



Family Handbook



Welcome to Children's Hospital

Located at London Health Sciences Centre, Children's Hospital serves as a regional referral centre providing specialized paediatric inpatient and outpatient services to children from birth through age 17.

Children's Hospital is committed to family-centred care and views families and patients as partners and active participants in patient care giving and decision making.

This family handbook has been designed to introduce you to our services and procedures and to provide you with important information regarding your stay.

As a major centre for medical research, Children's Hospital also serves as a teaching hospital for physicians, nurses and other health care professionals, and has an active continuing medical education program.

From time to time during your stay, you may be in contact with doctors and nurses in training, or students from other health care professions. We strive to make your stay as comfortable as possible and we take pride in providing you with quality care and service.

Caring and compassion guide our work. As a hospital, we believe that how we do things is as important as what we accomplish. We are guided by the following core values and behavioural statements that illustrate how we live them.



Welcome to Children's Hospital

Our Values

Respect

- I treat others the way I wish to be treated;
- I take responsibility for my actions and recognize the accomplishments of others;
- I listen and seek to understand the perspectives of others;
- I look for the truth and make it safe for others to share their views.

Trust

- I work with conviction that each person will act honourably, ethically and with compassion in the delivery and support of patient care;
- I state clearly what I will do and ensure consistency between my actions and words, all the time, every time;
- I protect everyone's right to privacy and confidentiality;
- I speak the truth and engage in dialogue that contributes to our shared purpose.

Collaboration

- I consider how my actions and decisions impact other individuals and groups;
- I work with others in serving the greater good of our communities;
- I build healthy relationships in all my interactions.



Welcome to Children's Hospital

We hope this information booklet will be helpful to you. You will also find more specific information about programs and services on our website.



www.childrenshospitallhsc.on.ca



Table of Contents



Family-Centred Care

Partners in Care.....	8
Patient Rights and Responsibilities	9
Tell Us About Your Child	10
Be Involved in Your Child’s Care	11
Staying With Your Child	12
Taking Care of Yourself	13
Accommodations	14
• Hospital Rooms	
• Ronald McDonald House	
• Ronald McDonald Family Room	
Patient and Family Space	15
• Ashley’s Backyard	
• Butterfly Garden	
• Family Lounges	
• Teen Room	
• The School-age Activity Room	
• Quiet Rooms	16
The Medical Teams	17
The “CTU” - Clinical Teaching Unit	17
Specialty Teams	17
Surgery Teams	17
The Rehab Team.....	17

Child and Family Support Services

Art Therapy, Child Life, Clinical Nutrition, Psychology, Social Work, Spiritual Care and Therapeutic Clown	18
Advisory Councils	18
Parent Hours	18
Resource Centre	19
School	19
SSW and ESW	19

Other Services

ATM Machines	20
Breast Pump Room/Storage	20
Pantry	20

Pharmacy	20
Laundry	20
E-cards	21
Auxiliary Gift Shop	22
Parking	22

Family and Visitors

Places to Eat	23
Phones and Television	23

Guidelines

Visiting	24
Cell Phones and Lap Tops	24
Incoming Phone Calls	25
Internet	25
No Smoking on Hospital Property.....	25

Safety

Concerns	26
Patient Relations Specialist	26
Handwashing	26
Isolation	26
Safe Sleeping	27
Hospital Bracelets	28
Intravenous Pumps and Lines	28
Latex	29
Medications	30
Code of Conduct.....	31

Security

Access Control and Visitor Screening	31
Security Patrols/Emergency Response Extension	31
Personal Items	31

Discharge Planning/Going Home	32
Financial Matters	33

Family-Centred Care

Partners in Care

Family-centred care (FCC) is an approach to children's health care that respects the central role of the family in a child's life. Family members are a critical part of our health care team. Health care professionals are the experts on health and disease. Families are the experts on their child and can offer essential information to enhance their child's health care. The guiding principles of family-centred care are:

Respect

Parents and other family members deserve the same respect as other members of the team. Families' choices, values, beliefs and cultural backgrounds are respected.

Information Sharing

Families are entitled to timely, complete and unbiased information offered in a supportive way. This allows them to make informed decisions about their child's care.

Collaboration

Patients and families are active participants in health care decision making. Professionals offer medical, psychosocial, spiritual and other technical expertise; But together the best treatment plans can be created for the patient.

Empowerment

Family-centred care programs and services build families' confidence and ability to care for themselves and their child.





Patient Rights and Responsibilities

Patients have the right to...

- Be seen as a child first, and then as a patient
- Be called by name
- Know who you are, what you are doing and why
- Have your full attention when you are with me
- Be treated as a unique individual with my own abilities, culture, spirituality and language
- Have my privacy respected
- Be prepared for procedures and how I may feel afterwards
- Ask questions and get answers I understand
- Have my suggestions heard
- Share my feelings
- Have a support person with me
- Know my choices when my caregiver is not available

Patients have the responsibility to...

- Be respectful of providers
- Be honest and open with providers
- Ask questions so that I understand my care
- Learn about my treatment plan
- Be involved in making decisions about my care
- Maintain healthy habits
- Play, learn and be a kid

For more information and to view the DVD *Sincerely, A Child* go to:

http://www.lhsc.on.ca/Patients_Families_Visitors/Childrens_Hospital/CFRC/Rights-Video.htm



Tell Us About Your Child

We believe that health care providers and the family are partners, working together to best meet the needs of the child. The health care team will ask many questions about your child in order to develop an appropriate treatment plan. Please share any personal details that may help us to learn more about your child.

It is important to tell us about all medications your child is taking, even the medications prescribed that he/she is not taking. Please prepare a list, which includes:

- The name of the drug and dosage
- Why they are taking it and how they are taking the medication
- How long they have been and are prescribed to take it
- The last time they took the medication

This information will help ensure we have a full understanding of your son/daughter's medications. Please also include vaccinations and vitamins or herbal remedies, as all can be important prior to prescribing medications in hospital.

It is a wise idea to keep a list of current medications your child is taking (wallet card) that you can keep with you and update, to share whenever your child is seeking medical attention.

If a care plan or current community health care service is already in place for your child, please share this information with the team as soon as possible.

Please share any cultural customs or religious beliefs that may impact how care is received; so that we can help to facilitate and respect these while you are in hospital.



How To Be Involved In Your Child's Care

- Share your observations with the team.
- Write down your questions or observations about your child's health while you are here.
- Ask questions and share information with us. Do not hesitate to ask to have something explained again or in a different way.
- Exchanging information builds trust and contributes to the partnership between families and caregivers.
- Ask for explanations, benefits, risks or side effects of any medicines, tests, treatments, or procedures.
- Be honest with your child. Explain to your child why hospitalization is needed and what the doctors and nurses will do. Ask Child Life or Nursing staff to help you prepare your child for what he/she may see, hear, feel, and experience.
- Encourage your child to ask questions and express feelings.
- Ensure that siblings and other visitors are not sick (runny noses, fevers, colds and rashes) and have not been in contact with any communicable diseases (chicken pox, measles, mumps) in the last three weeks prior to their visit during the day.



Staying With Your Child

- We believe the family is vitally important in the child's life and family members provide the child's primary strength and support.
- In the Paediatric Inpatient Unit and the Paediatric Critical Care Unit, we support one parent or caregiver staying 24 hrs a day.
- Depending on the circumstances, you may be limited to two caregivers at the child's bedside.
- Siblings are welcomed but adult supervision is required. Normally, we are unable to accommodate extended visits by siblings or non primary caregivers (i.e. overnight); however, if there are special circumstances, arrangements may be discussed with the unit coordinator.
- Pull out chairs or beds are available at the bedside.
- Bathrooms with a shower and a sink are available for parent or caregiver with the exception of rooms equipped for infants. Showers and laundry are available in the Ronald McDonald Family Room on B6 on a first come first serve basis. Please speak to your nurse for more details.
- If you require hygiene supplies, such as a toothbrush, toothpaste, or deodorant please ask your child's nurse where you can obtain these items on the unit. Donors from our community make these supplies available to families for unexpected admissions.
- When you leave, tell your child and nurse where you are going, when you will return and who can assist him/her while you are away. Please ensure that the bedrails or sides of the crib are up and secure and only safe items are left within the child's reach.
- At this time, after hours access to the hospital is only at the C zone entrance on the 2nd floor.

Taking Care of Yourself

Coping with your child's illness and meeting the many needs of a child in hospital can be demanding. Some tips from other families on how to manage this stress include:

- Ask relatives and friends to space their visits so they can provide relief for you.
- Make a list of specific things family and friends can do to help at home and in the hospital.
- Eat well, drink plenty of water, and avoid a lot of caffeinated beverages. If you are not hungry for full meals, have several small portions throughout the day.
- There are professional staff who can provide support and offer comfort as you cope with your child's illness or injury. Let us know if you would like a health care provider to talk with.
- A sanctuary is located on the 3rd floor, C Zone. It is a place open to all for quiet time, reflection, meditation and prayer. A Spiritual Care Specialist can be contacted through your nurse or at extension 58418.

Accommodations

Hospital Rooms

Although the rooms on B6 are mainly private, there are times when your child may need to move between private, semi-private and a wardroom within a unit, or be moved to a different unit. Changing hospital rooms is usually related to changes in a child's condition.

The staff will notify you in advance if this is to happen. If your child does not need to be isolated, she/he may share a room with other patients.

Ronald McDonald House

Ronald McDonald House® is a home away from home for families of seriously ill or injured children who are receiving treatment in a London medical facility. To request accommodations, please call 519-685-3232. A referral from medical personnel at the London facility (e.g. doctor, nurse, social worker, clerk) where your child will be treated is required for your first stay.

Ronald McDonald Family Room (B6-258)

The Ronald McDonald Family Room® serves as a quiet rest area for family members of children and youth in hospital for care and treatment, offering a special place of respite, relaxation and privacy within the walls of the hospital, yet parents are just steps from their child's bedside. It replicates a home-like atmosphere when a parent needs a break from the hospital environment.

The room offers a washer/dryer, lounge with TV and computer, basic kitchenette, and three sleep rooms each with a single bed and washroom including shower. Parents/caregivers must register to use an overnight sleep room through the volunteer on duty during the day the sleep room is required. The Family Room is available between 9 am and 9 pm seven days a week.



Patient and Family Space



Ashley's Backyard B6-259

Ashley's Backyard is a nature-themed room that is designed for infants, toddlers, and preschool-aged patients and their families to relax and play together. The playroom is supervised Monday- Friday, 10:00am – 11:30am, by child life staff and volunteers who will facilitate group play program. The rest of the time, the room is available for children to use with adult supervision.

Butterfly Garden

The Hart Family, in partnership with Children's Health Foundation created Alex's Butterfly Garden in honour of Perinatal and Infant Loss. Alex's Butterfly Garden offers a tranquil environment for quiet memories and personal reflection available for children, families and staff to enjoy. This beautifully landscaped garden with benches and a soothing water fountain is located outside the Level 2 Entrance of the D Building.

Family Lounge B6-110

The Inpatient lounge is located in Zone B, 6th floor, Room B6-110.

Teen Room B6-026

The teen lounge is a room where adolescent patients can drop in to relax and socialize with other teen patients on the inpatient unit. The lounge offers computers with internet access, a big screen TV for watching movies, board games, and a relaxed atmosphere for taking a break away from your hospital room.

The School-age Activity Room B6-065

This room is designed for school-aged patients and families to come and participate in activities such as crafts, board games, puzzles, or computers. The activity room is open during the day, Monday- Friday, for patients and

families to use on their own. Child Life staff also offer planned activities and special events in the activity room throughout each month, so check the posted calendar of events for details.

Quiet Rooms B6-119/B6-257

These rooms can be used for family meetings away from the bedside when sensitive or private information needs to be shared. They can be used for short term breaks when a parent needs a quiet, private space to refresh themselves, or to make a private phone call. They are not to be used for sleeping. Please speak with your nurse or unit clerk before using the room.



The Medical Teams

Depending on your child's condition, a medical team will follow your child from admission to discharge. Daily patient rounds occur and parents or caregivers can ask questions about their child's situation at that time. The team also uses patient rounds to teach the students and parents or caregivers about the care of the child.

If you are unable to be present for rounds, your nurse can contact the medical team if you wish to speak to them.

The Clinical Teaching Unit - "CTU"

This team is made up of a staff paediatrician (known as the 'attending'), residents (doctors training to be paediatricians), and medical students. Your child may be admitted under the CTU RED team or CTU BLUE team. The CTU teams visit their patients every morning between 9:00 a.m. and noon.

Specialty Teams

Depending on the reason for your child's admission, you may be admitted under a specialized team. This team will follow your child from admission to discharge. Ask your bedside nurse when your specialist team typically visits to do patient rounds.

Surgery Teams

Surgery teams typically visit their patients early in the morning. Due to the operating room schedules, these doctors may visit as early as 6:00 a.m.

The Rehab Team - Acute Paediatric Rehabilitation Services

This team is contracted from Thames Valley Children's Centre (TVCC) and consists of Physiotherapists, an Occupational Therapist, a Speech- Language Pathologist and a Therapy Assistant. Doctor's orders are needed to access these services. Therapy may be done in the child's room or in one of the specialized therapy rooms located on B6.

Child and Family Support Services

Art Therapy, Child Life, Clinical Nutrition, Psychology, Social Work, Spiritual Care and Therapeutic Clown

Many services are available for you and your family to provide support and assistance around coping with the potential stress of hospitalization and illness. If at any point you would like to speak with someone, please let your doctor or nurse know or visit the Child and Family Resource Centre.

Advisory Councils

The Family Advisory Council and the Children and Youth Advisory Council are a group of parents, patients and siblings, who have had different experiences at Children's Hospital. Working with staff, these groups provide advice, feedback, ideas for improvement, and ways to better communicate and support the needs of sick children and their families. The advisory council members work on hospital committees and meet once every 4-6 weeks. If you are interested in learning more about our Advisory Councils please call 519-685-8500 extension 50102.

Community Care Access Centre (CCAC)

A CCAC Case Manager may be involved in your care. This role assists the patient and family with a careful assessment of the situation and determines needs, and develops a care plan for home. A family can make a self referral. The contact number for the CCAC Case manager is extension 52249.

Parent Hours

From September – June, Parent Hours are hosted every other week by parent members of our Family Advisory Council. This is an opportunity to meet and talk with other parents about common topics related to hospitalization and caring for a sick or injured child. A bedside invitation will be delivered, signs will be posted and an announcement will be heard, invited all parents staying with their child on B6. Beverages and a nutritious snack are served.



Paediatric Family Resource Centre

The Child and Family Resource Centre offers a quiet atmosphere for patients, family members, and staff to find information on a variety of children's health care issues, and to access the Internet. It is located in the main lobby of the north tower, room B1-006. You may make an information request by phone at 519-685-8500, extension 52604 or by email pfrc@lhsc.on.ca.

School

A W.D. Sutton schoolteacher may be available for students in grade one to twelve. Assessment of learning activities and individual bedside teaching can be arranged for students. Call 519-685-8500 extension 56191 to discuss more specific information related to your child's educational needs while staying in the hospital.

Support Service Worker (SSW)

As a member of the health care team, the SSW enhances the quality of patient-centered care by providing support services such as stocking supplies and the delivery of meal trays.

The SSW receives direction and guidance from the health care team in order to determine support tasks requiring immediate attention.

Environmental Service Worker (ESW)

As a skilled member of the patient care team trained to protect the safety of patients, visitors, and staff, by cleaning and disinfecting the environment. ESWs are trained in the most effective ways to clean, in order to eliminate the spread of germs. You will recognize the ESW by their bright blue uniforms.

Other Services

ATM Machines

ATM Machine is located Zone B, 1st floor.

Breast Pump Room/Storage

The breast pump room is located in Zone B, 6th floor, Room B6-235. There is a chair, breast pump, a microwave, sink, sterile water and cleaning supplies available for your use. Ask your nurse to provide you with containers and computer generated labels for breast milk. Give labeled breast milk containers to your nurse for refrigeration or freezing. Breast pump kits may be purchased from the pharmacy or B6-200. The approximate cost is \$25.00. Breast pumps for home use can be rented from the Pharmacy on A2-400.

Pantry/Family Fridge

The B6100 pantry is located at Room B6-017 and provides light snacks and drinks for the patients. A family refrigerator and freezer is also available in B6- 149, please label and date all your food. The B6200 pantry and fridge is located in B6-231.

Pharmacy

Pharmacy is located on the 2nd floor of Zone A and is open from 9:00 a.m. - 5:00 p.m. Monday to Friday, excluding holidays. Prescriptions may be filled at this location before you leave. Breast pump kits may be purchased or rented at the Pharmacy.

Laundry

A washer and dryer are available in the Ronald McDonald Family Room on B6 on a first come first serve basis. Please speak with the staff in the Ronald McDonald Family Room about this service.



E-cards

E-cards are a free service offered by LHSC, enabling you to send a personalized message to your loved one or friend.

Volunteer Services will colour print your E-card and volunteers will deliver it to the bedside. Greetings will be delivered Monday through Friday, between 9:00 a.m. and 3:00 p.m., holidays excluded. We will make every effort to deliver your card in a timely manner. If your child is no longer in the hospital, your message will be discarded without notification to you.

Our staff take great care to safeguard your privacy. Your message will be sent directly to a secure site on the LHSC web page, however, because we print and hand-deliver the cards to our patients, others may view the message you add. We suggest that you don't put anything in the message that you would not put on a postcard.

E-cards can be sent through the following link:
https://appserver.lhsc.on.ca/ecard_pat/



Auxiliary Gift Shops

Garden Shoppe - a flower shop is located in Room D3-403 and is open Monday to Friday 10:00 am - 7:00 pm and Saturday and Sunday from noon - 4:00 p.m.

Gift Shops - B Zone gift shop is located in Room B1-009 and is open Monday, Tuesday and Friday from 10:00 a.m. – 5:30 p.m. and Wednesday and Thursday from 10:00 a.m. – 8:00 p.m.

- D Zone gift shop is located in Room D3-402 and is open Monday to Friday 10:00 a.m. - 5:00 p.m. and Saturday and Sunday noon - 4:00 p.m.

- E Zone Tower Shop is located in Room E1-007 and is open Monday to Friday 10:00 a.m. - 3:00 p.m.

Parking

Please call 519-685-8500, extension 53078 for parking rates and options. You can also talk to the booth attendant for information. Special parking provisions are available for parents or caregivers staying overnight and for extended periods of time.

Parking Office:

- Room 105 Lot P8, parking garage lower level
- 7:30 a.m. - 5:00 p.m. Monday - Friday

Handicap spaces: Available in all parking lots.

Family and Visitors

Places to Eat

Faye's Cafeteria

3rd Floor, Zone D Opens

Sunday 6:30 am - Friday 9:00 pm (24 hours)

Saturday 6:30 am - 8:00 pm

Tim Hortons

2nd Floor, Zone E

Monday - Friday 7:30 am - 3:30 pm

Tim Hortons

Lower Lobby, Main Floor, Zone A

Monday - Friday 7:30 am - 4:00 pm

On the Go featuring Tim Hortons

2nd Floor, Zone B

6:30 am - 6:30 pm

Simply Puur

3rd Floor, Zone B

9:00 am - 3:00 pm



Phones and Television

Room phones currently have free service in each room.

At this time free television and internet access is available in all patient rooms located on your entertainment console. Video game systems are available through Child Life. Please ask a staff member for assistance in borrowing a cart.

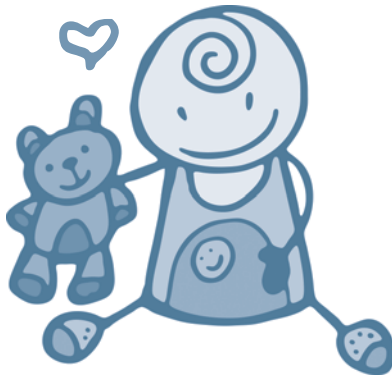


Guidelines

Visiting

Children's Hospital is committed to working with patients and families to provide compassionate, high-quality care. We believe it is important for patients to experience the support of family and friends.

- Visiting is based on the condition, care needs, and expressed wishes of the child and family in the unit.
- Visiting times may vary between patients and units. We ask patients or visitors to check with unit staff about optimal visiting times.
- Visiting may be interrupted to provide appropriate patient care.
- Visitor restrictions may be in place. Please speak with your nurse to find out if there are any restrictions.
- Please remember friends who are ill, (runny, nose, fever and cough) should not visit.



Cell Phones and Laptops

Cell phones and laptops may be used in designated areas within the hospital. A cell phone with a green circle around it indicates where cell phones and other wireless technology may be used.



Incoming Phone Calls

We are only able to provide information about a paediatric patient to the child's parent(s) or legal guardian(s). It may be helpful to select someone in the family as the primary contact, and keep that one person informed about your child's situation so that friends and relatives can make calls to them.

When parents and caregivers call the unit, please identify your child by his/her full name, and ask to speak directly to your child's nurse. We will try our best to answer calls, however it is more difficult to answer calls during shift change on the units, which occurs daily between 6:45 a.m. - 7:30 a.m. and 6:45 p.m. - 7:30 p.m.

Internet

On the 6th floor Zone B, wireless internet is available to be purchased for personal laptop use. Payments can be made via a secure online credit card transaction and 24 hour support is available by calling 1-866-355-2555. Free internet access is also available through patient and family computers located either in the Paediatric Family Resource Centre or the Child Life Room.

No Smoking on Hospital Property – Designated Areas.

For the health and safety of our patients, it's imperative that smoking doesn't occur at any of the hospital entrances. LHSC has a no smoking on hospital property bylaw except for three designated areas. The designated smoking area can be found here:

1. Zone E: South of the Rose Garden, adjacent to the metered parking area
2. Zone D: The east side of the priority staff parking area, by Zone D. In between the patient transfer entrance and the lab entrance.
3. Zone B&A, adjacent to the loading docks on the south side of the parking garage

Patient Safety

Concerns

If at any time you are concerned about your child's care or the safety of your child, please speak to any member of the health care team immediately. A unit coordinator will respond to your concerns.

Patient Relation Specialist

A patient representative service is available to you. A Patient Relations Specialist can help patients and their caregivers with questions or concerns about the care and service your family receives. Call 519-685-8500 extension 55882.

Handwashing

The most important way you can help minimize the spread of germs is to wash your hands and your child's hands often. Wash your hands with warm water, be sure to scrub between your fingers, your fingertips and fingernails, the back of your hands and wrists. You should scrub for at least 20 seconds, the time it takes to sing "Happy Birthday" twice.

Alcohol-based hand rub is just as good as soap and water unless there is visible dirt or soiling of the hands. Please use hand sanitizer upon entering and exiting the hospital and a patient's room each time and after personal care like changing a diaper, toileting, bathing, holding hands.

Hand hygiene is everyone's responsibility. It's alright to ask others if they've cleaned their hands - it's just a reminder, not a criticism.

Isolation

Your child may be isolated due to a fever, respiratory or flu-like illness. If this occurs, it is very important that all caregivers and visitors follow the protective



equipment guidelines. These guidelines are posted on the door of the child's hospital room. There is an information brochure available to further explain the procedures for wearing gowns, gloves, and masks, available at the nursing station.

Safe Sleeping

Recommendations for safe sleep environments are followed in hospital when possible. There may be special circumstance that the medical care or health condition of a child may require a different sleep arrangement. Clinical judgement will be used to determine the best safe sleep conditions.

While in hospital, recommendations for safe sleep environments are: (Canadian Pediatric Society, www.cps.ca)

Sleep Surface:

- Cribs are free of quilts, comforters, bumper pads, pillows, and stuffed toys
- Infants are dressed in sleepers with a thin blanket
- Keep crib rails up at all times
- Keep supplies out of the crib



Room Sharing is when the infant is within arm's reach of mother, but not on the same sleeping surface. Room sharing is recommended as research has shown that it is protective against Sudden Infant Death Syndrome.

We recognize that bed-sharing has benefits and may occur for breastfeeding, settling, comforting and bonding with babies but only when the mother is not sleepy. Babies should be moved to a separate surface when mothers are ready to sleep. Please ensure the nurses call bell is placed within easy reach when you are sharing a bed/chair with your infant.



Hospital Bracelets

All children are required to wear a hospital bracelet for proper identification while receiving care, treatments and medications. Children with allergies must also wear a red bracelet. Wearing these bracelets ensures safe identification to all members of the health care team at all times. Please let your nurse know if your child requires a new bracelet.

Infant Security Bracelets

Infants 12 months and under will be fitted with an infant security bracelet that they will wear throughout their inpatient hospital stay. Please talk with your nurse about how this security device affects your mobility during your hospital stay.

Intravenous Pumps and Lines

Intravenous (IV) lines require care and routine observation. It is important that the line is not pulled or wrapped around any of your child's body parts. The connections and dressings must stay secure. It is important for the nurse to visually assess these lines often and sometimes during the night.

Children must check with a nurse prior to leaving the unit. Patients with medication infusing through a central line must have a plastic clamp hanging on the IV pole as a safety precaution. There are times that patients are not able to leave the unit or need to be accompanied by staff when certain medications or products are infusing.

If your IV pump begins to alarm while you are outside of your patient room, please contact your nurse or return to your unit immediately for assistance. Depending on the age of your child, you may need to assist and/or remind your child to remain close to the IV pump when moving around.

IV pumps need to be plugged in for a minimum of 12 hours per day. Please plug IV pumps in whenever possible. If you are leaving the unit, please ask your nurse to check the remaining battery power before you unplug the IV to leave the unit.

Latex

Due to the increasing number of latex allergies in the hospital, latex balloons and products are not allowed in the area. Mylar balloons are an acceptable alternative.

Scent Free

Scented products can cause allergic reaction and respiratory distress for other patients, staff and visitors. Please do not use scented products in the hospital.



Medication Safety



We encourage you to be informed about your child's medications and dosages. It is important that you ask questions about the medications your child is receiving. While you are in hospital, the physicians and nurses will review your child's medication use in order to obtain the best possible medication history and/or a new discharge medication plan with you.

Medication Safety Tips

1. Please be sure your nurse is aware of any prescription medications, over-the-counter medicine, or herbal/natural remedies your child was taking prior to admission. If you have the medication with you, please show these to the nurse so that the exact dose and instructions can be recorded.
2. For the safety of all children, please give home medications to your child's nurse for safe storage, or take the medications back home with you. At any time during your hospital stay, please return unused prescribed medications to the nursing station.
3. Please tell your nurse the name and location of the community pharmacy where you get your child's prescriptions filled. They may be contacted to ensure the doctors have an accurate medication history for your child.
4. A pharmacist is available to come and answer your questions or address your concerns while you are in the hospital. Ask your child's Nurse to contact a pharmacist on your behalf.
5. If your child is on several medications, a medication calendar can be prepared by a pharmacist and reviewed with you prior to discharge. A calendar will ensure that you understand what the medication is being used for, when and how to give the medication to your child, and any special instructions you might need to remember.
6. Visit the Paediatric Family Resource Centre if you are looking for medication tracking tools or of if you would like to research medications using a trusted health information source.





Code of Conduct

London Health Sciences Centre is committed to providing a safe and healthy work environment that inspires respect for the individual, collaboration and teamwork.

- R** Respect and consider the opinions and contributions of others.
- E** Embrace compassion and show genuine concern for patients and their families.
- S** Share your suggestions and concerns with discretion and tact.
- P** Protect privileged information.
- E** Engage in honest, open and truthful communication.
- C** Create and foster a collaborative and caring work environment.
- T** Treat everyone with dignity and respect.

Access Control and Visitor Screening

B Tower Main Entrance is open from 6:00 a.m. until 8:30 p.m. daily. After hours, this entrance is controlled by Security. Caregivers will need to check in with the Security Guard for permission to enter. The parking garage entrance is open 24 hours, but after hours you will need to check in with Security. Zone D entrances on Level 2 and Level 3 are locked from 8 p.m. to 6 a.m. After hours access back into the building occurs at C Zone entrance Level 2.

Security Patrols

If you need an escort to or from your car or to the Ronald McDonald House, Security Patrols are available. Call dispatch at extension 52281 if you require Security assistance. The Emergency Response Extension is 55555.

Personal Items

Unfortunately the hospital cannot be responsible for personal items and valuables while in hospital. We recommend that you keep valuables with you at all times, or leave them at home when possible.

Preparing to Go Home - Discharge Planning

When it is time for your child to go home, we will make sure that your child is discharged early in the day.

Any equipment or services your child may need at home will be assessed by your health care team. The Community Care Access Centre (CCAC) is the main provider of community services related to ongoing medical needs at home. If your child has already been receiving CCAC services and has been hospitalized less than 14 days then your health care team will contact CCAC to have your child's services restarted at the time of discharge. If your child's hospital stay was longer than 14 days, a new referral needs to be made to CCAC again for reassessment.

You will receive written instructions called *"How to Care for Your Child at Home"*. The nursing staff and physician team will help you understand your child's medical care, medications, diet, and follow up appointments before you leave the hospital. If you require further assistance in understanding the information you've received or have questions, please don't hesitate to speak with your nurse or doctor at any time.

After your child's visit to the hospital, we want to make sure that he or she gets home safely. The law says that all children traveling home in a private vehicle must be fastened into an approved baby or child seat. Please bring your child's car seat with you when you come to take your child home. For those children who have mobility and transfer issues related to their medical condition, a physiotherapist and/or occupational therapist will assist you in understanding your options regarding safe transportation home.

Occasionally, alternate transportation or a specialized car seat may be required to get your child home safely. Parents are responsible for any associated cost.

Financial Matters

Staff at the hospital know that it is often overwhelming to manage all of the financial needs that can result from hospitalization or with a child's ongoing medical needs. If finances are an issue there may be governments programs, social services or service clubs that can help families pay for expenses while your child is in the hospital or with ongoing medical expenses. If you need assistance exploring financial resources, please have your child's nurse contact a Paediatric Social Worker.



Medical expenses that are out of pocket including mileage, parking, meals, accommodation, medications, equipment and supplies related to your child's illness, may be covered through an itemized deduction when you file your income tax. Keep all these original receipts as they may be needed for income tax. You may also visit the Paediatric Family Resource Centre for more information or financial tracking tools.

Billing

If you do not have health insurance through OHIP or private insurance, the hospital's Business office must be contacted to make arrangements for payment. Please contact 519-8500 extension 33146 or visit D3-400.

Please be aware that there may be charges for supplies and devices not covered by OHIP. These items can be paid for at the Business Office or you may receive an invoice by mail.

Notes



You are the most important member of your child's health care team.

You are encouraged to use this section to take notes, observations or write down questions that you have for the Doctors, Nurses, Therapists, or Social Workers or Pharmacists. You may feel overwhelmed during this stressful time and this will help you to remember important information.

We recommend you record the names and roles of the caregivers on your team to help you understand all the people involved with your care.



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This program is made possible thanks to the generosity of donors.

To make a donation or for more information, please contact
Children's Health Foundation at
1-888-834-2496 or 519-432-8564 or visit www.childhealth.ca



Your feedback is important to us. Prior to discharge you will be asked to fill out one of our family feedback surveys asking you specific questions about your care at Children's Hospital. This information helps us to identify what we are doing well and what we may need to change or improve.

You may request this card from our nurse at
an time prior to leaving the hospital.

You may also fill out the survey online at:

http://www.lhsc.on.ca/Patients_Families_Visitors/Childrens_Hospital/



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