

# Waiting for a Patient Who is Having an Appointment at UHN During COVID-19

## Tips from a UHN Patient Partner

### **Dear friends, family members, partners and caregivers of UHN patients:**

As a Patient Partner with lived experience caring for my daughter, I understand how stressful it can be accompanying a loved one to an appointment, procedure or treatment.

And during this challenging time of COVID-19, we recognize the added stress and increased anxiety of not being allowed to enter the hospital to support your friend or loved one during their appointment.

If you are coming to the hospital to drop off your friend or loved one, we thought it might be helpful to suggest some items to bring with you to help pass the time while you are waiting – always keeping in mind the importance of social distancing.

- We want to reassure you that your friend or loved one will be in the very best hands once they enter the hospital.
- They will not be alone. Staff are available to greet and accompany patients to their procedure or treatment, ensuring they are safe and supported.
- You can have your loved one call you during your appointment so you can join the appointment by phone.

Patient needs always come first at UHN and you can be assured your loved one will be treated with empathy and compassion at all times. Trust that although you can't be with them for their appointment, they will be supported by dedicated staff who will provide the very best care possible.

We hope you find these suggestions below useful. Wishing you and your loved one all the best now and for the future. Be safe, be kind, be well.

**- UHN Patient Partner**

## Things to bring with you:

- Tea, coffee in travel mug, juice, water
- A light lunch or snack
- Book, magazine, knitting, puzzle book, journal
- Cellphone, tablet or laptop with headphones and charger
  - read news, books or email
  - play games online
  - watch videos or movie
  - listen to audiobooks, meditations or music
  - do online banking, homework or research

**Note:** Toronto Public Libraries have free Wi-Fi outside their buildings.

Library branches near Toronto General, Princess Margaret or Toronto Rehab – University Centre include:

- Lillian H. Smith Branch: 239 College St, Toronto, ON M5T 1R5
- City Hall Branch: 100 Queen St W, Toronto, ON M5H 2N3

Near Toronto Western:

- Sanderson Branch: 327 Bathurst St, Toronto, ON M5T 1J1

**Important:** The University Health Network is not responsible for the companies or services listed here. This is not a full list of vendors.

We have done our best to provide up-to-date information, but it may change quickly. Please contact the locations directly to make sure the information is correct.

## What to do while waiting for your loved one

Pick up needed items or use the washroom where available. The city of Toronto has drop-in spaces where you can go to keep warm. To find drop-in locations in the city, visit the [City of Toronto website](https://www.toronto.ca/community-people/housing-shelter/homeless-help/#dropin) (<https://www.toronto.ca/community-people/housing-shelter/homeless-help/#dropin>).

**Important:** You must wear a mask in all indoor spaces.

### Near Toronto General, Princess Margaret or Toronto Rehab – University Centre

#### Shopping:

| Store                          | Phone        | Address                               | Hours   | Washroom           |
|--------------------------------|--------------|---------------------------------------|---|--------------------|
| Metro Grocery                  | 416 597 2800 | 444 Yonge St<br>(at College Park)     | Weekdays: 8:00 am to 10:00 pm<br>Weekends: 8:00 am to 8:00 pm                                 | ✓<br>(in the mall) |
| Shoppers Drug Mart             | 416 408 4000 | 465 Yonge St<br>(at Carlton St)       | 8:00 am to 12:00 midnight   |                    |
| Loblaws Grocery                | 416 593 6154 | 60 Carlton St<br>(at Church St)       | 8:00 am to 10:00 pm   | ✓<br>(upstairs)    |
| Dollarama                      | 416 593 9566 | 777 Bay St<br>(at College St)         | Weekdays: 9:00 am to 8:00 pm<br>Saturdays: 9:00 am to 6:00 pm<br>Sundays: 10:00 am to 6:00 pm |                    |
| Tim Hortons<br>(take out only) | 647 347 6870 | 70 Gerrard St W<br>(at Bay St)        | 5:00 am to 10:30 pm   | ✓                  |
| Tim Hortons<br>(take out only) | 416 596 9700 | 700 University Ave<br>(at College St) | Weekdays: 6:00 am to 10:00 pm<br>Saturdays: 6:00 am to 8:00 pm<br>Sundays: 8:00 am to 7:00 pm | ✓                  |

| <b>Store</b>                         | <b>Phone</b> | <b>Address</b>                        | <b>Hours</b>        | <b>Washroom</b> |
|--------------------------------------|--------------|---------------------------------------|---------------------|-----------------|
| Shoppers Drug Mart                   | 416 979 2424 | 700 Bay St<br>(at Gerrard St)         | 8:00 am to 10:00 pm |                 |
| Ontario Power<br>Generation Building |              | 700 University Ave<br>(at College St) | Weekends: Closed    |                 |
| Hasty Market                         | 647 343 1200 | 300 Simcoe St<br>(at Elm St)          | 24 hours            |                 |

**Drop-in centres:**

| <b>Centre name</b> | <b>Client group</b>   | <b>Phone</b> | <b>Address</b> | <b>Hours</b>       |
|--------------------|-----------------------|--------------|----------------|--------------------|
| Haven Toronto      | Men over 50 years old | 416 366 5377 | 170 Jarvis St  | 8:00 am to 5:00 pm |

## Near Toronto Western

### Shopping:

| Store              | Phone        | Address                           | Hours  | Washroom |
|--------------------|--------------|-----------------------------------|--|----------|
| FreshCo Grocery    | 416 925 4871 | 410 Bathurst St<br>(at Nassau St) | 7:00 am to 10:00 pm  | ✓        |
| Shoppers Drug Mart | 416 923 0755 | 463 College St<br>(at Markham St) | Weekdays: 8:00 am to 10:00 pm<br>Saturdays: 8:00 am to 10:00 pm<br>Sundays: 10:00 am to 10:00 pm |          |

### Drop-in centres:

| Centre name                           | Client group | Phone                          | Address         | Hours   |
|---------------------------------------|--------------|--------------------------------|-----------------|---|
| St. Stephen's Community House         | Adults       | 416 925 2103<br>extension 2240 | 260 Augusta Ave | Weekdays: 7:30 to 11:30 am<br>Sundays: 8 am to 11:30 am |
| YMCA of Greater Toronto Youth Drop-in | Youth        | 416 603 6366                   | 7 Vanauley St   | Weekdays: 9:30 am to 5 pm                               |