



Health Sciences North
Horizon Santé-Nord

Welcome to Pediatrics

A Guide for Parents and Caregivers



41 Ramsey Lake Road
Sudbury ON P3E 5J1
705.523.7100
www.hsnsudbury.ca

(disponible en Français)



About Us

We are a twelve (12) bed unit that offers care to children from birth to seventeen (17) years of age.

Where We Are Located

We are located on the 3rd Floor of the South Tower of the hospital.

If using the South entrance elevators, we are the first set of doors on your left (almost directly across from the elevators).

If using the Center Tower elevators, turn right off of the elevator, then turn left and proceed down a long hallway. Pediatrics is the last door on the left hand side (almost directly across from the elevators).

What if you do not speak English or French?

If there is a language barrier, we can arrange for translation services in many different languages. Please let us know how we can help, and we will make the necessary arrangements.

Gift Shop

Gift items, personal hygiene products and snack foods can be purchased in the gift shop, located in the Main Lobby on the 2nd Floor.

Hours of operation:

- Monday to Friday, 9:00am - 7:00pm
- Saturday and Sunday, 10:00am - 7:00pm

Parking

Parking is available:

- At the main entrance (\$1.00/hour parking meters)
- Main parking lot on the South side of the building (\$6.00/day)

If your child will be at HSN for a longer period of time, parking passes can be purchased from the Finance Department located on the 1st Floor of the South Tower:

- \$80.00/month
- \$30.00/week

Parking tokens are also available in the gift shop:

- \$6.00/token
- 10 tokens for \$50.00



Chapel

The chapel is located on the 1st Floor of the North Tower and is open 24 hours a day.

Mshkikii-Gamig/Medicine Lodge

The Medicine Lodge is located in the Main Lobby just past Tim Hortons and is open 24 hours a day.

Volunteer Services

If you require extra assistance, please contact Volunteer Services at extension 3868. Their main desk is located in the Main Lobby next to the security desk.

Food Services

Tim Hortons

- Located in the Main Lobby
- Hours are subject to change

Rock Garden Café

- Offers hot and cold meals
- Located on the 2nd Floor of the South Tower
- Hours of operation:
 - Monday to Friday, 7:00am – 6:00pm
 - Weekends and Holidays, 10:00am – 2:00pm

Change and Vending Machines

- Available 24 hours a day
- Located on the 2nd Floor of the South Tower, outside the Rock Garden Café

Smoking

Smoking is not permitted anywhere on hospital grounds.

Our policy states: "As a health care facility, Health Sciences North (HSN) has an important role to play in promoting health and wellness in our community. We value a healthy and safe environment for our patients, visitors and all who work at HSN and we thank you for your cooperation in maintaining a healthy environment for everyone."



Washrooms

A fully accessible washroom can be found next to the waiting room, by the main entrance to Pediatrics.

Visiting Hours

- Parents/guardians may remain with their child at all times. Visitors of the patient and family may visit between the hours of 9:00 a.m. and 9:00 p.m.
- Parents/guardians are welcome to stay overnight on the bed/bench next to the window. Siblings are not permitted to stay overnight.
- Please check with your nurse for any specific visiting restrictions for your child.

Visitors are not allowed if they have any of the following symptoms:

- A rash, itchy skin, or an infection on the skin or hands
- A cold or runny nose
- A cold sore, or onset of a cold sore
- Recent exposure to someone with chicken pox, measles or the flu
- Vomiting
- Diarrhea
- Fever



Telephones

There is a phone at each bedside for you to use free of charge for local calls. You must dial 9 to access an outside line. If you need to make a long distance call, please dial 0 to speak to a switchboard operator.

Accommodations for Out-of-Town Visitors

Your nurse can provide you with a list of reasonably-priced overnight accommodations close to HSN.

Note: You may be required to provide proof of family hospitalization or ask for the “medical rate” when booking your accommodations.

What to Bring

Meals for your child will be provided, but you are more than welcome to bring food from home. Food can be stored in the small fridge in your child's room or in the large fridge in our patient kitchen located by the main entrance to the unit.

For your convenience, there is a TV in every patient room with free cable. You may also want to bring:

- Laptop (**Note:** WIFI is not available)
- Books
- Clothing
- Blanket/Comforter/Pillow
- Electronic handheld game systems
- Movies (a DVD player is available)
- Pictures
- Personal hygiene products

Safety and Security

Pediatrics is a locked unit with a "buzzer" system for entry. Guests will be asked to identify themselves and who they will be visiting prior to entering the unit.

All children under the age of four (4) years will wear a security bracelet ("HUGS" tag) around their ankle or wrist. These bracelets will trigger an alarm and lock the unit doors if a child comes close to the exits (where you see yellow caution tape on the floor), or if the strap or tag is tampered with in any way. Please do not adjust or try to remove the bracelet without first speaking to the nurse caring for your child.

Your child will also be wearing an armband on one wrist. Please make sure that your child's armband has the correct name and information. Please also feel comfortable to alert staff if you see them starting a procedure or giving medication without first checking your child's armband, or if the armband has been removed.

Who Will Take Care of Your Child

Physicians

Doctors, residents and medical students rotate on a weekly basis. Depending on how long your child is here, you may meet a few teams during your stay.

Nurses

Registered nurses and nursing students are an excellent resource if you have any questions.

Pharmacists

On-site pharmacists help the team make the best decisions for your child's medication, from dosing to drug interaction.

Therapists

A variety of therapists, including respiratory therapists, physiotherapists, occupational therapists, and speech language pathologists, may be involved in your child's care.

Dietitians

Dietitians will work with staff to plan meals for your child's hospital stay, if needed. They can help you with special dietary needs relating to your child's treatment, religious beliefs, allergies, and personal preferences.

Social Workers

Social workers can help you and your child cope with being in the hospital. You can request a social worker through your nurse or doctor.

Other Team Members

Your health care team may also include milk preparation staff and spiritual care resources.



How We Will Care For You

Parents and caregivers are important members of the care team. We offer a window bed/bench should you need to lie down or spend the night. We also offer a waiting lounge with sofa and TV for family and friends.

Being Involved in Your Child's Care

We encourage you to take part in the daily bedside rounds with your child's medical team. These rounds are a great opportunity to ask questions, make suggestions and ensure that you are involved in the plan of care for your child.

If you are unable to stay with your child, we welcome you to call the unit **at any time** during the day or night. Please ask to speak to the nurse who is caring for your child by providing your child's first and last name. (705-523-7100 ext. 4706)

To protect your child's privacy and confidentiality, **we will only give information to parents or legal guardians**. Staff will not offer any information to extended family or any friends of the family.

Communicating Your Concerns

Please speak with your child's nurse regarding any comments/concerns you may have during your child's stay. If your child's nurse is unable to address your concerns, please speak to the Charge Nurse or the Clinical Manager of the Pediatric Unit at extension 1553.

Please complete the Patient Satisfaction Survey prior to your departure. You can deposit your confidential survey in the white locked box near the main entrance to the unit. Your feedback is always appreciated!



Breastfeeding/Expressing



Breastfeeding is an important way to help our youngest patients grow strong. If you are experiencing difficulties with breastfeeding, our nurses will offer support and can put you in contact with a Lactation Consultant.

Breast pumps are available throughout the unit and breast pump kits can be purchased from the Birthing Centre.

If expressing/pumping at the hospital:

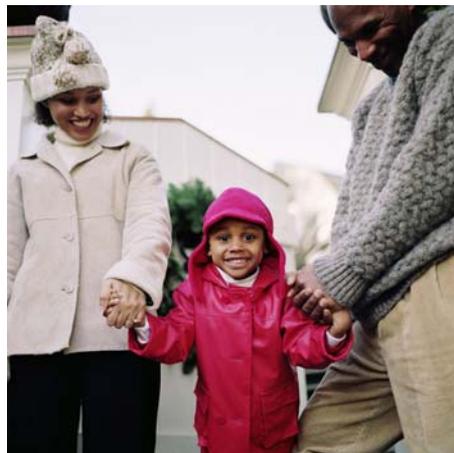
- Containers and labels for your breast milk are provided
- Label the containers with the date and time of expression and bring it to the nursing desk for storage instructions

If expressing/pumping at home:

- Freeze the milk immediately and bring it to the hospital frozen

Going Home

Most patients have their release signed the morning or afternoon that they are discharged from HSN. Before you leave, you and your child's nurse will discuss medications, follow-up appointments, and care to be given at home. If you have any questions or concerns, please ask your nurse at this time.





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