



Family Handbook

A GUIDE TO YOUR CHILD'S STAY AT
ST. MARY'S HOSPITAL FOR CHILDREN



Welcome to St. Mary's Hospital for Children

Thank you for choosing St. Mary's Hospital for Children. At St. Mary's Hospital for Children, we understand that your child means the world to you—they mean the world to us too. We're not only here to give your child the exemplary care they need to achieve a better quality of life, we're here to help you navigate the complicated process of caring for a child with a complex medical condition.

You know your child best. That's why we're committed to the principles of patient- and family-centered care. While your child is at St. Mary's you will be an important member of the team and a part of our family. Our staff will partner with you to develop your child's individual care plan, organize resources, and coordinate services to meet your child's and family's needs.

We hope that you find this handbook informative and useful. If you have any questions about the information in this book, please speak with a member of your child's healthcare team.

Sincerely,

Edwin F. Simpson, MD
President and Chief Executive Officer

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Our Mission

To improve the health and quality of life for kids with chronic and complex medical conditions.

About St. Mary's Hospital for Children

Located on nearly nine acres of park-like grounds, St. Mary's campus is a home away from home for our young patients. The Children's Pavilion includes four patient units that house generously-sized patient rooms, Great Rooms for play and dining, floor to ceiling views of Little Neck Bay, and a personal entertainment and education console at each bed. From the colorful windows in the main lobby to leading edge respiratory and rehabilitation technology, every detail plays an integral role in a child's healing.

St. Mary's broad array of programs and services are designed to provide goal-oriented medical care that addresses all aspects of the healing process, while encouraging growth and independence. Multi-disciplinary teams of pediatric specialists in medicine, nursing, rehabilitation, nutrition, respiratory care, behavioral health, social work, and child development work with parents and caregivers to coordinate each child's individualized care plan to ensure the best outcomes.

Patient- and Family-Centered Care

At St. Mary's we recognize the critical importance of partnering with families to ensure the best experience and outcome of care. By empowering families to share in their child's care, we're ensuring the best quality care that's consistent with the hopes and goals you have for your child. Our patient- and family-centered philosophy ensures that parents and caregivers are engaged in all aspects of their child's care.

Throughout your child's stay you will be encouraged to participate in weekly rounds, family meetings, and care planning meetings with members of your child's care team. We encourage families to ask questions, share concerns, and offer suggestions. We value your partnership and look forward to working closely together to ensure your child reaches their full potential. Please ask us how you can join our Family Advisory Council.

Ways to Give

St. Mary's Healthcare System for Children simply couldn't exist without the support of our generous donors. Whether it's a one-time donation or annual contribution, a tribute in memory of a loved one, a corporate grant, or the time you spend volunteering, it's your big heart that helps St. Mary's Kids live happier, healthier lives. To find out more about ways to give, please contact the Development Office at 718-281-8890 or visit us on the web at <https://www.stmaryskids.org/ways-to-give/>.

FOLLOW US



www.stmaryskids.org

Contact Information

Main Lobby:	718.281.8800
Toddler Unit, First Floor:	
Unit Coordinator	718.281.8740
Social Worker.....	718.281.8805
Assistant Director of Nursing	718.281.8808
Nursery, Second Floor	
Unit Coordinator	718.281.8730
Social Worker.....	718.281.8530
Assistant Director of Nursing	718.281.8808
Children's Unit 3, Third Floor:	
Unit Coordinator	718.281.5820
Social Worker.....	718.281.3985
Assistant Director of Nursing	718.819.2752
Children's Unit 4, Forth Floor:	
Unit Coordinator	718.280.5830
Social Worker	718.281.8921
Assistant Director of Nursing	718.819.2752
Patient and Family Services:	
Director	718.281.8952
Coordinator, Patient -and Family Experience	718.281.8826
Rehabilitation Services:	718.819.2854
Therapeutic Recreation:	718.281.8859
Chaplain	718.281.8852

Getting to St. Mary's

29-01 216 Street
Bayside, New York 11360

BY SUBWAY/BUS

From Main Street in Flushing Take the Q13 bus on Main Street headed towards (Fort Totten) to 29th Avenue & Bell Blvd. Walk East on 29th Avenue to 216th Street and Hospital entrance.

BY LONG ISLAND RAILROAD:

Port Washington Branch to Bayside Station and exit onto Bell Blvd. Take the Q13 bus on Bell Blvd. heading north to 29th Avenue. Walk East on 29th Avenue to 216th Street and Hospital entrance.

See page 17 to learn about our Family Van Service



Access and Safety

Norman M. Feinberg Welcome Center

The Welcome Center, located in the main lobby, is where visitors can get directions and other helpful information. It also is where parents, guardians, and other guests are issued their identification badges that give them access to their child's unit. A receptionist is available 7am to 8pm, all other hours a security officer is stationed at the desk to assist you.

Family ID Badges

Parents / guardians are issued a photo ID badge during the admission process that will allow unrestricted access to their child's unit. It must be worn at all times when on hospital grounds. Parents/guardians and residents may also request additional ID badges for other family members who are frequent visitors.

Similar to a hotel room key, the ID badge provides access to the unit your child has been admitted to and the Rehab suite and Family Shower Room on the ground floor. The card remains active for the duration of your child's admission to St. Mary's. Upon discharge, please return your ID badge to your child's nurse or unit clerk.

The entrance to St. Mary's Hospital will be locked at all times outside of general visitation hours. Please use the intercom and a member of our security team will open the doors after validating your badge.

Visiting Guidelines

It is the policy of St. Mary's that each resident has a right to receive visitors of his or her choosing at any time that does not impose on the rights of another resident. St. Mary's welcomes parents and guardians 24/7 and encourages friends and family members to come as often as they can during general visiting hours. For the safety and well-being of our residents, visitation may be subject to reasonable restrictions at the resident's and St. Mary's discretion.

General visiting hours: 10:00 am- 8:00pm

- All visitors who do not have (or have with them) a St. Mary's ID badge must sign in at the Welcome Center and show a valid photo ID.
- Visitors under the age of 18 must be accompanied by an adult.
- Children under the age of 12 years must be supervised at all times during the visit.
- A maximum of four visitors are permitted on the unit at one time.

Please do not come to visit if you have a fever, runny nose, deep cough of prolonged period, or any skin infection. Please notify the Nursing staff if you or any other member of your family is sick at home.

During peak times of illness in the community your child's room or unit maybe on infection control precautions. In the event of isolation, you will be contacted by our staff and no visitors under the age of 12 will be allowed access to your child's unit.

Please let your social worker know if you have any special requests for visiting.

In Your Child's Room

Whether your child is here only for a few weeks or has a longer stay planned, we want you and your child to feel safe and comfortable in their room. In addition to a place to sleep, each child has a wardrobe to keep their clothing, bed linens, and other personal belongings that make a hospital feel more like home. Here are a few things to know as you get settled in.

Bed and Crib Safety

At St. Mary's Hospital for Children, your child's safety is very important to us. Please review the following crib and bed safety guidelines.

- Side rails of the crib are to be raised and locked in the highest position when a child is unattended in a crib.
- If the side rail is lowered, you should be holding on to your child at all times.
- After raising the side rail, check that the latch is fully engaged on both sides. Pull down on handle confirming secure engagement. Listen for the "double click" sound to indicate it is fully closed.

Bedside Entertainment

Each child has a monitor at their bedside with access to the internet, on demand movies, music and more. If you have questions about using the monitor please let us know.



Please note, for the safety of all of the children at St. Mary's balloons and flowers are not permitted on the inpatient units.

Personalizing Your Child's Room

Children benefit from familiar surroundings as they heal. We encourage families to bring a family photo to display in their child's room. Please ask your child's nurse to identify the best place to display these items.

Overnight Accommodations for Families

Overnight accommodations are available for one family member to stay at your child's bedside. Please inform the staff if you will be staying over night and the Nursing staff will supply you with bed linens.

Bathroom and Shower Access for Families

Each child's room is equipped with one semi-private bathroom for *resident use only*. Families should use the bathroom in the corridor just off of the Great Room. A private shower room is available for families outside of your child's room. Please speak with your child's Nurse or Social Worker for more information on use of the shower room.

During Your Child's Stay

Clothing and Personal Belongings

Families are responsible for supplying all clothing for their child. We recommend families bring in a week's worth of comfortable, seasonally appropriate clothing. Please note:

- To ensure your child's possessions are properly accounted for, all new items must be given to the Unit Coordinator for proper logging and labeling.
- Your child's Unit Coordinator will also be in contact with you if your child is noted to be in need of additional clothing.
- If a personal possession or a logged piece of clothing is noticed as lost or misplaced, it should be brought to the Social Worker's attention so that the inquiry process is initiated.
- St. Mary's cannot be responsible for lost articles of clothing that have not been logged and labeled.

It is strongly recommended that your child brings only those personal possessions most important for his/her stay. St. Mary's prefers residents not bring valuable personal possessions into the facility. St. Mary's cannot be responsible for repairing or replacing any damaged or lost personal items brought into the facility.

Laundry

Families have the option of having their children's clothing laundered through a service provided by St. Mary's. or taking the responsibility of laundering the clothes themselves. St. Mary's is not responsible for wear and tear, shrinkage of clothing, or loss of clothing that is self-laundered.

If it is preferred to have your child's clothing washed through St. Mary's, please note that it will be sent to an outside laundry service twice (2x) a week and it takes about 2-3 days to return. The personal clothing of the residents at St. Mary's is laundered in commercial washers and dryers using commercial laundry detergents and high temperatures. If a resident has clothing which is made of a delicate fabric or is made of 100% cotton, it is advised that a family member or other responsible person launder the garment.



School

Based on your child Individualized Education Program (IEP) and medical/rehab needs, your child's social worker will work with you to determine the most appropriate plan for schooling while your child is at St/ Mary's.

Resident/Family Celebrations

It is the policy of St. Mary's Hospital for Children to encourage families to celebrate important milestones in their child's life. These events may include but are not limited to birthdays, graduations and religious ceremonies. Due to the comprehensive programs and services being offered to our residents 7 days a week, no reservations or requests for specific spaces at St. Mary's can be guaranteed. Please speak to your unit social worker at least one week in advance of the event to allow us to schedule appropriate space for your gathering. Special conditions and restrictions apply.



Food and Nutrition

On your child first day at St. Mary's a member of the Dietary team will meet with you and your child to discuss your child's food preferences and nutritional requirements. Children on a regular or modified diet will receive meals from our cafeteria for breakfast, lunch and dinner based on your child's prescribed diet.

Bringing in food from outside:

Please check with your child's nurse *before* giving your child food from outside the hospital. Food brought from outside must be labeled with your child's name and date, and be stored on your child's unit in the Resident Refrigerator in the Great Room.

If you choose to bring in food for yourself or other family members, please store it in the Family Refrigerator in the Great Room on your child's unit.

Please note - according to the New York State Department of Health, food brought in from outside can only be stored in the refrigerator for 48 hours before it must be discarded. In an effort to maintain a safe environment, our Food Services staff checks the refrigerators daily and will discard any food stored longer than 48 hours.

Breast Milk

For those mothers who prefer to use breast milk for their infants— please let our staff know. We will provide a self contained secure refrigeration space for your use.

Electric Devices

During your child's stay you may want to use a night light, fan, radio, etc. Any personal electric device must be inspected and approved by the Plant Operations Department. An inspection label will be provided and must remain on the device.

Irons, Hot plates, toaster ovens, humidifiers, and similar devices are not permitted. Curling irons, and similar devices are not permitted without prior approval by administration, and are allowed only for use in accordance with the resident's personalized care plan.

Please notify your Social Worker if you have an electronic device you would like your child to use during their stay.

Toys and Games

With your child's safety in mind, St. Mary's has developed safety guidelines for toys brought in from home:

- Toys should be made of plastic, wood or washable cloth and should have a smooth surface.
- Toys should be large enough so that there is no danger that they can be swallowed.
- When you bring a toy, let your Unit Coordinator know and they will mark it with your child's name, and add it to the personal possessions log.
- Our staff will be able to recommend toys that assist in your child's development.



Your Child's Care Team

Children and families are at the center of our care. When your child is in the hospital, never be afraid to ask who you're talking to, or how a person fits into your child's care team. Your child's treatment team will consist of doctors, nurses and many other health care professionals. Although the members of a care team vary from patient to patient, here are the different types of health care professionals you may encounter during your child's hospital experience:

Medicine: Your child's **Pediatrician** will coordinate all aspects of your child's care from pre-admission through discharge. **Pediatric Nurse Practitioners (PNP)** and **Physician's Assistants** work alongside the Pediatricians and provide medical coverage when your child's primary pediatrician is not in the hospital. A **Physiatrist** is a doctor who specializes in the rehabilitation care and medical management of children with brain injuries, spinal cord injuries, neuromuscular disorders, and an array of musculoskeletal conditions. **Consulting Physicians** are doctors with a particular expertise who regularly consult on and advise the care team on the patients.

Nursing: The **Assistant Director of Nursing** the Nurses, CNA's and Restorative Nursing Technicians. They also ensure that hospital policies and procedures are carried out, that we have appropriate staff, and to generally make sure your child's unit runs smoothly and that the children's needs are being met. **Nurses** are responsible for providing direct care such as giving medications, and specialized treatments

as well as the physical care for your child's daily needs. A **Certified Nursing Assistant (CNA)** works hand in hand with your family and the nursing staff to provide, hands-on care such as bathing and dressing. **Clinical Care Coordinator** partners with your family and your child's care team in planning for clinical aspects of discharge. This person coordinates equipment, medication, and nursing needs and ongoing treatments for children and families returning home. **Restorative Nursing Technicians** are Certified Nursing Assistants who partner with the Rehabilitation staff to provide additional support to help your child meet their therapy goals.

Rehabilitation: Physical Therapists are trained to improve your child's movement, balance and coordination. **Occupational Therapists** help children to learn and improve daily living skills such as dressing, bathing and other age-appropriate activities. **Speech Language Pathologists** help children with speech, language and swallowing/feeding problems.

(Continued from page 12)

Chaplains provide spiritual support and counseling to patients and families of all faiths or no faith. Offering compassionate presence, the chaplain can help you to connect to trusted spiritual practices and religious resources to bring forth peace, hope and healing.

Dietitians assess patients' special nutrition needs, designs appropriate diet plans and provides nutrition-related educational materials and counseling.

Pharmacists work with physicians and other healthcare professionals to determine the best medication regimen and monitoring plan for your child.

Child Psychologists help children and their families cope with illnesses, injuries, and/or medical procedures, follow their treatment plans, and handle stress, challenging behaviors, and/or physical symptoms (like pain or sleep problems). They partner with you and your child's treatment team.

Additional Support Services include:

Food Services prepare meals for children and the food that is available in the cafeteria.

Housekeepers keep the hospital clean by performing cleaning duties in your room and throughout the hospital.

Plant Operations keep the facility in working order.

Respiratory Therapists are trained to evaluate and provide treatment for children with breathing problems.

Social Workers help families cope with issues related to having a child who is sick or injured. Your child's social worker can help you with community referrals and financial resources that can provide your family with support and necessary services.

Therapeutic Activities Specialists use play, recreation, education, self-expression and theories of child development to help normalize the hospital experience and reduce the stress for children and families.

Unit Coordinators can answer your non-medical questions such as information about your child's daily schedule or outside appointments.

Security/Reception ensure the safety of the children by monitoring who enters and exits the buildings. They are also a great resource for information about staff and services at St. Mary's.

Volunteers engage patients of all ages , to provide opportunities for developmentally appropriate play and socialization.

Comprehensive Plan of Care

While your child is admitted to St. Mary's, communication between the healthcare team, residents, and families occurs in formal and informal ways. We encourage you to participate in ongoing discussions and decision making about your child's health care needs. Here are some opportunities to partner with us in planning your child's care.

Education and Training



Upon admission, your child's nurse will conduct a caregivers learning assessment. This tool is used to determine what skills are

necessary for you and your family to learn to care for your child at home. You will receive a copy of the Caregivers Learning Assessment at the first family meeting.

Training and Education will begin as soon as your child is admitted. The staff will work with you to determine the dates and times you will be available. As you master new skills, the staff will update the Caregiver Learning Assessment in your child's medical record.

We encourage you to be an active participant in your child's therapy sessions. You will have the opportunity to inform the therapists of your child's interests, behaviors, and best methods for learning and play. Your participation will help your child reach their goals more quickly and maintain skills they have already mastered.

Family Meetings

Your Social Worker will contact you within two weeks of your child's admission to schedule the first family meeting. The family meeting is an opportunity to meet your child's entire care team, discuss goals of care, the treatment plan, and share any questions or concerns you may have. We welcome your request for a family meeting at any point during your child's stay here.

Care Planning

Within 14 days of admission your child's care team will develop a Comprehensive Care Plan (CCP) that assesses, plans, and evaluates mutually agreed upon goals. The Comprehensive Care Plan is reviewed throughout your child's stay: within the first 21 days, quarterly, annually, and/or in response to any significant change in your child's condition. You are encouraged to attend your child's Care Plan meetings - an invitation to participate in Care Planning will be mailed to your home.

Clinic/Medical Visits

During your child's stay at St. Mary's, they may need specialized care from a medical provider at a hospital or clinic outside of our facility. The Unit Coordinator will assist with scheduling medical appointments and arranging for transportation for appointments that are consistent with your child's plan of care. *It is necessary for a parent or guardian to attend all outside medical appointments.* The Unit Coordinator will make every effort to schedule appointments that meet your scheduling needs however we are limited by the availability of the outside providers. You will be notified by phone of any scheduled appointments.

When traveling with your child to a medical appointment:

- Please arrive a half hour before the scheduled pick-up.
- If you are running late, please notify your child's unit coordinator.
- If you are unable to attend the appointment, please let us know in advance so we can reschedule.

Please note: Ambulette companies will only transport one child and one adult. Please plan accordingly.

If you have questions or concerns about attending medical appointments with your child please speak with your child's Social Worker or Unit Coordinator.

Discharge Planning

Discharge or transfer planning begins when your child is admitted to St. Mary's. The decision to discharge or transfer is made by the interdisciplinary team in accordance with the goals of care that were identified upon admission. Your child's insurance carrier may also be involved in the identification of the most appropriate location for your child's continued services. You and your family are critical to the planning and process for discharge and we will partner with you at each step to ensure a safe and appropriate discharge plan. The discharge or transfer date will be set when:

- Your child's health has improved to the point that the services provided by St. Mary's Hospital for Children are no longer needed or;
- It is necessary for your child's welfare and your child's needs cannot be met at St. Mary's or;
- Your child is reaching his/her 18th birthday and St. Mary's is no longer able to meet the medical and psychosocial needs of a young adult.

Our Care Coordination Staff and/or Social Work staff will work in close partnership with you throughout your child's admission to develop an individualized plan for continuity of care.

Palliative Care Complementary Care Services

Palliative Care

The Palliative Care Program at St. Mary's offers care, support, and guidance to children and their families affected by a life-threatening or life-limiting illness at any time in a child's disease progression, regardless of whether concurrent curative treatments are being utilized. We are not limited to providing end of life care. A multidisciplinary team including: medicine, nursing, social work, psychology, rehabilitation, nutrition, chaplaincy, therapeutic activities, and trained *Doula* volunteers offer physical, emotional and spiritual services within a holistic and family centered care framework focusing on pain/symptom management and maximizing quality of life. Comfort is always the priority.

Services include:

- Healing Arts/Complementary Care: Reiki, Aromatherapy, Massage Therapy, Music and Art Therapy
- Doula Volunteers: Trained volunteers that provide comfort and companionship
- Chaplaincy: Spiritual Support and assistance with meaningful rituals
- Counseling and support around difficult Decisions
- St. Mary's C.A.R.E.S Bereavement Program



Complementary Care



While your child is at St. Mary's you may be asked if you would like him/her to receive complementary care services.

Complementary care provides a range of modalities that complement or enhance the care your child is currently receiving. Complementary care supports the body, mind, and spirit to aid in recovery, promote health, manage pain, and reduce stress.

A variety of healing techniques such as Reiki, Therapeutic Touch, Massage Therapy, and Aromatherapy are available to children and their families.

In addition to these services, the Therapeutic Activities Department also provides Art Therapy, Music Therapy, and Pet Therapy to work in conjunction with these complimentary care services. When added to existing treatment plans these modalities enhance the process of healing and promote comfort, pain relief and stress reduction.

Benefits of Complementary Care :

- * Pain reduction
- * Ease breathing
- * The more relaxed a child is the better he or she can respond to the therapies.
- * Can be taught to family members, empowering them to participate in their loved one's care

Patient Family Services

Translation Services

Support is offered for patients, family members, and guests who are deaf or for those who English is not their primary language. If you or a family member would like to request an interpreter please speak let us know.

We can speak your language. Please ask us.

Podemos hablar tu idioma
Por favor pregúntanos

Spanish

يمكننا أن نتكلم لغتك. يرجى طلب منا.

Arabic

আমরা আপনার ভাষা বলতে পারি। আমাদের জিজ্ঞাসা করুন

Bangla

我们可以说你的语言。请问我们。

Chinese

Family Transportation Van Service



We welcome the comforting presence and support of parents, family, and friends during your child's hospitalization. To support you, St Mary's Family/Caregiver Van Service will be available **FREE** of charge for pick up and drop off at specific locations in Queens, Bronx and Brooklyn.

Van Service Availability:

10 am-6pm (Tuesday - Saturday)

Space is limited and 48-hour advance notice is required for all reservations. Please call (917) 520-2179. You will need to provide your name, cell phone number, address, child's name/unit, day of pick up (based on schedule) and number of people - no more than 3. If you leave a message, your call will be returned and your reservation confirmed, at the end of the day or the next morning.

Please note that children under the age of 12 are not able to use this service.

Spiritual Care Services

St. Mary's Spiritual Care department provides compassionate and spiritual support to assist you in coping with your child's illness. Our Chaplain is available to all children and family members.

The Spiritual Care Department serves all St. Mary's resident's and their families by:

Providing interfaith spiritual care and/or community clergy from their own faith group.

- Supporting their spiritual needs as they cope with illness.
- Supporting their specific wishes for religious prayer and ritual.
- Helping residents and their families to find spiritual comfort.
- Catholic Mass is offered each Sunday at 12:45

Located on the main floor, the **Chapel and non-denominational Meditation Room** are always open for prayer and meditation. We encourage you to use it at any time.

Please ask any staff member if you'd like to see a Chaplain, or stop by the Chaplain's office located on the ground floor.



Family Advisory Council

We believe that the best way to care for children is to make the family part of the healthcare team. As part of the Family Advisory Council (FAC) Families and patients can help our professionals improve the way we provide care for our patients. Any family whose child is currently admitted or was admitted to St. Mary's Hospital for Children is encouraged to attend. For more information about the St. Mary's Family Advisory Council please stop by the Patient and Family Services Office.



Make sure to stop by our

Family Information Board

located on the first floor next to the elevators. There you will find the latest information about family events and services, residents rights and ways to share your experience.



stmaryskids

Patient and Family Services

Shabbos Room

St. Mary's Shabbos Room is available to accommodate the religious needs of our Orthodox/ Observant Jewish families and visitors. It provides a place for quiet contemplation, prayer, rest or meal preparation/storage of Kosher food. To access the room please see your social worker, the chaplain, or staff in the Patient Family Services office.

Public Spaces

St. Mary's has many public spaces to explore during your child's stay. If you are interested in taking your child off the unit to one of the public spaces please speak to your child's nurse. All children will need medical clearance, parents will need appropriate training, and parents will need to sign their children out at the nurses station prior to taking their child off the unit.

Family Resource Room

Caregivers may use this room to access computer services including Internet and printing. The room also offers a collection of children's books which can be borrowed and returned at your leisure. The family resource room is located adjacent to the first floor cafeteria and can be accessed using your family ID badge.

The Chapel

The Chapel at St. Mary's is a place of worship and prayer that originated with our founders, the Sisters of St. Mary's. It continues to serve as a space for services and rituals. While all are welcome 24-hours a day, Catholic Services are held on Sundays and in celebration of holidays.

Playground

The Golfers for St. Mary's Playground is a truly exceptional outdoor play area for children of all abilities, with wheelchair accessible play nodes, a putting green, and a sensory play area.

Outdoor Terrace

The Bernice and Joseph Tanenbaum Family Terrace is open in the Spring, Summer, and Fall. The terrace offers a serene space for families to enjoy some fresh air and a beautiful view of Little Neck Bay.

The Meditation Room

The Meditation room is a calm welcoming space dedicated and available to families to pray, meditate, reflect, or find peaceful solitude during what might be a difficult time. The room features space for small gatherings with comfortable chairs, a sofa, and resources (artifacts and books) about many different religions and resources on meditation.

Visitor Dining

If you wish to purchase food and/or dine off of your child's unit, families have the option of two dining areas located on the first floor. The **Café** serves 3 meals a day during the following hours:

Breakfast: 8:30am-10am

Lunch: 11:30am-2:00pm

Dinner: 5:00pm-6:30pm

Please note, on Saturday the Café closes for lunch at 1:30 and Sunday mornings are open for coffee service only 9:00am - 10:00am.

Families will be offered a 10% discount on purchases in the Café at checkout.

The **Back Dining Area** offers additional seating and is open 24 hours a day. Families can enjoy complimentary cold filtered water or hot tea. A coffee machine, cold beverages and snacks are available for purchase as well.

For Your Child's Safety

Your child's safety is very important to us. Hospital safety is an ongoing process of constant review and improvement with a simple goal: to provide the safest environment possible for your child. As the parent or caregiver of a child who's in the hospital, you play an important role in your child's safety and well-being. Here are some hospital safety tips you can follow to help keep your child safe during your stay at St. Mary's:

Keep your child's name band on.

A name band was placed on your child when he/she was admitted. This band has important information and is used to identify your child while we provide care, especially before medications. Sometimes, these bands may become worn out or may fall off. If you notice that your child does not have his/her name band on, please let the Nurse know so it can be replaced.

Wash hands often. The best way to prevent the spread of infection is by frequently washing your hands. Hand washing should be done before and after you or anyone has contact with your child, and when entering or leaving the room. Wash your hands at the nearest sink- lather with soap from your fingertips under your nail beds, to your wrists, and between your fingers. Lather for 20-30 seconds (you can sing "happy birthday" to yourself) rinse off with warm running water, dry your hands with a paper towel, and shut off the faucet using a paper towel. Use a hand lotion if your hands are rough or dry. Do not share the hand lotion. This will prevent contamination of the lotion.

If you prefer to use rubbing alcohol, place a dime size amount of the alcohol rub into the palm of your hands and rub (as above) until dried. Please wash your hands with soap and water between the 5-6th application of the alcohol hand rub.

You have the right to request that all staff upon entering and exiting your child's room wash his/her hands.

Please wash your hands with soap and water if your child has any loose or diarrheal stools. Please do not use the alcohol hand rub.

Abide by Isolation Precautions

If your child or another resident in the room is placed on special isolation, a sign will be placed outside of your child's room. Visit the nursing station and inquire about precautions prior to entering the room. You may be instructed to put on a gown, a mask or a pair of gloves upon entering/ contact with your child. The Nursing staff should help instruct you on how to put on and take off the gown, mask or gloves.

Vaccine Administration

While at St. Mary's it is important that your child's immunizations are up to date. During your child stay here, the medical staff will administer immunizations according to the recommendations developed by the New York State Department of Health. If your child is up to date on their vaccines we ask that you provide written documentation from your community pediatrician.

You will receive a handout with information about all the different vaccines your child will receive. Please read this information to be aware of the risks of the childhood illnesses as well as any possible effects the immunization might have on your child. If you have any questions or concerns about these immunizations, please contact your child's unit pediatrician.

St. Mary's is a Smoke-Free/ Alcohol Free Facility:

St. Mary's is dedicated to providing a healthy and comfortable environment for our residents, families, visitors, and staff. As per New York State Law, smoking and/or consuming alcoholic beverages are not permitted in our facility or on our property. This includes e-cigarettes or any other substance containing tobacco.

If you need assistance finding an area where you can smoke please ask. If you are interested in finding ways to quit smoking you can call 311 or go to www1.nyc.gov/nyc-resources/services/2300/quit_smoking-assistance.

Privacy/Confidentiality

We are required by law to protect the privacy of health information that may reveal your child's identity. You were provided a copy of this notice upon admission. The document describes the health information privacy practices of St. Mary's health care professionals who provide treatment or care for St. Mary's patients, and affiliated health care providers that jointly perform payment activities and business operations with St. Mary's. A copy of our current notice will always be available in the reception area of all of our sites. You or your personal representative may also obtain a copy of this notice by requesting a copy from St. Mary's staff.



Emergency Preparedness

St. Mary's cares about the safety of our residents, their families, visitors, and our staff. We have taken every precaution to ensure we are prepared in any disaster. When you are onsite you might hear overhead paging announcements, here is what you need to know:

Code Green – Facility Evacuation. If you hear this remain calm and stay where you are, you will receive instructions on what to do.

Code Pink – Missing Child. If you hear this remain calm and stay where you are we have a comprehensive search effort and we need a few distractions as possible.

Code Orange – Bomb Threat. If you hear this remain calm and follow overhead instructions.

Code Yellow – Chemical Spill. If you hear this remain where you are and await further instructions.

Code Blue – Medical Emergency. If you hear this you might see staff moving quickly please remain where you are giving staff appropriate space to respond.

Code Grey – Behavioral Emergency. If you hear this remain where you are, trained staff will respond to the emergency to aid in the de-escalation of the incident.

Code Brown – Disaster. This type of code can be caused by internal or external things. Examples of code brown are snow storms, hurricanes, power outages, flooding etc. If you hear this staff on your unit will instruct you on what to do.

Code Red – Fire. If you hear this and the fire is not in your immediate area remain where you are. Staff will instruct you on what to do next.

Intruder Alert – Active Shooter. An active shooter is a person entering the building with the intent to cause harm to many. If you hear this announcement you should take the following actions:

RUN – if safe to do so exit the building as quickly as possible

HIDE – if there is no exit possible hide, barricade yourself behind a door mute all phone including vibrate mode

FIGHT – if there is no exit possible and there is nowhere to hide, fight. Look for objects around you to use as a weapon (i.e. fire extinguishers, chairs, poles, etc.).

Please direct questions or concerns to the unit's Assistant Director of Nursing.

Patient & Family Rights

Your Child's Rights as a Nursing Home Resident

State and federal regulations require nursing homes to have written policies covering the rights of residents. The facility must implement these policies and explain them to you. If you would like additional information regarding your or your child's rights as a nursing home resident, please ask to speak to the Director of Patient and Family Services at 718-281-8952. Upon request, you can be provided with a copy of "Your Rights as a Nursing Home Resident in New York State".

Any person requiring nursing home care should be able to enter any nursing home and receive appropriate care, be treated with courtesy, and enjoy continued civil and legal rights. As a nursing home resident, your child has the right to:

- dignity, respect and a comfortable living environment
- quality of care and treatment without discrimination
- freedom of choice to make your own, independent decisions
- be informed in writing about services and fees before you enter the nursing home
- the safeguard of your property and money
- appeal a transfer or discharge with the New York State Department of Health
- privacy in communications
- choose your own schedule, activities and other preferences that are important to you
- receive visitors of your choosing at the time of your choosing
- an easy-to-use and responsive complaint procedure
- be free from abuse including verbal, sexual, mental and physical abuse
- be free from restraints
- exercise all of your rights without fear of reprisals

Ethics Consultation

The treatment and care of a child with illness may raise ethical concerns for the parents, the family, or members of the care team. St. Mary's Ethics Committee is an interdisciplinary group with training in ethical issues as well as clinical experience with difficult patient care decisions. The purpose of an Ethics Committee is to assist in the understanding and management of ethical issues that affect patients and families.

The Ethics Committee provides:

- Ethical consultations for families and staff on an individual case by case basis
- An opportunity for discussion of ethical issues that directly face St. Mary's
- Education to staff about ethical issues

If you have any ethical issues relating to your child that you would like to discuss, please contact the current Ethics Committee Chairperson at (718) 281-8596.

Advance Directives

Health Care Proxy:

The New York Health Care Proxy Law allows adults to designate someone they choose to act on their behalf regarding medical treatment, in the event they lose their ability to make those decisions for themselves. The Health Care Proxy form is a legal document which allows a competent adult to appoint a “health care agent.” The health care proxy is obligated to make medical decisions based on what they know about the individuals advance wishes regarding medical treatment and care. Hospitals, doctors, and other healthcare providers must follow the proxy’s decisions. St. Mary’s Hospital for Children will provide individual education and access to the Health Care Proxy form to residents as applicable under the law.

This law applies only to individuals who are 18 years of age and over. For minor residents the parent/guardian will be designated as the resident’s authorized representative.

Medical Orders for Life-Sustaining

Treatment (MOLST) Forms: The MOLST form is a document to help adult patients/legal guardians discuss their wishes with their physician and health care providers regarding cardiopulmonary resuscitation (CPR) and other life-sustaining treatment. The MOLST form is a bright pink medical order form signed by a New York State licensed physician or a border state physician that tells others the patient’s medical orders for life-sustaining treatment.

All health care professionals must follow these medical orders as the patient moves from one location to another, unless a physician examines the patient, reviews the orders, and changes them.

The MOLST serves as a single document that contains a patient’s goals and preferences regarding:

- Resuscitation instructions when the patient has no pulse and/or is not breathing
- Instructions for intubation and mechanical ventilation when the patient has a pulse and the patient is breathing
- Treatment guidelines
- Future hospitalization and transfer
- Artificially administered fluids and nutrition
- Antibiotics
- Other instructions about treatments not listed.

Under state law, the MOLST form is the only authorized form in New York State for documenting both non-hospital DNR and Do Not Intubate (DNI) orders. In addition, the form is beneficial to patients and providers as it provides specific medical orders and is recognized and used in a variety of health care settings.

If you have any questions about these laws and your rights to ensure your advance directives under these laws, please contact your Social Worker or your child’s medical provider.

Questions and Inquiries

Do you have a question, concern or inquiry about your child's stay at St. Mary's and the care he/she is receiving? If so, speak to your Social Worker or any staff member—we are available to assist you. The Social Worker's office is located directly on your child's unit.



Family Satisfaction Surveys

Do you have any suggestions for opportunities of improvement or would like to provide feedback? If so, Please take the opportunity to complete our confidential Family Satisfaction Survey.

Ombudsman

The Long Term Care Ombudsman Program is a federal advocacy program dedicated to protecting people staying in long-term care facilities. In New York State, the Office of Aging operates this program through its Office of the State Long Term Care Ombudsman. The Ombudsman protects resident/family confidentiality and advocates for all resident rights. To contact the Ombudsman, call (800) 342-9871

Patient Care Abuse Hotline

The Patient Care Hotline may be used 24 hours a day, seven days a week, to report situations requiring immediate action by calling (888) 201-4563 Or visit <http://www.health.ny.gov/facilities/nursing/complaints.htm>

Grievances or Complaints

In keeping with the philosophy of Patient- and Family-Centered Care (and in accordance with New York State Department of Health regulations) St. Mary's welcomes inquiries, concerns and grievances made from residents and family members. St Mary's has an identified Grievance Official who ensures complaints are investigated, corrective action is initiated, and feedback is provided to the family in a timely manner.

Families can complete an Inquiry, Grievance and Concern Form independently or contact any staff member to report a concern and they will submit the form on the families behalf. The forms can be found on the patient units as well as in the Family Resource Room on the first floor. Reports can be anonymous. Should a complaint not be resolved to the families satisfaction, the Grievance Official will assure that they have the information needed to contact the local Ombudsman and/or NYS Department of Health. St. Marys' believes that in partnership with families the resolution of complaints foster an environment of continual quality improvement.

Bed, Room, & Unit Changes

During your child's stay at St. Mary's it may be necessary to change his/her bed, room and/or unit. The decision will be based on your child's developmental, social or medical needs. You and your child will participate in the decision for a change barring an emergency situation. Please be assured that every effort will be made to ensure that your child's transition will be as smooth as possible.

Therapeutic Leave

In an effort to support the integrity of your family's experience and relationships, St. Mary's may partner with you (with prior approval by your medical team and your child's insurance carrier) to plan for opportunities to take your child off premises. **Day/Overnight/Weekend Passes** can also be opportunities to prepare for an eventual discharge. Prior approval by your child's medical team and authorization from your medical insurance is required before a day or overnight pass is allowed. Specific conditions apply.

Please see your social worker to inquire about your child's eligibility for, and the conditions and approvals necessary to plan for a day pass.

Bed Retention/Bed-hold

When a child is admitted to an acute care facility from St. Mary's and has **Medicaid or Medicaid Managed Care** as the primary insurance and has been at St. Mary's at least 30 days **his/her bed will be held up to 15-days** during which time St. Mary's medical staff will review your child's ongoing status with the acute care team.

St. Mary's will not admit another child to a bed that is in bed-hold status. At the end of 15 days if your child is not medically cleared to return to St. Mary's but is expected to return by the 20th day the bed-hold status may be extended an additional 5 days. If it is determined that he/she will not be medically ready to return by the 20th day, he/she will be discharged from St. Mary's. If this should occur, the social worker will provide you with a written Notice of Discharge.

Discharge/Transfer Notice

The Discharge/Transfer Notice is provided by the unit social worker and includes the discharge date as decided on by medicine as well as the rest of the team. The goal is to partner and discuss the discharge/transfer date as well as plan with the family prior to the notice being provided as the family is strongly encouraged to be an active member of the team. Once the Discharge/Transfer Notice is received the family/caregiver has a right to appeal and the needed information is included in the notice. If your child and/or family/legal representative disagree with the discharge or transfer, you have the right to request a Fair Hearing to appeal the decision by contacting the New York State Department of Health, Human Resource Administration, Medical Assistance Program, 330 West 34th Street, New York, NY 10001. You can call (718) 557-1399 or call toll-free at 1 (877) 472-8411.

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29-01 216th Street
Bayside, NY 11360

