



**NL Health
Services**

Welcome to Janeway Medicine / Surgery!

Unit phone numbers
Medicine: 709-777-4342
Surgery: 709-777-4373

If you have any questions, comments, feedback, suggestions, complaints or compliments regarding your child's hospital stay, please feel free to contact the Client Relations Office.



Client Relations Feedback Line
709-777-6500
1-877-444-1399
client.relations@easternhealth.ca

Your child is being admitted to J4 Medicine or Surgery. We know this can be a very stressful and frightening experience for you and your child. We've designed this handout in the hopes that it will help you and your family feel a little more at ease.

We provide care to children ranging from infants to 18 years of age. We promote family centered care, which means that we recognize that the family is the central figure in a child's life and strive to prioritize the needs and values of individual patients and families. It is because of this that we strongly encourage you to take part in your child's care and welcome any suggestions or questions you may have. We also believe that it is very important to maintain a mutually respectful and courteous relationship between patients, family and staff.

Between 7 and 8 every morning and every evening, Nursing staff change shifts and hand over to oncoming staff. To allow vital patient information to be handed over efficiently, please try to keep disruptions to a minimum during these times. **If your request is of an emergent nature, never hesitate to ask for help.**

There is a social worker available to every family for support and counseling. Many families find this to be very helpful. If you would like to speak to a social worker while your child is admitted, please speak with your child's Nurse.

We encourage you to bring in special items for your child such as toys, games, stuffies or blankets to help them feel more at ease. Please ensure all items are labeled with your child's name. Please note that as per hospital policy, Newfoundland and Labrador Health Services are not responsible for any lost, stolen or damaged personal property.

Therapeutic recreation staff are available and happy to provide crafts and activities for your child both in their room and in our playroom. Please ask Nursing staff for further details.

There is a family room available on the unit where you can take a moment for yourself when needed.

There is a gift shop and vending machines located on the second floor of the Janeway. The cafeteria and Tim Horton's are located on the second floor of the Health Sciences Center and there are ATMs located on the second floor of the Janeway and in the Health Sciences Center cafeteria. Please ask Nursing staff for directions.

Visiting

You are welcome and encouraged to stay with your child at all times. A fold-out sleep chair is available so you can sleep at your child's bedside. If you are not able to stay overnight, please discuss with your child's Nurse as your child may need increased Nursing supervision in these instances. We welcome other visitors from 11 am to 9 pm and ask that only two visitors visit at a time to help keep your child's environment as calm as possible. Please note that this is hospital policy. Be advised that information about your child will not be given over the phone to anyone other than your child's caregivers. Callers will be asked to contact you directly.

Meals

Children are given a menu for each meal. Meals are delivered by dietary staff at approximately 8 am, 12 pm and 4:30 pm and trays are later collected by dietary staff. Please inform Nursing staff of any food allergies, dietary restrictions or intolerances **on admission**.

There is a limited assortment of snacks available in the Unit's kitchen area. Speak to your child's Nurse if you feel your child needs a snack between meals. You are permitted to bring outside food in for your child, but please **discuss with your child's nurse first** as there may be severe allergies on the unit, or other special circumstances.

Certain types of formula are available on the unit. If your child takes a formula that is not provided by the hospital, you are expected to bring your own supply. If your child's formula needs to be mixed or prepared, you will be expected to bring in an **unopened** can of formula for dietary staff to prepare in a sterile area. Due to hospital policy, we are not permitted to accept or store any open cannisters of formula, or formula prepared outside the unit.

Individuals with babies younger than 3 months of age who are breastfeeding can be provided with a meal tray. Please advise Nursing staff if you would like one.

Please note: Children requiring a test or procedure may not be permitted to eat or drink for a period of time before their scheduled test/procedure. Please check with your child's Nurse before giving your child anything to eat or drink, as giving your child food or drink inappropriately could result in their test or procedure being delayed or canceled.

Isolation

To prevent the spread of infection, children are often placed on isolation precautions. This means that your child has, or is suspected of having, a contagious illness and will be kept in a private room to prevent spreading the illness to other patients. In these circumstances, you will see staff wearing masks, gowns and gloves when entering your child's room. To help prevent the spread of illness, isolated children are not permitted to routinely leave their hospital rooms and you are expected to follow any guidelines provided to you by Nursing staff, such as wearing your own masks/gowns/gloves. You will be expected to wash your hands using either soap and water or hand sanitizer before entering and after leaving your child's room. Hand sanitizer stations are attached to the walls outside every patient room.

Safety

The safety and wellbeing of your child is our top priority! To help us keep your child safe, you are expected to adhere to the following:

- Medications from home cannot be stored in patient rooms. Please send all medications home or ask your child's Nurse to store them in a secure area.
- **NEVER** give your child any medications while in hospital. Your child's medication will be provided by the hospital pharmacy and administered by your child's Nurse. **Giving your child medications could result in serious harm to your child.** If you have questions about your child's medications please speak with your child's Nurse.
- There are times when a child's home medication isn't available from the hospital pharmacy. In those instances, your home supply will be securely stored on the unit and dispensed by Nursing staff.
- Crib and bed rails must be up and locked at all times.
- Your child's bed must be kept in the lowest position possible.
- **ALWAYS** inform your child's Nurse before leaving your child's room. Your child may need increased Nursing supervision in your absence.
- Children are not permitted to leave their hospital rooms without Nursing staff's consent and must be accompanied by a Nurse and/or caregiver at all times while outside their room.
- Hot drinks must be kept covered.
- Recreational drugs including but not limited to cannabis, cannabis products and alcohol are not permitted in the hospital.
- Do not visit if you are under the influence of drugs or alcohol. You will be asked to leave if Nursing staff suspect that you are under the influence.
- Do not visit if you are unwell, show any signs of a cold or flu or are experiencing any vomiting or diarrhea.
- Staff will not provide anyone other than your child's caregivers with any information over the phone. Callers will be told to contact you directly.
- Advise Nursing staff **on admission** of any visitor restrictions.
- Additionally, please review the following handouts in your Welcome Package:
 - IV Line Care
 - Pressure Ulcers
 - Fall Precautions
 - Line Safety

We also prioritize the safety and wellbeing of our staff. Please be advised:

- **Verbal and physical abuse will not be tolerated.** Security will be contacted to remove from the premises any family member or visitor who is verbally or physically abusive to staff, who threatens to verbally or physically abuse staff, or who conducts themselves in a way that causes staff to feel unsafe.
- We are a **scent-free** facility. Please do not wear any scented products when visiting your child.

We take great pride in the quality of care we provide to our patients and their families. Please always speak with your child's Nurse regarding ANY questions or concerns.