

# My Guide to Toronto Rehab's Spinal Cord Rehabilitation Program – Lyndhurst Centre

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

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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.



## Parking

- Some **on-site paid parking** is available for \$10.00 a day Monday to Friday. Parking on Saturday and Sunday and evenings (6:00 pm – 8:00 am) is \$9.00.

You can pay at the kiosk in the main lobby or on the way out of the parking lot. There are no in and out privileges with one day parking.

- Buy **monthly parking passes** for \$90.00, 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 parking kiosk located at the main parking gate at Lyndhurst during business hours Monday to Friday 6:00 am – 6:00 pm.

For more information about how to get to Lyndhurst, including public transit directions and parking information, please visit [www.uhn.ca/torontorehab](http://www.uhn.ca/torontorehab)

## What does Lyndhurst look like?



Patient room



Front Entrance of Lyndhurst



Treatment space



Main gym



Go to [YouTube video links](#) to watch 3 videos on what to expect at Lyndhurst (<https://www.youtube.com/playlist?list=PLWYuRSjQI5zGHemKtbeGcws8Es2dWGEOj>)

[UHN Patient Education YouTube channel](#)

([https://www.youtube.com/channel/UCw-\\_hhilOuZn7XYoFRJ1Sw](https://www.youtube.com/channel/UCw-_hhilOuZn7XYoFRJ1Sw))

# What can I expect?

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Rehabilitation is very different from an acute care hospital (where you may have just been for surgery or treatment). Our goal at Lyndhurst is to help you be as independent as you can be when you return to the community. The nurses will not monitor or check in on you as much as acute care.

During rehabilitation, you are an active member of your care team. You and your family help us understand what is most important to you. Patients often say they are surprised at the large open spaces and the amount of time they are off of the unit. We will work together 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 recommend rehab goals and also encourage you to share your goals with us. We want you to take part in all the services we offer at Lyndhurst. Getting the most out of your rehabilitation program takes hard work.

You will have access to therapy services 5 days a week and rehab nursing 7 days a week. Recreation activities take place in the evenings and weekends. 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?

- 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.
- Take part in the Patient Education classes.
- 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

- 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](http://www.spinalcordessentials.ca) for more information.



# My admission day

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## 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:

1. 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.
2. You meet the nurse who will ask questions about your health and takes your vital signs (temperature, blood pressure, pulse, breathing rate).
3. You meet the pharmacist who reviews your medications and allergies.
4. You meet the doctor who will assess you and review your medical history.
5. You meet the occupational therapist and physiotherapist who ask you about your home environment and how much your body is able to move. Most of the time you will have a wheelchair to use by the end of the **second** day.
6. You meet with the other members of the team, as needed.
7. 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.



**Please note:** To make sure that we can provide you with an inpatient bed as soon as possible, we may ask to place you in a mixed gender room.

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.

# My length of stay

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## 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 and snacks
- 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

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## 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 and Personal Support Workers (PSWs)
- Psychiatrists (doctors who specialize in rehabilitation medicine)
- Family Practice Doctors
- Pharmacists
- Occupational Therapists
- Physiotherapists
- Occupational Therapy Assistants or Physiotherapy Assistant
- Researchers
- Psychologists
- Respiratory Therapists
- Therapeutic Recreationists
- Speech Language Pathologists
- Dietitians or Food Service Supervisor
- Other Doctors (such as Urologist)
- Spiritual Care or Chaplain
- Social Workers
- 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](http://www.sciontario.org)

Phone 416 422 5644 or 1 877 422 1112 (toll-free)

# A typical day

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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.
- **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**.
- **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.

## **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 Representative will visit with you to tell you about some of our research programs. You do not have to take part in any research, but if you are interested a research staff member can tell you more.

# Visitor information

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UHN has returned to our regular visiting guidelines.  
Only **2 visitors at a time** in your room please.



## Visitor's Checklist

- ✓ **Please stay home if you feel sick or have flu-like symptoms.**  
You should not visit Lyndhurst until you have no symptoms for at least 48 hours.
- ✓ **Wearing a mask is optional in most public areas across UHN** such as lobbies, elevators, hallways, nursing stations and lounges.  
Masks are still required:
  - During all direct patient care and contact. This applies to patients, visitors, Essential Care Partners (ECPs) and health care providers.
  - In all waiting rooms.

To learn more about visiting guidelines go to [www.uhn.ca/PatientsFamilies/Visiting\\_Patients/Pages/visiting\\_patient.aspx](http://www.uhn.ca/PatientsFamilies/Visiting_Patients/Pages/visiting_patient.aspx).
- ✓ **Clean your hands often.** Clean your hands while inside Lyndhurst, including before and after touching your mask, using the washroom, or touching surfaces such as railings, buttons, handles or doors. Hand sanitizers are at the main entrances and on units. Washing hands helps to prevent the spread of germs.
- ✓ Make sure **children under 12** are always with an adult.
- ✓ **If your loved one is on isolation**, please contact the Manager to confirm if you are able to visit.



## **Where can my Essential Care Partner eat?**

There are tables in the main lobby for visitors to eat. There is a coffee and snack kiosk in the main lobby. There are no other food options at Lyndhurst.

## **Visitors from out of town**

If you are from out of town, please talk with your social worker about possible places for your Essential Care Partner to stay near Lyndhurst. You may want to look up hotels in the area.

# Resources

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## Visit the websites



[www.uhn.ca/torontorehab](http://www.uhn.ca/torontorehab)

[www.spinalcordessentials.ca](http://www.spinalcordessentials.ca)

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



**Go to [YouTube video links](https://www.youtube.com/playlist?list=PLWYuRSjQI5zGHemKtbeGcws8Es2dWGEOj) (https://www.youtube.com/playlist?list=PLWYuRSjQI5zGHemKtbeGcws8Es2dWGEOj) 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](https://www.youtube.com/channel/UCw_-hhilOuZn7XyoFRJ1Sw):

([https://www.youtube.com/channel/UCw\\_-hhilOuZn7XyoFRJ1Sw](https://www.youtube.com/channel/UCw_-hhilOuZn7XyoFRJ1Sw))

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

[www.youtube.com/playlist?list=PLWYuRSjQI5zGHemKtbeGcws8Es2dWGEOj](https://www.youtube.com/playlist?list=PLWYuRSjQI5zGHemKtbeGcws8Es2dWGEOj)



## COVID-19 resources

Find up-to-date information at [UHN's COVID-19 page](http://www.uhn.ca/COVID19) (www.uhn.ca/COVID19), such as updates on the visitor restrictions, masking and physical distancing.

## Who to contact

Please speak with a member of your health care team if you have any questions about your stay at Lyndhurst or plan of care.

Pema Zela, Manager of 1A 1B  
Phone: 416 597 3422 extension 6139

David Masterangelo, Manager of 2B  
Phone: 416 597 3422 extension 6055



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