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.

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
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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, and other technical expertise. 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.
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 medical or personal details that may help us to learn more about your child.

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 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. 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 (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 the constant 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 parents or caregivers staying 24 hrs a day. Depending on the circumstances, you may be limited to two caregivers at the child’s bedside.

• On the Paediatric Inpatient Unit, we try our best to accommodate one parent or caregiver at the bedside overnight. If you are interested in staying overnight, please let us know.

• 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 may be available at the bedside or in the lounge areas.

• Bathrooms with shower and sink are available for parent or caregiver in the private rooms only. A shower and laundry area is available for families of paediatric patients on D Zone, 4th floor. Please see your nurse to arrange for use of these facilities.
• If you require hygiene supplies, such as toothbrush, toothpaste, deodorant, etc., please ask your child’s nurse where you can obtain these items.

• When you leave, tell your child and the nurse you are leaving, and when you will return. Also, tell your child who can assist him/her while you are away.

• After hours access to the hospital is only at the “C” zone entrance on the 2nd floor. A Security guard will screen family or visitors by connecting with the patient care areas to inform them of the request to visit and by signing them in.

**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 to manage this stress are:

• 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 nondenominational chapel on the 3rd floor, C Zone is available for prayer, meditation, and self-reflection.
Hospital Rooms

There are times when your child may need to move between private, semi-private and a ward room within a unit, or be moved to a different unit. Changing hospital rooms is usually related to changes in a child’s condition and the limited amount of single rooms available for isolation purposes. The staff will notify you in advance if this is to happen. If your child does not need to be isolated, she/he will likely share a room with other patients.

Accommodations

London’s Ronald McDonald House is a home-like residence where out of town families of seriously ill children can stay while their children receive medical treatment. Please ask your nurse for a brochure. The house is located at 741 Baseline Road East, London, Ontario, N6C 2R6, tel. 519-685-3232. Check out the Ronald McDonald House website at: www.rmhlondon.ca

Also, out of town families with children admitted to Children’s Hospital may be eligible for a discount at some of the area hotels. We suggest that you inquire about a reduced rate when you are making a reservation.

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 the 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.
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 “CTU” – Clinical Teaching Unit

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. to 12:00 p.m.

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.
Child and Family Support Services

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

Many services are available to assist you to understand and cope with the potential stress of hospitalization and illness. Specific information about these support services can be found on the bulletin boards located on each inpatient unit, in the brochure displays found in the hallways or waiting room areas, by asking your doctor or nurse or by visiting 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.

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 Room C3-301 (by the cafeteria), 3rd floor, Zone C. You may make an information request by phone at 519-685-8500, extension 52604 or by email CFRC@lhsc.on.ca.
School

W. D. Sutton School is located on the 6th floor, Zone D. Classroom teaching is available for students in grade one to eight. In addition, individual bedside teaching can be arranged for elementary students. Call 519-685-8500, extensions 56191 (elementary teacher) and 56195 (secondary teachers) to discuss more specific information related to your child’s educational needs while hospitalized.

Other Services

ATM Machines

A 24-hour automated machine is available just outside of the cafeteria, Zone D on the 3rd floor, and by Tim Hortons, Zone E on the 2nd floor.

Breast Feeding Rooms/Storage

The breast-feeding room is located in Zone D, 7th floor, Room D7- 016. There are chairs, pumps, 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 D7-300. The approximate cost is $25.00. Breast pumps for home use can be rented from the Pharmacy on A2-400 (see page 14).
**Business Office**

The Business Office is located in Zone D, 3rd floor, Room D3-400.

Please be aware that there may be charges for supplies and devices not covered by OHIP, such as crutches, breast pumps, surgical supplies, etc. These items can be paid for at the Business Office before you go home or you will receive an invoice by mail.

**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/
**Family Lounges**

The Inpatient lounges are located in Zone D, 7th floor, Room D7-017 and in Room D7-007.

**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 - 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.

**Pantry**

A pantry is located in Zone D, 7th floor, Room D7-009. This room provides drinks and light snacks for our Inpatients. There is a separate refrigerator/freezer for any personal food storage. Please label your personal food items.

**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.
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. Prescriptions may be filled at this location before you leave. Breast pump kits may be purchased or rented at the Pharmacy.

Family and Visitors

Cafeteria

• The cafeteria is located in Zone D, 3rd Floor, Room D3-100. It is open Sunday to Thursday 24 hours, Friday 6:30 a.m. - 9:00 p.m. and Saturday 6:30 a.m. - 8:00 p.m. A Tim Hortons kiosk is located in the cafeteria.

• Tim Hortons is located in Zone E, 2nd floor, Room E2-501. It is open Monday to Friday from 7:30 a.m.- 3:30 p.m. and closed on Saturdays and Sundays.

Phones and Television

• Room phones are available for a fee in each room, with the exception of the Child and Adolescent Psychiatric Inpatient Unit. To order a phone, please ask at the nursing station or call 519-685-8500, extension 58183. Within the Ill Infant Nursery, there is free local phone usage at bedside.

• Free television service is available in each patient room with the exception of the Ill Infant Nursery and the Child and Adolescent Psychiatric Inpatient Unit. Selections of television and video game systems are randomly available on carts in the inpatient area. Please ask a staff member for assistance to borrow 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.

Cell Phones and Lap Tops

Cell phones and lap tops 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 7th floor Zone D, 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 Child and Family Resource Centre or the Child Life Room.

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 can also help 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 if you require this service.
**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.

Handsanitizing **must** be done upon entering and exiting the hospital and a patient’s room. 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:

**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 or Co-Sleeping:**
Room Sharing or Co-Sleeping 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.

Bed-sharing is when the infant shares the same sleep surface with another person. There are known risks of suffocation when adults share the same sleep surface with infants and this is not recommended.

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.

Please see the Canadian Pediatric Society
http://www.cps.ca/English/publications/StatementsIndex.htm for more information
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.

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 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.

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 Balloons**

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

**Leaving the Bedside**

When you leave, tell your child and the 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.

**Medications**

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.

- For the safety of all children, please give home medications to your child’s nurse for safe storage while in hospital. Please return any unused medications to the nursing station.

- Please be sure your nurse is aware of any medications or herbal remedies your child was taking prior to admission.
Security

Access Control and Visitor Screening

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.
Discharge Planning/Going Home

When it is time for your child to go home, we do our best to make sure that he or she is discharged early in the day. The discharge time is usually 11:00 a.m.

Any equipment or services needed at home will be arranged prior to discharge by the Community Care Access Centre (CCAC). For those children that previously had community services in place, and have been in hospital less than 10 days, please notify CCAC of your child's pending discharge so that it can be restarted as soon as you arrive home. If a child's hospital stay is longer than 10 days, a new referral needs to be made through the hospital to CCAC.

You will receive a copy of written instructions called “How to Care for Your Child at Home”. We will help you understand your child’s care, treatments, medications, diet, and follow up appointments before you leave the hospital.

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. Car seats are available for loan. There is a limited number of specialized car seats for children in hip spica casts. Occasionally, alternate transportation, at the cost of the parents, may be required to get your child home safely. Nursing staff can help facilitate the doctor’s referral required to access the services of the therapists.
What to Do if You Have Concerns About Finances

If finances are going to be a problem while your child is in the hospital, you could ask your local community for help. Sometimes government programs, social services or service clubs will help families pay for things while their child is in the hospital. If you need assistance with exploring financial resources, please have your child’s nurse contact a Paediatric Social Worker.
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 Doctor's, Nurses, Therapists, or Social Workers. You may feel overwhelmed during this stressful time and this will help you to remember important information.
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 your nurse at any time prior to leaving the hospital. You may also fill out the survey on-line at http://www.lhsc.on.ca/Patients_Families_Visitors/Childrens_Hospital/