

USERS' GUIDE THE DAY CENTRE AND HEMATOLOGY-ONCOLOGY UNITS



CHU Sainte-Justine
Le centre hospitalier
universitaire mère-enfant

Université 
de Montréal



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Living Together

Welcome to the Day Centre and Hematology-Oncology Units of CHU Sainte-Justine

Our team wants to make sure that your child and his/her family will receive the best possible care and services in a safe environment. To do that, we must count on your cooperation. This guide will provide you with all the information needed for your stay and to ensure the comfort, well-being and safety of everyone. It has three main sections: The Hematology-Oncology Day Centre; The Hematology-Oncology Units; and Services at CHU Sainte-Justine.

Partners in the Care Team

As parents, you are key partners in our team, and as such you have an important role to play in the care of your child. We encourage you to get involved with the care team as soon as you feel comfortable doing so.

Introducing the Care Team

To make it easy for you to identify the different CHU Sainte-Justine staff, each member wears an ID card. They also wear uniforms of different colours to help distinguish the different members.

Here are some of the people you will meet during your visits and stays. The colour of the uniform helps to identify their function.



The Hematology-Oncology Day Centre

The purpose of this section is to inform you about the Hematology-Oncology Day Centre and the services it offers. We hope to meet your needs and offer you a high quality service. This information will also allow you to better manage your time during your visits to the day centre.

Your Participation is Essential

At any time, you can accompany your child to exams and can work with the team on certain activities, such as: care, visits to the oncology pharmacy, sharing information with the caregiver, taking part in preparing for the return home.

During the visits, your child must be accompanied at all times by an adult. If there is a situation where you must leave your child unattended, it is essential that you notify the caregivers or playroom staff.

- From the age of 14, your child has the right to consent to his or her own care. Although this aspect is important in order to promote the autonomy of young people, it is essential that the team support you gradually throughout this transition in order to facilitate it. The nurse and doctor may ask you if they can meet with your child alone, when he or she feels ready. We ask for your support in encouraging your child to better understand and take care of their health. In order to reduce the risk of transmission of different contagious diseases, we strongly recommend, when possible, that only one parent accompany the child during the appointments. It also reduces noise in the day centre and provides a better experience for families who need to be there. A drop-in daycare is located on Level C of the hospital and can, if needed, accommodate siblings for the duration of your appointment. This service is available Monday to Friday, from 8 a.m. to noon and from 1 p.m. to 4 p.m.

Activities at the Day Centre

The day centre is open by appointment from 8:30 a.m. to 4:30 p.m.

Our team also sees emergency patients between 8:30 a.m. and 3 p.m. on Mondays, Tuesdays, Thursdays and Fridays, and from 8:30 a.m. to 2 p.m. on Wednesdays. Outside business hours, you must go to the hospital emergency department. When emergency care is provided at the day centre, the head nurse's assistant will assess your child's state of health on arrival and determine the priority for seeing the doctor.

As it is difficult to predict how many emergencies there will be in a day, some appointments may be delayed. Please be aware that we always make every effort to resume normal hours as quickly as possible. We ask for your understanding and cooperation in this regard.

Making an Appointment

Treatment appointments are given in the morning and follow-up appointments in the afternoon. It is important to make your next appointment before you leave, specifying whether it is with a doctor or nurse. Your nurse will tell you which type of appointment your child needs. If hospitalization is required in preparation for treatment, you should notify the administrative agent when making the appointment. It does happen, although rarely, that a child cannot be admitted on the day planned; their admission will then be prioritized the next day.

Going to Emergency

If you need to go to the hospital emergency room between visits to the day centre, it is important to inform the staff of your child's diagnosis and symptoms as soon as you arrive. Your child may require quicker attention, depending on their condition. They may also need to be isolated if their immune system is affected by treatment or disease.

Treatments at the Day Centre

Predictable outpatient treatments, such as chemotherapy and blood transfusions, will be planned out for you. Certain hours may be favoured depending on the length and complexity of the treatment. Your child's nurse can give you this important information so that you can plan your visits. It is important to be on time for your appointment, to help keep the day centre running smoothly and to ensure your child gets the care he or she needs.

Signs of Infection or Rashes

If your child has chickenpox or a rash, or has been in contact with a sick child, do not go to the day centre. Call your nurse navigator, who will tell you the best steps to take to protect your child and those around him or her.

If you or your child shows any signs of infection (cough, runny nose, rash, etc.), it is important to inform the administrative agent at reception as soon as you arrive. After the nurse's assessment, it may be necessary to isolate your child so that he or she does not put other patients in the playroom at risk.

Your Child's Safety

Your active participation is essential so that we can provide a safe environment for all. Here are some examples of what you can do:

- Do not let children run in the day centre.
- Prevent children from climbing on chairs or tables.
- Assist children in getting around.
- Remain with your child at all times while he or she is on a stretcher or examination table.
- Secure your child in their stroller or baby seat using the straps.

Ringling cell phones and talking on your phone can disturb the health care team while they are caring for your child. Please be considerate in the use of your phone and set it to vibration mode during your visit to the day centre.

In addition, we ask you to stay as long as you can in the waiting room or playroom while waiting for your medical visit, or for the nurse to call you for treatment or medication preparation. This is to maintain confidentiality and reduce noise around nursing stations and treatment rooms.

Health Communication

For reasons of confidentiality, all information concerning your child's health is transmitted only to you, the parents or legal guardians. We would therefore ask that you inform your family and friends about your child's health.

Documentation

A number of information documents and teaching brochures are at your disposal. Your navigator nurse can tell you which documents are right for you.

In order to better understand your child's illness and its consequences, LEUCAN also provides an information centre, located on Level B of Block 12. The librarian can help you find books, scientific articles, testimonials, youth documentation, videos, etc. to meet your needs. You can also contact the librarian by telephone at extension 2336.

Entertainment at the Day Centre

To keep your child entertained and busy, there are some play and craft activities available while he or she waits to see the doctor or nurse. The playroom is adjacent to the waiting room of the day centre. The people responsible for the playroom are resource persons from the Leucan association. They are there to offer help and support during the different phases of your child's treatment.

Toys are available to all children, and must remain onsite so that everyone can enjoy them. Please make sure the toys are handled appropriately and store them where they belong.

Non-violence

Respect is the foundation of harmonious social relations. Respect must be reflected in the actions, attitudes, words and behaviours of all people.

CHU Sainte-Justine upholds a non-violence policy stipulating that all verbal or physical violence is strictly prohibited and will in no circumstances be tolerated. We need to ensure that the work environment and care we provide are free of all forms of violence and are based on the respect, dignity and physical and psychological integrity of individuals.

We are aware of the emotional burden that certain difficult situations can bring. However, in the event of any violence against staff or other members of our clientele, we will be obligated to take measures to avoid any recurrence. Resources are available to help you if needed.

The Hematology-Oncology Units

Our aim is to have caregivers, families and patients work together for the well-being and recovery of the children. We thus offer the following information with a view to helping everyone live better together during hospitalization. Let us all strive to be caregivers.

Being with Your Child

Your presence in your child's room is reassuring. That's why we supply a **sofa bed** so you can be with your child at any time of the day or night. However, only one parent (or one significant person) can sleep in the room at night.

For **safety** reasons and to **allow our staff quick access to your child in an emergency**, sleeping with the child is not permitted, either in the bed or the sofa bed. It is also prohibited to move the sofa bed closer to your child's bed.

We remind you that you can, at all times, leave the hospital to rest or sleep. You have the option of having a responsible person 18 years or older replace you and stay with your child. During your absence, the staff will increase their presence with your child. Rest assured that we will contact you if necessary.

Visits

Visits from family and friends are encouraged, as they are part of the healing process. Visiting hours are determined based on patients' care needs and their comfort.

- Parents are always admitted. Note that only one parent may sleep in the room at a time.
- **No more than four visitors at a time, including the parents. However, certain stricter rules may apply depending on the child's health, such as in the bone marrow transplant unit, where only significant persons designated by the parents can visit the patient in accordance with an established schedule. Visitors (adults and children) must stay in the room at all times.**
- **Children who are visiting cannot go into the playroom.**
- Visiting hours may be suspended or limited under certain circumstances.
- **Visits** are permitted daily from 10 a.m. to 8 p.m.

Visitors with signs or symptoms of infection, such as fever, cough, diarrhea, vomiting or rash, will not be admitted. Due to infection control measures specific to hematology-oncology units, visits by children under 12 years of age are only permitted on weekends between 10 a.m. and 4:30 p.m. Children under 12 years of age are not admitted to visit a patient who is in an infection isolation room. Also, to be permitted access to the care unit, children must have had chickenpox or have been vaccinated against it.

Visitors must leave the room by the end of visiting hours, or when the hospital staff requests it, or according to the child's specific treatment plan.

If you have any signs or symptoms of an infection, such as fever, cough, diarrhea, vomiting or a rash, please stay home and have someone else be with your child.

Isolation Measures

If your child's health requires isolation measures, it is essential that you follow these rules at all times. Should you have any questions regarding these specific measures, please do not hesitate to consult the nursing staff.

Sound advice

Here's some sound advice to help prevent infections: Wash your hands when entering and leaving the room, before providing care, before helping the patient eat and after helping the patient use the washroom. This is the most effective way to prevent the transmission of infections!

Your Child's Safety

Patient safety is a shared responsibility among the patient, the family and our care professionals. Everyone has a role to play! Your active participation will ensure optimal quality of safe care. Here are some examples of what you can do:

You need to:

- Practise and encourage hand hygiene.
- Make sure your child wears their identification bracelet at all times.
- Provide staff with information that will help them better care for your child.
- Report to staff anything that seems abnormal.
- Make sure that the sides of your child's bed are always fully raised, even if you're close to him or her.
- Wear non-slip shoes or slippers when walking around.
- If your child is showing signs of weakness, accompany them to the bathroom and do not lock the door.
- Always strap children in strollers or baby seats.
- Prevent children from climbing on chairs or tables.
- Do not leave children unattended in a high chair, even if they are strapped in.
- When giving a shower or bath, do not use very hot water, as this can, among other things, cause a drop in blood pressure.



In addition:

- You may be asked to keep open the blinds on the door or windows facing the corridor, to permit continuous monitoring of your child.
- In order to facilitate emergency care and interventions, your child's bed must be accessible at all times. The room must therefore not be cluttered. It is important to store all your child's personal belongings in the drawers and closet and not near the bed.
- To prevent clutter in the room during extended stays, please limit the number of toys to three or four and rotate toys and personal belongings. You can also borrow toys from the **Toy-lending Library** (Joujouthèque) run by a team of volunteers, located on the 9th floor of Block 1. It is open from 8 a.m. to 5:30 p.m., Monday to Friday.



Night Monitoring

Your child requires close clinical monitoring both at night and during the day. A member of the care team will go to your child's bedside regularly to assess their clinical situation and provide care or treatment if needed. They will: take vital signs, check the solution, catheter sites and dressing; take samples; administer a transfusion or medication, etc.

All of these interventions require a certain amount of minimal lighting so that staff can provide safe, quality care. They are, as much as possible, done together and carried out as discreetly as possible so as not to disturb your child's sleep.

Sound advice

We suggest that you have your child wear a short-sleeved top or pyjamas, or pyjamas without feet, with snap fasteners. This facilitates the work of the caregivers and helps them in not waking the child.



Medical Rounds and Examinations

As CHU Sainte-Justine is a university hospital centre, the care administered to your child is the shared responsibility of their doctor, residents, externs, medical consultants and specialized professionals.

Medical rounds take place every day at a time that cannot be determined in advance. Medical examinations can also take place at any time of the day, without an appointment. For these reasons, your child cannot leave the care unit without prior authorization.

If you have any concerns or questions about the treatment your child is receiving, you can talk to your child's nurse.

Bon conseil

Remember to write down your questions as your child receives treatments to make sure nothing gets forgotten.

Discharge

Your doctor will tell you when your child can leave the hospital. The care team will answer all your questions about the treatment and care your child will need at home.

Before you leave, make sure you haven't forgotten anything in the drawers and closet. We ask parents to leave the room within two hours maximum of being notified that the child's discharge has been signed at the end of treatment, so that we can make it available for another sick child.

Make sure that the next appointments have been scheduled in accordance with the health care team's recommendations. If necessary, consult your navigation nurse.

Living Areas

The Room

You may want to personalize your child's room by hanging photos, posters or knick knacks. This can be done by plasticizing them and installing them with stickers. It is not permitted to use adhesive paper or velcro, which would damage the paint on the walls. For children undergoing isolation measures, please contact the care team.

Personal Effects

- During the stay, your child will of course need some personal effects: toothbrush, toothpaste, comb or hairbrush, socks and slippers, as well as **comforting things** such as their **bedspread, favourite toy**, etc.
- If your child wears diapers, you must provide them. It is important to keep them in a visible place in the room so that the team members can easily find them in your absence. If your child is receiving chemotherapy, diapers should be changed at least every two hours, day, evening and night.
- Did you forget something? You can buy all kinds of items, such as toiletries, tissues, diapers, medications and other things at the **Jean Coutu Pharmacy**, located on Level A of Block 1. The opening hours are displayed at the store entrance.



Bon conseil

Only bring the bare minimum to the hospital. Do not leave any valuables behind when you go out of the room (wallet, tablet, iPod, reader, cell phone or other items). **The hospital declines all responsibility for any personal effects in the event of loss, breakage or disappearance.**

Flowers, Plants and Balloons

In order to prevent allergic reactions and infections, flowers, plants and latex balloons are not permitted. Only metallic balloons are allowed.

Bedding for Sofa Beds

Sheets and pillows for sofa beds are available at the unit where your child is hospitalized. The unit staff will bring whatever you need. After use, please place them in the baskets intended for this purpose.

Washrooms and Hygiene

For infection prevention reasons and to protect your child, the bathroom in their room is strictly reserved for their use. Parents and visitors must use the washrooms located in the family areas.

Showers

Parents who wish to take a shower can use the shower located on the 3rd floor of Block 12 South, right next to the parents' lounge. To help maintain cleanliness, please clean the shower and sink after use.



- Bring your own **toiletries** (soap, shampoo, toothbrush, toothpaste, etc.).
- Towels and facecloths are available at the unit where your child is hospitalized. After use, please place them in the baskets intended for this purpose. A damp towel left in the room is a source of bacteria.

Dress Code

Out of respect for children, staff and other parents, please wear appropriate clothing at all times, including during rest and sleep periods.



Phone

To call a patient at CHU Sainte-Justine, dial 514 345-4931 and give the patient's room number or last name. Collect calls are not accepted.



To use the phone from the room to call out, press 9 and then dial the number.

Cell phone use is allowed only in the common areas and in the parent zone of the child's room (on the sofa bed). The device must be in vibration mode.

Photos and Videos

It is prohibited to photograph, record or video other patients or their families, or staff members.



If you wish to photograph or video any staff members, you must ask their permission first.

It is also prohibited to post photos or videos of employees, other patients and their families on the Internet and social media such as Facebook, Twitter, Instagram, Snapchat, YouTube and other media.

Alcohol, Illegal Substances and Dangerous Objects

The possession and use of alcohol, drugs and dangerous objects is strictly forbidden.

Common Areas

Various facilities are available to meet the needs of daily life: showers, laundry room with washer and dryer, kitchenette with dining area and lounge with television. For life to be pleasant and harmonious in the unit, everyone must be respectful of one another in all circumstances.

So, we ask you to:

- Avoid making excessive noise (television, telephone, music, etc.);
- Keep common areas clean and tidy;
- Respect the privacy and private life of each family;
- Not eat in hallways, common areas and the playroom. Instead, use your unit's kitchen, which is reserved for the parents of hospitalized children. Use it respectfully and be sure to clean used areas and items;
- Help keep in good condition the common areas, equipment and furniture placed at your disposal.

Electrical Devices

In areas reserved for patients, treatments and families, use of the following items is prohibited for safety reasons:

- Electrical appliances (kettles, toaster ovens, air conditioners, refrigerator, etc.)
- Televisions
- Plug-in radios
- Christmas-type lights
- Extension cords

The Family Lounge

The family lounge is a tranquil, comfortably-furnished space for rest, quiet moments or entertainment. However, it is not permitted to sleep in the lounge, so that families can access it at all times.

As an infection prevention measure, the **unit's common areas (playroom, parents lounge, kitchen, etc.)** are not accessible to visitors to the unit or to the siblings of a hospitalized child.

The Family Kitchenette

Refrigerators, microwaves and ovens are available in the unit's kitchenette or in the family room. Remember to indicate your child's name and the storage date on food containers. At discharge, be sure to retrieve the food stored in the kitchenettes. We inspect the content of the refrigerators every Friday. All food and containers stored for more than 7 days (or with no date) and without a name will be put in the trash without notice.

Please note that fruits and vegetables must be stored in a refrigerator.

Meals

Délipapilles is a personalized meal **delivery** service offered to all CHU Sainte-Justine **patients**, parents and visitors.

Service for patients

Your child can now choose a meal or snack from a menu at a time that suits them and have it delivered to their room between 6:30 a.m. and 7 p.m. If your child is unable to make the choice themselves, you may do it for them. Please consult the menus for more information.

Service for parents and visitors

Room service is also available to parents and visitors between 6:30 a.m. and 7 p.m. Please consult the posters about this service to learn how it works.

You may eat in the room with your child. However, for reasons of hygiene, **it is strictly prohibited to store food there.**

You may have a hot drink there, as long as you use a hermetically-sealed cup or thermos with a cap. This prevents burns, stains and coffee damage to equipment, files, etc.



Restaurants and Food Services



Cafeteria

The main cafeteria is located on Level A, Block 9. It is open for lunch from 11 a.m. to 2 p.m., Monday to Friday.

Le bistro

Le Bistro is a point of service for *Délipapilles*, serving the clients and staff of Blocks 11 and 17. It is located in the Jardin 4 saisons of the Atrium, Block 17 and is open every day from 7 a.m. to 2 p.m. There you will find:

- **Le Café Van Houtte:** coffee, tea, pastries
- **La Marmite:** a variety of soups
- **Takeout:** sushi, sandwiches, salads,



Délipapilles

You can also get meals and snacks at *Délipapilles*, located on Level A of Block 1, near elevators 1 and 2. *Délipapilles* offers full meals 7 days a week, from 6:30 a.m. to 8 p.m.

Vending Machines

You will find vending machines offering a number of items on Level A, Block 2. Also, snacks are available in vending machines at various other locations, including the main entrance lobby, on the 1st floor of Block 2, on Level B of Block 1, etc.

Sound advice

Is your child on a strict diet? Make sure their meals are still appetizing. You can choose to eat in the family kitchenette or the cafeteria rather than in their room.



Services at CHU Sainte-Justine

Drop-in Daycare

CHU Sainte-Justine offers a drop-in daycare service for siblings of children who are hospitalized or being seen as outpatients. The children are looked after by an educator and volunteers. This service is available Monday to Friday, from 8 a.m. to 12 p.m. and from 1 p.m. to 4 p.m. The daycare is located on Level C of Block 8, Room C.8.22. You can contact the drop-in daycare at 514 345-4931, ext. 5372.



Wi-Fi Access

You have access to the hospital's Wi-Fi network, which allows you to use the Internet responsibly and safely. This network is independent from the hospital's professional and medical Wi-Fi network. It does not provide access to any professional and confidential data in the CHU Sainte-Justine network.



To access the Wi-Fi network:

- Select "CHU-Public" from the list of available networks on your smartphone or tablet.
- A home page will open in your browser: follow the daily agreement and terms of use procedure.

For any questions or assistance, call 1 888 ihotel5.

ATM

You have access to a Desjardins ATM on Level A, Block 1, near *Délipapilles*.



Animals and Guide Dogs

Animals are strictly forbidden inside the hospital, with the exception of guide or service dogs. However, it should be noted that no assistance dogs are allowed in the hematology-oncology units.





Smoke-free Environment

CHU Sainte-Justine's policy on tobacco use aims to promote good health and offer a sound and safe environment, conducive to recovery, for clients and staff.

It is prohibited for anyone to smoke or vape on any of the hospital's premises, including entrances, access paths, and outdoor and underground parking.

Temporary Accommodations for Families



Hôtellerie Chez Cachou

L'Hôtellerie Chez Cachou is located on the 5th floor of Block 8. It offers accommodations, based on availabilities and the priorities set by the hospital. The priorities are:

- Breastfeeding mothers whose baby is staying in the nursery or neonatal unit;
- Patients receiving treatment at the day centre, without hospitalization, accompanied by a parent;
- Mothers whose babies are hospitalized in the neonatal unit.

For more information, please call a staff member at 514 345-4898 from Monday to Friday, 7:30 a.m. to 3:30 p.m. Evenings, nights or weekends, call 514 345-4616.

Ronald McDonald House

Ronald McDonald House is a family-type residence for families from remote areas (more than 55 km from Montreal).

For information or to make reservations, call 514 731-2871 Monday to Friday, 8 a.m. to 8 p.m., and Saturday and Sunday, 9 a.m. to 8 p.m.

Parking

Client parking is located on the west side of CHU Sainte-Justine. It is accessible from Chemin de la Côte-Sainte-Catherine or Rue Decelles. Special rates are available to those who are visiting the hospital regularly: one-day, unlimited, weekly, family and monthly. For more information, speak to your care unit, clinic or security personnel.



Parent Child Centre

The Parent Child Centre is a place for parents and families to get information and documentation with complete peace of mind. The librarians can guide you to documentation that is available onsite or online. All books published by Éditions du CHU Sainte-Justine books may be consulted or purchased onsite.

The Parent Child Centre is located inside the library facilities, on the 5th floor of Block 9. It is open from 8 a.m. to 6 p.m., Monday to Thursday, and 8 a.m. to 4 p.m. Friday.

Spiritual Care

The spiritual care providers bring you support and comfort during your stay. They will be attentive to your spiritual needs based on your values and beliefs. To obtain their services, make a request to the caregiving staff.

A meditation room named Le Havre is available to you at all times. It is located on Level A, Block 1 (local A.1.10).



Local Complaints Commissioner

Your satisfaction is important to us and your comments help us improve the quality of care and services. If you are dissatisfied with the care and services your child has received and if you feel that his or her rights have not been respected, we recommend that you first speak with the staff responsible for care and services. This often resolves the situation quickly. If after taking this step, you are still not satisfied, the Local Service Quality and Complaints Commissioner is there to deal with your complaint and promote service quality. Complaints can be made verbally or in writing. You can submit your complaint:

- In person: at the Office of Local Service Quality and Complaints Commissioner, located on Level A, Block 9 (local A.9.21)
- By phone: 514-345-4749
- By mail: Local Service Quality and Complaints Commissioner, CHU Sainte-Justine, Local A.9.21, 3175 Chemin de la Côte-Sainte-Catherine, Montreal QC H3T 1C5
- By email: commissaire.message.hs@ssss.gouv.qc.ca

Users Committee

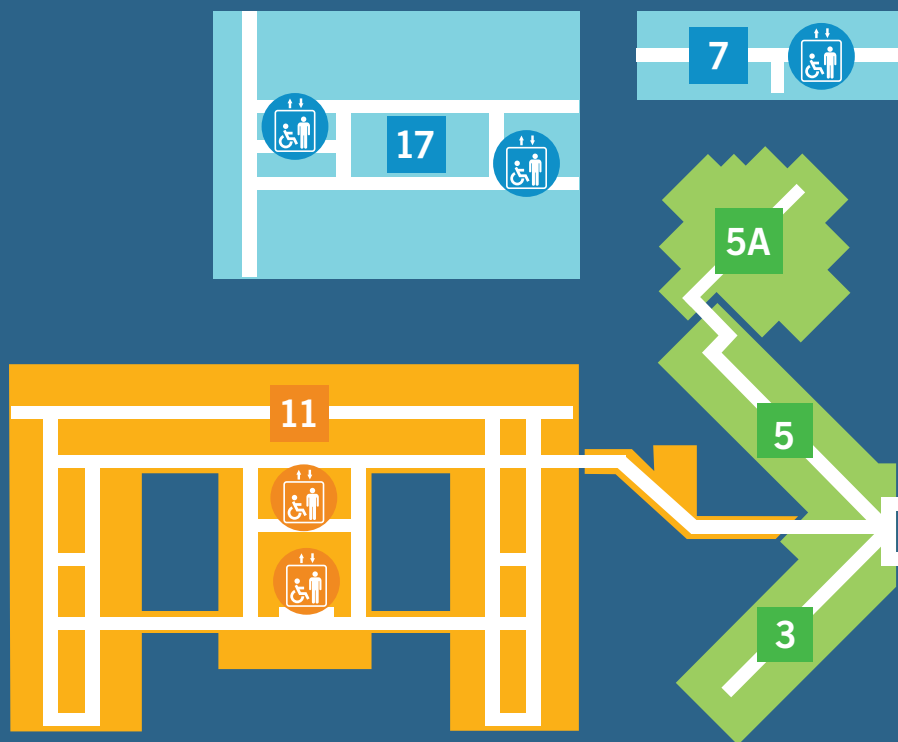
The Users Committee ensures that the rights of CHU Sainte-Justine users are respected. The Committee represents the children and their families, to improve the quality of the living conditions of users and to support them as needed.

You can contact the Committee at 514-345-4931, ext. 5902.



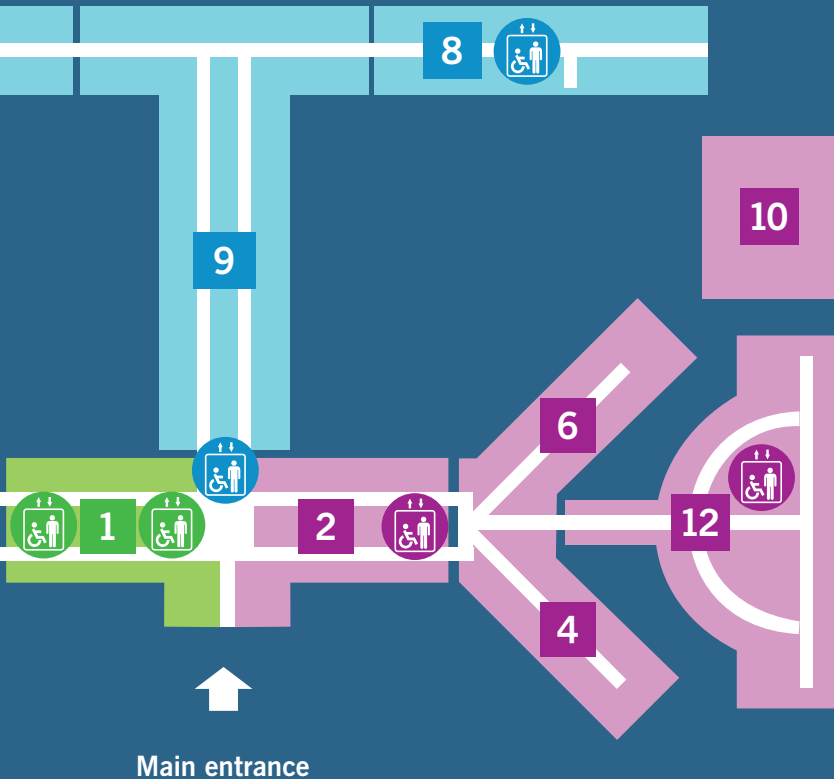
Finding Your Way in the Hospital

Here is some useful information to help you find your way around the hospital.



Understanding how rooms are numbered; e.g. Room 2.12.21:

- The first element (number or letter) designates the floor — in this example, **2nd Floor**.
- The second element indicates the block — **Block 12**.
- The final digits indicate the number of the local (three digits) or room (two digits) — **Room 21**.





CHU Sainte-Justine Foundation

Join the Sainte-Justine family. Donate.

From day one, the Foundation has been committed to engaging the community and supporting CHU Sainte-Justine in its mission to improve the health outcomes of a growing number of children.

The generosity of the business community and the general public, combined with the expertise of our team of professionals, means that Sainte-Justine can now focus on maintaining this high level of excellence. Providing children and mothers-to-be with a standard of care that is among the very best in the world... this is the goal underlying all of our fundraising efforts.

To donate to the CHU Sainte-Justine Foundation:

CHU Sainte-Justine Foundation

Phone: 514-345-4710

Toll free: 1 888 235-DONS (3667)

Email: fondation@fondationstejustine.org

For more information: www.fondationstejustine.org

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