Welcome to the Critical Care Unit

In order to support you and your child in the Critical Care Unit (CCU) this information sheet provides essential information on communication and services available to you.

Contact Information
Critical Care Unit – Second Floor, Atrium
The Hospital for Sick Children
555 University Avenue, Toronto, Ontario, M5G 1X8
**CCU Direct Phone Number: 416-813-6486**
www.sickkids.ca

**Who will be caring for my child?**
Your child will be cared for by many people, all working together as one team, focused on providing the best care possible for your child. The team includes critical care physicians, nurses, respiratory therapists, pharmacists, social workers, dietitians, physiotherapists and others. You have a team of staff physicians caring for your child who ensure continuity of care.

**When can I see my child?**
When you want to come into the CCU, please call first. Use the phone in the CCU lounge (dial 206486). This helps us ensure a safe and secure environment for all of the patients.

We encourage you to be with your child. You will be asked to step away from the bedside every morning from 7 to 8 a.m. and every evening from 7 to 8 p.m. while our team provides handover. If your child is in a multi-bed room, you will be asked to leave when a procedure is occurring and during medical rounds when other patients are being discussed; we do this to ensure privacy and safety for all of the patients in the room.

**What should I expect when I first see my child?**
Your child may look very different due to illness and/or all the monitoring and care equipment. Your child may be on special medicines to keep him/her temporarily still and asleep. Your nurse can help you to understand the equipment and medications.

**Who can visit?**
There can be a great deal of medical equipment at your child’s bedside. To manage this and to help your child get adequate rest, we limit the number of family members visiting at one time to a maximum of 2 people. Siblings are encouraged to visit -- please discuss sibling visits with your nurse for additional information and preparation. Visitors with cough, sore throat or fever should not come into the hospital. Please make sure to use the provided disinfecting hand gel/foam before every entry into the patient room.
Can I stay overnight with my child?
Yes you can stay with your child in their room. At the same time we encourage you to get adequate rest. The CCU does not have sleeping facilities at your child’s bedside and for patient safety, co-sleeping is not permitted. The CCU has a limited number of parent sleep rooms. These rooms are allocated daily, based on several factors. Your nurse can guide you on how to request a parent sleep room. Alternatives close to SickKids included local hotels and Ronald McDonald House.

Can I use my cell phone or electronic devices?
Quiet use of electronic devices at the bedside is permitted (texting, email, and web browsing). If you are going to have a conversation on your cell phone, to minimize distraction and disruption we ask that you step into the hallway or the parent lounge.

What facilities are available for parents and family?
There is a family lounge located on the second floor of the Atrium just outside of the CCU, with two washrooms in the lounge hallway. WiFi and computer/Internet access is available. Also, just inside the CCU there is a pantry with a refrigerator and microwave oven. You will receive an orientation tour upon admission. On the main floor of the hospital there is a large cafeteria as well as shops, restaurants, bank machines and a drop-and-play centre for siblings 2.5 years or older. Just next to the Black Wing elevators on the Main Floor there is Family Centre which has many resources for families, including health information materials, computers and printers. The hospital also has clothes washing facilities.

How do I get more information and answers to my questions?
Your child’s nurse is the first person you should contact for information and access to other team members. The staff physician responsible for your child, a fellow (a physician in the final years of specialized training) or nurse practitioner is available to update you on a regular basis.

How can I best support my child?
Having your child in the CCU is a stressful time; anything that you can do which takes care of you will help you taking care of your child. We encourage you to take breaks away from the bedside, eat, drink, sleep and make use of the supports offered by our Social Work staff.

Values and Expectations
Our relationship with our patients and their families is of the highest importance. Providing excellent care is a collaborative effort between us. This collaboration depends on all of us, staff and families, communicating in an open, honest and respectful way. If you have any experiences that concern you in this regard please bring them to our attention immediately. Similarly, should we have any concerns about the nature of our relationship; we will discuss them with you in an effort to resolve them as quickly as possible.

We are committed to improving the services we provide and we welcome your feedback and ideas about how we can help to make the patient care experience better for all children and families.
The Senior Managers are available for consultation.