

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 youth 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

Toll Free Line: 1-888-300-3088

General Phone: (604) 453-8300

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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Welcome To Sunny Hill!

What You Need To Know About Your Stay With Us!

Who stays at Sunny Hill?

The inpatient unit at Sunny Hill is for children and youth who need acute rehabilitation or respite services.

Who is on my Child's Health Care Team?

As we see it, parents are our partners. We are committed to working with you to provide the best care for your child. We will work with you to plan your child's care and share expectations.

We encourage you to take an active role in your child's care. One way you can do this is by taking part in medical and team rounds. This is a time for you and your child's team to talk briefly about your child's progress. These rounds happen each day except for Wednesdays and holidays. Please check the board in the hall for times.

You may need to learn some new skills to care for you child at home. At Sunny Hill we provide training and education to help you manage at home.

Who else is on my child's team?

We have a health care team who will meet the specific needs of your child during her or his stay on the unit.

Acute Rehab Interprofessional Team. All the children staying on the unit will be cared for by the Sunny Hill physician's and nurses. Your child's therapy team will be based on your child's needs and may include: physiotherapy, occupational therapy, speech therapy, dietary planning, school, psychology, social work, aquatic therapy, recreational therapy, and music therapy.

Pets. At Sunny Hill we have two pet therapy volunteers who have been trained to work with children in the Therapeutic Recreation Program. We have two dogs who visit regularly to work with the children on a one to one basis. If you have any questions about this program, or about bringing in your own pet, please ask our Service Coordinator.

Volunteers at Sunny Hill are trained to provide support in many different areas of the Health Centre. You may see them giving support to patients, families and staff in the daycares, therapeutic recreation programs, and the inpatient care unit. They may also be able to help you and your child by spending time with your child when you are not able to be at the health centre and there is no recreation program for your child. Please talk to your Social Worker or Service Coordinator to arrange for a volunteer or for more information. They fundraise, operate the thrift shop and help in Family Place. Volunteers represent the diversity of the community and greatly enhance the quality of life for children at Sunny Hill.

Who can I call for questions or concerns?

- For Social Work call: 604-453-8300 and ask to speak to your social worker _____
- For any concerns regarding your child's stay at Sunny Hill please call the nursing station at 604-453-8311 and ask to speak to the Clinical Nurse Leader on the unit. If necessary, please leave a message and we will return your call as soon as possible.

Things to know before you come....

Staying Overnight

One family member is able to stay overnight at your child's bedside due to limited space and safety policies. Ask your social worker for a list of other places to stay outside of Sunny Hill for other family members. Talk to your nurse or social worker when your child is admitted if there are special circumstances to discuss.

If you have an RV or a trailer you wish to use while your child is staying at Sunny Hill please talk to your Social Worker about arranging this. Space is limited and there is a small cost.

What to bring for your child's stay:

- Equipment your child needs such as
 - wheelchair, splints, G-tube extension or connector tube
- Personal items such as
 - a favorite toy or blanket. Please make sure you mark your child's name on it clearly
 - toothbrush, comb, deodorant
 - shoes
 - clothing from home. Please make sure it is clearly marked with your child's name
 - small things to put on your child's board

What to bring for yourself if you are staying at the bedside:

- Sleepwear, slippers
- Deodorant, soap, toothpaste, cosmetics
- Clothes
- Scent free laundry soap and dryer strips for your laundry
- Lock for a locker
- A laptop if you wish
- If you choose to bring a video camera to record your child please maintain confidentiality and ensure that staff and other patients are not captured in your video

Valuables and Belongings:

When you and your child arrive you will be asked to make a list of your child's belongings. You will sign it with your nurse. This list will be checked and signed when your child leaves Sunny Hill.

Please leave your valuables at home. Sunny Hill is not responsible for any lost or stolen articles. Lockers are available for storing articles. If you need a locker please speak to the Social Work assistant and bring your own lock.

Your child's room

- Most children share a room at Sunny Hill. This is a great chance to get to know other children and their families. Please respect each other's needs by keeping the noise low, the area tidy and by bringing visitors to the common areas. There are a small number of single rooms for children whose health requires that they be in their own room.
- Most beds have a TV, VCR, DVD at the bedside. You can borrow many different types of videos or DVD's from the Therapeutic Recreation Program.
- Sometimes children need to change rooms because of their changing medical needs. The nursing staff and doctors keep the number of times this needs to happen as low as possible. If we need to move your child to another room we will tell you in advance.
- Sometimes children need to be cared for in their own room in order to protect themselves and others from illness. This is called an isolation room. Your child's nurse will review the steps you will need to follow when staying in an isolation room. For everyone's safety, it is really important that you follow the instructions given to you.
- You may bring some small personal items from home for your child. You can also decorate the boards in the room. For safety and cleanliness, it is important to keep your child's room free of clutter.
- Clothing is available at Sunny Hill, however, if you bring your child's own clothing, please make sure you mark your child's name on it clearly.
- Please do not use any hot plates, kettles or crock pots at the bedside. All food must be made in the Dining Room on the unit.

Family and parent space

Spending Time Together At Sunny Hill:

There are three areas for families to enjoy spending time together outside your child's room.

- The “Living Room” is found in the middle of the unit. This is a shared space for children and their families to enjoy quiet recreation time together. This space has a TV, stereo system, computer, reclining chairs, toys, various games and a phone.
- “Family Place” is found beside the Therapy Department. It has a play area, a lounge, a small kitchen, and a computer for parents to use at any time which has internet access.
- The unit “Dining Room” is at the end of the hall where families can prepare and share their meals together.

Some areas just for parents:

- A parent lounge is on the unit for parents only. This space has a TV, VCR and phone for local calls.
- The Sunny Hill Education Resource Centre which is also called *SHERC* is found outside the inpatient unit. This centre is open for you to get resources and information either online or within the centre. Staff are there to help you find materials or information. Hours are posted on the door.

Spending Time Together Outside Sunny Hill:

A pass can be organized if your child needs to leave the unit. Before leaving the unit your health care team will assess if you and your child need any health teaching or support. Once you are ready to go out on your pass, sign out at the nursing station. Please leave a number where you can be reached and check back in upon your return.

Food for your child

You know best what your child likes and does not like to eat. Please help by filling out your child's weekly food menus. If a dietician is involved in planning your child's meals, he or she will help you to fill out your child's menus.

- Meals are delivered to the inpatient kitchen for your child at 8:15 a.m., at 12:00 and at 5 p.m.

When you need something to eat

The Sunny Hill Cafeteria and Kitchen are found on the first floor.

Open: 7 days week 8:30 a.m. to 5:30 p.m.

Times you can get hot meals and freshly made sandwiches are listed on the wall in the cafeteria.

Lunch is 11:30 - 1:30 p.m. and dinner needs to be ordered and pre-paid for before 2 p.m.

There are also microwaves and vending machines in this area.

The cafeteria is **cash only**. There are no ATM machines at Sunny Hill.

The closest ones are located at the Superstore or gas stations at the bottom of the hill on Grandview highway.

You are welcome to Eat “In” on the unit.

1. **Buy groceries**, frozen meals and fresh take-out. Use the unit Dining Room to prepare and store your food. There is a fridge, microwave, kettle, and toaster oven you can use.
 - Label the food you bring in with your name and date
2. **Store food in:**
 - in the parent fridge on the inpatient unit
 - in the fridge in Family Place
 - in the covered plastic containers found in the dining room cupboards
 - Do not keep or store any food in your child's room
3. Please empty your food from the cupboard and fridge when your child leaves Sunny Hill.

4. **Banana Grove** is a grocery store one block away on the corner of Slocan Street and 22nd. This store sells produce, baked goods, meat, frozen foods, snacks and personal products.
5. **Order in food from restaurants.**
6. **Ask family and friends to bring something in for you to eat.**

Visiting hours are 8 a.m. to 8 p.m. daily

- It is best to plan visits around your child's scheduled activities.
- For many reasons, we may need to limit the number of visitors coming to see your child at the same time.
- If you are sharing a room with other families, please visit in the common areas as often as possible.
- Children who are visiting need to be supervised by an adult at all times.
- The doors at Sunny Hill are locked from 6:00 p.m. to 6:30 a.m. on weekdays and all weekend. To enter the building, please ring the doorbell at the 21st Avenue entrance. Please be patient. The nurses on the unit will hear your buzz and will come as soon as they are able. They may be in the middle of caring for a child.
- No latex is allowed on the unit due to the sensitivities and allergies of many of the children. Please remind your visitors not to bring latex balloons to Sunny Hill.

Other things to know to help with your stay....

Parking

Parking is free. Enter the parking lot off of Slocan Street. Parking lot gates are closed between 11 p.m. and 6:30 a.m. If you are leaving your car in the parking lot overnight please ask your social worker or nurse to advise the security guard. If you choose to park along the street, please park on the Sunny Hill side of the street. We want to be good neighbors.

Smoking

Sunny Hill is a smoke free facility including the areas outside the building. You may smoke outside of Sunny Hill's fence.

Computer access and cell phone use

- We have wireless internet access for children and families on the unit. Best access occurs between the parent lounge and the inpatient "Living Room".
- As Sunny Hill is a health centre for children, we are guided by certain rules around what sites are okay to be viewed. Wireless access is monitored through a nanny filter. Any sites that are considered "for adult use only" should not be accessed during your inpatient stay.
- If you bring in a personal laptop from home for your child to use, please be aware of the sites your child is looking at on the computer. Parents need to take an active part in choosing sites that are child friendly. We are not responsible for personal property left at Sunny Hill.
- Cell phones can be used on the unit. Please put them on vibrate mode to not disturb others. Please do not bring phones into therapy and/or education sessions.
- Long distance phone calls can be made by using a phone card in Family Place and the inpatient Living Room.



Laundry

We have a washer and dryer that you may use. These are in the inpatient dining room. You need your own scent free soap and dryer strips. The user guide for the machines is on the washer and dryer.

As many families need to use them, please use them only:

- if you are a parent staying overnight with your child
- if you are a parent from out of town
- for your personal clothing only. Do not put large, heavy items such as blankets, comforters or duvets in the machine
- between children's mealtimes:
 - 9 - 12 p.m.
 - 1 - 5 p.m.
 - 6 - 9 p.m.

Trouble with the machine? Please let the Unit Clerk know.

Safety and security

Safety and security are important to us. Security Staff is on the site from 4:30 p.m. to 6:30 a.m. every day.

Arriving and Leaving

Visiting hours are from 8:00 a.m. to 8:00 p.m. The entrance doors are locked after 6:00 p.m. on weekdays, and all day on weekends and holidays. Between 11:00 p.m. and 6:30 a.m. security will only open the door if there is an emergency.

Fire Safety and Emergencies

Please know the closest fire alarm and fire exit to your child's room. If you hear a fire alarm, follow the instructions of the nursing staff. At Sunny Hill we have fire drills every month.

In case of any emergency, press the red button on the wall located by the door and call out for help. Staff will respond.

Your feedback is important to us

Once your child has gone home and you are settled, we will mail you a survey to fill out and send back to us. We include a self-addressed and stamped envelope to make this easier. Do not write your name on the survey. We hope you will take a few minutes to let us know how we did. This will help us to continue to grow and improve our care. Thanks so much!

