This guide will help answer some common questions you and your family might have before you come to Toronto Rehab – Lyndhurst Centre.

You can use this guide to:

- learn more about what to expect at Lyndhurst
- what I need to know while staying on the unit
- communicate with your health care team
- find resources to meet your needs
- answer questions before coming to Lyndhurst

This guide belongs to:

Name: ________________________________
Address: ________________________________
Phone number: __________________________
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Introduction

Thank you for considering an application to Toronto Rehab’s Spinal Cord Rehabilitation Program at the Lyndhurst Centre.

Our rehabilitation program has 60 beds designed for people with spinal cord injuries. Whether you have a traumatic injury or non-traumatic spinal cord disease, we will work with you during this next part of your recovery.

Where to find us

Lyndhurst Centre
520 Sutherland Drive
Toronto, Ontario M4G 3V9
Phone: 416 597 3422 extension 6000
No smoking please!

Lyndhurst is a smoke-free facility as of May 31, 2017. There is no smoking on the grounds of the hospital. Staff are not allowed to help you off the hospital grounds to smoke.

Please note:

We are under construction from January 2017 – December 2019

The construction project happening right now at Lyndhurst will make the rooms safer and easier to get around for patients, families and staff. Your care and therapy will not be affected by this renovation work. We will do all we can to reduce any disruptions.
Parking

1. Some on-site paid parking is available for $10.00 a day. You can pay at the reception desk on the way out. In and out privileges are not possible.

2. Buy monthly parking passes for $70.00, along with a $10.00 fee for an access card.
   - The $10.00 fee is refunded when you return the access card. In and out privileges are possible with the monthly pass.
   - Buy monthly passes through the Business Office during business hours, located on the main floor behind the reception desk.

For more information about how to get to Lyndhurst, including public transit directions and parking information, please visit www.uhn.ca/torontorehab
What does Lyndhurst look like?

Patient room

Treatment space

Visitor’s café for lunch, snacks and drinks

Main gym

Patient Dining Room

Front Entrance of Lyndhurst
What can I expect?

Rehabilitation is different from an acute care hospital (where you may have just been for surgery or treatment). To get the most out of your rehabilitation program, you need to work hard.

Our goal at Lyndhurst is to help you be as independent as you can be when you return to the community. During rehabilitation, you are an active member of your care team. You and your family help us understand what is most important to you. Together we will work to prepare you for discharge.

You and your health care team will work together to set your learning and rehab priorities. Your health care team will help you do this by giving you the right advice about your care and encouraging you to take part in all the services we offer.

You will have access to therapy services 5 days a week and rehab nursing 7 days a week. What you learn in rehab can help you manage your care in the community. You might find rehab is physically and emotionally demanding.

What does my health care team expect of me?

- To take part in daily care opportunities such as learning how to dress, bathe, transfer and learn how to take care of your bladder and bowel.

- To take part in the Patient Education classes.

- To eat and drink well-balanced and healthy foods.
  
  Please tell the Food Service Supervisor if you have:
  ○ any special diets, such as halal, kosher or vegetarian
  ○ any changes to your meal plan and food allergies
• To please eat your meals in the dining room. Talking with others at meal time is a great way to get to know and learn from them.

• To be safe in all that you do. For example, please follow your health care team’s instructions on how to use mobility and exercise equipment.

• Actively take part in planning for your discharge with the health care team soon after you arrive.

Other education to help answer your questions

It is important to learn as much as you can during rehabilitation to help you manage your spinal cord injury before discharge. We have educational materials you can read and group sessions you can join.

You will get a Spinal Cord Essentials Binder when you arrive at Lyndhurst to keep information handouts about your level of spinal cord injury and care needs. Visit the website www.spinalcordessentials.ca for more information.
**My admission day**

**What will happen on my first day at Lyndhurst?**

Your first day may be overwhelming. You will meet many members of your health care team. Together you will decide the best way to begin your rehab program.

Here is what you can expect:

You arrive by ambulance in the morning and transfer into your hospital bed with the help of the ambulance attendants. The ride may be bumpy. Try to eat breakfast and take some pain medication if needed before you come to Lyndhurst.

You meet the nurse who will ask questions about your health and takes your vital signs (temperature, blood pressure, pulse, breathing rate).

You meet the pharmacist who reviews your medications and allergies.

You meet the doctor who will assess you and review your medical history.

You meet the occupational therapist and physiotherapist who ask you about your home environment and how much your body is able to move. They usually bring a wheelchair to use short-term. They also measure you for a wheelchair that fits properly. You will probably see your therapists at the end of the day.

You meet with the other members of the team, as needed.

You tour the facility (or sometimes this happens on Day 2 if you are feeling tired).
Are semi-private or private rooms available?

Standard rooms have 4 beds. There are a few private (1 bed) and semi-private rooms (2 beds) available.

If you would like a private or semi-private room, tell us when you arrive. You will need to bring insurance information to the business office. We will ask you to sign an agreement to pay for the extra cost. If you have private insurance, it may cover the cost to upgrade to a private or semi-private room.

Please note: Not all insurance companies pay for these rooms in a rehabilitation hospital. Please check your insurance coverage.

Important: Our priority is to help stop the spread of infections. We may need to make room changes during your stay because of medical or infection control reasons.

Can my family come with me on the ambulance?

Only 1 family member can go with you in the ambulance when you transfer to Lyndhurst.
My length of stay

How long will I stay at Lyndhurst?

We call the number of days that you will stay with us your **length of stay**. We want to be able to tell you how long you can expect to stay at Lyndhurst for rehab, but it is not possible while you are still a patient at another hospital.

Why? How is length of stay calculated?

When you transfer to Lyndhurst, our specialized clinical team will assess you during the first 7 to 10 days.

The team will look at:

- your level of spinal cord injury
- the type of spinal cord injury you have
- how this affects your ability to do everyday tasks, like feeding yourself, transferring and toileting

The team uses this information to determine your length of stay.
How will I know what my discharge date is?

When the health care team at Lyndhurst determines your length of stay they can then determine your discharge date. You will receive a letter with an estimated date for leaving the hospital. We call this a Discharge Letter.

You should receive a Discharge Letter letter about 2 weeks after admission. This letter will help you and your family plan for your transition to the community.

You will need to arrange your travel home on the day of your discharge. Please clear your belongings out of your room by 9:00 am on the day of your discharge.

Your length of stay will vary and may not exactly match the date in your Discharge Letter. For example, if your health changes, then your length of stay may change as well. You will have the chance to meet with your team to plan your discharge.
What to bring

**Personal information:**
- Ontario health card (OHIP)
- Extended health insurance information, if any
- Name and phone number for your:
  - Emergency contact
  - Next of kin
  - Family doctor
  - Other health care providers involved in your care
  - Local pharmacy (including fax number)
  - A copy of an advance directive (Power of Attorney or Living Will), if you have one

**Clothing and toiletries:**
- Comfortable, loose-fitting clothes for exercise (track pants, shirts, sweat shirts)
- Athletic shoes with non-slip soles and Velcro straps (consider one size larger because your feet might swell)
- Pajamas
- Toiletries such as toothbrush, toothpaste, soap, deodorant and shampoo in pump bottle
- Electric razor

There is a washing machine and dryer on the unit for you to wash your clothes. You will need to bring your own laundry soap.
Electronics:
- Cell phone and charger
- Watch and alarm clock
- Radio and headphones
- Laptop: consider using a security cable lock and a USB modem such as a Rocket Stick (Wireless internet is available in some areas of the hospital)

Other:
- Small bag to carry your belongings when you go to the gym
- Pen and notebook
- Water bottle
- Earplugs
- Money for small purchases such as coffee, snacks, private TV rental
- Coat hangers for the closet in your room

If you use these:
- Insulin pen and needles
- Respiratory equipment, such as a CPAP machine
- Wheelchair, walker or other mobility aids that you already own and use. You are not expected to get any mobility aids before you arrive
- Eye glasses, hearing aids, batteries and dentures

Remember: There is no locker in your room to keep your valuables safe. Please do not bring jewellery or large amounts of money. Your items are your responsibility. We cannot take responsibility for anything that is lost or stolen.
My health care team

Who is part of my health care team?

You and your family are the most important members of your care team. Depending on your rehabilitation goals, you will work with some or all of these rehabilitation specialists during your stay at Lyndhurst:

- Nurses
- Physiatrists (doctors who specialize in rehabilitation medicine)
- Family Practice Doctors
- Pharmacists
- Occupational Therapists
- Occupational Therapy Assistants or Physiotherapy Assistant
- Physiotherapists
- Researchers
- Social Workers
- Psychologists and Psychometrist
- Respiratory Therapists
- Therapeutic Recreationists
- Speech Language Pathologists
- Dietitians or Food Service Supervisor
- Other Doctors (such as Urologist)
- Spiritual Care or Chaplain
- Health Care Assistant
- Volunteers

You may work with educators, ethicists and students.

Spinal Cord Injury Ontario (SCI-Ontario) is an important community organization located on the 2nd floor of the Lyndhurst Centre. Someone from SCI-Ontario will visit you to book a time when they can talk with you about their services. To learn more about SCI-Ontario:

- Website: www.sciontario.org
- Phone 416 422 5644 or 1 877 422 1112 (toll-free)
A typical day

Once you’ve settled into the program, a typical day at Lyndhurst may look like this:

- **Morning care** includes getting out of bed, bowel and bladder care, bathing, dressing and having breakfast. Your Nurse will teach you to do these things so that you can do them by yourself or direct someone to do them for you.

- **Practicing** to care for your bladder and bowel with help from your nurse, such as learning how to:
  - use a catheter to empty your bladder
  - empty your urinal
  - do your own bowel treatments

- **Working with your Occupational Therapist** on your goals for mobility (getting around) and doing everyday activities.

- **Joining a group education session** to learn more about your spinal cord injury or illness.

- **Having lunch** in the patient cafeteria.

- **Talking to your Social Worker** about how you and your family are coping, and finances needed for buying equipment or housing options based on your needs.

- **Working with your Physiotherapist** on your goals for improving your independence (physical function) and mobility (moving around).

- **Working with your entire health care team to ensure** equipment, care and supplies you may need for discharge are arranged.
• Doing **independent exercises** and strength training.

• Having a **rest**.

• **Eating dinner** in the patient cafeteria.

• **Joining a Peer Connections event** hosted by Spinal Cord Injury Ontario (SCI-Ontario), which may include past patients living with spinal cord injury.

• **Taking part in a recreation activity**, such as a game of bocce ball with friends and volunteers in Therapeutic Recreation.

• **Getting ready for bed** so that you’re rested for the next day.

**About mealtimes:** we encourage patients to eat all of their meals in the common dining room.

**Research and teaching**

You will notice during your stay with us that research and teaching are important to Lyndhurst’s rehab program. Within a few days after you arrive, a Research Coordinator will visit with you to tell you about some of our research studies. You do not have to take part in any research, but if you are interested a research staff member can tell you more.
Day and weekend passes

During your inpatient stay, we encourage you to go out for a day pass or overnight weekend pass. Your team may suggest that you start with a day pass before you go for an entire weekend. This may make it easier to go home and help you and the team solve any problems that may come up. You may get a full weekend pass later in your rehab program once you and your team feel you are ready.

A day or a weekend pass needs to be planned early to make sure you have supplies and medication. Please plan this with your team a few days before you are going out.

⚠️ We don’t recommend a pass until you have had education on managing your care at home. Please get permission from your health care team before leaving Lyndhurst for a day or weekend pass.
You may be able to go home on a weekend pass if you:

- Are medically stable
- Are able to get in and out of your home safely
- Have someone to help you with your care if you cannot do everyday tasks such as bathing, dressing, managing your bladder and bowel, and eating on your own

⚠️ **Remember**: You will not have Toronto Central Local Health Integration Network (TCLHIN) / Community Care Access Centre (CCAC) Personal Support Worker (PSW) help you when you go on a pass because you are still considered to be an in-patient.

- Arrange your own transportation to get home and back to Lyndhurst (for example: by family members, Wheeltrans, or taxi). Your Recreation Therapist can give you information on accessible transportation
- Are able to do transfers when needed or have someone who can help you (for example: transfers into the family car, transfers from bed to chair and transfers from chair to bed)
- Understand how and when to take your medications
- Have the right equipment to be safe at home such as a hoyer lift, commode, hospital bed

⚠️ **Remember**: Lyndhurst will not be able to lend out equipment. If you need equipment to manage at home for a pass, you will need to rent it or buy it. Talk to your Occupational Therapist and Physiotherapist if you need more information.
Visitor information

Only 2 visitors at a time in your room please.

If visitors have flu-like symptoms or feel sick, they should not visit Lyndhurst until they have no symptoms for at least 48 hours (2 days).

We know how important family and friends visiting are to a patient’s recovery. We encourage family and friends to visit so they can socialize and learn skills to support you at home.

A visitor’s checklist

☑ If there are more than 2 visitors, please go outside your room to the patient lounge areas or lobby.

☑ You and your team may decide that a family member or friend needs help to learn some skills such as transfers and personal care. You and your team can decide when the best time is for this to happen.

☑ Having many visitors during the day can be tiring. Please try to limit the number of visitors a patient gets at a time.

☑ Clean your hands when entering the hospital, before entering and after leaving a patient room. Hand sanitizers are at the main entrances and on units. Washing hands helps to prevent the spread of germs.

☑ Make sure children under the age of 12 are with an adult at all times.
Where can visitors eat?

The café in the front lobby sells food and drinks. The café has limited hours.

**Hours:** Monday to Friday, 8:00 am – 10:30 am, 11:30 am – 3:30 pm
Closed weekends and holidays

Visitors from out of town

If you are from out of town, please talk with your social worker about possible places for your family or friends to stay near Lyndhurst.

You may want to look up hotels in the area.
Resources

See the websites below

www.uhn.ca/torontorehab
www.spinalcordessentials.ca

Are you interested in seeing what Lyndhurst looks like? Would you like more information on Lyndhurst?

Go to YouTube video links to watch 3 videos on what to expect at Lyndhurst

You can learn more about Lyndhurst by watching these videos on the UHN Patient Education YouTube channel:

1. An Overview of Lyndhurst Spinal Cord Rehab Centre
2. A Typical Day at Lyndhurst
3. Community Integration while an inpatient at Lyndhurst.

https://www.youtube.com/playlist?list=PLWYuRSjQ1zGHeMcKteGcws8Es2dWGEQj
Visit The Spinal Cord Connections Resource Centre on the main floor of the Lyndhurst Centre, beside the reception desk. Together Spinal Cord Injury Ontario (SCI-Ontario) and Lyndhurst have created a place that all patients and families can use.

Visit the website www.SCI-U.ca. It uses video, audio, animation, photos and illustrations to teach you more about living with spinal cord injury. This online resource was developed by people living with spinal cord injury in partnership with Lyndhurst and Spinal Cord Injury-Ontario.