



Information for Your Visit to Sunny Hill

Outpatient Families

Welcome * Preparation * Tools * Knowledge * Support



Sunny Hill Health Centre at BC Children's Hospital

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About Sunny Hill Health Centre

Welcome to Sunny Hill Health Centre at BC Children's Hospital.

We are now located at 4500 Oak Street at Entrance #5. Outpatient Services are on the first floor and Acute Rehabilitation is on the third floor.

Sunny Hill 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 as well as virtual health.

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 virtual health 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

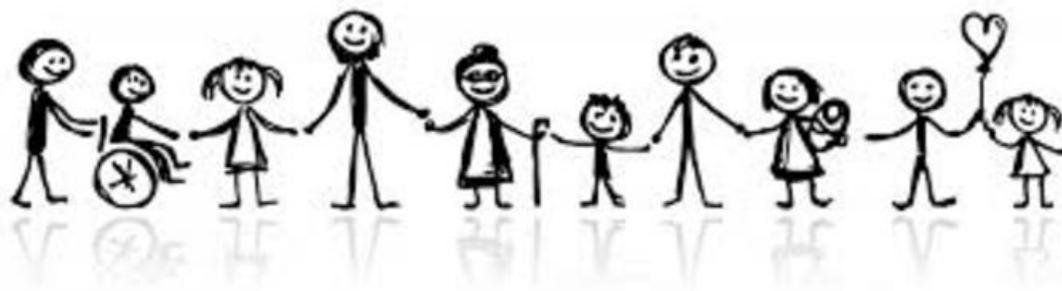
Just as children are unique, so are their families. We take each family's needs into account when helping their children. Together, we find family-centered solutions to enable each child to succeed.

About Sunny Hill Health Centre

Program/Services and Contacts



Acute Rehabilitation (Inpatient/outpatient/respite)	Leeann Taylor	leeann.taylor@cw.bc.ca
BC Autism Assessment Network (BCAAN)	Tracy Conley	tracy.conley@cw.bc.ca
Complex Developmental Behavioural Conditions (CDBC)	Priya Chetty	priya.chetty@cw.bc.ca
Neuromotor <ul style="list-style-type: none"> • Assistive Technology • Development Coordination Disorder • Feeding and Nutrition • Hearing Loss • Visual Impairment • Positioning Mobility • Tone Management 	Kim Tully	kim.tully@cw.bc.ca
Motion Lab	Alex Black	ablack@cw.bc.ca
Nursing Support Services	Tamara Crozier Caroline Chilvers	Tamara.crozier@cw.bc.ca Caroline.chilvers@phsa.ca
Development & Rehabilitation Evidence Centre	Kimberly Miller	kimberly.miller@cw.bc.ca
Therapeutic Recreation	Kellie Duckworth	kduckworth@cw.bc.ca
Quality, Safety and Accreditation	Cathy Masuda	cmasuda@cw.bc.ca
Family Engagement	Leslie Louie	leslie.louie@cw.bc.ca



Your Visit

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

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

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 of your appointment
- Another adult to support you and/or help with childcare if you are bringing other children

On the day of your visit, what to expect

- Please arrive ahead of your scheduled appointment and register at our front desk (entrance #5)
- 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).

Staff and clinicians you may see during your appointment

- Developmental Pediatrician (Medical Doctor)
- Nurse, Nurse Clinician
- 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

Talking with your care team

We take each family's needs into account when helping your child/ren. Together, we find family-centred 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 and 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 speak 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

Feedback for Improvements

If you have any ideas on how we can do things better and would like to give input on improvements to our programs/services or participate in our family sessions, please talk with staff and they will connect you with our Family Engagement Advisor.

Frequently Asked Questions (FAQs)

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. There is screening for Covid-19 at all patient entrances.

If my child takes medication, what should I do on the day of my appointment?

Please take a regular dose(s) of medication on the day of your visit.

Where can I get something to eat or drink during my visit?

On site, complimentary coffee, tea & water are always available in the Family Gathering Space. At the BC Children's campus, you can purchase coffee and snacks at Starbucks, Second Cup, and Tim Hortons. Currently, Bean Around the World and the Cafeteria in the Shaughnessy Building are closed to families due to COVID-19. There are also vending machines on campus. There are a few restaurants located a short walking distance/drive from Sunny Hill. Check the kiosk in the lobby for information.

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 own food and snacks during your visit. The Family Gathering Space has a fridge available for day use, as well as a toaster oven, microwave oven, and dining area.

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. The Family Gathering Space has two lounges and a dining area, as well as a child play space. It also provides access to the outdoor garden, which has a relaxation area with seating. There are other seating areas both indoors and outdoors around the BC Children's Hospital campus. Please check the kiosk in the lobby for more information. You may also visit: <http://www.bcchildrens.ca/our-services/your-visit/during-your-visit#Food--&--shops>

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 visit you may want to bring snacks and water. Bring other reports from teachers, doctors as requested.

Is there Wi-Fi? or a computer that I can use?

Free Wi-Fi is available throughout Sunny Hill for family use, instructions are available on site. Please bring your own charger cords for your phones/tablets etc. In the Family Support and Resource Centre located in the Ambulatory Care building: second floor in area 11, families can use the computer and printer as well as access family resource material.

What types of things are available for my child and me to do between our appointments?

Inside the Family Gathering Space there is a play area and Wii for family use. The Family Support Resource Centre provides a place to access resources while waiting; the Resource Centre is located in the Ambulatory building in area 11. You can also visit: <http://www.bcchildrens.ca/our-services/your-visit/during-your-visit#Food--&--shops>

I'm arriving by public transit. Which is the best way to get to Sunny Hill by bus or skytrain?

Sunny Hill is accessible by bus # 17 (on Oak St) and bus #25 (on King Edward Ave), and the Canada Line Skytrain (King Edward station). Walk to Entrance #5 off Oak Street.

Where can I park at Sunny Hill?

Parking is available at BC Children's, daily rates apply. Please note during Covid-19 all parking on campus is free. Valet parking is available at Entrance #11 (and #55) for free (Mon-Fri 8am to 4pm). However, daily rates still apply (once they are re-instituted). There are 4 disabled spaces in front of our entrance and more at other hospital entrances. You can unload your items at our front entrance #5 before you park your car. If you have a SPARK pass you can park in residential areas for 3 hours, without a residential parking permit (<https://vancouver.ca/streets-transportation/accessible-parking.aspx>)

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

Whom 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.

How do I find my way around BC Children's?

Please check the info kiosk located in each lobby or visit <http://www.bcchildrens.ca/our-services/your-visit/during-your-visit#Food--&--shops>

Worksheet for Families

For your planning and for use during meetings/appointments

We encourage and invite you 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:

My child’s:	Strengths	Goals	Support needed Yes/No
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Personality			
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Skills			
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Social			
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Communication			
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Other interests			
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Worksheet for Families

For your planning and for use during meetings/appointments

At/during the meeting/appointment:

Date: _____ **Program/Service:** Neuromotor/BCAAN/CDBC/Motion Lab (circle)

Who is in attendance? (staff name & role):

Reason(s) for meeting:

Person(s) I spoke with (name of staff member(s)):

Things I need to remember:

New information to me:

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

Unclear word or term

Definition

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?

Whom do I contact if I have questions after the meeting?

Name and title:

Contact phone:

Contact email:

Other notes:



Note: Forgot to bring this planning guide and worksheet with you to your appointment? Paper copies are available from staff or you can scan this QR Code