

# WELCOME to the MONTREAL CHILDREN'S HOSPITAL



This guide is meant to help you learn more about the hospital and its services.



L'Hôpital de Montréal pour enfants  
The Montreal Children's Hospital

Centre universitaire de santé McGill  
McGill University Health Centre

# WELCOME

to  
The Montreal Children's Hospital  
of the  
McGill University Health Centre

It can be scary for a child who is sick and has to stay in the hospital. It can also be scary for the parents too. To help you and your child prepare, The Montreal Children's Hospital created this guide, which contains useful information about the hospital and its services and provides you with a better understanding of how the hospital functions.



**The Montreal Children's Hospital**  
Part of the McGill University Health Centre  
2300 Tupper Street  
Montreal, Quebec H3H 1P3  
**514.412.4400**  
[www.thechildren.com](http://www.thechildren.com)

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## THE MONTREAL CHILDREN'S HOSPITAL

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[www.thechildren.com](http://www.thechildren.com)

### The MCH website: information at your fingertips

Our bilingual website, [www.thechildren.com](http://www.thechildren.com), contains lots of useful information, including a list of hospital departments and services, phone numbers and room numbers of doctors' offices, a staff directory and an interactive hospital map. The site also covers children's health issues. There are articles on topics ranging from nutrition to chronic medical conditions. You also have the opportunity to subscribe to our electronic newsletter, *Where kids come first*.

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LA FONDATION DE L'HÔPITAL  
DE MONTRÉAL POUR ENFANTS



THE MONTREAL CHILDREN'S  
HOSPITAL FOUNDATION

## Your Child's Hospital Stay

### How to prepare your child for his hospital stay

You can ask your child's nurse or a Child Life Educator to assist you in preparing your child for an upcoming hospital procedure. Listen to and observe your child's cues concerning his needs for preparation. If your child will be conscious during a medical procedure, it is a good idea to prepare him in advance. It is important to tell your child what he will sense (see, hear, feel, taste, smell) before, during and after the procedure. For example, what will the environment look like, will you be there and, if so, where will you be. This will help your child feel less vulnerable.

The best time to prepare your child depends on his age. You will not be able to accompany your child into the operating room, but your presence is often welcome during other procedures. The MCH web site has age-appropriate guidelines to help you talk to your child about his hospital visit:

[www.thechildren.com/en/patients/tell.aspx](http://www.thechildren.com/en/patients/tell.aspx)

### Help us improve this guide

If this guide doesn't answer all of your questions or concerns, please let us know. We will be happy to answer your questions and will include the missing information in the next edition. Please email your comments to: [info@thechildren.com](mailto:info@thechildren.com)

## What to bring to the hospital

### ◆ Packing your child's suitcase

Children do not have to wear a hospital gown while staying at the hospital unless it's required for a test or treatment. Please feel free to bring your child's favourite or most comfortable clothes. Please put your child's name on all items you bring to the hospital.

#### Include the following items in your child's suitcase:

- pyjamas
- slippers
- pants and/or jogging pants
- shirts
- underwear
- shoes
- bathrobe
- pillow and favourite pillowcase
- small fan (if needed)

#### And toiletries:

- toothpaste
- toothbrush
- dental floss
- shampoo/conditioner
- soap
- brush/comb
- baby wipes
- diapers (if needed)

You can also bring your child's favourite book, toy, stuffed animal or game. A family photograph may help your child feel more at home. Do not bring any valuables, such as jewelry, to the hospital.

Your child may like to receive cards from relatives or friends. Cards should be addressed to the ward (floor and room number) where your child is staying.

Families are responsible for washing their child's clothes. Washing machines are not available in the hospital.

### ◆ What information does the hospital need?

Be sure to bring your child's red Montreal Children's Hospital card, Medicare card and details of your health insurance plan if you have one. Also bring your child's immunization record and any medical information from your child's doctor or pediatrician. Families should bring their child's medications with them for the first day to show the doctors and nurses the medications taken while at home.

Your nurse will also need your child's doctor's name, address, telephone number and fax number. This will help the hospital keep your family doctor or pediatrician informed of your child's care.



## When You Arrive at the Hospital

On the day your child will be admitted to the hospital, go to the Admitting Office located on the first floor near the main entrance. A staff member will ask you to sign forms giving your written consent for treatments and tests. You will also be asked for your permission to send information to the doctor, hospital or clinic that referred your child to The Montreal Children's Hospital. Please bring your child's Medicare card, red Montreal Children's Hospital card and immunization record if possible.

During the admitting process, an identification bracelet will be placed on your child. Once the admitting process is complete, you can bring your child to the floor where he will stay. There, you will meet your child's nurse and other members of the healthcare team.

The nurse will ask about your child's daily routine, toilet habits, meals etc. and also about his health. The nurse will do a physical exam of your child and will tell you about the ward. You will also meet your child's doctor, who will ask more questions and examine your child. It is important to tell a nurse and/or physician if your child has any allergies.

If you have any questions, do not hesitate to ask your child's doctor or nurse. There are blank pages at the end of this guide so you can write down your questions.

### ◆ Day surgery

If your child is undergoing a day surgery procedure, please sign in at the registration desk in room B-160.

Your child must stop eating and drinking **at least 12 hours before an operation**. You will receive information about this restriction before the surgery. During your child's surgery, you can stay in the waiting area. A nurse will let you know when the operation is over and when your child has been moved to the Recovery Room, where you are allowed to stay with your child.

After day surgery, you can leave the hospital as soon as your child's doctor says you can go home.

### ◆ Short Stay Unit

If you bring your child to the hospital because of an emergency, he may be sent to the Short Stay Unit. This unit is located near the Emergency Department; it is for children who will be in the hospital **for less than 36 hours**. Hospital staff will ask one parent to stay with your child in the Short Stay Unit so you can go home as soon as the doctor gives you the okay.

### ◆ Patient rooms

Children are placed in hospital rooms according to the type of care they will need. Hospital rooms with only one bed are reserved for children who have a medical condition that requires they be alone. During your child's hospital stay, it is possible you may be asked to move to a different room.

### ◆ Food and meals

**Please note: It is very important that you follow instructions about what your child is allowed to eat or drink.** This is especially true if your child is about to have an operation or is returning from a surgery. If you are unsure about what your child should eat or drink, please ask a nurse.

While in hospital, your child will receive three meals a day. If your child is not able to eat during the usual meal times, you can ask a member of your child's Care Team to order a meal. Also, if your nurse allows it, you may bring food from home for your child. There are fridges for patients on the wards.

If you like, and if your child is allowed, you can purchase a meal or food in the hospital cafeteria, café or from the various vending machines (see page 20 for a list of locations).

## VISITING HOURS

Regular hospital visiting hours are:  
Daily from 2:30 p.m. to 8:00 p.m.

## Staying with your child

### ◆ Parents

Parents can take part in the care of their child **at all times** unless the doctor or nurse thinks there is a need to restrict visits.

Space is limited in patient rooms so only one parent can stay overnight with their child. The hospital will provide you with a chair bed. Please place the chair bed where the nurse recommends so staff can reach the bedsides of all patients. Chair beds should be folded and placed in the sitting position during the day.

If you come to the hospital after 8 p.m., Security staff may ask you for identification. This is done for the safety of all hospitalized children to make sure only staff, patients and parents are in the hospital overnight.

If family members from out of town need a place to stay, Social Services can provide information about hotels near the Montreal Children's Hospital. Call **514.412.4200 ext. 24455**.

### ◆ Other visitors

We ask that only two people visit with your child at any given time. Children under 14 years old may visit a patient but they must be accompanied by a parent and they cannot visit patients in the intensive care unit.



## Help us prevent the spread of infections

When children are sick, there is a greater chance they will get an infection such as the flu or a cold. This is why we take extra care to protect our patients.

Parents, family members and friends should not visit the hospital if suffering from a cold, fever, diarrhea, rash or any other infection, or if they have been in contact with any infectious diseases such as chicken pox or measles. If you or a family member is not feeling well, please wait until you feel better before coming to the hospital.

### How infections spread

Many infections such as colds and the flu are contagious. Young children get infections easily and spread them to other children easily because they put their fingers or other objects in their mouth. As a result, parents and hospital staff who look after children are at greater risk of getting infections too, which they can then spread to other people.

### Wash your hands

We pick up most germs on our hands and then we touch our nose, or mouth or rub our eyes. Viruses that cause colds and other infections can survive for hours on tissues and on the surfaces of objects like toys, doorknobs, sink handles, and telephones. This is how germs spread from one person to another. The best, easiest, and least expensive way to reduce the spread of infection is by washing your hands. You should wash your hands before and after wiping your child's nose, touching his eyes or mouth, helping him go to the bathroom, changing his diaper, or feeding him. Make sure your child washes his hands too. If you have a cold, wash your hands after blowing your nose and after coughing into a tissue or handkerchief. Remember to wash your hands after you throw away used tissues. Teach your older children not to put their fingers in their nose, eyes, or mouth. Teach your child to wipe his nose with a tissue instead of with his hands. Alcohol-based waterless hand rinses are also good at killing germs and stopping the spread of infection.

Hospital staff may wear gloves, gowns, masks, or goggles while caring for your children. This is done to help reduce the spread of infection from children to staff or from staff to children. Please do not hesitate to ask hospital staff if they have washed their hands before caring for your child.

You can watch a short video on the proper way to wash your hands on the MCH website [www.thechildren.com](http://www.thechildren.com).

## Your child's Care Team

Because The Montreal Children's Hospital is a teaching hospital, the group of people looking after your child (the Care Team) includes nurses in training, medical students and residents.

There are blank pages at the back of this guide so you can write down the names of the staff on your child's Care Team.

### ◆ Nurses

Each patient floor has a nurse manager who works with a team of pediatric nurses. These nurses are responsible for your child's treatment plan and evaluating your child's response to this plan. Nurses also tell other members of your child's Care Team if there are any changes in your child's condition. You may also meet student nurses, working under the supervision of CEGEP or university professors.

### ◆ Physicians and surgeons

The staff physician is in charge of your child's care. At any time, the staff physician can ask one of the hospital's medical specialists for help. If your child has a pediatrician or family doctor please let the medical team know so they can send him/her information about your child's medical condition and ongoing care.

### ◆ Other members of your child's healthcare team

- Patient Care Attendants
- Physiotherapists and Occupational Therapists
- Technicians (who take x-rays or look after medical equipment)
- Nutritionists
- Child Life Educators
- Teachers (for children who are in the hospital for long periods)
- Social Service professionals

Hospital staff and volunteers must wear their nametags at all times. If you are not sure who is approaching your child, do not hesitate to ask. You have the right to ask any employee to show proper identification.

## Information about your child's condition

Your child's nurse will be happy to answer your questions or can arrange a meeting with your child's doctor. If you do not understand something, please don't be afraid to ask questions. It is important that you fully understand your child's treatment and are aware of his progress.

To maintain your child's privacy, hospital staff will only give information about his condition to the professionals involved in his care and to parents or legal guardians. Information about your child's condition will not be given to friends or family members. Please ask your friends and family to call or speak with you for updates on your child's health.

Please do not ask about the condition of other patients, since this is confidential information.

## Services available to patients and their families

### ◆ Assistance and complaints

If you have a concern about the care and services the hospital is providing to your child, or if you have a suggestion about how the hospital can improve the quality of its care, please talk to a member of your child's care team.

If you have difficulty explaining what is troubling you or if you feel that more should be done about your concern or complaint, you can contact the hospital's Complaints and Quality Commissioner (Ombudsman).

The Commissioner can help with these matters as well as offer advice and information on hospital practices and procedures. You can reach the Commissioner at **514.412.4400 ext.22223**.



### ◆ **Interpreters**

If you do not speak English or French, or if you understand very little of these languages you can ask for an interpreter from the hospital's Multiculturalism Program. If you need an interpreter, please ask your Care Team to set this up before you go to your appointment or meeting.

### ◆ **Spiritual Support**

It can be very stressful trying to cope with your child's illness and hospital stay. Spiritual Support provides support and assistance to families who have difficulty coping.

A member of your child's Care Team can contact Spiritual Support to set up a meeting for you. There is a quiet chapel located in the hospital (Room C-B34). The chapel is always open.

### ◆ **Child Life Services**

Child Life Educators at the MCH promote the psychological well being and development of patients through play, education and self expression. Here are some ways that Child Life Educators help families at the MCH:

- Emotional support for children and their families
- Explanation, preparation and support for medical procedures
- Activities for bedridden patients
- Developmental stimulation for children
- Group activities
- Organization of activities on the hospital terrace during the summer

There are also elementary and high school teachers on staff to help hospitalized children keep up with their schoolwork. Child Life Services also includes the Family Resource Library (see below), the Pet Therapy Program and Dr. Clown (therapeutic clowns who work closely with hospital staff).

### ◆ **Family Resource Library**

The Family Resource Library provides health information about children's medical conditions, pain management and parenting. The library also lends toys, books, and games and has a computer with Internet access.

The professional librarian on staff is available from Tuesday to Thursday and can guide you to the right resources, answer your questions about children's medical conditions, assist with internet searches, help you find on-line resources, and help you learn more about support groups.

For families who spend a lot of time at the hospital, the library offers a workstation with a phone and an Internet-equipped computer.

#### Using the library is easy:

- Drop by in person during opening hours
- Visit the library's website at [www.mchfamilylibrary.ca](http://www.mchfamilylibrary.ca) to find a complete listing of library resources, to reserve books or to request information on-line.

#### Opening hours:

- Monday and Thursday from 8:30 a.m. to 8 p.m.
- Tuesday, Wednesday and Friday from 8:30 a.m. to 4 p.m.
- Saturday from 10 a.m. to 4 p.m.

**Location:** Room C-542.

**Telephone:** 514.412.4400 ext. 22383

[www.mchfamilylibrary.ca](http://www.mchfamilylibrary.ca)

### ◆ **Family Advisory Forum (Users' Committee)**

The Family Advisory Forum (FAF) is a parent group that provides input and feedback on the delivery of services to children and their families. The FAF establishes channels of communication between families and staff, and represents parents on various hospital committees. For more information, contact 514.412.4400, ext. 28737 or email a question to [fcf\\_faf@muhc.mcgill.ca](mailto:fcf_faf@muhc.mcgill.ca)

### ◆ **Patients' rights and responsibilities**

All patients of the Montreal Children's Hospital have the right to expect quality treatment and care. Patients' rights and corresponding responsibilities are found in the Code of Ethics available on the Internet at [www.thechildren.com/en/about/responsibilities.aspx](http://www.thechildren.com/en/about/responsibilities.aspx)

### ◆ **Mutal respect is paramount**

All persons are to be treated with respect, have their dignity safeguarded and have their physical and psychological integrity protected.

No form of harassment, abuse or violence will be tolerated at the Montreal Children's Hospital.

## Services

### ◆ **Banking machine (ATM)**

A bank machine (ATM) is located near the Tupper Street entrance of the hospital.

### ◆ **Café**

The Café is located in the 2B area and serves sandwiches, soup, snacks and other light food.

**Opening hours:**

Monday to Friday: 7 a.m. to 4 p.m.

### ◆ **Café Vienne**

Café Vienne is located on the first floor of the hospital near the main entrance.

**Opening hours:** Daily

### ◆ **Cafeteria**

The cafeteria is located on the third floor of the C wing and sells hot and cold meals and snacks. Please note that breakfast is not served on weekends.

**Opening hours:**

- Monday to Friday: 6:30 a.m. to 1:45 p.m., and 2:45 to 6:15 p.m.
- Saturday and Sunday: 11:45 a.m. to 2 p.m., and 4 p.m. to 6:15 p.m.

### ◆ **Boutique – Gift Shop**

The gift shop, operated by the Auxiliary, is located on the 2B area and sells gifts, cards, magazines and toys.

The net proceeds are donated to the hospital to meet patient-care needs.

**Opening hours:** Monday to Friday: 8:30 a.m. to 4 p.m.

### ◆ **Internet**

There is an Internet kiosk on 2B in the clinic area. The Family Resource Library in C-542 also has a computer workstation for families who are spending a large amount of time at the hospital.

### ◆ **Lost and Found**

Hospital Security operates a Lost and Found service. If you lose something please let your nurse know and he will contact Security for you. Please do not bring any items of value to the hospital. You can reach Security at the MCH at **514.412.4400, ext. 28282**

### ◆ **Newspapers**

Newspaper boxes (*The Gazette*, *La Presse* and *Journal de Montreal*) are found outside the hospital's main entrance.

### ◆ **Telephones**

**Cellular phones must be turned off while in the hospital.**

There are telephones on the wards for patients and families. Please ask the ward receptionist where the telephone is located. Since there is only one phone per ward, please be brief so others may also use it.

Coin-operated public telephones are located at the main entrance, near some elevators and in the 2B waiting area.

- Main entrance on Tupper St.
- 1<sup>st</sup> floor, A wing (near elevators)
- 1<sup>st</sup> floor, D wing (Children's Vision Centre waiting room)
- 2<sup>nd</sup> floor, B wing (near B-240)
- 3<sup>rd</sup> floor, C wing (near C-337 waiting room)
- 5<sup>th</sup> floor, C wing (near elevators)
- 6<sup>th</sup> floor, C wing (near elevators)
- 7<sup>th</sup> floor, C wing (near elevators)
- 8<sup>th</sup> floor, C wing (near elevators)
- 9<sup>th</sup> floor, C wing (near elevators)

### ◆ Televisions

There is a free television with basic cable at each bedside. There are also a limited number of TVs with games, DVDs and VCRs. For security reasons, please do not bring your own television, DVD player or gaming system to the hospital. Ask the ward receptionist about reserving one of these special TVs.

### ◆ Vending machines

Vending machines with drinks, sandwiches, yogurt, candy and other light snacks are located on the first floor near the Emergency Department as well as in the Cafeteria on the 3<sup>rd</sup> floor, C wing. These machines accept coins (and some bills) and most will provide change.

### ◆ Stores and services within walking distance of the hospital

There are a number of stores including Zellers, Pharmaprix, and IGA at Place Alexis Nihon located at the corner of Atwater and Ste-Catherine St. across from the Pepsi Forum. There are also a number of sit-down and take-out restaurants in Place Alexis Nihon and on Ste-Catherine Street.

### ◆ Hospitalization fees

For Quebec residents with a valid Medicare card, hospitalization charges and most outpatient services are available free of charge.

### ◆ Ambulance fees

If you call an ambulance to bring your child to the hospital, you will have to pay for this service.

### ◆ Other fees

Medicare does not cover the cost of completing forms for your insurance or for other purposes. Your physician may charge a fee for this service.

## Your Child's Safety

### ◆ Balloons

Only balloons made from mylar are allowed in the hospital. Balloons made of other materials can break

easily. If young children put broken balloon pieces in their mouths they may choke.

### ◆ Security codes

For the safety of patients, staff and visitors, the hospital has codes that are used during certain situations. For example, if a fire alarm goes off, you will hear an announcement for 'code red.' If you are in an area where a code has been called, don't panic, please wait for instructions which can be heard via the intercom. The safety of our patients is always our priority. Fire drills are held regularly and staff knows what to do in the event of any type of emergency.

### ◆ Smoking

Smoking is not allowed in any of the hospital buildings nor within nine metres of hospital entrances. The Quebec Ministry of Health and Social Services issues fines and penalties to both the hospital and any individual found smoking in the hospital or within nine metres of entrances.

There are two outdoor smoking shelters. They are located near the parking lot outside the main entrance and outside the Emergency entrance.

## In-room safety

- Side rails on cribs and beds should be up when your child is not being watched (note that children younger than two years old will be given a crib with a dome).
- Your child is not allowed to sleep on the chair bed with you. And, you are not allowed to sleep on your child's bed.
- The curtains around your child's bed must remain open at all time, even during the night, so nurses can observe your child. Curtains may be closed during examinations, treatments and breastfeeding.
- Do not leave valuables (wallet, personal items) behind when you leave your child's room.
- Please put a cover on cups containing hot beverages.



## Supervision

While at the hospital, please supervise your child at all times and advise a member of your child's Care Team if you have to leave the floor. If you want to take your child outside or to another part of the hospital tell the staff at the nursing station.

## Leaving the Hospital and Follow-up Care

### ◆ Discharge

Your child's doctor or nurse will let you know when your child is ready to go home. Before leaving the hospital please make sure you have:

- information on how to give your child any treatment or medication he will need
- a prescription for any medication your child may need
- written instructions about treatment or medication, if necessary
- information on how to make a follow-up appointment
- your child's hospital and Medicare cards

We believe children are happier and recover faster at home so we provide many types of care and treatment on an outpatient basis.

### ◆ Emergency Department

Emergency is open 24 hours a day.

### ◆ Alternative Care Module/Medical Day Hospital

Some children need to receive care from a nurse on a daily basis, yet they don't need to stay in hospital. Depending on your child's needs, he may be referred to the Alternative Care Module or Medical Day Hospital for follow-up care.

If your child needs tests or other types of treatment before an operation, completion of urgent tests or procedures, early discharge with short-term follow-up or follow-up with multi-service care, these may be arranged in either the Alternative Care Module or the Medical Day Hospital. Your child will receive care from the same staff you met during hospitalization. They can also help you establish contacts with healthcare providers or support groups closer to home.

### ◆ Clinics and office visits

Your child may need to be followed by doctors or other healthcare providers in a clinic. The clinics are located mostly in the 2B area. Please bring your child's red Montreal Children's Hospital card and Medicare card to all appointments.

If you are unable to keep your appointment please call the clinic so your appointment time can be offered to another patient.

### ◆ Intensive Ambulatory Care Services

Depending on your child's needs, he may be referred to Intensive Ambulatory Care Services (IACS). This service provides alternatives to hospitalization for children who need long-term care, home intravenous antibiotics, regular transfusion, etc. The IACS medical and nursing staff provide the necessary support to treat patients/families as outpatients or at the patient's home. The staff is available at any time for advice and assistance.

IACS programs include hemophilia, bronchopulmonary dysplasia, home ventilation, immunocompromised patients, thalassemia, total parenteral nutrition, home and outpatient IV antibiotics, UTI, neuromuscular disease, palliative care, tracheostomy, and liver/heart transplants, and a home subcutaneous gammaglobulin program.



# The Montreal Children's Hospital

## Quebec's oldest pediatric hospital

The Montreal Children's Hospital (MCH) opened its doors to its first five patients on January 30, 1904, making it the first pediatric hospital in Quebec. The hospital has become a world-renowned leader in the care of sick children.

### ◆ The Montreal Children's Hospital today

The Montreal Children's Hospital is the pediatric hospital of the McGill University Health Centre (MUHC). The hospital has been part of the MUHC since 1997. The Montreal Children's Hospital's mission is to be a leader in the care of sick infants, children and adolescents, to be a source of support for their families and to be an advocate for the rights of all children to help them reach their full potential. Those treated at the hospital range from newborns to 18 year olds.

The Montreal Children's Hospital is the pediatric teaching hospital of the McGill University Faculty of Medicine. As a teaching hospital, the MCH does more than treat patients; it conducts medical research and trains medical students. Teaching hospitals provide the most up-to-date and advanced patient care possible.

The MCH provides care and treatment in many medical areas and is well known for its expertise in several disciplines: cardiovascular care and cardiac surgery, neurosurgery, trauma care and injury prevention, psychiatry and child development, and musculoskeletal conditions including orthopedics and rheumatology. In addition, the MCH is a fully accredited tertiary care pediatric trauma centre and a neuro-trauma centre of expertise.

### ◆ Facts about The Montreal Children's Hospital

- The MCH Emergency Department treats 70,000 patients per year. In 2007, L'actualité magazine rated the MCH ER as the most efficient in the province.
- More than 70 outpatient clinics and programs treat approximately 130,000 patients annually.
- Intensive Ambulatory Care (IACS) handles over 3,000 visits annually. IACS helps patients with complex conditions spend less time in the hospital by providing ambulatory care and home care. In 2006, IACS won the Rotman Award for Paediatric Home Care Innovation.
- Approximately 6,600 operations, including day surgeries, are performed each year.
- 7,000 patients are admitted to the hospital annually.

The MCH is a bilingual hospital providing services to patients in either French or English. Our Multiculturalism Program provides interpreters who speak more than 40 languages and dialects for patients and families who are unable to speak French or English.

## The McGill University Health Centre

The McGill University Health Centre (MUHC) is one of the most comprehensive academic health centres in North America.

The MUHC represents five teaching hospitals affiliated with the Faculty of Medicine of McGill University: The Montreal Children's, Montreal General, Royal Victoria, and Montreal Neurological Hospitals, as well as the Montreal Chest Institute.

These founding hospitals have always been leaders in the field of medicine. Building on the tradition, the MUHC continues to shape the course of academic medicine by attracting clinical and research specialists from around the world and by training the next generation of healthcare professionals.

## Research

The Research Institute of the MUHC is internationally recognized and is the largest medical and life sciences research facility of its kind in Canada. It supports over 500 researchers as well as 1,000 graduate and postdoctoral students. It operates more than 300 laboratories for fundamental and clinical research and its researchers produce more than 1,400 publications per year.

## Teaching

The MUHC prides itself on the quality of its clinical and scientific training. Each year, close to 3,000 people train at the MUHC, including 825 medical and surgical residents, 1,075 nurses, 450 medical students and 525 allied health students. Continuing education programs are also an important part of providing quality care. All physicians at the MUHC teach at the McGill University Faculty of Medicine.

## The MUHC Redevelopment Project

The MUHC is currently located on five sites and its Redevelopment Project will consolidate activities on two campuses: The Mountain Campus at the site of the Montreal General Hospital and the Glen Campus on the boundary of the City of Westmount and CND-NDG and Sud-Ouest boroughs of Montreal. The Glen Campus will feature adult ambulatory and inpatient facilities, the Research Institute of the MUHC and The Montreal Children's Hospital. The Shriners' Canadian Hospital will also join the MUHC on the Glen Campus.

All patients and families coming to the MUHC will have access to a full range of services in state-of-the-art, healing and environmentally-friendly buildings. The new MUHC will provide single patient rooms, dedicated family areas and welcoming public spaces, as well as diagnostic and treatment areas that will accommodate the latest medical technologies and information systems.

The new MUHC Health and Science Centre will ensure that the MUHC continues to provide exemplary patient care, as well as world-class teaching and research. For more information visit the MCH website at [www.thechildren.com/en/news/hospital.aspx](http://www.thechildren.com/en/news/hospital.aspx)

## The Montreal Children's Hospital Foundation

The Montreal Children's Hospital Foundation's mission is to support the hospital in its pursuit of excellence in patient care, teaching and research. Donor support is critical to our success and ensures that the hospital will continue to provide the quality of care and expertise that have helped build its reputation worldwide.

Every day, patients and staff benefit from the Foundation's efforts to improve pediatric care and the environment of the hospital. There are many ways to donate to the Montreal Children's Hospital Foundation. For example, our In Honor program allows donors to mark important occasions such as an anniversary or a holiday, or even to honor a special nurse or doctor.

To find out more about the Montreal Children's Hospital Foundation and the various ways to make a contribution, contact the Foundation by phone or email, or through the website.

### **The Montreal Children's Hospital Foundation**

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514.934.4846

[info@mchf.com](mailto:info@mchf.com)

[www.childrenfoundation.com](http://www.childrenfoundation.com)

## Volunteer Services at the MCH

Each year more than 500 hundred volunteers actively contribute approximately 25,000 hours of their time to various programs throughout The Montreal Children's Hospital. Volunteer opportunities include patient and staff support on in-patient wards and in the Emergency Department, escorting patients and parents to day surgery, providing information at the main entrance, and clerical support.

For more information, please contact Volunteer Services at 514.412.4305 or [rose.giunti@muhc.mcgill.ca](mailto:rose.giunti@muhc.mcgill.ca)

## The MCH Auxiliary

The Auxiliary is a volunteer group that raises money for the hospital through its gift shop and coffee shops. The Auxiliary holds fundraising events throughout the year and the money raised is used to support a number of important projects throughout the hospital. For more information or to become a member, contact the Auxiliary office at 514.412.4400, ext. 22384.



## Practical Information

### ◆ Getting to the hospital

The Montreal Children's Hospital of the McGill University Health Centre is located at 2300 Tupper St. at the corner of Atwater.

### ◆ Bus and metro

Using public transit, take the metro to the Atwater station, or take the bus to the Atwater terminus. For more information on public transport, call 514.288.6287 or visit the website at [www.stm.info](http://www.stm.info)

### ◆ Taxi

There is a taxi stand on Tupper Street outside the main entrance of the hospital. You can call for a taxi by using the phones located inside the main entrance. They are linked directly to a taxi company.

### ◆ Parking

Parking is available at hourly rates in the hospital parking lot near the main entrance on Tupper Street. There are private parking lots located near the hospital that charge lower rates. You can also park your car on the street where meter parking is available.

Depending on your child's length of stay at the MCH you may be able to benefit from reduced parking rates. Contact the Parking Office (514.412.4400, ext. 24404) for more information.





