

Roger's House

FAMILY HANDBOOK

Information and Guidelines for

Children, Youth and Families



Roger's House

399 Smyth Road

Ottawa, ON

K1H 8L2

CANADA

tel: 613-523-6300

fax: 613-523-3617

info@rogershouse.ca

www.rogershouse.ca

TABLE OF CONTENTS

TABLE OF CONTENTS	
Welcome to Roger's House Hospice / Acknowledgement	4
Roger Neilson	5-6
What is Pediatric Palliative Care	6
What is Roger's House	6
Criteria for coming to Roger's House	6-7
Roger's House Programs -	7
• Palliative Respite Care	7
• Palliative Emergency Respite Care	7
• Palliative Symptom Management	8
• Palliative Transition Care	8
• Palliative End-of-Life Care	8
• Greif Support and Bereavement Care	9
• Family Rights and Responsibilities	9
Our Team -	9-10
• Nursing Care	10
• Physician Care	10
• Social Work	10
• Spiritual Care	10
• Personal Support Workers	10
• Pharmacist	10
• Child Life Specialist	10
• Bioethicist	11
• Other Services	11
• Volunteer Support	11
Kitchen and Meals	11
• Kitchen Access	11-12
• Cooking Program	12
Laundry Room	12
Guidelines for Internet Use	13
The House	14
Smoking	14
Wheelchairs	14
Main Floor	14-15
Second Floor	15-16

Things to Know	16
Bedrooms	16
Consent	16-17
Confidentiality	17
Preparing for Your Child's Stay at Roger's House	17-18
Communicable Diseases	18-19
Hand Washing	19
When Families, Siblings, Friends Come to Stay at the Hospice	19
• Siblings & Young Friends	19
• All Visitors	20
Sharing a Home-like Environment	20-21
What to Bring	21-22
Returning Home	22-23
Telephone Use	23
Parking	23
Hospice Safety and Fire Regulations	23
Lost and Found	24
Staff Acknowledgement	24
Suggestion Box	24

**WELCOME TO ROGER'S HOUSE PEDIATRIC
PALLIATIVE CARE HOSPICE**

Roger's House is dedicated to providing compassionate, loving and skilled care to support a child/youth and family's every need.

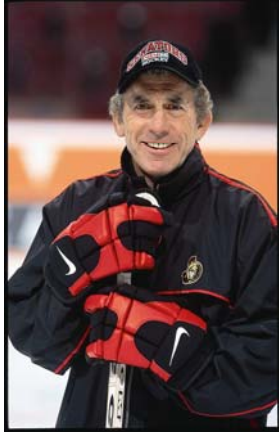
The enclosed material allows you to become better acquainted with Roger's House and our hospice services. As we share this house with many families, we ask that you follow some basic guidelines which we hope will make things easier for you and everyone who stays here. If you have any questions, please let us know.



ACKNOWLEDGEMENT

Roger's House has been supported by over 75,000 individuals since the Ottawa Senators Foundation announced that a pediatric palliative care facility would be built in memory of Roger Neilson. This support has truly been heartfelt and without it, Roger's House would not be here today.

THANK YOU to each and every person, group, organization and company
that has supported Roger's House!!



Roger Neilson

June 21, 2006 marked the 3-year anniversary of the passing of Roger Neilson. Not a day has gone by where Roger has not been missed and thought about by the countless people who considered him a friend. With his spirit guiding us, and thanks to the overwhelming support that we have received, Roger's House has gone from a dream to reality in an unprecedented period of time.

The anniversary of Roger's passing was a fitting time to reflect on Roger Neilson's many contributions to hockey, but more importantly to the countless lives that he touched and influenced as a coach, mentor and friend. The stories of Roger's sense of humour and absent-mindedness are legendary, but what are not nearly as well known are the stories of his generosity and kindness. Many people were the recipients of Roger's generosity and kindness. Whether it was a card, letter or a phone call from Roger, even while dealing with his own lengthy and difficult battle with cancer, Roger always reached out to people and encouraged them to have a positive outlook on life. Roger also gave very generously to charities and to people in need. Many of these people have in turn, made a contribution towards Roger's House as a sign of appreciation for what Roger Neilson had done to help them, and like Roger, have asked for no recognition in return. The cycle of generosity and giving to others who are less fortunate lives on - thanks to Roger.

Roger Neilson was inducted into the Hockey Hall of Fame and became a Member of the Order of Canada. Both honours which he humbly, but proudly, accepted. Roger never sought the limelight or the attention, yet he was a man of great profile and public stature. Something that he used not for his own benefit, but for those around him that he loved.

Roger's House is a fitting tribute to a great man who selflessly gave of himself to others - with his time, his money, his experience and his wisdom. Today, and every day, Roger Neilson will be remembered as someone who made a positive impact on the game of hockey, but more importantly on the people and the world around him. Thank you Roger.... we miss you!

WHAT IS PEDIATRIC PALLIATIVE CARE?

Pediatric palliative care is an active and holistic approach to the care of children/youth living with a progressive life-limiting illness, embracing physical, emotional, social and spiritual elements. It seeks to focus on enhancement of quality of life for the child/youth and support of the family. It includes management of distressing symptoms, and the provision of respite care throughout the illness, death and bereavement.

WHAT IS ROGER'S HOUSE?

Roger's House is a pediatric pediatric care residential hospice set in a home-like family environment providing temporary respite, acute pain and distressing symptom management, holistic end-of-life care, temporary transition care as well as grief and bereavement care. It is an integral component of the comprehensive pediatric palliative care program offered by the Children's Hospital of Eastern Ontario (CHEO).

CRITERIA FOR COMING TO ROGER'S HOUSE

Roger's House services are available to children and youth who:

- 1) are 18 years of age or younger
- 2) have a valid Ontario Health Insurance Plan (OHIP),
- 3) are eligible to receive services from the Community Care Access Center (CCAC)
- 4) have a progressive life-limiting illness or a major medical disease that demonstrates a progressive decline.

**For further information or clarification please
contact us by calling 613-523-6300.**

Marion Rattray, RN
Manager Roger's House and CHEO's Palliative Care Program

Lloyd Cowin
Executive Director, Roger's House

William Splinter, MD
Medical Director, Roger's House

Juliette Oleynik
Administrative Assistant

ROGER'S HOUSE PROGRAMS

The following programs are available to your child/youth and/or family.

PALLIATIVE RESPITE CARE

Respite care is 24-hour care of your child at the hospice. The purpose of the respite is to allow your family time to rest and rejuvenate. It is also a chance for ongoing evaluation of your child's health. Each child is eligible for a certain number of nights every calendar year. The number of nights depends on the number of children in our program. It is recommended that families book respite stays every few months to take full advantage of the services provided by the interdisciplinary team. Respite is currently available for 14 days at a time. All families in the program will receive a letter yearly indicating the opportunity to prebook a time for respite care. Otherwise, bookings will be made based on bed availability.

PALLIATIVE EMERGENCY RESPITE CARE

Emergency respite is available to all the children in our program who suddenly need care and do not have an available caregiver (due to a family emergency, etc.). We try to respond to requests for emergency respite within 24 hours of the request and offer care for a 48-hour block of time. Stays may be extended at the discretion of Roger's House at the end of the emergency respite period, depending on family circumstances and available resources.

PALLIATIVE SYMPTOM MANAGEMENT

Symptom management is active care aimed at reducing the adverse physical and emotional symptoms of your child's illness and/or side effects from treatments. An admission to Roger's House for symptom management can be very effective because it gives our team the unique ability to assess your child over the course of a few days or weeks in a home-like environment. Please consider such an admission if your child has a change in symptoms related to their illness that may be challenging to assess or control. For example, pain, a change in breathing patterns or seizures, new behaviours or eating/feeding habits. This may be an emergent or urgent admission, or even as part of a scheduled respite stay. The length of stay will vary for each child. The goal, as with all our admissions, is to ensure the best quality of life and comfort for your child.

PALLIATIVE TRANSITION CARE

Transition care offers services when your child can leave the hospital but your home or community are not yet ready to provide the services they need, i.e. wheelchair access, education about new care procedures, nursing or physical therapy. The care we provide is similar to respite care, but since there is an increased possibility that the child will deteriorate, stays can be longer, more frequent and on shorter notice than the respite category. Stays will also need to be pre-booked. Please note that we may not always be able to accommodate a family's request if a bed is otherwise being used by a child for emergency respite or end-of-life care.

PALLIATIVE END-OF-LIFE CARE

End-of-life care offers comprehensive services for your child and family when your child's death may be imminent. If your child is in need of end-of-life care, please call us right away. An in-house admission will be facilitated as soon as possible. The primary focus of end-of-life care is to provide pain/symptom management and supportive care. You and your child will be supported in returning home should your child's condition stabilize.

GRIEF SUPPORT AND BEREAVEMENT CARE

From the time of your child's diagnosis, throughout their illness and after their death, grief support and bereavement care are offered for your child and family members. Consultation and support are also made available to others involved in your child and family's life.

FAMILY RIGHTS & RESPONSIBILITIES

Families are important members of the health care team at Roger's House. Employees will work with families and the community to make sure that children receive the best care possible. All employees will do their best to make sure families are informed, respected, and supported.

Families at Roger's House have a responsibility to: respect the rights of other patients, their families, visitors, and staff; provide complete and accurate information about past and present matters relating to their child's health; learn and follow hospice policies; discuss any concerns with the health care team.

OUR TEAM

Roger's House interdisciplinary team includes:

- Nurses
- Doctors
- Child Life Specialist
- Social Worker
- Coordinator of Volunteer Services
- Volunteers
- Personal Support Workers
- Pharmacist
- Spiritual Support
- Bioethicist

Our team's commitment is to provide the best possible comprehensive care for your child and family. Regular meetings with your family and our team are one of the best ways to ensure this can happen. At these meetings, we

will work together to develop and review a comprehensive family-centered care plan. These meetings also allow for discussion and decision-making around issues including supports in your community, hospitalization, acute interventions, resuscitation, and progressive symptoms. You, your child or our team may request family/team meetings.

Nursing Care

Our team consists of an Advanced practice nurses, Registered Nurses and Registered Practical Nurses who provide 24-hour care and outreach services.

Physician Care

Experienced pediatric palliative care physicians are on-call 24-hours a day to support the team in caring for your child while in-house.

Social Work

A social worker is available to support the psychosocial needs of your child and family.

Spiritual Care

A spiritual support professional is available to the team, you and your child for pastoral care and support with sensitivity to personal, cultural and ethnic beliefs and rituals surrounding life and death.

Personal Support Workers

Roger's House personal support workers are energetic, warm, and hardworking individuals who cook, clean, interact with guests, and help the nurses care for our guests.

Pharmacist

Roger's house has a pharmacist on staff who is available to answer any of your questions regarding medications.

Child Life Specialist

During hospice care, children and youth need to have opportunities to play, develop and socialize. The Child Life program will strive to maintain normal living patterns and help patients and family members adjust to and understand the palliative experience.

Bioethicist

Our bioethicist is available to provide everyone at Roger's House with issues regarding ethics.

Other Services

Additional counseling and therapy services can be arranged for your child during an admission. These services may include physiotherapy, occupational therapy, and other forms of supportive therapies.

Volunteer Support

Roger's House volunteers offer their time and talent, compassion and care, dedication and commitment, to the children, youth and families of Roger's House. They support the professional care team to ensure your stay at the hospice is as comfortable as possible. Before volunteers begin their service, they are screened, interviewed, oriented and trained. They must complete a criminal record check to ensure their appropriateness within the program.

KITCHEN AND MEALS



Our Personal Support Workers (PSW) prepare meals for our in house guests at designated meal times.

Meal times are: Breakfast at approximately 09:00
 Lunch at approximately 12:00
 Dinner at approximately 17:00

Kitchen Access

Families residing in the suites have access to the kitchen between the hours of 900-1100, 1300-1600, and 1900-2200. Each family is required to sign a waiver form as well as sign up for times when they wish to use facilities.

When using kitchen facilities for food preparation, families are asked to bring their own food. The fridge in the kitchen is for everyone's use. The pantry is to be accessed by staff only but there is plenty of room for families to store food in their rooms, in the cupboards, fridge, etc.

There is a snack basket in the kitchen that can be accessed at all times with granola bars, muffins, bagels, and cookies. Also a fruit bowl with fresh seasonal fruit will be accessible for families to enjoy at any time. Donations are gratefully accepted.

If families wish, their meals to be provided by Roger's House during their stay, arrangements will need to be made at the time of admission, or with 24 hours notice in order to provide ample time for the personal support worker to prepare daily menus. Families are able to purchase coupons from the Administrative Assistant between 8:00 a.m. and 4:00 p.m., or after regular business hours from the personal support worker. The meals are priced at \$3.00 per meal per person.

Cooking Program

The child life cooking program will be offered to guests, siblings and visitors to encourage normalization and to facilitate cultural and milestone celebrations.

*****PLEASE NOTE***** Roger's House is a nut safe environment. We must all strive to ensure that food products, sunscreens, lotions, etc do not contain nuts or traces of nuts in order to provide a safe environment for all our guests, volunteers and staff. As well, grapefruits and grapefruit juice, as well as Seville oranges are known to interact with medications and are therefore discouraged.

Laundry Room

Families have access to the laundry room between the hours of 1100-1300 and 1600-2000 unless otherwise stated. Donations to help replenish soap and other laundry supplies are gratefully accepted.

Guidelines for Internet Use

Please feel free to use the computers at Roger's House. They are available for your use and enjoyment.

Please note that there are some guidelines we ask you follow regarding their use. Roger's House computers are not to be used for gaining unauthorized access to any computer system on the internet. File sharing or peer-to-peer programs (ie: BitTorrent, Kazaa) is not permitted. Downloading copywrited music or movies is also prohibited. Accessing sites or email that may contain profanities and or sexual content will not be tolerated. We encourage our guests to save their files on a USB stick or CD so files are not lost or deleted. We ask that our guests avoid having food or drinks around the computer station. Please note that computer privileges will be revoked should guests not comply with the above conditions. The computers at Roger's House are the property of Roger's House and removal of any equipment is strictly prohibited. Please do not hesitate to contact a staff member or volunteer should you have any computer questions or difficulties.





THE HOUSE

Roger's House is located on the campus of the Children's Hospital of Eastern Ontario, in Ottawa, Ontario Canada.

SMOKING

Smoking is not permitted on the campus including the parking lots.

WHEELCHAIRS

Roger's House is 100% wheelchair accessible.

MAIN FLOOR

The kitchen and dining room areas are the focal point of the house. Anyone who wishes may eat there. This includes children, families, staff and volunteers.

The living room is a multipurpose room used for family gatherings, quiet reading, and small memorial services, interdisciplinary rounds, or general staff meetings.

The volunteer reception desk is located in the main foyer.

The library is for family and friends. It currently contains a large collection of popular children's books and movies as well as some materials for youth and adults. Reference material on grief and bereavement for all ages, religious beliefs and customs around death and psychological healing are available.

Roger's House has a playroom located on the main level. Children and youth including guests, siblings and visitors must be supervised at all times by child life, volunteers or a responsible adult when using the playroom. The door will be closed when the playroom is unsupervised. Guests and siblings will be given access if there is appropriate supervision.

The snoezelen room is a multi-sensory room that offers visual, auditory and tactile stimulation. The child life specialist will coordinate supervised therapeutic sessions for stimulation and /or relaxation. Children will be assessed, in consultation with the family, for suitability for various activities. Siblings may be included after an assessment by child life or nursing. Parents may accompany their children in the Snoezelen room under supervision. Shoes must be removed and socks worn during Snoezelen times.

SECOND FLOOR

The guest bedrooms are located on the second floor and are all individually designed and furnished. Nurses are stationed at the centrally located nursing station on this floor.

There are 2 family suites at Roger's House, each equipped with a microwave and mini fridge, a family size dining table, computers and internet access, king-size bed, sofa, television, twin size-bed and a full bathroom. Towels and linens are provided for all the rooms. Every room is cleaned prior to a family's arrival. It is your responsibility to keep it clean and tidy during your time at Roger's House.

Siblings are welcome. A family suite is assigned based on availability with priority given to families for end of-life care for their child. Each family is designated a suite for the duration of their visit. Permission from Roger's House is required to make either a change in the family suite or to allow

additional extended family members or friends to spend the night. These services are available at no cost to families.

THINGS TO KNOW

- Should you require a parking pass for the duration of your stay, please be sure to see the administrative assistant to sign one out. As well, if you are staying in a suite, you can also be provided with a key to your room should you require it. Before you return home, please leave the pass and/or key with your nurse or the administrative assistant.
- Meals need to be planned in advance, therefore should you wish to order meals from our kitchen, please see the administrative assistant during regular work hours or the personal support worker after regular work hours to pay for the meals in advance.
- Families are responsible for supplying their own personal belongings and toiletries.
- Cribs are available upon request.

****NOTE** Microwaves are not to be used to heat up bottles/formula. A bottle warmer is available from nursing staff if required.**

BEDROOMS

In total, Roger's House can accommodate 8 guests, not including family members. There are single and double bedrooms in addition to the family suites. Some of the rooms have an adjoining door. Each bedroom has its own bathroom which includes a wheelchair accessible shower. There is also a tub room with a state of the art bathtub for guests.

CONSENT

We assume consent through the provision and review of complete and appropriate information to the family and child, and by ensuring adequate opportunity for discussion and for answers to questions. If no objection is stated, Roger's House will proceed with the regular programs and services offered.

The family and child are actively involved and included in an ongoing discussion with the care team for the provision of care and involvement in

activities. They are made aware of all aspects of the child's life at Roger's House.

Through discussion with the child and / or family, we will obtain formal consent for any significant changes or new treatments that may arise.

Written consent from the family or child is required for:

- special outings
- occasions where the child may be photographed, filmed or included in media events for use outside of Roger's House.

All aspects of care, treatment, and activities are documented in the child's health record by members of the care team.

CONFIDENTIALITY

Roger's House staff, volunteers and administration protect the privacy of your child and family's personal and healthcare information. All information concerning children and families, staff and volunteers is confidential. It is only to be used by individuals who require access to it in order to provide care or service to the person to whom the information belongs, or for another approved reason that has been consented to by that person/guardian.

Nursing report takes place in the nursing/medication room in order to respect patient confidentiality. This takes place at 07:30, 15:30, and 23:30, as well as at other times when confidential information needs to be shared amongst the team. Should your child or family require our assistance during these times, please knock on the door and we will be happy to assist you. Our goal is to protect confidential information for all our guests and families and we appreciate your assistance with this. Many private phone calls and discussions take place at the nursing station and we appreciate your efforts to respect the confidentiality of all of our guests.

PREPARING FOR YOUR CHILD'S/YOUTH'S STAY

1) When you have chosen the dates you would like to request, phone to arrange your child and family's stay. If no one is available to take your call,

please leave your request on voicemail. You will be notified whether or not requested dates are available.

2) Someone will call within a week of your pre-booked "in-house" admission to confirm the date(s), time of admission/discharge and review the care plan and medications. Evaluation of your child's health is part of every admission, even for respite care. Please be sure to mention any changes to your child's condition. Remember to indicate exposure of your child or family member to any communicable diseases at that time.

3) On the day of admission, the nurse admitting your child into the house will need to confirm with parents/guardian that the consents, care plan and medication summary are correct and up to date. Please allow for this time (approximately one hour) if your child is staying in-house without an adult family member.

4) While you are at Roger's House or before your child visits for respite care, please complete the "Personal Inventory Checklist" to avoid personal items being left at the hospice after your child returns home.

5) Although this happens very rarely, your child's respite visit may have to be rescheduled if a bed is required for end-of-life care. This need is obviously very unpredictable, but we will do our utmost to prevent any inconvenience. You would be notified as soon as possible in this eventuality so that alternate arrangements may be made. We acknowledge that this may be of great concern to some families, and we will do our best to avoid any disruption to pre-arranged plans.

COMMUNICABLE DISEASES

For the safety of all children staying at Roger's House, you must inform us if your child, or any family member, has been exposed to any of the following within three weeks of an in-house admission:

- Chicken Pox
- Measles
- Tuberculosis
- Whooping cough
- Mumps

If your child is experiencing an elevation in body temperature, vomiting or diarrhea, please inform us prior to your child's admission. If so, it may be necessary to reschedule your respite visit due to the fragile health of other guests in-house. If your child develops any of the above signs or symptoms while in-house, your child's remaining stay may be cancelled and rescheduled for another time.

HAND WASHING

HAND WASHING is the most important way to prevent the spread of infection. Hands should be washed thoroughly at the following times:

- Upon arrival to Roger's House,
- before and after contact with shared house items and areas,
- before mealtimes, and
- after contact with a contaminated source (e.g. diaper change, using the bathroom, drool, cough, sneeze, etc.)

WHEN FAMILIES, SIBLINGS, FRIENDS COME TO STAY OR VISIT

SIBLINGS & YOUNG FRIENDS

Please do not leave young children unsupervised. Siblings are the responsibility of the parents/guardians and must be supervised at all times. If, for any reason, you are having difficulty meeting this requirement, please let us know and we will do our best to access resources or assist with alternative arrangements. Requests to have a sibling/friend stay overnight unaccompanied by an adult family member are made in advance to Roger's House staff when planning your child's respite visit. A process to determine the appropriateness of a request is completed by the Interdisciplinary Team before permission can be granted for a sibling/friend to stay.



ALL VISITORS

We welcome your visitors to Rogers House. All visitors are required to call ahead to inform staff that they will be visiting and we ask that they ring the doorbell. Once in the hospice, visitors must sign in with the Volunteer Receptionist.

Please use discretion regarding the number of visitors and the times at which people come and go. If you plan to have large groups visiting please inform the staff and use the multi-purpose living room on the main floor, if available, to organize visits. The patio is also available when the weather permits. We recognize the interest of your visitors to "look around". However, out of respect for other children and families, please ask your nurse before showing your guests around. Coffee and tea are available for your use. We generally cannot provide meals or overnight accommodation for your extended family or friends.

SHARING A HOME-LIKE ENVIRONMENT

We make every effort to create an environment that is 'home-like'. Unlike a home, we have a number of families who reside here at any given time, along with staff and volunteers working at the house. Given this, it is important that everyone assumes the responsibility for creating an environment of sharing, respect, and collaboration.

The following guidelines are promoted:

1) Unexpected drop-in visits are discouraged if your child is not in-house. We urge families in the program and any friends or relatives to please call ahead. An effort will be made to accommodate your visit, but due to various circumstances on a particular day, a drop-in may not be appropriate. We appreciate your understanding in this matter.

2) Keeping all common areas clean and tidy. Among other things, placing CDs in their appropriate cases, returning used dishes and cups to the kitchen, putting away arts and crafts supplies, and turning off computers/televisions after use is appreciated.

3) Respect the privacy and belongings of others in the house.

4) Reduce the noise level after 9 p.m. for those trying to relax and settle to sleep.

5) Use the kitchen and/or family suite for eating.

WHAT TO BRING

When planning a visit to Roger's House, we suggest that you bring all your child requires on a daily basis, such as medications, equipment and supplies. Pack as though you were going to visit grandma. Like her, we do not have all the necessary items that your child requires for his/her activities of daily living.

Please double-check that you have:

1) An adequate supply of medication for the duration of the visit. Medications need to be properly labeled and in the original container (including name and concentration of drug). Liquid medications must be in a **labeled** pharmacy bottle or nurses will not be able to administer them. Please bring pill crushers/splitters labeled with your child's name.

2) Please fax or mail a copy of your child/youth's pharmacy profile to Roger's House and bring the original copy with you on admission. This will include all medications he/she takes routinely including prescription medications and over-the-counter drugs.

3) Please ensure that you bring all necessary equipment and supplies (e.g. wheelchair, charger, splints, nebulizer, suction machine, communication aids, wispa slings, etc.). If your child is receiving oxygen, please inform Roger's House so we can arrange for an adequate supply to be available in advance.

4) If your child is on tube feedings, please bring a sufficient supply of formula, bags, syringes, pump, battery pack, extra Mickey, G-tube and NG tube.

5) Please bring toiletries (e.g. 'Attends' or diapers, special soaps or shampoos, toothbrush, toothpaste, etc.)

6) Ensure that your child has enough clothing to last him/her the length of his/her stay. We may be unable to do laundry during the stay.

7) Clearly label all personal items, clothing etc.

8) Ensure that a plan is in place for educational activities. It is preferable that your child/youth brings his/her own books and schoolwork. If you are making arrangements for your child to attend school during their stay please ensure we have the necessary pickup and drop off schedule and bus and school phone numbers.

9) If parents/guardians are planning to be out of town during your child's visit, you must leave a phone number where you can be reached in case of an emergency. You must also leave the name and phone number of a friend or family member who is familiar with your child's condition and needs should we require their assistance during your absence.

10) Please bring your child's favourite play, comfort items (e.g. toys, videos, tapes, CD player/radio). Please be advised that Roger's House has a policy that prohibits the showing of videos above a 14A rating.

11) Ensure you have an up to date copy of your child's Immunization Record with you when you arrive.

Completing a "Personal Inventory Checklist" prior to admission may reduce the number of lost/misplaced items not returned home on discharge. Extra copies are always available for families to take home in preparation for your next visit to the house.

We suggest that you keep at home any personal items of great sentimental or monetary value that may potentially be lost or damaged. Please let us know if you have any questions regarding your child's medication, equipment, or supplies.

RETURNING HOME

Here is a checklist for returning home:

- 1) Check-out is at 11 am.
- 2) Please return family suite keys and pager to the nurses.
- 3) Ensure all personal clothing, toiletries, equipment/supplies, and medications are safely packed away with you.

- 4) Obtain extra copies of the 'Personal Inventory Checklist' for your child's next visit.
- 5) Consider booking future visits (optional)

TELEPHONE USE

Telephones are located in each suite, bedroom and in all common rooms in the house.

- To access an outside line, dial '9' then the number you wish to call - local calls only please.
- To make a long distance telephone call - please call collect or use calling cards only.

Please ask a nurse for assistance if you have any questions.

Roger's House's main telephone number is 613-523-6300.

After 4:00 and on weekends please call 613-523-6300 #651 or #652 to access the nursing station.

Fax number is 613-523-3617.

PARKING

Individuals are encouraged to use the drop-off area at the front entrance of the house to load and unload people, equipment and supplies. Visitors should park at the visitor parking lot at CHEO. Families residing at Roger's House should contact us should they require a parking pass.

HOSPICE SAFETY AND FIRE REGULATIONS

In case of fire or other emergencies, families are requested to report to the Nurses who will direct you on what to do. By each exit door there is an emergency plan posted.

Electrical devices that are brought into the house should be CSA approved, (e.g. hair dryers, razors, radios, etc.).

LOST AND FOUND

Personal items are periodically left behind. Please check our Lost and Found Box for any missing items. This is located in the supply room on the second floor.

STAFF ACKNOWLEDGEMENT

We recognize that you may want to thank Roger's House staff for the care they have given your child and family. We respectfully request that you do not give individual gifts to staff. A gift that would benefit all families who use Roger's House would be appreciated. You may also make a donation to Roger's House through the Ottawa Senators Foundation.

If you would like to leave a card or written tribute we have a 'Heartfelt Thanks' board located at the nursing station.

GIFTING

Roger's House staff and services can be recognized by making a donation to Roger's House through the Ottawa Senators Foundation at www.ottawasenatorsfoundation.com. The Ottawa Senator's Foundation and Roger's House management work together to determine needs. Your generous donation will be applied to the purchase of items on our wish list. For other donations, please consult the Executive Director.

SUGGESTION BOX

A suggestion box is located outside the main office door for children, youth and family members to drop us a note with feedback about your experience(s) and anything we may have missed.