care to help you safely move onto the next phase of your healthcare journey or back home, if possible. By spreading your time in therapy through seven days a week, treatment downtime is eliminated so you can return to the community as soon as possible.

## DISCHARGE PLANNING

Within days of your admission, the interprofessional team will work with you and/or your family/substitute decision maker (SDM) to plan for your discharge date and destination. On the day you are discharged from Runnymede, please be sure to arrange for a family member or friend to pick you up before 9 a.m. If you are being discharged to a location other than your home, the hospital will help arrange for your transportation.

When you leave the hospital, you will be given specific instructions to follow, possibly including prescriptions for medications. You may also be given a follow-up appointment time with your doctor or other healthcare professionals.

### THE LENGTH OF YOUR STAY

The length of your stay will be based on clinical assessments and the progress you make. When you no longer need the level of care we provide, our staff work with you and relevant community partners to facilitate your access to supports that will meet your needs upon discharge.

## ADMISSION TO ACUTE CARE

If, during your stay here, you need to go to an acute care hospital to manage your care, you will be discharged from Runnymede and we will ask your family to pick up your belongings. Our hospital follows bed holding guidelines from the GTA Rehab Network, and if you need to be admitted to acute care, in most cases, your bed here cannot be held.

After acute care treatment, if your needs still meet our admission criteria, you will get priority for readmission to the same program at Runnymede. However, this may result in readmission to a new room with a new care team.

## INTERPROFESSIONAL TEAM

### Medical Care

Physicians are an integral part of the interprofessional team at Runnymede and will provide you with ongoing medical care and specialized treatment. The nurse practitioner (NP) provides support by making autonomous medical decisions and delivering a broad range of diagnostic and therapeutic services.

## **Nursing**

Nurses are committed to excellent, patient-centered care through their day-to-day interactions with you and your caregivers. Advance practice nurses (APNs), registered nurses (RNs) and registered practical nurses (RPNs) collaborate with the interprofessional team to provide you with the best possible patient experience. Please note that our nurses are required by the College of Nurses of Ontario to observe you taking your medications while in hospital.

## **Activation Therapy**

Activation therapy offers programs designed to enhance the quality of your life while at Runnymede. Their programs meet the many different social, physical, intellectual, creative, emotional and spiritual needs of our patients. For more details, please see the monthly activation calendar on the bulletin boards on any patient floor.

## **Clinical Nutrition**

Our clinical registered dietitian (RD) develops nutritional care plans and education to support your rehabilitation. The RD will visit you by referral from your physician to ensure your nutritional needs are reached. Please let your physician know if you have concerns with your nutrition.

## **Occupational Therapy**

Occupational therapists will help you as required with the skills you need for independent, day-to-day living, like washing and dressing. They may also help you learn new ways to safely go about your routine or prescribe equipment you might need, including wheelchairs and positioning devices.

## **Pharmacy**

Clinical pharmacists conduct full reviews of your medication history upon admission and will monitor medications that are prescribed to you on an ongoing basis. In collaboration with nurses and physicians, pharmacists also provide education to you and your caregivers and explain changes to your medication to ensure your safety when you transition back home.

## **Physiotherapy**

Physiotherapists will work with you as required to assess and maximize your mobility, strength and endurance through therapeutic exercises and education. Their treatment plans are developed to restore or maintain movement and reduce your limitations, including those caused by pain.

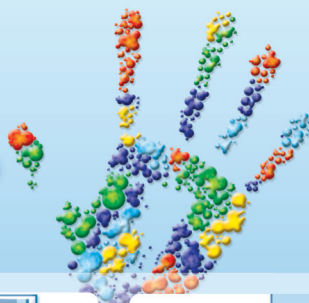
## **Speech-Language Pathology**

Speech-language pathologists will visit you by referral from your physician if you are assessed to be able to benefit from therapy that treats eating and drinking disorders and/or communication disorders. Please let your physician know if you have concerns with your eating, drinking or communication.



# CLEAN HANDS PROTECT LIVES.

Your Health Care - Be Involved



## How to HANDWASH

1.

Wet hands with  
warm water.



2.

Apply soap and  
lather onto hands.



3.

Wash both sides  
of hands and  
between fingers.



4.

Rinse hands under  
running water.



5.

Pat hands dry  
with paper  
towel. Turn off  
tap with paper towel.



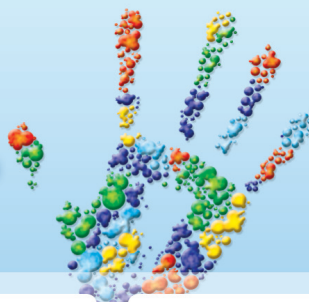
ONTARIO  
HOSPITAL  
ASSOCIATION

[www.oha.com/patientsafetytips](http://www.oha.com/patientsafetytips)



# CLEAN HANDS PROTECT LIVES.

Your Health Care - Be Involved



## How to HANDRUB

1.

Apply hand rub  
gel or foam  
to palm of hand.



2.

Spread over both  
sides of hands and  
between fingers.



3.

Rub hands  
together for at  
least 15 seconds  
or until dry.



4.

Once dry, your hands are safe.



ONTARIO  
HOSPITAL  
ASSOCIATION

[www.oha.com/patientsafetytips](http://www.oha.com/patientsafetytips)



# PATIENT SAFETY AND SECURITY



Patient safety is one of the top priorities at Runnymede and as our partners in care, you and your family are encouraged to help in the following ways:

- Ask questions
- Talk about your health
- Understand your medication
- Know the healthcare professionals and make sure they know you
- Practice the sleeve sneeze and wash your hands frequently
- Ask your visitors not to visit if they feel sick.

Brochures related to patient safety are available in the brochure holders around the hospital and are online at [www.runnymedehc.ca/patients-visitors](http://www.runnymedehc.ca/patients-visitors).

## ACCESSIBILITY

We identify and remove barriers that could prevent individuals with disabilities from accessing our services. Our policies and procedures comply with the Customer Service Standard under the *Accessibility for Ontarians with Disabilities Act 2005*. Examples include permitting the use of guide dogs, assistive devices and offering reading materials in large print.

## **INTERPRETER SERVICES**

It is also our policy to provide interpreter services as necessary to assist you and your family in making informed decisions at key points in your care. Eliminating communication barriers ensures quality healthcare is accessible to all, including patients and substitute decision makers (SDMs) with Limited English Proficiency (LEP) or those who are deaf, or hard of hearing. If you need an interpreter, please tell the patient care administrator on your floor or a member of your healthcare team, who will help facilitate your access to these services.

## **ALLERGIES**

If you have any allergies to food or medications, please report them to the nurse upon admission. Please note we are a latex-free and scent-free facility.

### **No smoking**

Smoking is not allowed in any part of the building or on hospital property in accordance with Ontario law.

### **Flowers**

If family or friends would like to give you flowers, please ask them to send or bring low scent flowers. Once received at reception, flowers will be delivered to your floor.

### **Balloons**

For safety reasons and to protect those with allergies, latex balloons are not permitted in the hospital.

## **FIRE DRILLS**

During your stay, there may be a fire drill (“code red”) as we have one every month. During the drill, if you or your visitors are on the patient floor, you should return to your room and keep the door closed. If you or your visitors are in another area of the hospital, you should stay where you are until the “all clear” signal is given. A staff member will advise of any additional actions when necessary.

## IDENTIFICATION

You should wear your hospital identification (ID) wristband at all times. Our clinical staff will ask to check your ID wristband before providing medications, tests and/or treatments to ensure the correct care is being provided to you. Please allow staff to check your ID wristband prior to providing care.

You will be able to easily recognize our staff, physicians and volunteers by their photo ID badges. If you do not recognize the healthcare professional caring for you, you have the right to ask them to identify themselves. If you observe any suspicious individuals or activities, or have any security concerns, immediately tell a member of our staff or report them to reception by calling extension 0.

## RESPECTFUL ENVIRONMENT

Our hospital is a place for comfort and healing and we are committed to providing you with a healthy, safe and respectful environment. As a result, Runnymede takes a zero tolerance approach to all forms of abuse, including activities that result in discrimination, harassment, or a hostile environment. Anyone who violates this is subject to removal, transfer or discharge.

## INFECTION PREVENTION AND CONTROL (IPAC)

We do everything we can to prevent infections from occurring while you are here. Our staff help prevent the spread of germs by performing proper hand hygiene and wearing protective clothing (e.g., gloves and gowns). You and your family can also help by cleaning your hands:

- When entering or leaving the hospital
- When entering or leaving your room
- Before eating and after using the bathroom.

Cleaning staff at Runnymede follow the routine best practices set for complex continuing care facilities under Provincial Infectious Disease Council (PIDAC) recommendations.

To learn more about IPAC related topics, please refer to the brochures available in brochure holders around the hospital and at [www.runnymedehc.ca/patients-visitors](http://www.runnymedehc.ca/patients-visitors).

## NURSE CALL SYSTEM

Your nurse will demonstrate how the nurse call bell system works upon your arrival. In addition, red emergency assistance buttons are available throughout the facility.

## LEAVING THE BUILDING

Whenever you leave your floor, you must sign out at the nursing station. If you would like to leave the hospital for short periods, please notify a member of our healthcare team.

For an overnight leave, please provide two days notice to allow our staff enough time to arrange for medications, safety equipment or other supplies you might need. We will counsel you or your family about any safety issues.

## PRIVACY PROTECTION AND ACCESS TO INFORMATION

We are subject to the *Personal Health Information Protection Act (PHIPA)*, which governs how personal health information may be collected, accessed, used and disclosed. We are also subject to the *Freedom of Information and Protection of Privacy Act (FIPPA)*, which provides individuals the right to request access to information held by us, including general records and records containing their own personal information. It also provides a right to the protection of an individual's personal information that exists in our records.

If you would like to learn more about hospital privacy and access to information practices please consult the privacy protection section of Runnymede's website at [www.runnymedehc.ca/quality-accountability/privacy-protection](http://www.runnymedehc.ca/quality-accountability/privacy-protection) or call our privacy office at ext. 2117.

## DISCLOSURE OF PATIENT INFORMATION

Callers to the hospital's reception may be provided with the following information about our patients:

- Their presence at Runnymede
- Their hospital telephone extension (if applicable)
- Their hospital room number
- Their general health status (e.g. fair, stable).

If you do not want this information to be disclosed about you, please contact our health information services at ext. 2118.



## PHOTOS AND VIDEOS

Please respect the privacy of other patients, staff and volunteers and do not take photographs and/or audio/video recordings without the approval of our communications department. We will obtain your consent before photographing and/or taking video of you for the purpose of fundraising, communications and/or public relations. However, please note that if you choose to take part in hospital-wide events and patient parties, there is a chance you could be in a photograph or video that is subsequently published by the media and/or Runnymede.

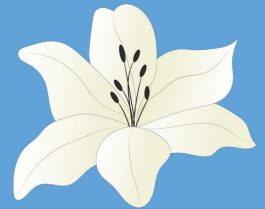
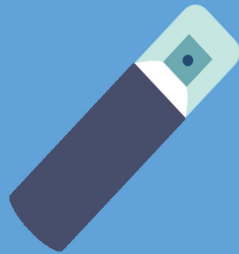
If you have any questions about photos or videos at the hospital, please contact the communications department at [communications@runnymedehc.ca](mailto:communications@runnymedehc.ca) or call ext. 2109.

## VALUABLES AND BELONGINGS

Please place your personal belongings in the bedside table provided; personal items stored on your bed reduces the space available for patient care and may create a safety hazard.

We encourage you to keep only necessary items at the hospital, and strongly advise against keeping cash at your bedside. Runnymede is not responsible for any lost or stolen belongings, but if a personal item is lost during your stay, please tell us and we will do our best to help you find it.

# SCENT FREE



**You are now entering a scent free environment.**

Mild exposure to scents can cause allergic reactions, migraines and respiratory disorders.

Protect the health and safety of our patients, visitors, staff and volunteers. Please refrain from using scented hygiene products and avoid bringing scented flowers to the hospital.

**RUNNYMEDE**  
HEALTHCARE CENTRE

*We make it possible.*

# SERVICES WE PROVIDE



## **BANKING MACHINE**

For your convenience, an automated bank machine is located just inside the main doors for cash withdrawals.

## **MAIL DELIVERY**

Incoming mail is delivered to patient floors. Friends and family should address mail to you as follows:

Your name and room number  
c/o Runnymede Healthcare Centre  
625 Runnymede Road  
Toronto, ON, M6S 3A3

Outgoing mail that you wish to send may be given to the patient care administrator on your floor.

## **CAFETERIA**

The cafeteria is located on Runnymede's basement level. A wide variety of hot and cold meals, snacks and beverages are available Monday through Friday. The cafeteria seating area stays open 24/7, and vending machines are available offering snacks and drinks.

## **CLEANING**

On a daily basis, staff will clean and disinfect your room and bathroom, including all critical touch surfaces. Your linens will be changed weekly or as determined by your individual care needs.

## **HAIRDRESSING/BARBER SERVICE**

A licensed hairdressing/barber service is regularly available on-site to you on a fee-for-service basis. Payment can either be made in cash at your appointment, or through your trust account (please see the Billing and Financial Information section on page 31 for more about trust accounts). The patient care administrator on your floor will assist you with the booking of appointments.

## **GATHERING ROOM**

The gathering room is a public meeting space available to patients, families, staff and volunteers for various programs and hospital-wide events, including educational sessions, meetings and celebrations. If you would like to book this space, please contact volunteer services at [volunteer@runnymedehc.ca](mailto:volunteer@runnymedehc.ca) or call ext. 2101.

## **SPIRITUAL AND RELIGIOUS CARE**

You will be asked upon admission by an activationist about your spiritual or religious needs. Masses, services and one-on-one pastoral care are available to ensure your needs are met. We have a non-denominational spiritual centre on the first floor for you or your family to use. Please see reception to obtain access.

## TELEVISION, TELEPHONE AND INTERNET SERVICES

If you are interested in purchasing our television and/or telephone services, the patient care administrator on your floor can provide you with the necessary request form. Please provide your completed request form to reception or the finance department. If any equipment is lost or broken while in your possession, please note you might be responsible for the cost of repair.

### Television service:

You may order a 15.4" bedside television for a minimal monthly payment, which consists of a 59-channel cable package, remote control and closed captioning. Please note that specialty channels and audio in alternate languages are not available. Personal television sets are not permitted in the hospital.

### Telephone service

Bedside telephone service, including voicemail, is also available for a minimal monthly payment. A choice of either a small handset or larger "big button" phone is available and once connected will provide you with the ability to make long distance calls.

Before calling any external number, you will need to dial "9" first. General operator assistance or emergency services can be reached by dialing "0" and speaking with reception (411 and 911 are not directly available through hospital telephones). Out of respect for other patients' privacy, telephone service is available from 10 a.m. to 9 p.m.

## EXTERNAL CALLERS

For an external caller to reach you, they must first call the hospital's main number (416-762-7316) and when prompted, dial your 5-digit extension, which is based on your room and bed numbers:

- 1st digit: the number 3
- 2nd, 3rd & 4th digit: your 3-digit room number
- 5th digit: your 1-digit bed number

For example, the phone extension for a patient in room 298, bed 1 would be 32981.

If you need additional support with your extension number, please contact reception by dialing "0" or ask the patient care administrator on your floor.



## **Internet Access**

You are welcome to access Runnymede's guest Wi-Fi network with your own computer or smart phone, free of charge. Users of our network will be prompted to accept Runnymede's terms of use guidelines before being granted access. Restrictions may be in place for downloading certain kinds of online content, like movies.

## **VOLUNTEER SERVICES**

Runnymede Healthcare Centre is proud to have a group of volunteers and community organizations that support the caregiving team. Volunteers can be recognized by their photo ID and blue vests which bear the volunteer insignia. Volunteers help in a variety of hospital departments, with programs including mealtime assistance, friendly visiting, patient out trips and pet visiting.

## **TRANSPORTATION FOR MEDICAL AND PERSONAL APPOINTMENTS**

Our staff are happy to help you and your family organize transportation to appointments outside the hospital. Please note that you or your substitute decision maker (SDM) are responsible for the cost of external appointments and associated transportation. Patients who are discharged to acute care and subsequently readmitted to Runnymede will be responsible for the cost of transportation to our hospital.

A family member or friend must accompany you to external appointments, but if an escort is not available, we will arrange for a nurse to accompany you, at your expense.

Wheel Trans provides door-to-door, wheelchair accessible transportation every day of the year, at regular TTC fare rates. For more information, please visit the Wheel Trans website at <http://www3.ttc.ca/WheelTrans/index.jsp>. If you are interested in registering for the service, our staff will provide you with the support you need.

# BILLING AND FINANCIAL INFORMATION



We do our best to ensure that you will have an excellent experience during your stay at Runnymede, but some of the services we offer may incur additional expenses. Patients will be charged for:

- Preferred accommodation selected (semi-private or private patient rooms)
- Optional services requested (e.g. hairdressing)
- Additional communication services selected (television and telephone)
- Co-payment fees, if applicable (please see below for details).

We bill our patients at the end of each month to cover the cost of their next month's services. Payments are due on the 1st of every month. For the first month of your stay, you will be charged pro-rated fees as appropriate, unless you were admitted on the 1st of the month, in which case pro-rating will not apply.

Outstanding balances greater than 60 days will incur interest at the rate of 1% per month. If payments are outstanding for more than 90 days past their due date, accounts are automatically referred to the hospital's collection agency and optional services (television, telephone etc.) will be cancelled.

To simplify payments, you or your Power of Attorney (POA) for Property (Finances) will be asked to provide the following upon admission:

1. Authorization for automatic withdrawal from a bank account or credit card to cover the expenses outlined above
2. A credit card number with expiry date, or voided cheque from your bank account, or other signed document from your financial institution that confirms your bank account number and branch
3. Authorization to open a trust account to cover incidental expenses; for more details about this, please refer to the Trust Accounts section below.

If pre-authorization is rejected by the financial institution, you will be charged a \$25 Non-Sufficient Funds (NSF) fee.

## **CO-PAYMENT**

Patients admitted to complex continuing care programs in Ontario are charged co-payment fees, which help cover non-medical costs like meals and accommodation during long hospital stays. The fees are set by the Ministry of Health and Long Term Care, but are not a form of government revenue; instead they go directly to our hospital and are essential for supporting your patient experience.

If it applies, the co-payment fee charged to patients is based on their income level. Depending on a patient's personal financial circumstances, exemptions or reductions in co-payment fees are possible. All or part of the co-payment may be covered by private health insurance – if more details are needed, please check with your insurance provider.

Co-payment fees are subject to change, and a 30-day notice will be provided before any increases are made. If you would like any further clarification, please contact Runnymede's finance department at 416-762-7316, ext. 2103.

## TRUST ACCOUNTS

We strongly advise against keeping cash at your bedside. Instead, we encourage you to open a non-interest bearing trust account to cover incidental expenses, such as:

- Transportation and entertainment costs (e.g. out trips)
- Hairdressing/barber services
- Outside medical, dental and chiropody services
- Miscellaneous deliveries and purchases
- Purchase and repairs to private equipment
- Long distance telephone calls.

Withdrawals for the expenses above can be made by contacting the finance department at ext. 2103 between Monday and Friday, from 9 a.m. to 5 p.m. (on Tuesdays, office hours are extended to 8:00 p.m.). Deposits may be made during these hours or sent in by mail. Please note the trust account cannot be put into an overdraft position and credit will not be extended after funds have been exhausted. It is the responsibility of our patients and/or their POA Property (Finance) to ensure their accounts have sufficient funds.

## TAX CREDITS AND BENEFITS

If you are an Ontario resident applying for tax credits such as the HST credit and the disability tax credit, you will first need to file your annual tax return. Tax returns also need to be filed to receive the Guaranteed Income Supplement or allowance benefits under the Old Age Security program, or if you are requesting a government subsidy for your co-payment.

It is the responsibility of our patients to ensure an income tax return is completed annually, but we can provide you with help if it is needed. Every March/April, our finance department organizes free CPA Tax Clinics for eligible patients based on their household income level. Patients will need to sign up if they wish to attend the tax clinics, but please note that available spaces are limited and are provided to eligible patients on a first-come, first-served basis.

If you have any additional questions or concerns, we recommend directing them to a personal tax advisor or the Canada Revenue Agency at 1-800-959-8281, or visiting their website at <http://www.cra-arc.gc.ca>.



# DONATIONS AND FUNDRAISING



In collaboration with patients, families, staff, physicians, volunteers and community partners, the hospital raises, manages and invests funds to support current and future priority needs, including:

- Purchasing modern, state-of-the-art equipment
- Funding educational priorities for nurses and staff
- Supporting the hospital's ongoing transformation and growth.

## TYPES OF GIVING

Donating to a charity can take on a number of forms. These are the most common types of charitable giving:

### Tribute Gifts

Tribute gifts, in honour or in memory, are a meaningful way to acknowledge a family member, friend, colleague or a care provider while supporting Runnymede's mission to provide the best care to our patients.



## Online Gifts

Donations made through the Runnymede website are treated in the same way as regular receiptable charitable donations. The Canada Revenue Agency has approved the use of electronic receipts. Within minutes of successfully completing a donation, the donor receives an e-mail notification confirming the transaction.

## Community Giving

Patients, local residents or business owners can support Runnymede with an annual or monthly donation. Churches, school groups, community organizations or a group of committed individuals can hold special events and activities that raise funds for the hospital.

## Major Gifts

Major gift donors are those dedicated individuals who make gifts of \$10,000 or more. There are many ways individuals can support Runnymede, from making a personal gift to donating stock, or arranging a gift on behalf of a corporation or foundation.

## Estate/Planned Giving

When a planned gift is arranged, an investment in the future healthcare of all patients at Runnymede is made. The hospital is committed to working with patients, their family/SDM and financial advisor to ensure that their tax and philanthropic goals are met.

## ICARE GALA

Individuals or companies that sponsor Runnymede's signature events, such as the ICARE Gala, will be associated with a hospital that provides excellent healthcare in the community.

Events can also be supported by the donation of a product or service, such as a prize or auction item. These items will help to raise additional funds at hospital events.

## MAKING A DIFFERENCE

Runnymede is donor-focused. As a result, the hospital is ready and willing to assist donors in any way to make their investment experience both meaningful and easy. For more information about donating, please contact foundation at ext. 2107 or visit [www.runnymedehc.ca/donate](http://www.runnymedehc.ca/donate).

*Runnymede Healthcare Centre Charitable Business Number: 10794 1015 RR0001*

# ADVERTISING

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**Diane Moniz-Alves**

Managing Director

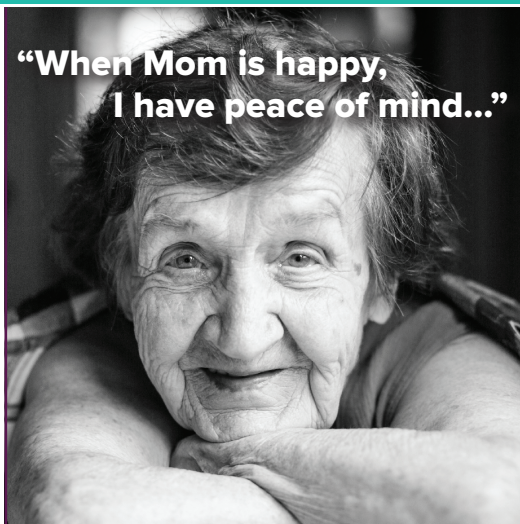
3299 Dundas Street W.  
Toronto, ON M6P 2A5



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## **PLEASE REMEMBER**

*that visitors are not to visit  
at any time if they  
feel ill in any way, with fever,  
heacache, sore throat, chills,  
cough, muscle aches, etc.*



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consultation**



# Your Health Care Be Involved



Be involved in your health care. Speak up if you have questions or concerns about your care.



Tell a member of your health care team about your past illnesses and your current health condition.



Bring all of your medicines with you when you go to the hospital or to a medical appointment.



Tell a member of your health care team if you have ever had an allergic or bad reaction to any medicine or food.



Make sure you know what to do when you go home from the hospital or from your medical appointment.

Funding for this project was provided by  
the Ontario Ministry of Health and Long-Term Care

[www.oha.com](http://www.oha.com)

**OHA** Patient Safety  
Support Service





## Get the latest news, event information and more!

To subscribe to our newsletters, please fill in the form  
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to fill it out online.

Thank you for your interest in Runnymede!

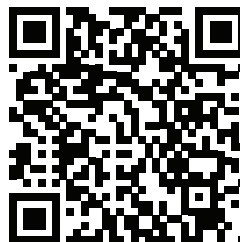
Name: \_\_\_\_\_

Email: \_\_\_\_\_

Title: \_\_\_\_\_

Organization: \_\_\_\_\_

For more information please contact  
the communications department at  
[communications@runnymedehc.ca](mailto:communications@runnymedehc.ca) or visit  
our website at [www.runnymedehc.ca](http://www.runnymedehc.ca).



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