Welcome to Integrated Care Solutions!

Dear Valued Client,

Welcome to Bayshore Integrated Care Solutions (ICS)! We are delighted to have you as part of our community and look forward to providing you with exceptional transitional and rehabilitative care services.

Who We Are

Bayshore Integrated Care Solutions is a leading provider of transitional care services, dedicated to enhancing the quality of life for our clients/patients. Our mission is to deliver compassionate, personalized care that meets the unique needs of everyone we serve. With a team of highly trained and experienced professionals, we are committed to ensuring that you receive the highest standard of care.

Overview of Our Services

Bayshore Integrated Care Solutions provides a range of personalized transitional care designed to support your health, independence, and well-being. Services available through our program may include nursing care, personal care, allied health professional and social care needs. Your care team will work with you and your family to develop a care plan that meets your individual needs and goals.

Thank you for choosing Bayshore HealthCare's Integrated Care Solutions. We look forward to serving you and helping you achieve your health and wellness goals.

Warm regards,

Danielle Holler, Managing Director, ICS

Bayshore Integrated Care Solutions

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Your Care Journey



YOU ARE HERE:

Your Post-Acute Care Stay at a Transitional Care Unit (TCU) with Bayshore HealthCare

There's No Place Like Home.

We will support you as you transition from Acute Hospital Care to independent living or on-going care in the community.

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Transitional Care Unit (TCU) Program

Transitional Care Units (TCUs) represent a strong partnership with hospitals and the community to provide short-term transitional care for patients/clients who no longer require acute care hospital services, but need additional support before transitioning to their next stage of care or returning to the community.

The goal of the TCU is to support recovery, optimize independence, and assist patients/clients in achieving the most appropriate discharge outcome based on their individual care needs.

The ICS TCU Program has:

- 11 sites across the province of Ontario totaling approximately 400-500 beds.
- Serving thousands of patients/clients and counting since the program began in 2019.

We Deliver Person and Family Centered Care (PFCC)

This means that we provide respectful, compassionate, culturally safe, and responsive care that meets the unique needs, values, beliefs and preferences of our patient and their family. We will empower YOU to participate, at the level that you want to, in all goal-setting and decision-making activities about your care.

How long will I stay?

The goal of our program is to provide individuals with 24/7 interdisciplinary care to support their transition from the transitional care unit to home or another appropriate community care setting within an appropriate timeline, determined based on your care needs.

Personal Belongings & Care

For the safety & security of our patients and their belongings, minimal personal items are permitted. Please refer to your site-specific information sheet on permissible personal belongings.

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While we support the safekeeping of belongings, Bayshore Healthcare is not responsible for lost and/or stolen items.

Upon discharge, patients and families should ensure all items are taken with them. Items left behind will be managed according to site-specific procedures - please contact the TCU and care team directly if needed.

Who We Support

We support patients/clients with a wide variety of transitional care needs, including rehabilitation, reactivation, palliative support, and care planning while transitioning to their next care setting.

Emergency Preparedness

Bayshore has emergency response plans in place to manage situations such as fire alarms, medical emergencies, or other unexpected events. Bayshore employees will manage a disaster or emergency in a manner that protects the health and safety of its patients/clients, visitors and staff, and that is coordinated with a community-wide response to a large-scale disaster.

No Smoking Policy

To support a safe and healthy environment for all patients, visitors and staff our program maintains a smoke-free policy. Smoking and the use of tobacco or vaping products are not permitted within the TCU building and only permitted in designated smoking areas.

For more information, please speak to a member of your healthcare team or the Clinical Manager.

Our Privacy Notice

Bayshore is committed to protecting the personal and health information of the clients/patients we serve. Our privacy practices are consistent with provincial and federal legislation and best practices for the handling and safeguarding of all personal information. We endeavor to review and update these practices in keeping with amendments to legislation and best practices.

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Privacy, Consent & Decision Making

What is a Substitute Decision Maker? (SDM)

When a health care professional finds a patient is not capable of making a health care decision, they ask another person to make decisions for the patient. This person is called a Substitute Decision Maker.

To make sure that the person you would choose is the person who becomes your Substitute Decision Maker, you can consider having a Power of Attorney (POA) in place. A Power of Attorney is a legal document that gives someone you trust the right to make health care (Power of Attorney for Personal Care) or financial (Power of Attorney for Property) decisions for you. This person does not have to be a lawyer to be your attorney.

What Does Being "Capable" Mean?

A patient is considered capable of making health-care decisions if they are able to understand the information that is relevant about making the decision and able to appreciate the reasonably foreseeable consequences (what might happen as a result) of a decision or lack of decision.

All persons over the age of 16 are considered capable to make their own health-care decisions until deemed otherwise by a healthcare professional. The inability to make a decision may be temporary (for example, losing consciousness during an emergency medical event) or on-going (for example, related to advanced cognitive disease).

While a person is capable, they must give their consent to share any of their personal health information with any additional people beyond their health care team (including family).

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Co-payment & Medication Costs

Depending on the hospital partner and patient's care plan, co-payment may apply during your stay at the TCU. Co-payment rates are set by the Ontario Ministry of Health. Where a co-payment applies, you will be asked to provide contact information at admission for the person responsible for these costs. This may be the patient, their Power of Attorney (POA), or the Public Guardian and Trustee (PGT), where applicable.

During your TCU stay, medications and supplies are provided according to the service agreement in place with our hospital partner and their formulary. Some medications and supplies may not be covered by this agreement. If a patient needs an item that isn't covered, the patient or their family will be billed directly by the TCU site's pharmacy partner.

For further information, please speak with the TCU site care team if you have any questions about medication coverage or costs.

Falls Prevention & Skin Integrity

Reduce The Risk of Falls

Your safety is important to us. During your stay, our team will assess your risk for falls and put measures in place to help you safe.

How we support you:

- Ongoing assessment of your mobility and fall risk
- Assistance with walking and transfers as needed
- Safe environment (e.g., clear pathways, proper lighting, and mobility
- aids)

How you can help:

- Use your call bell before getting up
- Wear non-slip footwear
- Let one of our staff members know if you feel dizzy, weak or unsteady

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Skin & Wound Care

Healthy skin plays a key role in your comfort and recovery. Our team at Bayshore will monitor your skin and provide care to prevent and manage any concerns, including wounds or pressure injuries.

How we support you:

- Regular skin checks and assessments
- Repositioning support to reduce pressure
- Wound care and treatment as needed

How you can help:

- Change your position regularly, or ask for help
- Keep your skin clean and dry
- Let us know about any redness, pain or skin changes

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