



London Health
Sciences Centre



Children's Hospital
London Health Sciences Centre

Children's Hospital Patient and Family Guide

Great people. Great care.

About this guide:

The Children's Hospital Patient and Family Guide has been optimized for the web to make it easier to access the information you need when you need it.


This simplified version of the guide is designed specifically as a print resource and is not updated as frequently as the content on the LHSC website.

For the most up to date information, please visit

<https://www.lhsc.on.ca/childrens-hospital/childrens-hospital-family-guide>.

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Before You Arrive

Getting Around

If you need help using the map or have questions when you are at Children's Hospital, please visit a Wayfinding/Information Desk or ask a staff member. Information Desks are open from 8:00 a.m. – 8:00 p.m. from Monday to Friday and 12:00 a.m. – 4:00 p.m. on Saturday and Sunday.

Guide volunteers are located at the B1 entrance and B2 lobby and are pleased to help you get to your destination within the hospital. Guide stations are operated from 8:00 a.m. – 3:00 p.m. from Monday to Friday.

Finding Children's Hospital

Children's Hospital is located at 800 Commissioners Road East in London, Ontario, in Zone B of the LHSC Victoria/Children's Hospital site.

The closest visitor parking lot is Parking Lot 8, the parking garage located off Baseline Road near the northwest corner of the Victoria/Children's Hospital site. For parking details, please visit www.lhsc.on.ca/patients-visitors/parking-at-victoria-hospital-childrens-hospital or see the *Parking* page of this printable guide.

How to read your room number

Room numbers are in the following format: **B2-503**.

Room = B2-503

Zone = B

Floor = 2

This means that you are looking for room number 503 on the second floor of Zone B.

To access the Children's Hospital map

- Download the MazeMap app and search for the Victoria Hospital map.
- Visit a wayfinding kiosk at Victoria/Children's Hospital.
- Scan a QR code on a poster at elevator bays while on-site.

For more wayfinding information, please visit: www.lhsc.on.ca/patients-visitors/navigating-victoria-hospital-and-childrens-hospital

Patient Registration

Patient Registration is located on the second floor of Zone B, above the main entrance. Admitting times are assigned in relation to your procedure. To inquire about a patient's room and/or telephone number, call the Patient Information Desk at [519 663-3163](tel:5196633163).

Accessibility

At LHSC, we are committed to providing equitable, inclusive, and accessible care in a manner that prioritizes dignity, maximizes independence, and promotes collaboration with patients and their families.

Our work in this area is guided by the principles of the **Accessibility for Ontarians with Disabilities Act (AODA) Customer Service Regulation** and the **Ontario Human Rights Code** in addition to **LHSC's Fundamental Commitments** to creating an inclusive and safe environment for Team LHSC, patients and the communities we serve by dismantling systems of oppression, discrimination, racism and bias.

For more information about accessible parking, wayfinding and supports at Children's Hospital, please visit our website: <https://www.lhsc.on.ca/patients-visitors/accessibility-at-victoria-hospital-and-childrens-hospital>

Accessibility Features at LHSC

If you have difficulty walking, most of the hospital zones at this site have a drop-off point at the main door. If someone is driving you to the hospital, ask them to let you out at the entrance drop-off point closest to your destination. There will be seating for you inside while you wait for them to park the car.

Wheelchairs are often available inside hospital entrances. If you require use of a wheelchair and cannot find one at an entrance, please ask a staff member or volunteer for assistance.

A printable map with all accessible entrances marked is available at: <https://www.lhsc.on.ca/patients-visitors/accessibility-at-victoria-hospital-and-childrens-hospital>

For deaf, deafened, and hard of hearing patients

- **Amplified phones:** Please speak with a member of your health care team if you require one of these phones
- **Relay service:** Available by the telephone company
- **Sign Language and Deaf Blind Translation:** Please advise staff so they can make necessary arrangements
- **Support person:** Welcomed at this site

Temporary Disruptions

To view a list of disruptions that may impact your experience at LHSC, please visit our website: <https://disruptions.lhsc.on.ca/>

If you require this information in an alternative format, please contact us by email at inclusionsocialaccountability@lhsc.on.ca or by phone at 519-685-8500 extension 75905.

Requesting Accessible Formats and Communication Supports

LHSC is committed to providing accessible information and communication to all and recognizes that persons with disabilities may require information in accessible formats.

All documents required by the Customer Service Standard and the Integrated Accessibility Standards Regulations (IASR) are available upon request, subject to the Freedom of Information and Protection of Privacy Act (FIPPA). When providing these documents, LHSC will do so in the format requested.

If you require correspondence, reports, and/or other LHSC documents in an accessible format, please reach out to your health-care team to let them know the document and alternative format you are requesting.

In some cases, we may need to consult with the person making the request to discuss other possible formats in order to provide the information within its capabilities. Alternative formats will be provided within a reasonable time frame as agreed upon with the patient and/or Substitute Decision Maker.

Interpretation Services

LHSC offers free interpretation services for patients. We know how important it is for you to be understood by your health-care team and to be able to communicate in a language that you are most comfortable with.

Ask your care team for an interpreter if:

- You are most comfortable speaking with your health-care team in a language other than English.
- You are deaf, deafened, or hard of hearing.

More information, including a downloadable list of spoken languages is available at www.lhsc.on.ca/patients-visitors/interpretation-services

Parking at Children's Hospital

All of LHSC's hospital sites offer 24-hour, seven-day-a-week paid parking.

Visitor lot locations

- Parking lots P1 and P2 – off Commissioners Road across from Zones A, C and D
- Parking lot P3 – off Commissioners Road, south of Zone E
- Parking lot P7 – off Baseline Road, north of Zone E
- Parking lot P8 (garage) – off Baseline Road, Dagnone Drive, west of Zone B

Paying for your ticket

When entering the lot, take a ticket from the machine at the gate and keep it until you are ready to leave the hospital. You will need to retain the validated ticket to raise the gate to exit the parking lot.

Pay for your ticket at the parking booths or the parking office at each hospital. Parking costs \$4 for the first hour, \$2 for each consecutive half hour, and up to a maximum of \$12 (with no in-and-out privileges). See below for other parking pass options. Payment can be made by Visa, Mastercard, or with cash at parking booths or at the parking offices. Debit payments can also be made at the parking office.

Parking booths

Visitor lots P1, P2, P3 and P7 have a parking attendant at the parking booth where you can pay for your ticket as you are driving out of the lot. Payment is automated when the parking booths are not staffed. If you are parked in the P8 garage, you can pay for your ticket at automated pay stations located at the elevators on the second floor of the parking garage.

Parking offices

The Victoria Hospital parking office is located in Visitor/Staff Parking Garage P8, Ground Floor, Room 105 beside the elevators, and is open Monday to Friday 8:00 a.m. to 8:00 p.m. (closed on weekends and statutory holidays)

Parking passes

Passes (with in-and-out privileges) are available from the parking office at both hospitals. All passes are valid for use at all LHSC hospitals and are valid for one year from the time of purchase.

- Daily maximum of \$14 (with in-and-out privileges and valid for 24 hours from the time of purchase)
- 7-day: \$45
- 14-day: \$65
- 30-day: \$75
- 5- and 10-day passes are also available upon request

Accessible parking spaces are available throughout the visitor lots and parking garages. For printable maps with accessible parking spaces, please visit <https://www.lhsc.on.ca/patients-visitors/accessibility-at-victoria-hospital-and-childrens-hospital>

Preparing For Your Visit

Be prepared for your visit by knowing what to bring and what to leave at home for your appointment or stay at Children's Hospital.

Hospital Rooms

We make every effort to provide the type of hospital room you request. Room assignments are based on factors such as availability and infection-control requirements. Please note that requests related to insurance coverage may not always be possible to accommodate. To learn more about hospital room options for insured and uninsured patients, please visit the Hospital Rooms page on our website:

<https://www.lhsc.on.ca/patients-visitors/hospital-rooms>

What to Bring

Bring the following to your child's appointment:

- Your child's Ontario health card
- Your appointment card or letter
- Any medication your child is taking
- Family doctor's name and telephone number
- Any medical information, such as referral letters, X-rays or CT scans, vaccination record

You might also need:

- Your pre-admission form
- Other health care insurance information or drug card
- Medical information, such as an X-ray or CT scan

Things to bring from home for a hospital stay:

- Your child's own clothes, including slippers and shoes, and clothes for going home
- A few favourite toys, books, and family pictures to remind your child of home
- Toiletries, like toothbrush, toothpaste, brush, comb, shampoo, and soap
- Any important medical aids such as eyeglasses, hearing aids, braces, or crutches
- Disposable diapers, diaper bag and a stroller (if you have an infant)
- Any clothing and personal items you will need for yourself if you are staying with your child
- Lip balm or Vaseline for dry lips

- Small amount of money for incidentals such as newspapers or snacks

A note on Toys and Personal Belongings:

Bringing toys, books, and comfort items from home can help your child feel more at ease during their hospital stay. To keep all our patients safe, we ask that you follow these guidelines:

- Please ensure toys and items are clean before bringing them to the hospital. Wipeable or washable toys are preferred.
- Please limit the number of toys and personal belongings brought into the hospital. Too many items can create clutter and make it harder for staff to provide safe care.
- Families are responsible for regularly cleaning and maintaining their child's personal items.
- To control the spread of infection, toys and items should not be shared with other patients.
- Our staff may clean or limit certain items if there are infection control concerns. These steps help us reduce the risk of infection and keep the environment safe for your child and others in our care.

What not to bring

- Latex balloons
- Baby walkers
- Small toys that can be swallowed
- Electrical equipment
- Perfume and other fragrances

Your Stay at Children's Hospital

Visitors and Care Partners

Visitor Guidelines

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 each patient in the unit.
- For this reason, visiting times may vary between patients and units. We ask, when visiting, to check with unit staff about optimal visiting times.
- Visiting may be interrupted to provide appropriate patient care.
- Visiting will be restricted to protect the privacy rights of other patients or to maintain safety and security.
- Family members supporting a patient between the overnight hours of 8:00 p.m. and 8:00 a.m. are asked to remain in the patient's room and advise unit staff when coming to and leaving the unit.
- Please remember to wash your hands or use hand gel sanitizer before and after visiting.
- To help protect the health of our patients and staff, do not visit if you are sick or have been feeling sick in the last week.

Care Partners

London Health Sciences Centre (LHSC) consistently monitors the Care Partner Presence Policy to ensure it meets provincial standards and LHSC Infection Prevention and Control recommendations.

Please Note: Only essential Care Partners are permitted for units on outbreak or patients with COVID precautions.

Care Partners can help keep patients and staff safe by wearing a mask at all times in the hospital. Hospital masks are provided at all LHSC entrances.

The Care Partner Presence Policy allows for:

- **Inpatient:** Limit of two (2) Care Partners total at the bedside at one time.
- **Outpatient:** Limit of one (1) Care Partner per patient*

Check in with your care team for specific permissions and any additional precautions.

*Registration of Care Partners is not required currently. Exceptions may be considered by leaders based on patient care needs.

Additional Visitor Policies

Fragrance-Free Policy

Please note that London Health Sciences Centre (LHSC) is fragrance-free. To prevent allergic reactions and respiratory distress for other patients, visitors and staff, please do not use or bring any scented products to your appointment and ask your friends or family members to do the same.

Smoke-Free at LHSC

In compliance with the Smoke-Free Ontario Act, LHSC is a completely smoke-free facility. This applies to all buildings, grounds, and parking lots, and includes smoking in cars. Maps with property boundaries can be found on our website.

LHSC's smoke-free policy includes cigarettes, e-cigarettes, cigars, pipes containing burning tobacco, or any other substance (such as marijuana) that can be smoked in any other manner.

Exemption for Traditional Use of Tobacco by Indigenous Persons

As per the Smoke-Free Ontario Act, Exemption for Traditional Use of Tobacco by Indigenous Persons, LHSC provides a space for Indigenous Peoples to use tobacco for traditional, cultural, or spiritual purposes.

Flowers and Latex Balloons

Flowers at Victoria Hospital are delivered by florist delivery service providers. Flowers can also be bought at the Garden Shoppe and B1 Victoria's Place at Victoria Hospital. Certain units do not allow flowers. Please check with the nurses' station before sending flowers.

Please Note: Poinsettias are not permitted within LHSC. Poinsettias contain a compound which is similar to that found in rubber latex and can cause a severe allergic reaction either through touch or inhalation.

Latex balloons are forbidden at LHSC due to latex allergies.

Privacy, Confidentiality and Security

Privacy and confidentiality for you and your child

We can only share information about a paediatric patient with their parent(s) or legal guardian(s). To help keep everyone updated, consider choosing one family member as the main contact person who can share updates with others.

When calling the unit, please give your child's full name and ask to speak with their nurse. We do our best to answer calls, but it may be harder during nursing shift changes, which happen daily from 6:45 a.m.–7:30 a.m. and 6:45 p.m.–7:30 p.m.

At LHSC, we respect our patients' rights regarding their health information, including your right to:

- Consent or refuse collection, use, and disclosure of personal health information (PHI);
- Access your PHI and to make requests to correct your PHI;
- Be notified if your PHI is accessed inappropriately and request an audit;
- Know to whom your PHI has been disclosed; and
- Challenge the hospital's compliance with privacy laws

More information can be found at: <https://www.lhsc.on.ca/patients-visitors/privacy-information-and-office>

Access Control and Screening

The B Tower main entrance is open from 6:00 a.m. until 8:30 p.m. daily. After hours, the 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 8:00 p.m. to 6:00 a.m. and Zone D Level 4 and Zone B Level 8 are locked 24/7. Visiting will be restricted to protect the privacy and safety of other patients.

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.

Weapons Detection System

At LHSC, the safety and wellbeing of our patients, visitors, and team members is a priority. To support a secure environment in our Emergency Departments (EDs), LHSC has introduced a weapons detection system designed to identify potential threats while maintaining a respectful and welcoming experience for all.

All individuals entering LHSC's EDs are required to pass through the weapons detection system each time they enter. This includes children who will be scanned in the presence of their parent, guardian, or accompanying adult.

The system uses advanced, non-invasive technology that allows patients and visitors to walk through without stopping or removing personal items. If the system finds something that may be a threat, a trained security guard may check the person's belongings.

Considerations and Exceptions

We understand that not everyone can go through the system the same way. To ensure equitable access to care and maintain safety, LHSC has established several accommodations. A full list can be found on our website:

<https://www.lhsc.on.ca/patients-visitors/visitor-guidelines>

If you require accommodations, please speak to the LHSC security guard at the entrance to the ED before entering. If you have any questions about the screening process, please contact LHSC's Security team by calling 519-685-8500 extension 52281.

Where to Stay

Staying with your child

Many of our patient rooms provide overnight accommodations for parents and caregivers who wish to stay with their child. If you need more information about any of these options, please speak with your care team.

*For those that live outside of London, the Ronald McDonald House may be an option; speak with your care team for more information.

Neonatal Intensive Care Unit (NICU)	Kangaroo and sleeper chairs are available for use in the NICU. Due to limited space and large equipment, there is not always space to stay directly at your baby's bedside. Please see the NICU Family Guide for more information.
Paediatric Critical Care Unit (PCCU)	In the PCCU, there are two sleep spaces available at your child's bedside for family members with clean sheets, pillows, and blankets provided. In addition, there is a quiet room (sleeps one) and a sleep room (sleeps two), both located nearby. These rooms share a bathroom with a shower.
Paediatric Emergency Department	There are no sleeping accommodations in the Emergency Department. One caregiver is expected to stay with the child at all times. Staff will do their best to provide a reclining or fold-out chair, along with pillows and blankets, to help you rest as comfortably as possible.
Paediatric Inpatients, B6 100/200	B6 inpatients is a locked unit. Once admitted, you will be provided with a confidential code. There is one overnight sleep space for a family member. Clean sheets, pillows and blankets are available.

Please Note: Each child must sleep in their own hospital bed or crib to allow the nurses to reach them easily.

Vacant hospital beds in shared rooms or in the emergency department may not be used by parents because they need to stay clean for another child requiring hospital services.

We understand there are times that you may have to leave the bedside. Please inform your care team so they know your child will be alone. Please ensure the bedrails or crib sides are up and only safe items are left within your child's reach.

During your stay, a member of our nursing team will check on your child regularly, including during the night. These visits help us ensure your child's safety, comfort, and care needs are met in a timely manner.

If you require personal care items such as a toothbrush, deodorant, or shampoo, please visit the Paediatric Family Resource Centre, Ronald McDonald Room, or Gift Shops.

Accommodations in London

A map of the city of London and a list of local accommodations to consider is available on our website: <https://www.lhsc.on.ca/patients-visitors/where-to-stay-in-london>

The list does not represent a comprehensive list of all options in the city of London – it is provided solely as a community service. LHSC does not endorse, recommend, or assume responsibility for the quality, suitability, or availability of any listed accommodations.

Some hotels and motels may offer preferred rates to patients and their families upon request – please inquire about a “hospital rate” when booking.

Where to Eat

Check with your child's care team before letting your child eat or drink. There are medical reasons that your child may not be allowed to eat or drink, including special tests and procedures.

Your child may be on a special diet depending on their medical condition. Do not introduce new foods unless you have checked with the care team.

Patient Food Services

Physicians prescribe a variety of diets based on your care needs for patients who can eat solid foods to patients who are not able to eat food-by-mouth for a designated amount of time. Patient Food Services will offer a menu based on your prescribed diet. A form will be placed on your breakfast tray with a selection of foods for the next day. If you have dietary concerns, please consult a member of your health-care team.

LHSC offers a variety of therapeutic, allergy and religious-based diets to meet your needs. Please reach out to a member of your health-care team to order the appropriate diet for you. Some examples include:

- Vegan and vegetarian (with dairy and eggs OR with dairy, eggs and fish)
- Halal, Kosher, No pork
- Priority allergens such as eggs, milk, mustard, nuts, etc.

When should I expect my meals?

- Breakfast: 7:45 a.m. – 8:45 a.m.
- Lunch: 11:45 a.m. – 12:45 p.m.
- Dinner: 4:45 p.m. – 5:45 p.m.

Retail Food Services

The closest place to purchase food is On the Go featuring Tim Hortons, located on the second floor of Zone B in the main atrium. This location is open between 6:30 a.m. and 8:00 p.m. on weekdays; it is closed on the weekends and holidays. A full list of on-site food facilities is available on our website: <https://www.lhsc.on.ca/patients-visitors/food-services>

Vending machines and ATMs are located near the elevators in Zone B on the 1st and 3rd floors.

Family Fridge and Pantry

- The Paediatric Inpatient unit located at B6-100/B6-200 has pantries in B6-149 and B6-231. These rooms provide drinks and light snacks for inpatients.
- There is a separate family refrigerator with a freezer for any personal food storage. **Please Note:** Children's Hospital is not responsible for food removed from the fridge.
- The Paediatric Medical Day Unit (PMDU) provides light snacks for children who are receiving day treatment.
- In the Neonatal Intensive Care Unit (NICU), speak with a health-care provider regarding food storage locations.
- The Paediatric Critical Care Unit (PCCU) has a small fridge in the waiting room for temporary storage of food.

Please label and date your personal food items.

Patient Telephones and Entertainment

Patient Telephones

Patient telephones are available for local and toll-free calling for no cost. We support and encourage patients to use their own cell phones to make phone calls and keep in touch with family and friends.

Patient Entertainment

We offer a patient entertainment site where patients can watch live Rogers TV for free and access your own streaming services (with your own account).

<https://www.lhsc.on.ca/patients-visitors/patient-entertainment-site>

If you have any questions during your visit, please don't hesitate to stop by an information desk or ask a staff member for assistance. You can also call [519-685-5800](tel:519-685-5800) and press 0 to speak with the hospital operator.

Your Care at Children's Hospital

Comfort Promise

The Comfort Promise is our commitment to ensuring every child receives the highest level of comfort and pain management during their care.

We aim to minimize the pain and anxiety associated with needle procedures using various evidence-based strategies geared towards each child. These strategies include topical anesthetic, comfort positioning, distraction, and sucrose and/or breastfeeding.

Why is the Comfort Promise important?

Paediatric pain has traditionally been underrecognized and undertreated. More than 75 per cent of children experience pain while in the hospital. In fact, needle procedures are reported by children as the most painful, second only to their medical condition.

Untreated pain from needle procedures can lead to long-term issues such as avoiding health care, increased pain sensitivity in future procedures, and slower recovery. Fear of needle-related pain also contributes to vaccine hesitancy.

The Comfort Promise is important because it:

- Improves the overall patient experience by reducing pain and distress;
- Leads to better health outcomes through less traumatic medical care;
- Supports families by providing a more positive medical experience; and
- Reflects our dedication to compassionate, patient-centered care.

What are the comfort strategies and how do they work?

Topical anesthetic (all ages)

A topical anesthetic can be applied to a patient's skin to numb it before a needle procedure. The anesthetic is usually applied as a cream or gel and quickly takes effect.

Comfort positioning (all ages)

Comfort positioning allows patients to be positioned in a supportive and secure way during needle procedures. This includes sitting upright and focusing on secure, hugging positions rather than restraint, which has been linked to significant negative effects.

Distraction (all ages)

Distraction is a simple yet effective strategy to draw the patient's attention away from the needle procedure. This can be accomplished through age-appropriate activities such as watching a video or playing with a toy.

Sucrose and/or breastfeeding (under 12 months of age)

Sucrose and breastfeeding are both effective methods for reducing needle pain in infants. To maximize their benefits, administration should begin two minutes before the procedure and continue throughout. Sucrose can help reduce the duration of crying in infants under 12 months old. When possible, combining breastfeeding or sucrose administration with skin-to-skin contact and sucking can further enhance comfort and pain relief.

What should patients and families expect?

At every opportunity, we will offer your child age-appropriate strategies to prevent and treat pain associated with their needle procedure. We also encourage you to feel empowered to ask about and actively participate in the Comfort Promise.

Getting Involved in Your Child's Care

We see families as partners in care. To help us understand your child's needs, please share any helpful personal details and let us know if a care plan or community service is already in place. Communication builds trust and contributes to the partnership between families and caregivers.

How you can support your child

- Write down questions or observations about your child and share them with your team. Do not hesitate to ask to have something explained again or in a different way.
- 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. Staff members are available to help you prepare your child for what they may see, hear, feel, and experience.
- Encourage your child to ask questions and express feelings.
- Please share your cultural customs or religious beliefs so that we can be sensitive to your needs.

Family participation in bedside shift change report

We invite you to take part in your child's bedside shift change report. This is when nurses share updates during a shift change, and it's a chance for you to hear about your child's care, ask questions, and share any information you think is important. Your input helps us give the best care possible.

During bedside shift change report, which can take three to five minutes, you can expect the following:

- The nurse starting their shift will introduce themselves
- The nurses will review your child's plan of care
- The nurses will complete mandatory safety checks
- The nurses will ask you if you have any questions or any additional information to share

You will be encouraged to participate in a way that works for you and your child. Prior to leaving the room, your child's nurse will let you know when you can expect them to return.

Medications

- Bring the medications your child is currently prescribed by your family physician or paediatrician, or a list of medications and your pharmacy's phone number. This includes any over the counter, herbal products and vitamins as well as creams, lotions, inhalers, and eye drops. Any medications from home should not be taken unless approved by your child's care team.
- Inform your child's nurse and physician of any medications which have recently been stopped, and any allergies or adverse reactions to foods, medications, or environmental factors.
- Medications prescribed and approved for use at LHSC will be supplied while in hospital.
- If you receive a list of medications before leaving LHSC, ensure this list is shared with your family physician or paediatrician, as well as your home pharmacy.
- If you have questions about your child's medications, a pharmacist is available to come and answer your questions or address any concerns. Ask your child's nurse to contact a pharmacist on your behalf.
- If your child is on several medications, a medication calendar can be prepared by a pharmacist and reviewed with you prior to discharge.

Taking care of yourself and your family

Children's Hospital acknowledges the importance of providing care and support to the patient, but also to their family and caregivers. All family members are impacted by the hospitalization of a child. Some tips from other families on how to manage this stress:

- Make a list of specific things family and friends can do to help at home and in the hospital.
- Ask relatives and friends to space their visits so they can provide relief for you.
- Eat well, drink plenty of water, and avoid consuming a lot of caffeinated beverages. If you are not hungry for full meals, have several small portions throughout the day.
- There are professional staff members who can provide support and offer comfort as you cope with your child's illness or injury. Let us know if you would like to talk with a health care provider.
- A sanctuary is located on the 3rd floor, Zone C. It is a place open to all for quiet time, reflection, meditation and prayer. A Spiritual Care Specialist can be contacted through your nurse at pager number 14693.
- If you have any concerns while your child is in the hospital, you can speak with a member of your child's care team and ask to meet with a social worker. A social worker can assist you with communication with your care team, making decisions around your treatment, care planning, and preparing for discharge.

Patient Safety

Your child's safety is our top priority. At our hospital, we're committed to creating a safe environment by working together with patients and families. From proper patient identification to preventing falls and infections, every part of your child's care includes steps to keep them safe.

Patient Identification

To help keep your child safe, they will need to wear an armband during their hospital stay. This band helps staff make sure the right care and medications are given. It includes your child's name, date of birth, hospital ID number, and a barcode. Staff will check it before giving medications, doing tests, or taking your child for a procedure.

Babies under one year will also wear a small security alarm band while they are admitted, to help keep them safe.

If your child has allergies, they will be given a red allergy bracelet so everyone on the care team is aware.

You may be asked to confirm your child's name or birthday often — this is one of the ways we help make sure care is safe. If anything seems wrong, please speak up. We are committed to providing your child with safe, high-quality care and confirming their identity is an important part of that promise.

Falls Prevention

Your child may be at risk of having a fall while in the hospital and to prevent this, your child's nurse will do an assessment and discuss fall prevention with you. Some things you can do include:

- Putting up all the crib or bed rails prior to moving away from your child's bed
- Having your child wear slip proof socks/shoes/slippers
- Reminding your child to ask for help before getting up

Non-essential items

Clutter can prevent staff from thoroughly cleaning your child's room. It can also present a trip and fall hazard for staff, visitors and yourself. While we want your child to have what they need to feel comfortable, excessive personal items may be sent home with visitors.

Infection Prevention

Hand Hygiene

Most germs in hospitals can be spread by unclean hands. An infection could prolong you or your loved one's hospital stay.

Proper hand cleaning is the best way to reduce infections and the spread of germs. Alcohol-based hand rub (ABHR) is the preferred way for cleaning hands if they are not visibly soiled. For information on how to properly perform hand hygiene and when, visit our Hand Hygiene webpage: <https://www.lhsc.on.ca/patients-visitors/hand-hygiene>

Please wash your hands before entering a patient room, when leaving a patient room, and at the end of your visit.

Infection control tips for visitors

- Do not visit if you are feeling unwell. Wait until you feel better to visit.
- Wash your hands before entering a patient's room, when leaving the room, and at the end of your visit.
- Visitors should not sit or put their feet on hospital beds or chairs that are covered with sheets or blankets.
- Visitors should not use patient washrooms.
- Visitors should not touch the supplies on the supply carts. Please ask staff for the item you need.
- Try to limit the number of people visiting at one time.
- Try not to visit multiple patients during the same visit.

Infection control precautions

Sometimes patients require extra infection control precautions and have a sign posted at the entry to their room or bed space. In these instances, visitors should stop at the nurses' station to receive instructions before they visit. Some precautions may include:

- Needing to wear gloves, a gown, a mask, or protective eyewear. If so, you and your visitors can ask a staff member for assistance.
- Being asked to stay in your room or bed space.
- Cleaning your hands frequently, especially when leaving your room, before eating and after using the washroom.
- Keeping personal items to a minimum to reduce clutter for cleaning

Services for Patients

Children's Hospital offers a range of specialized services to help children feel safe, supported, and understood during their time with us. These services are designed to reduce stress, encourage healing, and support your child's emotional and cultural well-being.

Animal Visitation

Family pet visits are not permitted for the health and safety of other patients, visitors, and staff. This policy does not apply to service animals.

Requests for pet visits may be considered on compassionate grounds. In this instance, a pet may be brought into the hospital with the approval of the manager of the patient care unit. There are several steps to approve such a visit, including proof of vaccination and completing a pet waiver and release form. If you wish to bring the pet of a patient to the hospital for a compassionate visit, please speak with a member of your care team.

LHSC recognizes the benefit of therapy dog visits for certain patients and has partnered with St. John's Ambulance to provide a therapy dog program in several units in the hospital. Speak with a member of your care team to see if there is a therapy dog visit coming up.

Art Therapy

The Art Therapy program provides children and youth with the opportunity to express thoughts and feelings through creative activities. This experience can be empowering, nurturing, and can also promote a personal sense of control at a time of unpredictable medical challenges. The art process can be relaxing, distracting, enjoyable, and have therapeutic value in a very individualized way.

Bravery Beads

This program is designed to help children and youth document their unique and personal journey through a long-term or chronic illness, or injury using beads. Each bead represents an element of care or treatment. This is a voluntary program for children of all ages.

Child Life Specialists

Child Life Specialists are trained professionals who work with children and families to help them cope with the challenges of hospitalization, illness, or disability. Child Life Specialists provide preparation for procedures, pain management, and coping through play and self-expression.

Gender Pathways Service

The Gender Pathways Service (GPS) provides gender-affirming care to gender diverse and transgender children and adolescents 17 years of age and younger. This multi-disciplinary service offers access to several specialties and follows all relevant North American and international guidelines, including those set out by the World Professional Association for Transgender Health. Learn more by contacting gps@lhsc.on.ca.

The Heroes' Circle

A year-round program that provides weekly inpatient and clinic visits for paediatric patients and their siblings. Children learn breathing and relaxation techniques along with martial arts.

Music Therapy

An accredited music therapist uses music-based activities to support patients while in hospital. Music therapy can help patients in all areas of health and well-being. Sessions can help with things such as pain control and rehabilitation. Music therapy is available for patients of any age, illness, or disability. You do not need any musical skill to take part in sessions.

Ollie the Clown

Ollie Pale is a therapeutic clown trained to provide opportunities for play, laughter, and fun, helping to normalize children's lives during their hospital stay. Visit the Therapeutic Clown page to learn more about Ollie.

Pet Therapy

Pet therapy involves therapy dogs visiting children in the hospital. It has been shown to improve a patient's sense of well-being and to facilitate the treatment and rehabilitation of patients.

SMILE Room

The SMILE Room, located on the sixth floor in B6-261, is a room filled with sensory equipment to aid in relaxation or stimulation. The room has bubble columns, fibre optics, mirrors, music, and much more.

Transitions in Care

The Transitions in Care team supports paediatric patients and their families across key transition milestones such as transitioning from youth to adult care and moving from school to hospital and back to school again.

Upopolis

This is a free, secure social networking site for paediatric patients, ages 8-18, to connect with each other across Canada. Laptops are available for use through Child Life Services. For more information, please speak with a Child Life Specialist.

Resources for Families

We understand that having a child in the hospital can be overwhelming, and we're here to support you every step of the way. Below, you'll find a list of services available to help you navigate your child's care, make informed decisions, and feel supported during your time with us.

Bereavement

Bereavement care is offered by Spiritual Care and Social Work. LHSC has an annual "Remembering the Children" memorial event each fall – a simple non-religious event that acknowledges all infants and children who have passed away over the year at LHSC. If you would like to attend, please sign the "Consent to be Contacted" form which your nurse will have available.

Black Health Navigator

Black Health Navigators are trained and registered health-care workers available to help Black patients and families navigate the health-care system by providing information about health-care options and ensuring your voice is heard in conversations with care teams. Patients and families can access this service through Black Health. To learn more, please ask your care team or visit our website: <https://www.lhsc.on.ca/patients-visitors/black-health>

Breast Pump Room/Storage

The breast pump room is located in Zone B, 6th Floor, Room B6-235. 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.

Business Office

The Business Office is located at Victoria Hospital and Children's Hospital 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, and surgical supplies. You will receive an invoice by mail, and payments can be made through the following methods:

- At the bank (Branch/Web/Telephone banking)
- Cheque/money order
- [Online payment with credit card](#) (\$1.50 convenience fee applies)

Clinical Ethics

If you find yourself struggling with a difficult ethical decision or wondering what the right thing is to do in a complex patient care situation, think about contacting the clinical ethics consultation service. Ethics consultations at LHSC are provided by staff who have been educated and trained to assist with ethical problems that arise in health-care settings. The ethicist is there to assist patients, families and health-care providers to identify, clarify, and work through ethical concerns. More information is available on our website: <https://www.lhsc.on.ca/patients-visitors/clinical-ethics>

Language Interpretation

LHSC offers free interpretation services for patients. We know how important it is for you to be understood by your care team and to be able to communicate in a language that you are comfortable with. For more information on accessing these services, please speak with your care team.

Legal Help, Pro Bono Law Ontario (PBLO)

PBLO at Children's Hospital is a medical-legal partnership that helps families identify and resolve legal problems that can impact a child's health or the family's ability to care for their child. Through this program, free legal assistance is provided to low-income families whose child is an inpatient or outpatient of Children's Hospital. Your social worker can refer your case to our on-site triage lawyer.

Paediatric Family Resource Centre

The Paediatric Family Resource Centre offers patients and family members peer support, assistance with forms and applications, as well as easy and convenient information about your child's health from a lived experience lens. The Centre is located on the 1st floor of Zone B (B1-006) and is operated from 8:00 a.m. – 5:00 p.m. on Monday, Wednesday, and Friday; 8:00 a.m. – 7:00 p.m. on Tuesday and Thursday; and 9:00 a.m. – 1:00 p.m. on Saturday and Sunday by appointment only.

Paediatric Psychology Services

Psychologists provide assessment and treatment to children and their families who are experiencing challenges in adjusting to illness, and teach coping strategies to help manage physical, emotional and behavioural symptoms. They can also assess thinking and learning skills when these are affected by a medical condition, and provide recommendations for supports in the home, community, and school.

Paediatric Symptom Management and Supportive Care Services (PSMSC)

PSMSC is a service at Children's Hospital that cares for infants, children and teens with serious illnesses no matter the underlying disease or medical problem. PSMSC's goal is

to ease all kinds of pain and suffering with the hope that children with serious illness and those approaching the end of their lives can have the best quality of life possible.

Parental Presence at Anaesthesia Induction (PPI)

The Parental Presence at Anaesthesia Induction (PPI) program offers an education session and/or tour of Day Surgery and the Operating Room to help you and your child get ready for the surgery experience. The PPI program helps prepare one caregiver to accompany and support their child in the operating room during the induction of anaesthesia. To learn more about the program and your eligibility to participate, please discuss it with your care team or Child Life Specialist.

Patient Relations Office

LHSC's Patient Relations Specialists serve as a point of contact for questions, concerns, or feedback about care experiences at LHSC. You can reach us by phone at 519-685-5800 extension 52036 or 58230, or by email at patientrelations@lhsc.on.ca. For more information and to access the Patient Relations Contact Form, please visit our website: <https://www.lhsc.on.ca/patients-visitors/patient-relations>.

Pharmacy

The Children's Hospital Pharmacy and Compounding Centre is located on the first floor of Children's Hospital (B1-001) next to the B1 Entrance and is open Monday to Friday from 8:00 a.m. – 5:30 p.m., excluding holidays. Prescriptions may be filled at this location before you leave. Breast pump kits may be purchased.

Privacy Office

If you have any questions or concerns about how we collect and share your personal or health information, contact us by phone at [519-685-8500](tel:519-685-8500) extension 32996 or by email at privacy@lhsc.on.ca.

Shared Decision Making

Shared Decision Making is the process whereby health professionals and patients collaborate on medical decision-making with a more structured process that takes into account both the best evidence and patient values. It involves patients and caregivers working with health-care providers and a Decision Coach to make important choices about their care. Learn more by asking your care team or visiting our website: <https://www.lhsc.on.ca/shared-decision-making>.

Social Work

Social Workers provide emotional support, advocacy and information to patients and their families as they cope with the challenges brought on by illness, hospitalization, and treatment. They provide information about the hospital system and available supports in your community. They also can work with you and your family to access services and financial resources.

Spiritual Care

LHSC recognizes spiritual and religious need as a significant element in the holistic care of patients and families. Spiritual Care is a professional service that provides people-centred care by sensitively working with patients, families, partners, faith communities, and other hospital professionals. Our service is respectful and supportive of all spiritual and religious needs, beliefs, values, and practices. Please speak with your care team for more information.

Youth Indigenous Wellness Program

The Youth Indigenous Wellness Consultant supports mental health and cultural wellness for all Indigenous kids accessing care at Children's Hospital. The consultant bridges traditional ways of knowing and western approaches to healing. To learn more, please visit our website: <https://www.lhsc.on.ca/patients-visitors/youth-indigenous-wellness-program>

Patient and Family Spaces

For help locating any of these spaces, please use MazeMap.

- Download the MazeMap app and search for the Victoria Hospital map.
- Visit a wayfinding kiosk at Victoria/Children's Hospital.
- Scan a QR code on a poster at elevator bays while on-site.

Alex's Butterfly Garden, D Zone, Level 2

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 has benches and a soothing water fountain.

Ashley's Backyard, B6-259

Ashley's Backyard is a nature-themed playroom that is designed for infants, toddlers, and preschool-aged patients and their families to relax and play together. The room is available during the day and evenings for children to use with adult supervision.

Culliton Family Lounge, B6-110

The family lounge is a space for all patients on B6 inpatient unit to relax and socialize with their family or friends. The lounge is also often used for special group events and family coffee hours

Indigenous Healing Space, E1-204

The Indigenous Healing Space is open to all with priority to First Nations, Inuit, Métis, and Urban Indigenous Peoples seeking care at LHSC and their families. To learn more, including how to access the space, please speak with your care team or visit our website: <https://www.lhsc.on.ca/patients-visitors/indigenous-healing-space>

Paediatric Family Resource Centre, B1-006

The Paediatric Family Resource Centre offers a quiet place for patients, family members, and staff to find information on a variety of children's health care topics and to access the internet.

Quiet Rooms, B6-119 or 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.

Sanctuary, C3-402

All patients and families are welcome to enjoy the Sanctuary found in Zone C, level 3, room C3-402. This sacred space is available for prayer and quiet reflection 24/7.

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 and LEGO. The activity room is open during the day, Monday-Saturday, for patients and families to use on their own. Child Life staff and volunteers also offer planned activities and special events in the activity room throughout each month.

Your Child's Care Team

During your child's stay, they will be cared for by a team of health-care professionals who work together to support their health and well-being. Each team member plays a unique and important role, from physicians and nurses to therapists, social workers, and other specialists. Below, you can learn more about who's on your child's care team and how they contribute to their care.

Health Disciplines Professionals

Staff in the following roles are part of the team that support and care for your child:

- Art Therapist
- Child Life Specialist
- Dietitian
- Music Therapist
- Occupational Therapist
- Pharmacist
- Physiotherapist
- Social Worker
- Speech Therapist
- Spiritual Care Practitioner

Medical Students

- University graduates attending medical school
- Participate in your child's care under the supervision of residents and physicians

Nurse Practitioners

- Partner with the medical team
- Function much like resident doctors and work closely with the attending physicians to plan your child's care

Physician

- Your child's primary doctor who oversees residents, nurse practitioners and medical students
- Assess your child's health, make diagnoses, and work with the care team to plan and oversee your child's treatment
- Communicates with patients and their families about treatment and plan of care

Registered Nurses (RN) and Registered Practical Nurses (RPN)

- Work closely with your child, providing care and closely monitoring progress
- Make sure that the needs of your child and family are met
- Organize and coordinate appointments after discharge
- Provide education and resources for your child's diagnosis
- Provide outpatient support

Residents

- Have graduated medical school and are further training in a specialty
- Work under the supervision of a physician to develop the best plan of care for your child

Leaving Children's Hospital

Leaving Children's Hospital

Preparing for your child's discharge begins early in their hospital stay. Talking with your care team about what to expect after leaving the hospital can help make the transition home smoother and less stressful.

Discharge Instructions

Your care team will help you understand your child's care, treatments, medications, diet, and follow-up appointments before you leave the hospital. We encourage you to review this information with a member of your care team, and to ask for additional instructions as needed.

Please be prepared to leave the hospital at your scheduled discharge time. We make every effort to accurately predict the day and time of discharge, but your discharge may occur earlier or later than planned. Your care team will keep you up to date on any changes to your discharge time.

Any equipment or services needed at home would need to be assessed by an Ontario Health atHome Care Coordinator prior to discharge. All children who are receiving existing community services need to contact the Ontario Health atHome Care Coordinator at extension 52249 before going home. If a child's hospital stay is longer than 14 days, a new referral needs to be made to Ontario Health atHome. Nursing staff can help facilitate the doctor's referral required to access Ontario Health atHome services.

Traveling Home

We want to make sure your child gets home safely after their hospital stay. By law, all children must travel in an approved car seat. Please bring your child's car seat when you come to pick them up. If your child has mobility or transfer needs, a physiotherapist or occupational therapist will help you explore safe transportation options.

You are responsible for arranging your child's ride home on the day of discharge. If you don't have a ride, you'll need to book and pay for another option, such as a taxi or

stretcher vehicle. Ask your nurse for the Ambulance & Non-Ambulance Medical Transports brochure to learn more about available services.

LHSC's Trauma Program offers one-on-one consultations – virtually and in-person – with certified Car Seat Technicians to ensure that your car seats are installed properly. Please visit the Car Seat Program page to learn more and schedule consultation.

Discharge To-Do List

Medications

Ask the purpose, dosage, delivery, special considerations, and side effects your child may experience from their medications.

- ☐ Do I need to pick up or order medication?
- ☐ When was the last dose of medication given?
- ☐ When is the next dose due?
- ☐ Do I understand the side effects of these medications?
- ☐ Do I know who to call if side effects occur from the medication?
- ☐ Ask for a My Child's Medications chart to make it easier to track your child's medications.
- ☐ Is there a cost associated with the medications my child is being prescribed?

Equipment

- ☐ Do I know the home care company's name, number, and who to call for questions?
- ☐ Do I know the plan for delivery and set-up of home care equipment?
- ☐ Do I know where to go for any scheduled follow-up appointments?

Home

- ☐ Is my home ready for my child's return? Do modifications need to be made?
- ☐ Does my child need to alter activity levels?
- ☐ Is there a change to my child's nutritional needs?

Family, Friends, and School

- ☐ Do I need to speak with my child's teacher about homework assignments and the return to school?
- ☐ Do I need to discuss my child's condition and health care needs with the principal or other staff members?
- ☐ Do I need to speak to my childcare provider about my child's condition and returning to a care schedule?
- ☐ Do I have the information I need to share with friends, family, and school about my child's diagnosis?
- ☐ Notify friends and family about the support our family will need after returning home.
- ☐ If I see changes in my child's behavior, who should I contact?

Leaving the Hospital

- ☐ Do I know who to call if there is an emergency, my child's health worsens, or when I have questions?
- ☐ Have I packed everything I brought to the hospital?
- ☐ Do I know how we are getting home?
- ☐ Do I have written instructions on how to care for my child?

Additional Resources and Information

Helpful phone numbers

To reach the hospital operator/switchboard, please call 519-685-8500, then press 0.

- **B6-100 (Paediatric Inpatients):** 519-685-8500, extension 52060
- **B6-200 (Paediatric Inpatients):** 519-685-8500, extension 58196
- **Black Health:** Email – BlackHealth@lhsc.on.ca
- **Business Office:** 519-685-8500, extension 33146
- **Child Life:** 519-685-8500, extension 58368
- **Data Valet/WiFi:** 1-800-642-3958
- **Emergency Response Extension:** 519-685-8500, extension 55555
- **Indigenous Health:** Email – IndigenousHealth@lhsc.on.ca
- **Neonatal Intensive Care Unit (NICU):** 519-685-8500, extension 64427
- **Office of Patient Experience:** 519-685-8500, extension 75457
- **Office of Patient Relations:** 519-685-8500, extension 52036
- **Paediatric Critical Care Unit (PCCU):** 519-685-8500, extension 52824
- **Paediatric Emergency Department:** 519-685-8500, extension 58141
- **Paediatric Family Resource Centre:** 519-685-8500, extension 52604
- **Paediatric Medical Day Unit (PMDU):** 519-685-8500, extension 58434
- **Parking:** 519-685-8500, extension 53078
- **Prescription Centre/Pharmacy:** 519-685-8500, extension 58082
- **Ronald McDonald House:** 519-685-3232
- **Ronald McDonald Family Room:** 519-685-8500, extension 56896
- **Security:** 519-685-8500, extension 52281
- **Social Work:** 519-685-8500, extension 33131
- **Spiritual Care:** 519-685-8500, extension 58418 or Pager: 14693
- **The Heroes' Circle:** Email - info@kidskickingcancer.ca

Links and Resources

- AboutKidsHealth Trusted Answers from The Hospital for Sick Children - www.aboutkidshealth.ca
- Caring for Kids – Information for Parents from Canada's Paediatricians - www.caringforkids.cps.ca
- Child and Adolescent Mental Health Handbook - [LINK](#)
- The Health Line Health Services for South West Ontario - www.thehealthline.ca
- Middlesex London Health Unit - www.healthunit.com
- Medline Plus Trusted Health Information - www.nlm.nih.gov/medlineplus

Participating in Research

Research at LHSC

At London Health Sciences Centre Research Institute (LHSCRI), research happens where care is delivered. As the research institute of LHSC—one of Canada's largest teaching hospitals—we explore new ways to understand, diagnose, treat, and manage a wide range of health conditions. From lab discoveries to clinical trials, our research is deeply connected to the care you receive every day.

Children's Health Research Institute (CHRI) – one of Ontario's only hospital-based research centres dedicated to child health – is also part of LHSCRI. CHRI focuses on research that advances the understanding, prevention, diagnosis, and treatment of illnesses that affect babies, children, and youth with the goal of helping them grow up healthy and well.

Patients are at the heart of medical progress. When you or your child take part in research, you're helping create new treatments and improve care for others. During your child's time at Children's Hospital, their physician or a research team member may talk to you about joining a study. If you're curious or interested in being part of research, feel free to ask your care team about any studies or clinical trials that might be a good fit for your family.

What you should know

- Clinical research studies conducted at LHSC must be reviewed and approved by London Health Sciences Centre Research Institute (LHSCRI) and a qualified Research Ethics Board.
- Be sure to thoroughly read the Letter of Information about the research study.
- Take your time and ask as many questions as you need to before your child decides to participate. Review the material with them to make sure they understand and are comfortable with the study.
- Participation in a research study is always voluntary. If your child does not wish to participate, their care will not be affected by their decision. If you have further questions or concerns about a research study, please contact LHSCRI's Quality Assurance and Education Team at researchqualityandeducation@lhsc.on.ca, the Research Ethics Board of record for the research study, or LHSC's Patient Relations Office at patientrelations@lhsc.on.ca. For more information about CHRI, please visit chri.org.

Share Feedback

We value your feedback as it helps us learn, improve, and recognize the people who make a difference. Whether you had a great experience or see an opportunity for us to do better, we want to hear from you.

Below, you'll find two options for sharing your feedback based on the type of experience you'd like to tell us about.

Patient Relations

To submit a question or concern about your care or the care of a loved one, please contact Patient Relations.

Before contacting Patient Relations, please speak to your care team. We welcome you to ask questions and express concerns about your care or the care of a loved one. Your care team may be able to resolve your concerns and answer any care-related questions right away. If speaking with your care team does not resolve an issue, please contact us.

We check emails and voicemails regularly between the hours of 8:00 a.m. and 4:00 p.m., Monday to Friday. Our department is closed on weekends and statutory holidays.

Contact Us:

By Email (patientrelations@lhsc.on.ca): Using email is best. It allows you the time to explain your question or concern clearly. We can also make sure we have accurate details and correct spelling of names.

By Phone (519-685-8500 extension 52036): When contacting our office, please speak slowly and clearly and spell the patient's name. Also provide the patient's date of birth and location of concern. For example, Victoria Hospital, Emergency Department. If you are not a patient, please provide your name, the reason you are contacting Patient Relations and your contact information, including your telephone number and/or email address.

By Contact Form: Patient Relations Contact Forms in English and French are available on the LHSC website: <https://www.lhsc.on.ca/patients-visitors/patient-relations>. Interpretation and Translation services are available if English and French are not your preferred language.

By Mail: Patient Relations Office, 800 Commissioners Road East, PO Box 5010, Stn. B, London ON, N6A 5W9

Great Moments Recognition Program

Are you a patient or family member looking to recognize a LHSC staff member, physician, learner, volunteer or patient partner who made a difference in your care? Show your appreciation by filling out the short Great Moments Recognition Form on our website: <https://www.lhsc.on.ca/patients-visitors/great-moments-recognition-program>

LHSC's Great Moments program recognizes and celebrates the outstanding work of Team LHSC. Our goal is to recognize the staff, physicians, volunteers, patient partners and learners who go the extra mile to create great moments for all those at LHSC. Each individual or team that receives recognition through the Great Moments program will be presented with a letter of appreciation from LHSC's Supervisor, as well as a small item of appreciation. The program is generously supported by London Health Sciences Foundation and Children's Health Foundation.

If you do not remember the exact name of the individual(s) you would like to recognize, please share as many details about your time at LHSC as possible to help us identify those involved.