

Welcome

Welcome to the Pediatric Intensive Care Unit (PICU) at the Montreal Children's Hospital. On this unit, we provide care to infants, children, and adolescents who are critically ill or who have had complex surgery. Our single-patient rooms are designed to reduce the risk of infection and to optimize comfort and privacy. The PICU staff includes physicians, nurses, and allied health professionals who specialize in pediatric critical care. We also consult other specialists to implement the best treatment plan for your child.

Parent presence

We welcome your presence and support while your child is in the PICU. Your presence provides comfort to your child and facilitates communication between staff and family members. When you cannot be here, you can contact us by phone at any time, at 514-412-4400, extension 22855.

Sibling presence

Your child's siblings are welcome to visit their brother or sister when possible. Visiting children must be supervised and accompanied by an adult at all times. We recommend that children are prepared for their visit ahead of time. Our nurses, Child Life specialists, psychologists, and social workers are available to help with this process.

Infection control

Visitors are required to wash their hands upon entering and leaving the patient room and the PICU. You may use the sink in your child's room or use a hand sanitizer to do so. Ask your nurse which infection control method is best to protect your child. Anyone who has symptoms of a cold or another infection, or who has had recent exposure to a contagious illness should abstain from visiting.

Admission

Upon arrival to the PICU, your child will be examined by our team of physicians, nurses, and respiratory therapists. We ask that you wait in the Family Lounge during this initial evaluation. Once your child has been assessed, a member of our team will explain the current care plan and accompany you to your child's room.

We encourage you to spend as much time as possible with your child. At first, you may find this difficult. Your child may look very different due to illness and/or medical equipment. Your nurse will help you understand your child's medical status, medications, care plan, as well as the surrounding equipment and monitoring systems. Our goal is to make sure that you and your child are safe and comfortable.

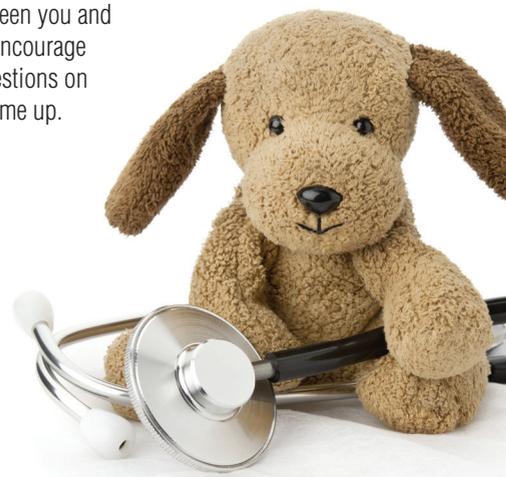
There may be times when we ask you to temporarily step out of the room or the unit. This generally happens during certain procedures or in emergency situations. You may also choose to leave the room in situations that make you feel uncomfortable. If you wish, a member of our team can accompany you at that time.

Communication

PICU nurses work 12-hour shifts. The day shift is from 7:20 a.m. to 7:20 p.m.; the night shift is from 7:20 p.m. to 7:20 a.m. At the beginning of each shift, your child's nurse provides information to the incoming nurse for proper transition of your child's care. During this time, the nurse remains available for emergencies.

The PICU team (which includes physicians, nurses, respiratory therapists, and pharmacists) discusses your child's care daily at the bedside, beginning at 8:30 a.m.; these are referred to as "rounds." During this time, events of the previous day and the plan for the current day are discussed. You are invited to participate during these rounds; your input helps us make a collaborative plan of care that answers your child's needs.

Specific treatment discussions and updates will be brought to your attention throughout the day. Please feel free to ask questions. There is a white board in each room to facilitate communication between you and your care team. We encourage you to write your questions on this board as they come up.



Facilities for families

In the PICU Family Lounge, you will find a kitchenette with a microwave oven and a fridge, a washroom with a shower, a telephone, a TV, lockers, and reclining chairs. Wireless internet access is available throughout the hospital. Restaurants, cafés, and vending machines are located in the atria (S1 level of blocks B and C). The cafeteria is located on the S1 level of block C and is open from 7:00 a.m. to 7:00 p.m., Monday to Friday. On weekends and statutory holidays, the cafeteria is open from 9:00 a.m. to 2:00 p.m. and then from 4:00 p.m. to 7:00 p.m. A chapel offering a quiet space for prayer, reflection, or meditation is located in block A, on level 2. We also invite you to visit the Family Resource Centre located on the ground level (RC) of block A (room 1107). This space offers you a business centre and a library. Finally, a large play area for children is located on level S1 of block B.



Overnight accommodations

If medical circumstances allow, one parent may stay in the child's room overnight. The second parent may use a reclining chair in the Family Lounge if space permits. If you choose to stay in your child's room, please be aware of the frequent interruptions associated with the continuous care given to your child. We kindly ask you to wear appropriate attire and to close the reclining chair by 7:00 a.m.

Confidentiality

All patient information is confidential and will only be shared with a child's parents or legal guardians. If you wish to share your child's information with other family members, you must inform your child's nurse or physician. Please note that over the phone, we can only provide information to parents or legal guardians.

CARING together

Psychosocial Support Team

The PICU has a Psychosocial Support Team that includes a Child Life specialist, a psychologist, a social worker, and a Spiritual Care professional. These team members are available on a daily basis to support both patients and their families. Please speak with your nurse to arrange a meeting with a member of this team.

Taking care of yourself

Having a child in the PICU may be stressful for you, your child, and your family. We encourage you to take care of yourself and to maintain a balance between the need to be with your child and the needs of other family members. We encourage you to eat regularly and get rest.

Here are some suggestions:

When your child is sleeping, use that time to rest, sleep, shower, and eat, or spend it with your family and friends;

- Leave the PICU for a meal;
- Go out for a walk;
- Accept help and support from your family and friends;
- Consider consulting our Psychosocial Support Team.



Mobile phone use

Mobile phone conversations are only permitted in the Family Lounge. Please turn off your phone's ringer and conduct conversations in a manner that is respectful to others also using the room. Please note that it is forbidden to take photos in the PICU without prior authorization from a staff member.

Food & drinks

While eating in your child's room is not permitted, you may bring a covered drink or a water bottle into your child's room. Please enjoy your meals in the Family Lounge or in the cafeteria.

Visiting policy & hours

Parents or legal guardians may stay in the PICU on a 24-hour basis; other family members may visit between 8:00 a.m. and 8:00 p.m. At any given time, a maximum of two family members are permitted to be present in a patient room.

We ask that you be present when a visitor comes to see your child. In exceptional cases, you may give visitors permission to come when you are not present. Please discuss this in advance with your nurse.

Parents and visitors must remain in the child's room when visiting. Visitors can briefly use the Family Lounge. However, due to limited space, the lounge is reserved only for the child's parents or guardians. Visitors are invited to use public spaces throughout the hospital complex for family meetings. We can also help you book a private room on the unit for meetings with your care team. To ensure patient safety and confidentiality, we ask that hallways remain clear at all times.

What to bring for your child

To help normalize your child's hospitalization, we invite you to bring your child's favourite toy, book, music, pictures, or blankets from home. For daily care, we ask that you bring the following items (if applicable): a comb or a hair brush, oral care kit, pyjamas, diapers and skin wipes or underwear, socks, deodorant, and skin lotion. Please discuss your child's daily routine and care-related habits with your nurse.

PICU contact information

Address: 1001 Décarie Boulevard
Block B – Level 6
Montreal QC H4A 3J1

Telephone: 514-412-4400, ext. 22855

Website: www.thechildren.com/PICU

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pour enfants

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Montreal Children's
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We thank the families for sharing their experiences, comments, and suggestions.
This pamphlet is a result of a truly collaborative effort.