



SUNRISE SHORT STAY SUPPORT

Information for patients, families and caregivers

Eastern York Region North Durham

EYRND ONTARIO
HEALTH
TEAM



Sunrise Short Stay Support

The Sunrise Short Stay Support Program at Sunrise Retirement Residence is designed to help prepare patients like you, who no longer need intensive hospital care to smoothly transition to the next appropriate destination.

As your needs change, we will work with you and the team to update your care plan and your services.

Eligible patients and families from Oak Valley Hospital will be referred to Sunrise Short Stay Support Program. While only a limited number of spaces are available, we will ensure to accommodate patients who need extra support after hospital discharge.



A safe and comfortable short stay

Sunrise Retirement Residence is a seniors living community residence located within minutes from Oak Valley Hospital at 38 Swansea Rd., Markham. The retirement residence features many amenities including a library, café, green space, and walking path. You will stay in a suite equipped with a kitchenette, individual heating and cooling, and easy-access shower. You will enjoy three freshly prepared meals and light refreshments daily.

If you are already approved and waiting for a long-term care bed where a co-pay fee would apply, a copay fee also applies while you stay at Sunrise Short Stay Support Program.



What can I expect at the Sunrise Short Stay Support Program

We will create a care plan just for you together with you, your family/caregivers and with the Oak Valley Health team. Your team at the Sunrise Short Stay Support Program will be providing care, rehabilitation, and recreation to help you prepare to return home or to another residence. You will be cared for by a team that will support and ensure you receive the care you need.

This includes:

- Nursing and personal care onsite 24 hours a day, 7 days a week
- As confirmed in your personalised care plan, other services onsite such as physiotherapy, occupational therapy, registered dietitian, speech language pathology, plus reactivation and recreation activities to prepare you for the transition home or to another residence
- Enhanced infection prevention and control procedures
- Connection with your family physician
- Social work and caregiver support for families and caregivers
- Some services like transportation to appointments and pharmacy dispensing, can be coordinated by the Sunrise Short Stay Program staff and paid by you



Your experience matters

The transitional care team at the Sunrise Short Stay Support Program along with the Oak Valley Health staff will work with you and your family to ensure a smooth transition to Sunrise. Once you are referred and accepted for transitional care at Sunrise Retirement Residence, a nurse will speak with you, your caregiver and your family to explain the process and coordinate your transfer with your hospital team.



What are my Rights?

As a Sunrise Short Stay Support Program patient, you, your family and your caregiver(s) have the right to:

- Receive care in a courteous and respectful manner and be free from mental, physical and financial abuse
- Receive care in a manner that respects your dignity, privacy and promotes independence
- Receive care regardless of your ethnic, spiritual, language, lifestyle and cultural preferences
- Receive a clear explanation of the services you will receive and who will provide them
- Actively participate in care assessment/planning and determine your service requirements including any revision of your service plan
- Give or refuse consent to treatment of any service
- Express concerns about your care and decisions affecting your care without fear of retribution
- Be informed in writing how to initiate a concern regarding a service provider
- Confidentiality of your personal health information

Privacy and your health information

If you would like to access your health record, please speak with the nurse manager or call **905-737-2221**



Patient Relations – complaints, concerns, compliments

Sunrise Short Stay Support partners are committed to listening to patients and learning from your experiences. We therefore believe that your feedback, whether it is a compliment or complaint, is an opportunity for us to learn and to improve the quality of the care that we provide to our patients. If you have any compliments, concerns, complaints please do not hesitate to speak with your nurse, a member of the health care team involved in your care, or contact us at:

905-737-2221

patientrelations@msh.on.ca



How do I contact my Sunrise Short Stay Support team?

You can contact a member of the care team, **7 days a week, 24 hours at day at:**

905-737-2221

When you call this number, your call is answered by one of our coordinators who can:

- Transfer you to a nurse to answer health-related questions
- Connect you with the Sunrise Short Stay patient relations office to share compliments, comments, and/or concerns about the program

Proud members of the EYRND Ontario Health Team



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