

SERVICES HANDBOOK

CHU-Sainte-Justine.org

For Children, Teenagers, Mothers,
and Parents of Hospitalized Children



Université 
de Montréal



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Welcome to the CHU¹

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Our patients and their families are at the heart of everything we do. This handbook was designed to help you become familiar with the hospital and to provide you with useful information for a more comfortable stay with us.

1. University Hospital Center

Sainte-Justine

A close-up portrait of a young child with light blonde hair, smiling broadly. The child is wearing a green crew-neck shirt. Their face is decorated with several colorful circular stickers in shades of pink, blue, yellow, and green. The background is plain white.

NB: *Please note that this handbook is intended for patients, expectant mothers, and parents.*

Introducing the CHU Sainte-Justine

As an introduction to the CHU Sainte-Justine, we would like to present its mission statement, which is defined as follows:

“To improve the health¹ of children, teenagers, and mothers of Quebec in association with our health care, university and research partners.”

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The CHU Sainte-Justine is committed to fulfilling each of the six mandates that fall under its university mission, which are:

- To provide specialized and ultraspecialized care;
- To conduct basic and clinical research in pediatric and maternal health;
- To provide clinical training and continuing education to current and future health care professionals;
- To promote health;
- To assess technology and treatment methods;
- To provide rehabilitation, adaptation and social integration services to children and teenagers with motor and language disorders.

1. Health is defined as “the complete state of physical, mental, social and spiritual well-being.”

Humanized approach

In 2010 the CHU Sainte-Justine Board of Directors made a three-year commitment by passing a resolution to implement the necessary conditions to develop and nurture a humanized approach to delivering care to children, teenagers, mothers, families, staff, and the community. You will find additional information about this process in the appendix at the end of the handbook.

Policy on non-violence

The CHU Sainte-Justine recognizes its responsibility to provide a healthy and harmonious work environment. Such an environment directly contributes to employee satisfaction at work and quality care delivery. Based on respect for human dignity and the physical and psychological integrity of all individuals, this policy states that the institution strictly prohibits and does not tolerate offensive language and aggressive behaviour directed at patients, parents, staff, or any other persons.



Infection control and safety

Infection control

Coming into contact with staff and undergoing medical treatments or tests at the hospital can increase the risk of spreading germs or developing infections. Even though many infection prevention measures are in place at the hospital, **hand hygiene is still the simplest and the most effective way of reducing these risks.**

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Wearing protective clothing (hospital gown, gloves, and mask), sterilizing medical equipment, and sanitizing hospital premises are other effective measures for controlling the spread of infections and delivering quality care to patients.

We ask you to please respect the following measures:

- Upon entering the hospital, wash your hands with the provided antiseptic hand cleanser;
- Wash your hands when entering and leaving your child's hospital room;
- If your child has been placed in isolation, follow the rules issued by the care team;

- Do not come to the hospital, if you or another visitor (adult or child) has:
 - Cold or flu-like symptoms (fever, coughing, sore throat, runny nose);
 - Skin bumps or rashes;
 - Cold sores;
 - Diarrhea or vomiting;
 - Any other contagious illness.
- If you suspect that you have any cold or flu-like symptoms please notify a member of the care team. They will let you know what to do. If you must absolutely stay, you will have to wear a mask for the entire duration of your visit to protect others from any contagion. You can obtain a mask by the main entrance. If you do not find any, please ask a staff member at the reception desk of the unit that you will be visiting.
- Please consult a member of the care team for information about accessing our game rooms, visiting hours or assisting another patient.

During flu season or a gastroenteritis outbreak, only parents or legal guardians may be permitted to visit. Visitors younger than 18 years of age may not be permitted to enter the hospital.

Partners for safer care

The safety of our patients and their families is taken into account in every aspect of the hospital. All of our health care professionals work together to ensure the safety of the hospital's environment. For example, care units have work environments consisting of secured areas for preparing medications, organized in a manner that limits the risk of errors. Your active participation can also make care delivery even safer. Here is how you can contribute:

- Bring a list of all of the medications that your child takes at home;
- Practice and encourage hand hygiene;
- Make sure that your child wears their identification bracelet at all times.



Introducing the care team

Every employee of the CHU Sainte-Justine can be easily identified by the name tag worn on their clothing or uniform. Health care professionals can also be distinguished by their different-coloured uniforms. Here are a few examples.

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The medical team

When a patient is hospitalized, the attending doctor is responsible for overseeing their care. The doctor may seek the help or expert advice of other medical specialists, if needed. The attending doctor may be accompanied and assisted by residents and medical students who are under their supervision. This means that various persons are involved in the delivery of patient care.

The nursing team

A nurse is assigned to the patient throughout their hospitalization. The nurse's role is to assess the patient's state of health and to administer quality care and treatment. To be of greater assistance, the nurse works not only with you, but also with an auxiliary nurse, orderly, or both.

The nurse in charge can address questions regarding the patient's state of health, upcoming tests or procedures, needs, and concerns; involve you in their care; recommend helpful resources; while providing quality care so that the patient's health care experience in the hospital is a more comfortable one.

The health care professionals team

The care team is also made up of many other health care professionals from a number of different fields, such as rehabilitation, psychosocial counseling, diagnostics, education, and psychoeducation. These professionals include: audiologists, speech therapists, nutritionists, occupational therapists, physiotherapists, respiratory therapists, orthoptists, psychologists, social workers, spiritual counselors, and technicians from a wide range of disciplines.

Depending on the patient's state of health and needs, the attending doctor and nurse may call in any one of these professionals. Do not hesitate to ask any questions you may have about any tests or treatments administered to the patient.

Other teams

In addition to our health care teams, many service departments also contribute to making the patient's stay in the hospital as comfortable as possible. These include: support services, food services, maintenance, hygiene and sanitization, laundry, security, and information technology support.

Arrival

Contact information and parking

The CHU Sainte-Justine is located in the Côte-des-Neiges area, between Côte-Sainte-Catherine Road, Decelles Avenue, Ellendale Avenue, and Hudson Road.

The address is:

**3175 Côte-Sainte-Catherine Road
Montreal, QC H3T 1C5**

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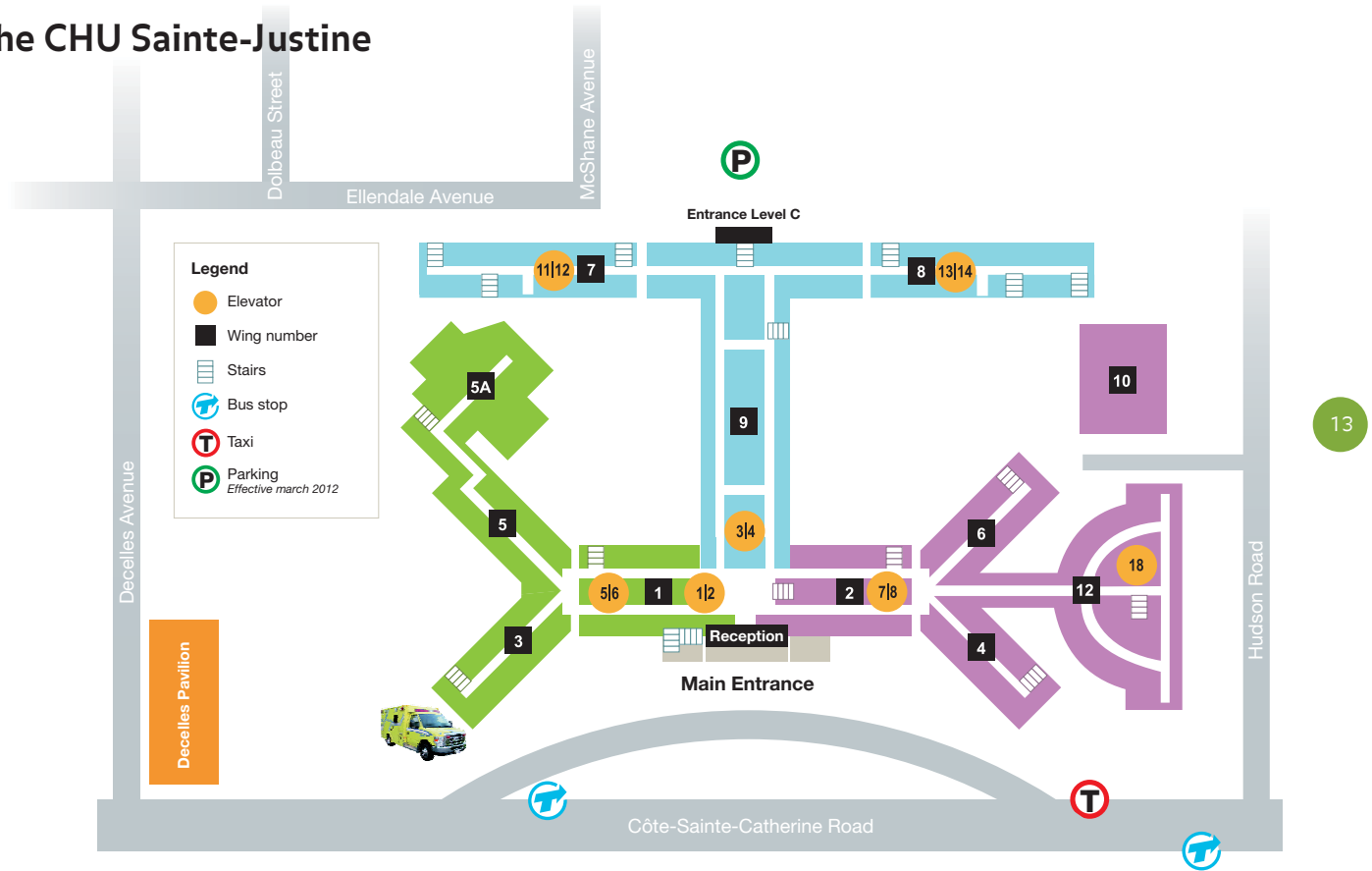
Parking spaces are available at the CHU Sainte-Justine. Upon your arrival, you will be provided with information about your parking options. You can also park your vehicle at HEC Montréal, using their indoor parking facility, which is located on Côte-Sainte-Catherine Road, facing the hospital.

Because available parking spaces are in short supply, we recommend that you use other means of transportation whenever possible.

Coming to the hospital by public transit:

- By metro, you can get off at any one of the following three stations: Université-de-Montréal, Côte-des-Neiges, or Côte-Sainte-Catherine.
- By bus, you can take Bus 129 heading west from the Place-des-Arts metro station or Bus 129 heading east from the Côte-Sainte-Catherine metro station.

Layout of the CHU Sainte-Justine



What to do upon arriving at the hospital

Smoke-free environment

We would like to remind you that smoking inside, and within nine meters from all entrance and exit ways of a health care establishment, is prohibited.



Portable communication devices

The use of portable communication devices (cordless, cell or smart phones, etc.) is not permitted in the hospital except where clearly indicated. Respect for this guideline ensures the safety and peace on the premises, and helps maintain the confidentiality and privacy of all.



Admission/registration

Important items for the hospital

The person who will be receiving care must bring their:

- Health insurance card;
- Blue hospital card;
- Private insurance card or policy, if any;
- List of all of their medications, including any over-the-counter medications, nutritional supplements, and homeopathic products.

Where to go to be admitted to the hospital, to register, or to get a blue hospital card:

- For obstetrics or gynecology, you must go to the 4th floor of Unit 2 (open 24/7, phone: (514) 345-4616 or 4619).
- For surgery, you must go to the Admissions Office on the 3rd floor of Unit 1 (7:30 a.m. to 3:30 p.m., phone: (514) 345-4617 or 4618).
- For patient hospitalization or registration of any other kind, you must go to the Admissions Office on the 1st floor of Unit 2 (phone: (514) 345-4615). After 3:30 p.m., you must go to the Emergency Department's Admissions Office on the 1st floor of Unit 1 (phone: (514) 345-4931 ext. 5044).

Hospital fees

The Client Accounts Office is located on the 1st floor of Unit 2. It is open from Monday to Friday, 8:00 a.m. to 4:00 p.m. To speak to an accounts officer by phone, please call (514) 345-4651.

Residents of Quebec

You have the right to receive health care services free of charge upon presentation of a valid Quebec health insurance card in your name. If you have lost or forgotten your card, you must go to the Client Accounts Office, located on the 1st floor of Unit 2, to make all necessary arrangements. You may, however, be billed for room fees (see section on room fees page 16).

Residents of other Canadian provinces

If you are a resident of another Canadian province, your health care fees are covered by your province's health insurance plan so long as you have a valid health insurance card. You must present your card at the Client Accounts Office located on the 1st floor of Unit 2.

Non-residents and foreigners

If you do not reside in Canada, you must pay all of your hospital, clinic and emergency fees. Current hospital fees do not include any medical (doctor) fees. Upon admission, you must make all necessary arrangements to pay your hospital fees with the Client Accounts Office located on the 1st floor of Unit 2. You will have to present all relevant documents, such as your private insurance card or policy, passport, visa, etc.

If you have been granted refugee status, you must notify the Client Accounts Office located on the 1st floor of Unit 2. You must provide a copy of all relevant documents related to your status as a refugee.

Room fees

The basic fee for a hospital room is established by the Minister of Health and Social Services. The fee for a hospital room of three beds or more is covered by the Régime d'assurance hospitalisation du Québec. If you would like a private or semi-private room, you will have to pay an additional fee. This fee is usually covered by your insurer; however, it is your responsibility to check with your insurer. If you do not have any insurance or if your insurer does not cover this fee, you must go to the Client Accounts Office, located on the 1st floor of Unit 2, to pay all your hospital fees and costs related to your private or semi-private room before leaving the hospital.

Priority for a private or semi-private room is given to pediatric patients whose medical condition requires one.



What to bring for your child

Personal care items

In addition to clothes, you must bring one or two pyjamas, a bathrobe (optional), slippers (with non-skid soles), and personal care items, such as toothbrush, toothpaste, hair-brush, comb, shampoo, soap, deodorant, etc.

For your baby or toddler, bring their pacifier and blanket and make sure to properly label them with your child's name. Do not forget to bring a sufficient supply of disposable diapers. Bibs are available in the care units. For breastfeeding mothers, breast pumps are available upon request. Speak to your nurse for more information.

Toys

Personal toys are permitted, but we recommend that you bring as few items as possible because your child will have access to the toy-lending library (see Joujouthèque page 29) and a game room in their hospital unit. Any toys you bring must be washable, safe, noiseless, inexpensive (in case of loss or theft) and properly labeled with your child's name. You can, however, bring your child's favourite stuffed animal.

If your child is placed in isolation because of an infection or for their protection, they will not be able to go to the game room. In this case, you are recommended to bring a few toys from home, but you must not share any of your child's toys with other patients.

Electrical appliances

In all of the care units, **small home appliances (coffeemaker, toaster oven, air conditioner, television, etc.) are prohibited** to ensure the safety of patients and the proper operation of medical equipment. Battery-operated devices are permitted (electronic games, portable DVD players, laptop computers, etc.).

For your stay in Obstetrics and Gynecology

For mothers

In addition to your clothes and personal care products, you must bring a sufficient supply of sanitary napkins and tissue paper.

You can also bring other items that will make your stay in the hospital more comfortable, such as a portable CD player, hairdryer, etc. Please note that any items you bring with you must be in good working condition (CSA-approved and equipped with their original electrical cables).

For more information concerning your delivery, we invite you to consult *Bientôt parents*, a handbook published by the CHU Sainte-Justine (in French only), which you may have received during the course of your pregnancy. It is also available on the CHU Sainte-Justine's website.

For your newborn

- Underclothes are provided in the hospital throughout your baby's stay. Bring season-appropriate clothes in preparation for your baby's discharge from the hospital.

- Car seats

Since January 1, 1990, placing newborns in a car seat when travelling by car is mandatory. In accordance with the law and for your newborn's safety, a car seat must already be installed in your vehicle on the day of your baby's discharge. Bring the car seat with you upon admission so that we can properly inspect it. Several organizations in the Montreal area offer car seats for rent. For more information, consult the handbook, *For Tiny Tot to Toddler*, published by the Institut national de santé publique du Québec accessible on-line at www.inspq.qc.ca.

For your stay in the hospital

Medical treatments, checkups, and visits

- Treatment frequency will vary based on the patient's needs.
- Tests can be administered at any time of the day.
- Doctors usually visit patients in the morning. Specialists may also make visits during the course of the day. Do not forget to write down any questions you may have for them.

Meals and snacks

The Dietetics Department provides patients with healthy and well-balanced meals throughout their stay in the hospital. It is vital to inform your nurse about any food allergies, intolerances, or dislikes your child may have. This will ensure that the meals delivered to the room meet all these requirements.

It is possible to refrigerate breast milk for nursing babies. See your nurse for more information.

Meal schedule:

- Breakfast is served between 7:30 and 8:30 a.m.
- Lunch is served between 11:30 a.m. and 12:30 p.m.
- Supper is served between 4:30 and 5:30 p.m.

Snacks are served in the afternoon and evening.



Naps

Children take their afternoon nap right after lunch during which your cooperation is greatly appreciated.

Telephones

To reach a hospitalized patient at the CHU Sainte-Justine, dial (514) 345-4931 and ask for the patient by room number or family name. Please note that the hospital does not accept collect calls. To make an outside call from the hospital or a patient's room, first dial 9 followed by the telephone number.

Long distance calls are at your cost and must be made from a public telephone. Public telephones are available on almost every floor, in the main lobby, and by the Emergency Department. If you have a calling card and wish to use it from a hospital room, dial 0 to speak to the hospital's switchboard operator, who will connect you through to Bell Canada.

Visits

Parents/spouses may be together by their child's/spouse's bedside at all times.

For visitors, it is important to refer to the hospital unit's specific instructions. Please remember that visiting hours must be respected so that patients can rest, be given care in a coordinated manner, and recover. At any time, you can speak to your nurse about your needs or those of your child.

Rooming-in with the patient

Please refer to the care unit's specific instructions.



Information about a patient's state of health

Requesting information about a patient's state of health is governed by our establishment's confidentiality policy. Hospital staff are not authorized to disclose any information regarding the state of health of a patient, except to persons authorized under the law. Family and loved-ones must request this information directly from the patient, parents, or legal guardian.

For any information regarding your state of health or that of your child, please speak to your nurse, the assistant head nurse of your unit or your doctor. A copy of your medical file or that of your child can be requested by mail, by fax or by visiting the Medical Records Department. If you are sending your request by mail, please address it to the Medical Records Department of the CHU Sainte-Justine. The request must be dated and signed by a tutor with parental authority or by the patient themselves, if 14 years or older. Certain fees may apply in compliance with the law. To send your request by fax, dial (514) 345-4760.

The Medical Records Department is located on the 1st floor of Unit 2. It is open from Monday to Friday, 7:30 a.m. to 3:15 p.m. To reach the Medical Records Department by phone, please call (514) 345-4627. For more information, visit the Medical Records Department on-line at archimed.chu-sainte-justine.org.



Discharge

Your discharge from the hospital can mean going home or being transferred to another hospital closer to home. If your child's health condition permits, and you are in agreement, you or your child may be transferred to a partnering hospital in your community.

In order to prepare the room for a newly admitted patient, you must vacate the room no later than two hours after signing the hospital discharge form.

Before leaving the hospital, make sure to collect all of your personal belongings along with the following:

- Any leaflets or training programs provided to you by the nurse or health care professionals;
- All of the doctor's medical prescriptions;
- All appointment cards indicating the date and time of your visits to any outpatient clinics;
- A medical note for your child's school, if required.

During your child's hospitalization, you were perhaps told that your child would have to be referred to a rehabilitation centre for a motor or language disorder. If your child requires specialized rehabilitation services with hospitalization, The Marie Enfant Rehabilitation Centre (CRME) will admit them to their Functional and Intensive Rehabilitation Unit.

For children who live in Montreal and who require specialized rehabilitation services for a severe motor or language disorder on an outpatient basis, they will be referred to one of the CRME's programs. For children who live outside of Montreal and who require ultraspecialized rehabilitation services, they could be referred to the CRME. For children who require specialized rehabilitation services, they will be referred to a rehabilitation centre in their community.

To learn more, you can visit the CRME's website at www.crme-sainte-justine.org

If you have any questions or need information about your return home, speak to your nurse or attending doctor.

Temporary accomodation services

Manoir Ronald McDonald

The Manoir Ronald McDonald is a residence available to families who live outside of the Montreal area (minimum distance of 70 km). It is located behind the hospital at 5800 Hudson Street. The cost is \$10 per night, per family.

To learn more or to make a room reservation, please call (514) 731-2871, Monday to Wednesday, 8:00 a.m. to 9:00 p.m., Thursday and Friday, 8:00 a.m. to 8:00 p.m., and Saturday and Sunday, 9:00 a.m. to 8:00 p.m. You can leave a voice message at any time, and a staff member will call you back the next day during regular business hours.

Hôtellerie Chez Cachou

The Hôtellerie Chez Cachou is located on the 5th floor of Unit 8. It provides accommodations based on availability and hospital priorities:

- To breastfeeding mothers whose baby is hospitalized in the nursery or the Neonatal Intensive Care Unit;
- To patients who receive treatment in the day centre without hospitalization along with one of their parents;
- To mothers whose baby is hospitalized in the Neonatal Intensive Care Unit;
- To parents who cannot room in with their hospitalized child.

Only parents of hospitalized children are admitted to the Hôtellerie Chez Cachou. The cost is \$10 per night. Room rentals are subject to prior approval by the Admissions Office.

For more information, please call (514) 345-4984 from Monday to Friday, 7:30 a.m. to 3:30 p.m. To call in the evening, at night or on weekends, please dial (514) 345-4616.

Services offered

In-hospital school services

In-hospital school services are provided to preschoolers (5 years) and to elementary and secondary children who are hospitalized for long-term stay (more than two weeks) or for short-term repeat care. This service is provided through specialized teachers from Commission scolaire de Montréal. The team works closely with the child's school so that they can keep up with their school work and complete their school year.

For children who are registered in a regular school program, this service provides classes in French and Mathematics. Other adapted school programs are also offered. Like the child's school, the in-hospital school services team can grade the child's school work and exams.

At the end of the child's hospitalization and schooling period, a report card is produced and sent to the child's school. Together with the child's school, the in-hospital school services team looks after and provides support to ensure the child's reintegration into the classroom. It also

looks after meeting any of the child's requirements in order to resume their schooling.

To receive this service, please ask your care unit.

For more information, please contact the In-hospital school services at (514) 345-4931 ext. 2482 from Monday to Friday, 8:00 a.m. to 4:00 p.m.

Spiritual care

Spiritual care counselors provide support and reassurance during your stay in the hospital. They provide you with spiritual guidance according to your needs, values, and beliefs. To receive this service, please ask your care team.

At any time, you have access to the Havre, a quiet place for some alone time. It is located on Level A of Unit 1. Feel free to visit any time.

Interpreters

Interpretation services are available to you. If you require the assistance of an interpreter, please direct your request to a member of your care team, who will look after obtaining one for you prior to an appointment or for any need you may have during your hospitalization.

Volunteers

Our volunteers work in collaboration with our care team. They are there to make your child's stay in the hospital more pleasant in a friendly, warm and respectful manner.

Our volunteers can help your child in their recreational activities (board games, crafts, etc.) or bring them comfort (rocking the child). During these moments, you can take the opportunity to rest and regain energy.

Any parent or child who would like to benefit from the services of a volunteer on an individual basis can direct their request to a staff member of the care unit. Volunteer services are available everyday from 8:00 a.m. to 8:00 p.m.

Daycare centre

The CHU Sainte-Justine has a daycare centre for the siblings of children who are staying in the hospital or visiting an outpatient clinic. Your children will be under the supervision of a child care educator and volunteers.

The daycare centre is open from Monday to Friday, 8:00 a.m. to 12:00 p.m. and 1:00 to 4:00 p.m. Charges apply and vary based on time spent in the centre. It is located on the 1st floor of Unit 2, to the right of the main entrance.



Game rooms

Each care unit features a game room so that children can have fun and enjoy a more pleasant stay in the hospital. Educational and recreational activities are suggested by child care workers and educators. Their opening hours vary from one care unit to another. Please speak to a member of your care unit for more information.

The Lion's Den is a room that features interactive games for young patients staying in the hospital. It is located on the 5th floor of Unit 5.

Joujouthèque

Hospitalized children will enjoy discovering all the fun stuff available at the hospital's toy-lending library; books, toys, board games, DVDs, electronic games, etc. There is something for everyone!

You can borrow materials from Monday to Friday, 8:00 a.m. to 5:30 p.m., and on Saturday and Sunday, 9:00 a.m. to 5:00 p.m. The toy-lending library is located on the 9th floor of Unit 1. To place an order by phone, call (514) 345-4931 ext. 2892 or 4840. Anyone who would like to borrow a digital device (ex: DVD player) from the toy-lending library, consents to leaving a security deposit of \$175 by credit card or check and agrees to be charged for this amount if the device is not returned at the end of the checkout period.

Upopolis

Upopolis is a secure on-line community that allows young patients to remain in touch with their friends and family members while staying in the hospital. It is also an easy information network to browse, full of interesting topics on health, treatments, tests and medical equipment. Tested and approved by doctors, specialists and other health care professionals, Upopolis has been designed for children and teenagers.

If you would like to have access to this service, speak to a member of your care unit. A laptop computer will be provided to you, or you may use your own.

To better meet your needs

Local Service Quality and Complaints Commissioner

The Local Service Quality and Complaints Commissioner, the Assistant Service Quality and Complaints Commissioner, and the Administrative Assistant can assist you with any concerns you may have and listen to any comments that could help improve the care and services provided to patients. They also address complaints and ensure proper followups. Their main office is located in room 1102 on the 1st floor of Unit 1. Their office is open from Monday to Friday, 9:00 a.m. to 5:00 p.m. You can reach their office by phone at (514) 345-4749.

Users Committee

The Users Committee guards the rights of users of the CHU Sainte-Justine and the Marie Enfant Rehabilitation Centre. It advocates for the improvement of the quality of the living conditions of users as well as to accompany and assist users upon request. The Users Committee includes the In-patients Committee of the Marie Enfant Rehabilitation Centre. To contact their office, please call (514) 345-4931 ext. 5380 from Monday to Friday between 9:00 a.m. and 4:00 p.m.

The Users Committee invites you to learn about your rights as recognized by the *Act respecting Health Services and Social Services* by consulting the appended list of rights at the end of the handbook.

To make your stay easier

Food services

Cafeterias

There are two employee cafeterias in the hospital that are also open to visitors. They are located on Level A of Unit 9. To find out what is on their daily menu, please dial one of the following numbers: (514) 345-4931 ext. 6368 (when outside of the hospital) or ext. 6368 (when inside the hospital).

They are open from Monday to Friday:

Main cafeteria

Morning snack	9:00 to 10:30 a.m.
Lunch	11:00 a.m. to 1:30 p.m.
Afternoon snack	2:30 to 3:30 p.m.

Small cafeteria

Lunch	11:15 a.m. to 2:00 p.m.
Supper	5:00 to 6:45 p.m.

Both cafeterias are closed on weekends.

Snack bar

Meals and snacks can also be found at the snack bar, located on Level A of Unit 1. It is open everyday from 6:30 a.m. to 8:00 p.m. and from 12:30 to 4:00 a.m.

Vending machines

To promote healthy food habits, there are a number of vending machines containing healthy and nutritious snacks and drinks suitable for a pediatric clientele. They can be found in the main lobby and by the Emergency Department's entrance. Have fun learning about nutrition information and healthy eating tips for your children using the touch screen.

Restaurants

The CHU Sainte-Justine is surrounded by many different restaurants. Most of them are located along Côte-des-Neiges Road and offer a wide variety of cuisine styles and menus.

Automated banking machines

There are two Desjardins automated banking machines in the hospital. They can be accessed at any time and are located on Level A. One can be found next to the Caisse Populaire teller counter of Unit 9, and the other can be found in the snack bar of Unit 1.

Breastfeeding rooms

Mothers can breastfeed their babies in all common areas throughout the CHU Sainte-Justine. If they prefer, they can also breastfeed in the following available rooms and areas:

- Level A of Unit 6, at the ophthalmology clinic
- Floor 1 of Unit 3, in room 1504 and the Emergency Department
- Floor 2 of Unit 5, in room 2524
- Floor 6 of Unit 9, at the cardiology clinic

Obtaining a breast pump is possible. Please speak to your nurse for more information.

Espace parents-enfants

(Information area for parents)

The Espace parents-enfants is located inside the hospital's library on the 5th floor of Unit 9. It is open from Monday to Thursday, 8:00 a.m. to 6:00 p.m., and on Friday, 8:00 a.m. to 4:00 p.m. Parents and family members can look up information and consult documents in a quiet environment, and can ask the librarians for assistance in finding information available in the library or on-line via the internet. All of the books published by Éditions du CHU Sainte-Justine can also be accessed on site or purchased. Many of these books are available in other languages, such as French, English, Spanish, Italian, Portuguese, Arabic, etc.



 **Espace**
Parents-Enfants

Parents lounge with Internet access

The parents lounge features a computer with Internet access and is available at any time in room 7101 on the 7th floor of Unit 1.

Showers

Showers are available to parents and can be found on the 7th floor of Unit 1 in rooms 7133 and 7134. Be sure to ask the orderly of your care unit for towels and wash cloths beforehand.

Hairdressing

The hairdressing salon is located on Level A of Unit 9 and is open from Wednesday to Friday, 8:30 a.m. to 5:00 p.m. To make an appointment, call (514) 345-4931 ext. 2880.

Jean Coutu Pharmacy

You can purchase personal care products and medications at the pharmacy, located on Level A of Unit 1. Opening hours are indicated on the pharmacy's main door.

Dry cleaning, sewing and alteration services

Dry cleaning, sewing and alteration services can be found in room A-218 on Level A of Unit 2. It is open from Monday to Friday, 7:00 to 9:15 a.m., 11:30 a.m. to 1:30 p.m., and 3:00 to 4:00 p.m. For more information, call (514) 345-4931 ext. 6902.

Laundry

There is a washer and dryer on the 5th floor of Unit 8. Even though they are for guests staying at the Hôtellerie Chez Cachou, we can make exceptions for other clients. Speak to a member of your care unit for more information.

Storage lockers

Storage lockers for safekeeping your personal belongings under lock and key are available in the snack bar on Level A of Unit 1.

Newspapers

Newspaper vending machines are located on Level A of Unit 1, next to the Jean Coutu pharmacy.

Lost and found

The hospital is not responsible for the loss, theft, or damage to any of your personal belongings. You are advised to leave all valuable items at home. For any lost items, please notify the security desk as quickly as possible. The security desk is located on the 1st floor of Unit 2 and can be reached by phone at extension 4911.

Mail

Sending letters or packages to patients by mail is not recommended; the risk of them getting lost is highly likely. If it is absolutely necessary to send a letter or package to a patient hospitalized in long-term stay, the item must clearly indicate the patient's name, hospital unit, and room number. Without this information, the letter or package will not be delivered to the intended recipient.

To mail a letter, you can use the mailbox located to the left of the revolving door just outside of the CHU Sainte-Justine's main entrance. Stamps can be purchased at the Jean Coutu Pharmacy, located next to the snack bar on Level A.

Taxis

Taxis can be found waiting outside of the hospital's main entrance. In the lobby of the hospital's main entrance, there are two phones that you can use to call the taxi company's dispatch centre directly.

Important phone numbers

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Main switchboard of
the CHU Sainte-Justine

514 345-4931

General Admission

514 345-4615

Surgery Admissions Office

514 345-4617 or 514 345-4618

Obstetrics and Gynecology
Admissions Office

514 345-4616 or 514 345-4619

Emergency Admissions Office

514 345-4931 ext. 5044

Medical Records Department

514 345-4627

Client Accounts Office

514 345-4651

Users Committee

514 345-4931 ext. 5902

Local Service Quality and
Complaints Commissioner

514 345-4749

CHU Sainte-Justine Foundation

514 345-4710 or 1-888-235-3667

Dry Cleaning

514 345-4931 ext. 6902

Security

514 345-4931 ext. 4911

Hairdressing

514 345-4931 ext. 2880

In-hospital School Services

514 345-4931 ext. 2482

Spiritual Care Services

514 345-4788

CHU Sainte-Justine Foundation

A gift for the love of children

The mission of the CHU Sainte-Justine Foundation is to mobilize the community and to support the CHU Sainte-Justine's mission of excellence in order to provide children and mothers of today and tomorrow with one of the highest levels of health care in the world.

If you would like to make a donation to the Foundation, please send your gift to:

The CHU Sainte-Justine Foundation	Phone: (514) 345-4710
5757 Decelles Avenue, Suite 335	1-888-235-3667
Montreal, QC H3S 2C3	fondation@sainte-justine.org

For more information, visit the Foundation's website: fondation-sainte-justine.org

Reminder

The names of your health care professionals

Attending doctor:

Nurse:

Other:

Notes



APPENDIX 1 – Humanized approach

“Humanizing care and services guide our conduct before our actions.”

The humanization of care is a key component of CHU Sainte-Justine’s current strategic direction: to adapt human resources management philosophy to staff recruitment, involvement and retention needs while implementing and updating the principles inspired by the Planetree model on an ongoing basis.

What is Planetree?

In 1977, Angelica Thieriot was sick with a rare infection that almost caused her death. As she spent much time staring at the cold and blank walls of her hospital room, she sadly realized that the lack of personalized care overshadowed the benefits of the hospital’s excellent clinical care and high-tech environment.

Her experience led her to envision a different type of hospital that promotes human exchange, healing, spirituality, diverse treatment options, and where patients could receive care in a truly healing environment, providing them with access to the information needed to become active participants in their own care and well-being. So, in 1978, she founded the non-profit organization called Planetree (named after the tree under which Hippocrates taught his medical students almost 2000 years ago). Established in 500 health institutions, primarily in the United States, Planetree has become an internationally recognized association that has been embraced by member-hospitals world-wide in such diverse countries as Japan, Brazil, the Netherlands, and Canada.

Defining the Planetree model at the CHU Sainte-Justine

Supporting the Planetree model means striving for excellence in clinical, administrative and human resources management practices. This approach consists in placing the person at the heart of every action undertaken at the CHU Sainte-Justine.

Humanizing care, services, and human resources management is defined as an on-going process to improve the quality of our individual and collective interventions, aimed not only at the individuals who require our care and services, but also at the doctors, health care professionals, and employees who deliver them.

The Planetree model at the CHU Sainte-Justine has been defined based on six principles

- To recognize family and friends as a vital part of the healing and rehabilitation process;
- To deliver care with kindness, compassion, and understanding;
- To be a health care leader in the community;
- To share knowledge, to help, to prevent and to empower;
- To view the person as a whole;
- To create an environment that promotes and enhances well-being.

APPENDIX 2 – **Your rights as a user**

(As recognized by the *Act respecting Health Services and Social Services*)

- The right to be informed of existing services and the way to obtain them.
- The right to receive, with continuity and in a personalized and safe manner, services that are scientifically, humanly and socially appropriate.
- The right to choose the professional or institution you wish to receive services from.
- The right to receive emergency care.
- The right to be informed of your state of health, and of the various options open to you and their consequences, before giving your consent to care.
- The right to be informed as soon as possible of any accident that occurs during the provision of services.
- The right to be treated, at all times, with courtesy, fairness and understanding, and with respect for your dignity, autonomy, needs and safety.
- The right to accept or refuse care, on your own or through your representative, freely and in an enlightened manner.
- The right to have access to your record, which is confidential.
- The right to participate in the decisions that concern you.
- The right to be accompanied or assisted by the person of your choice in obtaining information about services.
- The right to file a complaint without the risk of reprisal, to be informed of the complaint examination procedure and, if required, to be accompanied or assisted in the procedure.
- The right to be represented in regard to all your recognized rights if you are temporarily or permanently unable to give your consent.
- If you are an English-speaking user, the right to receive services in English, according to the government access program.



CHU-Sainte-Justine.org