

Staff Information

Nurses work 12 hour shifts. Your child's care is reviewed at shift change between 7:15–7:30 so your nurse may be busy during these times each morning and evening.

Doctors come in once a day to talk about concerns, your child's medications, and daily care as well as to plan when you can go home. If your child is staying more than one day, their doctor may not be the same every day. There is no set time for doctors to see their patients. If the nurse is concerned about your child, they will contact the doctor right away.

After you go home a public health nurse may call you to make sure that everything is going well with your child.

Entertainment

Richmond Hospital has **free Wi-Fi**. Our guest wireless network name is: **healthguest**

The password for the internet changes every month and is posted above the sink in the unit. Please let the nurse know if you need help with the internet.

The unit has toys, cleaned between patients, which can be brought into the room including: coloring, activity books, DVD's and DVD player and other activities for your child to use while in hospital.

Food

Please check with your nurse before giving your child any food or water.

The hospital provides meal trays for your child and one parent. We also have coffee and sometimes small snacks.

Meal times are:
Breakfast 8:45 am
Lunch 12:45 pm
Dinner 5:30 pm

You may bring in or have food delivered from home. The nurse will give you a label to put your name on your food. There is a microwave, fridge and kettle for you to use.

There is a breast pump available as well as a fridge for your breast milk. We provide formula.

Park Side Café is on the second floor
Monday to Friday 7:30 am–7:00 pm
Saturday, Sunday, Holidays
8:30 am–7:00 pm

You can read the menu at:
rh.catertrax.com

Starbucks is in the main lobby
Monday to Friday 6:30 am–5:00 pm



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Welcome to Short Stay Pediatrics (SSP)



Richmond Hospital
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Tel: 604-278-9711 Ext. 4490

Welcome to the Short Stay Pediatric (SSP) Unit

We know this is a stressful time, and we hope this information will help. Please speak to our staff about any concerns or questions you may have.

SSP is attached to the Treatment area of the Emergency Department. We care for admitted children as well as children in the hospital for emergency treatment.

Children from the age of 1 day up to their 17th birthday are cared for in the Short Stay Pediatric Unit.



Caregivers

All children admitted to SSP need to have one adult stay with them at all times.

One adult may stay overnight in the pullout chair or stretcher. Due to limited space, only one caregiver will be able to stay overnight. Your nurse will provide you a pillow, blankets, toothbrush and towels if you need.

You may only see the Doctor once per day. It is a good idea to write your questions down when you think of them. That way you won't forget when the Doctor arrives!

Room Set up & Safety

The rooms are small, and we need to keep them tidy to keep your child safe. The nurse must be able to reach all the safety equipment on the wall. Please make sure that there is a clear path for the nurse to reach this equipment.

The nurse will check on your child regularly. When the room is tidy we may not have to turn on the lights for these safety checks during the night.

During the day the pull out bed has to turn back into a chair so there is space for staff



Infection Control

The hospital follows strict guidelines to keep you and others safe while in hospital. If your child has a contagious illness (something that can spread to other people) staff and visitors may have to wear masks, gowns, gloves and goggles to protect themselves.

Depending on current hospital restrictions, one adult may visit during the day to bring food or belongings. Visitors are not allowed into the unit if they are sick or have been around sick people. Visitors should wash their hands or use hand sanitizer before they go into a patient's room and again when they leave.

Your family may be given their own washroom to use while in hospital.