



ALBERTA CHILDREN'S HOSPITAL

 **FAMILY GUIDE**



Alberta Health  
Services

Alberta Children's Hospital

**FLOOR PLANS..... 2**

**PATIENT AND FAMILY CENTRED CARE.. 8**

**THINGS TO KNOW ..... 12**

**OUR FACILITY**

Inpatient Units..... 16

Outpatient Clinics ..... 16

Admitting and Information.....17

Diagnostic Imaging .....17

Emergency Department..... 18

MacNeill Family Short Stay Surgical Unit ..... 19

Medical Day Treatment..... 19

Calgary Lab Services..... 19

Family and Community Resource Centre..... 20

Colonel Harland Sanders Family Centre ..... 20

The Sacred Space.....21

Outdoor Spaces .....21

Rotary Flames House .....22

Child Development Centre.....22

Alberta Children’s Hospital Foundation .....23

**SERVICES**

Parking.....25

Cafeteria and Food Services ..... 26

Pharmacy .....27

Protection Services .....27

Emily’s Window (Gift Shop).....27

Other Services

    Washrooms .....28

    Breastfeeding/Pumping Room.....28

    Bank Machines .....28

    Lockers.....28

    Lost and Found.....28

    Nearby Amenities .....28

**SUPPORTS FOR FAMILIES**

Family and Community Resource Centre.....29

Child Health Information..... 30

Family Health Journal..... 30

Family to Family Connections..... 30

Community Education Services.....31

Aboriginal Support.....31

*Well on Your Way* Youth in Transition Program .....31

Computer and Technology Program .....32

Emily’s Backyard.....33

Spiritual Care.....34

Grief Support Program.....34

Ethics Consultation .....34

Interpretation Services .....35

Ronald McDonald House.....35

Volunteers.....35

**STAYING AT THE HOSPITAL**

Preparing For Your Child’s Stay at Hospital..... 36

Staying With Your Child ..... 37

Being Away From Your Child ..... 37

Your Hospital Room ..... 38

Communication Whiteboard.....39

Identification (ID) Bands.....39

Food..... 40

Family Assistance ..... 40

Safe Care ..... 40

Child Life Programs and Therapeutic Arts..... 41

Going Home ..... 42

**OUTPATIENT VISITS ..... 43**

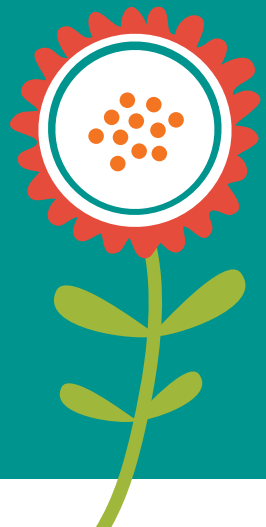
WELCOME TO

# ALBERTA CHILDREN'S HOSPITAL

This booklet will help you and your family learn about Alberta Children's Hospital.

We have included information to help you find your way around the hospital, learn about the services we have, and understand how to make your child's stay here safe and as comfortable as possible.

Staff at the Alberta Children's Hospital are happy to answer your questions at any time.





Elevator



Stairs

F

Family Washroom

M

Men's Washroom

W

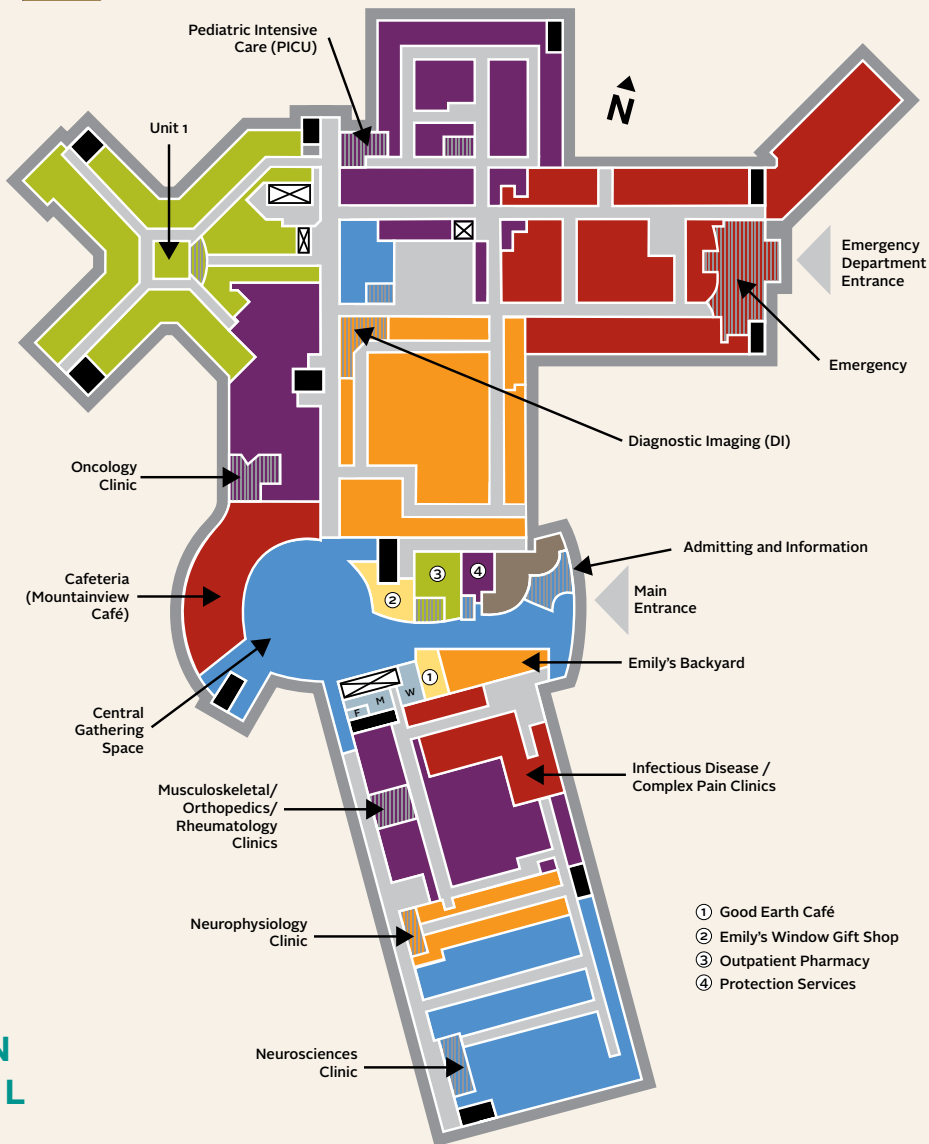
Women's Washroom

**THESE MAPS WILL HELP YOU  
FIND THE LOCATION OF PLACES  
MENTIONED IN THIS GUIDE.**

There are also signs at the entrance of each hallway. If you need help finding where you need to go, ask at the Admitting and Information desk near the main entrance or the Family Community Resource Centre on the second floor.



LOWER LEVEL

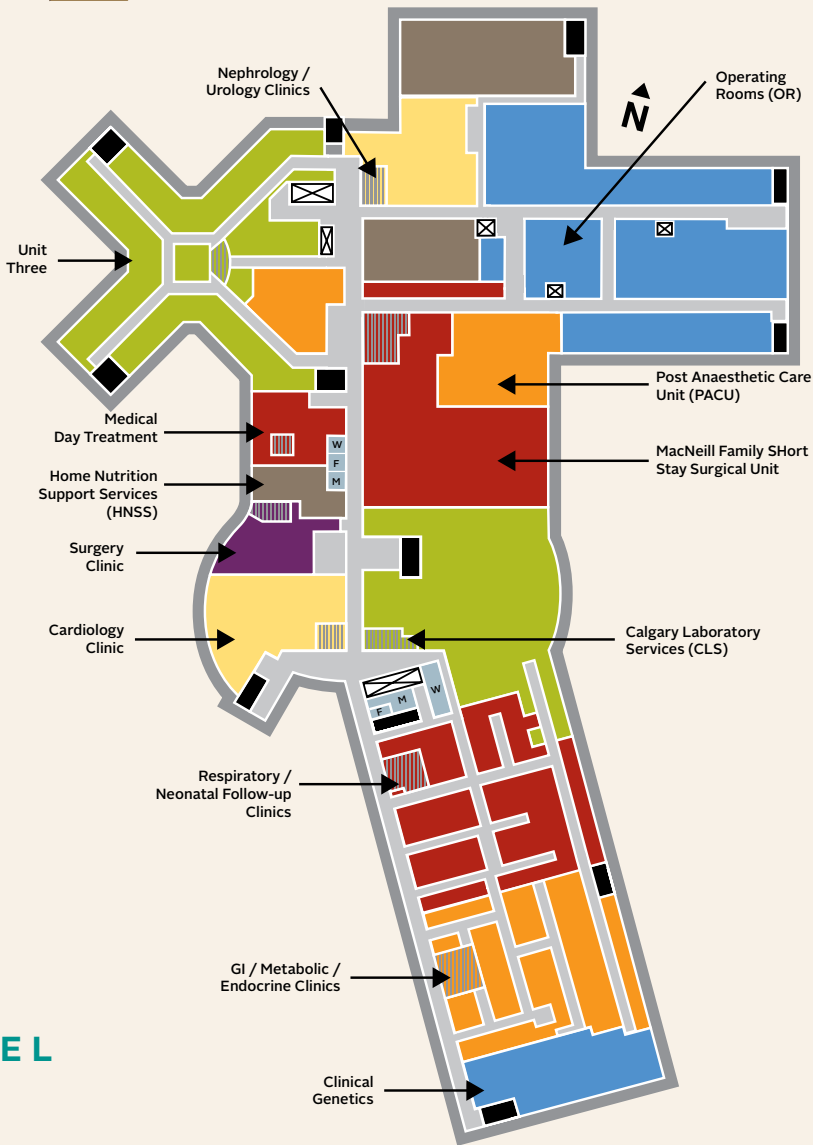


MAIN LEVEL



LEVEL

2



LEVEL

3





LEVEL

4

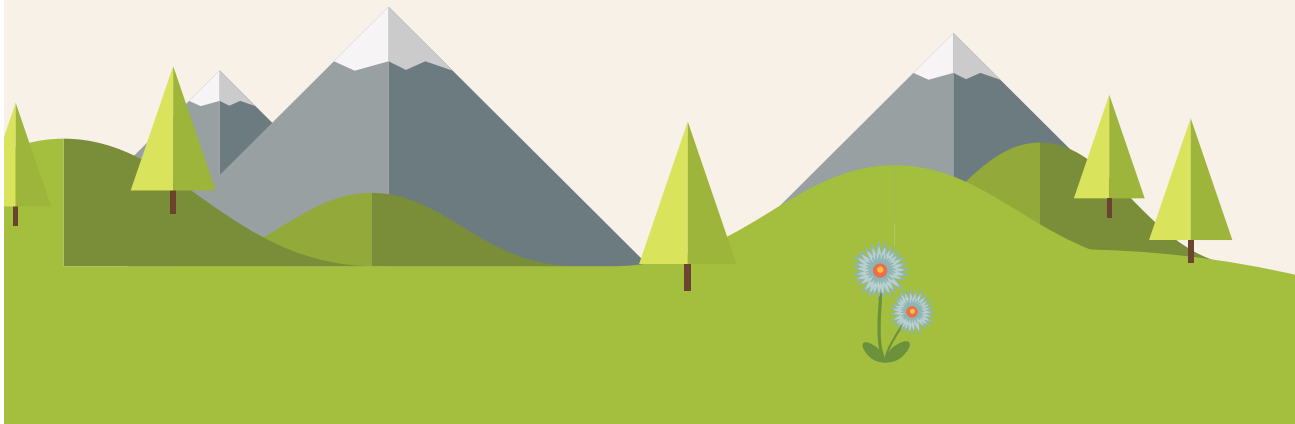
## PATIENT AND FAMILY CENTRED CARE

At Alberta Children's Hospital, children, youth, families, staff and physicians partner together to provide excellent care.

We treat each other with respect, listen to one other, share ideas and information, ask and answer questions, create a safe environment and make decisions together.

### **TOGETHER WE'RE BETTER.**

This is patient and family centred care at Alberta Children's Hospital.



## PARTNERING WITH YOUR HEALTHCARE TEAM

You will meet a lot of healthcare professionals while in the hospital. We encourage you to ask who they are and what their role is.

As the constant person in your child's life, you are an important member of the healthcare team. Your knowledge of your child will help the team understand and treat your child.

We encourage you to partner with your healthcare team by:

- Asking questions as many times as you need to.
- Sharing your observations about your child's symptoms and behaviours.
- Letting someone know if you notice a change in your child's condition.
- Participating in your child's care and decision making.

▶ **Tip sheets on partnering with your child's healthcare team are available at: [fcrc.albertahealthservices.ca](http://fcrc.albertahealthservices.ca)**



## PATIENT AND FAMILY VOICE

At Alberta Children's Hospital we work collaboratively with patients and families as partners in care. We invite you to engage in the work of the hospital by participating in one of the following opportunities.

### PATIENT AND FAMILY CENTRED CARE STEERING COMMITTEE

This Committee provides an opportunity for families and healthcare professionals to work collaboratively as partners in care to support, promote, guide, and advance Patient and Family Centred Care. Members meet once per month and have the opportunity to get involved in projects outside of meeting time.

► For more information, contact **403-955-2396**  
or **[achfcc@albertahealthservices.ca](mailto:achfcc@albertahealthservices.ca)**

## PATIENT AND FAMILY CENTRED CARE NETWORK

The Patient and Family Centred Care Network provides an opportunity for families and staff to share their personal and professional perspectives and participate in Patient and Family Centred Care activities without sitting on a formal Committee.

Some ways in which you can volunteer include:

- becoming a member of a sub-committee
- attending focus groups
- reviewing and providing input on written material
- sharing stories
- providing feedback through email

► For more information, contact 403-955-2456 or [achfcc@albertahealthservices.ca](mailto:achfcc@albertahealthservices.ca)



## CHILD AND YOUTH ADVISORY COUNCIL (CAYAC)

The Child and Youth Advisory Council (CAYAC) is a diverse group of youth volunteers, ages 12-18+, from around Southern Alberta. They meet six times a year on Saturdays. At each meeting, CAYAC members provide input from a youth perspective on child health programs and services. They also do small group consultations and offer a youth voice at relevant meetings and conferences.

► For more information, contact 403-955-2456 or [cayac@albertahealthservices.ca](mailto:cayac@albertahealthservices.ca)

## HAND WASHING

Hand washing is very important to prevent the spread of infection to keep our patients, families, visitors, physicians and staff safe.

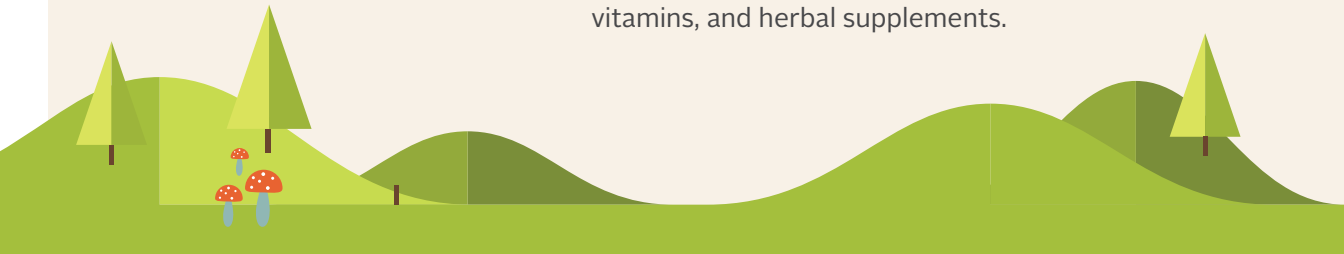
Please wash your hands when entering and leaving the hospital and patient areas as well as before and after providing care for your child.

To keep your hands clean, use soap and warm water and in between times, use the hand sanitizer located throughout the hospital.

It is okay to ask members of your healthcare team to wash their hands.

## MEDICATION RECONCILIATION (MEDREC)

At Alberta Health Services, we are working to ensure that healthcare providers across the province partner with families to make sure that a patient's medication list is complete, accurate, and up-to-date. Whenever you come to the hospital, bring a current list of all the medications your child is on or bring in all of their medication. This includes over the counter products, vitamins, and herbal supplements.



## PRIVACY AND CONFIDENTIALITY

We have a culture of respect and privacy for patients and their family members. Please do not ask staff about other patients, and do not share what you hear with anyone else.

Please ask first before filming, recording or taking photographs of healthcare providers who are caring for you/your child. Being filmed, recorded or photographed can be distracting and the healthcare provider may need to focus their attention on providing care to you/your child at that time. It is also not respectful of the healthcare provider's privacy to film, record or photograph without prior permission. Filming, recording or photographing other patients and/or families without expressed permission from them is not allowed.

## CUSTODY / GUARDIANSHIP

To keep all children safe, we need you to bring a copy of any new or updated custody or guardianship papers with you to the hospital.



## PHONES

Cell phones and smart devices can be used throughout the hospital. Please keep your cell phone on vibrate during appointments or in the waiting rooms as a courtesy to other patients and families.

Private phone booths are available in the Family and Community Resource Centre, located on the 2nd floor.

There are pay phones located in the main entrance to the hospital and in the entrance to the Emergency Department.

Inpatient rooms have telephones for local calls. You cannot dial long distance on these phones.

## SMOKING POLICY

As part of our commitment to health and wellness, Alberta Children's Hospital is a smoke-free environment which includes the use of e-cigarettes or other smoking devices. We have a no smoking policy anywhere on the property, which includes outside in the gardens, in the parkade, or in front of the entrances.

## TOY WEAPONS

For your own safety, and the safety of others, toy guns and other toy weapons are not allowed at the Alberta Children's Hospital. If your child, or their siblings are on site for an appointment, procedure, or admitted into the hospital, please note these toys are not permitted anywhere in hospital





# FEEDBACK

The Alberta Children's Hospital invites you to share your concerns or messages of thanks with us. We value your feedback and will assist you to work through any issues that may concern you. We would be pleased to forward any messages of thanks to our staff as well.

We encourage you to first discuss your concerns with your healthcare team. You can also ask to speak to the manager of the program area for assistance.

You can also contact Alberta Health Services through the Patient Relations Department with any comments and concerns you may have.



## PATIENT RELATIONS DEPARTMENT

- ▶ Phone: 1-855-550-2555 (toll free)
- ▶ Email: [patientfeedback@albertahealthservices.ca](mailto:patientfeedback@albertahealthservices.ca)
- ▶ Mail: Patient Relations  
Mail Slot #57, 11111 Jasper Avenue, Edmonton, AB T5K 0L4

# GIFT GIVING

We understand that patients and families may want to show their appreciation to our staff by giving gifts. AHS is governed by bylaws about the acceptance of gifts to avoid conflicts of interest that jeopardize the reputation of AHS and its staff and physicians. Small tokens or gifts of nominal value for a unit as a whole are acceptable. For gifts of greater than nominal value, please contact the Alberta Children's Hospital Foundation to discuss gift giving and donation opportunities: [www.childrenshospital.ab.ca](http://www.childrenshospital.ab.ca).

## INPATIENT UNITS

Inpatient units provide care to children who need to stay in the hospital overnight or longer. Most inpatient rooms are private rooms. They include a sleeping space for an adult to stay overnight and each room has a private washroom.

## OUTPATIENT CLINICS

The hospital has over 90 outpatient clinics including some at the Child Development Centre across the street. These are for patients who come to the hospital for appointments but do not need to stay overnight.

If you need help finding a clinic, please ask anyone at the admitting desk just inside the main entrance, or in the Family and Community Resource Centre on the 2<sup>nd</sup> floor.

The Alberta Children's Hospital also runs clinics in other locations across Calgary and Southern Alberta.



## ADMITTING AND INFORMATION



The admitting desk is located next to the main entrance. You must check in at the admitting desk if your child is being admitted as an inpatient (staying in hospital) or coming for surgery.

Please check in at the admitting desk if you have any changes to your personal information such as your address or phone number.

The admitting department staff will point you in the right direction if you do not know your way around the hospital.

## DIAGNOSTIC IMAGING

The Diagnostic Imaging Department is located on the main floor of the hospital. It includes MRI, CT, Ultrasound, Nuclear Medicine, X-ray, Fluoroscopy and other special procedures.

# EMERGENCY DEPARTMENT

The Emergency Department is open 24 hours a day to meet the urgent healthcare needs of children. Our Emergency Department staff makes every effort to see your child as quickly as possible, however children with the most serious cases are treated first.

The Emergency Department entrance is located off West Campus Drive. There is an outdoor paid parking lot outside the entrance.

Alberta Children's Hospital Emergency physicians are also available at the South Health Campus from 12 p.m. to 12 a.m.

Remember, if your child is seriously ill or injured, the best thing to do is call 911.



## MACNEILL FAMILY SHORT STAY SURGICAL UNIT

The Short Stay Surgical Unit is located on the 3<sup>rd</sup> floor of the hospital.

Prior to your child's surgery, you will receive important information on when to arrive, when your child needs to stop eating and drinking, and what to bring that day. Please ensure you follow these directions to have the best possible outcome for your child.

While your child is in surgery, there is a waiting room for you to use.

## MEDICAL DAY TREATMENT

Medical Day Treatment is located on the 3<sup>rd</sup> floor across from the MacNeill Family Short Stay Surgical Unit. This service provides care to patients who require treatment at the hospital but do not require overnight hospitalization.

## CALGARY LAB SERVICES

The outpatient lab is located on the 3<sup>rd</sup> floor, directly across from the main elevators.

The lab is open 7:30 a.m. to 5 p.m., Monday to Friday. It is closed on weekends and statutory holidays.

This lab does not take appointments. Patients are seen on a first come, first served basis. Priority is given to patients of the hospital.



## FAMILY AND COMMUNITY RESOURCE CENTRE

The Family and Community Resource Centre (FCRC) is located on the 2<sup>nd</sup> floor of the hospital at the top of the stairs.

The FCRC is a place for you to find health information, support and resources for your child and family. Drop in anytime.

## COLONEL HARLAND SANDERS FAMILY CENTRE

The Family Centre is located on the 2<sup>nd</sup> floor. It has a lounge area for all families to use. Inpatient and outpatient families are welcome to use the lounge area to relax, have a meal, or play a game. You will find comfortable furniture, a kitchen with a fridge and microwave, a TV with a gaming system, reading material and board games.

Laundry facilities are also available for inpatient family use.

Five sleeping rooms are available for out of town parents requiring additional accommodation. No space is available for children to stay.

- You can inquire about these rooms through the Family and Community Resource Centre, **403-955-3272**.



## THE SACRED SPACE

The Sacred Space is located on the 2<sup>nd</sup> floor of the hospital. This space is a quiet and comfortable place to get away from the stresses of hospital life and allow for rest, meditation and prayer.

This space can also be reserved for special religious occasions such as baptism, sweet grass ceremonies, group prayer and meditation.

► For more information, contact Spiritual Care at **403-955-7868** or **403-955-2906**. You can also call the Family and Community Resource Centre at **403-955-3272**.

## OUTDOOR SPACES

There are garden spaces around the hospital for quiet reflection and play. There are also walking paths around the hospital.

You will find a playground near the front entrance and another one at the back of the hospital.

A sport field is located at the back of the hospital, in the southwest corner. It includes a mini golf putting green, an artificial turf playing field and running track, and wheelchair accessible basketball hoops. You can find sports equipment on the lower level near the elevators or outside by the sports field.





## ROTARY FLAMES HOUSE

The Rotary Flames House is Alberta's first pediatric hospice. It is a separate building located on the northeast corner of the hospital property. Services include respite care, transition care, and end of life care. Referrals can be made by families, community members, or by any member of the healthcare team.

► For more information, call  
**403-955-5500.**

## CHILD DEVELOPMENT CENTRE

The Child Development Centre is located across from the Alberta Children's Hospital on 24<sup>th</sup> Avenue. This Centre provides child development assessments and services for children and families. These outpatient clinics are on the second floor of the building and are part of the Alberta Children's Hospital.





# ALBERTA CHILDREN'S HOSPITAL FOUNDATION

As the official fundraising body for the Alberta Children's Hospital, the Alberta Children's Hospital Foundation raises funds for excellence in child health, research and family centred care.

Thanks to the generosity of donors, The Alberta Children's Hospital Foundation is able to provide funding for family centred child health programs, life saving equipment and advanced pediatric research and education at the Alberta Children's Hospital.

If you would like to make a donation in tribute to the care your family has received or to share your story, please visit our offices on the 2nd floor of the hospital.

► You can also call us at 403-955-8818 or visit us online at [www.childrenshospital.ab.ca](http://www.childrenshospital.ab.ca).



## PARKING

### PARKADE

Public parking is available in the parkade adjacent to the hospital. It is open 24 hours a day. A heated walkway connects the parkade to the hospital. Handicapped parking is located on each level near the entrances to the hospital.

There are pay stations on the way out of the hospital by the entrance to the parkade that accept cash, Visa, or MasterCard. A bank machine is also located beside the pay stations.

You can purchase daily and weekly passes from the pay stations. Monthly passes are available at the parking office near the entrance to the parkade between 8 a.m. and 4 p.m., Monday through Friday.

### OUTDOOR PARKING LOTS

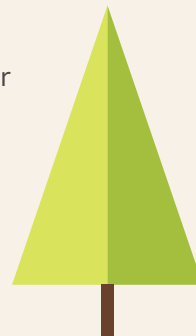
Pay parking is available outside the doors of the Emergency Department for emergency patients only.

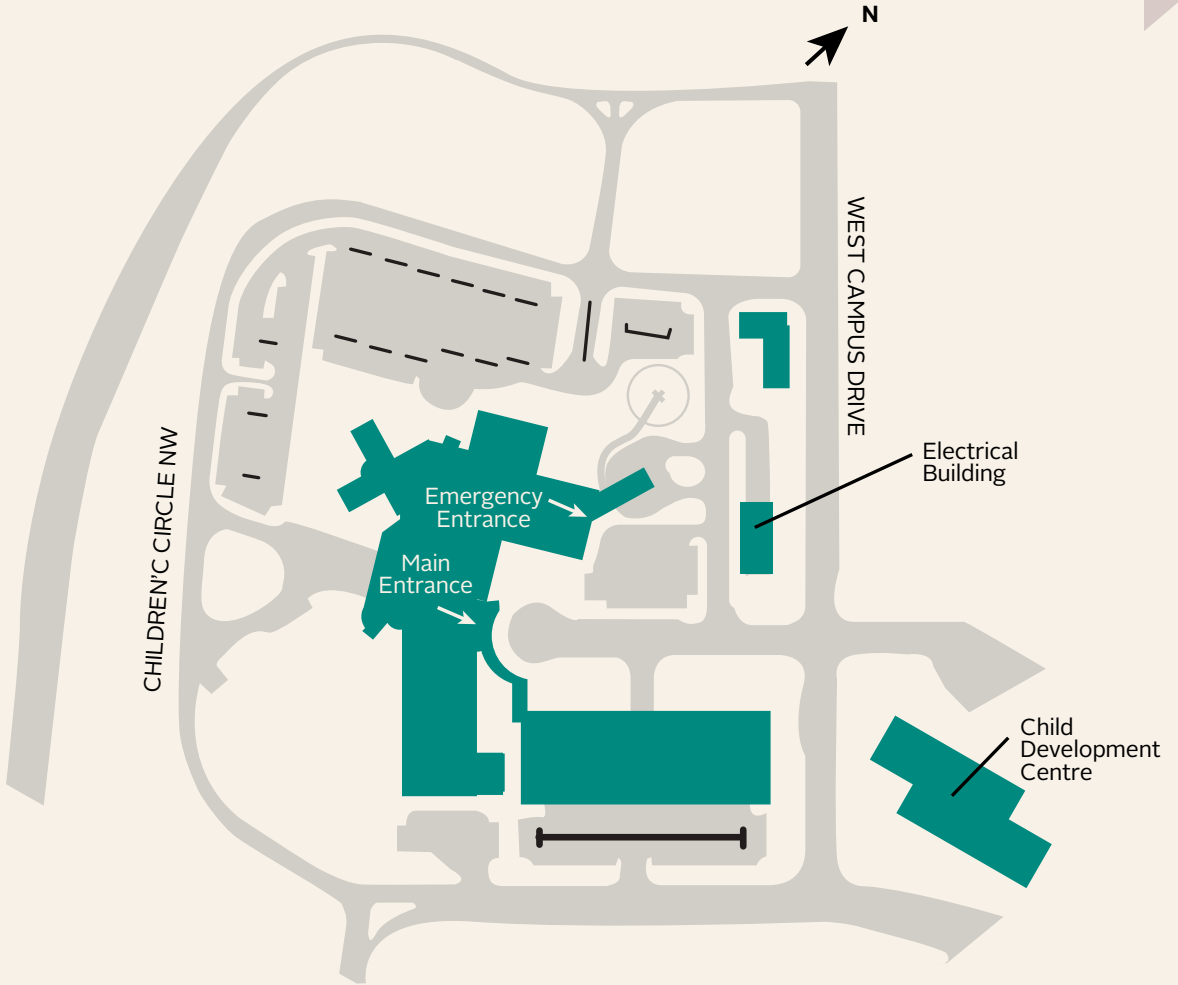
A pay parking lot is located outside the Rehabilitation entrance on the south side of the building.

The University of Calgary has a gravelled parking lot on the northeast corner of the hospital property. You can park in this lot for a daily fee.

Please note there is no street parking around the hospital.

For your safety, if you need someone to walk you to your vehicle contact Protection Services at 403-955-7600.





# CAFETERIA AND FOOD SERVICES

## MOUNTAINVIEW CAFE

Full cafeteria services are available at the Mountainview cafeteria, located on the main floor of the hospital.

The cafeteria is open Monday to Friday 6:30 a.m. – 9 p.m. and weekends from 7:30 a.m. – 8 p.m.

## GOOD EARTH CAFE

Good Earth Cafe is available on the main floor of the hospital just beyond the main entrance. Hours of operation:

Monday to Friday: 6 a.m. – 6 p.m.

Weekends: 8 a.m. – 4 p.m.

## COFFEE KIOSK

Starbucks coffee and snacks are available on the 4<sup>th</sup> floor of the hospital. Open from Monday to Friday, 7 a.m. to 2 p.m. Closed in the summer.

## VENDING MACHINES

Vending machines are available across from the entrance to the cafeteria and in the Emergency Department on the main level. They contain a selection of beverages, light snacks and frozen foods.

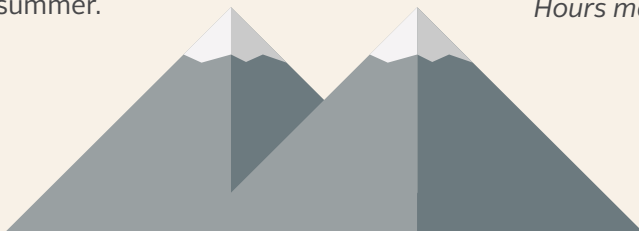
## WATER STATION

A water and ice machine is located in the northwest corner of the eating area in the cafeteria.

## MICROWAVES

Microwaves to warm your own food can be found in the cafeteria area, next to the vending machines, in the Family Centre on the second floor, and on the units.

*Hours may vary according to seasons.*



## PHARMACY

An outpatient pharmacy is located just past the main entrance across from the Good Earth. This pharmacy is open Monday to Friday, 8 a.m. to 5 p.m. It is closed on weekends and statutory holidays.

## PROTECTION SERVICES

Our Protection Services staff plays an important role in keeping our hospital safe. They do regular checks around the building and assist with challenging situations. They also provide support on the units with patients who have behavioural needs.

## EMILY'S WINDOW (GIFT SHOP)

Emily's Window gift shop is a volunteer co-ordinated and operated store that sells toys, games, reading material, gifts for children and adults, cold beverages, and sundry items.

The gift shop is on the first floor of the hospital. Hours of operation:

**Monday to Friday: 9 a.m. to 5 p.m.**

**Weekends: 1 p.m. to 4 p.m.**

All profits go towards the hospital to support patient care. To date, more than \$2.5 million has been donated through Emily's Window.

## OTHER SERVICES

### WASHROOMS

The main washrooms are located on every floor next to the main bank of elevators. Other washrooms are located throughout the building. Please ask a staff member for directions.

### FAMILY WASHROOMS

Family washrooms are located on each floor (see maps for locations). These washrooms also contain larger change tables.

### BREASTFEEDING/PUMPING ROOM

A designated breastfeeding room is located on the 2<sup>nd</sup> floor, around the corner from the main elevators.

It is available for use Monday to Friday, 8 a.m. to 6 p.m.

For more information please ask any of the staff in the Family and Community Resource Centre.

### BANK MACHINES

There is a Royal Bank cash machine located across from the entrance to the Mountainview Cafe. Another bank machine is located near the parking pay stations in the covered hallway leading to the parkade.

### LOCKERS

Lockers are available on a first come, first serve basis next to the bank machines by the cafeteria. You need to provide your own lock.

### LOST AND FOUND

There is a lost and found in the Protection Services/Security office just beyond the admitting desk on the main level of the hospital.

### NEARBY AMENITIES

For information on shopping, restaurants, fitness facilities and recreation activities near the hospital, please go to the Family and Community Resource Centre.

## FAMILY AND COMMUNITY RESOURCE CENTRE (FCRC)

The Family and Community Resource Centre (FCRC) is located on the 2<sup>nd</sup> floor of the hospital at the top of the stairs.

The FCRC is a place for you to find information, support and resources for your child and family.

It is open 24 hours a day, 7 days a week. Staff called Family Support Specialists are available to assist you during the day, Monday to Friday.

Located within this Centre:

- Consumer health library
- Community resource information
- Computers for public use
- Access to a photocopier and fax machine
- Private phone booths
- Books for children to borrow while in the hospital

**Families are invited to the FCRC for coffee in the mornings, Monday through Friday.**

► For more information on the FCRC go to [frc.albertahealthservices.ca](http://frc.albertahealthservices.ca)

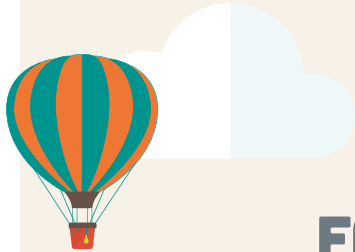


## CHILD HEALTH INFORMATION

A Child Health Information Specialist is available in the Family and Community Resource Centre to assist in finding reliable health-related information so you can make informed decisions and help support your child's care.

Available Monday through Friday  
8:15 a.m. - 4:30 p.m.

► To contact phone **403-955-7745** or email **[childhealthinfo@albertahealthservices.ca](mailto:childhealthinfo@albertahealthservices.ca)**



## FAMILY HEALTH JOURNAL

The Family Health Journal will help you keep track of important health information and prepare for appointments. We encourage you to use this journal as a way to share information and communicate with members of your child's healthcare team. You can get a copy from the Family and Community Resource Centre or online at [fcr.albertahealthservices.ca](http://fcr.albertahealthservices.ca)

## FAMILY TO FAMILY CONNECTIONS

Trained volunteers who have had experiences similar to what you are going through can provide a listening ear, share their own experiences, and help you find resources.

► Contact **403-955-2456** or **[F2FConnections@albertahealthservices.ca](mailto:F2FConnections@albertahealthservices.ca)**



## COMMUNITY EDUCATION SERVICES (CES)

CES offers child health and child mental health education sessions to families and community members. Sessions are free, and are available in the hospital and in the community.

- ▶ For more information, visit [fcr.albertahealthservices.ca](http://fcr.albertahealthservices.ca)

## ABORIGINAL SUPPORT

An Aboriginal Hospital Liaison is available to support aboriginal families. They will help families feel comfortable in the hospital, make referrals, and help arrange Aboriginal spiritual practices and ceremonies.

- ▶ Contact **403-955-7034**

## WELL ON YOUR WAY YOUTH IN TRANSITION PROGRAM

The Alberta Children's Hospital Well on Your Way program provides services for youth with healthcare needs as they prepare for the transfer from pediatric to adult medical care. Parents are also provided support as their role changes in their child's care.

- ▶ For more information, contact the Youth Transition Coordinator: **403-955-7252** or go to the website at [fcr.albertahealthservices.ca/transition](http://fcr.albertahealthservices.ca/transition)

# COMPUTER AND TECHNOLOGY PROGRAM

## WIRELESS NETWORK ACCESS

Wireless internet access is available throughout the Alberta Children's Hospital. Select the network called "healthspot". If you have any issues, call the Child Health Computer Program at 403-955-2252.

## FAMILY ACCESS COMPUTERS

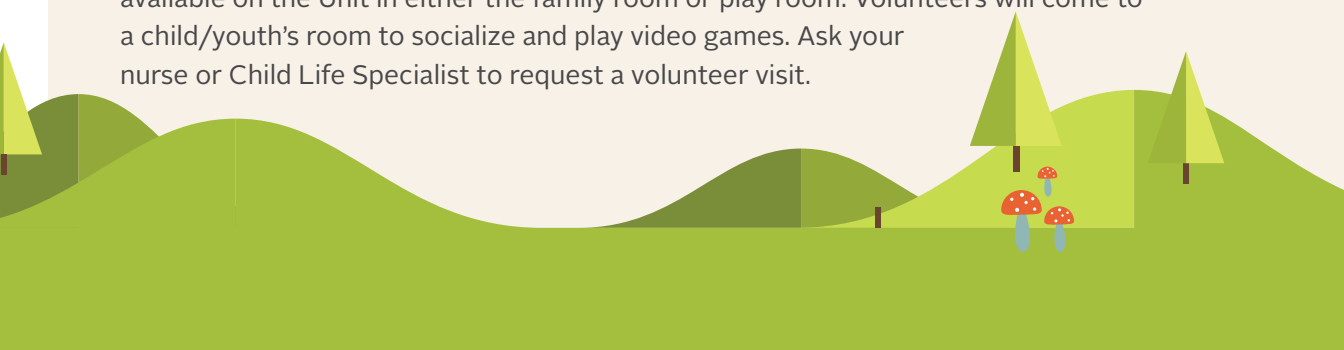
There are four family access computers located at the Family and Community Resource Centre. You will also find computers you can use in the Family Centre, in the family rooms on the inpatient units, and in some clinic waiting rooms.

## LAPTOP LENDING

Some laptops are available for patient and family use while you are staying in the hospital. Speak to your nurse or Child Life Specialist to request one.

## VIDEO GAMES

Most inpatient hospital rooms have video consoles in them. Games and controllers are available on the Unit in either the family room or play room. Volunteers will come to a child/youth's room to socialize and play video games. Ask your nurse or Child Life Specialist to request a volunteer visit.



## EMILY'S BACKYARD

Emily's Backyard is a supervised play area with two locations at the Alberta Children's Hospital. One is located just inside the main entrance of the main building. The other is on the second floor of the Child Development Centre across the street.

Both outpatient and inpatient families may access this free service for patients and siblings of patients. Professional staff and volunteers engage children in fun activities in a safe and caring environment.

Emily's Backyard is designed for a short term stay (1.5 hours maximum) and parents must remain on site. To prevent the spread of infection, please do not bring your child if they are experiencing any of the following symptoms: rash, cough, fever, runny nose, diarrhea, nausea, or vomiting.

- ▶ To ensure space is available, pre-register your child by calling 403-955-2500, or emailing at [eb@albertahealthservices.ca](mailto:eb@albertahealthservices.ca)

Hours of operation:

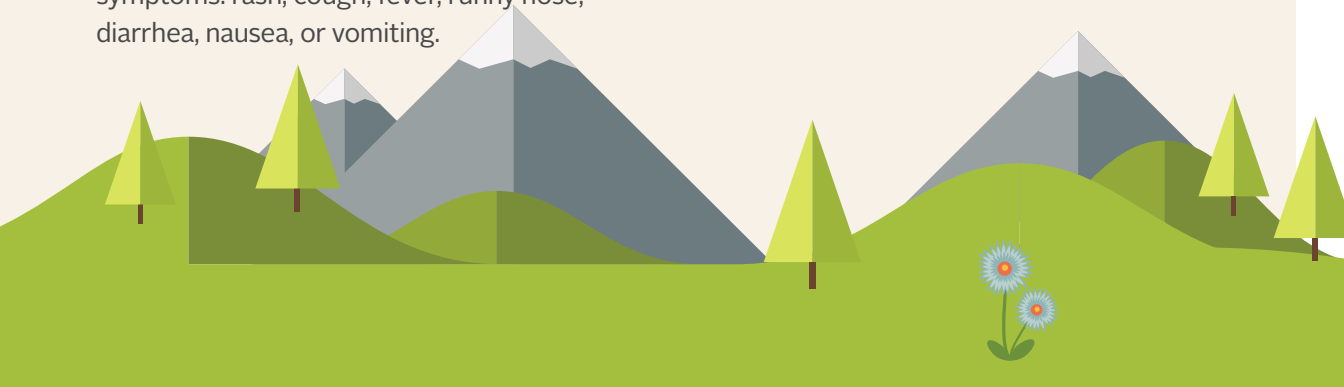
**ALBERTA CHILDREN'S HOSPITAL MAIN SITE**

8:30 a.m. - 4 p.m. Monday to Thursday

8:30 a.m. - 3 p.m. on Friday

**CHILD DEVELOPMENT CENTRE**

8:15 a.m. - 4 p.m. Tuesday to Thursday



## SPIRITUAL CARE

Spiritual Care Providers (Chaplains) are available to offer a compassionate presence through listening, prayers, rituals, and spiritual counsel within one's own belief system. They offer a multi-faith, nondenominational environment.

Referrals to any of the religious communities in Calgary can be supported.

- ▶ **Spiritual Care providers are available weekdays from 8:30 a.m. to 4:30 p.m. and after hours for emergencies. They can be reached by calling the switchboard at 403-955-7211.**

## GRIEF SUPPORT PROGRAM

This program is available to provide ongoing support to families when a child dies. Bereavement support is offered in many ways to fit the unique needs of a family, such as individual, family and group counseling, resources/ education and referrals to community agencies.

- ▶ **To find out more about this program, call 403-955-5463 or 403-955-5474.**

## ETHICS CONSULTATION

The Clinical Ethics Service is available to help patients, families, and healthcare providers make difficult medical decisions. When there is uncertainty or conflict, we can help address questions such as: Are we doing the right thing? Should we continue or discontinue treatment? Why am I feeling moral distress over this? Consultations can be simple conversations or guided discussions with teams.

- ▶ **Contact 403-943-2821 or [clinicaethics@albertahealthservices.ca](mailto:clinicaethics@albertahealthservices.ca)**

# INTERPRETATION SERVICES

We offer 7 day a week, 24 hours a day access to telephone interpreters for all our patients. Interpreters can translate more than 200 languages to help clients and their families talk to healthcare providers about treatment and care. Talk to your healthcare provider to arrange for access to a telephone interpreter at any time.



## RONALD MCDONALD HOUSE

Ronald McDonald House Southern Alberta provides a home away from home and support for sick children and their families in a compassionate and comfortable home like atmosphere.

The House is located across the street from the Alberta Children's Hospital. Families must live outside a 45 km radius of Calgary city limits and require a referral in order to meet admission requirements. Contact the Family and Community Resource Centre at **403-955-3272** for a referral.



## VOLUNTEERS

Our 800 volunteers are active in a number of hospital programs, both on an inpatient and outpatient basis, and can be identified by their red jackets.

## PREPARING FOR YOUR CHILD'S STAY AT THE HOSPITAL

- Discuss the visit with your child in advance.
- Be honest about where your child is going, why he or she will be in the hospital, and about how long he or she may have to stay.
- When you come to the hospital, bring some of your child's favourite things from home such as a cuddly blanket, a stuffed animal, or a special book.
- Bring a list of all medications your child is currently taking including herbal and over the counter products, vitamins, creams, puffers and patches.
- It is recommended you leave valuable items at home.





## STAYING WITH YOUR CHILD

- Family are not considered visitors. You are welcome to be with your child at any time.
- One adult may sleep overnight in your child's room.
- Parents are asked not to sleep in their child's bed.
- Parents are responsible for supervision of any siblings that are visiting. Brothers and sisters cannot stay overnight.
- Please ask family and friends not to visit if they are sick.

These guidelines are in place for safety and infection control. If you have any questions about them, please speak to the Charge Nurse.

## BEING AWAY FROM YOUR CHILD

We encourage you to stay with your child as much as possible, but we also recognize that parents have many responsibilities and demands on their time. We understand there will be times when you have to go to work, care for other children at home, or simply leave to get a good night's sleep.

If you leave your child:

- Let someone know you are leaving the hospital and what may comfort your child while you are away.
- Make a note on the whiteboard about where you are and when you will return.
- Let your child know you will be back and when you will return.

## YOUR HOSPITAL ROOM

Most hospital rooms have access to:

- Call button for assistance
- Washroom with shower
- Parent bed for one adult to stay over night. (Linens are provided, but you can also bring your own if you wish.)
- DVD player
- Free cable TV – Channel 10 is Kids TV with children’s movies and channel 30 is ACH TV with ACH information and health education programs
- Free telephone for outgoing calls (local calls only)
- Free Wi-Fi Access

When necessary, additional rooms in the hospital need to be used for overnight stays. Not all of these rooms are private or have their own washroom. They may not have a TV or a DVD player.

Patients are assigned to rooms based on availability and the most appropriate place for their treatment. As needed, patients may be transferred to another room or unit.





## IDENTIFICATION (ID) BANDS

It's important for your child to wear their ID band at all times for patient safety and identification. Your child will also need to wear an allergy band if they have allergies.

Staff will frequently look at the ID band to confirm patient information. If the hospital ID band has been removed or is uncomfortable, please talk to your nurse about getting another one.

## COMMUNICATION WHITEBOARD

Each room has a whiteboard for family and staff communication. We encourage you to use it. There are places on the board for patients and families to write personalized information. There's also areas for you to write messages to your healthcare team.



## FOOD

Meals and snacks are provided for all patients staying in the hospital. Food choices are made daily from a menu. Special diets and allergies are accommodated.

Food is not provided for parents, siblings or other family members. See page 26 for information on places you can purchase food in the hospital.

You may bring food into the hospital for your child and family. A fridge and microwave are available on each inpatient unit. Please ensure the food you bring does not conflict with your child's tests, allergies or dietary restrictions. Label your food with name, date, and patient room number.



## FAMILY ASSISTANCE

If your child's stay in the hospital is creating financial hardships for your family, we encourage you to meet with a Family Support Specialist in the Family and Community Resource Centre. They may be able to connect you with resources or find a staff member who can assist you further.

The staff in the Family and Community Resource Centre can also help you locate accommodation if you are from out of town.

## SAFE CARE

A number of policies and procedures have been developed to ensure each patient's health and safety. Please ask the charge nurse if you have any questions about these processes.

One of these procedures is checking a patient's vital signs (temperature, blood pressure, etc) on a regular schedule. To do this, it may be necessary to turn on the lights and to uncover a sleeping patient.

# CHILD LIFE PROGRAMS AND THERAPEUTIC ARTS



## NOTE

You will also find Child Life and Therapeutic Arts staff in outpatient clinics, Emergency, and the Rotary Flames House.

Child Life Specialists provide a variety of group and individual programs to help patients and their families cope with their hospital experience. They assist in providing support to help prepare patients for medical procedures and surgery.

There is a playroom/activity room on each unit with crafts, games and toys available. The Art Studio is located on the 4th Floor. Scheduled program hours are posted on the doors.

Specially trained staff are available to provide art therapy, music therapy, and horticultural therapy. A therapeutic clown uses child directed play and humour to help children and their families minimize stress, deflect fear, and provide comfort and support.

Child Life staff can help arrange pet visits while you're in the hospital.

Child Life and Therapeutic Arts staff host regular programs and weekly evening activities. There are also special events held throughout the year for hospital families.

The Art Room is open some afternoons during the week.

For all these activities, check the posted schedule on the unit or visit the Family and Community Resources Centre.

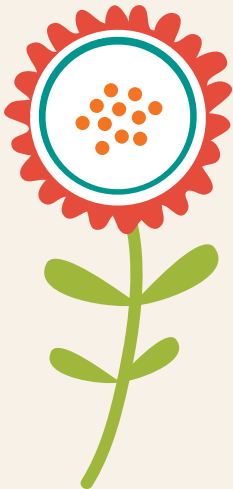
► For more information contact **403-955-2593** or **[child.life@albertahealthservices.ca](mailto:child.life@albertahealthservices.ca)**

## GOING HOME

Your healthcare team will help you prepare when it's time to go home from the hospital. You will want to make sure you have the following information:

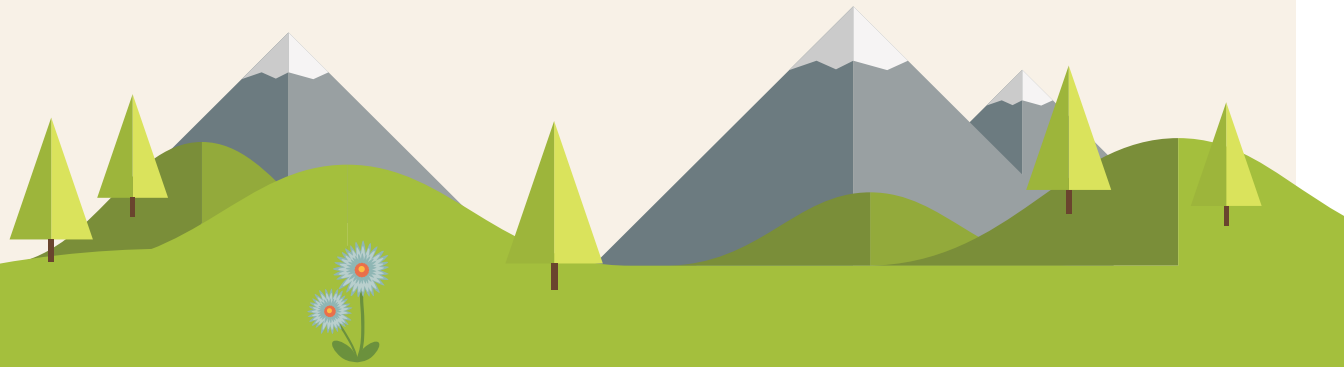
- A list of your child's medications and any prescriptions you will need
- Information on how to care for your child at home
- A list of equipment and supplies you need and where to get them
- Any follow-up appointments scheduled
- Who to call if you have any questions

Please make arrangements to leave the room once discharged so another child can have the room.



## Here's some tips for your outpatient appointments:

- Bring your Alberta Health Care card to every appointment.
- Bring a current list of all medication your child is taking including herbal and over the counter products, vitamins, creams, puffers, and patches.
- If you are unable to make your appointment please call to cancel so another child can be seen.
- Call Emily's Backyard to arrange to leave siblings there while you are at the appointment.
- Be prepared for delays – leave space in your day and bring something for your child to do.
- Ask the healthcare professional if you have any questions or don't understand something.
- Ask for a copy of the Family Journal at the Family Community Resource Centre to help you keep track of important health information.









## ALBERTA CHILDREN'S HOSPITAL

2888 Shaganappi Trail NW  
Calgary, Alberta T3B 6A8

403-955-7211  
[www.albertahealthservices.ca/facilities/ach](http://www.albertahealthservices.ca/facilities/ach)

### HEALTH LINK

Dial 811

Alberta Children's Hospital



Alberta Health  
Services