

USERS' GUIDE TO OUR PEDIATRIC AND SURGICAL UNITS



CHU Sainte-Justine
Le centre hospitalier
universitaire mère-enfant

Université 
de Montréal

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Living Together

Welcome to the Pediatric and Surgical Hospitalization Units of CHU Sainte-Justine

Our team wants to make sure that your child and his/her family will receive the best possible care and services in a clean and safe environment. To do that, we must count on your cooperation. This guide will provide you with all the information needed for your stay and to ensure the comfort, wellbeing and safety of everyone.

Care Team Partners

As parents, you have an important role to play with your child, as you are key partners to our team. We encourage you to get involved with the care team as soon as you feel comfortable doing so.

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.



Being with Your Child

Your presence 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. However, only one parent or other responsible person may sleep in the room at night. Please ensure that the sofa bed is put away by 8 a.m.

For **safety** reasons and to **allow our staff quick access to your child in an emergency**, sleeping with the child is not permitted, either in the bed or the sofa bed. It is also prohibited to move the sofa bed closer to your child's bed.

We remind you that you can, at all times, leave the hospital to rest or sleep. You have the option of having a responsible person 18 years or older replace you and stay with your child. During your absence, the staff will increase their presence with your child. Rest assured that we will contact you if necessary.

Visits

Visits from family and friends are encouraged, as they are part of the healing process. Visiting hours are determined based on the care needs and comfort of the patient.

- Parents are admitted at all times. Note that only one parent may sleep in the room at a time.
- **No more than four visitors at a time, including the parents. However, depending on the child's clinical condition, some stricter rules may apply. The rules of intermediate and intensive care units will vary.**
- 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. For visitors 12 years old and under, see the "Isolation Measures" section below.

Visitors must leave the patient's room by the end of visiting hours, or when the hospital staff requests it, or according to the child's treatment plan, based on their particular condition.

Sound advice

If you have signs or symptoms of an infection, such as fever, cough, diarrhea, vomiting or a rash, please stay home and have someone else be with your child.

Isolation Measures

If your child's situation requires isolation measures, it is essential that you follow these rules at all times. Children under 12 years of age are not admitted to visit a patient who is in an infection isolation room. Also, before visiting a child in preventive isolation, you must contact the care team. Children who are visiting must complete a questionnaire about their health upon arrival. Should you have any questions regarding these specific measures, please do not hesitate to consult the nursing staff.

Sound advice

Here's some sound advice to help prevent infections: Wash your hands when entering and leaving the room, before providing care, before helping the patient eat and after helping the patient use the washroom, as this is the most effective way to prevent the transmission of infections.

Your Child's Safety

Patient safety is a shared responsibility between the patient, the family and our care professionals. Everyone has a role to play! Your active participation will ensure optimal quality and safety of care. Here are some examples of involvement:

You need to:

- Practise and encourage hand hygiene.
- Make sure your child wears their identification bracelet at all times.
- Provide staff with information that will help them better care for your child.
- Report to staff anything that seems abnormal.

- Make sure that the sides of your child's bed are always fully raised, even if you're close to him or her.
- Wear non-slip shoes or slippers when walking around.
- Always strap children in strollers or baby seats.
- Prevent children from climbing on chairs or tables.
- Do not leave children unattended in a high chair, even if they are strapped in.
- When giving a shower or bath, do not use very hot water, as this can, among other things, cause a drop in blood pressure.

In addition:

- You may be asked to keep open the blinds on the door or windows facing the corridor, to permit continuous monitoring of your child.
- In order to facilitate emergency care and interventions, your child's bed must be accessible at all times. The room must therefore not be cluttered. It is important to store all your child's personal belongings in the drawers and closet and not near the bed.
- To prevent clutter in the room during extended stays, please limit the number of toys to three or four and rotate toys and personal belongings. You can also borrow toys from the **Toy-lending Library (Joujouthèque)** run by a team of volunteers, located on the 9th floor of Block 1. It is open from 8 a.m. to 5:30 p.m., Monday to Friday.





Night Monitoring

Your child requires close clinical monitoring both at night and during the day. A member of the care team will regularly go to your child's bedside to assess their clinical situation and provide, if necessary, care or treatment. They will: take vital signs, check the solution, catheter sites and dressing; take samples; administer a transfusion or medication etc.

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

Sound advice

We suggest that that you have your child wear a short-sleeved top or pyjamas, or pyjamas without feet, with snap fasteners. This facilitates the work of the caregivers and helps them in not waking the child.



Medical Rounds and Examinations

As CHU Sainte-Justine is a university hospital centre, the care administered to your child is the shared responsibility of his/her doctor, working with a team of residents, externs, medical consultants and 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 your child is receiving, you can talk to your child's 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 your child can leave the hospital. The care team will answer all your questions about the treatment and care 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 of being notified that the child's discharge has been signed, so that we can make it available for another sick child.

Living Areas

The Room

You may want to personalize your child's room by hanging photos, posters or knick knacks. You may do so by mounting them with stickers or on magnetic whiteboards. It is not permitted to use adhesive paper or velcro, which would damage the paint on the walls. For children undergoing isolation measures, please contact the care team.



Personal Effects

- During the stay, your child will need some personal effects: toothbrush, toothpaste, comb or hairbrush, socks and slippers, as well as comforting things such as their **bedspread, favourite toy**, etc.
- If your child wears diapers, you must provide them. It is important to keep them in a visible place in the room so that the team members can easily find them in your absence.
- 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 to the hospital. Do not leave any valuables in the room when you go outside (wallet, tablet, iPod, cell phone or other items). **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.

Flowers, Plants and Balloons

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

Bedding for Sofa Beds

Sheets and pillows are available 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.

Washrooms and Hygiene

To prevent infection and protect your child, the bathroom in their room should only be used by your child and you, the parents, as long as you do not have symptoms of gastrointestinal illness (vomiting, diarrhea). Siblings and visitors must use the washrooms located in the family areas.

Showers

Parents who wish to take a shower can use the shower located in the room. To prevent infections, the bathtub is reserved for the exclusive use of the patient. To help maintain cleanliness, please clean the shower and sink after use.



- You must bring your own your own **toiletries** (soap, shampoo, tooth brush, tooth paste, etc.).
- Towels and facecloths are available at the unit where your child is hospitalized. 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 children, staff and other parents, 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 parent zone of the child's room (on the sofa bed). The device must be in vibration mode.

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 prohibited.

Common Areas

Various facilities are available to meet the needs of daily life: showers, laundry room with washer and dryer, kitchenette with dining area and lounge with television. 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, common areas and the playroom; Instead, use your unit's kitchen, which is reserved for the parents of hospitalized children; 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, toasters ovens, air conditioners, refrigerator, etc.)
- Televisions
- Plug-in radios
- Christmas-type lights
- Extension cords

The Family Lounge

Family lounges are tranquil, comfortably-furnished spaces for rest, quiet moments or entertainment. However, it is not permitted to sleep in the lounges so that families can access them at all times.

As an infection prevention measure, the unit's **playroom** is not accessible to visitors to the unit or to the siblings of a hospitalized child.

The Family Kitchenette

Refrigerators and **microwaves** are available in the kitchenette of the family room. Remember to indicate your child's name and the storage date on food containers. Upon discharge, you must collect the food 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.

Sound advice

Bring pre-identified utensils and dishes, as these are not provided.



Meals

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



Service for patients

Your child can now choose a meal or snack from a menu at a time that suits them and have it delivered to their room between 6:30 a.m. and 7 p.m. If your child is unable to make the choice themselves, you may do it for them. Please consult the menus for more information.

Service for parents and visitors

Room service is also available to parents between 6:30 a.m. and 7 p.m. Please consult the posters about this service to learn how it works.

You may eat in the room with your child. However, for reasons of hygiene, **it is strictly prohibited to store food there.**

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.

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, 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
- **Take-out**: sushi, sandwiches, salads, fruit and vegetable cups, smoothies and snacks

Délipapilles

You can get meals and snacks at *Délipapilles*. It is located on Level A, 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, on Level B of Block 1, etc.

Sound advice

Is your child on a strict diet? Make sure their meals are still appetizing. You can choose to eat in the family kitchenette or the cafeteria rather than in their room.

ATM

You have access to a Desjardins ATM 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 contact the care team for instructions.



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 prohibited for anyone to smoke or vape on any of the hospital's premises, including entrances, access paths, and outdoor and underground parking.



Temporary Accommodations for Families



Hôtellerie Chez Cachou

Hôtellerie Chez Cachou is located on the 5th floor of Block 8. It offers accommodations, based on availabilities and the 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 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 them to documentation that is available onsite or online. All books published by Éditions du CHU Sainte-Justine books may 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 8 a.m. to 4 p.m. Friday.

Spiritual Care

The spiritual care staff can offer support and comfort during your stay. They staff will be attentive to your spiritual needs based on your values and beliefs. To avail yourself of their services, contact the care-giving staff.

A meditation room called 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 at 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

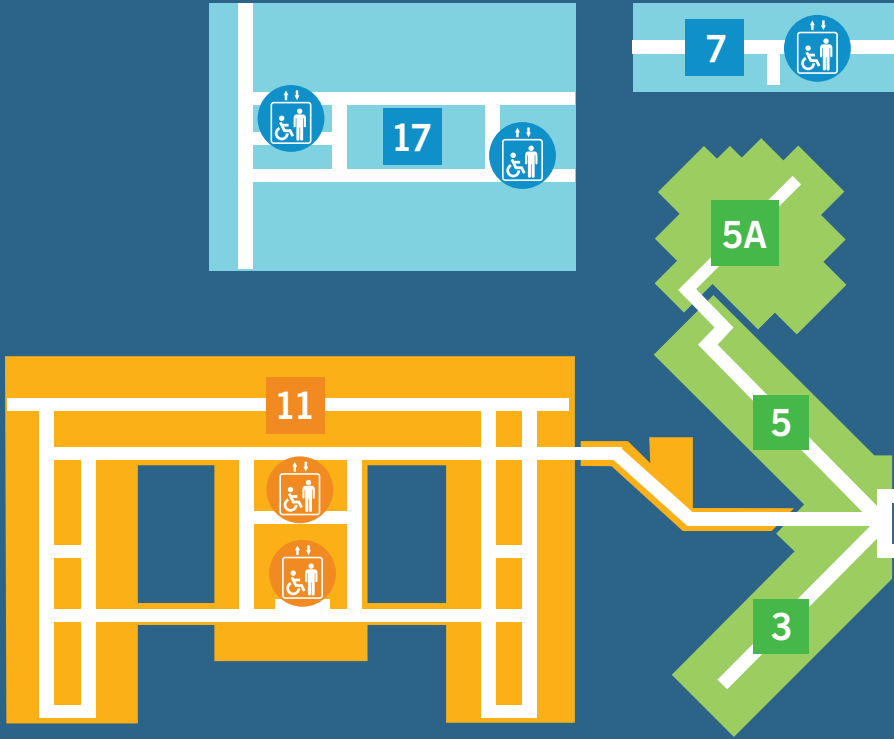
The Users Committee ensures that the rights of CHU Sainte-Justine users are respected. The Committee represents the children and their families, to improve the quality of the living conditions of users and to support them as needed.



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

Finding Your Way in the Hospital

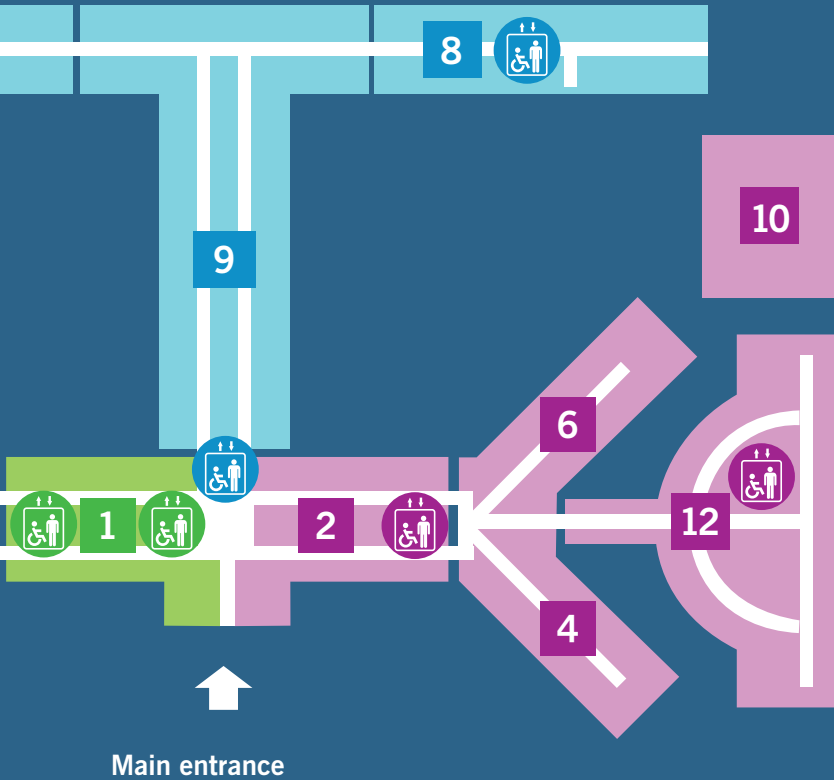
To help you find your way in the hospital, here is some useful information.



Understanding how rooms are numbered;

e.g. Room 6.11.21:

- The first element (number or letter) designates the floor — **6th floor**.
- The second element indicates the block — **Block 11**.
- The following digits correspond to the local number (three digits) or the room number (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-to-be 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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