

# The Montreal Children's Hospital Welcome Guide



Hôpital de Montréal  
pour enfants  
Centre universitaire  
de santé McGill



Montreal Children's  
Hospital  
McGill University  
Health Centre

# Welcome to the Montreal Children's Hospital of the McGill University Health Centre.

This guide contains information about the hospital and its services, and provides a better understanding of what to expect during your child's stay at the hospital.

The Montreal Children's Hospital is part of the Glen site along with the Royal Victoria Hospital, the Cedars Cancer Centre, the MUHC Research Institute and the Montreal Chest Institute.

## **The Montreal Children's Hospital**

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Montréal, QC H4A 3J1  
514-412-4400

 [thechildren.com](https://thechildren.com)


 [lechildren](https://facebook.com/lechildren)

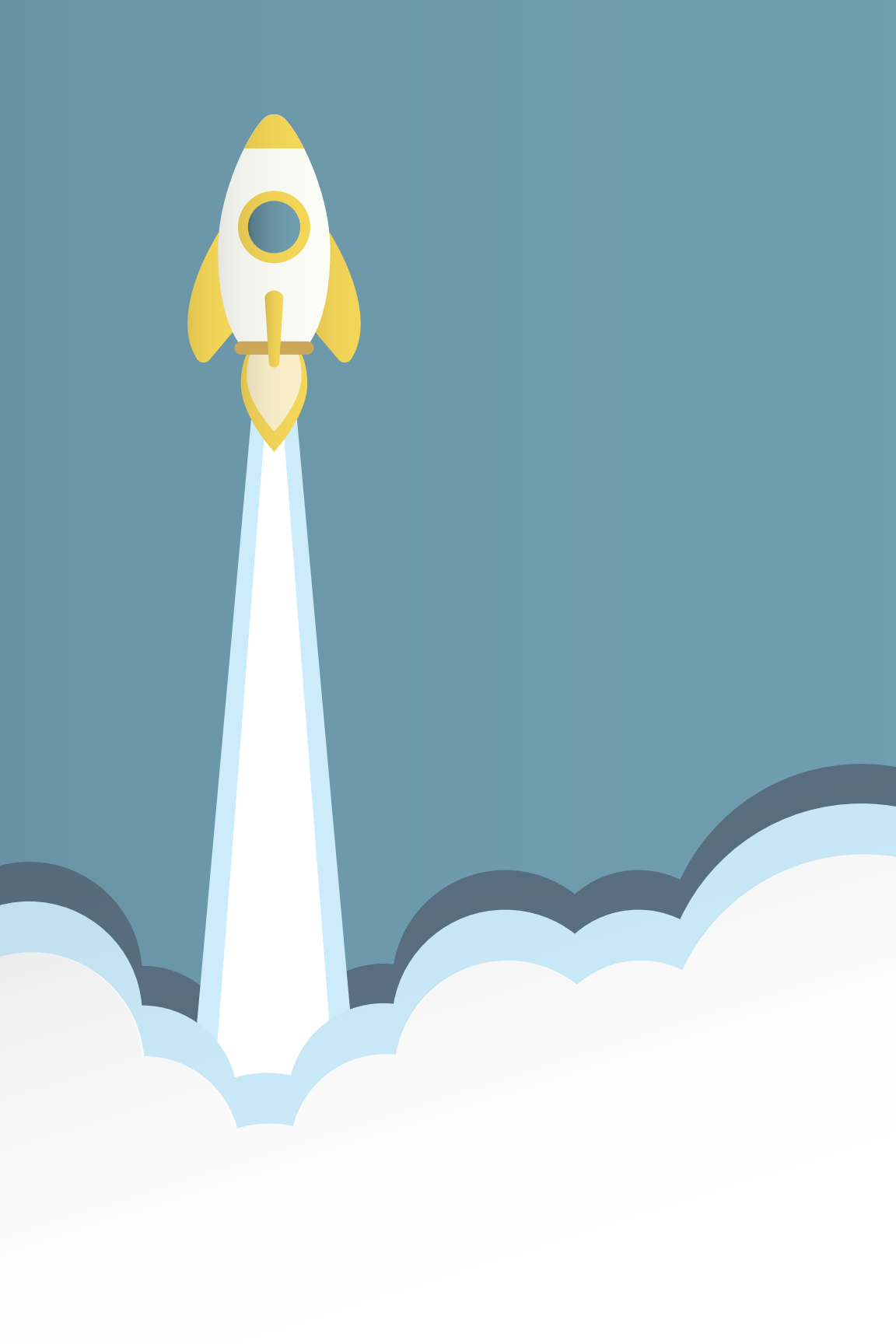
 [lechildren](https://instagram.com/lechildren)

 [HopitalChildren](https://twitter.com/HopitalChildren)

# The Children's Mission

The Montreal Children's Hospital is fully committed at every moment through every action to helping children and families maintain health and well-being through advanced clinical care, research, training, advocacy and innovation.





# **Making your stay easier**

These 7 key points cover what you need to know when your child is in the hospital.

**01** Parking Options

**02** Wifi & TV

**03** Food & Retail

**04** Visiting Guidelines

**05** Patient Safety

**06** Care Team

**07** Support Services

# Parking Options

The underground parking lot for patients and visitors is located underneath the main entrance.



## Parking

You can access the underground parking lot via Décarie Blvd. Flexible rates are available for daily and weekly parking.

There are drop-off areas for patients at the Children's main entrance, and at the Emergency entrance underground on level S1.

## How to pay

Payment kiosks, which accept Visa, MasterCard and cash (*bills only, no coins*) are located on **Level P1** (*corresponding with level S1 in the hospital*) outside the Children's Emergency entrance, and **Level P2** in front of the elevators.

The Parking Office (*A RC.1000*) at the main entrance near the Information Desk accepts Visa, MasterCard, and debit cards. The office is open Monday to Friday from 7:00 a.m. to 5:00 p.m.

You can also pay for daily parking by credit card (*Visa or MasterCard*) at the exit gate when you leave the parking lot.

## Reduced rate pass

You can purchase a reduced rate parking pass (30 days) at the Parking Office if your child has numerous clinic appointments or will be in hospital for several weeks. One- or two-week passes may be purchased at the payment kiosks.

## Express parking

The Express parking lot is located outside the Children's main entrance. There are no reduced rate passes available for this area.



# Wifi & TV

The Montreal Children's Hospital provides free basic Wi-Fi Internet access to patients and visitors for use on mobile devices.



## Wifi

### **CUSM-MUHC-PUBLIC**

Username: public

Password: wifi



## Computers

Computer workstations with internet access are available in the National Bank Family Resource Centre and Library on the main floor (RC), as well as in the TD Child Life and School Services Activity Centre on level S1.



## Television

Patient rooms have televisions with an entertainment package, which includes a number of channels as well as Netflix. It is available at no charge.

# Food & Retail

The Children's has a variety of food and retail outlets.

ATM

## Automated teller

ATMs are located on level S1 in Block A (*Montreal Children's Hospital*), and on S1 and RC in Block C (*Royal Victoria Hospital*).



## Cafeteria

The cafeteria is located on level S1 of Block C. An outdoor terrace is open from May to October. The cafeteria accepts cash, debit and credit cards.

### OPENING HOURS

Monday to Friday: 7:00 AM to 7:00 PM  
Saturday, Sunday, and holidays:  
9:00 AM to 7:00 PM



## Stores and services

### AT THE HOSPITAL

There are restaurants and retail outlets offering convenient access to food and other merchandise on the ground floor (RC) and S1, as well as in blocks C and E. For a complete list and opening hours, visit [thechildren.com/food](https://www.thechildren.com/food).

### WITHIN WALKING DISTANCE

There are a number of shops and services within a 10-minute walk of the hospital on Sherbrooke St. between Decarie Blvd. and Victoria Ave.

# Visiting Guidelines

Your child's nurse can provide you with details about the unit's visiting policy.



## Visiting Hours

General visiting hours for family members and friends are daily from 8:00 a.m. to 9:00 p.m. except for the NICU where visiting hours are 1:00 to 9:00 p.m.



## Parents

Parents are welcome at all times and are encouraged to take part in their child's care. On most units, one parent may stay overnight and sleep on the sofa in their child's room.

If you or other family members from out of town need a place to stay, Social Services (ext. 24455) can provide information about lodging near the hospital.



## Other visitors

In general, children under 12 years old may visit a patient but they must be accompanied by a parent.

**Fostering patient and family-centered care is a primary goal at the Montreal Children's Hospital, and our staff continuously strive to ensure that families are true partners in their child's care.**

The patient and family-centered approach also focuses on the importance of communication, and values everyone's role, whether staff member, family member or the patient themselves, in communicating concerns as they relate to a patient's care.

For more information, visit [thechildren.com/PFCC](https://thechildren.com/PFCC).

# Patient Safety

Your child's safety is a top priority for everyone at the Children's and you play an important role in working with your child's care team to ensure their safety.



## Speaking up

Ask questions. Tell us if you have a concern. Let us know if something doesn't seem right.



## Preventing Falls

Keep the bed or crib rails up when you're not next to your child.



## Helping to fight germs

Wash your hands when entering and exiting your child's room. Ask your visitors to wash their hands, and remind us to wash our hands too.



## Checking your child's I.D.

Keep the I.D. bracelet on your child at all times. Remind us to check the bracelet when providing care and treatments.



## Keeping skin healthy

Watch for red or irritated skin and tell us if you notice it.



## Pill skills

Know your child's medications and what they are for.



## Preparing to go home

Tell us how we can prepare you to care for your child at home. Ask us what symptoms to watch for. Ask us what to do if a problem occurs.



## You're an expert too

You know your child best. Help us get to know their likes and dislikes. You have information that will help us better care for your child; please share it.



## Having a cold or flu

To ensure the safety and well-being of your child and other patients on the unit, please do not visit the hospital if you have a cold or the flu.



## Bringing balloons

Only mylar (*aluminum*) balloons are allowed in the hospital.

# Your Child's Care Team

The Montreal Children's Hospital is a teaching hospital, so in addition to doctors, nurses and other healthcare professionals, your child's team may include nurses in training, medical students and residents.



## Nurses

Each patient floor has a nurse manager who works with a team of pediatric nurses. These nurses are responsible for your child's treatment plan and evaluating your child's response to this plan. Nurses advise other members of your child's care team if there are any changes in your child's condition.

## Physicians and surgeons

The staff physician or staff surgeon is in charge of your child's care and might be assisted by a team including doctors, residents and medical students. At any time, one of the hospital's specialists such as a gastroenterologist or hematologist may be asked for help in evaluating your child's condition.

## Other Care Team Members

Patient Care Attendants  
Physiotherapists and Occupational Therapists  
Pharmacists  
Respiratory Therapists  
Technicians (e.g. x-rays, blood tests)  
Nutritionists  
Child Life specialists  
Social Service professionals  
Spiritual Care professionals  
Unit coordinators  
Housekeeping staff

**Hospital staff and volunteers must wear their I.D. name tags at all times. If you are not sure who is approaching your child, do not hesitate to ask them to show proper identification.**



# Support Services

The Children's provides a number of important services in addition to your child's medical care.



## Child Life and School Services

Child Life specialists provide preparation and support for medical procedures, activities for patients, and developmental stimulation for children.

The TD Child Life Activity Centre (*level S1 of Block B*) is the main playroom for inpatients, and opens to the Rio Tinto Alcan Outdoor Play Area and Garden. Child Life staff also hold activities in the playrooms on inpatient units.

Child Life also organizes the Pet Therapy and Dr. Clown programs. Elementary and high school teachers are on staff to help patients with their schoolwork.



## Family Resource Centre & Library

The National Bank Resource Centre's librarians can provide information on your child's medical condition, assist with internet searches, and help you learn about support groups.

The centre has a family conference room, internet access and printers, and an extensive health library.

Drop by during opening hours (7 days a week), or visit the library's website to find a list of library resources, reserve books or request information.

**A RC.1107**

**Telephone: ext. 22383**  
**[mchfamilylibrary.ca](http://mchfamilylibrary.ca)**



## Volunteers

Volunteers provide support to patients, families, and staff. A volunteer can stay with your child while you run an errand or get something to eat. Ask one of your child's care team members for more information.



## Interpreters

The hospital's Sociocultural Consultation and Interpretation Services (SCIS) can help provide interpreters for families who do not speak English or French.



## Spiritual Support

The hospital's Spiritual Care professionals provide support and assistance to families during their child's hospital stay.

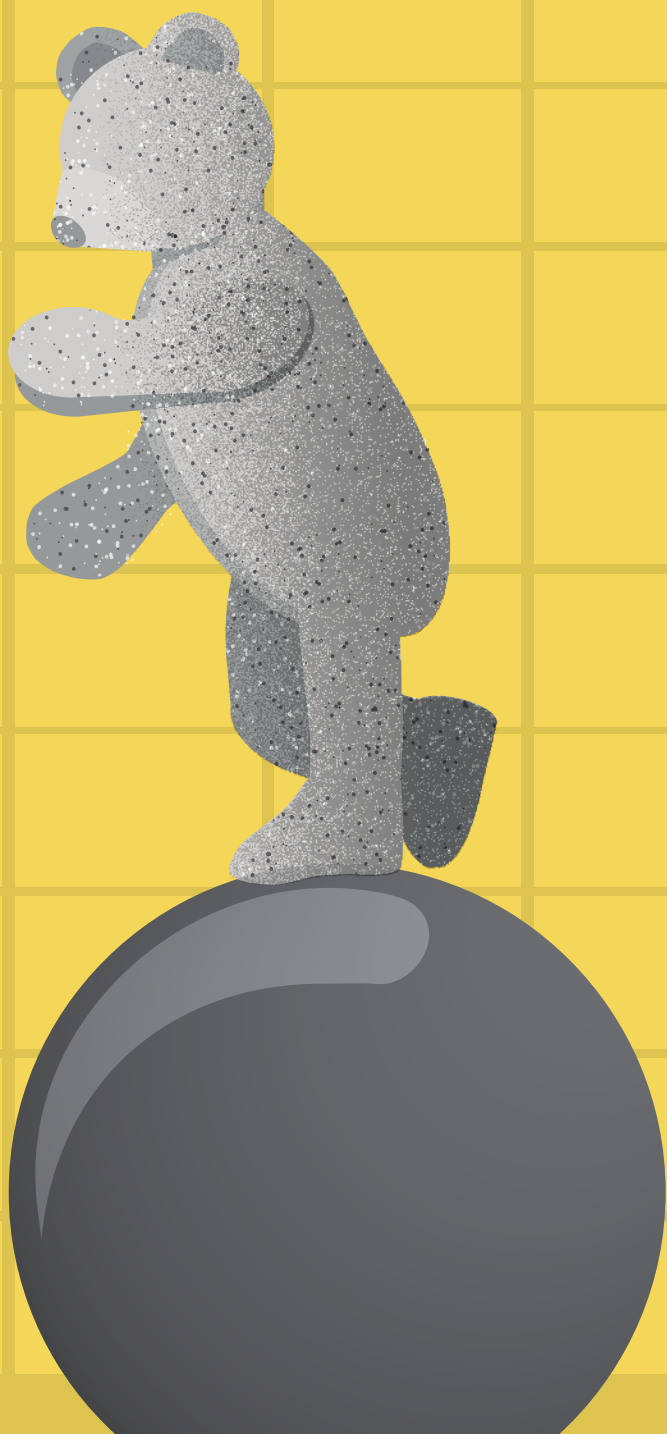
They can also help families contact representatives of various religious denominations, and find a nearby place of worship. You may ask to speak to a member of the Spiritual Care team at any time. The chapel, for people of all faiths, is located in A 02.0045 and is open 24 hours a day.



## Social Services

The hospital's social workers help families cope with the stress of their child's illness or injury. The social workers counsel families, assess psychosocial needs, assist with the patient's transition to home, and teach families about community and government resources.

At any time, you may ask to speak to the social worker on your child's care unit.



# Comments & Complaints

If you have a concern about the services provided to you or your child, or have a suggestion how something can be improved, please talk to a member of your child's care team. Most concerns can be resolved quickly by talking with staff in the area involved.

If you have difficulty explaining your concern or feel that not enough is being done about it, you can contact the hospital's Complaints and Quality Commissioner (*Ombudsperson*) who can help with these matters and offer advice and information on hospital practices and procedures.

To reach the Ombudsperson, call ext. 22223.

## The Montreal Children's Hospital Foundation

Heal. Love. Bond. Three little words at the heart of our mission to inspire and mobilize the community to support relentless innovation in research, teaching and care at the Children's. The healing that is the hospital's mission, the love that donors and staff have for young patients and their families, and the unbreakable bonds that occur as a result. Community support is critical to the hospital and ensures that it can continue to provide the quality of care and expertise that have helped cement its reputation worldwide.

Visitors are welcome to stop by the Foundation office to learn more about our activities, or to make a donation.

### **THE MONTREAL CHILDREN'S HOSPITAL FOUNDATION**

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Montreal Children's Hospital  
514.934.4846 / [info@mchf.com](mailto:info@mchf.com)

[childrenfoundation.com](http://childrenfoundation.com)