

PAEDIATRIC TEAM  
CARING FOR  
CHILDREN AND  
THEIR FAMILIES  
TOGETHER



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WELCOME TO THE  
CHILDREN'S FLOOR

Phone Number (807)684-6514



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Hospital stays can be a hard time for children and their families, and in order to make your stay here as positive as possible, we have put together some information that may make your stay here more welcome.

Together with your help we strive to provide safe quality care for your child. We will give you the information and support you need, respect your family beliefs, traditions and ways of coping.

Children from infancy up to 16 years are cared for in our cheerful, inpatient Unit. Our very caring specialized team is dedicated to providing individualized family-centered quality care for children.



As a parent, you know your child best and can see changes quickly. We value your participation in planning and delivering care to your child.

Our team is here to help your child get better from his/her illness and to help you in any way during your child's stay on the in-patient unit.

***Thank You for Your Participation***



## HOME CARE

If your doctor decides that your child needs special care at home or you are already receiving special services in the community (at home) the Community Care Access Centre (CCAC) can be arranged before you leave the hospital. Please talk to your nurse about this need if required.

## GOING HOME

Before leaving, your child's nurse will tell you about:

- Your child's medication-times, amounts and duration
- How he/she should be cared for at home
- Any follow-up appointments that your child needs
- Before leaving the hospital, you must sign a discharge form
- If your newborn baby is leaving the hospital for the first time, bring a car seat for your newborn. Please review its use prior to bringing to hospital.
- All children must be fastened into an approved baby or booster seat, or wear a seat belt while travelling in a car.

## OUR PROFESSIONAL TEAM CONSISTS OF:

**A Pediatrician** is a specialist in the care of infants and children. He/she will provide medical care and make suggestions for medications, diagnosis and treatment. Your child will be assigned a pediatrician or surgeon (depending on reason for admission). He/she will be the one in charge of your child's care. This team may also include medical students, training to become doctors.

**A Social Worker**, when required, will complete a family and/or individual assessment, provide support and connect with other service providers in your home community. If you have any other concerns (i.e financial, job, childcare) he/she will help YOU find solutions.

**A Dietitian** may be asked to see your child if your child has special dietary needs or feeding intolerances. He/she interacts regularly with Nutrition and Food Service Staff to ensure patients receive an appropriate diet.

**A Nurse** will provide around the clock care and provide support to you and your child. He/she will administer medications, and assist the doctor with procedures. Please discuss your child's condition or concerns frequently with your nurse. The nurse also plays a large role in helping you plan for the discharge home.

**A Child Life Therapist** will provide comfort and support to assist you and your child with the hospital experience. He/she can provide your child with age-appropriate preparation, coping techniques, and encourage their ongoing involvement in their favorite activities.

**A Pharmacist** is available if you have questions about your child's medication and is available to review dosing, medication interactions, etc. He/she can provide teaching about medication if you have questions concerning your child's medication.

**A Receptionist / Ward Clerk** is available through normal business hours to answer phone calls, direct questions, process Physician's orders and assist with the day to day activities.

## HOW YOU CAN HELP

Be as involved in your child's care as you would be at home, from bathing, feeding and even playing. Look after yourself, for you cannot help your child if you are tired and hungry. There is a family lounge available for parents to shower and relax.

- Small tubs are available for infant bathing, and a tub/shower room is available for older children. Your child may wear his/her own clothes
- Gowns and bed linen are kept on the laundry cart.
- White linen baskets are for soiled articles.
- Diapers of various sizes are available, please ask your nurse.
- Remember to check with your nurse; she may want to know how often your child goes to the washroom, or how much he/she has had to drink. The nurse will let you know what the food/liquid restrictions are and when eating and drinking needs to be stopped for a test or procedure.
- Toys from the play room may go into your child's room, but these toys must stay in the room until he/she goes home, due to infection concerns. Toys and games brought from home need to be labeled and for your child's use only.
- If you are worried about your child, please tell the nurses. You know your child best and we need your knowledge to help us look after your child
- If you do happen to leave the unit please inform the nursing staff.
- Please note that inappropriate behavior or language will not be tolerated.
- Please keep rooms tidy from debris and spills.
- **We cannot accept responsibility for any lost articles.**



### Your Child's Safety is Important to us

- **No** latex balloons. Shiny foil balloons are alright.
- **No** medication at bedside
- A nurse, physician and/or a medical nursing student will review your child's medication with you on admission and discharge, or a transfer to another unit.
- Please discuss with staff any safety concerns regarding your child (i.e difficulty swallowing, special needs, any medication that seems different than normal)
- Please identify and speak with staff about **ANY** safety concerns with equipment in the hospital or hospital procedures.
- No running at any time.
- For safety reasons Parents/visitors are not allowed to carry babies through the hallways. The babies must be in a stroller or bassinette.

### WHAT YOU CAN DO?

- Take an active role in your child's care
- Don't be afraid to speak up if you have any concerns
- Be sure that the information on your child's armband is correct.
- Let your nurse know if your child's condition changes.



## ASK ABOUT YOUR CHILD'S CARE

If you have any questions, please ask your nurse or your child's professional team. We will answer as many questions as we can. It is helpful to write down anything you want to ask your doctor, nurse, dietician, child life therapist or social worker. Please consider items or questions you may need when you plan to take your child home, it is best to consider needs early when planning for discharge (wheelchair, crutches, tubes, supplies). If you have any concerns relating to your child's coping/adjustment to their hospital experiences please ask to speak to your Child Life Therapist. Fear of the unknown can create anxiety for you and your child. BE prepared and informed. You can help your child adjust by encouraging them to ask questions, respond to their questions with honesty, and encourage their participation in familiar activities.

## TELEVISION and TELEPHONE and WiFi



For Telephone hookup, please ask your nurse or the secretary on duty.

There is a daily cost for a telephone. You can make local calls but long distance calls must be made collect or charged to a calling card.

Currently, basic television runs 24 hours/day at no cost to the family.

WiFi access is available through a provider. A credit card will allow access to the WiFi system OR \$5.00 WiFi access cards are available for purchase at the hospital gift shop.

If your child is hard of hearing, is vision impaired, or has a physical or developmental delay please advise the staff so that we can accommodate your child's needs.



## ROOMING-IN

**ONE** parent is encouraged to stay with their child and we will provide you with a sleeper chair or day bed to sleep on. We suggest you bring any personal items you may need for staying over.\*\*\*Please DO NOT sleep on an empty hospital bed, this bed may be required for patient use at anytime.\*\*\*

## VISITING

We know that some parents cannot stay with their children because of other responsibilities, but visit as frequently as possible especially at meals and bed times, these routines are very important to your child. Mom, Dad, Guardian are allowed to stay with child 24 hours a day.

**Visiting Hours: 11:30 a.m. – 8:30 p.m.**

- 2 visitors per patient not including parents/guardians
- Brothers and sisters may visit and are asked NOT to stay overnight.
- If you need information on accommodations, please discuss this with your nurse.
- Other children under the age of 12 are not allowed to visit.
- If other children/adults are sick, please refrain from visiting.

## WHAT TO BRING

- Favorite stuffed toy
- Toothbrush and paste
- Soap and shampoo
- Slippers or shoes
- Medication from home to verify dosages
- Comfortable loose fitting clothes

## CALLING THE UNIT

If you cannot stay with your child, please phone the floor direct 684-6514 at any time. Due to privacy laws, we ask that you tell other family members and friends not to call unit for information about your child. We cannot give out patient information to anyone other than parents/guardian

## PREVENTING SPREAD OF INFECTION

Every child is placed in a room that suits his/her needs and to the needs of other children on the floor.

- If your child is placed in a room because of infection, please keep him/her in the room.
- Each patient may have a different precaution depending on the situation. Nursing staff, the health team, and visitors are required to follow the direction of the isolation **STOP** sign located outside the patient room
- **REMEMBER** to wash your hands with soap and water or the hand sanitizer before going in, and coming out of the child's room.
- Please tell your nurse or doctor who admits you, if your child has stayed in a hospital in the past 12 months, or has travelled. They may need to have some swabs done to rule out MRSA and VRE.



## REFRESHMENTS AND MEALS

- Tea, coffee, milk, juice, bread, crackers are available in the kitchen
- Meals may be bought from the cafeteria located on this level just beyond 1A.
- You may bring a tray up to your child's room, or spend a little time in the cafeteria for a break.
- There is a fridge available for food items brought from home, but they must be labeled with your child's name and the date. To limit risk, unmarked and outdated items in the pantry fridge will be thrown out. Food items from patient trays are not to be put in the fridge due to risk of cross contamination.
- If you need assistance with meals please talk to your nurse.

Food is delivered to patients at the following times:

Breakfast 8:00am    Lunch 11:45 am    Dinner 4:45 pm

Times are subject to change periodically - above noted are current times. Certainly hospital trays are all delivered between 7 - 8, 11 - 12, 4 - 5.