Information For Your Visit to Sunny Hill

For Outpatient Families

For a copy on our website, please scan this QR code or click:

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Welcome * Preparation * Tools * Knowledge * Support
Welcome to “Sunny Hill” Health Centre for Children.

Sunny Hill, a program of BC Children’s Hospital, delivers specialized development and rehabilitation services for children, youth and their families who live in B.C. We provide a full range of services in Vancouver and province-wide through outreach programs.

The Children

Children who come to Sunny Hill range in age from birth to 19 years and often have complex medical, physical and developmental needs. Some of the children have conditions affecting physical, motor or sensory development or have acquired brain injury, prenatal exposure to alcohol or other drugs, cerebral palsy, or autism. The unique nature and complexity of their needs may make it difficult to find all the support they need at home or in their community.

Many children come to Sunny Hill for outpatient assessment and services. Many more in British Columbia are helped through our ongoing Outreach Program. We also use Telehealth, or videoconferencing to connect our health professionals with children and families in remote communities. A few join us for inpatient stays here at Sunny Hill. With each child we focus on promoting his or her healthy development. Services at Sunny Hill require a doctor’s referral.

Our Families

Just as children are unique, so are their families. We take each family’s needs into account when helping their children. Together, we find family-centered solutions to enable each child to succeed.

Programs and Services

<table>
<thead>
<tr>
<th>Program Manager/Contact</th>
<th>Email</th>
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<tbody>
<tr>
<td>Acute Rehab (Inpatient)</td>
<td>Leeann Taylor</td>
</tr>
<tr>
<td>Respite Care</td>
<td><a href="mailto:Leeann.Taylor@cw.bc.ca">Leeann.Taylor@cw.bc.ca</a></td>
</tr>
<tr>
<td>BC Autism Assessment Network (BCAAN)</td>
<td>Tracy Conley</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:Tracy.conley@cw.bc.ca">Tracy.conley@cw.bc.ca</a></td>
</tr>
<tr>
<td>Complex Development Behavioural Conditions (CDBC)</td>
<td>Priya Chetty</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:priya.chetty@cw.bc.ca">priya.chetty@cw.bc.ca</a></td>
</tr>
<tr>
<td>Neuromotor</td>
<td>Kim Tully</td>
</tr>
<tr>
<td>Assistive Technology</td>
<td><a href="mailto:Ktully@cw.bc.ca">Ktully@cw.bc.ca</a></td>
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<td>Development Coordination Disorder</td>
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<td>Feeding and Nutrition</td>
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<td>Hearing Loss</td>
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<td>Visual Impairment</td>
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<td>Positioning Mobility</td>
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<td>Gait and Motion Lab</td>
<td>Alec Black</td>
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<td>Nursing Support Services</td>
<td>Tamara Crozier/Caroline Chivers</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:Tamara.crozier@cw.bc.ca">Tamara.crozier@cw.bc.ca</a></td>
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<td><a href="mailto:Caroline.Chivers@phsa.ca">Caroline.Chivers@phsa.ca</a></td>
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<tr>
<td>Therapeutic Recreation</td>
<td>Kellie Duckworth</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:kduckworth@cw.bc.ca">kduckworth@cw.bc.ca</a></td>
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<tr>
<td>Sunny Hill Education Resource Centre (SHERC)</td>
<td>Kala Brownlee</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:sherc@cw.bc.ca">sherc@cw.bc.ca</a></td>
</tr>
<tr>
<td>Development and Rehabilitation Evidence Centre</td>
<td>Andrea Ryce, Librarian Kimberly Miller, Education Lead</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:Andrea.ryce@cw.bc.ca">Andrea.ryce@cw.bc.ca</a></td>
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<tr>
<td></td>
<td><a href="mailto:kimberly.miller@cw.bc.ca">kimberly.miller@cw.bc.ca</a></td>
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<td>School Services – VSB Provincial Resource Team</td>
<td>Carol Thornton</td>
</tr>
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<td><a href="mailto:BCCHSchoolroom@cw.bc.ca">BCCHSchoolroom@cw.bc.ca</a></td>
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<tr>
<td>Quality, Safety, &amp; Accreditation</td>
<td>Cathy Masuda</td>
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<td></td>
<td><a href="mailto:cmasuda@cw.bc.ca">cmasuda@cw.bc.ca</a></td>
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Your Visit

We are looking forward to seeing you. This information has been prepared to help you and your child for your upcoming visit.

a) Before you come
   • Prepare your child and provide honest information about his/her visit to Sunny Hill
   • Encourage your child to ask his/her own questions while he/she is here
   • Think about questions you might have and write them down (see attached worksheet)
   • Let us know if you need an interpreter if you speak a language other than English or require ASL support. This service, while provided free of charge, requires advance notice

b) What to bring to your visit
   □ Your appointment letter
   □ Your child’s Provincial Health Number Card (PHN card AKA CareCard)
   □ A list of your child’s medications
   □ Copies of recent reports, documents, letters from your child’s school, therapist, doctors, any service provider, as required or as requested
   □ Eye glasses, hearing aids and other equipment, your child uses and as requested for appointment
   □ Snacks and water for your child
   □ Books and/or games to keep your child busy, as needed depending on length or your appointment
   □ Another adult to support you and/or help with childcare if you are bringing other children

c) On the day of your visit, what to expect
   • Please arrive ahead of your scheduled appointment and register at our front desk (off Slocan street parking lot)
   • Dress your child in comfortable clothes and running shoes
   • Depending on the type of appointment you and your child may be here for 90 mins up to 6 hours (please see confirmation letter for your approximate length of stay)
   • At your first appointment, a full history will be discussed with your care team
   • As part of your assessment, your child may also receive: a physical exam, be tested for speech, fine/gross motor functions etc.
   • We are a teaching hospital, so we may ask you if you are okay if healthcare students are involved with your appointment
   • We encourage you to ask questions or bring up your concerns as well as ask for clarity (no question is too simple or wrong).

d) Staff and Clinicians you may see during your appointment
   • Developmental Pediatrician (Medical Doctor)
   • Nurse
   • Physiotherapist (PT)
   • Occupational Therapist (OT)
   • Speech and Language Pathologist (SLP)
   • Dietitian
   • Social Worker (SW)
   • Recreation Therapist (RT)
   • Case Manager
   • Psychologist
Talking with your Care Team

We take each family’s needs into account when helping your child/ren. Together, we find family-centered solutions to enable each child to succeed.

Family-Centred Care is grounded in mutually beneficial partnerships among clinicians, staff, individuals and their families, as equal members of a care team.

Remember, you don’t have to wait to be asked! Take the initiative to tell your care team what matters to you!

Here are some examples to start your conversations or dialogue with your care team:

- How can we work together to include my goals and wishes for my child?
- How can my family be involved in my child’s care?
- What are my options for my child’s treatment?
- Can I check that I’ve understood what you’ve said? What you are saying is…
- What happens next?

A family planning and worksheet is attached and available on site for your use.

Patient Safety and Feedback

Sunny Hill is committed to providing respectful care that promotes safety and trust, that provides choices for patients and families that builds upon strengths and skills.

We always welcome your suggestions and feedback regarding your visit. Comment cards and boxes are available on site or you can submit feedback electronically.

Should you have patient safety questions and concerns about your appointment, we encourage you to try talking with the care team (for example: doctor, social worker, nurse, therapist) right away, as it is best to talk about your concerns at the time and place they happen. Additionally, you can also ask to speak to the Program Manager. You may also contact the BC Patient and Quality Care Office at any time about how your concerns were handled. 1-888-875-3256 or pcqo@phsa.ca

A patient safety brochure is available with full information at Sunny Hill.

If you have any ideas on how we can do things better and would like to give input on improvements to our programs, please talk with staff and they will connect you with our Family Engagement Advisor.
Frequently Asked Questions (FAQ’s)

1. **What if my child is sick before our appointment?**
   If your child has an infectious disease such as chicken pox, measles, mumps or is MRSA positive (Methicillin-resistant Staphylococcus aureus), please contact the person on your appointment letter, up to three weeks in advance of your appointment.

2. **If my child takes medication, what should I do on that day of my appointment?**
   Please take regular dose(s) of medication on the day of your visit.

3. **Where can I get something to eat or drink during my visit?**
   On site, complimentary coffee, tea & water is always available in the Welcome Area, Family Place and Sunshine Square. Sunnyside Café offers soups and sandwiches daily (cash only). There are also vending machines in our Dining Area with drinks and snacks (cash only). There are a few restaurants located a short walking distance/drive from Sunny Hill. A list offsite amenities is available at Sunny Hill.

4. **I'm going to be at Sunny Hill all day. Is there somewhere for me to eat and keep my food?**
   You are welcome to bring your food, snacks during your visit. Family Place has a fridge available for day use. There is also a toaster oven and microwave oven and seating available in Family Place and the Dining Hall for family use.

5. **Where can I wait or take a break during my child's appointment?**
   During your child’s appointment, there are many waiting areas for your use: Welcome Area, Family Place, Sunshine Square and the library offer comfortable seating. If the weather is nice, we also have a patio and picnic areas for use outdoors.

7. **What should my child wear or bring to the appointment?**
   Please dress your child in comfortable clothes and running shoes for the appointment. Depending on the length of your visiting you may want to bring snacks and water. Bring other reports from teachers, doctors as requested.

8. **Is there a computer for family use? What about Wi-Fi?**
   A computer and printer for families is available for families in the library. Free Wi-Fi is available throughout Sunny Hill for family use, instructions available on site. Please bring your own chargers for your phones/tablets etc.

9. **What types of things are available for my child and I to do between our appointments?**
   Inside Family Place there is a play area, Television/VCR and Wii for family use. There is also a small playground and grass area adjacent to our Slocan Street entrance/parking lot. The library is also available to look at or borrow books and we have our thrift shop "Sunny Seconds" located on site.

10. **I'm arriving by public transit. Which is the best way to get to Sunny Hill by bus or sky train?**
    Sunny Hill is accessible by bus #7 (Nanaimo Street), bus #25 (E. 22nd Avenue) and Sky Train Expo Line (Nanaimo Station) and Millennium Line (Renfrew Station) and then a short 10-15 minute walk to our building at 3644 Slocan Street at East 21st Avenue.

11. **Where can I park at Sunny Hill?**
    Parking is available in front of our building off of Slocan Street and is free of charge. Accessible stalls are next to the building entry. In addition, there is plenty of street parking. Please note, as we are in a residential area, be aware of some parking restrictions for residents only.

12. **We are travelling to Sunny Hill and need to stay overnight, where can we stay?**
    The BC Family Residence Program provides accommodations for any eligible out-of-town BC family with a child who has a scheduled appointment at BC Children’s Hospital/Sunny Hill at no cost. Call: 1-866-496-6946

13. **Who do I contact if I have questions before our visit?**
    If you have further questions, please contact the person listed on your appointment letter prior to arriving.
Worksheet: For your planning and for use during meetings/appointments

We encourage and invite families to take some time before each appointment to reflect on what is important to you and to share information and questions with your Sunny Hill care team.

Start here by writing down your questions and sharing your child’s strengths and goals. Bring this with you to your meeting.

Privacy Statement: This worksheet is voluntary and for your use. It is not intended to substitute decisions made between a family and care team. Please keep this document private as it may contain personal health information.

Planning:

My questions for my child’s Care Team:

I want the care team to know the following about my child:

What matters to me and my child during an appointment (treatment) is:

<table>
<thead>
<tr>
<th>My Child’s</th>
<th>Strengths</th>
<th>Goals</th>
<th>Support needed in these areas Yes/No:</th>
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<td>Personality</td>
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<td>Communication</td>
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<tr>
<td>Other Interests</td>
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</table>
At/during the Meeting:

<table>
<thead>
<tr>
<th>Date:</th>
<th>Program/Service Area: Neuromotor/Autism/CDBC/Other:</th>
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Who is in attendance? (staff name & role):

Who I spoke with (staff):

Reason(s) for meeting:

Things I need to remember:

New information to me:

These are words and or terms that I do not understand:

<table>
<thead>
<tr>
<th>Unclear Word or Term</th>
<th>Definition</th>
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Meeting Wrap Up:

Main points and summary of the meeting are (if unsure, ask to go over again):

What happens next/after this meeting/assessment? Plan or goals

What resources do we need after this? Who will provide?

How do I get reports from my appointment(s):

Will there be a next meeting? If so, when and where?

Who do I contact you if I have questions after the meeting?

Name and Title:

Contact Phone:   Contact Email:

Other Notes:

Note: Forget to bring this planning guide and worksheet with you to your appointment? Paper copies are available from staff.