

**NORTH BAY GENERAL HOSPITAL
MATERNAL CHILD CARE CENTRE
Parent Information Booklet**

Welcome to Pediatrics



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PARENTS

This booklet was developed to provide you with information related to policies, procedures and practices within the Pediatric Unit at the North Bay General Hospital.

This information will assist you and the staff in providing the necessary care for your child. We encourage you to actively participate in the care of your child, e.g.: bathing, feeding, bed changes. Please speak to your child's nurse for items required for your child's care.

Your comments on the care your child has received during the hospital stay and/or suggestions for improvement are important. Please complete the "*Let Us Know*" pamphlet and deposit it in the box on the unit.

VISITING

24 hour visiting for parents.

- Other family members and friends (12 years and older) may visit
11:00 a.m. - 1:00 p.m. and 4:00 p.m. – 8:00 p.m.
- Siblings (less than age 12) who are visiting must be accompanied by an adult and supervised at all times.
- Family members and friends who are sick (eg: colds, flu) are requested not to visit until they are well.
- Only two visitors will be allowed at the bedside (excluding parents).

ROOMING-IN / COTS

Limited supplies of cots are available. When requested, overnight stay by **ONE** parent (rooming in) is allowed if it is likely to be of benefit to the child because of their age/condition/circumstances.

When rooming-in, in the morning, fold your linen and place linen and pillow in your child's bedside unit. Fold cot and place in corridor by 0800 hours for staff to clean and store. We ask that parents awaken and get dressed by 0730 hours so that housekeeping can begin their work. Remember, keep your personal belongings at your child's bedside (place under crib or in bedside unit). Do not use other patient beds, cribs or tables for your belongings.

If your child is on Isolation, the cot is folded in the morning and remains in the room until discharge.

To prevent cross infection, we ask:

- **That you use the anti-bacterial hand rinse before entering the Pediatric Unit and before entering your child's room, and again when you leave your child's room and the Pediatric Unit.**

- **That you and your child remain in the assigned section of the room/unit and do not visit in other patient rooms.**
- **That you DO NOT SIT on or place things on other clean beds in your child's room.**
- **That you DO NOT move the furniture or beds.**

The nurse is responsible for the care of your child, however we encourage you to be involved in your child's basic care (baths, feedings). The nurse assigned to your care will provide you with the necessary supplies (diapers, p.j.'s and linen). Please wash your hands with soap & water before and after providing care to your child. Please give all diapers that contain bowel movements to your nurse for disposal. Please bring necessary items from home for you and your child.

NIGHT CHECKS

The nursing staff will be checking your child during the night hours using flashlights. As well, room lights will have to be turned on at times for nursing staff to provide the required treatment for your child or other children in the same room.

WASHROOMS

Visitors must use public washrooms located on the main level across from the tuck shop. A washroom is available on the 5th floor for parents rooming-in. A key is available at the nurse's station (please ask nurse for location of the washroom and the key). Please return the key to the nurse's station after use.

NUTRITION (Child/Parent)

Nutrition for your baby/child is supplied by the hospital. If you wish to provide treats for your child they must be approved by the nurse as your child may be on a special diet or tests may be ordered. Do not give treats or feed other children on the unit.

Parent (s) can purchase their meals at Hospital Perks (main level). If you wish to eat with your child, you can bring your food to your child's room. Vending machines and an ATM machine is also available on the first floor.

Hospital Perks hours:

Monday to Friday	7:00 am - 4:00 pm
Saturday, Sunday and Statutory Holidays	9:00 am - 2:00 pm

Infection Control

- Please see list of infection control guidelines necessary for providing safe care to all children on Pediatrics - on page 8 of this booklet.
- Isolation precaution information sheet will also be provided to you on admission (specific to the type of isolation ordered).

MOVIES

(TV's and VCR's are available in each room and are to be shared by the children)

- A limited number of movies are available at the nurse's station.
- Channel changer will be shared.
- Please ask your child's nurse or recreational therapist about the availability of movies and the channel changer.
- You may bring in appropriate movies for your child but the hospital is not responsible for lost, stolen or damaged videos.

BALLOONS

Only Foil Balloons are permitted on the unit. Latex types are not allowed.

VALUABLES

Do not leave valuables in your child's room. The hospital does not assume liability for lost articles.

SAFETY RULES

- Young children must be supervised when they are up.
- You must stay with your child at all times when she/he is in a high chair.
- Do not let your child stand or sit on the window ledges or over bed tables.
- All children under 4 years of age must be in a crib.
- Crib side rails must be up when you are leaving the side of the crib.
- Slippers (rubber soles) / shoes are to be worn at all times when up. Please bring slippers/shoes from home.
- Electrical appliances are not to be brought in from home.
- Please do not bring medication in for your child. If you have to bring in medication for your own personal use, please keep in a secured area.

SCENTED PRODUCTS

Parents and visitors are asked not to wear perfumes, colognes or aftershave as they may be irritants to children with allergies. The hospital has a scent-free policy.

FIRE POLICY

If the fire alarm rings - stay in your child's room. Staff will inform visitors and parents what procedure they are required to follow for their safety and the safety of their child.

LEAVING WARD

Please be honest with your child when you are leaving. Tell them you are going and, if possible, when you will be back. Please do not leave without saying goodbye to your child.

SOCIAL SERVICES / PASTORAL CARE

Services are available - please speak to a nurse or unit clerk if these services are required.

TELEPHONE ENQUIRIES

Please identify yourself when you call. Information about patients is only provided to parents/legal guardians. Other friends and relatives are asked to contact parents for information.

We cannot accept incoming calls for visitors, except in an emergency. There is a phone available at the end of the hall for local calls. Dial 9 for an outside line.

CONFIDENTIALITY

It is hospital policy that patient confidentiality be maintained throughout all of our units. Please do not inquire about another child's condition, as this is personal information concerning each family unit only.

TEST RESULTS

Please refer all questions concerning test results to the physician taking care of your child.

PARKING INFORMATION

Three machines are available:

- One at the east side of building near McLaren Street, which is for 24 hour parking.
- Two at the south side of building near Bloem Street. The first machine off of Bloem Street is for 24 hour parking, the second machine for short term parking.
- Parking tokens (package of 10) available at both tuck shops or through Finance Department (Nipissing Building).

NOTE: 24 hour parking expires at 5:59 next a.m.

DISCHARGE INSTRUCTIONS

- Discharge time is 11:00 AM, but your child's physician may discharge your child later in the afternoon and evening.
- Patients will only be discharged to the **biological mother or father/adoptive mother or father/ or legal guardian** unless written instructions are otherwise provided.

We hope that you will find this information beneficial.

Remember, if you have concerns or questions regarding your care or feel that you have suggestions to improve our services, please contact the Program Manager of the Maternal Child Care Centre

**As well, the Nursing Staff
will be very pleased to assist you.**

INFECTION CONTROL GUIDELINES FOR PARENTS

When a child is in isolation, **everyone** must take special precautions to prevent the spread of the infection. Use the anti-bacterial rinse (available on wall entering pediatrics) on your hands each time you enter ward.

Before You Enter the Room

Please leave your outerwear coats outside your child's room. If required, you will find adult size gowns in the yellow cart outside your child's room. If you have a problem finding the right type of gown, please consult a staff member. Put the gown on over your clothes and tie it at the back. **You must put a gown on** before entering the room if your child is on isolation. **Read** - The isolation sign posted outside your child's door or at his/her bedside.

Handwashing: Handwashing is required before and after you provide care to your child. One of the best measures to prevent the spread of infection is by thorough hand washing. The soap we use is Endure 200, a liquid in the dispenser above the sink. Just wet your hands, squirt a few drops in the palm, wash and then rinse well. Before turning the taps off, dry your hands with paper towelling, and use the towelling to cover the tap handles to turn them off.

Inside the Room

If you bring toys or books for your child, they should be either washable or disposable. Leave hospital toys in your child's room when he/she is discharged home. To prevent cross infection, please do not touch other children who are hospitalized on our unit or their toys. If you change your child's diaper, please check with a nurse before disposing of it in the container provided and wash your hands thoroughly.

Leaving Your Child's Room

Wash your hands as above. Untie the ties of your gown. Grasp the gown on the inside of the neck band and remove it without touching the outside of the gown. Dispose of the gown in the hamper inside the room. Wash your hands again. Do not touch anything in the room as you leave. A fresh gown is to be worn each time you enter your child's room. Use the anti-bacterial rinse (available on wall entering pediatrics) on your hands each time you enter ward.

Visitors

Visitors are limited while your child is in isolation. Please check with the nurse. It is not advisable to bring small children to visit. Please do not visit from room to room.

A Final Note

Infections can spread relatively easily. If you observe the directions as outlined, cross-infections can be prevented. Thank you for your help and cooperation.

PEDIATRIC STAFF