



CHU Sainte-Justine
Le centre hospitalier
universitaire mère-enfant

Université 
de Montréal

**USERS' GUIDE
MOTHER AND CHILD
HOSPITALIZATION UNIT**

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Living Together

Welcome to the Mother and Child Hospitalization Units at CHU Sainte-Justine

Our team wants to make sure that you and your child will receive the best possible care and services in a clean and safe environment. This guide will provide you with all the information needed for your stay and to ensure the comfort, well-being and safety of everyone.

Introducing the Care Team

To make it easy for you to identify the different CHU Sainte-Justine staff, each member wears an ID card. They also wear uniforms of different colours to help distinguish the different members.

Here are some of the people you will meet during your stay. The colour of the uniform helps to identify their function.



Philosophy of Care

The Mother and Child Care Team provides personalized support, while being respectful of values and cultures, so that every family can have a satisfying health care experience.



- We promote breastfeeding by informing families of its benefits. We support mothers with special care and attention adapted to their needs.
- We encourage the mother's cohabitation with the newborn, as it promotes the development of the mother-infant bond, contributes to attachment and increases her feeling of parental competence.
- Our teaching is individualized and respects the needs of families.
- We make every effort to facilitate a smooth transition to **your home by referring families to our care partners.**

Significant Person

Your presence (or that of a significant person) in your child's room is reassuring. That's why we supply a **sofa bed** so you can be with your child at any time of the day or night.

Visits

Visits from family and friends are encouraged, as they are part of the healing process. Visiting hours are determined according to the patient's care needs and comfort.

- A significant person (or personal attendant) is admitted at all times. It should be noted that only one person can sleep in the room, and that in the postpartum unit this person must be over 18 years of age. Other children are not allowed to sleep with parents in postpartum unit rooms.
- **No more than four visitors at a time, including the significant person (or personal attendant). Some units apply stricter rules depending on the complexity of the case: for example, at the birth unit, only two visitors at a time are admitted. It should be noted that no visitors are admitted to the recovery room, except a spouse or other significant person.**
- Visiting hours may be suspended or limited under certain circumstances.
- Regular visiting hours are from 10 a.m. to 8 p.m. daily.

Visitors with signs or symptoms of infection, such as fever, cough, diarrhea, vomiting or rash, will not be admitted. Visitors under 12 years of age must complete a questionnaire about their health upon arrival.

Visitors must leave the room by the end of visiting hours, or when the hospital staff requests it, or if your treatment plan requires it.

Isolation Measures

If your situation requires isolation measures, it is essential that you follow these rules at all times: All visitors must wear personal protective equipment (gown, gloves, mask), except for the significant person (or personal attendant). Children under 12 years of age are not admitted to visit a patient who is in an infection isolation room.



If you are in preventive isolation, visitors must consult with the care team. Should you have any questions regarding these specific measures, please do not hesitate to consult the nursing staff.

Sound advice

To help us prevent infections, wash your hands when you enter and leave the room, before eating, after going to the bathroom or after changing diapers. This is the most effective way to prevent the transmission of infections.

Safety

Patient safety is a shared responsibility among patients, families and our care professionals. Everyone has a role to play! Your active participation will ensure optimal quality of care and safety. Here are some examples of what you can do:

- Keep your room clean, uncluttered and neat.
- Make sure that your child is in constant contact with you or someone else when not in his or her bed.
- Make sure that you and your child wear your identification bracelets at all times.
- Report to staff anything that seems abnormal.
- Provide staff with information that will help them provide the best care for you and your child.

- Practise and encourage hand hygiene.
- Always verify the identity of staff members (by checking their identity card) when they pick you up or pick up your child for an examination or for other reasons.



At Night

As during the day, you and your child require clinical supervision at night. A member of the care team will go to your child's bedside regularly to assess their clinical situation and provide care or treatment if required. They will: take vital signs, check the solution, check catheter sites and dressings, take samples, administer a transfusion or medication, etc.

All of these interventions require a certain amount of minimal lighting so that staff can provide safe, quality care. They are performed as discreetly as possible so as not to disturb your sleep.

We need your cooperation to provide you with the best possible care.



Medical Rounds and Examinations

As CHU Sainte-Justine is a university hospital centre, the care administered is the shared responsibility of a doctor, residents, externs, medical consultants and a care team of specialized professionals.

Medical rounds take place every day at a time that cannot be determined in advance. Medical examinations can also take place at any time of the day, without an appointment. For these reasons, your child cannot leave the care unit without prior authorization.

If you have any concerns or questions about the treatment that you or your child is receiving, you can talk to your nurse.

Sound advice

Remember to write down your questions along the way to make sure nothing gets forgotten.

Discharge

Your doctor will tell you when you and your child can leave the hospital. The care team will answer all your questions about the treatment and care that both you and your child will need at home.

Before you leave, make sure you haven't forgotten anything in the drawers and closet. We ask parents to leave the room within two hours maximum of being notified that the discharge has been signed, so that we can make it available for another family.

The Room

In order to facilitate emergency care and interventions, the bed should be accessible at all times. The room must therefore not be cluttered. It is important to store all personal belongings in the closets and not near the beds.

If necessary, you may be asked to leave the blinds open at all times in order to ensure constant monitoring.

Personal Effects

During your stay, you and your child will need some personal effects:

- **You** will need toiletries, nursing bra, super sanitary towels, paper tissues, light and warm socks, toothpaste, toothbrush, slippers, comfortable clothes for day and night, etc.
- **Your baby** will need diapers, pyjamas, camisoles, a blanket, car seat, outside clothes according to the season, etc.

For more information, you can refer to the practical guide for mothers and fathers *From Tiny Tot to Toddler* (<https://www.inspq.qc.ca/en/tiny-tot>)

The car seat must be brought in as soon as possible so that it can be checked before you leave the postpartum and gynecology unit. A seat appropriate to the age and size of your child is mandatory. It is important to check the expiry date. For more information, please refer to the Société de l'assurance automobile du Québec (SAAQ): <https://saaq.gouv.qc.ca/en/road-safety/behaviours/child-safety-seats/second-hand-car-seats/>

Did you forget something? You can buy all kinds of items, such as toiletries, tissues, diapers, medications and other things at the **Jean Coutu Pharmacy**, located on Level A of Block 1. The opening hours are displayed at the store entrance.



Sound advice

Only bring the bare minimum into the hospital. Do not leave any valuables in the room (telephone, wallet, iPad, iPod, cell phone or other). **The hospital declines all responsibility for any personal effects in the event of loss, breakage or disappearance.**

Non-violence

Respect is the foundation of harmonious social relations. Respect must be reflected in the actions, attitudes, words and behaviours of all people.

CHU Sainte-Justine upholds a non-violence policy stipulating that all verbal or physical violence is strictly prohibited and will in no circumstances be tolerated. We need to ensure that the work environment and care we provide are free of all forms of violence and are based on the respect, dignity and physical and psychological integrity of individuals.

We are aware of the emotional burden that certain difficult situations can bring. However, in the event of any violence against staff or other members of our clientele, we will be obligated to take measures to avoid any recurrence. Resources are available to help you if needed.

Bedding for the Sofa Bed

Sheets and pillows are available for sofa beds at the unit where your child is hospitalized. The staff there will tell you where you can get these items in the unit. After use, please place them in the baskets intended for this purpose.

Flowers, Plants and Balloons

To prevent allergic reactions and infections, flowers, plants and latex balloons are not permitted. Only metallic balloons are allowed.

Washrooms and Hygiene

To prevent infection and to protect you, the bathrooms in your room should only be used by you and your personal attendant, as long as the latter does not have symptoms of gastrointestinal illness (vomiting, diarrhea). Visitors must use the washrooms located in the family areas.

Showers

Any significant person (or personal attendant) wishing to take a shower may use the shower in the room (if applicable). To prevent infections, the bathtub is reserved for your exclusive use. If there is no shower in your room, you can use the showers on the 7th floor of Block 1. To help maintain cleanliness, please clean the shower and sink after use.



- You must bring your own toiletries (soap, shampoo, toothbrush, toothpaste, etc.).
- Towels and facecloths are available at your unit. After use, please place them in the baskets intended for this purpose. A damp towel left in the room is a source of bacteria.

Dress Code

Out of respect for patients, staff and other visitors, please wear appropriate clothing at all times, including during rest and sleep periods.



Phone

To call a patient at CHU Sainte-Justine, dial 514-345-4931 and give the patient's room number or last name. Collect calls are not accepted.

To use the phone from the room to call out, press 9 and then dial the number.

Cell phone use is allowed only in the common areas and in the family zone of the room (on the sofa bed). Your device must be in vibration mode at all times.



Wi-Fi Access

You have access to the hospital's Wi-Fi network, which allows you to use the Internet responsibly and safely. This network is independent from the hospital's professional and medical Wi-Fi network. It does not provide access to any professional and confidential data in the CHU Sainte-Justine network.



To access the Wi-Fi network:

- Select "CHU-Public" from the list of available networks on your smartphone or tablet.
- A home page will open in your browser: follow the procedure for daily agreement and terms of use.

For any questions or assistance, call 1 888 ihotel5.

Photos and Videos

It is prohibited to photograph, record or video other patients or their families, or staff members.



If you wish to photograph or video any staff members, you must ask their permission first.

It is also prohibited to post photos or videos of employees, other patients and their families on the Internet and social media such as Facebook, Twitter, Instagram, Snapchat, YouTube and others.

Alcohol, Illegal Substances and Dangerous Objects

The possession and use of alcohol, drugs and dangerous objects is strictly forbidden.

Common Areas

Various facilities that meet the needs of daily life are at your disposal. For life to be pleasant and harmonious in the unit, everyone must be respectful of one another in all circumstances.

So, we ask you to:

- Avoid making excessive noise (television, telephone, music, etc.);
- Keep common areas clean and tidy;
- Respect the privacy and private life of each family;
- Not eat in hallways and common areas. Instead, use your unit's kitchen, which is reserved for the families of hospitalized patients in the department. Use it respectfully and be sure to clean used areas and items;
- Help keep in good condition the common areas, equipment and furniture placed at your disposal.

Electrical Devices

In areas reserved for patients, treatments and families, use of the following items is prohibited for safety reasons:

- Electrical appliances (kettles, toaster ovens, air conditioners, refrigerator, etc.)
- Televisions
- Plug-in radios
- Christmas-type lights
- Extension cords

The Family Kitchenette

There are **refrigerators** and **microwaves** at your disposal in the unit's kitchenette or in the family room. Remember to indicate your name and the storage date on food containers. At discharge, be sure to retrieve any food you have stored in the kitchenettes. We inspect the content of the refrigerators every Friday. All food and containers stored for more than 7 days or with no date and without a name will be put in the trash without notice.

Meals

Délipapilles is a personalized meal **delivery** service offered to all CHU Sainte-Justine **patients** and visitors.



Service for patients

You can now choose a meal or snack from a menu and have it delivered to your room at a time that suits you between 6:30 a.m. and 7 p.m. Please consult the menus for more information.



Service for personal attendants and visitors

Room service is also available to personal attendants and visitors between 6:30 a.m. and 7 p.m. Please consult the posters about this service, to learn how it works. Personal attendants and visitors pay for this service.

For reasons of hygiene, **it is strictly prohibited to store food in the rooms; however, you and your personal attendant can eat in the room. At the end of the meal, please put your trays in the trolleys provided for this purpose.**

You may have a hot drink there, as long as you use a hermetically-sealed cup or thermos with a cap. This prevents burns, stains and coffee damage to equipment, files, etc.

If you are in the Birth Unit, please consult your nurse.

Drop-in Daycare

CHU Sainte-Justine offers a drop-in daycare service for siblings of children who are hospitalized or being seen as outpatients. The children are looked after by an educator and volunteers. This service is available Monday to Friday, from 8 a.m. to 12 p.m. and from 1 p.m. to 4 p.m. The daycare is located on Level C of Block 8, Room C.8.22. You can contact the drop-in daycare at 514 345-4931, ext. 5372.



Restaurants and Food Services

Cafeteria

The main cafeteria is located on Level A, Block 9. It is open for lunch from 11 a.m. to 2 p.m., Monday to Friday.

Le Bistro

Le Bistro is a point of service for Délipapilles, serving the clients and staff of Blocks 11 and 17. It is located in the Jardin 4 saisons of the Atrium, in Block 17, and is open every day from 7 a.m. to 2 p.m. There you will find:

- **Le café Van Houtte** : coffee, tea, pastries
- **La Marmite** : a variety of soups
- **Takeout**: sushi, sandwiches, salads, fruit and vegetable cups, smoothies and snacks

Délipapilles

You can also get meals and snacks at *Délipapilles*, located on Level A of Block 1, near elevators 1 and 2. *Délipapilles* offers full meals 7 days a week, from 6:30 a.m. to 8 p.m.



Vending Machines

You'll find vending machines offering a number of items on Level A, Block 2. Also, snacks are available in vending machines at various other locations, including the main entrance lobby, on the 1st floor of Block 2 and on Level B of Block 1.

ATM

There is a Desjardins ATM for your use on Level A, Block 1, near *Délipapilles*.



Animals and Guide Dogs

Animals are strictly forbidden inside the hospital, with the exception of guide or service dogs. Before bringing a guide or service dog to the hospital, please consult the information available on the hospital's website or the care team for instructions to follow.



Smoke-free Environment

CHU Sainte-Justine's policy on tobacco use is to promote good health and provide a healthy and safe healing environment for clients and staff.

It is therefore prohibited for anyone to smoke or vape anywhere on the hospital's premises, including entrances, access paths, and outdoor and underground parking.



Temporary Accommodations for Families



Hôtellerie Chez Cachou

L'Hôtellerie Chez Cachou is located on the 5th floor of Block 8. It offers accommodations, based on availabilities and priorities set by the hospital.

The priorities are:

- Breastfeeding mothers whose babies are hospitalized in the nursery or the neonatal unit;
- Patients receiving treatment at the day centre, without hospitalization, accompanied by a parent;
- Mothers whose babies are hospitalized in the neonatal unit.

For more information, please call a staff member at 514 345-4898 from 7:30 a.m. to 3:30 p.m., Monday to Friday. Evenings, nights or weekends, call 514 345-4616.

Ronald McDonald House

Ronald McDonald House is a family-type residence for families from remote areas (more than 55 km from Montreal).

For information or to make reservations, call 514 731-2871 from 8 a.m. to 8 p.m., Monday to Friday, and from 9 a.m. to 8 p.m., Saturday and Sunday.

Parking

The client parking lot is located on the west side of CHU Sainte-Justine and is accessible from Chemin Côte-Sainte-Catherine or Rue Decelles. Special rates are available to those who are visiting the hospital regularly: one-day, unlimited, weekly, family and monthly. For more information, speak to your health care unit, clinic or security personnel.



Parent Child Centre

The Parent Child Centre is a place for parents and families to get information and documentation with complete peace of mind. The librarians can guide you to documentation that is available onsite or online. Furthermore, all Éditions du CHU Sainte-Justine books can be consulted or purchased onsite.

The Parent Child Centre is located inside the library facilities, on the 5th floor of Block 9. It is open from 8 a.m. to 6 p.m., Monday to Thursday, and from 8 a.m. to 4 p.m. Friday.

Spiritual Care

The spiritual care providers bring you support and comfort during your stay. They will be attentive to your spiritual needs based on your values and beliefs. To obtain their services, make a request to the caregiving staff.

A meditation room named Le Havre is available to you at all times. It is located on Level A, Block 1 (local A.1.10).



Local Complaints Commissioner

Your satisfaction is important to us and your comments help us improve the quality of care and services. If you are dissatisfied with the care and services your child has received and if you feel that his or her rights have not been respected, we recommend that you first speak with the staff responsible for care and services. This often resolves the situation quickly. If after taking this step, you are still not satisfied, the Local Service Quality and Complaints Commissioner is there to deal with your complaint and promote service quality. Complaints can be made verbally or in writing. You can submit your complaint:

- In person: at the Office of Local Service Quality and Complaints Commissioner, located on Level A, Block 9 (local A.9.21)
- By phone: 514 345-4749
- By mail: Local Service Quality and Complaints Commissioner, CHU Sainte-Justine, Local A.9.21, 3175 Chemin de la Côte-Sainte-Catherine, Montreal QCH3T 1C5
- By email: commissaire.message.hsj@ssss.gouv.qc.ca

Users Committee

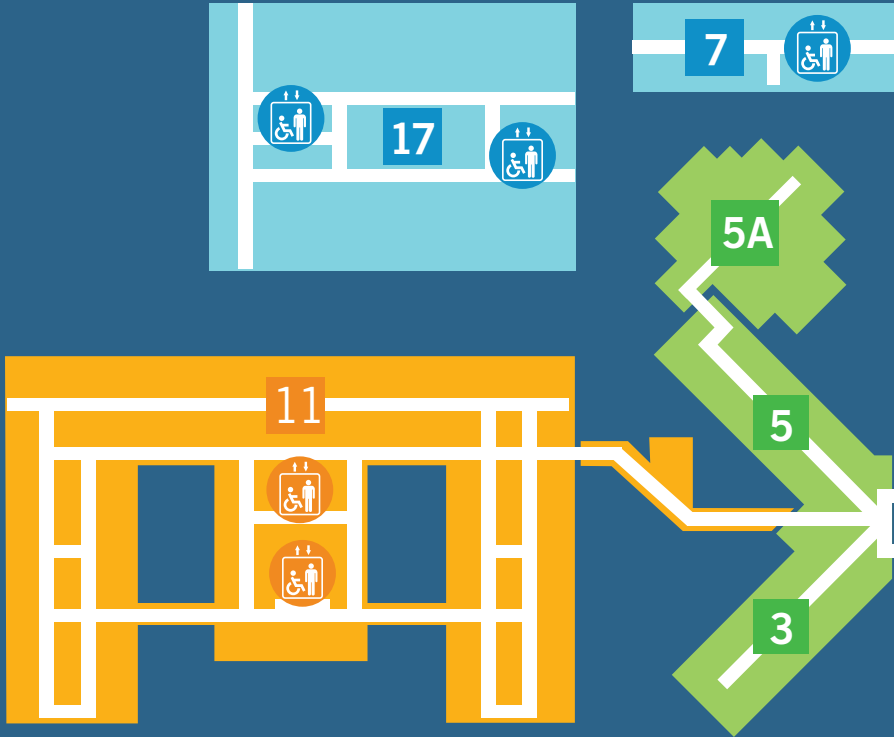
The Users Committee ensures that the rights of CHU Sainte-Justine users are respected. The Committee represents the children and their families, to improve the quality of the living conditions of users and to support them as needed.

You can contact the Committee at 514 345-4931, ext. 5902.



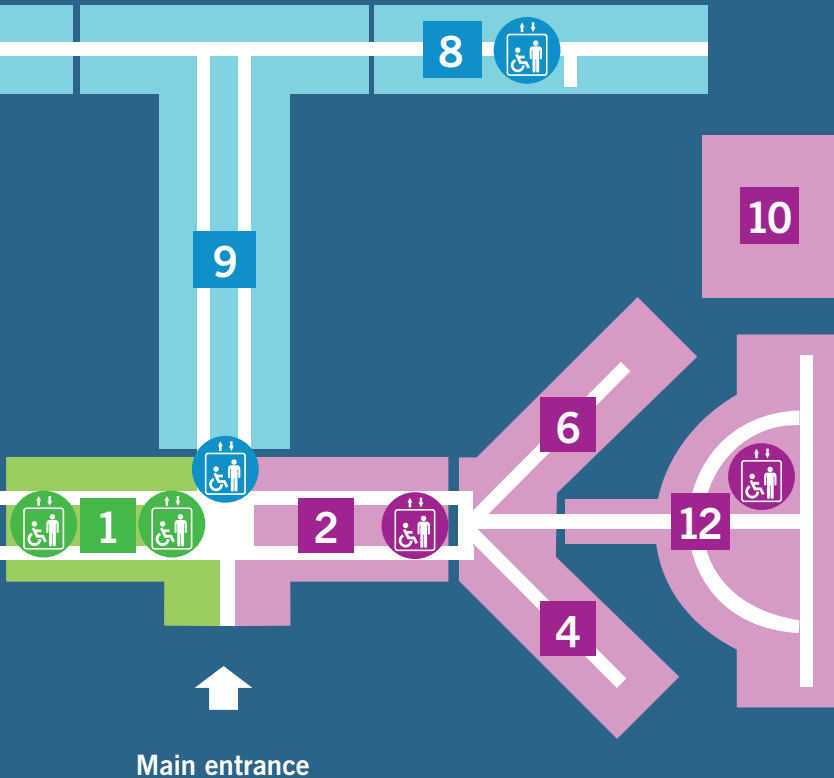
Finding Your Way in the Hospital

Here is some useful information to help you find your way around the hospital.



Understanding how rooms are numbered; e.g. Room 4.11.21:

- The first element (number or letter) designates the floor — in this example, **4th Floor**.
- The second element indicates the block — **Block 11**.
- The final digits indicate the number of the local (three digits) or room (two digits) — **Room 21**.



— Corridor



CHU Sainte-Justine Foundation

Join the Sainte-Justine family. Donate.

From day one, the Foundation has been committed to engaging the community and supporting CHU Sainte-Justine in its mission to improve the health outcomes of a growing number of children.

The generosity of the business community and the general public, combined with the expertise of our team of professionals, means that Sainte-Justine can now focus on maintaining this high level of excellence. Providing children and mothers with a standard of care that is among the very best in the world... this is the goal underlying all of our fundraising efforts.

To donate to the CHU Sainte-Justine Foundation:

CHU Sainte-Justine Foundation

Tel : 514-345-4710

Toll free: 1 888-235-DONS (3667)

email: fondation@fondationstejustine.org

For more information: www.fondationstejustine.org

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