

# Welcome to Children's Hospital



## Family Handbook



# Welcome to Children's Hospital

Our Warmest Welcome

Dear patient and family,

Welcome to London Health Sciences Centre (LHSC). Our skilled and dedicated nurses, physicians and other health-care professionals will do everything they can to make your stay as comfortable as possible.

A safe patient care experience is our highest priority and we consider you to be an important member of the health-care team.

We encourage you to be involved in every decision about your care and treatment. Ask questions and voice concerns at any stage in your care, including what to do when you go home from the hospital. We encourage a partnership between patients (families) and their care providers. Read through the Patient Rights and Responsibilities (on page 50 currently) to see how you can and should engage in your care while at the hospital.

As we are a teaching hospital, you may find that the next generations of health-care providers – residents, trainees, and students – are a part of the team caring for you. You may also be offered an opportunity to participate in clinical trials and research studies that will help to improve care and treatments in the future.

Everyone at LHSC takes great pride in providing you with quality care and service. We hope the information found in the Patient Handbook is helpful to you. If you have any questions, please don't hesitate to ask a member of your care team.

Sincerely,

Dr. Paul Woods  
President and CEO  
London Health Sciences Centre



# Welcome to Children's Hospital

**You might want to write this down.....**

Name: \_\_\_\_\_

Room Number: \_\_\_\_\_ Room Phone: \_\_\_\_\_

Unit Name: \_\_\_\_\_

Coordinator: \_\_\_\_\_

Physician: \_\_\_\_\_

Consulting Physicians: \_\_\_\_\_

Social Worker: \_\_\_\_\_

Child Life Specialist: \_\_\_\_\_

## **Hospital Rooms**

Every effort is made to provide your requested accommodation. If your choice is not available on admission, you will be notified when a suitable bed becomes vacant.

Occasionally patients in private rooms may be asked to move if their room is required for patients with special infection control needs. This will only be done when no other option is available.

## **Being moved to a different unit**

During your hospital stay, you may be moved to a different area of the hospital to ensure you receive the best care possible, or if another patient is in great need of care in that particular area. You and/or your family will be consulted in this decision.

When you are moving, the health-care teams will communicate with each other regarding your care needs and treatment goals. You and your family are encouraged to ask as many questions as needed in order to feel comfortable with your care.



# Welcome to Children's Hospital

## How to read your room number

University and Victoria Hospital room numbers are in the following format:

### **D2-503**

What the letter and numbers mean:

Room: D2-503

Zone = D

Floor = 2

Therefore, room D2-503 is located in Zone D, on the second floor.





# Welcome to Children's Hospital

## Patients are responsible for:

### Active Partnering in Care

- Providing information about past illnesses, allergic reactions to medication or food, and current health
- Bringing in all home medications, including vitamins and herbal supplements, when admitted to hospital to ensure that an accurate and complete list is obtained for writing medication orders
- Recognizing the risks and consequences of refusing treatment and/or leaving the hospital against medical advice

### Courtesy and Respect

- Treating others in hospital with consideration and respect
- Observing applicable hospital rules, regulations, and policies that have been communicated, such as:
  - Infection control measures (e.g. hand-washing)
  - Safety, security, and emergency measures
  - Discharge planning

### Using Health Care Resources Wisely

- Contacting the hospital at least 24 hours in advance if unable to keep an appointment
- Arriving at appointments on time
- Making arrangements for timely discharge



# Welcome to Children's Hospital

## Personal Property and Financial Obligations

- All financial costs associated with your care
- The safekeeping of personal property, valuables and own medications while in hospital

## Your Stay at LHSC

### Our commitment to patients

- To provide care in a welcoming and safe environment
- To provide care by an integrated multidisciplinary team, whose members respect the values, preferences, and expressed needs of patients
- To develop an effective relationship between patients, families and health-care practitioners based on mutual respect, confidentiality and accountability
- To provide quality care consistent with legislative and professional standards
- To provide information outlining the patient's health condition, proposed treatment and procedures along with the risks and benefits, and any alternate courses of treatment in terms of language that can be understood
- To inform patients of the health risks associated with the refusal of consent for proposed treatment

London Health Science Centre\* is an academic teaching hospital affiliated with the Schulich School of Medicine & Dentistry at Western University. We are committed to education and training in support of future generations of health care providers. Please note that your child may be seen by a medical student/trainee during the course of your child's visit in addition to the physician your child is scheduled to see.

\* The major sites include Victoria Hospital, Children's Hospital and University Hospital as well as several smaller community-based locations.

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**You're here,  
now what?**

## 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 a treatment plan. Please share any 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.

### 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.
- Inform your child's nurse and physician of any medications which have recently been stopped, any allergies to foods, medications, environmental or any other adverse reactions.
- Medications prescribed and approved for use at LHSC will be supplied while in hospital.
- Any medications from home should not be taken unless approved by your child's care team.
- 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.

Ideas where to keep medication and immunization information:

- Wallet card
- Cell phone list/notes
- Take a photo on your cell phone

## Getting Involved in Your Child's Care

- Write down your 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.
- Communication builds trust and contributes to the partnership between families and caregivers.
- 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 he/she 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.

## Infection Prevention and Control: For patients, families and visitors

### Hand Hygiene

Most germs in hospitals can be spread by unclean hands. Each time a person touches an object or another person, germs go along for the ride. Once an infection starts, it can spread to you, your family and other patients, and an infection could prolong your hospital stay.

Everyone should clean their hands:

- Before and after touching you
- Before and after eating
- When hands are visibly soiled
- After using the bathroom
- After coughing or sneezing

Scented products can cause allergic reactions and respiratory distress for other patients, staff and visitors.

Please do not use scented products in the hospital, including:

- Bottled shampoo
- Body sprays
- Perfume
- Aftershave



## What are the choices for cleaning hands?

Alcohol-based hand sanitizers are available throughout the hospital. After cleaning, make sure your hands are dry before you touch anything. This is very important when you use the hand sanitizer.

If your hands are visibly soiled, you will need to use soap and water. Cleaning your hands takes 15 seconds. Make sure you cover all surfaces. If you are using soap and water, don't forget to use a paper towel to turn off the taps.

## 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, your visitors should stop at the nurse's station to receive instruction before they visit.

- If you or your visitors need to wear gloves, gowns, mask or protective eye-wear, you can ask a staff member for assistance.
- You may be asked to stay in your room or bed space.
- Clean your hand frequently, especially when leaving your room.

## Influenza prevention information

Influenza is easily passed from person to person through droplets in the air, or by contact with unwashed hands or surfaces. If you are sick or feeling unwell with symptoms of a respiratory illness and your appointment or visit can be put off, you should not come to the hospital.

As part of the hospital's influenza immunization program, non-vaccinated visitors, patients, staff and physicians are required to wear a mask in patient care areas when influenza is circulating in the community (typically December – March). Masks will be available in all patient care areas.

Other infection prevention and control practices, such as proper hand hygiene, in conjunction with vaccination or masking are critical aspects of preventing the spread of influenza.

# **Caring for You and Your Child**

## Your Child's Medical Team

### 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

### Physician

- Your child's primary doctor oversees residents, nurse practitioners and medical students
- Communicates with child and family about treatment plan of care

### Registered Nurses (RN) Registered Practical Nurse (RPN)

- Works closely with your child providing care
- Closely monitors your child's progress
- Make sure that the needs of your child and family are met
- RNs who work with a specific physician in a specialized department
- Work along doctors to provide care for your child
- Organize and coordinate appointments after discharge
- Provide education and resources for your child's diagnosis
- Provide outpatient support

### Clinical Clerks

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

### Patient & Family

### Allied Health

- Staff from the following departments are part of the healthcare team that support and care for your child: speech therapist, occupational therapist, physiotherapist, music therapist, dietitian, pharmacist, child life specialist, art therapist, social work and spirituacare

### Nurse Practitioners

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

### Registered Respiratory Therapists (RRT)

- Respiratory Therapists (RTs) at Children's Hospital have expertise in the assessment and management of respiratory (or breathing) problems.
- They use a variety of techniques and equipment to treat children with heart and lung problems



## Family Participation in Bedside Shift Change Report

As part of our focus on patient and family- centred care, we invite parents to participate in the Bedside Shift Change Report. As your child's parent/ caregiver, you are a valuable part of your child's care. Including parents in the nursing shift change report ensures accurate sharing of information and allows you to ask any questions you may have or provide any additional information. During report, the nurses will discuss your child's diagnosis, treatment plans, and goals for the next 24 hours, and any preferences that your child may have. Partnering with patients and families is important in providing the best possible care.

During Bedside Shift Change Report, which can take three to five minutes, you can expect the following:

- The nurse coming onto shift will introduce him/herself
- The nurses will review your child's plan of care
- The nurses will complete the 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 him/her to return.

## Patient Identification

It is important for your child to wear an armband during their hospitalization, to ensure patient safety. Your child's armband is how staff members identify who your child is, ensuring that the correct care and medications are being given. The armband has your child's name, hospital identification number, their date of birth and a bar code on it. It will be checked prior to your child receiving any medications and prior to going for any procedures. All infants under one year of age are required to wear an infant security alarm band to keep them safe while admitted on the unit. The alarm band will be placed on your child when they are admitted to the inpatient units.

Expect your health-care team to check this information before giving you medications or blood transfusions, taking blood samples or other tests, or performing procedures. They will also ask you to tell them your name or birth date.

Do not hesitate to tell the person providing your care if you think he or she has confused you with another person. At LHSC, we are committed to providing you with safe, high quality care and confirming your identity is an important part of that promise.

**Allergy Bracelet:** 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.

## Falls

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 with you fall prevention. 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, or reminding your child to ask for help before getting up. Non-essential items. Clutter can prevent staff from thoroughly cleaning your room. It can also present a trip and fall hazard for staff, visitors and yourself. While we want you to have what you need to feel comfortable, excessive personal items may be sent home with your visitors.

Your child's safety is important to us and we want to make sure he/she is safe.

## Pressure Sores

Pressure injuries are sores that are a result of continuous pressure on your child's skin over bony parts of the body. They could also be a result of pressure from equipment such as casts, splints, braces or tubes used in hospital. Nursing staff will assess and monitor your child from pressure injuries on a daily basis. Talk to your health care provider if you see any reddened areas on your child.



## 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. Nurses will be assessing these lines at times throughout the day and night. Before leaving the unit please let your nurse know so that the nurse can visually assess the line and battery power. If your child is in their room please plug in the IV pump.

If you leave the unit and the IV pump begins alarming please return to the unit and ask your nurse for assistance.

## Taking Care of Yourself and Your Family

Children's Hospital acknowledges the importance of providing care and support not only to the patient, but to the entire family. All family members are impacted by the hospitalization of a child.

Some tips from other families on how to manage this stress include:

- 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 health care team and ask to meet with a social worker. A social worker can assist you with communication with your health-care team, making decisions around your treatment and care planning and preparing for discharge

## Parent Hour

Everyone is invited to attend Parent Hour!

Parent Hour provides caregivers and families time away from the bedside to meet other families and have a light meal. Parent Hour is a wonderful way to connect with others who have been or are in a similar situation to yours. Please read the bedside information rings for Parent Hour in NICU, PCCU, & B6 for dates and times or visit the Paediatric Family Resource Centre, B1-006.

# **Sleeping and Eating**

## Staying With Your Child

We believe family plays an important role in the child's life and most often are the child's primary source of strength and support. The majority of patient rooms provide overnight accommodations for parent / caregiver who wish to stay with their child.

### 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)

There are two sleep spaces for family members to stay at the bedside. Clean sheets, pillows and blankets will be provided to the family. There is also a quiet room that sleeps one and a sleep room which sleeps two. These two rooms have a shared bathroom with a shower

### Paediatric Emergency

There are no sleeping accommodations available in the emergency department. One caregiver is expected to stay with the child at all times and the staff will do their best to provide a fold out or reclining chair with pillows and blankets.

### Paediatric Inpatients B6 100/200

There is one sleep space for a family member to room-in overnight. Clean sheets, pillows and blankets are available.

Please Note:

- Each child must sleep in his/her own hospital bed or crib to allow the nurses to reach him/her 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 a child requiring hospital services.
- We understand there are times that you may have to leave the bedside.

- Please inform the staff member caring for your child so they know he/she will be alone. Please ensure the bedrails or crib sides are up and only safe items are left within your child's reach.
  - 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.
- \* For those that live outside of London, Ronald McDonald House may be an option; please speak with a member of your health care team.

Ronald McDonald Family Room is located on B6-258; learn more about the room on the next page.



**Ronald McDonald  
House Charities®**  
Southwestern Ontario

## Ronald McDonald House Charities Southwestern Ontario

As a “home-away-from-home” for families with seriously ill children, our 34 bedrooms provide families with all the comforts of home while their child receives medical care at a London hospital.

### Location

You will find the House directly out front of Children's Hospital, LHSC – only 165 steps from the B Unit entrance.

741 Baseline Road East  
London, ON N6C 2R6

### Staying at the House

#### Admission Requirements

- Parents or guardians of a child (under 19) receiving treatment in London for a serious illness or injury
- Live a minimum of 25 km outside of London, Ontario
- Find out more at [www.rmhc-swo.ca/staying-at-rmhlondon](http://www.rmhc-swo.ca/staying-at-rmhlondon)

## First Time Stays

If it is your first time applying to stay at the House, we require a referral from hospital staff, the family physician, or a medically affiliated agency.

## House Amenities

- 34 Private Bedrooms
- Free Parking
- Free Laundry Services
- Full Kitchen and Dining Area
- Youth & Teen Game Rooms
- Youth Library & Quiet Room
- Multi Media Room and Fitness Centre
- Courtyard and Playground

## Contact us:

By Email: [info@rmhc-swo.ca](mailto:info@rmhc-swo.ca)

By Phone: 519-685-3232

Website: [www.rmhc-swo.ca](http://www.rmhc-swo.ca)

## Ronald McDonald Family Room London

The Ronald McDonald Family Room London® is available to the families of all children receiving treatment at Children's Hospital. Our friendly volunteers are on site to make you feel at home and the coffee is always on!



## Location and hours

- Zone B, Level 6, Room B6-258
- Open 9:00 a.m. to 9:00 pm daily (subject to change based on volunteer availability)

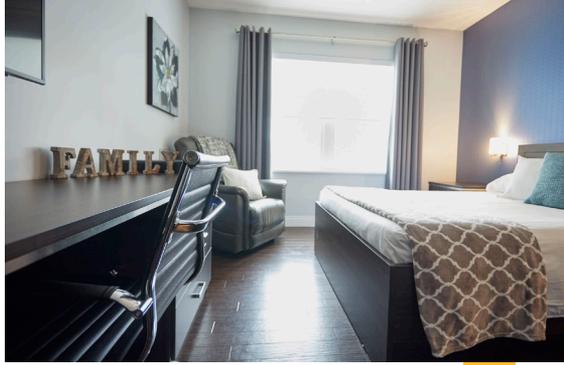
## Contacts

- 519-685-8500 ext.56896

## Some Comforts of Home at the Hospital

- Hot shower (body wash, shampoo/conditioner provided, between 10:00 am and 8:00 pm)
- Daytime naps (10:00 am to 8:00 pm)
- Overnight sleep rooms (subject to availability—to request accommodations, speak with your nurse or social worker before 4:00 pm)

- Laundry facilities (detergent provided)
- Kitchenette (with light refreshments and microwave)
- Fresh coffee and tea
- Computers with free internet access
- Cozy lounge with fireplace and television
- Library of adult and children`s books



## Where to Eat

- Check with your child`s medical team before letting your child eat or drink. There are medical reasons your child may not be allowed to including specials tests and procedures. We call this NPO (Nothing by Mouth).
- Your child may also be on a special diet depending on his/her medical condition. Do not introduce new foods unless you have checked with the medical team.
- Please inform your nurse when you arrive if your child needs a special diet. Some examples are Kosher, gluten free, dairy free, Halal, or pork free.
- Please notify your child`s nurse of any food allergies.



## Places To Eat in LHSC

VENUE	LOCATION	HOURS	What's Available *
Tim Hortons	Zone A Lower Lobby Main Floor	Monday – Friday 7:30am – 4:00pm	Tim Hortons donuts, muffins, bagels and cookies
On the Go Café Featuring Tim Hortons	Zone B Level 2	Monday – Friday 6:30am -8:00pm Weekends 10am – 4:00 pm	Soup, sandwiches, yogurt, fruit, light snacks, plus Tim Hortons donuts, muffins, bagels and cookies
Simply Puur with Starbucks	Zone B Level 3	Monday – Friday 8:00am – 4:00 pm	Healthier food options, daily specials, soups, salads, sandwich, pastries
Faye's Cafeteria (includes a Tim Hortons & Subway)	Zone D Level 3	Sunday- Friday 6:30am – 9:00pm Saturday 6:30am – 8:00pm	Soups, sandwiches, hotdogs, pizza, french fries, burgers, salad bar and daily specials
On the Go Featuring Tim Hortons	Zone E Level 2	Monday – Friday 7:00am – 3:30pm	Tim Hortons donuts, muffins, bagels and cookies
Auxiliary Gift Shop	Zone B - Atrium Zone D , Level 3 Zone E Tower- Level 1		
Garden Shoppe Flower Shop	D Zone, Level 3		

\* All food listed may not be available on weekends

## Nearby Restaurants

There are many great dining options in London. Some even have delivery available and will bring your order to the hospital entrance. Check out this website for more information: [www.londontourism.ca/Places-To-Eat](http://www.londontourism.ca/Places-To-Eat).

## Pantry/Family Fridge

- Paediatric inpatient B6100/200 has two pantries, B6-149 and B6-231. These rooms provide drinks and light snacks for inpatients. There is a separate family refrigerator with freezer for any personal food storage. \* Children's Hospital is not responsible for food removed from the fridge.
- The Paediatric Medical Day Unit provides light snacks for children who are receiving day treatment.
- In the Neonatal Intensive Care Unit, speak with a health care provider regarding food storage locations.
- The Paediatric Critical Care Unit has a small fridge in the waiting room for temporary storage of food.

\*Please label and date your personal food items

Vending Machines and ATMs are located near the elevators on:

Zone B, 1st Floor  
Zone B, 3rd Floor  
Zone D, 3rd Floor

There is an additional ATM located on Zone E, Level 2 across from 'On the Go'



**Parking**

## Parking Information

The following will give you suggestions on where to park that is closest to your child's doctor's office or test location.

Parking lot	Closest zones to access	Office hours	Directions
P1	Zone A Zone C Zone D	Monday to Friday: 8:00 am - 9:30 pm Weekends and statutory holidays: 12:00 pm - 8:00 pm	North of Commissioners Road. When you exit your car, you are just across from admitting and access to Zones A, C and D
P2	Zone A Zone C Zone D	Monday to Friday: 8:00 am - 9:30 pm Weekends and statutory holidays: 12:00pm - 8:00pm	North of Commissioners Road. When you exit your car, you are just across from admitting and access to Zones A, C and D
P3	Zone E	Monday to Friday: 9:00 am - 7:00 pm Weekends and statutory holidays: 10 am – 8:00 pm	North of Commissioners Road, south of Zone E
P7	Zone E	Monday to Friday: 9:00 am – 5:00 pm	South of Baseline Road, north of Zone E
P8 (Garage 1)	Zone B	Monday – Friday: 7:30 am – 8:00pm	Off Baseline Road, Dagnone Drive, west of B Tower

### Methods of Payment

- Credit Card – use a credit card or take a ticket to enter the lot. Visa and Master Card accepted.
- Cash – follow the instructions written on the machines
- Daily, Weekly and Monthly passes are also available (with in and out privileges)

# **Support Services**

## Support For You While You Are With Us

Service	Description
Bereavement	Bereavement care is offered by Spiritual Care and Social Work. LHSC/Children's Hospital has an annual "Remembering the Children" event each fall. If you would like to attend, please sign the "Consent to be Contacted" form which your nurse will have available. The Memorial is a simple non-religious event that acknowledges all infants and children who have passed away over the year at LHSC.
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 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.
Clinical Ethics	During your stay, you may be confronted with a decision to which there is no good or 'right' answer. These decisions are sometimes considered 'ethical decisions' because they require us to think about what values are most important and how we make decisions based on values. Clinical Ethicists are trained to assist patients, families, and teams when values-based decision making becomes difficult.
Environment Service Worker (ESW)	An ESW is a member of the health care team who helps protect your health and your child's by cleaning and disinfecting the patient rooms and public places in the hospital. Proper cleaning is important to stop the spread of germs to you and your child.

Service	Description
General Information	Volunteers are readily available to assist you with general inquiries and information pertaining to London Health Sciences Centre. Please visit any of the volunteer information stations, weekdays, for assistance. The volunteer station in the Zone B is located on Level 2, in the atrium.
Language Interpretation	Language interpretation is provided by Across Languages. If English is not your first language, this service will help you talk to your child's doctor about your child's illness. Please ask your nurse to call for the interpreter
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 Psychology Services	Psychologists provide assessment and treatment to children and their families who are experiencing problems 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 & 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 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.

Service	Description
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 with your health care team or Child Life Specialist
Patient Relations Office	LHSC's Patient Relations Specialists are available to assist patients and families with access to and knowledge of their rights and responsibilities. The Patient Relations Specialists will facilitate compliments, complaints and conflicts to a reasonable outcome as a mediator between the patient/family and the health-care team. The Patient Relations Specialist can be contacted by calling 519-685-8500 ext. 52036
Personal Support Worker (PSW)	The PSWs are integrated members of the patient care team, and their scope of work includes care tasks focusing on the patients' activities of daily living such as bathing, toileting, assisting with eating, answering call bells, and taking patient vitals.
Pharmacy	Pharmacy is located on the 1st floor of Zone B and is open from 8:30 a.m. - 6:00 p.m. Monday to Friday, 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: Telephone: 519-685-8500 ext. 32996 Email: <a href="mailto:privacy@lhsc.on.ca">privacy@lhsc.on.ca</a>

Service	Description
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	Spiritual care at LHSC is about caring for the human spirit. While providing caring and compassionate presence, we support the spiritual well-being of our patients, their families and friends. For those who have specific religious needs, we are able to assist you in making connections with local faith communities.
Support Care Worker (SSW)	The SSW works along other members of the health care team to make your child's stay with us more comfortable. He/she delivers the food trays and stocks the supplies in each room.
TTY Phones	TTY Phones are available at both Victoria Hospital and University Hospital. At Victoria Hospital, there is a phone located at the emergency desk. Please ask nursing staff for assistance. TTY phones are available for patient use through Hospitality Network, in zones C5, C6, C7, D5, D6 and D7. Please dial ext. 58183 for requests.

\*Please speak to a member of your health care team for further information about each of these services. Please refer to the phone contacts on page 50.

## Services Available for



# CHILDREN



Child Life Specialists	Child Life Specialists are trained professionals that 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.
Ollie the Clown	Ollie Pale is a therapeutic clown trained to provide opportunities of play, laughter, and fun, helping to normalize children's lives during their hospital stay.
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.
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.
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.
SMILE Room	The SMILE 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.

<p>Music Therapy</p>	<p>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.</p>
<p>The Heroes' Circle</p>	<p>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 marital arts.</p>
<p>Pet Therapy</p>	<p>Children's Hospital has a Pet Therapy Program where therapy dogs visit with children in hospital. Pet therapy has been shown to improve a patient's sense of well-being or to facilitate in the treatment and rehabilitation of patients.</p>
<p>Animal Visitation</p>	<p>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 a number of 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 compassionate visit, please speak with a member of the health-care team to start the conversation. 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 the health-care team to see if there is a therapy dog visit coming up.</p>

\*Please speak to a member of your health care team for further information about each of these services. Please refer to the phone contacts on page 50.



# **Patient and Family Spaces**

## Patient and Family Spaces

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

**Communication**

## Phones and Television

Room phones currently have free service in each room.

At this time free television and internet access is available in patient rooms located on your entertainment console on B6 100 and 200 sides. A limited supply of video game systems are available through Child Life.

## Wireless Internet (WiFi)

A free WiFi service is available for all patients and visitors. To access the internet:

- 1) Connect device to the LHSC Guest Wireless Network
- 2) Open web browser and follow prompts

If required, high speed premium packages are also available from Bell Datavalet. Bell Datavalet is a pay-per-use service with rates options provided during the login process.

If you require assistance email [support@datavalet.com](mailto:support@datavalet.com) or call 1-800-642-3958.

Free internet access is also available through patient and family computers located in the Paediatric Family Resource Centre, B1-006 or Ronald McDonald Room, B6-258.

## 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 print your E-card and volunteers will deliver it to the bedside. Best efforts are made to ensure same-day delivery of greetings are received Monday-Friday by noon, holidays excluded. If your child is no longer in the hospital, the message cannot be redirected and will be discarded. Staff members 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 patients, others may view the message you add. We suggest that you do not put anything in the message that you would not put on a postcard. E-cards can be sent through the following link: [http://www.lhsc.on.ca/About\\_Us/Childrens\\_Hospital/](http://www.lhsc.on.ca/About_Us/Childrens_Hospital/)

## Canada Post Mailbox

A mailbox is located in front of the B-tower level one or D3 walk out.

**Security**

## Privacy and Confidentiality for you and your child

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 nurse shift change on the units, which occurs daily between 6:45 am - 7:30 am and 6:45 pm - 7:30 pm.

At LHSC, we respect our patient's 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.
- Notified if your PHI is accessed inappropriately and request an audit.
- Know to whom your PHI has been disclosed.
- Challenge the hospital's compliance with privacy laws.

## Caregiver Presence

Children's Hospital is a place to provide medical care for young patients, but for younger children who might not be comfortable without family or other social supports, it is important for parents/family/other caregivers to be present when needed. Parental/Family/other caregiver supports will comfort the child, but also provide necessary supervision between clinical encounters with the team. Each child's needs are unique and for some their care providers will be expected to spend more time in hospital. If you are struggling with competing demands, let us know so that we can liaise with appropriate services (ie. Ronald McDonald House, Family Support Group, etc.) In rare circumstances the team may recommend more (or less) time spent in hospital supporting the child.

## Access Control and Visitor Screening

B Tower Main Entrance is open from 6:00 a.m. until 8:30 pm 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. Visiting will be restricted to protect the privacy rights of other patients or to maintain safety.

## Latex Balloons

Latex balloons are forbidden at LHSC due to the increasing number of latex allergies in the hospital.

## Flowers

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.

## 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

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.

## 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.



## Cell Phones, Transmitting Devices and Wireless Internet

LHSC permits the use of cell phones and other wireless devices on hospital property except in prohibited areas. Signs indicating where cell phones/wireless devices cannot be used are posted in prohibited areas of the hospital.

Using cellular phone technology or any other means to photograph, videotape or sound record another person on hospital premises without his or her consent is strictly prohibited.

### Smoking

In compliance with the *Smoke-Free Ontario Act*, LHSC is a completely smoke-free facility. This applies to all buildings, grounds, parking lots, and includes smoking in cars. Please see the maps for details on where the property boundaries exist for our hospital sites.

LHSC's smoke-free policy includes cigarettes, e-cigarettes, cigars or pipes containing burning tobacco, or any other substance (such as marijuana) that can be smoked in any other manner. During your hospital stay, smoking cessation support is available from your health-care team.

### What if I choose to smoke?

Your health-care team will advise you about your ability to independently and safely leave LHSC to smoke, and you will be asked to sign a Smoking Agreement and Waiver to acknowledge any issues that may arise from your decision to leave LHSC to smoke.

This status may change during your hospital stay as physical or cognitive abilities change. Should a medical emergency occur while you are on city property, or while en route outdoors to or from the smoking area, you must call 911 for medical assistance. Patients must notify their health-care team when leaving the hospital property.

### 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 people to use tobacco for traditional, cultural, or spiritual purposes.

# Going Home: Discharge

It is helpful to think about and discuss discharge with your health care team early in the hospitalization of your child.

## **Discharge Instructions**

The health 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 health care team. Please ask for additional instructions as needed.

### **Time of discharge**

Please be prepared to leave the hospital at your scheduled discharge time. Every effort is made to accurately predict the day and time of discharge, however, you should be prepared for your discharge to occur earlier or later than planned. Your health-care team will keep you up-to-date on any changes to your discharge time.

### **Additional Needs**

Any equipment or services needed at home would need to be assessed by a Local Health Integration Network (LHIN) Case Manager prior to discharge. All children who are receiving existing community services need to contact the LHIN Case Manager 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 the LHIN. Nursing staff can help facilitate the doctor's referral required to access the services of the LHIN.

### **Traveling Home**

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 transfers and transportation.

### **Transportation**

It is the responsibility of you and your family to make transportation arrangements home on the date and time of discharge. If you are unable to get a ride, you will need to make and pay for alternative arrangements (i.e. taxi, stretcher vehicle). Please ask the nursing staff for the Ambulance & Non-Ambulance Medical Transports brochure to review options for transportation. You will have to pay for the transportation.

## Discharge To-Do List

### Medications

- Do I need to pick up or order medication?
- When was the last dose of medication given?
- When is the next dose due?
- Ask the purpose, dosage, delivery, special considerations, and side effects your child may experience.
- 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 to 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?
- If you have a follow-up appointment scheduled, do you know where to go?

### Home

- Is my home ready for my child's return? Do modifications need to be made?
- Does my child need to alter activity levels- example physical education?
- Is there a change to my child's nutrition 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 need to inform friends, family or school of a new diagnosis?
- 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?

If you would like to organize your child's health care information please visit the Paediatric Family Resource Centre and ask for the "My Care Binder and My Care Journal"

Upcoming appointments: \_\_\_\_\_

\_\_\_\_\_

**Miscellaneous**

# Helpful Telephone Numbers

Hospital Operator/Switchboard 519-685-8500 ext. 0

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

# Temperature Conversion Chart

When your child's temperature is taken, it is read in degrees Celsius.

Below is a table to assist in converting their temperature into degrees Fahrenheit for easier understanding.

°F	°C	°F	°C
95.0	35.0	101.1	38.4
95.4	35.2	101.5	38.6
95.7	35.4	101.8	38.8
96.1	35.6	102.2	39.0
96.4	35.8	102.6	39.2
96.8	36.0	102.9	39.4
97.2	36.2	103.3	39.6
97.5	36.4	103.6	39.8
97.9	36.6	104.0	40.0
98.2	36.8	104.4	40.2
98.6	37.0	104.7	40.4
99.0	37.2	105.2	40.6
99.3	37.4	105.4	40.8
99.7	37.6	105.9	41.0
100.0	37.8	106.1	41.2
100.4	38.0	106.5	41.4
100.8	38.2	106.8	41.6
		107.2	41.8

For more information about taking your child's temperature, go to:

[www.caringforkids.cps.ca/handouts/fever\\_and\\_temperature\\_taking](http://www.caringforkids.cps.ca/handouts/fever_and_temperature_taking)













# Paediatric Patient Rights and Responsibilities

## I have the right to:

- Be seen as a child first, 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
- Be involved in informed consent and decision making as much as possible
- Have my privacy respected
- Be prepared for procedures and how I may feel afterwards
- Ask questions and get answers I understand
- Work with members of the health care team in making decisions
- Have my suggestions heard and acted upon
- Share my feelings
- Have a support person with me
- Know my choices when my caregiver is not available



## I have the responsibility to:

- Be respectful to members of the health care team
- Be honest and open with members of the health care team
- Ask questions so I understand my care
- Learn about my care plan
- Be involved in decisions about my care

## Do you want to make a difference at Children’s Hospital?

We are looking for parents, caregivers, and youth patients who would like to make a difference at Children’s Hospital by becoming an Advisor. There are several roles with different time commitments that may be of interest to you.

We would love to hear from you if you are:

- Able to share your insights and information about your hospital experience
- Able to communicate your personal hospital experience (positive and negative) constructively
- Able to listen well and respect the perspectives of others
- Passionate about improving the hospital experience for others
- Interact well with different types of people
- Work well as a member of a team

If you have questions or want more information, please feel free to drop into the Paediatric Family Resource Centre for an application or contact: [PFRC@lhsc.on.ca](mailto:PFRC@lhsc.on.ca).

### Links & Resources

AboutKidsHealth Trusted Answers from The Hospital for Sick Children  
[www.aboutkidshealth.ca](http://www.aboutkidshealth.ca)

Caring for Kids – Information for Parents from Canada’s Paediatricians  
[www.caringforkids.cps.ca](http://www.caringforkids.cps.ca)

The Health Line Health Services for South West Ontario  
[www.thehealthline.ca](http://www.thehealthline.ca)

Middlesex London Health Unit  
[www.healthunit.com](http://www.healthunit.com)

Medline Plus Trusted Health Information  
[www.nlm.nih.gov/medlineplus](http://www.nlm.nih.gov/medlineplus)



**Children's Hospital, London Health Sciences Centre**

800 Commissioners Road East, London, Ontario N6A 5W9

519-685-8500

[www.lhsc.on.ca/About\\_Us/Childrens\\_Hospital/](http://www.lhsc.on.ca/About_Us/Childrens_Hospital/)

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