



WEST PARK
HEALTHCARE CENTRE

2006

Directory of Services

A Guide for Referring Professionals





Our Vision:

Through innovation and excellence, we assist our patients and residents to live the fullest lives possible.

In the pursuit of our vision ...

We value *people*, through:

- Respect for each individual's uniqueness, dignity, and rights
- Integrity and ethical behaviour
- Recognition for the dedication, competence, and pride of our staff, physicians, and volunteers
- Continued recognition and appreciation for the support we receive from our communities

We value *excellence*, through:

- The best possible health care practices
- High patient and family satisfaction
- Responsibility in our use of resources
- Advocacy, leadership and partnerships in the broader health care community

We value *innovation*, through:

- Research, education, and collaboration
- The willingness to listen to and learn from all
- Setting newer and higher standards whenever and wherever possible
- Seeking out opportunities



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Introduction

West Park Healthcare Centre is a specialized rehabilitation centre in the western Greater Toronto Area and a local provider of complex continuing and long-term care.

The centre offers a broad range of in-patient, ambulatory and out-patient rehabilitation and complex continuing care services in the fields of respiratory, amputee, neurological and musculoskeletal medicine. The centre also owns and operates a 200-bed long-term care home on campus. West Park has contracted with Extendicare (Canada) Inc. (which has more than 35 years of operating expertise) to manage the long-term care facility, including providing the staff. Admissions to the long-term care home are managed by the Etobicoke and York Community Care Access Centre.

Situated in a residential neighbourhood overlooking the Humber River near the intersection of Jane Street and Weston Road, the 27-acre property is fully accessible to everyone. The award-winning design of the grounds features extra-wide walkways, gently sloping ramps with space for two-way wheelchair traffic and wheelchair height garden beds. The tree-lined courtyard and patio are frequently used for outdoor concerts, barbecues and festive occasions.

At West Park, patients and their families are at the centre of our mission and programs. Our staff respects the dignity and autonomy of the individual and adopts a team approach to healthcare, involving patients and their loved ones in the planning and provision of services. We are committed to creating a caring and therapeutic environment where patients are supported in all their efforts.

West Park also is dedicated to continually improving everything it does. Our staff continually seeks to expand their knowledge and improve their performance through research and education.



How to use this guide

This directory was created to provide a comprehensive listing of West Park's many unique and specialized services. We hope it will assist you in making referrals for your patients.

Services are organized under West Park's three programs: Rehabilitation & Community Living (in-patient and out-patient), Complex Continuing Care and Long-Term Care.

Additional information provided for each service includes the number of beds/spaces available, utilization information including average length of stay (ALOS), service features and admission criteria. We have also included contact numbers for each service, for any additional questions you may have.

The cost of medical and professional care in standard ward accommodation is available at no charge to individuals with a valid Ontario Health Insurance Plan (OHIP) card issued by the provincial Ministry of Health and Long-Term Care. Additional fees are charged for private and semi-private accommodations, and for complex continuing care co-payments.

Non-OHIP funded services are listed under Business Enterprises. Pro Active Healthcare, one of the centre's wellness offerings, provides services to the community and is listed as a separate service.

An important note

As services are always evolving, there may be changes to services described in this directory. When making referrals, please visit our website at www.westpark.org or contact West Park's Admitting department at 416-243-3632, to ensure you receive the most current information.

We look forward to working with you.



The Model Application

The model application was developed in response to requests from referring professionals for advice on how to expedite the patient application review process. Ideally, the application contains all of the necessary information required to ensure a speedy review. We would encourage you to use the checklist when completing applications.

Expectation for Admission

- Program (or service) you are applying for
- Bed type (complex continuing care or rehabilitation)

Demographic Sheet

- Include the health card version code, if applicable
- Include preferred accommodation information, if applicable

Medical Report

- Include the admitting medical assessment
- Include current and all past diagnoses
- Include all current medication and dosage with respective diagnosis
- Include current and past MRSA, VRE status
- If on dialysis, include the type
- Oxygen details (saturation level, concentration)
- If psychiatric history, detail current status and treatment

Functional Assessment

(all sections preferably completed by a nurse)

- Include weight bearing status, if applicable and related details
- Provide full details of decubitus ulcers, include stage, diagram and present skin routine
- Include behavioural assessment (indicate behaviour frequency and intensity), if indicated
- Estimate hours of nursing care require to provide care
- List any special needs – include all relevant information (i.e., IV, reason for, portacath device)



- Provide personal data – complete height, weight, B/P, range and heart rate
- Indicate secure unit requirements

Social Assessment

- Indicate reason for application
- Indicate program(s) being applied for
- Indicate discharge plan and if Long-Term Care applications have been submitted
- Indicate Powers of Attorney (type with names and phone numbers)

Other

- Attach recent occupational and physiotherapy notes, if applying for rehabilitation or activation
- State if co-payment has been discussed with patient.



Checklist: Required Information on Admission

If a patient has been approved for admission to West Park Healthcare Centre, additional information is required. In most cases, we will not confirm a bed offer without assurance that the following information will arrive prior to, or on, admission.

- PTAC Transfer Sheet & Screening tool for febrile respiratory illness
- Allergies
- List of current medications (copy of MAR/pharmacy profile)
- Peritoneal Dialysis patients – include dry weight & dialysis prescription
- G-Tube feedings – include rate/type and amount and tube/size/change date
- Rate and route – oxygen
- Wounds – stage and treatment
- Special needs – for example, pressure relief mattress, portacath
- Patient Care Plan – copy of plan
- EKG/EEG results (most recent copy)
- Lab results (most recent copy)
- X-ray results (most recent copy)
- Other test results (including Mantoux test)
- Mobility Status – for example, weight bearing, equipment
- Summary of clinical course during hospitalization (discharge summary)
- Consults and names and phone numbers of physicians
- Physician's admitting note
- Physician's problem list (if available)
- Behavioural assessment/management form (for cognitive support)



Rehabilitation & Community Living Program

Progressive, patient-driven and goal-oriented. These are the attributes of treatment in West Park's Rehabilitation & Community Living Program. Our staff help patients to identify and reach their optimal mental, physical, cognitive and social functioning levels. The program consists of both in-patient beds and a wide variety of out-patient services, clinics and a Day Hospital. The program provides patients with severe physical or mental challenges with the information, skills and life experience necessary to live independently in the community.

Community Living services provide patients with information, skills and learning opportunities that enable them to meet the challenges of brain injury, severe behaviour problems, or physical disabilities resulting from illness or accident, so that they can live more independently in the community.





ABI Behaviour Services

Service Description

In-patient rehabilitation for clients with challenging behaviours and an acquired brain injury who require behavioural rehabilitation in order to live in community settings.

For further information or to make an appointment:

- To access the services, please call the Toronto Acquired Brain Injury Network at 416-597-3057.
- For more information about ABIBS at West Park Healthcare Centre, please call 416-243-3600, ext. 2611 or email abi@westpark.org.

Service Features:

- Clients' challenging behaviours are assessed and individualized behavioural interventions are developed.
- Wheelchair-accessible private rooms with ensuite bathrooms; featuring common kitchen and lounge areas, enclosed courtyard and therapy room; located on the West Park Healthcare Centre campus.

Utilization Information:

- 2004/05: 5 beds; 1,698 patient days; 8 separations; ALOS 112.5 days.

Eligibility:

- Clients of West Park's ABIBS are adults (18 to 65 years of age) with an acquired brain injury as the result of a trauma or a disease process that is accompanied by challenging behaviours.
- Clients should:
 - be medically stable
 - be under the care of a physician
 - not require immediate hospitalization for medical or psychiatric reasons
 - not be facing criminal charges



ABI Behaviour Community Outreach Services

Service Description

Community outreach rehabilitation assistance for clients with challenging behaviours and an acquired brain injury who require behavioural rehabilitation.

For further information or to make an appointment:

- To apply for the ABI Behaviour Community Outreach Services, please call the Toronto Acquired Brain Injury Network at 416-597-3057.
- For more information about the service at West Park Healthcare Centre, please call 416-243-3600, ext. 2611.

Service Features:

- Behaviour Therapists work with a client and his/her family members to develop and implement a behaviour change plan.
- The community outreach team provides assistance to individuals living in their own homes, specialized facilities and hospitals.

Utilization Information:

- 2004/05: 31 clients provided service annually in their homes.

Eligibility:

- Clients of West Park's ABIBS are adults (18 to 65 years of age) with an acquired brain injury as the result of a trauma or a disease process that has resulted in challenging behaviours.
- Clients should:
 - be medically stable
 - be under the care of a physician
 - not require immediate hospitalization for medical or psychiatric reasons
 - not be facing criminal charges



Amputee Rehabilitation

Service Description

The Amputee Rehabilitation Service provides service on both an in-patient and out-patient basis. The service offers expertise and education for amputees to assist them to deal with their amputation and to achieve their full physical, psychological and social potential. This includes the rehabilitation of WSIB referred amputees.

For further information or to make an appointment:

Please call the Admitting department at West Park Healthcare Centre at 416-243-3632.

Service Features:

- Individualized treatment and therapy plan developed by a team of health care professionals in conjunction with the patient.
- Information on family adjustment, community resources, medications, foot care, diabetes, and other related health care issues are offered to patients and family members by members of the service team.
- On-site prosthetic services (all artificial limbs and braces are custom-designed and made at West Park).
- On-site support to patients who require peritoneal dialysis.
- Discharge planning, including home accessibility assessment, equipment needs review and community referrals.
- Post-discharge follow-up, with ongoing maintenance and support available.

Utilization Information:

- 2004/05: 21 beds; 7,041 patient days; 237 admissions; ALOS 28.42 days.

Eligibility:

- Patients of West Park's Amputee Rehabilitation Service are adults (18 years of age and older) who have:
 - undergone an amputation of upper or lower extremity
 - potential for recovery to an improved level of independence with the application or replacement of a prosthetic device and instruction in a comprehensive rehabilitation program



- potential for improvement in functional independence by participating in a comprehensive rehabilitation program without the application of a prosthetic device. Priority is given to amputees awaiting admission for prosthetic fitting. Patients admitted for non-prosthetic rehabilitation must demonstrate that adequate social support exists in their community living environment and it can be adjusted to accommodate the patient's altered physical status and needs
- a stable medical condition (assessed by consulting physiatrist or designate) and sufficient ability to learn to permit full participation in the rehabilitation program



Gage Transition to Independent Living

Service Description

A service that offers opportunities in a community setting, for people with physical disabilities to learn and practice skills that will assist them to achieve their goal of living independently in the community.

For further information or to make an appointment:

Please call the Gage Transition to Independent Living at 416-481-0868 or email gage@westpark.org.

Service Features:

- A self-directed and individualized learning environment featuring one-to-one or small group discussion on a variety of topics, including:
 - directing attendant services
 - planning meals
 - budgeting
 - accessing community services
 - managing health
 - managing stress
 - obtaining housing
- An apartment program located in an integrated building in downtown Toronto, featuring 24-hour attendant services, living and life skills and health education.

Utilization Information:

- 2004/05: 10 patient beds; 3,573 patient days; ALOS 90.47 days; 4 separations.

Eligibility:

- Clients of the Gage Transition to Independent Living Apartment Service are individuals 18 years of age and older who require attendant services and want to learn the skills necessary to live independently.
- Clients must be medically stable (not requiring immediate hospitalization for medical or psychiatric reasons).



Home Ventilator Training and Reassessment

Service Description

West Park Healthcare Centre's Home Ventilation Assessment and Training Service is offered to patients who require ongoing mechanical assistance to breathe and are able to live in the community with appropriate assistance.

For further information or to make an appointment:

Please call the care co-ordinators for Respiratory Services at 416-243-3600, ext. 4765 or 4745.

Service Features:

- Assessment and training on the use of ventilators in a home setting for the purpose of enhancing independence upon their return to the community.
- Education and training for both the patient and caregiver(s) about the disease, how to care for personal and equipment needs and how to handle emergency situations.
- Recommendations by service team for modifications to community living, for mobility and communication devices to enhance independence.
- Assistance with arrangements for community support services, including referrals to qualified local physicians for ongoing medical follow-up.
- Regular post-discharge follow-up.
- Access to Ministry of Health and Long-Term Care funding for ventilatory support equipment.
- Service provided between four to six weeks, depending on need.
- Regular readmission and reassessment as required.

Utilization Information:

- 2004/05: 2 beds for training; 2 beds for reassessment.



Eligibility:

- Patients of West Park's Home Ventilator Training are:
 - 18 years of age and older who require mechanical ventilation for all or part of the day
 - willing to participate in the program
 - medically stable
 - cognitively intact (or have a documented substitute decision-maker)
 - able to direct their own care
 - able to access call bell system when assistance is required.



Musculoskeletal (MSK) Service

Service Description

West Park Healthcare Centre's Musculoskeletal (MSK) Rehabilitation Service provides expertise and education to patients with complex MSK rehabilitation needs to enable them to achieve their full physical, psychological and social potential. An individual patient assessment by a West Park physiatrist determines whether rehabilitation should be provided through in-patient admission or on an out-patient basis.

For further information or to make an appointment:

Please call the Admitting department at West Park Healthcare Centre at 416-243-3632.

Service Features:

- In-patient service targets patients who have completed the acute phase of their treatment and whose rehabilitation requirements are complex and demand specialized skills and approach.
- Specific diagnostic categories treated include:
 - complicated hip and knee arthroplasties
 - arthroplasty revisions
 - patients with more than one MSK pathology
 - patients with extensive MSK trauma
 - patients with non-surgical musculoskeletal conditions requiring rehabilitation (e.g., systemic lupus erythematosus, rheumatoid arthritis, etc.)
 - patients with other illnesses whose major requirement is musculoskeletal.
- Transdisciplinary team of rehabilitation providers, including a physiatrist, an attending physician, physiotherapists, occupational therapists, nurses, rehabilitation assistants, care co-ordinators and other health professionals.
- Access to therapy seven-days-a-week for in-patients.
- Discharge follow-up to on-site out-patient clinic, if required.
- Affiliation with the University of Toronto.



Utilization Information:

- 2004/05: 26 beds; 8,530 patient days; 285 separations; ALOS of 29.28 days.

Eligibility:

- Patients of West Park's Musculoskeletal Rehabilitation Service:
 - are adult residents of the western Greater Toronto Area
 - have musculoskeletal pathology and rehabilitation potential and
 - are admitted based on the complexity of the rehabilitation required, **NOT** the primary medical condition/diagnosis



Neurological Rehabilitation

Service Description

West Park Healthcare Centre's In-patient Neurological Rehabilitation is designed to help patients recovering from a stroke (CVA), head/brain injury or other neurological condition to reach a level of independence and return to living in the community independently or with support.

For further information or to make an appointment:

Please call the Admitting department at West Park Healthcare Centre at 416-243-3632.

Service Features:

- An individualized program, with treatment and activity geared to meet patients' specific needs and capabilities.
- Multidisciplinary health care team including registered dietitian, neuropsychologist, care co-ordinators, communicative disorder assistant, nurses, occupational therapists, pharmacist, physiatrists, physicians, physiotherapists, recreation therapist, speech-language pathologist and social worker.
- Consultants in chaplaincy, ophthalmology, dentistry, orthopaedic specialists, psychiatry, radiology, urology, and audiology.
- Education sessions for both patient and family/friends on topics related to recovering from stroke and returning to living in the community.
- Family involvement in goal setting, treatment sessions and discharge planning.
- Graduated discharge process begins with day passes, and progresses to overnight stays and weekend visits.
- Patients may be referred for out-patient rehabilitation in West Park's Ambulatory Care Service which offers services to further improve progress and independence.

Utilization Information:

- 2004/05: 26 beds; 8,572 patient days; 233 admissions; ALOS of 32.93 days.



Eligibility:

- Patients of West Park's Neurological Rehabilitation Service:
 - are adults (18 years of age and older)
 - have recently experienced a stroke (CVA), an acquired brain injury (ABI) due to illness or accident or other neurological condition that would benefit from short-stay intensive rehab
 - are medically stable (based on assessment of physiatrist or designate) and able to participate in at least one therapy session each day
 - are reviewed by a physiatrist to determine if appropriate for this service



Respiratory Rehabilitation

Service Description

West Park Healthcare Centre's Respiratory Rehabilitation Service is designed to help patients with chronic lung disease to improve or increase their ability to live independently in the community. Respiratory Rehabilitation is available on an in-patient basis for people unable to take advantage of West Park's out-patient Day Hospital services (See page 19).

For further information or to make an appointment:

Please call the care co-ordinators for Respiratory Services at 416-243-3600 ext. 4765 or 4745.

Service Features:

- Transdisciplinary core team of health professionals, including physicians, care co-ordinators, client care attendants, nurses, occupational therapists, physiotherapists, rehabilitation assistants and registered respiratory therapists, research personnel and students.
- Consultations with other health care professionals, including pulmonary function and sleep lab technicians, a recreation therapist and social worker.
- Patient education about their disease and medications, as well as how to plan and cope with day-to-day activities and independent living in the community.
- A supervised exercise program that focuses on cardiovascular fitness; upper and lower limb strength; endurance training; energy conservation; relaxation training, breathing control and coping techniques.
- Weekend leave to home so patients can practice acquired skills.
- Access to other hospital services, including chaplaincy, chiropody, dentistry, registered dietitian, medical consultants, pharmacy, psychology, recreation therapy and social work, depending on individual need.
- Regular follow-up on an out-patient basis.

**Utilization Information:**

- 2004/05: 22 beds; 6,986 patient days; ALOS 35.7 days with emphasis placed on weekend leave to home.

Eligibility:

- Patients of West Park Healthcare Centre's Respiratory Rehabilitation Service are adults (18 years of age and older) who:
 - have the potential to improve their health or independence
 - are non-smokers (for at least three months prior to admission)
 - are physically and mentally stable (in order to fully participate in an exercise program)
 - able to return to living in the community upon completion of the program



Respiratory Day Hospital

Service Description

West Park Healthcare Centre's Respiratory Day Hospital is an out-patient rehabilitation service for individuals with chronic lung disease who want to improve or increase their ability to live independently in the community (See also page 17).

For further information or to make an appointment:

Please call Respiratory Medicine at West Park Healthcare Centre at 416-243-3631 or the Day Hospital RN at 416-243-3600, ext. 2105.

Service Features:

- Transdisciplinary team of health professionals, including a physician, nurse, client care attendant, occupational therapist, physiotherapist, rehabilitation assistant and registered respiratory therapist.
- Patient education about:
 - their disease and medications
 - planning and coping with day-to-day activities
 - independent living in the community
- A supervised exercise program that focuses on cardiovascular fitness; upper and lower limb strength; endurance training; energy conservation; relaxation training and breathing control techniques.
- Access to other hospital services, including chaplaincy, chiropody, dentistry, registered dietitian, medical consultants, pharmacy, psychology, recreation therapy and social work, depending on individual need.
- Follow-up clinics and a maintenance program is an option for all patients following completion of the in-patient or out-patient respiratory rehabilitation service.

Utilization Information:

- 2004/05: Rehabilitation Program, 14 spaces, ALOS 3 months, 3 visits/week; Maintenance Program, 14 spaces, ALOS depending on need, 1 to 2 visits/week.



Eligibility:

- Patients of West Park Healthcare Centre's Respiratory Day Hospital are adults (18 years of age and older) who:
 - have the potential and motivation to improve and/or maintain their level of independence and ability to live in the community
 - have a family physician
 - are non-smokers for at least three months prior to admission
 - are medically and mentally stable in order to fully participate in the full program, three days a week



Seniors Mental Health

Service Description

West Park Healthcare Centre's Seniors Mental Health Service provides free, in-home psychogeriatric/mental health assessments of seniors living in Etobicoke, York and North York (west of Yonge Street) within the City of Toronto who are experiencing mental health problems.

For further information or to make an appointment:

Please call the service at West Park Healthcare Centre at 416-243-3732.

Service Features:

- Family is encouraged to attend a comprehensive, in-home assessment conducted by experienced mental health consultants (social worker and nursing backgrounds).
- Consultation with psychiatrist to determine most appropriate intervention plan.
- Practical advice to help individuals and families manage difficult behaviour, stress, depression, confusion and Alzheimer's disease or related dementias.
- Written recommendations for treatment shared with the family physician.
- Information about community resources and/or long-term care facilities.
- Education for families and professional caregivers regarding mental health issues.

Eligibility:

- Patients of West Park Healthcare Centre's Seniors Mental Health Service are individuals 60 years of age or older experiencing a mental illness or mental health problem.



Tuberculosis Service

Service Description

West Park Healthcare Centre's Tuberculosis (TB) Service is a provincially designated treatment centre providing specialized care and follow-up on an in-patient and out-patient basis for people infected with tuberculosis or other mycobacterial lung infections.

For further information or to make an appointment:

Please call the Respiratory Medicine office at West Park Healthcare Centre at 416-243-3600, ext. 2180.

Service Features:

- Specialized in-patient care and out-patient assessment and treatment
- Transdisciplinary core health care team that includes a care co-ordinator, respirologist, attending physician, nurses, nurse practitioner and recreation therapist.
- Consultations with other health care professionals, including occupational therapists, pulmonary function technicians, a pharmacist, physiotherapists, a psychologist, registered respiratory therapists, speech language pathologists, therapeutic dietitians and a social worker.

Eligibility:

- Patients of West Park's Tuberculosis Service are 16 years of age and older with a suspected or confirmed diagnosis of tuberculosis or other mycobacterial infection.

The In-Patient Service Offers:

- Isolation unit featuring state-of-the-art negative-pressure environment for enhanced infection control.
- Physical space to accommodate the diverse cultural, religious and dietary practices of the patients.
- Space for patients to visit in privacy with families and/or other visitors, an activity room, complete with audio-visual equipment and computers, as well as a secluded courtyard to enable TB service patients to obtain the benefits of fresh air, exercise and recreation.



- Patients, visitors and staff follow procedures designed to minimize the spread of infection, including use of protective masks, personal respirators and restrictions on patient movement.
- Routine laboratory tests and chest x-rays to measure patient response to treatment.
- Discharge occurs when lab results and chest x-rays indicate the disease is under control and the patient is no longer infectious.
- Regular follow-up to ensure the infection does not re-occur

Utilization Information:

- 2004/05: 20 beds; patient days 6,096; ALOS 55.5 days

Outpatient Service Offers:

- Investigation of suspected mycobacterial lung disease.
- Ongoing treatment and follow-up of patients with pulmonary and extra pulmonary TB.
- Assessment and treatment of patients with non-tuberculosis mycobacterial infection.
- Investigation of positive tuberculin skin tests results.
- Treatment and follow-up of latent tuberculosis infection.

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Business Enterprises





Pro Active Healthcare

Service Description

Pro Active Healthcare is dedicated to providing comprehensive, interdisciplinary healthcare services that provide our clients with the ability to reach new levels of functional independence and to enhance their quality of life. We achieve this by offering appropriate, timely and personalized treatments that are specific to the clients' therapeutic needs.

For further information or to make an appointment:

Please call Pro Active Healthcare at 416-243-3778.

Service Features:

- We offer clients access to a wide variety of services within a single healthcare facility. These services include:
 - acupuncture
 - chiropody
 - chiropractic
 - craniosacral therapy
 - massage therapy
 - occupational therapy
 - physiotherapy
 - psychological services
 - sleep studies
 - speech language pathology

Our Clients:

- At Pro Active Healthcare, we focus on our clients' individual needs. We have experience in treating a wide variety of conditions that have a broad scope of complexity, including:
 - motor vehicle accident injuries
 - musculoskeletal (MSK) disorders
 - sports injuries
 - neurological disorders
 - workplace injuries (WSIB)



Methods of Payment:

- Some Extended Health Benefit Plans may reimburse all or a portion of the costs of these services. Please refer to individual health plan to determine coverage.





Prosthetics and Orthotics

Service Description

West Park Health Care Centre's Prosthetics and Orthotics Service is a full-service manufacturing facility where certified and specially-trained staff design and build state-of-the-art prostheses and orthoses to improve the quality of life and independence of our patients.

For further information or to make an appointment:

Please call the Prosthetics and Orthotics Service at 416-243-3614 or 1-800-350-8706.

Service Features:

- Fitting and manufacturing of prosthetics and orthotics by prosthetic/orthotic clinicians and technicians certified by the Canadian Board for Certification of Prosthetists and Orthotists.
- Regularly scheduled out-patient amputee and orthopaedic brace clinics that offer assessments and prescription recommendations for a wide range of prosthetic and orthotic devices.
- Recommendations for modification, adjustment, repair and/or replacement of prostheses and orthoses.
- Authorized vendor, prosthetic and orthotic devices, for the Ministry of Health Assistive Devices Program.

Eligibility:

- West Park Healthcare Centre's Prosthetics and Orthotics Services address the needs of the Amputee Rehabilitation Service; please see eligibility criteria for this service on page 8.
- The service also sees as out-patients, adults 18 years of age and older who have:
 - undergone limb amputation and would benefit from the use of an artificial replacement (prosthesis).
 - a neurological, muscular or skeletal impairment where mobility and independence can be improved by the use of an orthopaedic brace (orthosis).



Respiratory Diagnostic and Evaluation Service

Service Description

West Park Healthcare Centre's Respiratory Diagnostic and Evaluation Service is affiliated with the University of Toronto and provides assessments for pulmonary function, sleep and exercise testing.

For further information or to make an appointment:

Please call Respiratory Medicine at West Park Healthcare Centre at 416-243-3631.

Service Features:

- Comprehensive up-to-date testing in support of medical diagnosis, pre-surgical assessment, post surgical follow-up and medico-legal requirements.
- Minimal waiting (turnaround of no longer than two to three weeks).
- Staff fully qualified to practice in the fields of pulmonary, sleep and biomedical engineering technologies.
- Pulmonary Function Tests (PFT's), including spirometry (flow volume loop), lung diffusing capacity, body plethysmography (for the measurement of lung volumes and airway resistance), respiratory muscle strength, and bronchodilator responses.
- Pulmonary Function Stress (Exercise) Testing, including cardio-pulmonary stress testing using a modern metabolic cart and 12 lead ECG machine to identify limitations to exercise tolerance, and to aid in the prescription of supplemental oxygen and for rehabilitation exercise programs.
- Special Procedures Testing including tests of respiratory chemoreceptor response and respiratory muscle performance. Testing procedures specific to individual needs.
- ADP approved 4 bed Sleep Laboratory, providing comprehensive sleep studies using state-of-the-art computerized equipment. Capabilities include full sleep staging (EMG, EOG, EEG) and full cardio-respiratory monitoring of ventilation, gas exchange



(O₂ and CO₂), and ECG. Equipped to study patients on mechanical ventilatory support (both invasive and non-invasive). Can address CPAP, BIPAP and supplemental oxygen needs.

Eligibility:

- Patients of West Park's Pulmonary Function and Sleep Laboratory are adults (18 years of age and older) who:
 - have or are suspected of having sleep disorders
 - are medically stable
 - do not require mechanical ventilation or life support
 - do not have behavioural disorders.



Complex Continuing Care Program

The Complex Continuing Care Program serves individuals with chronic illness that is medically complex but medically stable, whose condition requires a highly specialized hospital stay, regular on-site physician care and assessment and active case management by specialized staff. The program consists of a continuum of in-patient and out-patient services.





Ambulatory Care Service

Service Description

West Park Healthcare Centre's Ambulatory Care Service is designed for people with complex and ongoing health problems who, from time to time, need help to maintain or improve their health and quality of life. The service is divided into three care areas: out-patient clinics; specialized services and diagnostic services.

For further information or to make an appointment:

For further information about West Park's Ambulatory Care Service, please call 416-243-3640.

Service Features:

- Provides on-going care and treatment to patients after discharge.
- Trains family members and caregivers to provide care in the home.

Out-patient Clinics:

Amputee Clinics

- Assistive Devices Program (ADP) authorized mobility aids (except wheel chairs) and amputee assessment and follow-up clinic (please see Amputee Rehabilitation on page 8).
- For appointments, call 416-243-3640.

Audiology Clinic

- Audiological assessments, hearing aid recommendations, aural rehabilitation (individual and group therapy).
- One week waiting list.
- For appointments, call 416-243-3640

Augmentative and Alternative Communication Clinic

- For patients with severe communication disorders.
- Assessment of communication challenges (including speaking, writing or using the telephone), prescription of technology and training in strategies to enhance communication.
- For appointments, call 416-243-3600, ext. 4614.



Neurological Assessment and Follow-up Clinic

- Psychiatrist assessment and treatment of individuals with neurological disorders.
- For appointments, call 416-243-3640.

Out-patient Rehabilitation Clinic

- Physiotherapy, occupational therapy and/or speech language pathology.
- Assessment and treatment of individuals with impairments as a result of amputation or complex musculoskeletal disorders or neurological disorders.
- For appointments, call 416-243-3640.

Specialty Services

Medical Specialty Out-patient Clinic:

Respirology

- For appointments, call 416-243-3631.

Medical Specialty In-patient Clinics:

Dentistry, ENT (ear, nose and throat), Gynaecology, Optometry (general vision and eye glass prescriptions), Surgical Assessment/Follow-up and Urology.

- For appointments, call 416-243-3640

Diagnostic Services

- By physician referral only
- Diagnostic imaging - radiography

Admission criteria:

- Referrals accepted from physicians, health care agencies or hospitals.
- Patients living in northwest Toronto have priority; in some cases, there are waiting lists.
- Appointments must be booked in advance and all patients must have a valid Ontario health card issued by the provincial Ministry of Health and Long Term Care.
- Patients may face additional charges for equipment and/or services.
- For appointments, call 416-243-3600, ext. 2110



Chronic Assisted Ventilatory Care

Service Description

West Park Healthcare Centre's Chronic Assisted Ventilatory Care (CAVC) Service is an in-patient unit that provides care to people who need ongoing mechanical assistance to help them breathe for all or part of the day. CAVC offers long-term care as well as slow stream rehabilitation (twelve weeks to two years) for patients able to reintegrate into the community.

For further information or to make an appointment:

Please call the Respiratory Services co-ordinator at (416) 243-3600, extension 4675.

Service Features:

- A transdisciplinary team of specialized professionals including, physicians, nurses, occupational therapists, physiotherapists, rehabilitation assistant and registered respiratory therapist.
- Consultations with other healthcare professionals, including a registered dietitian, pharmacist, psychologist, pulmonary function technicians, recreation therapist, speech-language pathologist, social worker, and a chaplain.
- Active therapy protocols to improve health, well-being, and quality of life.
- A setting suitable for specialized equipment that can dramatically increase independence in communication and mobility.
- Space for personal furniture and effects.
- The opportunity for the client to learn to direct his/her own care and to participate in determining needs.
- Opportunities for social interaction with family and others.

Utilization Information – CAVC:

- 2004/05: 22 beds

Eligibility:

- Patients of West Park's CAVC Service are adults (18 years of age and older) who:
 - require invasive ventilatory support due to chronic ventilatory failure



- are mentally alert
- are non-smokers
- are medically stable and no longer require continuous cardio-respiratory monitoring and/or central venous access
- are able to participate in their own treatment planning
- are motivated and willing to take part in programs offered
- have potential and motivation to function at their optimum level with the possibility of community reintegration
- are able to access our call bell system when assistance is required



Functional Enhancement Service

Service Description

West Park Healthcare Centre's Functional Enhancement Service (FES) is a 26-bed in-patient unit that provides care and therapeutic services to geriatric patients to improve functional ability, maximize their level of independence and enhance their quality of life.

For further information

- Please call the Admitting department at West Park Healthcare Centre at 416-243-3632.
- Applicants require a completed Request for Service form and an additional Pre-admission Assessment Form, available through the Admitting department.

Service Features:

- A transdisciplinary team of specialized professionals including an attending physician, nurses, client care attendants, occupational therapist, physiotherapist, rehabilitation assistant, care coordinator and consulting geriatricians.
- Consultations with other healthcare professionals, including a dietitian, pharmacist, psychologist, recreation therapist, speech-language pathologist, social worker, and a chaplain.
- Active therapy protocols to improve health, well-being, and quality of life.
- Opportunities for social interaction with family and others.

Utilization Information – FES

- 2004/05: 26 beds; 8,602 patient days;
ALOS 153.63 days

Eligibility:

- Patients of West Park's FES are adults (65 years of age and older) who:
 - are medically stable and have identified therapy goals prior to admission in at least 2 areas (physiotherapy, occupational therapy, speech language pathology, etc.)



- have sufficient cognitive capacity to participate in goal-setting and must be able to learn and retain therapy instructions/information
- are able to tolerate and benefit from regular therapy interventions (3 - 5 days per week)
- motivated and willing to take part in programs offered
- have an identified discharge destination (e.g. home, Retirement Home, Long Term Care facility)
- require a functional enhancement program of three to four month duration
- are psychiatrically stable and do not require a secure unit



General Complex Continuing Care

Service Description

West Park Healthcare Centre's General Complex Continuing Care Service is a 24-hour, care program for people with complex or progressive illnesses or disabilities.

For further information or to make an appointment:

Please call the Admitting department at West Park Healthcare Centre at 416-243-3632.

Service Features:

- Specialized 24 hour in-patient care for people with complex or progressive illnesses or disabilities provided by a health team experienced in treating the complex medical, physical, social and emotional problems associated with long-term illness and disabilities.

Utilization Information:

- 2004/05: 26 beds; 9,327 patient days

Eligibility:

- Residents of West Park's General Complex Continuing Care Service are adults who:
 - have a chronic or progressive illness whose potential for improvement is limited
 - are medically stable
 - are unable to live independently in the community community services or in a nursing home because of complex care needs or medical complexity, (e.g. tracheostomy or feeding tubes)
 - have care needs that exceed those available through community services or in a nursing home because of complex care needs or medical complexity, (e.g. tracheostomy or feeding tubes)



Regional Multiple Sclerosis

Service Description

West Park Healthcare Centre's Regional Multiple Sclerosis Service (RMSS) provides long-term patient care for people with MS, with the goal of improving an individual's independence and quality of life.

For further information or to make an appointment:

Please call the Admitting department at West Park Healthcare Centre at 416-243-3632.

Service Features:

- A specialized, multi-disciplinary health care team including a chaplain, a discharge planner, nurses, an occupational therapist, a pharmacist, physicians, a physiotherapist, a psychologist, recreation therapists, a speech-language pathologist and a social worker.
- Access to specialty services and clinics including: chiropody, dentistry, feeding and swallowing assessment, urology and a wheelchair seating clinic.
- Client and family involvement in goal setting.
- Regular team reviews and on-going discharge planning (written recommendations are shared with patient, family and family physician).

Service options:

• Young Adult Physically Disabled

Care and support for adults (18 to 65 years old) with MS who are experiencing personal and physical challenges and who are unable to live in the community, but are still able to direct their own medical and nursing care. Residents develop a personalized care plan designed to promote as much independence in daily care as possible.

• Complex Continuing Care Service

Specialized care for people with multiple sclerosis who are experiencing personal and physical challenges who are completely dependent and therefore unable to live on their own in the community.



Utilization Information – Young Adult Physically Disabled:

- 2004/05: 26 beds, 9,067 patient days, 17 separations

Utilization Information – Complex Continuing Care Service:

- 2004/05: 26 beds, 9,327 patient days, 17 separations

Eligibility:

- Patients of West Park's Regional MS Service are adults (18 years of age and older) with Multiple Sclerosis.



Respiratory Continuing Care

Service Description

West Park Health Care Centre's Respiratory Continuing Care Service is a 24-hour, care program for people with complex respiratory disorders.

For further information:

Please call the Admitting department at West Park Healthcare Centre at 416-243-3632.

Service Features:

- Individualized program to meet specific needs.
- Transdisciplinary team of health care professionals who specialize in treatment of complex medical, physical, social and emotional problems associated with chronic respiratory disorders.
- Opportunities for patients to learn more about their condition, to participate in programs and improve their level of functioning and independence, and to interact with people dealing with similar health problems and issues.

Utilization Information:

- 2004/05: 26 beds

Eligibility:

- Patients of West Park's Respiratory Continuing Care Service are adults (18 years of age and older) who:
 - have severe chronic obstructive and/or other restrictive lung diseases
 - are medically stable
 - have daily care and medical needs that cannot be met at home, in a nursing home or through community-based services
 - are non-smokers
 - may require Continuous Positive Airway Pressure (CPAP) or Bilevel Positive Airway Pressure (BiPAP) support

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Long-Term Care





Long-Term Care Centre

Provides care in a supportive, nurturing environment to frail seniors, those with dementia, complex medical needs and younger adults requiring long-term care.

Service highlights:

- Experienced, cohesive Extendicare management team works closely with West Park Healthcare Centre.
- The 200-bed long-term care centre on our 27-acre fully accessible landscaped campus has been built above provincial long-term care design standards. It features:
 - a home-like atmosphere within 20-bed home areas
 - 120 private rooms featuring a private washroom and upgraded furniture, and bedding
 - 35 shared rooms, with some ideally suited for couples
 - fireplace lounges connected through Florida doors to dining room with table service
 - celebration dining room with kitchenette, a café, gift shop, therapy room, spiritual room and beauty salon
 - direct, safe access for residents to the outdoors through three interior courtyards, a rooftop garden, and two spacious balconies
 - a family room for out-of town visitors or family members who wish to stay with a very ill resident
 - underground tunnel link to other buildings on campus, allowing indoor access by residents and families to other on-site clinics and diagnostic services
 - A full range of activation and recreational programming geared to residents' interests and abilities (based upon individual assessments) is offered from 9 a.m. to 9 p.m., seven days a week

For further information:

- Please call the West Park Healthcare Long-Term Care Centre directly at 416-614-9494.
- For admissions, call the Etobicoke and York Community Care Access Centre at 416-626-2222 or visit online at www.etobicokeandYorkccac.ca.



Telephone Directory

Frequently Called Numbers

Main Telephone Number	416-243-3600
For information, directions	416-243-3600, ext. 2980
Main Fax Number	416-243-8947
Admitting (CCCS Forms).....	416-243-3632
Public Relations	416-243-3730
Foundation	416-243-3698

Rehabilitation & Community Living Program

ABI Behaviour Services.....	416-243-3600, ext. 2611
Amputee Rehabilitation Service	416-243-3632
Gage Transition To Independent Living.....	416-481-0868
Home Ventilator Training.....	416-243-3600, ext. 4765 or 4745
Musculoskeletal Rehabilitation Service.....	416-243-3632
Neurological Rehabilitation Service.....	416-243-3632
Respiratory Rehabilitation.....	416-243-3600, ext. 4765 or 4745
Day Hospital	416-243-3600, ext. 2105
Seniors Mental Health Service.....	416-243-3732
Tuberculosis Service	416-243-3600, ext. 2180

Business Enterprises

Pro Active Healthcare	416-243-3778
Prosthetics and Orthotics	416-243-3614
Respiratory Diagnostic and	416-243-3631
Evaluation Service	



Complex Continuing Care Program

Ambulatory Care Service..... 416-243-3640

Out-patient Clinics

Amputee Clinic 416-243-3640

Augmentative & 416-243-3600, ext. 4614
Alternative Communication

Audiology Clinic 416-243-3640

Neurological Assessment &
Follow-up Clinic 416-243-3640

Out-patient Rehabilitation Clinic..... 416-243-3640

Respirology Out-patient Clinic 416-243-3631

Medical Specialty In-patient Clinics 416-243-3640

Dentistry, ENT, Gynaecology, Optometry, Surgery
Assessment & Follow-up and Urology

Diagnostic Services

Diagnostic Imaging 416-243-3600, ext. 2110

Chronic Assisted Ventilatory Care (CAVC)..... 416-243-3632

Functional Enhancement Service 416-243-3632

General Continuing Care 416-243-3632

Regional Multiple Sclerosis Service/
Young Adult Physically Disabled..... 416-243-3632

Respiratory Continuing Care Service..... 416-243-3632

Long-Term Care Program

Long-Term Care Centre (for tours)..... 416-614-9494

Etobicoke & York CCAC (for admissions) 416-626-2222

For most current information please also see www.westpark.org

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Getting to West Park

By TTC:

Take the subway to the Jane subway station on the Bloor-Danforth line (**remember to obtain a transfer when you pay your fare**) and transfer to bus #35A, #35B, #35C or #35D. You will get off the bus at the Jane Street and Weston Road intersection. Buttonwood Avenue is the first street immediately west of Jane Street, running southwest off Weston Road. West Park Healthcare Centre is located at the end of Buttonwood Avenue, approximately a 15-minute walk.



By Car:

Please Note: Vehicle traffic can not access Buttonwood Avenue directly from either Weston Road or Jane Street.

From the North

Take Highway #401 to the Weston Road exit. Go south on Weston Road to Dora Spencer (two streets before Jane Street). Make a right onto Dora Spencer and a left at Charlton Settlement. Make a right at Buttonwood Avenue. West Park Healthcare Centre is located at the end of Buttonwood, beside York Humber High School.

From the South

Take the QEW to the South Kingsway exit. Proceed North on South Kingsway to Bloor Street. Make a right onto Bloor and then left at Jane Street (the first set of lights). Proceed North on Jane to Weston Road. Make a left onto Weston and another left at Dora Spencer (the street beyond Buttonwood Avenue). Make a left turn onto Charlton Settlement and a right onto Buttonwood. West Park Healthcare Centre is located at the end of Buttonwood, beside York Humber High School.



**82 Buttonwood Avenue
Toronto, ON
M6M 2J5
Phone: 416-243-3600
Fax: 416-243-8947
www.westpark.org**