

# Welcome to the Children's Inpatient Unit

Thank you for choosing Humber River Hospital for your child's care. We hope this information is helpful and your child's stay on the Children's Inpatient Unit at Humber River Hospital is as comfortable as possible.

At Humber River Hospital, we believe families, however they are defined, play an important role in the patient's healing process. As such, we want you and your child to define your 'family' and how they will be involved in your child's care, care planning, and decision-making. We will respect and value your family as essential partners in providing your child with excellent care.

## Where do I go?

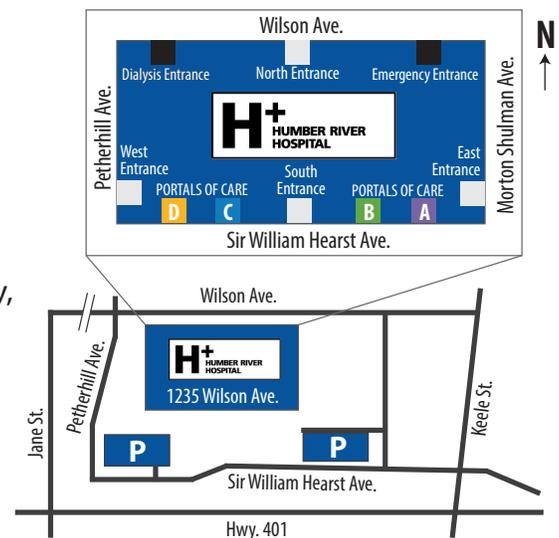
**Children's Inpatient Unit  
Maternal and Child Program  
Humber River Hospital**

4th Floor, 1235 Wilson Ave., Toronto, ON M3M 0B2

**Tel:** (416) 242-1000 ext. 45000

Please take the Central Elevators to the 4th floor. Once you arrive on the floor, exit the elevator. From the elevator lobby, the entrance to the Children's Inpatient Unit is on the left.

To keep our children safe, we keep the doors into the unit locked. To enter the unit, either call us by using the phone located to the left of the doors or report to the Main Registration Desk so we can assist you.



## What is the Children's Inpatient Unit?

The Children's Inpatient Unit is a 12-bed unit. We care for children up to their 18th birthday.

On the unit, we also have a playroom for children and teens. They can use this room during the daytime. We also have a Family Lounge for parents needing a quiet moment. This room is by the Central Registration Desk. Please speak to your nurse or the clerk for more information about these spaces.

## Who is part of the team that cares for my child?

The team caring for your child may include nurses, paediatricians, dietitians, pharmacists, social workers, lactation consultants and others, as needed. We also have a Child Life Specialist available to help you and your child cope with your child's hospital stay.

The Clinical Manager and Clinical Practice Leader make up the nursing leadership part of this team. Please feel free to ask to speak to these individuals if you have any issues or concerns about the care your child is receiving.



## What should I bring to make my child's stay more comfortable?

Please bring in all of your child's current medicines, in their original containers. We will use this information to create an accurate record for treatment so that we can provide your child with safe care.

To make sure your child is comfortable while at the hospital, please bring the following for your child:

- Diapers and wipes (if needed)
- Shampoo
- Lotion
- Toothbrush and toothpaste
- Comb/brush
- Soap
- Tissues

## When do we serve meals?

**Breakfast:** 8:00 a.m.

**Lunch:** 11:00 a.m.

**Dinner:** 5:00 p.m.

- For safety reasons, please check with your nurse before bringing your child any food from home.
- Please keep any hot drinks or soups away from your child.

Parents or caregivers, you are responsible for arranging your own meals. A Family Pantry (with a fridge and microwave) is available in the unit for your use. There are also other dining options available to you on level 0 and level 1 (see the section, "What services are available at HRH?").

**If you have any compliments or concerns, please contact:**

**Manager, Children's Inpatient Unit & Paediatric Surgical Daycare**

Tel: (416) 242-1000, ext. 45422

**Patient Representative**

Tel: (416) 242-1000, ext. 82256



## How can I support my child during their stay?

To provide support and comfort to your child during their stay, we encourage one parent (family member) stay with their child at all times, including overnight. Your child's room has a foldout sleeper chair for you to sleep on. For your comfort, we encourage you to bring extras, such as a pillow or blanket from home.

## When can family visit my child in the Children's Inpatient Unit?

- **Parents:** You are very important to your child and we want you to feel welcome at all times, day or night.
- **Brothers or Sisters:** We welcome brothers and sisters at any time. It is helpful to talk to your children about what they will see, so they are prepared for the visit. When visiting, please have an adult accompany young children. At arrival, we will do a quick health screen to prevent the spread of infections.
- **Friends:** You may have friends visit your child, at your convenience.

We suggest no more than two visitors at a time. If you have special visiting needs, we can meet with you to find solutions.



### Family and Visitor Hours:

<b>Family</b>	24 hours a day <i>For family arriving between 10:00 p.m. and 6:00 a.m.:</i> Please enter through the South Main entrance. You will meet and sign in with Security. The security officer will then contact the patient care unit to let staff know that you have arrived.
<b>Visitors</b>	10:00 a.m. to 9:00 p.m.

To make sure we are able to provide timely and safe care to your child, a nurse may ask extra visitors to step outside during a treatment or procedure. Once we finish the treatment or procedure, they are welcome to return.

### Please note:

- To try to keep our environment as quiet as possible, we ask that you switch your cell phone to 'vibrate mode' while you are on the unit.
- We are a smoke-free hospital. We do not allow smoking anywhere on hospital property.
- We are also a scent-free hospital. Please do not wear perfumes or scented products.
- We want your family and our staff to be safe while in the Children's Inpatient Unit. We have a Zero Tolerance policy for any types of abuse, including improper language and behaviour. We will ask anyone who is violent or abusive to leave.





## For Safety's Sake...

Both parents and staff have a responsibility to ensure your child stays safe while at the hospital.

### Parents...

- If you do not understand something about your child's care, **ASK**.
  - » On admission, you will receive a **SMART Discharge Summary** handout. This is your tool to help you capture key information about your child's care needs when you leave the hospital. Your nurse will review this with you throughout your child's stay.
- If your child is 3 years of age or younger, they will stay in a crib. Please make sure crib side rails are always up and locked as shown by the nurse.
- To protect your child from falls, please:
  - » Do not leave your child on the bed unattended.
  - » Do not place your child to sleep on your foldout sleeper chair.
  - » Tell your nurse if your child needs help getting in/out of bed/wheelchair or walking.
  - » Make sure your child is wearing non-skid footwear.
- In the morning, place the sleeper chair away from child's bedside, so the nurse can easily care for your child.
- Let the nurse know if you need to leave your child alone.
- You have a call bell in the bathroom and at the bedside. Use the call bell if your child needs help. This call will alert your nurse on her hospital phone and she can respond to you by voice or video call.
- To help protect you and your child from infection, use hand sanitizers and clean hands often. Ask your family, visitors and staff to use hand sanitizers or clean their hands too.
- During a fire alarm, we ask that you and your child stay in the room. We will close the doors and let you know when it is safe to come out.
- You may use the locker in your child's room for any belongings. We ask that you take all valuables home. HRH does not reimburse for any lost, stolen, or damaged items.
- Before you visit your child, please check with your nurse if you or other visitors are feeling ill or if you think you may have a cold or the flu.
- Before you give care to your child, please check with your nurse to make sure there are no safety considerations to be mindful of.

### Staff will...

- Verify your child's identity by checking their armband for their name and hospital number, **before each interaction**.
- Clean their hands, before entering the room and interacting with your child, to help prevent the spread of infection.
- Review with you some ways to prevent falls, when we first admit your child to the unit and when, or if, there is a change in your child's condition.
- Complete bedside safety checks and update the communication whiteboard in your room, at the change of each nursing shift.
- Place a **baby guard** on children under 3 years of age, on their leg or wrist. This guard will alarm if your child leaves the floor without your permission.

## What services are available at HRH?

**Food and Retail:** Our food and retail services are on level 0 and level 1. On level 0, you can find the Food Court and retail vendors. The Food Court will have the following dining options:

- Tim Horton's® (full service restaurant, open 24/7)
- Pizzaville®
- Thai Express®
- Paramount Fine Foods®
- Cultures®

On level 1, along Main Street, there are 2 coffee kiosks and 2 retail vendors:

- Tim Horton's® coffee kiosk is beside the North Main entrance, close to the Emergency Department
- Lavazza® coffee kiosk is on the south end of Main Street, beside the Information Desk
- Rexall™ drugstore
- HRH Gift Shop

**Wi-Fi:** There is a free Wi-Fi hot-spot in the Food Court on level 0. To access, choose HRH\_GUEST from the list of Wi-Fi Networks available. Once you are connected, you will be asked to agree to the Terms and Conditions.

**Patient & Family Resource Centre:** The centre, located on level 0, can help you find information on illnesses, diagnostic tests, drugs, community resources and more.

**Parking:** You can purchase a parking pass from any of the pay stations in the East or West parking garages or at the East or West entrance at level 1 of the hospital. There is also a parking office located in the East parking garage. There are special rates for weekly or monthly passes for your convenience.

**Interpretation Service:** HRH provides free interpreter services at any time to help you communicate with your health care providers.

Spoken languages and American Sign Language (ASL) interpreters are available 7 days a week, 24 hours a day. To request an interpreter, ask your doctor or nurse.

**Integrated Bedside Terminal (IBT):** Each room has an IBT that you or your child can use to watch TV, make phone calls, access the internet, or order patient meals. You can also use it to review health information and resources. Please ask your nurse for more information.



## Leaving the Hospital

At discharge, please remember to take ALL your belongings with you, including your SMART Discharge Summary folder, which will contain information about follow-up appointments, medications, and instructions to care for your child when you get home.

**MY NEWBORN CARE GUIDE: Be Smart. Leave SMART**

**1. SIGNS I should look for and what I might do:**

**4. Contact your baby's doctor or Telehealth Ontario (24 hrs) at 1 (866) 797-0000 if your baby:**

- Looks pale, in danger, swollen, fussy, hot or cold
- Has a fever over 38°C (100.4°F) or colder, with a temperature under 36°C (96.8°F)
- Has vomiting, diarrhea, or constipation.
- Is bleeding or has a smelly yellow-green discharge coming from the umbilical cord.

**5. Go to the nearest emergency room or call 9-1-1 right away if:**

- Baby is breathing hard
- Baby is making grunting or wheezing sounds, or
- Baby's skin turns pale or bluish

**6. MEDICATIONS my baby needs to take**

I have received my baby's medication list and the doctor and healthcare team have explained this to me.

**7. APPOINTMENTS my baby has to go to or I have to arrange**

See your family doctor or paediatrician on \_\_\_\_\_ day(s) \_\_\_\_\_ week(s).  Talk back

Go to Humber River Hospital's Outpatient Birthing Clinic on \_\_\_\_/\_\_\_\_/\_\_\_\_ at 1:00 p.m.  Booked

Location: Humber River Hospital, Paediatric Outpatient Clinic, 4th floor  Booked

See \_\_\_\_\_ on \_\_\_\_/\_\_\_\_/\_\_\_\_ at \_\_\_\_\_  Booked

Location/Contact: \_\_\_\_\_  Talk back

**8. RESULTS for online or follow up**

I have requested for MyHumberHealth for my baby and I know how to access my baby's results.

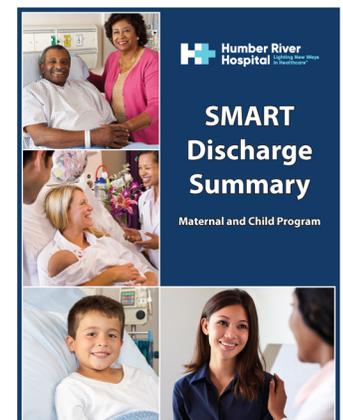
**9. TALK with me about my baby's care and questions I have before I go home**

**10. Within 30 days of your baby's birth, visit ServiceOntario's Newborn Registration Service website to register your child's birth online and apply for a birth certificate and Social Insurance Number. For more information, please call toll free: 1 (800) 267-8097. To begin, please go to [www.ServiceOntario.ca/newborn](http://www.ServiceOntario.ca/newborn). You will need the following information:**

Room # \_\_\_\_\_ Delivering Doctor's Name: \_\_\_\_\_

Newborn's Name: \_\_\_\_\_

Date of Birth: \_\_\_\_/\_\_\_\_/\_\_\_\_ Time of Birth: \_\_\_\_\_ Gestational Age: \_\_\_\_\_ weeks Birth Weight: \_\_\_\_\_ grams



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## Parent Resource List

Doctor: \_\_\_\_\_

Telephone No.: \_\_\_\_\_

### Emergency ..... 9-1-1

Kids Help Line ..... 1 (800) 668-6868

### Totally Kidz Clinic, Humber River Hospital

(open daily, from 5:00 p.m. to 9:00 p.m.).....

..... (416) 242-1000 ext. 21400

### Hospital for Sick Children .....(416) 813-1500

Poison Control (HSC).....(416) 813-5900

Motherisk

(Web: <http://www.motherisk.org>).....(416) 813-6780

### Telehealth Ontario

(24-hour medical information) .....(866) 797-0000

### Public Health Nurse

Toronto Public Health -

Healthy Babies, Healthy Children .....(416) 338-7600

### Breastfeeding Clinics (by appointment)

Humber River Hospital and Toronto Public

Health (Walk-in) ..... (416) 242-1000 ext. 45210

Humber River Hospital

(by Appointment)..... (416) 242-1000 ext. 21450

Black Creek Community

Centre ..... (416) 249-8000 ext. 253

Rouge Valley Health System

(Centenary) .....(416) 281-7332

St. Joseph's Health Centre .....(416) 530-6367

St. Michael's Hospital .....(416) 867-7480

Trillium Health Centre.....(905) 848-7653

Toronto East General Hospital .....(416) 469-6667

La Leche League .....(416) 483-3368

Lactation Consultant Association

(Southern Ontario).....(416) 223-4040

Mount Sinai Hospital.....(416) 586-4543

York Community Services .....(416) 653-5400 ext. 300

### Breastpump Rentals

Hollister (Egnell-Ameda) rental

information..... 1 (800) 263-7400

Medella, Breastfeeding National

Network ..... 1 (800) 835-5968

Shoppers Drug Mart, Customer

Service Line .....(416) 490-2880

### Counselling/Parent Information

211 Social Services/Community Information ..... 2-1-1

311 Toronto Services ..... 3-1-1

Assaulted Women's Help Line

Toll-free ..... 1 (866) 863-0511 or (416) 863-0511

Black Creek Community Centre .....(416) 249-8000

Breaking the Cycle (Substance Abuse)....(416) 364-7373

Humber River Hospital Chemical

Dependency Program .....(416) 242-1000 ext. 43170

Community Mental Health Crisis Response

(Mental Health) .....(416) 498-0043

Distress Centre (24 Hours).....(416) 408-4357

Family Service Association (Counselling) .....

.....(416) 595-9618

Health Canada Product Safety

(cribs, playpens, car seats, etc.).....(416) 973-4705

Legal Aid .....(416) 979-1446

Maternity Benefits

(Canada Employment & Insurance) ..... 1 (800) 206-7218



