

## Working Together to Keep Your Child Safe in Child and Youth Mental Health

As a parent or guardian, you are an important member of your child's care team. We encourage you to be involved in your child's care and to work with us. Here's how you can help.



### 1. Help us identify your child

We will ask for two ways to identify your child before we provide care. This may be first name, last name and birth date. Even if we know your child, we will always double check to make sure he/she gets the correct medications, tests and treatments. We will also take a photograph of your child that will be used only for identifying him/her in the inpatient unit.

### 2. Share information with us

- ▶ Tell us about your child's mental health. Give us the most up-to-date and complete information you have. You are the expert on your child.
- ▶ Provide us with a list of telephone numbers so we can reach you when you are not at the hospital or in case of an emergency.
- ▶ Report any items your child might have with them that could be used for self-harm.
- ▶ Let the care team know if your child is having thoughts of suicide or is feeling unsafe
- ▶ Give us the names of people who may have contact with your child while he/she is in hospital.
- ▶ Discuss your child's plan for safety with us before your child leaves the hospital at discharge or on a pass.

### 3. Medication Safety

- ▶ Bring all of your child's current medications to the hospital with you to show at admission (including inhalers, vitamins and over the counter or herbal medicines).

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- ▶ Tell us if your child has allergies or reactions to food or medications.



- ▶ Speak up if you think medications, tests or food should not be given to your child.
- ▶ Tell us immediately if your child is having a bad reaction to medication.
- ▶ Make sure we talk with you about your child's medications and any changes to them before leaving the hospital at discharge or on a pass.

- ▶ Cover your mouth or nose with a tissue when you cough or sneeze. Throw the used tissue into a garbage can and then clean your hands. If you don't have a tissue, cough or sneeze into your sleeve, not your hand.
- ▶ Tell your child's healthcare provider about any new symptoms your child is experiencing, such as diarrhea, fever, or rash as soon as possible.
- ▶ Have your child take antibiotics only if the healthcare provider prescribes them – have your child take the antibiotics exactly as directed.
- ▶ Ask your child's visitors if they have cleaned their hands. If a visitor has a cold or other contagious illness, ask them not to visit the hospital.
- ▶ It's okay to ask nurses, doctors or other health care providers if they have cleaned their hands before and after they care for your child.

#### 4. Help Stop the Spread of Germs!

Germs and healthcare-associated infections (infections that patients can get in healthcare settings while receiving treatment for other conditions) can be prevented. Here's how you can help stop of the spread of germs!



- ▶ The best way to prevent infection is by cleaning your hands. Use soap and water or alcohol-based hand sanitizer. Hand sanitizers should only be used if soap and water is not available since alcohol-based sanitizers do not kill all germs.
- ▶ Always clean your hands before and after touching your child and before and after being in your child's room.
- ▶ If you are sick or not feeling well, talk to your child's healthcare provider about how to safely visit your child.

#### 5. Help Prevent Falls



- ▶ Be alert to situations where you or your child could experience a fall.
- ▶ Wear shoes or slippers with rubber soles to prevent slipping.
- ▶ Tell us if your child has a condition that might make a fall more likely (e.g. seizure disorder, poor balance).

- ▶ Teach your child to immediately report any symptoms like dizziness, light-headedness, tremors or muscle spasms.
- ▶ Tell us about spills or anything on the floor that could cause a fall.

## 6. Know Your Family's Rights

When your child is treated for a mental health condition at the hospital it can be stressful for everyone. It is important to know about provincial mental health guidelines that protects you and your child. These guidelines are about consent for treatment and about the sharing of private information. For more information, ask to speak to the Parent in Residence at the Kelty Mental Health Resource Centre.



- ▶ Personal electronic devices such as cell phones, iPods, laptops or anything that can take pictures are not allowed on the inpatient unit. This is to ensure the privacy of all patients.
- ▶ Your child's computer and internet use will be monitored by staff. This is to ensure appropriate use and the privacy of all patients.

## 7. Fire Safety

Fire events in hospitals are uncommon but we still treat them very seriously. Our buildings meet the highest requirements for fire protection and our staff are trained to respond quickly.

During your child or youths' stay

- ▶ If you **see** a fire, pull the fire alarm and tell a staff member immediately. Staff will direct you to an area of safety.

- ▶ If you **hear** a fire alarm, remain calm and check your immediate area for signs of smoke/fire. Staff will determine the cause of the alarm and take appropriate action.
- ▶ An intermittent signal means that there is a possible fire emergency. Remain calm. Watch for signs of smoke/fire. Listen for overhead announcements and take direction from staff.
- ▶ A continuous signal means there may be a fire present and there could be a possible evacuation of some areas. Watch for signs of smoke/fire. Take direction from staff, public announcements, or the Fire Department. Do not travel in the building. Do not use elevators.

## 8. Use Resources

Learn as much as you can about your child's mental health condition and treatments. We recommend the following resources:

- ▶ Kelty Mental Health Resource Centre:  
[www.keltymentalhealth.ca](http://www.keltymentalhealth.ca)
- ▶ The F.O.R.C.E Society for Kids' Mental Health (Parent Peer Support):  
[www.forcesociety.com/resources](http://www.forcesociety.com/resources)
- ▶ Here to Help:  
[www.heretohelp.bc.ca](http://www.heretohelp.bc.ca)

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## 9. Let us know if there are problems

- ▶ If you have concerns about your child's care, discuss them with us right away. We welcome your feedback on your child's care and will include this in our care plans.
- ▶ Feel free to bring a family member or friend with you to the hospital for support.

If you feel that your problem has not been satisfactorily resolved, contact the Patient Care Quality Office



Toll free number 1-888-875-3256

Website: [www.phsa.ca/  
PatientCareOffice](http://www.phsa.ca/PatientCareOffice)

Fax: 604-875-3813

Address: 4500 Oak Street,  
4th Floor, Room F404,  
Vancouver, BC  
V6H-3N1

For more information, please contact  
the Kelty Mental Health Resource  
Centre



kelty mental health  
resource centre

BC Children's Hospital Site  
Mental Health Building 85  
Room P3-302 - 4555 Heather Street  
Vancouver, BC V6H 3N1



Phone (Local): 604-875-2084

Phone (Toll Free): 1-800-665-1822

E-mail: [keltycentre@bcmhs.bc.ca](mailto:keltycentre@bcmhs.bc.ca)

Website: [www.keltymentalhealth.ca](http://www.keltymentalhealth.ca)