

# Welcome to the Southlake Restorative Care Units

INFORMATION FOR PATIENTS AND FAMILIES

**LOCATED WITHIN  
THE REACTIVATION CARE  
CENTRES**

**Finch Site:**

2111 Finch Avenue West,  
North Toronto

**Church Site:**

200 Church Street,  
North Toronto



**SOUTHLAKE**  
REGIONAL HEALTH CENTRE



# Table of Contents

<b>BENEFITS FOR PATIENTS</b> .....	5
<b>BENEFITS FOR FAMILIES</b> .....	5
<b>ROOM TYPES</b> .....	6
<b>FOOD</b> .....	6
<b>TELEVISION, PHONE AND INTERNET (WI-FI)</b> .....	6
<b>WHAT CAN YOU BRING TO YOUR ROOM?</b> .....	7
<b>IMPORTANT INFORMATION FOR PATIENTS AND FAMILIES</b> .....	7
<b>PET THERAPY</b> .....	7
<b>VISITING HOURS</b> .....	7
<b>TRANSPORTATION FOR FAMILIES</b> .....	8
<b>LOST AND FOUND</b> .....	9
<b>PATIENT RELATIONS</b> .....	9
<b>SPIRITUAL CARE</b> .....	9
<b>VOLUNTEERS</b> .....	9
<b>PARKING</b> .....	10
<b>DIRECTIONS</b> .....	11



Welcome to the **Southlake Restorative Care Units**, where patients will receive specialized, restorative care from a dedicated team of health professionals who will know you and your care needs. Your care team on this unit will focus on your specific needs and goals, while working to foster your independence and optimize your remaining strengths and abilities.

If you are moving from Southlake's Newmarket campus, we will arrange your move via ambulance at no cost.

We have two **Southlake Restorative Care Units**, located within the Reactivation Care Centres at:

- 2111 Finch Avenue West, North York, Ontario, M3N 1N1
- 200 Church Street, North York, Ontario, M9N 1N8

Both of these units are located in a freshly renovated and newly reopened hospital.



## BENEFITS FOR PATIENTS

- You will receive restorative care from physiotherapists, occupational therapists, recreational therapists and rehabilitation assistants based on your individual needs and goals.
- You will have a dedicated healthcare team who will work with you consistently, to provide the care that meets your specific needs.

Depending on your needs, your healthcare team will include:

- |                            |                                       |
|----------------------------|---------------------------------------|
| • Doctor                   | • Speech Language Pathologist         |
| • Nurse Practitioner       | • Pharmacist                          |
| • Nurses                   | • Home and Community Care Coordinator |
| • Registered Dietitian     | • Unit Manager                        |
| • Occupational Therapist   | • Clinical Practice Leaders           |
| • Physiotherapist          | • Volunteers                          |
| • Rehabilitation Assistant | • Clerical staff                      |
| • Recreational Therapist   | • Other team members, as needed       |
| • Social Worker            |                                       |

### **What can my family and I expect at the Southlake Restorative Care Units?**

Once you arrive, your care team will assess your abilities to determine your care needs, and work with you and your family to identify and develop your care plan and goals.

We will design your daily activities based on your abilities, care plan and goals. Team members may regularly ask you about your goals to see if we need to make changes. We will also continue to review the discharge plans you and your team established before you arrived at the **Southlake Restorative Care Units**.

## BENEFITS FOR FAMILIES

- Visiting hours at the **Southlake Restorative Care Units** are 24 hours a day.
- \$5.00 a day flat rate parking available on-site.
- Your loved one will be in a newly renovated, warm and welcoming space, in semi-private rooms.

## ROOM TYPES

Your room on the ***Southlake Restorative Care Units*** will be a semi-private room, with one other patient. You will share your bathroom with that person. You will also enjoy a dining/activity room where you can join others in group exercise classes.

## FOOD

Food will be provided by Humber River Hospital and the meal selection will be very similar to Southlake's Newmarket location.

There is a café and vending machines located within the Reactivation Care Centres. There are also many food options in both neighbourhoods.

## TELEVISION, PHONE AND INTERNET (WI-FI)

A television and phone will be provided free of charge in your room. Wi-Fi will be available for you and your visitors in the main lobby of the hospital.



## WHAT SHOULD I BRING?

Please keep items you are bringing to **one bag**.

We suggest bringing:

- Comfortable clothes, sleepwear, and/or a housecoat.
- Personal toiletries such as a toothbrush, toothpaste, hairbrush/comb, shampoo, body wash, deodorant, etc.
- Non-skid shoes or slippers/socks.
- You may bring special items such as pictures, blankets, books, small electronic devices, or other personal items labeled with your name. Please do not bring any valuables.

## PET THERAPY

Pet therapy will be available in a designated area at both Reactivation Care Centres. Families are encouraged to bring in their own pets for a visit!

## IMPORTANT INFORMATION FOR PATIENTS AND FAMILIES

In the event of a medical emergency, you will be transferred to Humber River Hospital. If you require further medical care, you will be transferred back to Southlake Regional Health Centre, Newmarket location.

## VISITING HOURS

Visitors are welcome 24 hours a day, seven days a week. For the safety of all patients, visitors arriving after 9 p.m. will be required to sign in with Security in the main lobby.



## TRANSPORTATION FOR FAMILIES

We are happy to provide subsidized transportation for friends and family members as needed. In partnership with Community and Home Assistance to Seniors (CHATS), round trip rides will be available at a rate of \$10.00 per person, departing from a local meeting spot directly to the **Southlake Restorative Care Units**. Arrangements for individual trips from your home can be made at a cost of 50 cents per km. Please call (905) 713-6596 to book your spot to ensure we can accommodate your travel needs.

Trips to the **Southlake Restorative Care Units** will take place on Mondays, Wednesdays and Fridays, departing from the Aurora Walmart/404 Centre, located at 135 First Commerce Drive, Aurora, ON L4G 0G2, leaving at 10:30 a.m. and returning at 2:30 p.m. If you are unable to visit on those days, individual accommodations can be made with CHATS. Transportation from Southlake Regional Health Centre's Newmarket location to the local meeting spot can be arranged. If you require transportation from Southlake's Newmarket location to the meeting spot, please indicate this when you call (905) 713-6596 to register.





## LOST AND FOUND

For lost or misplaced items, please call (905) 895-4521 ext. 2561.

## PATIENT RELATIONS

The Patient Relations service is available to all patients, families, and visitors. To share your feedback, contact [PatientRelations@southlakeregional.org](mailto:PatientRelations@southlakeregional.org) or call (905) 895-4521 ext. 2290. Please leave a message and we will return your call within 48 hours.

## SPIRITUAL CARE

Spiritual care will be available to patients, families, staff and volunteers to meet the spiritual needs of our multi-faith and multi-cultural communities. To request spiritual care please speak with the manager of the ***Southlake Restorative Care Units***.

## VOLUNTEER

To volunteer in the ***Southlake Restorative Care Units*** please call (905) 895-4521 ext. 7314.



# PARKING

On-site parking is available for a flat rate of \$5.00 a day.

If you have purchased an H Pass for our Southlake Newmarket location, we will reimburse you for your purchase. Please take your H Pass to the parking office located in the main lobby of the Southlake Newmarket location.

For more savings, you can purchase a new H Pass at both Reactivation Care Centres.



## Finch Site:

2111 Finch Avenue West,  
North York



## Church Site:

200 Church Street,  
North York



## DIRECTIONS

### The Reactivation Care Centres are located:

- 2111 Finch Avenue West, North York, Ontario, M3N 1N1
- 200 Church Street, North York, Ontario, M9N 1N8

### To 2111 Finch Avenue from Southlake's Newmarket location:

- Drive West on Davis Drive towards Hwy 400 South
- Follow Hwy 400 Southbound and take exit for Finch Avenue West in North York, Toronto
- Head East on Finch Avenue West
- Turn right onto Oakdale Road
- The Reactivation Care Centre will be on the right

### To 200 Church Street from Southlake's Newmarket location:

- Drive West on Davis Drive towards Hwy 400 South
- Follow Hwy 400 Southbound and take exit for Jane Street in North York, Toronto
- Head West on Church Street
- The Reactivation Care Centre will be on the right

**For more information, please contact:**

**[www.reactivationcarecentre.ca](http://www.reactivationcarecentre.ca)**

**Southlake Restorative Care Unit – Finch**

2111 Finch Avenue W.

North York, Ontario

M3N 1N1

Tel: (416) 747-3211

**Southlake Restorative Care Unit – Church**

200 Church Street

North York, Ontario

M9N 1N8

Tel: (416) 243-4416