

# Welcome to Pediatrics

Royal Columbian Hospital



We use a family-centred, child-friendly approach to care.

We value the emotional, physical, social, and spiritual safety and well-being of the children we care for and their families.

Use this booklet to become more familiar with our unit.

Pediatrics Unit, 3<sup>rd</sup> floor, Health Care Centre (Green Zone)

Phone number: 604-520-4558



## Clean hands protect everyone

Everyone must clean their hands often at a sink with soap and water, or with hand sanitizer to help prevent the spread of germs.



### Key times for clean hands:

- before entering and before leaving your child's room
- before and after eating and drinking or feeding your child
- before and after expressing breast milk or preparing a bottle
- after using the toilet or helping your child use the toilet
- after changing a diaper



## Parents and visitors

Parents are not visitors. You play an important role in helping us care for your child. You know your child best and can help us to understand your child.

We encourage you to help your child with these activities:

- bathing, feeding, diapering
- giving comfort
- explaining care and treatments
- distracting with reading, stories, games, and play

A parent is welcome to stay with their child throughout the hospital stay. For safety and space reasons, we can only supply one folding bed for each child's bedside. If a parent is not able to stay, another caregiver can stay in their place. Just tell us who that will be.

Visitors are welcome. Visiting children must be with an adult at all times while in the hospital. Sometimes we need to limit visitors, such as if a child has an infection (see the section on Added Infection Precautions).

## White board

Each room has a white board. We update it every day so you know who is looking after your child and what to expect.

You can write any questions and concerns on the board. Use the board as another way to tell us what you want to know or what you want us to know.

UNDERSTANDING MY STAY			
Today's Date:	My Nurse/s:	My Preferred Name:	Message or Questions from me or my family
My Doctor Today:	I want/Special Instructions:		
My Goal or Plan for today:			
I am Going Home on:			
			

Example of a white board

## Added infection precautions

If your child is on added infection precautions, this means we are trying to keep germs from spreading to other patients, families, visitors, and the healthcare team.

You and your child must stay in the room as much as possible.

We wear Personal Protective Equipment (PPE) such as gowns, gloves, eye protection, and masks when caring for your child.

Any toys and games supplied by the unit must remain in the room until staff can clean them.



## Slips, trips, and falls

Most slips, trips, and falls can be prevented. Here are some tips for keeping you and your child safe.

When your child is in the crib, bassinet, or bed, please make sure the side rails are all the way up and locked in place.

For older children and youth, the call bell should be easy to reach. Remind your child to get help moving around the room or unit in any of these situations:

- They feel dizzy, light-headed, or unsteady.
- They need help moving tubes, cords, or machines.
- They have just had surgery or medicine for pain.

Please make sure your child is wearing non-slip footwear when walking about the room, unit, or hospital. Either bring in shoes or slippers, or ask us for non-slip socks.



Remind your child to always walk, not run, in the hospital.

Please keep the floor around the bed clear of items and furniture so we can care for your child quickly and safely.

For sleeping, it is safest to do these things:

- Put your child in their own bed to sleep.
- Place your child in their own bed when you are feeling tired or sleepy.
- Do not share a bed with your child.

These actions reduce the chances of falls, tubes being pulled out, and any harm to your child. To learn more about “safer sleep”, ask your nurse.

## Safety and security

A hospital identification (ID) band must be kept on your child during their stay. If it falls off, ask your nurse for a new one. We check the band to make sure we are giving the medicines and care ordered by the doctor for your child.



Every member of the healthcare team wears Fraser Health photo identification. If you are not sure who a staff member is, please ask. Do not allow your child to go with someone who does not have proper identification.



## Machines and tubes

We might use different machines as part of your child's care. These machines have alarms and are not there to scare you. The alarms tell the nurse of a change, help us care for your child, and keep your child safe.



Please press the call bell to let your nurse know when a machine is sounding an alarm. **Only trained staff should touch the buttons** on any machine. Please tell your child not to touch or play with the machine.



Watch that your child doesn't trip over or get tangled in any tubing or cords.

Remind your child not to climb or ride on any of the machines or stands.

## Medicines

Tell us if you have brought in any medicines from home so we can review them with you. We compare the medicines your child takes at home with the ones we supply to make sure your child gets all the medicines they need.



Usually, we supply all your child's medicines while they are in the hospital. We let you know if you need to bring in a medicine from home.

We have a pharmacist who can answer questions about the medicines we are giving your child. The pharmacist reviews the medicines, checks to see how they are working, and suggests changes if needed.

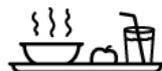
When giving medicines, expect us to check your child's identification band and confirm your child's full name and date of birth. This is one of our safety checks to make sure we are giving the right medicine to the right person.

Please talk to your nurse or the pharmacist if you have questions about the medicines and our safety checks. Some questions you might have for us:

- *What is this medicine called?*
- *Why is my child getting this medicine?*
- *How is this medicine given to my child?*
- *What time of the day will my child be given this medicine?*
- *Can my child take this medicine with other medicines?*
- *What side effects does this medicine have?*

## Meals

Hospital meal trays are **only for patients**. Parents and visitors can find food services within the hospital. See the back of this booklet.



Meal trays come 3 times a day at breakfast, lunch, and dinner. We might also deliver snacks to some children, depending on their health needs.

Please let your nurse know if your child has a food allergy or any special food needs.

Some families wish to bring in meals or snacks for themselves or their child. Please check with your nurse to see what type of food your child can have and where you can keep the food.

## Television and Wi-Fi

You can bring in your own device to entertain your child or yourself.

To connect to our Wi-Fi, select “Fraser Health Guest” from the Wi-Fi list, review the terms and conditions, then select “Proceed”.



## Parking and transit

Pay parking on the hospital site is limited. Imperial Parking monitors the parking. The surrounding neighborhood has **strict** parking restrictions.

Buses stop outside the hospital.

## Smoke-free, scent-free, and latex-free

For the health and safety of everyone, we are smoke-free, scent-free, and latex-free.



We do not allow smoking, vaping, or use of e-cigarettes within the hospital or on our surrounding property.

Please do not wear or use any scented products (such as perfumes, aftershaves, or colognes).

If bringing in flowers, only bring scent-free flowers. We do not allow strong scented flowers like lilies or lilacs.

We allow only Mylar®-type balloons.

## Items you might want to bring from home

For your child (depending on their age):

- toothbrush
- toothpaste
- shampoo
- hairbrush
- slippers or shoes with non-slip soles
- comfort items such as a stuffed animal, a blanket
- favourite activity books, story books



For you:

- toothbrush
- toothpaste
- change of clothes
- meals and snacks
- chargers for electronic devices

## **Time away from the unit**

Sometimes children can leave the unit with a parent or caregiver for a short time. Please check with your child's nurse before taking your child off the unit. Make sure your child will not miss any medicines or care.

We ask that your child stay on hospital grounds. Let your child's nurse know where you will be in case we need your child back on this unit.

Always sign your child out and back in at the nursing desk.

## **Taking your child from the hospital**

We let you know what day we expect your child can go home. We don't set any specific time for this though.



Before you leave, your nurse reviews any special instructions, prescriptions, and follow-up appointments. We list all this information on a form and ask you to sign that we gave you information. We give you a copy of the form.

The best way for us to know if we did a good job of explaining these things is for you to explain it back to us in your own words or show us how to do a specific activity.



## Help us improve

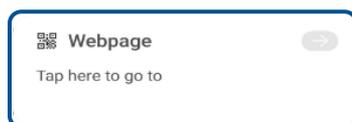


### Step 1. Using your smart device:

- Open the camera and hover over this Quick Response code, **or**
- Download a QR Code Reader app to your device then scan this code.

Scan this QR code, or visit [tinyurl.com/RCHpedsSurvey](http://tinyurl.com/RCHpedsSurvey)

### Step 2. Look for this message. Tap this webpage link to start the survey.



### Step 3. Take the survey. It takes about 5 minutes. Please leave out any personal information.

If you prefer, you can ask us for a paper copy of the survey.

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



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

Pediatrics Unit  
Royal Columbian Hospital  
330 East Columbia Street  
New Westminster, B.C. V3L 3W7

Parking rates and options  
Hospital map



### **Food services**

Our cafeteria is located in the basement of the Health Care Centre (Green Zone). They offer a variety of meals, snacks, and drinks.



Vending machines with snacks and drinks are located in a few areas within the hospital.

[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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To order, visit [patienteduc.fraserhealth.ca](http://patienteduc.fraserhealth.ca)