Keeping Your Child Safe
Child and Family Involvement in Nursing Shift Handover

Working together is the best way to keep your child safe.
Please read the important information below.

**WHAT IS NURSING SHIFT HANOVER?**
Nursing shift handover is the time when outgoing nurses share the most up-to-date information about their patients with incoming nurses.

SickKids wants to make sure that patients and families are partners in care. While nursing shift handover usually takes place at the nursing station, we now offer patients and families the opportunity to have nursing shift handover take place at the bedside, with their participation.

Nursing shift handover happens every morning and evening and usually lasts 5 minutes. Your nurse will let you know when nursing shift handover happens on this unit.

Please note, nursing shift handover at the bedside does not replace ongoing conversations with the nurse, doctor and health-care team.

**DO I HAVE TO PARTICIPATE IN NURSING SHIFT HANOVER?**
No. It is your choice to participate in nursing shift handover. For example, some may prefer to sleep or may not be present at the time of handover. Your nurse will ask you if you will be available and plan to participate in advance of every nursing shift handover. Even if you do not participate in the discussion, your nurse will check the patient and bedside equipment at each nursing shift handover.

**WHAT SHOULD I EXPECT IF I DECIDE TO PARTICIPATE?**
1. Two nurses come to the bedside.
2. The nurses will ask you if you want any family or visitors at the bedside to stay during nursing shift handover.
3. Nurses will then begin discussing the plan of care.

**HOW CAN I PARTICIPATE?**
- **Listen** to get complete information about treatment plans and care.
- **Share** information about your care, as well as what matters most to you over the next shift.
- **Ask for clarification** if there is something you did not understand or if any of the information shared is confusing.

**WHAT ABOUT MY PRIVACY?**
We believe that child and family involvement in nursing shift handover is an important part of providing excellent child and family-centred care. We will ask for your permission before we go ahead with nursing shift handover at the bedside. Please tell us if you are not comfortable with nursing shift handover at bedside or if there is certain information that you prefer not to share if others are around.

**A FEW BENEFITS OF NURSING SHIFT HANOVER AT THE BEDSIDE:**
- **Enhances partnership.** Nursing shift handover at the bedside enhances partnership and promotes communication between patients, families and nurses.
- **Enhances patient safety.** Nursing shift handover at the bedside helps ensure that important and correct information about the plan of care is shared and understood.
- **Gets patients and families involved in care at handover.** Patients and families are encouraged to add or clarify health information provided during nursing shift handover.
- **Is another opportunity to ask questions.** Your input during nursing shift handover is valued. If there is a question or concern that cannot be answered during handover, the incoming nurse can come back after nursing shift handover to spend more time answering any questions.
FREQUENTLY ASKED QUESTIONS

What kind of information can I provide?
You know best! If something doesn’t seem right or is not clear to you, please tell us.

What if I choose not to participate or I am not available for nursing shift handover?
No problem. No matter what you decide you will still be able to use all of the other usual ways to communicate with your nurse and the health-care team. Your care will not be affected.

What if there is sensitive information that I do not want discussed at the bedside during nursing shift handover?
Let your nurse know. Your nurse will ask you if there is information you would not like discussed at the bedside.

SPEAK UP AND ASK QUESTIONS. TALK TO YOUR HEALTH-CARE TEAM

- You know your child best. Speak up if you feel something’s not right or you have concerns about your child’s care.
- Give your health-care team an up-to-date description of your child’s health.
- Tell us about any treatments or surgeries by any other health-care professionals, including naturopaths or herbalists.
- Tell us about your child’s special physical, emotional or equipment needs or about any special aids like glasses or hearing aids.
- Share unique things about your child with caregivers that may be important for your child’s overall care (e.g. if they dislike loud noises or bright lights).
- Tell us if there are any changes in your child’s condition that concern you. You may notice things the health-care team doesn’t.