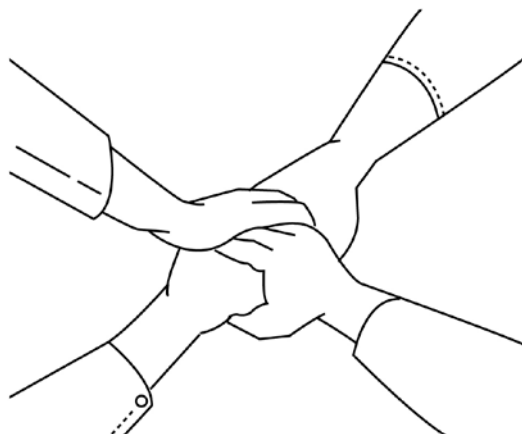

**The Tim Conroy
Intensive Care Unit (ICU)
Juravinski Hospital
Section C, Level 0**

**Information for families
and visitors**

905-521-2100, ext. 43486

Table of contents

	Page
Visiting the ICU	2
Other important information about the ICU.....	4
Planning for transfer or discharge from the ICU	5
Prevent the spread of germs and infections	5
Isolation	6
The Waiting Room	6
Quiet Rooms.....	7
Sharing information with the ICU Team	8
Equipment and monitors	9
Taking care of yourself.....	10
Other information	10
Spiritual support.....	11
Zachary’s Paws for Healing	11
Health care team members.....	12
Questions or concerns	13
Patient Experience.....	13



The Intensive Care Unit (ICU) is where patients receive constant care and are closely watched by a highly specialized health care team.

We understand that having a family member or friend in the ICU can be a very stressful time.

This booklet will help to answer some of your questions about the ICU. It will also introduce you to members of your health care team and give you tips on how to take care of yourself.

Please feel free to ask any member of the ICU team any questions you may have.

Remember, no question is too simple to ask.

Visiting the ICU

The ICU has open visiting hours. Family and friends can visit anytime as decided by the patient and based on their care needs. Open visiting hours allow family and friends to play an important role in a patient's well-being.

Patients in the ICU need a balance of visiting and rest to promote healing and a normal sleep cycle.

Please respect everyone's right to privacy while they are in hospital.



Important
Information

Patients and visitors are not allowed to take photographs or make audio or visual recordings with cell phones, tablets, cameras or other electronic devices, except in circumstances where expressed permission/consent is granted.

Your visit may be delayed or interrupted depending on the patient's condition or the care being provided. You may be asked to wait in the waiting room when a patient is:

- newly admitted to the ICU. The process can take up to an hour or longer.
- away for a test, receiving a sterile procedure or care that requires privacy.

We will discuss a visiting plan with you that will:

- define who can visit
- allow you to support your loved one
- balance the patient's care needs with the needs of families
- identify the best times to visit.



Who can visit in the ICU?

Patients and families decide who may visit.

The number of visitors at one time will be determined in collaboration with the patient, family and health care team.

Children of any age are welcome to visit with the support of an adult who is familiar to them such as a parent or grandparent. Please talk to an ICU team member so we may help you plan your visit.

How do I enter the ICU?

Each time you visit, please call the ICU using the phone in the Waiting Room by the ICU door.

You will either be able to see your loved one right away or will be asked to wait if your loved one is receiving care. The nurse will tell you when you can visit and give you any updates.

A note to families and visitors

Being in the hospital can be frustrating and stressful. We will do our best to help you through this difficult time.

Respect is important when challenges are experienced. The Mutual Respect campaign at Hamilton Health Sciences is about working together and supporting each other.



A Mutual Respect booklet is available for patients and families for more information. If you would like a copy of this booklet, please ask a staff member.

Other important information about the ICU

- Flowers, plants and latex balloons are not allowed in the ICU.
- We are a fragrance restricted hospital. Please do not wear or bring perfume, cologne, aftershave, scented hair spray or other scented products.



- Hamilton Health Sciences is smoke-free. This means that smoking is not allowed anywhere on the grounds, including parking lots, garages and vehicles.

For support or help to stay smoke-free:

- talk to a member of your health care team
- contact Smoker's Helpline toll-free at 1-877-513-5333 or www.smokershelpline.ca



- You may use your cell phone in the Waiting Room.
- Wireless internet service is available at a fee for patients and visitors at the Juravinski Hospital. For information about this service, go to www.hhsc.ca/hotspots
- There are no TVs in the ICU patient rooms. Families may bring in music or movie players such as MP3 players, iPods or iPads to comfort and support the patient.
- Keep cell phones and other electronic devices such as tablets at least 1 metre away from medical equipment such as pumps and monitors.

**The hospital is not responsible for lost or stolen items.
Do not leave valuables or money in the hospital.**

Patients and families are responsible for all personal items left at the bedside, including dentures, hearing aids and glasses.

Planning for transfer or discharge from the ICU

We begin planning for a patient's transfer or discharge from the ICU the day the patient is admitted.

The expected day of transfer or discharge will be discussed with you. Most patients are transferred or discharged during the day or early evening. However, a patient may be transferred to another unit during the night. If this happens, we will contact you unless you tell us otherwise.

Prevent the spread of germs and infections

Stop the spread of germs and infection by cleaning your hands. There are 2 ways to clean your hands.

You can use:

1. soap and water, or
2. an alcohol based hand rub located in the Waiting Room by the phone, and outside and inside of each patient's room. Make sure your hands are dry before you touch anything after using the hand rub.

Always clean your hands:

- before and after each visit
- after using the washroom
- after sneezing or coughing



Please do not visit if you are ill.

Isolation

If your loved one is in an isolation room, please STOP and read the sign posted on the door to the room. It will tell you what equipment to wear before entering. Please ask the nurse for help.



Reminders

- Clean your hands with the alcohol rub when you enter and leave the patient's room.
- Put coats and other personal belongings, such as hand-bags in the "clean dedicated" zone within the patient's room. Use the coat hooks or plastic bags provided. Do not put any personal belongings on the patient's bed or other surfaces in the patient's room.
- Before you leave the patient's room, place the gowns and gloves in the correct bins.
- Clean your hands with alcohol rub after you take off the gloves.
- If you bring food and drinks into the patient's room, do not take them with you when you leave. Throw out disposable containers in the garbage.

The Waiting Room

The Waiting Room is a comfortable, quiet area in the ICU that all families and visitors can use while they wait.

In the Waiting Room:

- Please speak quietly. Tell your nurse if others are being loud or disruptive.
 - Children must be with an adult at all times.
 - Do not leave valuables unattended. The hospital is not responsible for lost or stolen items.
-

- Be mindful of the number of visitors at any one time to allow room for other families.
- You may use the kitchen in the Waiting Room. More information about using the kitchen is posted on the wall.
- Please remove all food and beverages from the kitchen and Waiting Room to help keep them clean and sanitary.
- There is a TV in the Waiting Room.
- Alcoholic beverages are not allowed in the Waiting Room.

Quiet Rooms

The ICU has 2 rooms that are available for the families of our most critically ill patients. They allow families in a crisis to have a temporary quiet place to rest.

How long can I use the Quiet Room?

Usually you can use the room for up to 24 hours. However, we may ask you to leave the room and wait in the Waiting Room before 24 hours if another family needs to use the room.

Thank you for your patience and understanding.

Lockers

There are lockers outside of the Quiet Room to store your personal items during your visit. You will need to bring in your own lock. You must remove your personal items and lock before you leave the ICU.

Showers

There is a shower outside of the Quiet Room. You will need to bring in your own towels and toiletries.

Sleep Room

A Sleep Room may be used by the family of a critically ill or palliative patient based on availability. Please ask the social worker or the unit leader about this option. You are encouraged to go home at night if your loved one is stable.

Sharing information with the ICU Team

What is a family spokesperson?

We ask that one person be chosen as the family spokesperson. The health care team will speak to this person who can pass information on to family and friends. Information over the phone will only be given to the spokesperson. The nurse may not always be available to speak with you. Please be patient when you call.

The doctor will only give information and test results to the patient's family spokesperson and the next-of-kin or substitute decision-maker.

Discuss concerns

A member of the ICU team is available, or can arrange for you to meet with the doctor, to discuss your concerns about your loved one's condition.

If needed, a family meeting can be arranged with the ICU team to discuss concerns, plans and goals and get updates. These meetings are booked ahead of time and can be asked for by the family and also the ICU team. Please talk to your nurse or social worker if you would like to set up a family meeting.

You are never alone. Remember, the ICU team is also here to help you. If you need to talk to someone, the nurse, social worker and chaplain are here to support you.

Important documents

Please bring in a copy of any documents that might be useful in your loved one's care such as:

- a list of medications
- past medical history
- any advanced directives such as a Living Will (see below for more information) or Power of Attorney

Please speak to a member of the health care team if your loved one has a special, spiritual or cultural need.

Advanced directives

An Advanced Directive or Living Will lists the patient's particular wishes for treatment should his or her condition change while in the hospital. This information determines what treatment he or she would or would not want.

It is very important that these wishes are discussed among family and health care providers. Knowing your loved one's wishes in advance allows us to provide the best care possible and ensure the dignity of your loved one.

If you need more information about Advanced Directives, please contact the social worker.

Equipment and monitors

The ICU has a variety of equipment and monitors that allow us to care for your loved one.

All of this equipment has special alarms that notify the staff to check the information. Often, just a slight movement causes an alarm to sound. Rarely does an alarm mean an emergency. Please remember that the equipment is an essential part of the care of your loved one. We are doing everything we can to make them as comfortable as possible.



Taking care of yourself

Having a family member in the ICU is emotionally and physically draining. It is easy to forget to look after yourself when a loved one is sick.

We encourage family members to go home, rest and get proper food and sleep. This will help keep you healthy and thinking clearly so you can support and make the best decisions for your loved one.

While your loved one is in the ICU, you may have feelings of fear, helplessness, depression, frustration and loss of control. These feelings are normal and to be expected.

Your life at home may feel overwhelming at this time. Accept help from family, friends and neighbours. Do not be afraid to ask for and accept help when you need it.

Other information

- The Chapel/Spiritual Centre is located in the Main Lobby, Level 1, beside the gift shop. The centre is open 24 hours a day for meditation, prayer and personal reflection.
 - The gift shop is located in the Main Lobby, Section A, Level 1.
 - Vending machines are located in the corridor beside the passenger elevators in Section C, Level 1.
 - The Atrium Cafe is located in Section G, Level 1
 - The cafeteria, Nora's Fresh Café is in Section A, Level 0.
 - Information is located in the Main Lobby, Level 1.
 - Weekly or monthly parking passes are available for purchase at the Parking Office, ext. 42354.
 - Please ask the social worker, nurse or business clerk for a list of local hotels or information about the Mark Preese House, if you are from out of town.
 - There are a number of restaurants located on Concession Street that are within walking distance from the hospital.
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Spiritual support

- Hospital chaplains are available 24 hours a day, 7 days a week. Please ask the nurse or another member of the health care team to contact the chaplain. There is a chaplain at the hospital Monday to Friday 9:00 am to 5:00 pm and on-call at other times.
- Community Roman Catholic priests are available 24 hours a day, 7 days a week, to administer the Sacrament of the Sick to critically ill Roman Catholic patients. Please ask the nurse or another member of the health care team to contact the priest-on-call.
- Spiritual leaders from all faiths and denominations are welcome in the ICU. We ask that you contact these individuals.

Zachary's Paws for Healing

The Juravinski Hospital has partnered with Zachary's Paws for Healing to allow patients a visit with their family dog or cat while staying in the hospital.

Ask your nurse or social worker how to arrange a hospital visit with your family dog or cat.

The Juravinski Hospital is the first hospital in Canada that has such a patient/family pet visitation program.



Health care team members

Team member	How they help
Intensivist	<ul style="list-style-type: none"> • A doctor who specializes in intensive care medicine. • There will be a different Intensivist every Friday.
Fellows/ Residents	<ul style="list-style-type: none"> • A doctor who has completed medical school and is studying to practice as a specialist.
Registered Nurses	<ul style="list-style-type: none"> • A nurse who is trained in treating critically ill patients. • Provides ongoing monitoring and coordinates the patient's care with the ICU team.
Unit Leader/ Charge Nurse	<ul style="list-style-type: none"> • Co-ordinates the daily operations of the unit along with the health care team. • Supports other team members in giving quality care to you and your family. • Is available to discuss nursing care, hospital services or your loved one's care and comfort needs.
Physiotherapist	<ul style="list-style-type: none"> • Helps patients to improve their strength, flexibility and balance.
Pharmacist	<ul style="list-style-type: none"> • Makes sure that medications are safe and effective.
Chaplain	<ul style="list-style-type: none"> • Offers spiritual support for patients and families.
Environmental Aide	<ul style="list-style-type: none"> • Cleans and stocks the unit with supplies.
Business Clerk	<ul style="list-style-type: none"> • Answers the telephone and provides clerical support to the ICU team.
Respiratory Therapists	<ul style="list-style-type: none"> • Assesses and monitors the breathing needs of patients.
Dietitian	<ul style="list-style-type: none"> • Assesses the nutritional needs of patients.
Social Worker	<ul style="list-style-type: none"> • Gives emotional support to families. • Gives resources for coping and concerns.

Questions or concerns

If you have a concern please feel free to talk with a staff member.
The following supports are available to patients and families:

- the unit leader is always available to speak with you on the unit
- the social worker is available Monday to Friday,
8:00 am to 4:00 pm
- The ICU clinical manager is available Monday to Friday,
ext. 43532

Patient Experience

At Hamilton Health Sciences we welcome your feedback. Hearing from patients and families is the best way to improve our care and services. If you have compliments or concerns about your care, please speak with a member of your health care team or the unit/area manager.

If you wish to share your feedback or compliments further, or feel your concerns have not been addressed, please contact the **Office of Patient Experience at 905-521-2100, ext. 75240.**

