

## 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](http://www.fraserhealth.ca)

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

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# Intensive Care Unit Visitor Information

Royal Columbian Hospital



**Located on the 2<sup>nd</sup> floor  
of the Health Care Centre  
(Green Zone)**

**604-520-4576**  
(direct line)



The Intensive Care Unit (or I.C.U.) provides 24-hour care to those who are critically ill.

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.

### 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. However, there might be times when we ask you to wait, such as for patient care, team care rounds, safety reasons, and during shift change (7:00 to 8:00<sub>AM</sub> and 7:00 to 8:00<sub>PM</sub>). 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**.

### Preventing infection

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

Wash your hands at the sink just inside the unit. Clean your hands often while in the unit by either washing or using alcohol-based hand rub (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.**

### 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 patients other personal belongings and valuables home.

### 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

### Private space

We have very limited private space. We often use our conference rooms for family conferences. However, they can be used for other purposes as needed.

If you wish to use a conference room for privacy, please ask to speak to the nurse in charge. We ask that you leave the room during daily cleaning.

### 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 9:00<sub>AM</sub> to 6:00<sub>PM</sub>, 7 days a week.

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