Welcome to the Children’s Hospital of Eastern Ontario.

Having a child in hospital can be a very stressful event for families. It is my hope that this Patient Services Directory will help answer the many questions you may have about the hospital and our services.

CHEO is committed to patient and family centred care. You are an equal partner on the healthcare team and we recognize your continuous role in your child or youth’s life. Four core principles guide our actions: Respect, Communication, Collaboration and Support.

WE WILL

• Give you timely and complete information about your care.
• Ask about and listen to your concerns.
• Explain things in a way that you can understand.
• Involve you and your family in ways that you wish.

YOU CAN

• Tell us about you/your child’s health and how you are feeling.
• Make sure you understand what we say and ask questions.
• Tell us how you want to be involved in your/your child’s care, whether it is about the way you receive information or what you can do to help.
• Keep notes to help you remember important details about your care and questions that come up between appointments.

Let’s work together to make sure you get the best care possible.
I wish you well on your care journey and thank you for being a partner in your care.

Alex Munter, President and CEO
GETTING SETTLED IN THE HOSPITAL

LANGUAGES SPOKEN
CHEO is committed to providing services in either English or French. Many areas of the hospital have been designated as bilingual and can provide services in both languages.

Language interpreters are available for many other languages. It’s best to arrange for their services in advance, if possible. Please tell a member of your health care team that you need interpretation services and they will make the necessary arrangements.

STAYING OVERNIGHT WITH YOUR CHILD
Parents may always take part in the care of their child and we encourage one parent to stay overnight.

- Each room has a bed-chair for you to sleep in.
- Bed linens will be provided.
- We ask that bed chairs be set up along the wall in the patient’s room and be folded and put away by 9:00 a.m. every morning.
- Night-lights are left on all night so that the nursing staff can assess your child throughout the night and take their vital signs. This is an important part of caring for your child.

- The room should stay set up as it is. It was purposely set up like this so our staff can care efficiently for patients and keep them comfortable.
- Limit personal possessions in your child’s room as space is limited.
- A shower is located in the Ronald McDonald House Family Lounge on 5-West. Additional showers are located in the first floor locker rooms area across from the main cafeteria.

- Make sure your child keeps their ID bracelet on at all times and staff always check the ID bracelets before giving medication.
- Stay within reach of your child’s bed or crib if the rail is down.

SPOT TEAM
The SPOT team is a group of critical care nurses, doctors and respiratory therapists that work with your child’s primary medical team if there are signs that your child is getting sicker. If you are concerned that your child is getting sicker, tell your doctor or nurse right away. If you are still worried dial 4444 and ask the operator to page the SPOT team. Give them your child’s name, the ward and room number.

KEEPING PATIENTS SAFE
Keeping our patients safe is a top priority at CHEO. As partners in care, patients and families play an important role in ensuring our patients receive the best care.

- Speak up and ask questions. Let your health care provider know if you have concerns.
- Bring all of your child’s medications with you when you come to the hospital or a medical appointment and be aware of what medications your child is taking.
- Tell a member of the health care team if your child has ever had an allergic reaction to any medicine or food.
- Make sure you know what to do when your child goes home from the hospital or from a medical appointment.

- Allergies
Please do not bring any products that contain peanuts or wear any perfume when you are at the hospital. Latex balloons are not permitted to protect those who have latex allergies.

RESPECT YOUR NEIGHBOURS
Please use headphones when listening to the television or music in your room. Others may be trying to rest.
HAND WASHING – OUR BEST DEFENSE

Washing your hands regularly with soap and warm water for 15 seconds or using the hand sanitizer found throughout the hospital is the best way to limit the spread of germs, even if you are feeling well. It is important to wash your hands before entering and after leaving a patient’s room. Some rooms have special isolation instructions to follow as well. Staff and parents may need to wear masks, gloves and special gowns to keep your child and other patients safe. You can help reduce the spread of infections by not sharing your child’s toys or belongings with other children.

VISITING HOURS AND GUIDELINES

These guidelines are intended to respect our commitment to family-centred care while balancing the need to protect patients from the spread of infections.

- Each patient may have no more than two visitors at one time.
- Visiting hours are between 3:00 p.m. and 8:00 p.m. each day, including weekends and holidays.
- Parents, caregivers and siblings can visit anytime during the day (with no more than two visitors at one time). One parent may stay 24 hours a day. Let your nurse know the names of the immediate family.

When NOT to Visit?

Please DO NOT visit if you are sick with a cold or flu or if you have a fever, cough, runny nose, sore throat, diarrhea, new rash or any other infectious disease. This applies for child visitors as well. Children are NOT to visit if they have been in contact with a communicable disease, such as measles or chicken pox. This is of UTMOST importance in protecting our patients who are already sick.

PARKING

Visitors may park in lots A and E beside the hospital. There is also a special weekly rate and a monthly pass for patients admitted to hospital. A frequent user pass, valid for 15 visits, is available for patients with recurring scheduled clinic appointments (one per family only). You may purchase passes at CHEO’s Security Department, located near the Emergency Department on the 2nd floor. You may pay for daily parking at pay stations in the main entrance of the hospital (between the sliding doors), the Garry Cardiff wing hallway (2nd floor) and the Emergency Department entrance. Remember to bring your ticket stub into the hospital. You can also pay at the parking lot exit, however, that machine only accepts credit cards.

At CHEO, we recognize that kids still need to play and have fun, even when they’re in hospital. Whether they are here for a clinic appointment or hospitalized, there are organized activities to keep things interesting.

PLAY ROOMS

There are activity rooms for patients on the fourth and fifth floors where Child Life Specialists and volunteers are available to provide play opportunities and learning materials. The hours of the activity rooms are posted on each activity room door.

ACTIVITIES AVAILABLE TO PATIENTS AND THEIR FAMILIES

The hospital also has two portable teletypewriters (TTY’s) for patients and families. One is located in the Emergency Department and the other can be obtained through the Audiology clinic.

Faxing is available in the library for patients and their families.

CHILD LIFE SPECIALISTS

Child Life Specialists are trained in “medical play”, which assists children in understanding their illness and helps them cope with anxious feelings they may have. The Child Life Specialists help children learn, play and take part in creative projects while in hospital. Here is a sampling of the kinds of activities available:

(See next page)
Diversion and Leisure Activities
Toys, magazines, books, games, crafts, movies, entertainment systems and opportunities to meet other children in the hospital.

Therapeutic Activities
Relaxation techniques, imagery, stress management and reduction, coping skills, self expression through art, medical play and normal development.

Child Life Interactive Computers for Kids (CLICK) Program
This program allows patients to stay connected with family, friends and schoolmates through computers and wireless internet access from their bedside during lengthy hospital stays. A Child Life Specialist can get you started.

Molly Penny - CHEO’s Therapeutic Clown
With big red shoes, a big smile and an even bigger heart, Molly Penny makes her way throughout the hospital three days a week. She can often be found assisting our health care team by helping children and youth to deal with fears and anxieties they may be feeling about being hospitalized, their illness or a particularly difficult medical procedure.

Farm Boy Fun Park
A large playground is available outside the Max Keeping Wing, across from the Ottawa Children’s Treatment Centre and Roger’s House. The park is open daily until dusk and includes youth-friendly activities and a basketball hoop. The Little Garden is located next to the playground and offers seating and picnic tables. It’s an area where families and patients can go for a walk, read or picnic.

Library for Children & Youth
Located on 5 West, this library offers a well stocked library filled with English and French children’s and young adult books. The library is open 24 hours a day, year-round, to inpatients and their caregivers. It is a self-serve library using the honour system. Book drop-off bins are also located on a variety of inpatient units near the nursing station. There is also a drop-off box in the main lobby. Please visit the main library or call them at ext. 2206 if reading material is needed for patients in isolation.

Pet Therapy Program
Patients on certain units and programs can benefit from pet therapy, which is run in partnership with the Ottawa Therapy Dog Program. Only dogs certified by this program, along with their handlers, can visit the unit during specified times. While the “four-legged friends” can’t roam the hospital hallways freely, patients can spend dedicated time with the dog in a designated room. Patients who want to participate in the program have to receive approval from their medical team. The pet handler and CHEO’s program facilitator is always present during the visit, and family members are also encouraged to participate in the activity. Please check with your medical team to see if your child can participate in this activity.
SERVICES

FOOD SERVICES
There are two cafeterias and a room service program at CHEO. The Rainbow Café (main cafeteria) is located on the first floor and offers hot and cold meals. Hours of operation are from 6:30 a.m. to 2:00 p.m., Monday to Friday.

The Oasis Café coffee shop is located on the second (main) floor. It offers MR SUB® and Pizza Pizza® products, as well as Starbucks® coffee. It is open every day from 7:30 a.m. to 11:00 p.m.

Patient Room Service
Our room service program allows you to order food for your child on demand. Using it is easy - simply call ext. 3438 between 8:00 a.m. and 7:00 p.m. and order your child's meal from a wide variety of items on the menu located in the room. Any item can be ordered, regardless of time of day. Our computerized system also allows us to check your child's diet order.

If a parent or guardian is not there and the child is able to eat, a nurse will phone for room service.

Guest Room Service
Our guest menu service allows family members and visitors to order food 7 days a week, from 8:00 a.m. to 6:45 p.m. Menus are available on the units. Orders can be made by calling ext. 3438. Meals will be ready in 30 minutes and delivered to the rooms. Prices are $7 for an entrée with a beverage; $10 for a full meal with side dish and dessert. Payment can be made to Food Services staff upon delivery. Cash, Interac, Visa and MasterCard are accepted.

SOCIAL WORK SERVICES
The illness and the hospitalization of a child or youth has an impact not only on the patient, but on the whole family. Supporting patients and families through this difficult time is a priority for CHEO social workers. Any member of the health care team can help patients and families get in touch with a social worker.

SPIRITUAL SUPPORT
Spiritual support is available to all patients, families and visitors of any religion or those who simply seek to find hope and meaning within their experience. A spiritual and quiet space for patients and families is located near the elevators on the third floor. Spiritual support staff can help arrange for prayer, counselling, pastoral services and help contact a particular denomination or faith community. Spiritual support is available 24 hours a day. Please ask your nurse to contact them on your behalf.

GUEST WIRELESS
INTERNET ACCESS
CHEO understands the importance of staying connected with friends, relatives and colleagues outside the hospital and makes wireless Internet connectivity available to you free of charge.

To access the wireless network, simply open your laptop, select CHEO_GUEST from the list of networks and click “Connect”. Please see our website for the terms of use.

SCHOOLING
Teachers affiliated with regional school boards are available in the hospital to provide continued schooling for longer-stay patients. Your child’s health care team will make these arrangements.

FAMILY RESOURCE LIBRARY
The Kaitlin Atkinson Family Resource Library is a free resource centre for patients and families. It contains books, pamphlets, videos and DVDs about many children’s illnesses and conditions. It also has computers that can be used to search the Internet for information as well as staff to help you. It is located on the first floor across from the elevators, and is open from Monday to Friday, from 8:00 a.m. to 4:30 p.m.

SECURITY SERVICES
CHEO’s Security is on-duty 24 hours a day. Parents will be given a special ID badge when their child is admitted. Please wear this badge at all times while in the hospital, and return it to the unit nursing staff at time of discharge.

We remind families to leave all valuables at home. If this is not possible, security can provide temporary lock-up for valuables. Please call them with any security concerns at ext. 2227 or through the switchboard “0”. They can also provide an escort to your car, to Ronald McDonald House or Rotel.
MEDIA RELATIONS FOR PATIENTS AND FAMILIES

Please make sure that the Public Relations staff know about any meetings you have scheduled with a reporter or photographer. Any media who visit CHEO must be accompanied by Public Relations staff. This ensures that our patients’ right to privacy are respected. Parental consent is always required before a photo or an interview with a patient takes place, regardless of the patient’s age. You can reach the Public Relations department at ext. 2343.

PUMPING BREASTMILK

We have pumping rooms you can use throughout the hospital. Please ask your nurse about the location of the location nearest to your child’s room and how to label your milk for safe keeping. Breast pumps must stay in these rooms, so please do not bring them into your child’s room.

• Manoir Ronald McDonald House serves as a “home away from home” offering fully equipped rooms reserved for families with children suffering from cancer or other serious illnesses. Your social worker, nurse, or other member of your healthcare team must refer you. Visit www.rmhottawa.com to learn more.
• Rotel provides accommodations for any family and friends visiting patients at CHEO. For information, please call 613-733-1412.

DISCHARGE INFORMATION

CHEO aims to let families know the discharge date as far in advance as possible. Most patients will have their discharge order signed in the morning. Only legal guardians may take a child home. Before leaving the hospital, make sure you have:
• Information on how to give any treatment or medication your child may need.
• A prescription for any needed medication.
• Written instructions about treatment or medication, if necessary.
• Discussed services and referrals to community agencies that can assist you with care and supplies at home.

CASH MACHINE

Three ABM cash machines are located at CHEO - one in the main lobby, another in the Garry Cardiff wing hallway (beside the parking machine) and a third near the Emergency Department entrance (beside the parking machine). Change-making machines are located in the Rainbow Cafeteria on the first floor.

FAMILY LOUNGE

The Ronald McDonald House Lounge is located on 5 West and open 24/7. It provides a functional and comfortable area for parents and families, complete with a computer centre with wireless internet access, a small kitchen facility with a microwave and fridge, private shower and washer and dryer. While it is primarily for use by adults, children of all ages are welcome to use the lounge provided they are supervised by an adult. A lounge reserved for families with children in the Neonatal Intensive Care Unit and the Pediatric Intensive Care Unit is located next to those units on the 3rd floor of the Garry Cardiff wing.

GIFT SHOP

The Tree House Gift Shop is located on the second (main) floor near the front entrance of the hospital. The hours of operation are Monday to Friday from 9:00 a.m. to 5:00 p.m. and weekends from 12:00 p.m. to 4:00 p.m.

Orders for gift baskets and general gifts can be placed by phone at 613-737-2393, ext. 2155. Our staff will be pleased to provide you with suggestions and deliver to the patient’s room within 2 hours of ordering.

KIDSCARE RETAIL PHARMACY

Located on the 2nd level, near the main entrance. The KidCare pharmacy team of experts provide a wide range of services such as home delivery, kid friendly doses, online and phone refills and flavoring service, to name a few. Pharmacy hours are Monday to Friday from 8:00 a.m. to 5:00 p.m.

SMOKING RESTRICTIONS

For the comfort and safety of everyone, smoking is restricted to one smoking area located adjacent to the patio, outside of the main cafeteria on the first floor of the hospital. It is accessible by using the cafeteria exit or by walking outdoors, past the Emergency and Research buildings. Smoking is not permitted anywhere else.

PAYMENT OF ACCOUNTS

Certain services and fees not provided by your private or provincial health insurance can be paid at the Finance Department which is open from 9:00 a.m. to 3:30 p.m. on Mondays and from 8:30 a.m. to 3:30 p.m. Tuesday to Friday, and is located on the first floor. You may reach them by phone at ext. 2244. MasterCard and Visa are accepted.

OTHER USEFUL INFORMATION

ACCOMMODATIONS OFF SITE

There are two reasonably priced overnight accommodations on campus for families arriving from out of town or wanting to remain close to a child who is in hospital.

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PATIENT CONFIDENTIALITY & PRIVACY OF INFORMATION

CHEO is committed to keeping your information safe and confidential, and follows rules legislated about collecting, using, and disclosing any patient information.

Contact us if you would like a copy of your health records (ext. 2292) or have questions about our privacy practices (ext. 2203).

PATIENT AND FAMILY REPRESENTATIVE

CHEO’s Patient/Family Representative is there to help patients and families through advocacy and problem solving both during and after a visit or stay. She works to strengthen, personalize and enhance the relationship between families and the hospital. She is available to help you understand your rights and responsibilities, as well as hospital policies and procedures. She also makes sure that patient and family feedback (positive or negative) is heard by the hospital team to help CHEO with its on-going work to improve the patient experience. For more information, call ext. 2203.

FAMILY FORUM

Providing patient and family-centred care means involving families not only in their child’s care but also in the way we provide that care. Family Forum is a committee that:

- advises staff and the Board of Trustees on CHEO’s patient and family-centred care;
- advises on changes that can improve the quality of care and services; and
- represents patients and families on hospital committees.

Membership is open to former patients, parents, guardians or the extended family of CHEO patients. Meetings are held in the evening, once a month. If you are interested in joining or want more information, please contact the Manager of Patient Experience at ext. 2203.

YOUTH FORUM

Youth Forum is a group of adolescents who are past or present patients, or siblings of patients. Their goal is to make CHEO a more youth-friendly place by giving feedback, ideas and suggestions about CHEO programs, services, policies and its general environment. If you are interested in joining, or for more information, please contact the Project Coordinator for Patient Services at ext. 2388.

EDUCATION AND RESEARCH

CHEO is a teaching hospital and research institute. We teach nurses, physicians and allied health care providers from around the world. CHEO physicians and staff supervise all students closely.

We are dedicated to asking the right questions to provide children and youth with the best possible care for today and tomorrow. You may have a part to play as we search for answers to these questions. Please think about being part of the answer by taking part in a research study, or by sharing questions or concerns about our research.

ROGER’S HOUSE

Roger’s House is located on the grounds of CHEO and welcomes children with life-limiting illnesses, and their families, when they are in need of specialized services that are not available in their home. Such services include: temporary relief (planned or emergency), management of pain and symptoms that are difficult to manage at home, transitional services for those who require a level of support not available at home, end-of-life care when the death of a child is imminent, grief and bereavement support.

For information on Roger’s House and how to access their services, please call: 613-523-6300 or visit www.rogershouse.ca.

CHEO FOUNDATION

The sole purpose of the CHEO Foundation is to raise funds to help support the work being done by the doctors, nurses, researchers and staff at the Children’s Hospital of Eastern Ontario and CHEO Research Institute. Donations help the hospital provide a wide variety of pediatric programs, research, state-of-the art equipment, medical and nursing education, and assistance for families in crisis.

Here are some examples of how you can help:

- Make a tax deductible donation
- Volunteer at various fundraising events for CHEO
- Host your own fundraising event (e.g. picnic, bake sale, lemonade stand etc.)
- Share your story about how CHEO has touched your life
- Include a charitable gift to CHEO in your Will

For more information about the CHEO Foundation and how you can get involved call (613) 737-2780 or visit cheofoundation.com.
This level is not visible from the front of the hospital

**GROUND FLOOR**

- A Administration Offices
- B Offices
- C Locker Rooms
- D Social Work
- E Occupational Health
- F Human Resources
- G YouthNet
- H Clinic B
- I Clinic A
- J Volunteer Resources
- K Staff Fitness Room
- L Media House
- M Family Resource Library
- N Learning Centre
- O Hospital Pharmacy
- P Finance
- Q Medical Records
- R CHEO Boardroom
- S Clinical Engineering
- T Material Management
- U Shipping/Receiving
- V Environmental Services
- W Catering
- X Cafeteria

**SECOND FLOOR**

- A Rehab
- B Clinics C-1 - C-5
- C Front Lobby *
- D Oasis Coffee Shop
  (Mr. Sub, Starbucks and Pizza Pizza)
- E Clinics C-6 - C-10
- F Medical Day Unit (MDU)
- G Medical Imaging
- H Security
- I Emergency
- J Simulation/Sleep Lab
- K Staffing and Scheduling
- L Admitting
- M IDA KidCare Pharmacy
- N Helipad

*CHEO’s front lobby (C) contains the IDA KidCare Pharmacy, the Treehouse Gift Shop, the communications desk, and the info booth*
The fourth floor includes:
Inpatient Oncology on 4 North
Inpatient Pediatrics/Adolescent Medicine and Inpatient Infant/Toddler Medicine on the merged unit called - 4 East/West

The fifth floor includes:
Offices and Mental Health day unit - 5 North
Inpatient Surgery and Rehab services - 5 East
Fleurette Sabourin Andrews Child and Youth Library, Ronald McDonald House family lounge, and Offices - 5 West

The sixth floor includes:
Mental Health Inpatient Unit includes inpatient eating disorders - 6 North
Inpatient Mental Health - 6 East
Outpatient mental Health and Clinic C-14 - 6 West