



Patient and Family Welcome Guide

SickKids®



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Welcome checklist

We want to provide you with the warmest welcome possible. To help ensure your stay at SickKids is safe and positive, we need to share some information with you.

Feel free to check off items and take notes while the list is reviewed with you. If this checklist does not get reviewed with you, ask a staff member for information.

Immediately

The following items must be reviewed by staff with patients on admission.

- Patient ID band and allergies
- Medication reconciliation
- Infection Control
- Call bell (if applicable)
- Family ID badge

As soon as possible

The following items must be reviewed within 24 hours of admission or as soon as the family caregiver is available.

- Participating and partnering
- Patient and Family Rights and Responsibilities
- Monitoring your child
- Falls prevention
- Safe sleep
- Nursing shift handover
- Diet orders and breastfeeding
- Unit template
- Unit tour

Want to know more?



Want to know more, but aren't sure where to start? We put together this checklist of helpful information you may want to learn more about. To find information on these items and more, read through this guide, visit www.sickkids.ca/welcome, or ask a staff member.

Staying at SickKids

- Parking at SickKids
- Staying overnight
- Visiting a patient
- What should we bring from home
- How to be involved in your child's care
- School at SickKids
- Staying connected
- Communication boards

Getting the most out of your stay

- Shopping and eating at SickKids
- Child Life
- Family spaces
- Registering for school
- Where to do laundry
- Going home

Important things to note about your unit:

Unit name _____

Front desk phone number _____

Room number _____

Room phone _____

Unit manager _____

Notes



Welcome to SickKids

SickKids is dedicated to improving the health of children. Our mission is to provide the best in compassionate and child and family-centred care, to lead in scientific and clinical advancement, and to prepare the next generation of leaders in child health.

We know that staying in hospital can be a stressful experience, so we designed this guide to help answer some of your questions and guide your stay at SickKids. If you can't find the information you are looking for, please ask any of our staff and we will do our best to help you.

We hope that you have a comfortable and positive stay at SickKids.

A teaching and research hospital

SickKids is world renowned for paediatric care and research. We help train student doctors, nurses and other health-care professionals from teaching programs around the world. All students working in the hospital are under the supervision of our staff.

We also conduct research and during your stay you may be asked to participate to help us improve how we deliver care. This may be as part of an improvement project or a research study.

It is your choice whether to have care provided by students or participate in research and you have the right to say no. Saying no will not impact the care you receive at SickKids.

Services and resources available during your stay



Visit us on the web

www.sickkids.ca/welcome



Tune in to SKOOP on channel 41 for SickKids produced TV



Access our **FREE wireless Internet** service for all patients, families and visitors.

Wifi network: SickKidsGuest

Password: beourguest

Interpreter Services

Interpretation service is available for free. Please ask a staff member for more information.

Arabic تتوفر خدمة الترجمة مجاناً. للمزيد من المعلومات يرجى الإستفسار من مقدم الرعاية الصحية الخاص بك.

Chinese 提供免費口譯服務。請向您的醫護人員詢問詳細信息。

French Des services d'interprétation sont offerts gratuitement.
Renseignez-vous auprès de votre fournisseur de soins.

Hungarian Tolmács szolgáltatás ingyenesen igénybe vehető. (hozzáférhető)
A részletekről az orvosnál vagy az ápolónőnél lehet érdeklődni.

Korean 통역 서비스를 무료로 제공합니다.
자세히 알아보시려면 보건의료 제공자에게 문의하십시오.

Portuguese O serviço de interpretação está disponível gratuitamente.
Por favor, peça mais informação ao seu provedor de serviços de saúde.

Punjabi ਮੁਫਤ ਅਨੁਵਾਦ ਸੇਵਾ ਉਪਲਬਧ ਹੈ। ਵਧੇਰੇ ਜਾਣਕਾਰੀ ਵਾਸਤੇ ਵਿਰਧਾ ਵਰਕੇ ਆਪਣੇ ਸਿਹਤ ਦੇਖ-ਭਾਲ ਪ੍ਰਦਾਤਾ ਨੂੰ ਪੁੱਛੋ।

Spanish Servicio de interpretación es disponible de forma gratuita.
Para más información, por favor pregúntele a su proveedor de salud.

Tamil மொழிபெயர்ப்பு உரையாடல் சேவையினை இலவசமாகப் பெறமுடியும்.
இதுபற்றிய மேலதிக தகவலினைத் தயவுசெய்து ஆரோக்கிய பராமரிப்பு
வழங்குபவரிடம் கேட்டு அறிந்து கொள்ளுங்கள்.

Vietnamese Dịch vụ thông dịch có sẵn miễn phí. Hãy hỏi nhân viên
chăm sóc sức khỏe của bạn để biết thêm thông tin.



American Sign Language is available for free.
Please ask your healthcare provider for more information.

Patient and family rights and responsibilities



The Patient and Family Rights and Responsibilities defines the rights of patients and families when receiving care at SickKids, and their responsibilities towards staff and other patients and families. You'll find it posted throughout SickKids.

Participating and partnering

Your input and expertise is essential, and you may notice things the health-care team doesn't. Tell us right away if you ever notice a mistake, or see or hear something, that doesn't make sense or that worries you.

Patients and families who are informed and involved in their care stay safer. We encourage you to talk to us and ask us questions.

Working together with respect and understanding is the best way to keep patients safe.

Office of Patient and Family Experience

At SickKids, we believe that a positive patient and family experience happens through good communication, mutual respect, and true partnership between patients, families and staff.

We care about your experience and want to hear from you.

Is there something that you want SickKids to know?

If you have a question, comment, concern or compliment, please let us know. We encourage you to share these with your care team or unit manager; however, if this is not possible, contact the Office of Patient and Family Experience. We are here to listen and will help support you in your journey at SickKids.

What can the Office of Patient and Family Experience do for you?

- Provide a safe, supportive environment where you can share your comments, suggestions, and concerns.
- Listen to and support you through your experience.
- Help you get the information you need.
- Respond to your concern and offer assistance to resolve issues or problems.
- Investigate any concerns related to discrimination and racism in the delivery of care to you or your child.
- Assist everyone to communicate effectively with each other – patients, families, and staff.
- Ensure your feedback is shared with your health-care teams.
- If you need language and/or special communication supports to share your experience, please let us know in the Office of Patient of Family Experience. This service is free for patients and their families.

Contact us:

Tel: **416-813-6181**

Email: patient.experience@sickkids.ca



Submit your feedback online:

<https://www.sickkids.ca/en/patients-visitors/patient-feedback/patient-feedback-form/>



Visit the website for hours:

<https://www.sickkids.ca/en/patients-visitors/patient-feedback/>





Staying overnight

SickKids is located in downtown Toronto. The hospital's main entrance, located at 170 Elizabeth Street, is open 24 hours a day. For maps and directions scan the QR code to the right.



For the most up-to-date information about staying and visiting at SickKids, including any current restrictions, scan the QR code to the right.



Parking

[Parking](#) is available under the hospital. The garage entrance is located on Elm Street. The lot is automated and accepts cash and credit cards. Take a ticket when you arrive. Pay at a station when you leave. Pay stations are located in each of the P1 to P4 elevator lobbies.



It is okay to ask your visitors and members of your health-care team to wash their hands at any time.

Patient and family identification

An identification (ID) band will be placed on your child's arm or ankle and must be worn at all times. This ID band also lets us know if your child has an allergy.

To ensure your child is receiving the right care, staff will look at and scan the ID band when providing care. If the ID band is uncomfortable or comes off for any reason, talk to a nurse to get a new one. It's okay to ask our staff if they have checked your child's ID band.

Discounted parking

SickKids offers discounted parking passes for parents of patients and their frequent visitors. Check the SickKids website for more details, or visit the Parking Office, located on Parking Level 1 (P1).

Hand washing

Hand hygiene is the best way to prevent germs from spreading from one person to another.

Clean your hands with hand sanitizer or soap and water before entering and leaving the hospital, your child's room, and your unit.

Our staff will provide you with a Family ID badge. For security purposes, always wear the badge during your child's stay. Please note, only one caregiver is able to stay overnight on most units.

Staff you might meet

You will meet many people and your health-care team may change throughout your stay. Overnight and on the weekends, you will be cared for by different members of the team. For more information about the [staff you might meet](#) during your stay, visit our website.



Nursing shift handover

Nursing shift handover happens in patient rooms. This is when the incoming and outgoing nurses meet to share the most up-to-date information about your child and their care.

You are invited and welcome to attend nursing handover. You can choose to participate or not. If you choose not to participate, a required safety check will still happen in the room and handover outside of your child's room.

Nursing shift handover is an opportunity for you to:

- Meet your new nurse
- Better understand the plan of care, and share your goals and priorities for the shift
- Share concerns and unique knowledge about your child

At SickKids, we want to know what matters to you/ your child and family when you're admitted, to better understand your needs. We encourage you to fill out the sign on your door, and change it as often as you like, to increase your feelings of safety, collaboration with the healthcare team, decrease stress, and individualize your family-centred care. What matters to you, matters to us!

Comfort Promise

SickKids is passionate about preventing needle-poke pain and promoting comfort to our patients! Through our Comfort Promise initiative, all patients will be offered pain management techniques to prevent and minimize needle-poke pain. These techniques include comforting positions, distraction, sucrose/breastfeeding options, and pain-free skin numbing cream. Ask a member of your health-care team for more information.

Communication boards

Most rooms have a whiteboard for family and staff communication. We encourage you to use it to write information about your child, your questions for the health-care team or record information about your stay.

Visiting SickKids

Parents and caregivers are not considered visitors. You are welcome to be with your child at any time of the day or night.

Visiting hours for others are from 11 a.m. to 8 p.m. Visitors need to check in with the unit clerk and complete a health screening. Please ask family and friends not to visit if they are sick and check with your health-care team about unit visiting guidelines.

Sleeping at SickKids

Most children have their own room with a day-bed for one adult to spend the night. For safety reasons, we ask that you do not sleep in your child's bed. If you have concerns about this, please speak with your health-care team. Siblings cannot stay overnight for safety reasons. If you do not have a single room to sleep in, please ask your health-care team for support and information about other options.

Being away from SickKids

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

Let us know when you are leaving and when we can expect to see you or another family caregiver back. We will make sure that your child is taken care of while you're away.

Going home

When your child is ready to go home, your health-care team will help you to prepare. This may include providing you with information on how to care for your child at home, prescriptions for medications, follow-up appointments, and who to call if you have questions. If you have any questions or concerns about going home, speak with a member of your health-care team.

What to bring

To keep the environment safe and clean, it's important to keep your child's room as free from clutter as possible. Here are a few things you should bring from home:



Your child's health card



Any other health insurance information



Medications your child is taking at home or a photo of medications



Any legal custody documents



Your child's favourite toy



Activities, books, or school work



Toothbrush and toothpaste



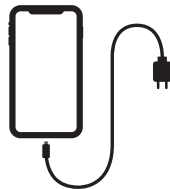
Hairbrush



Non-slip slippers or shoes



Comfortable clothes



Electronic devices/chargers



Special devices or equipment (hearing aids, glasses, wheelchairs, etc.)



Shopping and eating

SickKids has many services to support your stay at the hospital. We know that sometimes admissions are planned, but often they are not. SickKids has places to eat, shop for toiletries, medicine, clothes, toys, gifts and special foods.



Ask a staff member for help to find these services or visit our website for more information about where to [shop and eat](#) at SickKids.

Infant formula

For patients who require an infant formula or enteral (tube) formula the hospital carries/can provide a variety of options, however if your child uses a formula that is not a part of our usual inventory, you will be asked to provide the formula from home.

Breastfeeding at SickKids

Breast pumps and sterile breast pump kits are provided on each inpatient unit at SickKids. Ask your nurse for help when you wish to use the breast pump and for information about how to store your breast milk. Lactation consultants are available if you have concerns with decreased breast milk or have pain when you are pumping.

Breastfeeding rooms

Breastfeeding rooms are equipped with breast pumps but all other supplies for pumping need to be brought to the breastfeeding room.

Breast pump kit cleaning stations

These rooms are available for caregivers to wash and sanitize their breast pump kits. Ask staff on your unit for more information.

Meals for patients and families

Patients

Meals for patients can be ordered through our Meal Train program. Please ask your health-care team if your child is able to eat and if they require a special diet.

Vegetarian, kosher and halal meals are available. The Meal Train menu is available in the following languages: English, French, Tamil, Simplified Chinese, Traditional Chinese, Spanish, and Arabic.

Please ensure that no food or drinks are shared with other children on the unit.

Family and caregivers

You will have access to a microwave and a fridge on your unit. Feel free to bring food from home or outside the hospital for yourself. Check with your nurse before feeding your child food from home or outside.

If you do not want to bring or buy food in the hospital, you can order food to be delivered to your room through the guest tray program. Ask for this menu through the Meal Train office at extension 206622. These meals must be pre-paid at the Terrace Café.

How to order



Help your child select meals from the Meal Train menu you receive from the nurse. The menu will help you choose the right amount of food.



Dial 206622 from the telephone in your child's room during the following hours to have the meal delivered to your room:

Breakfast: 7:30 to 9:30 a.m. Lunch: 11:30 a.m. to 1:30 p.m.
Dinner: 4:15 to 6:15 p.m.



Someone from our Meal Train office will work with you to adjust the menu to meet your child's specific diet and/or allergies.



Family spaces

Family Centre

The Family Centre is where patients, families and visitors can go for health information, children's books, Story

Time, family education, faxing, printing, computers, and a place to sit and read.



Marnie's Lounge

Marnie's Lounge is a central activity room that provides a wide range of activities and therapeutic

programming opportunities for inpatients, outpatients, and their family members.



The Children's Library

The library is connected to the Family Centre and provides patients, siblings and families opportunities to sit and

read or check out books. Books are for ages 0 - 100!

All kinds of books are here including a teen collection, multilingual books and graphic novels.



Marnie's Studio

Marnie's Studio is an environment where patients and their families, including siblings and caregivers,

can interact in a non-clinical, healing place filled with natural light and soft colours. The studio is a fully equipped TV studio and performance space, designed to be open and flexible to accommodate patient and programming needs.



Samsung Space

Samsung Space is a therapeutic play and recreation area designed for inpatients, outpatients, and their families. This space offers a wide variety of therapeutic programming for children, along with video games, board games, computers, movies, and a seasonal outdoor garden patio.



The Women's Auxiliary Volunteers Play Park

This free service is for siblings of patients, children with clinic appointments and siblings of kids being treated in the Emergency Department. Children older than 2.5 years of age can be dropped off while parents and caregivers are on hospital property. Younger children are welcome with an adult.



Family Laundry Room

The parent laundry room is open 24 hours a day. The laundry room features two sets of high-density machines, is wheelchair accessible, and has ample space for sitting and folding laundry. Detergent is provided free of charge to families using the facilities.



Ronald McDonald House Toronto Family Room

The Ronald McDonald House Charities Toronto Family Room offers a soothing space of comfort, care, and compassion within the walls of the hospital. Due to space restrictions, the use of the Family Room is only available to certain units. Check with staff on your unit to find out if you are able to use the Family Room.



Sacred spaces and practices

These spaces are open 24/7 for quiet prayer and meditation.

Meditation & Contemplation Room

Muslim Prayer Room

Chapel

Indigenous Healing Space and Ceremonies

Indigenous ceremonies such as smudging can occur in various spaces in the hospital, including at the bedside. Please ask your healthcare provider for more information. Please contact patient.experience@sickkids.ca to connect with our Indigenous Health Navigator and Patient Experience Specialist.

Child and family resources

AboutKidsHealth

AboutKidsHealth.ca is a health information website available for patients, families and caregivers to learn about child health.

MyChart

MyChart is a secure, online patient portal that provides patients and authorized family members and caregivers access to parts of their SickKids' electronic health record, anywhere, at any time.

MyChart can be accessed online, via your favorite web browser, or you can download the app on iPhone or Android from their respective app stores. Add QR code or link to the site.



Child Life Specialists

Focusing on the social and emotional impact of illness and hospitalization, Child Life Specialists strive to promote a positive hospital experience for children and teens using play as a tool for socialization, preparation, expression of feelings, normalization and learning. Your child life staff can help prepare your child for medical interventions, provide support during procedures, and provide distraction, play and normalizing experiences, such as helping to arrange birthday and other holiday celebrations!

Indigenous resources

If you would like information about Indigenous (First Nations, Inuit, Métis) resources in the community, please contact health.equity@sickkids.ca, or visit the Family Centre.

Creative Arts Therapy

Our music therapists, art therapists and therapeutic clowns use a variety of approaches to connect with children and teens. Sessions focus on a patient's strengths and areas of interests and can be a great coping support while in hospital. Speak to a member of your child's health care team to have a consult placed for Creative Arts Therapy.

PAWS (Pets at Work Program)

Friendly, specially trained dogs visit some units of the hospital. The dogs are not able to visit certain units due to medical reasons. Ask your unit child life specialist for more information.

Play rooms

Play rooms and activities are available on most units. Play rooms are only for patients - siblings and friends are not allowed. If your child cannot leave their hospital room, please speak with a Child Life Specialist on your unit.

Resource Navigation Service

The Resource Navigation Service provides support to patients and caregivers who require information and assistance with applying for resources to address their healthcare-related costs, as well as other specific needs. We provide assistance with form completion, gathering documents for applications, and assist with patients transitioning to the adult system.

School work

The Toronto District School Board and Conseil scolaire catholique MonAvenir offers instruction to elementary and secondary school students during their stay in the hospital. Visit the Family Centre or ask a staff member on your unit for details.

SickKids TV

Each patient room has a free television with cable. SickKids also has its own channels which show patient-centred programming 24/7. Check out Channel 39: movie channel; Channel 40: sensory fish tank; Channel 41: The SKOOP broadcasting interactive live shows, fun replays, and mindfulness-based bedtime routines; and Channel 49: SK49, the Caregiver Information Channel, where you can find all the information you need about your stay at SickKids.

Volunteer resources

Volunteers provide a number of services to support patients and families, including play opportunities and respite care. Ask a staff member for more information.

Your team

You will meet a lot of people during your stay at SickKids. Use this page to help you keep track of your team members and what they do. If a staff member you don't know comes into your room, you have the right to ask for an introduction.

Name _____

Role _____

What they do _____

Contact info _____

Name _____

Role _____

What they do _____

Contact info _____

Name _____

Role _____

What they do _____

Contact info _____

Name _____

Role _____

What they do _____

Contact info _____

Name _____

Role _____

What they do _____

Contact info _____

Name _____

Role _____

What they do _____

Contact info _____

Name _____

Role _____

What they do _____

Contact info _____

Name _____

Role _____

What they do _____

Contact info _____

Health tracking

You will hear a lot of information and medical terminology during your stay at SickKids, and we know it can be hard to understand or remember what your health-care team tells you. Write down information you want to remember. To make it easier, we've put together a few suggestions to help you track important information about your child.

Don't be embarrassed or afraid to ask for simpler explanations of your child's condition, tests, procedures or treatment plan. If you hear words you don't understand, ask for an explanation.

If you choose to record private health information, please take care not to misplace this guide.

Why are you at SickKids?

Write down your child's diagnosis and/or the reason for admission to the hospital.

Goals during admission

Write down what is important to you during your stay.
Do this as often as you like and share your goal(s) with your health-care team.

You have the right to know what tests and procedures are part of your child's treatment.

Ask your health-care team at any time if you want more information about your child's treatment plan or if you would like to know results from test or procedures.

Tests and results

Significant events

Outcome

Information from my health-care team

My questions for the health-care team

Write down your questions as soon as you think of them,
so you won't forget when your health-care team is in the room.

Planning for home

As you start to plan to go home, use this space to track important discharge information.

Questions about going home

Question

Response from my health-care

What to do...

If this happens

I should contact/go see

Contact info

Going home to-dos

Jot down tasks you need or want to do before you go home

Notes



We hope the Patient and Family Welcome Guide helps make your stay at SickKids more comfortable. Please let us know what you think about the Welcome Guide by completing this survey. Thank you for your feedback.

SickKids[®]

General inquiries: 416-813-1500

Patient information/locating: 416-813-6621

555 University Avenue, Toronto, Ontario, Canada M5G 1X8

www.sickkids.ca