

Welcome to West Park Healthcare Centre's Inpatient Programs

Information for patients and families

This package provides information about:

- What to expect at University of Health Network's (UHN) West Park Healthcare Centre
- Your healthcare team
- How UHN's West Park keeps you safe
- Resources for more information



Welcome to West Park!

Managing your healthcare journey can be overwhelming. Your healthcare needs are very important to all University Health Network (UHN) staff. We want to reassure you that you are in the best hands and make sure you feel truly supported.

We want you to know that every question is valid. Do not hesitate to ask questions. Your healthcare team is here to help and support you.

We hope that this guide will be useful as you transition into your West Park program. Stay safe, remain positive and be well.

About West Park

West Park is a leader in specialized rehabilitation and complex continuing care (CCC) after a life-altering illness or injury.

There are 2 types of inpatient programs at West Park:

- Rehabilitation. From respiratory, amputations to brain injuries, West Park provides personalized care and therapy that help patients recover, so they can continue to live as independently as possible.
- Complex Continuing Care. West Park has a specialized program for people with complex or progressive illnesses or disabilities, such as Multiple Sclerosis (MS), Lou Gehrig's disease (ALS), paraplegia or mild dementia. CCC patients often have a longer length of stay at West Park.

To learn more please visit westpark.org.

Participating in research

West Park researchers are always gathering evidence to help improve the lives of people living with the effects of aging, disability and chronic conditions. A member of our team may ask if you would like to participate in a research study. Participating in research is always your choice. You will receive the same excellent care whether you choose to be part of a research study or not.

What to Expect

Length of stay

How long you will be at West Park depends on many things. Your healthcare team will assess you early on in your program and share your length of stay as soon as possible.

Keeping your belongings safe

Hospitals are busy places with lots of people and activity. You are responsible for your own belongings. We are unable to replace lost or stolen items.

Here are some tips for keeping your belongings safe:

- Place items you want to keep safe in the lockable closet in your room.
- Label your items with your full name.
- Bring cases to keep your glasses, dentures and hearing aids safe.
- Do not leave any belongings on your meal trays or in your bed. They may be taken away accidentally when the tray is collected or linen is changed.
- Tell your care team right away if you notice an item missing.



Each unit has its own dining room that gives patients the opportunity to eat together or with family and friends

What to bring when staying in the hospital overnight:

- ✓ **Assistive aids:** Wheelchair, walker, cane, glasses, dentures, hearing aids, for example.
- ✓ **Clothes:** Comfortable, loose-fitting clothes, pajamas and non-slip, supportive shoes. All your clothing must fit in the wardrobe provided. (Note: Washing machines and dryers are available. Only credit and debit cards are accepted.)
- ✓ ***Electronics:** Cell phone and charger, laptop, tablet, CD player or radio (small) and assistive devices like Dynavox.
- ✓ **Entertainment:** A few items that may bring you comfort and help pass the time, such as books, magazines, puzzle books, laptop, tablet and headphones.
- ✓ **Identification and insurance:** Health card and extended insurance information (if any).
- ✓ **Pen and notepad** to write down questions.
- ✓ ***Personal care items:** Soap, shampoo, toothbrush, toothpaste, shaver, deodorant, body lotion, incontinence briefs, hairdryer, hair straightener, for example.
- ✓ **Photos and mementos** that can fit in an 8.5x11 plexi-glass holder. To prevent the spread of infections, the posting of photos, posters and other items on the wall are not permitted.

*All electronics must be inspected by Facility Services.

What NOT to bring:

- **Electrical items** like kettles and heating pads (excluding listed electronics)
- **Furniture, televisions and other household items.** For safety, patient rooms must be kept tidy and clutter-free, with a clear, unobstructed path to the patient at all times.
- **Large items** as storage space is very limited.
- **Sentimental items** that cannot be replaced.
- **Strongly scented items.** All respiratory units and respiratory departments are scent free. Other areas of the hospital are scent sensitive.
- **Valuables and large amounts of money.** We are unable to replace lost or stolen items.

Finding Your Way at West Park

Wayfinding Kiosks

There are wayfinding (maps) kiosks in the main lobby and by all the elevators. Enter the location name in the kiosk and it will tell you how to get there. You can also scan the QR code to have it on your phone.

Colours

Each level has its own colour to help patients and visitors find their way. The corridors usually have a medium shade of the level colour, while darker shades highlight the entryways to inpatient units and outpatient services.

Zones and Room Numbers

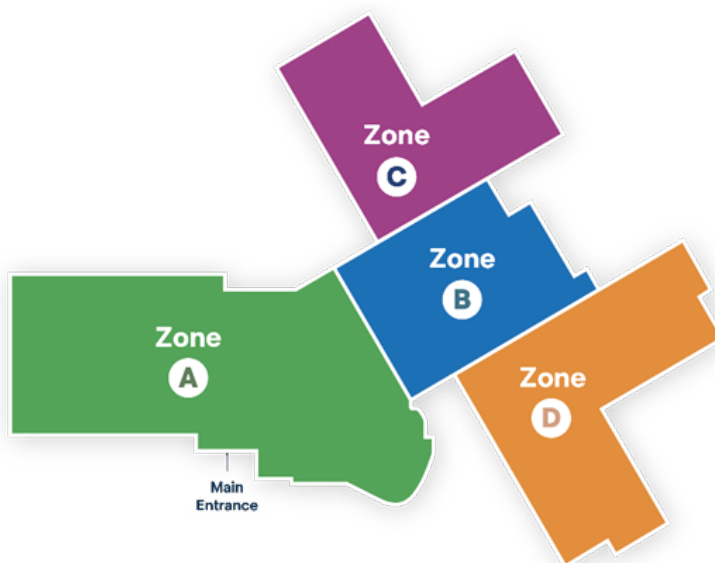
Our hospital is divided into four zones: A, B, C, and D. (See image below) Your room number reflects the level, zone and room. For example, if your room is 2C-420:

2 = Level 2

C = Zone C

420 = Room 420

All inpatient rooms are in Zone C, with room numbers in the 400s, or in Zone D, with room numbers in the 500s. Be sure to let visitors know which level (floor) you are on.



Partners in Care

Your voice matters

You are the most important member of your healthcare team. Let us know what is important to you and how you want to be involved in your care. We respect and support your right to make informed choices. We work with you to set goals, plan treatments and create a discharge plan that meets your needs. Please tell your healthcare team if your goals and values are not being respected.

Your rights and responsibilities

As a patient, you have a right to receive high quality care, be free from discrimination and harm, be treated with compassion and respect, and to share your concerns and get answers to your questions. We have policies that protect you and our staff so that everyone is treated with dignity and respect.



For more information, see the [Patient Bill of Rights & Responsibilities](#) and our Partnership Pledge. You can get a copy from our Patient Experience Coordinator by contacting patientexperience@westpark.org or 416 243 3600 ext. 30140.

Support from family, friends and caregivers

It is important to have support. We encourage your family, friends or caregivers to be as involved as you would like them to be.



To help patients and visitors find their way, each floor is colour-coded and marked with a large number by the elevators

Visitors

Visiting hours are from 11:00 am to 9:00 pm every day and may change. Visiting hours may vary based on the needs of our patients. For more information, speak with someone on the healthcare team. We ask visitors to not visit if they are feeling sick.

Patient relations

The Patient Experience Coordinator is here to help make your experience at West Park a positive one. You can contact patientexperience@westpark.org or 416 243 3600 ext. 30140 when:

- you have general questions or would like information about services at West Park
- you want to share your ideas or suggestions
- you have a compliment about our staff or services
- you have concerns about services or interactions with West Park staff or doctors.

Your Healthcare Team

A team of health professionals work together to care for you. Each profession has special skills. When you meet a healthcare team member, ask their name, what they do, and why they are seeing you. You might meet with medical students and others who are supervised by skilled West Park team members.

Below are some of the professions you may meet and how they may care for you.

Team members you may see regularly:

- **Attending Physician (doctor)**
Responsible for your overall care. You may also see specialist doctors who consult on your care such as a geriatrician, physiatrist and respirologist.
- **Client Care Attendant**
Provides support with your basic care needs like eating, dressing, bathing and toileting.
- **Clinical Service Coordinator**
Works with the manager to supervise your care and support you and the team.

- **Clinical Service Manager**
Oversees the unit to ensure patients get good care.
- **Nurse**
Helps to plan and provide your care and teaches you about your illness or injury.
- **Nurse Practitioner**
A specially qualified nurse who can order tests, prescribe medication and do health assessments.
- **Occupational Therapist**
Helps you plan how to safely do everyday activities such as eating, bathing and dressing. Assistants help you practice your therapies.
- **Pharmacist**
Makes sure you get the right medication.
- **Physiotherapist**
Helps you plan how to be more independent by building your strength, balance and coordination.
- **Prosthetist and Orthotist**
Designs, fits and customizes devices like artificial limbs and braces to help you move better.
- **Rehab Assistant**
Helps you with exercises and activities to regain or maintain your strength and mobility.
- **Respiratory Therapist**
Addresses your breathing concerns.



If you have any questions or concerns about your care, please speak to your healthcare team

Team members you may request to see you:

- **Chiroprapist**
Helps you manage foot care and lower limb disorders.
- **Clinical Nurse Specialist**
Advanced practice nurses with knowledge in a specialty area who help to manage your complex conditions.
- **Dietitian**
Helps you with your meal planning and special dietary needs (such as diabetes, heart problems and weight concerns).
- **Ethicist**
Helps you make difficult decisions about your care.
- **Interpreter**
Helps you talk with your healthcare team in your first language.
- **Psychologist**
Evaluates and addresses mental health concerns, offering coping strategies and therapeutic counseling.
- **Psychiatrist**
Evaluates mental health concerns and provides treatment recommendations, including prescribing medications when necessary.
- **Recreation Therapist**
Uses activities like games, arts, and sports to help people improve their physical, emotional, and social well-being. They create programs that support recovery and enhance quality of life.
- **Social Worker**
Helps you manage your feelings, relationships and money needs. They also help you find community resources and plan for when you leave West Park.
- **Speech-Language Pathologist**
Helps you manage problems with talking or swallowing. Communicative Disorders Assistants may help you practice your therapy.
- **Spiritual Care Provider**
Can help address your religious, spiritual, and emotional needs.

Keeping You Safe

Closed Circuit Television (CCTV)

CCTV cameras are found throughout the building for safety and security reasons.

Handwashing

Handwashing is one of the most important ways to stop the spread of germs. All healthcare providers, patients, and visitors should wash their hands with soap and water or hand sanitizer before and after providing care. You can remind your healthcare provider to wash their hands if you did not see it happen.

Patient identification

For your safety, our team will confirm your identity before providing any care. Expect to be asked your full name and date of birth often, and to have your unique medical record number checked regularly.

Preventing falls

Preventing falls is important to us. Some things we do to keep you safe show you around the environment and check your risk of falling. We keep your paths clear, keep important things where you can reach them, and check in on you often. Please wear non-slip footwear in hospital. If you need assistance moving, please call for help.



Wearing non-slip shoes and keeping your room tidy helps to prevent falls

Preventing pressure injuries

Pressure injuries (also known as bedsores or pressure ulcers) develop when your skin is damaged by pressure. This can happen if you spend most of your day in a chair or bed. Most pressure injuries can be prevented, and your healthcare team will work with you to keep your skin healthy.

Reporting abuse

Our Centre has zero tolerance for abuse, neglect, or harassment of patients by anyone, including staff, visitors, or family. If you experience or witness any kind of abuse, please tell a member of your healthcare team right away.

Abuse means someone using their power in a harmful way. It includes:

- Physical: Hurting someone with force (like pushing or slapping)
- Verbal: Using words to scare or control someone
- Financial: Taking or using a patient's money or belongings
- Cyber: Sending inappropriate messages or images online
- Spiritual: Using religion or beliefs to control someone
- Sexual: Unwanted touching or sexual behavior
- Harassment: Hurtful comments or actions
- Neglect: Failing to care for a patient's needs, whether on purpose or not.

Security

Security officers can assist with emergencies 24 hours a day, 7 days a week. You may contact them at 416 243 3600 ext. 44444. There are also blue emergency stations in the parking garage and outside on campus, which will connect you to security.

Scent-sensitive hospital

To prevent harm to people who suffer from respiratory difficulties, all our respiratory units and departments are scent-free. The rest of the hospital is scent sensitive, so please do not use strong scented products like deodorant, after-shave, hairspray, perfume, cologne and shampoo.

Smoke-free campus

West Park is a smoke-free campus. Smoking and vaping are not allowed in all buildings, including the Long-Term Care Centre and UHN Reactivation Care Centre, the underground parking garage and outdoor spaces. If you wish to smoke, please do so beyond the roadway past Recovery Road.

Amenities

Bank machine (Level 1)

An ATM machine is located on the main level right across from the Café.

Café and food (Level 1)

Second Cup and Freshii offer hot and cold foods, coffee and other drinks. Within the Café, there are accessible vending machines, microwaves and seating areas available 24 hours a day.



Café on Level 1

Internet

West Park has free wireless internet access available. Look for “WPHC-Guest” on your device’s Wi-Fi setting.

Laundry room (Level 2)

The laundry room has washers and dryers. It accepts credit or debit cards. Bring your own detergent. If you need help with laundry, please speak with your Clinical Service Coordinator.

Parking

There is above ground and underground parking on campus. There are different parking payment options, such as a monthly parking pass and multi-day parking pass for frequent visitors. To register or for more information, please visit the Payment Office located next to the main lobby.

Payment Office (Level 1)

The Payment Office accepts payments for patient services and expenses. Patient trust account services are also available. You can also register and ask about different parking options for you and your visitors.

Pharmasave (Level 1)

Prescriptions can be filled at Pharmasave. It also sells over-the-counter products, personal care items, snacks and drinks, cards, books and gift items.

Reflection Area (Level 1)

The Reflection Area is a multi-faith meditation room. There is also a Wudu basin next to it.

Salon (Level 3)

Patients can get a haircut, trim, colour and other hair services at the salon.

Therapy Pool (Level 1)

The salt water pool offers a space for gentle therapeutic exercises. It is reserved for patients having therapy decided by their treating therapists.

Washrooms

Most of the public washrooms are all-gender washrooms. For privacy, each stall has walls and doors that go from the floor to the ceiling, and there is a sink inside for most washrooms. To prevent the spread of infections, visitors should use public washrooms and not the washroom in a patient's room.

Frequently Asked Questions

Is there internet available?

West Park has free wireless internet access available. Look for “WPHC-Guest” on your device’s Wi-Fi setting. The free Wi-Fi supports light internet browsing and checking email from your tablet or cell phone.

Are there televisions and phones that I can use?

All patient rooms are equipped with a television and an Integrated Bedside Terminal (IBT), which comes with a screen and keyboard. You can use the IBT to make free audio and video calls. Internet and television services on the IBT are available for a fee. You can ask your healthcare team about the cost. You can bring your personal cell phone to use.



For a fee, patient can access internet and television services on the Integrated Bedside Terminal

Can I do laundry?

There is a laundry room equipped with washing and drying machines. It accepts credit or debit cards. Bring your own detergent. If you need assistance with laundry, please speak with your Clinical Service Coordinator.

Can visitors stay overnight?

Visitors must be approved to spend the night. Please inquire with your healthcare team. If approved, visitors can request a sleeper chair.

Can my pet visit me?

Your service animal is welcome to accompany you during your visit at West Park (UHN). Service animals can be brought into any areas of West Park (UHN) where permitted by our Infection Prevention & Control Department. Patients are not allowed to bring their own pets to visit except under exceptional (compassionate) circumstances, approved by the care team and infection prevention and control.

Can I bring food from home?

Yes! We know food is a big part of recovery, but some patients have different or changing dietary needs, and safe storage is limited. Please check with your healthcare team before bringing food from outside the hospital.

Can I have alcohol or cannabis at West Park?

No. Patients and visitors are not permitted to have any alcohol or cannabis (marijuana) products during their stay at West Park.

For More Information

- Visit the UHN website www.uhn.ca or West Park website westpark.org.
- Talk to your healthcare team members
- Learn about UHN's Patient Declaration of Values



A Compass for Our Care

UHN Patient Declaration of Values



Patients and families have told UHN what is most important to them when it comes to their care. From this feedback, **5 core values** have been developed.

These 5 values pave a path toward a culture of patient partnership and improved patient experience at UHN. They act as a compass for UHN staff to honour what is most important to the patients and families we serve.

Defining the values and related behaviours for Team UHN

These definitions were developed from what UHN patients and families said they value, and they are written from their perspective.

We, us, our, me mean patients and families.
You means members of Team UHN.



Respect and dignity



Empathy and compassion



Accountability



Transparency



Equity and partnership

 Patient Experience



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