

# Welcome to the Southlake Restorative Care Units

INFORMATION FOR PATIENTS AND FAMILIES

**LOCATED WITHIN  
THE REACTIVATION CARE  
CENTRE**

**Finch Site:**

2111 Finch Avenue West,  
North Toronto, ON M3N 1N1  
5E Tel: (416) 747-3211  
6W Tel: (416) 747-3090



**SOUTHLAKE**  
REGIONAL HEALTH CENTRE



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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 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 Centre at 2111 Finch Ave. W – on 5 East and 6 West.

Located in a freshly renovated and newly reopened hospital.



## BENEFITS FOR PATIENTS

- You will receive restorative care from the healthcare team 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
- Nurse Practitioner
- Nurses
- Registered Dietitian
- Occupational Therapist
- Physiotherapist
- Rehabilitation Assistant
- Recreational Therapist
- Social Worker
- Speech Language Pathologist
- Pharmacist
- Home and Community Care Coordinator
- Unit Manager
- Clinical Practice Leaders
- Volunteers
- Clerical staff
- Other team members, as needed

## 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

- \$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 SERVICES

Food will be provided by Humber River Hospital, with the option to complete weekly meal selection in most cases. Diets will be individualized based on patient requirements by the Registered Dietitian and Speech Language Pathologist team.

There is a café and vending machines located within the building. There are also many food options in the neighbourhood.



## 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.

## 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

Visiting hours are 9 a.m. to 8 p.m. We encourage facilities to call the unit 24 hours in advance to confirm current visitation policy, as visitation may change if the unit is on outbreak.



## REHAB

Rehab goals are not limited to only physiotherapy but include getting up for meals, group classes, practicing in transfers with nursing, and activities of daily living. Patients in the RCU must be ready to take on an **active** role in Rehab. Additionally, the care team may ask patients' families to bring mobility equipment from home for their use as many are familiar with their own equipment.



## LOST AND FOUND

For lost or misplaced items, please call:  
6 West: (416) 747-3090  
5 East: (416) 747-3211

## PATIENT RELATIONS

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

## SPIRITUAL CARE

Families are encourage to arrange spiritual care according to patients' faith. Additionally, there is access to a Roman Catholic priest to visit our floor if needed.

## VOLUNTEER

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

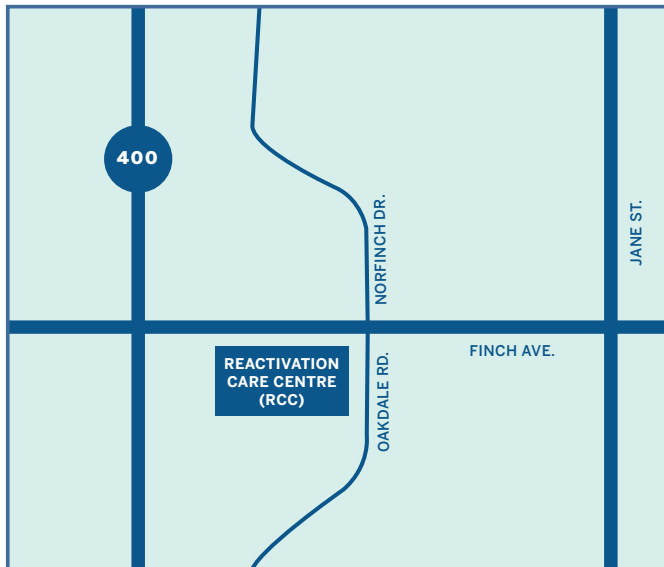


## PARKING

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:

#### 5 EAST and 6 WEST

2111 Finch Avenue West,  
North York



## DIRECTIONS

### The Reactivation Care Centre is located:

- 2111 Finch Avenue West, North York, Ontario, M3N 1N1

### 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

**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