

# Welcome to Baycrest Hospital





A guide for

new hospital  
patients and  
their families



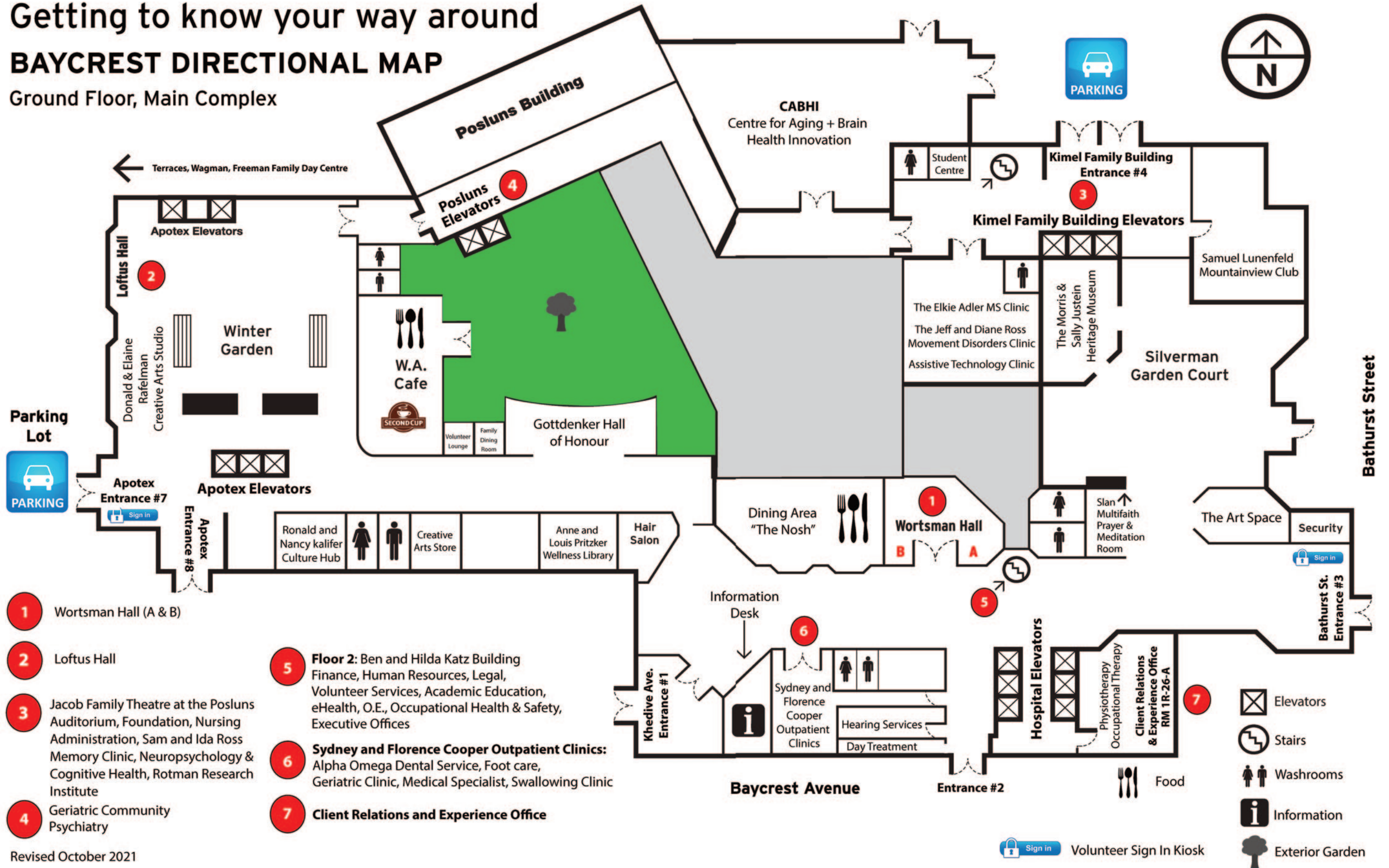
## What's Inside

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# Getting to know your way around BAYCREST DIRECTIONAL MAP

Ground Floor, Main Complex



Revised October 2021



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# About Baycrest Hospital

Baycrest Health Sciences is a global leader in geriatric residential living, healthcare, research, innovation and education, with a special focus on brain health and aging.

As an academic health sciences centre fully affiliated with the University of Toronto, Baycrest provides an exemplary care experience for aging clients combined with an extensive clinical training program for students and one of the world's top research institutes in cognitive neuroscience. Through its commercial and consulting arms, Baycrest is marketing its sought-after expertise and innovation to other healthcare organizations and long-term care homes, both in Canada and internationally.

Founded in 1918 as the Jewish Home for Aged, Baycrest continues to embrace the long-standing tradition of all great Jewish healthcare institutions to improve the well-being of people in their local communities and around the globe

The Baycrest website, including the family and caregivers section (click the "Coming to Baycrest" tab), offers the latest news from across the organization. Check it out at [www.baycrest.org](http://www.baycrest.org)

The 7-storey Baycrest Hospital (Ben and Hilda Katz Building) services a variety of in-patient needs. It includes 5 patient care floors, with two units per floor designated as East or West as follows:

High Tolerance Rehabilitation	7West
Slow Stream Rehabilitation	7East
Palliative Care	6West
Complex Continuing Care	5East, 5West, and 6East
Behavioral Neurology	4West
Psychiatry	4East
Transitional Care Unit	3East

Each unit has:

- A team station.
- Rooms with four beds (ward), two beds (semi-private) or one bed (private).
- Each room has its own bathroom.
- A large space which may be designated for recreational activities and meetings of for patient dining.
- A kitchenette or servery.
- A small quiet room, which patients and visitors can use when they need some privacy, available on some units.

Baycrest Hospital does not have an Emergency Department, acute or critical care services. We work within the system, with Emergency Medical Services (EMS) and acute care hospitals based on patient care needs.



## Our vision, mission, values

- We provide exemplary health and residential care by partnering with a diverse community of older adults, families and caregivers to compassionately address each individual's unique needs, ambitions, priorities and values.
- We deliver a highly personalized and comprehensive approach to wellness promotion and health care because of the dedication and talent of our staff and our passionate commitment to education, research, innovation and quality improvement.
- We bring unique value to our health care system as a dedicated collaborator, offering novel solutions that address the challenges of an aging society while providing opportunities to improve the lives of older adults.
- We are firmly guided by the deeply held values of our Jewish heritage, and are inspired by the remarkable contributions of our diverse community of volunteers and generous donors.

We value innovation, compassion, advocacy, respect and excellence  
For more information about Baycrest please visit [baycrest.org](http://baycrest.org)



## Inspired Aging Strategic Plan At- A-Glance



## Our approach to client and family-centred care

At Baycrest, our approach to client and family-centred care includes the planning, delivery, and evaluation of health care that is grounded in mutually beneficial partnerships among health care providers, clients, and families.

Our approach to client and family-centered care:

- Defines the relationships between and among Baycrest patients, families, management, staff, and volunteers
- Ensures that the patient and family perspective is the lens through which decisions are made

For more information, go to [www.baycrest.org/Baycrest/Coming-to-Baycrest/For-Family-Caregivers/Client-Relations](http://www.baycrest.org/Baycrest/Coming-to-Baycrest/For-Family-Caregivers/Client-Relations)



## As a new patient at Baycrest

### Hospital Patient Bill of Rights and Responsibilities

Baycrest is committed to a safe and respectful environment.

The Hospital Patient Bill of Rights can be accessed on our website at [www.baycrest.org/Baycrest/Coming-to-Baycrest/Information-Privacy/Patient-Rights-Responsibilities/Hospital.aspx](http://www.baycrest.org/Baycrest/Coming-to-Baycrest/Information-Privacy/Patient-Rights-Responsibilities/Hospital.aspx)

Baycrest is committed to providing a work environment that is safe, secure and respectful of all individuals. Baycrest will take every reasonable precaution to ensure that employees, physicians, volunteers, private companions, students, contractors, patients and visitors are not exposed to any form of violence or threat of violence while at Baycrest.

In administering its Workplace Violence Prevention Policy Baycrest will exhibit ZERO TOLERANCE for violence in the workplace.

### Client Relations and Experience Office

The Client Relations and Experience Office offers patients and families an opportunity to express compliments, concerns, complaints, questions and suggestions. The team makes sure that the patient and family voice is heard at all levels in the organization and we handle all concerns with sensitivity, impartiality and confidentiality.

We welcome feedback from our patients and families as it provides us with the opportunity to review the care and services we deliver. This helps us provide compassionate and quality care.

How can Client Relations and Experience Office assist you?

We will:

- Listen to you and talk about your experience and concerns with you respectfully and in confidence
- Identify the appropriate contact person to help answer your questions and address your concerns
- Promote collaborative partnerships and facilitate effective communication between you and your care team
- Support you in addressing concerns and make sure that your voice is heard by the appropriate hospital leaders
- Partner with patients, families and staff to achieve a timely resolution
- Share compliments suggestions, and feedback

### Hours:

Our office is open Monday to Friday, 8:00 a.m. to 4:00 p.m. (closed on all statutory holidays), on the ground floor of the Hospital building, Room IR 26-A.

You can also contact the Client Relations and Experience Office by telephone at 416-785-2500 ext. 6843 or by email at [clientrelations@baycrest.org](mailto:clientrelations@baycrest.org).

The Client Relations and Experience Office will contact you within **2 business days**.

## Taking part in your care at Baycrest

### 1. Get good quality health information

Communication between patient, family and health care providers is very important throughout the entire recovery process. Including family in the treatment plan is important and offers a chance to listen and ask questions to further strengthen them as partners in care.

In addition to talking with your healthcare team, patients, family members and the public are welcome to visit the Anne and Louis Pritzker Wellness Library located on the main floor of the Apotex Centre. To learn more about the Library, please refer to the Services section in this guide.

### 2. Understand the information

If you can, ask a family member, friend or caregiver to help you understand and remember what your healthcare team tells you.

Family members and caregivers can also ask someone to support them at any time.

Ask these questions to start:

1. What is my main problem?
2. What do I need to do?
3. Why is it important that I do this?

### 3. Communicate about your health

#### Know who to speak to if:

- You are not sure what to do
- You are having problems with your medications
- You are having problems after you are discharged

I should speak to: \_\_\_\_\_

Talk to your healthcare team about any changes in your health condition. If you prefer to communicate in another language, ask your healthcare team to arrange for an interpreter to help you learn information in your language.

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As a patient, family member, or caregiver, it is important to:

- Share your expectations, needs, what is important to you, what you want to know and how you like to learn new information.

## 4. Use the information to take part in your care

Use what you know. Ask yourself:

1. “Now that I understand this health information, what will I do to take part in my care?”
2. “How can I help myself?”
3. “What did I learn?” then act on any changes you need to make

Talk to your healthcare team about any concerns you may have.

Use the information to help you get ready for a treatment, procedure or appointment.

(Adapted by Baycrest from “Health Literacy Roadmap”-“Special issue” with permission from UHN Patient Education, 2019).

## Taking part in research-The Baycrest Client Registry

### What is the Baycrest Client registry?

All current Baycrest inpatients and outpatients have the opportunity to contribute to the ground-breaking research taking place at Baycrest.

Baycrest’s Client Registry is a secure, searchable database comprised of a limited selection of health information.

- The Client Registry is used to match your health information to the eligibility criteria for research studies being conducted at Baycrest’s Rotman Research Institute (RRI), home to some of the world’s most renowned cognitive neuroscientists.
- This means that a researcher may ask you **if you would like to take part** in a research study that has been approved by the Baycrest Research Ethics Board.

### Can I opt out of the Client Registry?

If you **do not wish to take part**, you can opt out of the Client Registry or decline to take part in a research study at any time by calling the Research Hotline at 416-785-2500 ext. 2900.

- In compliance with the Personal Health Information Protection Act (PHIPA), all healthcare information is kept strictly confidential, secure and protected.
- The well-being of our patients is our priority and your quality of care will not be impacted in any way if you choose to take part or not to take part in research.

If you have questions, concerns, or want to opt out of the Client Registry, call the Research Hotline or email [ResearchHotline@baycrest.org](mailto:ResearchHotline@baycrest.org).

## Pet Visiting

In some cases, pet visits may be permitted in Baycrest Hospital. Requests may be made in advance during business hours, by asking the Unit Clerk for more information. There is a registration process and guidelines for pet visits to ensure the safety and comfort of other patients, visitors and staff.



# Getting to, from and around Baycrest

## Parking at Baycrest

In keeping with the Ontario Ministry of Health and Long Term Care guidelines, we charge a fee for parking. Our parking rates are consistent with fees charged at other GTA hospitals. Revenue received from parking is used to offset maintenance, snow removal, grounds maintenance, paving, line painting, signage, CCTV (Closed-Circuit Television) system and lighting.

Our **main parking** lot is an automated park and pay system.

As of August 2019 (Subject to Change):

- **Daily flat rate: \$14.00**
- **Monthly rate: \$80.00**

**All other parking areas**, including the lot in front of the Kimel Family Building, are metered at a cost of **\$7.00** per hour.

Please follow the parking signs and park only in designated areas. Vehicles that are improperly parked or do not show proof of payment for parking are subject to a Parking Invoice. Parking enforcement is conducted regularly by Security staff and the Toronto Police Parking Enforcement Unit.

If you have a problem with the automated parking system, report it to the Security Desk located at the Bathurst Street entrance or the Information Desk at the Khedive entrance.

For more information, call Security at 416-785-2500, ext. 2050.

Parking rates may change at any time. For the most recent rates, maps and parking meter instructions go to [www.findparkingnearme.ca/baycrest](http://www.findparkingnearme.ca/baycrest)

## Public transit

### From Bathurst subway station on the Bloor/Danforth line:

Take the 7 - Bathurst Street North bus, five stops north of Lawrence Avenue.

### From Finch subway station:

- First, take the 125 bus Drewry towards Bathurst (Torresdale) bus. This will take you to Bathurst St. at Antibes Drive
- Then, from Bathurst St. at Antibes Drive, take the 7 Bathurst towards Bathurst Station bus to Baycrest Avenue

If you are coming from the North, you also can take the 7 bus from **Steeles Avenue and Bathurst**.

### From St. Clair West Station or the Wilson subway on the Spadina/University subway line:

Take the 7-A Bathurst Street bus (rush hour service only) to Baycrest Avenue.

### From Lawrence West or Yorkdale Station:

Take the 109 - Ranee North bus. This will take you through to Ranee Avenue and let you off on Wasdale Drive and Bathurst Street. Walk south to Baycrest.

## Baycrest shuttle bus

A complimentary shuttle bus service is available for Baycrest clients and staff and runs between the main entrances of the Terraces, 2 Neptune Drive, Posluns Building, Apotex and the Khedive Street entrance of the Hospital.

There is no service on Saturdays, statutory holidays and Jewish Holidays.

Buses leave about every 35 minutes between 9:00 a.m. and 4:30 p.m. Schedules are available at the information desks located at the Khedive Entrance of the hospital.

For information, call the main Communications Desk at 416-785-2500.

## Visiting guideline

Baycrest has open visiting hours. Family and friends are encouraged to visit often and to become part of the Baycrest community. When visiting, it is important to respect the privacy and confidentiality of other patients.

### Visiting after hours

Between 9:00 p.m. and 6:00 a.m., all visitors must register with the Communications Desk at the Khedive entrance where they will be given a Visitor Identification Badge to wear during their visit.

## Overnight guests

After hours family members who wish to stay overnight in the hospital with a very ill patient may arrange this by talking with a member of the healthcare team.

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## Entrance closing times and access

Closing times for the main entrances are:

Door	Street location	Closing time	To enter after closing	To exit after closing hours
1	Khedive	9:00 p.m.	To enter after closing hours, visitors must use the Khedive entrance. Use the intercom box on the wall outside of the entrance. Staff will open the door for you.	To exit after closing hours, use the intercom box on the wall near the exit door. Staff will open the door to let you out.
2	Baycrest Ave.	9:00 p.m.		
3	Bathurst	9:00 p.m.		
4	Kimel	9:00 p.m.		
7 & 8	Apotex	9:00 p.m.		

## Private Companions at Baycrest

As a hospital patient at Baycrest, you may wish to hire a Private Companion to augment your quality of life. You can do so through a third party company of your choosing.

Ask your healthcare team for a copy of the “Private Companions at Baycrest” brochure. This brochure will tell you:

- What you need to know before hiring a Private Companion
- Who can be a Private Companion and who cannot
- What your Private Companion needs to do before coming to Baycrest
- What the responsibilities of your Private Companion are

# Accessibility

## Accessibility and services for the disabled Accessible, priority and special needs parking

Baycrest has a number of parking spaces for people with disabilities in our lot.

Vehicles displaying valid disability permits are permitted to park in the Priority parking and Special Needs Parking should there be no space available at the disabled permit area.

### Wheel-Trans

Wheel-Trans will pick up and drop off patients at any Baycrest entrance, so long as they are notified in advance.

For information about Wheel-Trans services, call 416-393-4222.

### Entrances for pick up or drop off

Baycrest is a large place, so it's important to coordinate your preferred entrance with your taxi or Wheel-Trans driver. Give the entrance name and number to the dispatcher:

<b>Entrance 1</b>	<b>Khedive Avenue entrance</b>
<b>Entrance 2</b>	<b>Baycrest Ave.</b>
<b>Entrance 3</b>	<b>Bathurst Street entrance</b>
<b>Entrance 4</b>	<b>Kimel Family Building entrance</b>
<b>Entrance 7</b>	<b>Apotex entrance West</b>
<b>Entrance 8</b>	<b>Apotex entrance Main</b>

## Assistive devices for your use while at Baycrest

If you, or your family member, needs to borrow an assistive device while at Baycrest, or you need help on how to use a device, call:

For information about	Contact	
Assistive listening and communication devices PockeTalkers or FM systems, American Sign Language (ASL)	Audiology Department	ext. 2377
TTY	Communications Desk	ext. 2130
Speech assistive devices Voice amplifiers, Communication boards	Speech-Language Pathology	ext. 2925
Courtesy wheelchairs at entrances	Security	ext. 2050
Devices located in the Anne and Louis Pritzker Wellness Library	Library staff	ext. 3374
Baycrest shuttle bus service	Communications Desk	ext. 2130

## Service Animals

Service animals are allowed in all places the public is invited when accompanying their human partner.

Service animals are allowed in areas of a food premises (such as The Nosh cafeteria and the W.A. Café) where food is served, sold or offered for sale, but are not permitted in areas where food is manufactured, processed or prepared.



Service animals are not pets; they are working animals. It is important to know that patients, visitors and staff:

- Are not to separate a patient from his or her service animal
- Are not to touch a service animal or the person it assists without permission
- Are not to feed a service animal as it may have specific dietary requirements or may become ill from unusual food or food at an unexpected time
- Are not to deliberately startle a service animal
- Baycrest staff are not permitted to care for a service animal including feeding, toileting, exercising and interacting with the service animal

If anyone is injured by a service animal, this must be reported to a Baycrest staff.

A bite from a service animal is also to be reported to Toronto Public Health.

## Notice of temporary disruption of service

Baycrest will provide our patients, families and caregivers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

## Support Persons

A patient who is accompanied by a support person should not be prevented from having access to their support person while on Baycrest premises.

If any fees are charged for a support person to accompany a patient in a Baycrest program, patients should be told of this in advance by a posted notice.

## Feedback on Accessibility at Baycrest

Patients, the families and visitors may bring any questions or concerns about how Baycrest provides goods or services to people with disabilities directly to the Clinical Manager, to another member of the patient's care team, or to staff running a particular event or supervising the area attended by the patient. Feedback on accessibility at Baycrest can be offered in person, by telephone, in writing, by e-mail, or otherwise.

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# Health and safety

## Patient safety



### Your call bell

Your call bell is beside your bed and is an important piece of equipment that can help you stay safe.

Use your call bell **whenever you need help**, especially if you are feeling unwell, or need help to get out of bed to go for a walk or to the bathroom.

### Identification badges for staff and volunteers

All Baycrest employees and volunteers are given photo identification (ID) badges which must be worn at all times when they are on duty. Look for this badge when you are approached by a staff person or Baycrest Volunteer. If you notice someone on your floor carrying out a staff role but is not wearing an ID badge, please talk to a member of your healthcare team right away.

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## Patient identification

It is important to wear your hospital identification band at all times.

Every time you receive a service or a procedure, your healthcare team will check your identity using 2 sources of information, like your name date of birth, a photograph or facial recognition.

If you cannot give this information, the healthcare team will check your identification (ID) band, health record or other information.

### Exit seeking patients Identification band

Some Baycrest clients wear an electronic band that looks like a watch. This band is worn for safety reasons and is part of the Baycrest Wander Prevention System. Clients wearing this band must be with someone at all times when they leave their units.

The Wander Prevention System band is detected at unit doors, elevators and building exits. At each point, if the band is nearby, alarms and locks will activate, and elevator doors will not close.

If you see a client wearing a band who is on their own anywhere outside of their unit, please tell a Baycrest healthcare team member right away. You can also call 416-785-2500, extension 2130 and ask for Security. If you can, try to keep the patient in sight until Security arrives.

### Leaving your floor

If you are well enough, you may leave your room and floor for a change of scenery and to see the sights around our building complex. You may also enjoy leaving Baycrest for an occasional outing with family or friends. For more information about leaving your floor, talk with a member of your healthcare team. Family members, friends or registered Private Companions who would like to take a patient off the floor must tell a member of the healthcare team and sign the person out. Sign-out books are kept at the team station on your floor.

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## If you want to leave for an outing

If you are able to leave the building on a day pass and would like to do so, talk with a member of your healthcare team. Please let your healthcare team know if you are planning a day pass 48 hours in advance so everything can be organized for you.

## Baycrest is a smoke-free and vape-free environment

Baycrest recognizes the damaging effects of smoking and vaping on health, so we are a smoke and vape-free environment for all patients, family members, staff and volunteers.

Smoking, using vaporizing tobacco products or holding lighted tobacco products is **prohibited**, except in very limited designated smoking areas.

Smoking is not permitted on Hospital premises, as per provincial bylaws.

## Scent-free environment

Different people have different sensitivities to scents and odours. Some people may become ill as a result of exposure to common scents, such as perfumes and hair products. For this reason, Baycrest is a designated scent-free environment. Please refrain from using any scented personal products while at Baycrest.

## Personal security

Baycrest Security guards are on duty 24 hours a day, 7 days a week. All Baycrest staff must wear an identification badge with their names, job title and department. If you see a suspicious person, inform a Baycrest staff member right away.

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## Traffic safety

Many Baycrest patients and visitors have visual or hearing impairments or physical limitations that cause them to move more slowly. To protect our patients, residents, staff, volunteers and other visitors, we ask drivers coming to Baycrest to please respect the "Go Slow" and "Stop" signs on our property.

## Emergency and fire preparedness

We continually train our staff in emergency procedures and often practice our readiness through drills.

When a fire alarm sounds:

- Follow instructions from staff members
- Do not use the elevators or stairways, or transport any patients on your own
- When the alarm sounds, the emergency doors close automatically. Only emergency services personnel and designated Baycrest staff members will be allowed to pass through these doors
- We ask patients, family members and other visitors to know where to find the fire exits

## Preventing infections

The goal of our Infection Prevention and Control (IPAC) team is to prevent and control infections at Baycrest.

Helping patients, families, staff, and volunteers learn basic infection control principles, with an emphasis on hand hygiene is a mainstay of the IPAC program. Everyone coming to Baycrest is encouraged to perform hand hygiene on entering and exiting and frequently throughout their visit. Hand sanitizers are located at all main entrances and throughout the campus.

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## 1. Routine practices at Baycrest

Routine practices are infection prevention and control measures used during patient care. Hand hygiene, for example, is one of the most important parts of routine practices.

Sometimes, to prevent the spread of infection, other additional precautions are needed in addition to routine practices.

- When this is the case, our Infection Prevention and Control Coordinators will work closely with the healthcare team to make sure the right additional precautions are in place.
- When additional precautions are needed, signs will be posted at the entrance to a patient's room listing what additional precautions are needed.
  - o Patients, families and visitors **must follow** all the additional precautions instructions on these signs. This may include wearing a mask or a gown, and washing your hands.
  - o If you are not sure what to do, talk to the Nursing team and ask the unit IPAC Coordinator for a fact sheet on why the additional precautions are needed.

## 2. Infection prevention and control outbreak measures

An outbreak is declared when the number of patients with a communicable disease (such as influenza) is higher than normal.

- When an outbreak is declared, affected patients and families will be notified
- Special notices will be posted on the affected floors and public information screens will be updated to alert everyone to the outbreak situation

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For more information about an outbreak, you can:

1. Talk to the unit IPAC Coordinator
2. Call our IPAC Hotline at 416-785-2500 ext. 4444
3. Go to [www.baycrest.org/Baycrest/Coming-to-Baycrest/Patient-Visitor-Safety/Outbreak-Information](http://www.baycrest.org/Baycrest/Coming-to-Baycrest/Patient-Visitor-Safety/Outbreak-Information)

## 3 . Influenza or “Flu” vaccinations at Baycrest

An influenza vaccination is recommended for all visitors, family members, and staff every year. Patients are offered the influenza vaccination every year in the fall.

Our patients will be best protected if all family members, visitors and staff also get vaccinated.

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# Services

## Baycrest Clinics

### Alpha Omega Dental Centre for Geriatric Care

Our knowledgeable and experienced dental care team provides a full range of services for adults. The team is skilled in caring for people with complicated medical conditions and cognitive difficulties such as dementia and Alzheimer's disease. A specialized lift allows patients to receive dental treatment in a wheelchair. The Alpha Omega Dental Centre is open to all adults. Self-referrals are welcome.

Our services include:

- General and specialist dental assessments
- Dental surgery
- Dental x-rays
- Dental hygiene (cleanings) and regular check-ups
- Crowns, bridges and dentures
- Fillings and extractions

Fees are charged in keeping with the Ontario Dental Association fee guides.

For more information or to make an appointment, call 416-785-2500, ext. 2600.

### Baycrest Hearing Services

Audiologists at Baycrest Hearing Services are experts in age-related hearing loss. They assess, treat and counsel patients with hearing loss and their family members and caregivers.

Our services include:

- Hearing tests
- Hearing aid evaluations and prescriptions

- Hearing aid sales, fittings, repairs and maintenance
- Sales of hearing aid accessories and batteries
- Hearing aid orientation and counselling for clients and caregivers
- Recommendations and sales of assistive listening devices (telephone and TV amplifiers, visual alarm systems, etc.) and how to use them
- Loaner hearing aids and PockeTalkers
- Education and counselling with communication tips and tricks for you and your family

For more information or to make an appointment, call 416-785-2500 ext. 2377 or 2476.

A referral from your Doctor is not required, but can be faxed to: 416- 785-4213.

Hearing aid testing and prescriptions are not covered by OHIP. A fee for service applies.

### Foot Care

Looking for, understanding and treating foot problems can help keep older adults active and pain-free.

Our experienced chiropodist and foot care nurse offer a broad range of services to promote good foot health and prevent serious foot diseases and disorders. Our clinic specializes in diabetic care, wound care and geriatric care. We also offer custom-made orthotics, compression stockings, orthopedic shoes and foot education for those in need.

Hospital patients can schedule an in-room foot care appointments with a chiropodist or foot care nurse.

Our services include:

- Routine care for nails, ingrown toenails, fungal infections, corns, calluses and warts



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- Pain management for heels, arches, arthritis and plantar fasciiti
  - Non-surgical management of toe problems such as bunions and hammer toes
  - Treatment for varicose veins
  - Custom-made orthotics to correct foot and leg alignment issues, high arches and flat feet
  - Prescription and sale of compression stockings, orthopedic shoes, ankle and foot supports

Open to all adults. Self-referrals are welcome.

Foot care is not covered by OHIP. A fee for service applies. Call 416-785-2500, ext. 2636 to book an appointment.

## Spiritual care

The Spiritual Care Department of Baycrest provides worship services at various locations throughout the campus responding to a multiplicity of religious needs within the Baycrest community. For information about exact schedules for religious services and accessing rooms for personal prayer, meditation or sacred reading, call the Spiritual Care Department at 416-785-2500, ext. 6323.

The Spiritual Care Department office is open from 9:00 am to 5:00 pm Monday to Friday and may be reached at 416-785-2500, ext. 3743. You may also contact the staff chaplain assigned to your Hospital unit directly.

For emergencies and urgent matters, you can access a chaplain any time, day or night, when not formally on duty, by asking a Baycrest staff member to page the chaplain on call.

Find out more at [www.baycrest.org/Baycrest/Healthcare-Programs-Services/Culture-Arts-Spiritual-Care/Spiritual-Care/The-Spiritual-Care-Team](http://www.baycrest.org/Baycrest/Healthcare-Programs-Services/Culture-Arts-Spiritual-Care/Spiritual-Care/The-Spiritual-Care-Team)

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## Multi-Faith Prayer and Meditation Room

The Slan Multi-Faith Prayer and Meditation Room is located on the first floor of the Hospital Building, room A-127. It is open to all patients, families, caregivers, visitors, staff, and volunteers at Baycrest all day, every day.

## Observances

### Sabbath days and Jewish holidays

We are “shomer Shabbat,” which means that we respect the Sabbath. For this reason, all our shops and restaurant services (except The Nosh Cafeteria) are closed from sundown on Friday until sundown on Saturday.

Special Sabbath elevators that stop at every floor operate from sundown on Friday evening until sundown on Saturday and also on Jewish Holy Days.

If you would like Sabbath lights, talk to your healthcare team. **Regular wax candles are not permitted** in the hospital for fire safety reasons.

## Cultural programs

### The Morris and Sally Justein Heritage Museum

This unique on-site Museum helps patients, families, visitors, staff and volunteers understand and maintain links to Baycrest’s Jewish heritage and tradition. The Museum displays religious and historical artifacts of interest, as well as photographs and other memorabilia that change on a regular basis.

Learn more about the museum at [www.baycrest.org/Baycrest/Living-at-Baycrest/Amenities/Museum](http://www.baycrest.org/Baycrest/Living-at-Baycrest/Amenities/Museum)

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## Holocaust survivors program

Baycrest has special expertise in caring for aging Holocaust survivors and their families. We have publications and a website on this topic to help others benefit from our knowledge. We offer counselling services, staff education, conferences and exhibits, and an annual Yom Hashoah commemoration service.

For more information, call the Holocaust Resource Coordinator at 416-785-2500 ext. 2271 or go to [www.baycrest.org/Baycrest/Healthcare-Programs-Services/Programs/Holocaust-Resource-Program](http://www.baycrest.org/Baycrest/Healthcare-Programs-Services/Programs/Holocaust-Resource-Program)

## Kosher food

All food served at Baycrest is kosher. This means only kosher meats and products are used, meat and dairy meals are kept separate, and all dishes and utensils must be used according to the laws of kashrut, the Jewish dietary laws.

For more information please see the Kashrut pamphlet

Baycrest keeps all client areas kosher, including the unit cafeteria and dining areas, refrigerators and all common areas. This means outside food cannot be brought into the cafeteria or on the unit, and any cafeteria trays, dishes or utensils for eating outside food cannot be used, even if the outside food seems to be kosher.

- **Kosher areas** include the W.A. Café courtyard, Cafeteria, and patient dining rooms

Baycrest also designates certain areas for non-kosher usage.

- **Non-kosher areas** include all outdoor areas including part of the Spiro Garden

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## Having company during meals

Family members may visit during mealtime, either to keep you company or to assist you with eating.

If your visitors wish to order a meal for themselves as “guests”, they must purchase a meal ticket at the Finance Office on the second floor of Baycrest Hospital, Room 2F-01.

## Food and retail services

### The Nosh Cafeteria

The Nosh Cafeteria is on the ground floor of hospital. It serves dairy or meat meals depending on the day. The selections change daily.

#### Hours:

Monday to Friday: 8:00 a.m. to 2:00 p.m.

Saturday and Sunday: Closed

### Women’s Auxiliary Café (W.A. Café)

Our popular W.A. Café, located on the main floor of the Apotex Centre, serves dairy foods, including salads, fresh sandwiches and coffee. Patients and family members from the Apotex may arrange to set up charge accounts.

#### Hours:

Monday to Thursday: 7:30 a.m. to 5:00 p.m.

Friday: 7:30 a.m. to 3:00 p.m.

Saturday: 9:00 a.m. to 4:00 p.m.

Sunday: 9:00 a.m. to 4:00 p.m.

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## The Anne and Louis Pritzker Wellness Library

Our Reading Library, on the main floor of the Apotex Centre, offers a wide selection of books and other materials for your reading enjoyment. Each week, Library Volunteers provide a travelling library cart service, allowing patients to borrow material without coming directly to the Library. If you would like a Library Volunteer to visit you, talk to member of your healthcare team .

As your health information hub, the library is dedicated to providing you with the materials and resources you need to be a well- informed and active partner in your care.

Our trained volunteers can help you find reliable online and printed information about health conditions, diagnostic tests, treatment options, and healthy living.

Patients are responsible for returning borrowed items within a reasonable time frame. While the Library service is free to patients, lost items may result in a charge.

### Marketplace

The Marketplace, on the ground floor of Baycrest Hospital near the Silverman Garden, is a truly popular place. It sells a variety of gift items, books, clothing and a lot of different things - the assortment changes almost every day.

### Hours:

Monday to Friday: 6:30 a.m. to 5:00 p.m.

Saturday and Sunday: Closed

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## Creative Arts Store

The Creative Arts Store, near the W.A. Café and the Wellness Library, is stocked with a wide range of one of a kind gifts made by Baycrest residents and others who attend our Creative Arts Studio. All revenues from sales support the purchase of supplies for ongoing programming. Hours of operation are posted on the door.

### Automated teller machine (ATM)

ATMs are located in the Hospital lobby (near the Bathurst Street Entrance 3) and near Entrance 7 on the main floor of the Apotex Centre.

### Newspapers

Several Toronto daily newspapers are available in the coin-operated boxes and free publication displays are directly outside Entrance 3 (Bathurst Street entrance), Entrance 4 (Kimel Family Building entrance) and at the Information desk near Entrance 1 (Khedive Avenue entrance).

You can pick up a copy of the Baycrest Bulletin - a weekly snapshot of Baycrest news and events for staff and volunteers - in newsstands near the entrances and outside of the main floor Nosh Cafeteria.

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## Lost and Found

If you are a patient and have lost an item, please inform a Baycrest staff member. If you are a visitor and have lost an item, please inform Security to report it by calling 416-785-2500. If you have found an item, turn it in to any staff member who will make sure it gets to our Security office.

Baycrest will not be held responsible for any loss, theft or damage of personal items.

## Internet Access

Search your available networks for Baycrest's free guest Wi-Fi for patients, families and visitors. Use your mobile device, tablet or laptop to create an account username and password.

Baycrest is not responsible for any lost or damaged digital or mobile devices that you may bring in from home.

Free computer and Internet access is also available in the Wellness Library on the first floor of the Apotex Centre.



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## Patient Accounts and Billing

You or your family member should plan to meet with someone from the Baycrest Client Financial Department when you are admitted, or you can ask for someone to come to you to explain how your hospital account billing will occur and which services need to be paid for. These items will appear on your hospital invoice.

For more information, call the Baycrest Financial Analyst at 416-785-2500 ext. 6485 or you can also visit the Client Financial Analyst office located on the 2nd floor of the hospital building in Room 2F-01.

## Baycrest Volunteers

Volunteer Services at Baycrest is committed to offering trained volunteers to assist and complement the healthcare team in providing the highest quality of care to patients, family members and caregivers.

Our volunteers:

- Take on innovative roles that enhance Baycrest's services
- Share their expertise and take part in a community of care and learning
- Spend quality time every day with our patients and staff, building relationships and enhancing the quality of each moment

Volunteer Services is always pleased to hear from you. We are located on the second floor of the hospital, Room 2V-12 or you can call us at 416-785-2500 ext. 2572 or email [volunteer@baycrest.org](mailto:volunteer@baycrest.org)

For more information, go to [www.baycrest.org/volunteer](http://www.baycrest.org/volunteer)

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## For Caregivers

### Koschitzky Support Centre for Family Caregivers and Older Adults

The Koschitzky Centre is a leading-edge centre helping family caregivers cope with the physical and emotional demands of looking after a loved one. It offers a range of programs and services targeted to meet the changing needs of caregivers

The Centre is open to the community and health professionals.

Our unique and tailored services include:

- An all-inclusive intake process for caregivers to identify their individual needs
- Caregiver counselling
- Caregiver education and access to information and resources
- Connections to the appropriate Baycrest resources as well as community agencies and services
- Support groups offered both in-person and online
- Educational seminars and speaker series
- Information on programs and services that offer respite for caregivers

For more information about the Koschitzky Centre, call 416-785-2500, ext. 2223 or visit the Centre on the 3rd floor of the Kimel Building.

Also go to [www.baycrest.org/Baycrest/Coming-to-Baycrest/For-Family-Caregivers/Family-Caregiving-Innovations/Caregiver-Services](http://www.baycrest.org/Baycrest/Coming-to-Baycrest/For-Family-Caregivers/Family-Caregiving-Innovations/Caregiver-Services)

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## Have your say

It is important for Baycrest to know if we are providing an exceptional person and family-centered health care experience for you.

You are invited to take part in one of our surveys:

1. The Client Experience Survey- for patients able to answer survey questions.
2. The Hospital Carer Survey- for carers of patients not able to answer survey questions.

Your feedback will be used to identify areas we need to develop or improve from a patient or carer perspective.

A trained volunteer will introduce themselves to you as a volunteer surveyor. He or she will go through the client experience survey and or the hospital carer survey with you.

- Your participation is voluntary – you can choose to take part or not in these surveys.
- Your choice will not impact any care or treatment you are getting or will get at Baycrest.
- Anything you share with us will be kept confidential.

## The Client Experience Survey

Will ask you questions about:

- Access
- Hospital services
- Your care team
- The Hospital environment
- The food

## The Hospital Carer Survey

This survey is used to capture feedback on the experience of patients with cognitive or physical impairment, or both, and the experience of their carers.

- The term 'carer' is used in this survey to capture any family, friend caregiver, support person or Substitute Decision Maker (SDM).

This survey has 3 parts:

1. Questions about the patient's experience
2. Questions about your own experience as a carer
3. Questions about your overall experience

You can also take part in the Hospital Carer survey online at [www.baycrest.org/carersurvey](http://www.baycrest.org/carersurvey)

## Information, legal and ethical matters

### Advance directives and Power of Attorney



Many patients have advance directives such as a 'Do Not Resuscitate (DNR)' order, a 'Power of Attorney for Personal Care Decisions' or both. These important legal documents reflect the person's wishes about medical treatment, personal care and financial decision-making in case he or she is no longer able to make these wishes known to family members or care providers. Power of Attorney information is collected by the Baycrest Finance Department at the time of admission.

Your healthcare team needs to have up-to-date information about your wishes when you are admitted to Baycrest. If you have any questions about advance directives and Powers of Attorney, talk with your Social Worker or a member of the healthcare team.

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## Abuse and neglect policy

Baycrest patients have the right to be free from all acts of violence, exploitation, intimidation, humiliation, and neglect that could threaten their physical or mental well-being. Abuse and neglect will not be tolerated at Baycrest.

Baycrest is committed to providing a safe care environment for patients that respects and enhances their dignity, security, safety, and comfort while meeting their physical, social, spiritual and cultural needs.

## Advance Care Planning

At Baycrest, Advance Care Planning (ACP) is an important part of your overall care plan. Having a say in personal healthcare is vital to maintaining a strong sense of independence. However, there may come a time when you are not able to express your care and treatment wishes. ACP discussions can be raised at any time as your care wishes evolve or change.

Ask your care team about Advance Care Planning, read the brochure in your admission package, or review ACP information on our website at [www.baycrest.org/Baycrest/Living-at-Baycrest/Long-Term-Care-Home/Advance-Care-Planning](http://www.baycrest.org/Baycrest/Living-at-Baycrest/Long-Term-Care-Home/Advance-Care-Planning)

## Protecting your privacy

Baycrest is committed to protecting the privacy of your personal information within your circle of care. Our privacy policy is based on national standards and includes many safeguards designed to protect you and your family.

Find more information at [www.baycrest.org/Baycrest/Coming-toBaycrest/Information-Privacy](http://www.baycrest.org/Baycrest/Coming-toBaycrest/Information-Privacy)

If you have any questions about how your personal information is collected, used or disclosed, call the Baycrest Privacy Office at 416- 785-2500 ext. 6300.

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## Your health record

Each patient at Baycrest Hospital has a detailed personal health record. This record is kept secure at all times according to Baycrest Policy and Provincial Legislation.

Things you should know about your personal health record:

- Your consent (or the consent of your designated representative) is required when an authorized person outside your healthcare team wishes to see information in your health record.
  - o Once your consent is given, only then will it be forwarded to other health care providers by our Health Records Department at no cost to you.
- You may ask for copies of your health record (for example, you need them for legal proceedings, like an insurance claim). You will need to pay for these copies.
- You have a right to see to see and read your health records. The healthcare team will help you understand your record and explain any technical terms.
  - o Family members who wish to see a patient's record can do so by obtaining written consent from the patient or from the person's legal representative (if the patient is no longer competent to give consent). The health records team will explain how to do this.

## Using your mobile devices and cameras

For the privacy and safety of all at Baycrest Hospital, do not take pictures of or record anyone, including patients, staff, visitors, and members of the public, while you are here.

## Planning your discharge



There are many things to think about when you are ready to be discharged back to the community or to another care facility. Baycrest follows the home first philosophy.

Your healthcare team will work with you to find the most appropriate destination for you based on your assessed needs.

- If you and your healthcare team have decided together that home is not the appropriate destination for you at this time, then other options such as retirement homes or assisted- living settings will be explored.

## Other things to expect

Your healthcare team will give you a discharge date which will allow you a reasonable amount of time to prepare.

Your Social Worker will approach you, or your Substitute Decision Maker, to talk about a plan for your discharge back to the community or transition to another place for care. This will be done when your Doctor deems you are medically stable.

The team may also set up a patient care meeting with you to go over anything you may need for your home set-up, your equipment or care needs and any suggested referrals to the Local Health Integration Network (LHIN).

Before you are discharged, your healthcare team will go over everything you need to know or do and will help prepare you.

It is a good idea to talk about your discharge with your healthcare team as soon as you can, even if it seems to be a long way off.

## Resources to help you plan your discharge

The Social Worker or other members of the care team and LHIN home and community staff can provide you with information about resources.

The City of Toronto has a service that can help you find the support you may need. Call the helpline at 211 or go to [www.221toronto.ca](http://www.221toronto.ca) or [www.211ontario.ca](http://www.211ontario.ca)



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# Saying “Thank you”

There are a few ways that you can say “thank you” to the staff and volunteers at Baycrest.

## Personal and written notes of “Thanks”

While we appreciate positive feelings of gratitude from patients and family members, staff and volunteers are not allowed to accept gifts or tips of any kind. If you wish to show your appreciation, a personal or written thank-you is always welcome.

## Donate to the Baycrest Foundation

You may also make a donation to the Baycrest Foundation in the staff person’s or volunteer’s honour. Call them at 416-785-2500 ext. 2875. The Foundation will let the helpful staff member or volunteer know about your expression of appreciation.

## Nominate staff for showing our Baycrest values

Patients and family members are invited to take part in our values recognition program, which recognizes staff who demonstrate behaviours that are aligned with Baycrest core values of Innovation, Compassion, Advocacy, Respect and Excellence. Nomination forms are found in many clinical and administrative areas across Baycrest, as well as in the Organizational Effectiveness office on the second floor of the Hospital.

## Become a Baycrest Client and Family partner

### What is a Baycrest Client and Family Partner?

A Baycrest Client and Family Partner provides the perspective of clients and families, in collaboration with staff and care providers, to make Baycrest a more client and family-centred care environment and experience.

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Partners will be offered opportunities to provide their perspectives and offer views on a wide range of Baycrest’s initiatives, programs, committees, services and policies.

They will be able to participate in ways that best match their interest, experience, and availability.

Download the Baycrest Client and Family Partner brochure at:

[www.baycrest.org/Baycrest\\_Centre/media/content/images/Baycrest-Client-and-Family-Partner-Brochure-1.pdf](http://www.baycrest.org/Baycrest_Centre/media/content/images/Baycrest-Client-and-Family-Partner-Brochure-1.pdf)

Apply online at: [www.baycrest.org/Baycrest-Pages/Get-Involved/Becoming-a-Baycrest-Client-Family-Partner/Application-Forms](http://www.baycrest.org/Baycrest-Pages/Get-Involved/Becoming-a-Baycrest-Client-Family-Partner/Application-Forms)

Or call 416-785-2500 ext. 2919 or email [clientrelations@baycrest.org](mailto:clientrelations@baycrest.org)

## Become a Baycrest Volunteer

Volunteers of all ages are welcome at Baycrest. Just a few hours of your time can make a significant difference in the lives of patients.

### Before you apply:

- Volunteers must be 13 years of age or older to volunteer without a guardian.
- A time commitment is required.
- A good command of the English language is required. Fluency in a second language like Yiddish, Russian, Hebrew, Polish, or Cantonese is always helpful.

For more information, go to [www.baycrest.org/Baycrest-Pages/Get-Involved/Volunteer/Becoming-a-Volunteer](http://www.baycrest.org/Baycrest-Pages/Get-Involved/Volunteer/Becoming-a-Volunteer)

If you have any questions, call the Volunteer Services Department at 416-785-2500 ext. 2572 or email [volunteer@baycrest.org](mailto:volunteer@baycrest.org)

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NOTES

**FOLLOW US!**



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[www.facebook.com/baycrestcentre](http://www.facebook.com/baycrestcentre)



[www.twitter.com/baycrest](http://www.twitter.com/baycrest)



[www.youtube.com/user/TheBaycrestChannel](http://www.youtube.com/user/TheBaycrestChannel)



[www.instagram.com/baycrest/](http://www.instagram.com/baycrest/)

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Please keep in mind that no matter how hard we try, parts of this guide will become out- of- date over time. However, we will do our best to inform you and your family about any important changes.

The most recent electronic version of this guide appears on the Baycrest website at:  
[www.baycrest.org/HospitalPatientGuide](http://www.baycrest.org/HospitalPatientGuide)

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Baycrest is fully affiliated  
with the University of Toronto

