

About Sunny Hill

Sunny Hill Health Centre for Children is a provincial facility offering specialized services to children with disabilities, their families and communities throughout British Columbia. Using a family-centred approach, Sunny Hill helps promote the healthy development of children and youths by supporting families and community service providers in their efforts. It is also a resource for educational services and information about disabilities. Services are delivered close to home in a child's community, or on site at Sunny Hill, located in Vancouver.

How To Contact Us

Sunny Hill Health Centre For Children

3644 Slocan Street, Vancouver, BC V5M 3E8

Inpatient Unit: 604-453-8311

General Phone: 604-453-8300

Toll Free: 1-888-300-3088

Fax: (604) 453-8301

www.bcchildrens.ca/sunnyhill

*Promoting Better Health for Children with Disabilities
through Clinical Services, Education and Research*





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Please give us the name of another person to contact in case of emergency. Either you or this person is expected to accompany and care for your child if she/he is transferred to BC Children’s Hospital.

If you will be going out of the country while your child is staying at Sunny Hill, the Respite Social Worker will discuss designating an alternate decision-maker for your child’s medical treatment and care.

Thank you for taking the time to get ready for your child's stay. Remember if you have questions please call us.

- Respite Social Work, 604-453-8300 ext 8227.
- For medical and nursing concerns, call the nursing unit at 604-453-8311.

Notes:

Welcome to Sunny Hill Health Centre for Children. Sunny Hill provides short-term respite stays for children with disabilities who have significant limitations in mobility, and high care needs.

During their respite stay, children typically share a room with others who are here for respite or rehabilitation. Parents are asked to provide detailed information about their children's care in order to establish a plan of care. Staff assist children with feeding, personal care, transfers, and administering medication. Children over the age of 3 can take part in Recreation programs while at Sunny Hill.

If a medical emergency arises for your child they may be transferred to BC Children's Hospital for treatment. You or a person you have designated will need to meet your child there.

If there is a need for additional services (ie seating, feeding, etc) the Respite Social Worker will work with you to book appointments with your community therapists, or those at Sunny Hill, for another time when you can attend with your child.

Working with parents helps us to provide the best possible care for children while they stay with us. Please read more about the respite program in this booklet.



Frequently Asked Questions:

How do I get respite at Sunny Hill?

- The first step is to ask your child's doctor for a referral for respite at Sunny Hill.
- The respite program Social Worker will then call/meet with you to gather more information about your child and your respite needs.
- The referral is reviewed by the respite program team.
- The social worker will contact you to let you know whether or not your child is accepted for respite at Sunny Hill.

If accepted into the program, how do I book respite?

- Call the Respite Social Worker at 604-453-8300 ext 8227 to book stays.
- There are times of the year when the number of days may be limited, such as school holidays and summer. We do this to meet as many families' needs as we can.

Are the respite days guaranteed?

- We do our best to honour approved respite days. However, there may be times where an approved respite stay has to be cancelled. This happens if your child is sick or we do not have enough beds. We do everything we can to follow through on your child's planned respite stay.

What if I need to cancel or change dates of the stay or if I have any other questions?

- Please call the Respite Social Worker at 604-453-8300 ext 8227.

Can my child come if he/she is ill or has been around someone who is ill?

- If your child is ill or has been in contact with someone with an illness such as chickenpox, measles, mumps, or the flu, we cancel the stay and re-schedule it. If you are not sure please call the Clinical Nurse Coordinator (Mon-Fri) at 604-453-8311 before coming for the stay.

If relatives and/or friends plan to visit your child during respite, please provide full names of allowed visitors. **Visiting hours are from 8:00 am to 8:00 pm.**

Checking Out:

- Please check out before 3 pm. This allows the room to be cleaned for the next child. Make sure you have all your child's belongings, using the list you made when you first came.

Special Instructions:

- The doors at Sunny Hill are locked daily at 6:00 pm. To enter the building, please ring the door bell at the 21st Avenue entrance.
- If your child becomes ill while at Sunny Hill:
We are prepared and equipped to take care of your child if she or he becomes ill while with us. Sometimes, though, your child may need special testing or treatments that cannot be provided at Sunny Hill. We will contact you if there is a change in your child's health or if we need to transfer her/him to BC Children's Hospital. You will need to meet your child at the hospital, or have another designated caregiver who can do so.

Getting Close To Check-In Day:

The Clinical Nurse Coordinator will call you 24 - 72 hours before your day of admission to confirm the time of admission, review your child's health status and get an update of your child's care needs.

Admission times are: Monday to Friday between 9:00 am - 2:00 pm.

Checking In To Sunny Hill:

Come to the nursing unit that is on the second floor. It is easier to get to the nursing unit from the 21st Avenue entrance. You can park in the front of the door until you have transferred your child out of your vehicle. Free parking is found in our lot off Slocan Street. The gates of the parking lot are locked late at night, and opened in the morning. Please ask us for more information about this, if needed.

- The first respite stay is unique. Parents will be asked to demonstrate aspects of their child's care to staff. Please discuss with the Respite Social Worker.
- On subsequent stays, plan to stay for up to 1 1/2 hours to take part in checking your child into the hospital. This includes:
 - Filling out needed forms.
 - A physical check-up of your child by a doctor and nurse.
 - Going over your child's care needs and medications with your nurse and doctor.
 - Meeting with your social worker.
 - Making a list of your child's belongings which will be signed by you and a staff member.

How do I know if my child is ill?

- If your child has a fever, cough, runny nose, sore throat, vomiting or diarrhea.

What do I need to bring when my child comes for respite?

- Your child's BC Care Card
- Your child's medication(s) in the pharmacy bottle(s) and Epipen if necessary. Sunny Hill will provide your child's medications while they are here, but original pharmacy bottles are required for our ordering purposes.
- Herbal remedies and/or vitamins, if your child uses them, and the doses.
- Equipment your child needs:
 - Bring any equipment that is specifically made for your child: wheelchair and seating equipment, equipment for travel in a wheelchair van, splints, body brace, bed positioning, Bipap machine, and communication device with instructions for use. Please label everything.
 - Spare G or J-tube and extension/connector tubes.
- Personal items such as:
 - Items that comfort your child such as a favorite toy or blanket. Please make sure you mark your child's name on it clearly. Please leave any valuable belongings at home. Sunny Hill is not responsible for any lost or stolen articles.
 - Toothbrush, comb, deodorant.
 - Your child's shoes. Clothing can be provided by Sunny Hill Health Centre.
 - Please label any of the clothes you bring.
- Diet:
 - If your child has a special diet, or if there have been any changes in their diet and/or formula, please let the Clinical Nurse Coordinator know when she calls you.
 - If there is a food your child prefers that is not available at Sunny Hill, please bring it with you.

- Be knowledgeable about your child's immunizations, and tell us whether they are up-to-date.
- Information about your child's care, daily routine, school/pre-school program, likes/dislikes, etc.

What does Sunny Hill provide?

- Clothing but not shoes.
- Diapers.
- Food and most formula. Call the nursing unit at 604-453-8311 to see if Sunny Hill carries your child's formula before bringing your child for their stay.
- Medications that are ordered by your doctor.
- Medical equipment such as feeding pumps, nebulizer, suction machine and oxygen if needed.

What is in my child's room?

- Most rooms at Sunny Hill are shared. All rooms have TV's and DVD players. We have a good selection of DVDs your child can use.

Who will look after my child?

- A team of nurses.
- There is always a doctor available or on call.

What is going on that my child can take part in?

A group recreation program for children over 3 is available 7 days per week:

- Crafts, cooking, hand and foot massages, music therapy, swimming in the Sunny Hill pool, and community outings.
- There are no recreation programs on statutory holidays such as Christmas Day and Easter.
- We will provide an Outing Consent Form for you to sign if you want your child to take part in outings in the community.

If you have any questions, please call the Recreation staff at 604-453-8316.

Volunteers may be able to spend time with your child when there is no recreation program. To arrange this please talk to the Respite Social Worker.

You or your child can sign out table games, compact discs, DVDs and other kinds of recreational equipment through the Therapeutic Recreation Department.

If you live in reasonable proximity to Sunny Hill we can help you make arrangements so that your child continues to attend their school during their respite stay.

