

Preventing infection

To help limit the spread of germs, always clean your hands before entering and again when leaving the unit. You can wash at the sink just inside the unit.

Clean your hands often while in the unit by either washing or using alcohol-based hand rub located throughout the unit.

The nurse lets you know if added precautions are needed, such as masks, gloves, and special gowns.

Please do not visit if you are sick.

General policies

Scent Free: We are scent free and fragrance free. Please do not wear scented products. Some patients and staff might have allergies to scents.

Flowers: We do not allow flowers in the unit because of our no scent policy.

Food and Drinks: Many of our patients cannot eat or drink. Please be mindful that watching you eat or drink might be distressing to the patient.

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, please put your phone on vibrate or turn it off before entering the unit. Please leave the unit to make calls.

Electronic Devices: You can bring in devices with headphones for music and other recordings. We are not responsible of any devices or other valuables left with the patient. Label any devices you leave.

Photos: We do not allow photos, videos, or audio recordings of patients, staff, or equipment connected to the patient without first checking with the nurse or social worker.

Patient belongings

We might ask you to bring in items such as hearing aids and batteries, eyeglasses, and dentures. Because of limited space, please take home all other valuables and personal belongings.

Food services

Cafeteria Level 2
East Building (Orange Zone)
Open weekdays 8:00 a.m. to 5:00 p.m.
Open weekends 9:00 a.m. to 1:00 p.m.

Tim Hortons Level 2
East Building (Orange Zone)
Open weekdays 6:30 a.m. to 6:30 p.m.

Second Cup Coffee Level 1
Critical Care Tower (Green Zone)
Open 24 hours a day

Other food services

A variety of restaurants and cafés are located across from the hospital on King George Boulevard and 96th Avenue.

Help us improve

How is your care experience today?

Let me share my thoughts

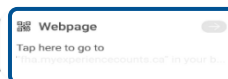
Please take our **Real Time Patient Experience Survey**

Step 1

Using a smart device:

- Open the camera and hover over this Quick Response (QR) code, **or**
- Download a QR Code Reader app then scan the code, **or**
- Enter this web address into your web browser.
tinyurl.com/SMHCritCare

If you see this message, tap on the link to start.



Step 2

Take the survey. It takes about 5 minutes. Please leave out any personal information.

Any time you have an urgent question or concern about our care, please speak with the care provider, the patient care coordinator, or the unit manager.



Your feedback is valuable and helps us improve the patient experience. We are committed to Patient Family Centred Care. Thank you!

Surrey Memorial Hospital
13750 96th Avenue
Surrey, B.C. V3V 1Z2

www.fraserhealth.ca

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

Catalogue #251875 (May 2023)
For more copies: patienteduc.fraserhealth.ca

Intensive Care Unit Visitor Information

Surrey Memorial Hospital



**Located on the 5th and 6th floors
Critical Care Tower**

**Tower 5 Intensive Care Unit
604-588-3306** (Direct line)

**Tower 6 Intensive Care Unit
604-588-3315** (Direct line)



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.

Our Intensive Care Unit provides 24-hour care to those who are critically ill.

It is common 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.

Communicating with us

The care team is happy to discuss the patient's condition with immediate family.

To help streamline communication, we ask you to pick one person to be the "main contact". We ask that the main contact be the person to pass on any relevant information to others. This allows us to focus our time on the patient's care.

Please give us the name and phone number of the person who will be the main contact.

Interpreter services are available in many languages. Let us know if you would like us to arrange for an interpreter.

Immediate family: spouse or partner, parents, siblings, children, and any other person who is important to the patient whether related or not.

Visiting

Those who matter most to the patient are a key part of the healing process. We welcome immediate family and close friends to visit. Before bringing children to visit, check with the nurse.

Our visiting hours are 24 hours a day, 7 days a week. There might be times when we ask you to wait, such as for patient care, safety reasons, and during shift change. We know this can be frustrating. We ask for your patience. Patient care and safety always take priority.

To enter the unit, **use the intercom** on the wall outside the double doors **each time you visit**. The door are locked at all times. Please wait for us to unlock the door.

We have a large waiting area for each Tower 5 and 6 units. This is a shared space. Please keep the area clean. Keep your personal items with you.

Planning your visits

While critical care can be unpredictable, these guidelines will help you plan your visit.

Please keep in mind – every one of our patient's needs are different and can change each day.

A quiet presence: The patient is here because they are critically ill and their body needs rest to heal. A quiet presence can help with healing. Constant touching and talking can keep them from getting the rest they need.

Shift Change: This is from 7:00 to 9:00, morning and evening.

The patient's current nurse reports vital information about the patient's care to the next nurse. To make sure nothing is missed, it is important these nurses do not have any distractions.

Following the report, the next nurse assesses the patient completely. This allows the nurse to compare the report information with their own findings. The nurse also does safety checks to confirm that all equipment, monitors, intravenous lines, and medicines are correct and working properly.

You might be asked to wait outside during this time.

Changes in visiting: Each patient has different health needs. As the patient's situation changes, so can visiting. In some cases, we might limit how many can visit at one time. In other cases, we might encourage multiple visitors. We make every effort to support your visits within the range of care situations.

Phone calls: You might not be able to come to the hospital to visit for many reasons. We welcome phone calls from the patient's main contact. We ask that others contact the main contact for updates and information.

Getting medical updates

Many people expect updates from the doctor. In critical care, the patient's nurse is the one who gives the daily medical updates to the main contact. The nurse or social worker can organize formal planned family meetings with the doctor when needed.

Taking care of yourself

During this time, 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 to do at this difficult time is to take care of yourself. Your health and wellness is important to the patient and to us.

Ways to take care of yourself:

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

Our social workers are available every day, 8:00 a.m. to 7:00 p.m., if you need support, help with a place to stay, or help with finances or legal matters related to the patient.

For spiritual support, please speak with the nurse about arranging this.