



Welcome to Sunny Hill Health Centre's Acute Rehabilitation Unit

Quick Guide for Families and Caregivers



Your Room #:

Your Room Telephone #:

• BC Children's Main Operator 604-875-2345

Dial "9" first to make an outside call

• AR Inpatient Unit 604-453-8311



Family/Caregiver Role

- Please wash your hands or use hand sanitizer each time you enter and leave your child's room, the unit and the building
- Please use the whiteboard in your room to write questions/concerns you have for your Care Team
- Please tell us "What Matters to You?", what is important to your child
- Please prepare and eat your meals in the family kitchen
- To keep our patients safe, if caregivers are sick please let us know. Sick visitors or siblings, please stay away



Family Zone

- All patient rooms have a family zone/space with sleeper couch for one overnight caregiver
- Parents/caregivers are welcome anytime, other visitors including siblings may visit during the day
- Cupboards for your belongs are provided, please keep your zone tidy
- Please note, co-sleeping with child is not allowed
- Visitors are encouraged to use public washrooms
- Free wifi is available
- A small fridge is available in your room



Your Care Team

- Nursing support is available 24/7
- Your Social Worker will provide orientation and what to expect
- Your Care Team assigned to your child/family will introduce themselves
- Please let us know if you have any questions about your child's care plan



Safety

- If you need assistance, please press the call button in your room
- Please keep a safe and clear path to your child's bed and medical equipment at all times
- Please respect the privacy and dignity of all families and staff and ask for consent *before* taking any photos/videos/recordings
- Please share any safety concerns you have

Other Helpful Info



Unit Layout

- Access the AR unit from west entrance #11 and take the elevator across from Gift Shop to the 3rd floor
- AR reception is left off the 3rd floor elevators
- Staff is available at Team care station
- For personal clothing, there is a laundry room on the unit for your use
- Family lounge/kitchen is located across from the Gym.



Coffee and Food

- Food and formula are provided for your child during their stay - food trays are delivered to family lounge/kitchen, please return tray here
- Shared refrigerator, oven, dishwasher, microwave, coffee machine for families use in family lounge/kitchen
- Complimentary coffee and tea is available for parents/caregivers in the family lounge/kitchen
- Coffee & snacks for purchase on campus includes: Starbucks, Tim Hortons, Second Cup and Bean Around the World
- Cafeteria food for purchase is available on level 1 in the Shaughnessy building and there are vending machine throughout Children's and Women's
- Closest grocery store is Safeway at Oak/King Edward
- Families are welcome to use food couriers like Skip the Dishes or Uber Eats delivered & meet drivers at the lobby in west entrance #11



Family Spaces

- Therapy Garden, ground floor (M-F, 8 am-4pm, *subject to change)
- Outdoor Patio by Gym (M-F, 8am-4pm, *subject to change)
- Family Lounge and Kitchen
- Other indoor/outdoor spaces throughout Children's and Women's Hospitals
- Sacred spaces: BC Children's Hospital - Room 2B69 & BC Women's Hospital - 2nd floor corridor



Parking

- Free Valet Parking Service for patients & families, Monday-Friday, parking fee are in effect - valet parking service is free, tipping optional - west entrance #11, also available at main entrance #55
- 4 Disabled access parking spots are available at Sunny Hill entrance #5 and more at all Children & Women's entrances
- Underground parkade (north of entrance #97) has elevator access to lobby, then transfer to elevator across lobby to reach 3rd floor



- Touch screen Kiosks are available in each lobby to help find buildings, rooms, food etc. on campus



Please Note: Due to Covid-19 - Underground parking is temporarily suspended however all parking is FREE on campus during Covid-19