

Welcome to the Montreal Children's Hospital of the McGill University Health Centre.

This guide contains information about the hospital and its services and provides a better understanding of what to expect during your child's stay at the hospital.

The Montreal Children's Hospital (MCH) is part of the Glen site along with the Royal Victoria Hospital, the Cedars Cancer Centre, the Research Institute of the MUHC and the Montreal Chest Institute.

The Montreal Children's Hospital

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514-412-4400

 thechildren.com

 [lechildren](https://www.facebook.com/lechildren)

 [lechildren](https://www.instagram.com/lechildren)

 [HopitalChildren](https://twitter.com/HopitalChildren)

The Montreal Children's Hospital Mission

The Montreal Children's Hospital is fully committed at every moment and through every action to helping children and families maintain health and well-being through advanced clinical care, research, training, advocacy and innovation.

To learn more, visit our website:
<https://www.hopitalpourenfants.com>

Making your stay easier

These seven key points cover what you need to know when your child is in the hospital.

01 Parking options

02 Wi-Fi and TV

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Parking options

The underground parking lot for patients and visitors is located underneath the main entrance.



Parking

You can access the underground parking lot via Décarie Blvd. Flexible rates are available for daily and weekly parking.

There are drop-off areas for patients at the MCH's main entrance and at the Emergency entrance underground on level S1.

How to pay

Payment kiosks, which accept debit, Visa, MasterCard and cash, are located on **Level P1** (corresponding with level S1 in the hospital), outside the Children's Emergency entrance and **Level P2** in front of the elevators.

The Parking Office A RC.1000, at the main entrance near the Information Desk, accepts Visa, MasterCard and debit cards. The office is open Monday to Friday, from 7:00 a.m. to 5:00 p.m.

You can also pay for daily parking by credit card (Visa or MasterCard) or debit card at the exit gate when you leave the parking lot via Paypass.

Reduced rate pass

You can purchase a reduced rate parking pass (30 days) at the parking office if your child has numerous clinic appointments or will be in hospital for several weeks. The pass requires a completed and signed authorization form. One week passes may be purchased at the payment kiosks.

Express parking

The Express parking lot is located outside the MCH's main entrance. There are no reduced rate passes available for this area.

Wi-Fi and TV

The Montreal Children's Hospital provides free basic Wi-Fi Internet access to patients and visitors for use on mobile devices.



Wi-Fi

CUSM-MUHC-PUBLIC

Username: public

Password: wifi



Computers

Computer workstations with internet access are available in the National Bank Family Resource Centre and Library on the main floor (A RC.1107), as well as in the TD Child Life and School Services Activity Centre on level S1.



Television

Patient rooms have televisions with an entertainment package that includes a number of channels as well as Netflix. It is available at no charge.

Food and retail

The MCH has a variety of food and retail outlets.

ATM

Automated teller machine

ATMs are located on level S1 in Block A (Montreal Children's Hospital) and on S1 and RC in Block C (Royal Victoria Hospital).



Cafeteria

The cafeteria is located on level S1 of Block C. An outdoor terrace is open from May to October. The cafeteria accepts cash, debit and credit cards.

OPENING HOURS

Monday to Friday: 7:00 a.m. to 7:00 p.m.

Saturday, Sunday and holidays: 9:00 a.m. to 7:00 p.m.



Stores and services

AT THE HOSPITAL

There are restaurants and retail outlets offering convenient access to food and other merchandise on the ground floor (RC) and S1, as well as in Block C and Block E. For a complete list and opening hours, visit

thechildren.com/food.

WITHIN WALKING DISTANCE

There are a number of shops and services within a 10-minute walk from the hospital, on Sherbrooke Street West, between Decarie Blvd. and Victoria Ave.

Family presence guidelines

Your child's nurse can provide you with details about the unit's family presence policy. Certain details may vary by unit.



Visiting hours

General visiting hours for family members and friends are daily from 8:00 a.m. to 9:00 p.m.



Parents

Parents are welcome at all times and are encouraged to take part in their child's care. Two parents or one caretaker can stay overnight.

If you or other family members from out of town need a place to stay, Social Services (ext. 24455) can provide information about lodging near the hospital. For tips on how to help your child sleep in a hospital crib, [click here](#).



Other visitors

In general, children under 12 years old may visit a patient, but they must be accompanied by a parent.

Working in partnership with patients and their families is a priority for the Montreal Children's Hospital. That's why decisions about care are made in collaboration with the patient, family and healthcare staff.

A patient and family-centered approach to care also means emphasizing the importance of communication and valuing the role of anyone - staff member, family or patient - who has concerns about patient care.

For more information, visit thechildren.com/PFCC.

Patient safety

Your child's safety is a top priority for everyone at the MCH, and you play an important role in working with your child's care team to ensure their safety.



Speaking up

Ask questions. Tell us if you have a concern. Let us know if something doesn't seem right.



Preventing falls

Keep the bed or crib rails up when you're not next to your child.



Helping to fight germs

Wash your hands when entering and exiting your child's room. Ask your visitors to wash their hands and remind us to wash our hands too if we forget.



Checking your child's I.D.

Keep the ID bracelet on your child at all times. Remind us to check the bracelet when providing care and treatments.



Keeping skin healthy

Watch for red or irritated skin and inform us if you notice it.



Pill skills

Know your child's medications and what they are for.



Preparing to go home

Tell us how we can prepare you to care for your child at home. Ask us what symptoms to watch for. Ask us what to do if a problem occurs.



You're an expert too

You know your child best. Help us get to know their likes and dislikes. If you have information that will help us better care for your child, please share it.



If you are sick

To ensure the safety and well-being of your child and other patients on the unit, please do not visit the hospital if you have symptoms.



Bringing balloons

Only mylar (*aluminum*) balloons are allowed in the hospital.

Your child's care team

The Montreal Children's Hospital is a teaching hospital, so in addition to doctors, nurses and other healthcare professionals, your child's team may include nurses in training, medical students and residents.



Physicians and surgeons

The staff physician or staff surgeon is in charge of your child's care and might be assisted by a team including doctors, residents and medical students. At any time, feel free to ask our specialists questions and voice your concerns immediately.

Nurses

Each care area has a team of specialized nurses who are responsible for evaluating your child's condition, monitoring their progress and providing treatments. Nurses collaborate with other members of the team, with the patient and family to create and adjust your child's plan of care.

Other care team members

Patient care attendants
Physiotherapists and occupational therapists
Pharmacists
Respiratory therapists
Technicians (e.g. x-rays, blood tests)
Nutritionists
Child life specialists
Social service professionals
Spiritual care professionals
Unit coordinators
Housekeeping staff
The patient's family

Hospital staff and volunteers must **wear their I.D. name tags at all times**. If you are not sure who is approaching your child, do not hesitate to ask them to show proper identification.

Support services

The MCH provides a number of important services in addition to your child's medical care.



Child life and school services

Certified Child life specialists are educated and clinically trained to help infants, children, youth and families to cope with the stress and uncertainty of acute and chronic illness, injury, trauma, disability, loss and grief. They provide developmentally and psychologically appropriate interventions including medical and therapeutic play to reduce fear, anxiety and pain.

The TD Child Life Activity Centre is located on level S1 of Block B. The Child life specialists also organize activities in the playrooms on each of the care units.

Child life affiliated programs include pet therapy, music therapy, the Dr. Clown program and school services.

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Family Resource Centre and Library

The professional librarians of the National Bank Resource Centre can provide information on your child's medical condition, assist with internet searches and help you learn about support groups.

The centre has internet access and printers as well as an extensive health library.

Drop by during opening hours on weekdays or visit the library's website to find a list of library resources, reserve books or request information. The library also subscribes to a Libby collection of digital books.

A RC.1107

Telephone: ext. 22383

bibliofam@muhc.mcgill.ca



Volunteers

Volunteers provide support to patients, families and staff. A volunteer can stay with your child while you run an errand or get something to eat. Ask one of your child's care team members for more information.



Interpreters

The hospital can help access language interpreters for families who do not speak English or French.



Social services

The hospital's social workers help families cope with the stress of their child's illness or injury. The social workers counsel families, assess psychosocial needs, assist with the patient's transition to home and teach families about community and government resources.

At any time, you may ask to speak to the social worker on your child's care unit.



Spiritual care

The hospital's spiritual care professionals provide support and assistance to families during their child's hospital stay.

They can also help families contact representatives of various religious denominations and find a nearby place of worship. You may ask to speak to a member of the spiritual care team at any time. The chapel, for people of all faiths, is open 24 hours a day.

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Phone: 514-412-4455

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Comments and complaints

If you have a concern about the services provided to you or your child, or have a suggestion to improve something, please talk to a member of your child's care team. Most concerns can be resolved quickly by talking with staff in the area involved.

If you have difficulty explaining your concern or feel that not enough is being done about it, you can contact the hospital's Office of the Ombudsman Complaints Commissioner, who can help with these matters and offer advice and information on hospital practices and procedures.

To reach the Ombudsperson, call ext. 22223.

The Montreal Children's Hospital Foundation

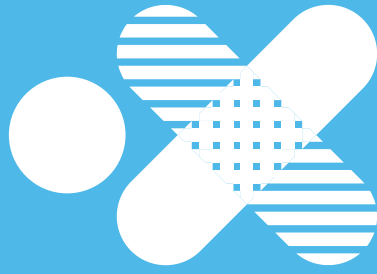
Heal. Love. Bond. Three little words at the heart of our mission to inspire and mobilize the community to support relentless innovation in care, teaching and research at the Children's. The healing that is the hospital's mission, the love that donors and staff have for young patients and their families, and the unbreakable bonds that occur as a result. Community support is critical to the hospital and ensures that it can continue to provide the quality of care and expertise that have helped cement its reputation worldwide.

Visitors are welcome to stop by the Foundation office to learn more about our activities and to make a donation.

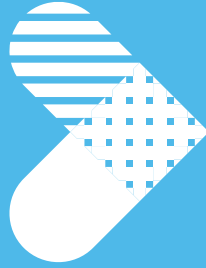
THE MONTREAL CHILDREN'S HOSPITAL FOUNDATION

Larry and Cookie Rossy Promenade, Level RC
Montreal Children's Hospital
514.934.4846 / info@mchf.com

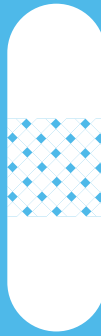
childrenfoundation.com



s'unir
bond



aimer
love



guérir
heal



Découvrez comment vous engager pour la communauté du Children

Par l'organisation d'un événement, le partage de votre grand jour ou l'hommage rendu à un ami, un parent ou un membre du personnel, vos dons aident à guérir, à aimer et à s'unir aux jeunes patients du Children et à leur famille.

Find out how you can get involved in the Children's community

Whether you hold an event, share your special day or honour a dear friend, relative or staff member, your donations allow you to help heal, love and bond with the Children's young patients and their families.

fondationduchildren.com

