

General Policies

Scent Free: We have a scent free or fragrance free policy. We ask that you do not wear scented products. Some patients and staff might have allergies to fragrance.

Flowers: We do not allow flowers in the unit for 2 reasons: our no scent policy and because of limits on space.

Food and Drinks: Leave food and drinks outside the unit. If the patient asks you to bring in food, please check with the nurse first to make sure it is okay to do so.

Cell Phones: To keep the noise down,

- Put your phone on vibrate or turn it off before entering the unit.
- Leave the unit to make calls.

Photos: Personal photos can only be taken of the patient after the patient or a substitute decision maker has agreed and signed a release form.

Food Services in the Hospital

- **The Cafeteria**
Located in the basement level of the Health Care Centre
Open 7:00AM to 5:00PM (Monday to Friday), 7:30 AM to 2:00PM (weekends)
Closed on statutory holidays
- **Tim Horton's**
Located on the basement level of the Health Care Centre
Open 6:30AM to 9:30PM daily
- A variety of restaurants are located across from the hospital on Columbia Street. Save-on-Foods has a deli with prepared sandwiches, salads, and entrees.

We welcome your feedback

Your feedback is important to us. We want to know what we are doing well and what we can improve on.

Immediate concerns can be addressed by the nurse-in-charge. If your concerns are not addressed to your satisfaction, ask to speak with the unit manager.

Our mission

Excellence in the care of critically ill patients through the delivery of ethical, evidence-based practice, and active participation in research and education.

Royal Columbian Hospital
330 E. Columbia Street
New Westminster
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www.fraserhealth.ca

This information does not replace the advice given to you by your healthcare provider.

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To order: patienteduc@fraserhealth.ca

Cardiac Surgery Intensive Care Unit Visitor Information

Royal Columbian Hospital



**Located on the 2nd floor
of the Health Care Centre
(Green Zone)**

604-520-4725
(Direct line)



The Cardiac Surgery Intensive Care Unit (or C.S.I.C.U.) provides 24-hour care to those who had heart surgery or are critically ill from heart failure.

It is common in Critical Care areas for us to wear special gowns and gloves while giving care. There are different reasons why we might do this and we are happy to explain them to you.

Preventing infection

To help prevent the spread of germs, we ask you to clean your hands before entering and again when leaving the unit.

To clean your hands, either wash your hands with soap and water or use alcohol-based hand rub located throughout the unit.

The nurse will let you know if added precautions are needed, such as masks, gloves, and/or special gowns.

Please do not visit if you are sick.

Private space

We have very limited private space. We often use our conference rooms for family conferences. The nurse in charge will try to arrange the space for you if needed.

Visiting

We welcome immediate family and significant others to visit. The patient or immediate family must agree to other visitors. Before bringing children to visit, check with the nurse.

Our visiting hours are 24 hours a day, seven days a week. There is limited space in the unit so we kindly ask that only 2 visitors per patient come in at a time. You can switch places with another visitor if there are more than 2 visitors in the hospital at the same time.

We have a daily rest period for patients from 1:00PM to 3:00PM. During this time, we turn out the lights and keep the unit quiet for patients to rest and recover. This time is especially important for those who have recently had surgery. If you wish to visit during this time, please check with the nurse ahead of time.

There might be other times when we ask you to wait, such as for patient care, team care rounds, safety reasons, and during shift change (7:00 to 8:00AM and 7:00 to 8:00PM). If asked to wait, please be patient. Patient care always takes priority. If you have been waiting a long time, let us know.

To enter the unit, please **use the intercom** on the wall in the waiting area **each time you visit.**

Communicating with us

The care team is happy to discuss the patient’s condition with immediate family members and/or significant others. To help streamline communication, we ask you to pick 1 person to be the main contact for the family. We ask that the family contact pass on any relevant information to other family and friends.

Please give us:

- the name and phone number of the family contact
- a list of other family and friends who are welcome to visit

Patient Belongings

Please bring in the following items as soon as possible:

- ☐ Hair brush, comb, deodorant, shaving supplies
- ☐ Hearing aids (with spare batteries) glasses, dentures
- ☐ Non-slip slippers (if the patient is getting up in a chair or walking)

Because we have limited space, please take the patient’s other personal belongings and valuables home.

Taking care of yourself

When someone you know is very ill, you might feel any number of things – shock, anxiety, sadness, anger, restlessness, trouble concentrating – to name just a few. These are all expected and ‘normal’.

One of the most important things for you at this difficult time is to take care of yourself. Your health and wellness is important to your loved one and to us.

Tips for taking care of yourself:

- Eat regularly.
- Take time to sleep.
- Go for a walk or stretch.
- Allow yourself to ask for help.

If you need support or need help with accommodations or finances/legal matters related to the patient in hospital, our social workers are available Tuesday to Friday, 8:00AM to 4:00PM.

Should you wish for spiritual support, we can ask one of our spiritual health professionals to visit.