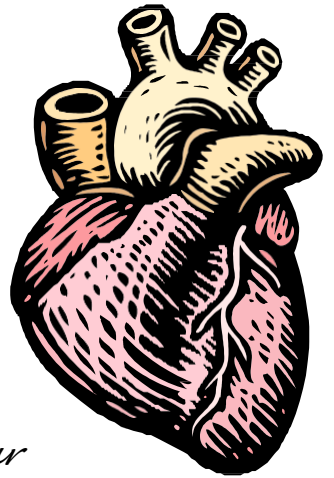


## NOTES



# PARENT TO PARENT

*A Quick Reference Guide  
to Prepare for Your Child's Surgery at the  
BC Children's Hospital in Vancouver*



*As parents of a child with a congenital heart defect, we know how you feel. It is overwhelming!*

*We have developed this Quick Reference Guide to help you get things ready at home before your child goes for surgery.*

*We hope you find that the information within this pamphlet will help prepare you and your family for your child's surgery and provide you with many useful resources and contacts for your journey. We want you to have as much support as possible throughout this process - both at the surgical site and at your home site.*

**Developed by:**

**The Western Canadian Children's Heart Network (WCCHN)  
Family Advisory Committee**



# RECEIPTS

*Pouch for receipts*

**Remember to keep all receipts for income tax purposes!!!**



## TRAVEL INFORMATION

**BC Family Residence Program:** Access to travel and accommodation support for families outside the Metro Vancouver area whose child requires care at BC Children's Hospital. For more information, please visit: [www.BCfamilyresidence.gov.bc.ca](http://www.BCfamilyresidence.gov.bc.ca).

### Getting there...

- ♥ Driving:
  - When does the car insurance/registration
  - Is the car ready to go? \_\_\_\_\_
- ♥ Flying:
  - Name of Airline: \_\_\_\_\_
  - Flight Number: \_\_\_\_\_
  - Flight Confirmation Number: \_\_\_\_\_

Other travel information:

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### Where you're staying...

Staying at: \_\_\_\_\_  
Address: \_\_\_\_\_  
Phone Number: \_\_\_\_\_ Cost: \_\_\_\_\_  
Confirmation Number: \_\_\_\_\_ Is there funding available? \_\_\_\_\_  
Funding Contact Person \_\_\_\_\_  
& Phone Number: \_\_\_\_\_

### Transportation once there...

Getting around...

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**Parking:** Pay parking is available onsite. Parking passes can be purchased at a reduced rate at the BC Children's & Women's cashier, located next door at the BC Women's Hospital.

### Packing List: *Make a list of things to pack.*

*Don't forget to bring:*

- ✓ Medications for family members
- ✓ Medical supplies needed for child
- ✓ Child's medical history
- ✓ Favorite toys, games, art supplies, activities, & DVDs
- ✓ Favorite blanket
- ✓ Books
- ✓ Phone list
- ✓ Toiletries – shampoo, soap, toothbrush & paste, etc
- ✓ **PARENTS: It's important to take care of yourself too!** Bring comforts – pillow, blanket, books, work to do, prepare something for yourselves as well. **Remember to eat, and eat properly!**
- ✓ Activities for other children if they are coming with you



## IMPORTANT CONTACTS - FAMILY & FRIENDS

Name: \_\_\_\_\_  
Phone Number: \_\_\_\_\_  
E-mail Address: \_\_\_\_\_

Name: \_\_\_\_\_  
Phone Number: \_\_\_\_\_  
E-mail Address: \_\_\_\_\_

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Name: \_\_\_\_\_  
Phone Number: \_\_\_\_\_  
E-mail Address: \_\_\_\_\_

## IMPORTANT CONTACTS - HEALTH CARE PROVIDERS

Name: \_\_\_\_\_  
Phone Number: \_\_\_\_\_  
E-mail Address: \_\_\_\_\_

Name: \_\_\_\_\_  
Phone Number: \_\_\_\_\_  
E-mail Address: \_\_\_\_\_

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Name: \_\_\_\_\_  
Phone Number: \_\_\_\_\_  
E-mail Address: \_\_\_\_\_

## THINGS TO ARRANGE / TO DO CHECKLISTS

### Home:

- Person to look after the house and contact number: \_\_\_\_\_
- Person to look after pets and contact number: \_\_\_\_\_
- Let them know what they will need to do around the house and/or to look after the pets while away.
- Arrange for one person to update everyone, or set up a phone chain.
- Pay bills for the upcoming two weeks.
- Clean out the fridge.
- Take out the garbage.

### Other kids:

#### Staying at home:

- Person to look after the children and contact number. \_\_\_\_\_
- Write out kids' schedule on a calendar for the children's care provider.
- Create a back-up list for other babysitters incase the primary person needs support.

#### Coming with you:

- Person to look after the children when you are at the hospital and contact number. \_\_\_\_\_
- Pack activities for the children if they are coming with you.

### School:

- Notify the school that your child/children will be missing school.
- Get homework for at least one week.

### Work:

- Let your employer know and arrange for time off.
- Apply for benefits (if available).

### Other:

- Cancel appointments at home at least for one week after your child's surgery.
- Make a list of questions you have!
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*If people ask you how they can help, ask them to prepare individual microwavable meals and snacks to have during your stay.*

## Nearby Resources:

- ♥ Oakridge Shopping Centre, Cambie Street and 41 Avenue  
Amenities include: Safeway (with pharmacy), pharmacies, banks, restaurants, hair salons, etc.  
Driving = 5 mins; Walking = 25 mins; Public Transit = 15 mins
- ♥ King Edward Mall, Oak Street and King Edward Avenue West  
Amenities include: Safeway (with pharmacy), TD bank, etc.  
Driving = 47 secs; Walking = 6 mins; Public Transit = 3 mins
- ♥ Taxis:  
Yellow Cab: 604-681-1111  
Black Top & Checker Cabs: 604-683-4567
- ♥ Pharmacies:  
Pharmacy, Ambulatory Care Building, BC Children's Hospital  
Hours: Monday – Friday 9:30 a.m. – 12:30 p.m., 1:30 p.m. – 4:30 p.m.  
Safeway, King Edward Mall  
Driving = 47 secs; Walking = 6 mins; Public Transit = 3 mins
- ♥ Grocery Stores:  
Safeway, King Edward Mall  
Driving = 47 secs; Walking = 6 mins; Public Transit = 3 mins  
Safeway, Oakridge Shopping Centre  
Driving = 5 mins; Walking = 25 mins; Public Transit = 15 mins



## Resources for Preparing Your Child for Surgery:

- ♥ Books:
  - *Franklin Goes to the Hospital* by Paulette Bourgeois
  - *The Parent's Guide to Children's Congenital Heart Defects: What They Are, How to Treat Them, How to Cope With Them* by Gerri Freid Kramer
  - *The Bounce Back Book: Birth to 2 years – Laying the Foundation for Resiliency in Your Infant & Toddler* developed & published by the Alberta Mental Health Board
  - *The Bounce Back Book: Building Resiliency Skills in Your Preschooler* developed & published by the Alberta Mental Health Board
- ♥ Pamphlets: [www.bcchildrens.ca/KidsTeensFam/A-ZPamphlets/G-HPamphlets.htm](http://www.bcchildrens.ca/KidsTeensFam/A-ZPamphlets/G-HPamphlets.htm), under "Heart, Heart Surgery"
  - *Preparing For Your Child's Heart Surgery* – Vancouver, BC: BC Children's Hospital, 2012 (Pamphlet) – BCCH1624
  - *Caring For Your Child After Heart Surgery* – Vancouver, BC: BC Children's Hospital, 2016. (Pamphlet) – BCCH1445
- ♥ Video: *All About Your Operation and A Parent's Role in a Child's Surgery – Be Calm, Be Ready* / Durback, Edna. – Vancouver, BC: BC Children's Hospital, 2998 (Video) – GS 230 DUR1998b. <http://phsa.mediasite.com/mediasite/Viewer/?peid=76e9b2d9ac8a4ebc93d4412cb068218d>
- ♥ Online Surgery Tour: *Welcome to BC Children's Hospital:* <http://www.cw.bc.ca/OnlineCourses/BCCHSurgeryTour>
- ♥ Heart & Soul Guide
- ♥ Cardiac Surgery Nurse Clinician: 604-875-2345, ext 3002
- ♥ Social Work: 604-875-2149
- ♥ Chaplain: During work hours: 604-875-2753  
Evenings/weekends/ holidays: 604-875-2161 & ask for the Chaplain on call
- ♥ Chapel: located along 2<sup>nd</sup> floor corridor just inside of BC Women's Hospital
- ♥ Quiet Room: located on 3<sup>rd</sup> floor, room number: 3D18
- ♥ Child Life Specialist: 604-875-2345, ext 7686
- ♥ Parking Services: 604-875-2086

## Family Support & Resource Centre (FSRC):

Location: Room K2-126  
Ambulatory Care Building  
BC Children's Hospital  
4480 Oak Street  
Vancouver, BC V6H 3V4

Phone: 1-800-331-1533, ext 2  
604-875-2345, local 5102

E-mail: [famreslib@cw.bc.ca](mailto:famreslib@cw.bc.ca)

Hours: Monday – Friday 10 a.m. – 4 p.m.  
The Family Lounge outside the Centre is open 24 hours.

24-hr Computer Kiosks:	BC Women's: <ul style="list-style-type: none"> <li>• Patient/Family Info Area 1T4A</li> <li>• Waiting Room A</li> <li>• NICU Family Room 1N28</li> <li>• Evergreen Lounge 2P</li> </ul>	BC Children's: <ul style="list-style-type: none"> <li>• Oncology Family Lounge 2B</li> <li>• FSRC Kiosk 3R53</li> <li>• PICU Waiting Rooms 1M4/1M7</li> </ul>
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## WCCHN Family Support Groups:

Family Support Group & Location	Contact Information
<b>Children's Heart Network</b> Vancouver, BC	Phone: 604-568-3005 (local) 1-877-833-1773 (toll free outside Vancouver area) E-mail: <a href="mailto:chn@childrensheartnetwork.org">chn@childrensheartnetwork.org</a> Website: <a href="http://www.childrensheartnetwork.org">www.childrensheartnetwork.org</a>
<b>The Children's Heart Society</b> Edmonton, AB	Phone: 780-454-7665 E-mail: <a href="mailto:contact@childrensheart.org">contact@childrensheart.org</a> Website: <a href="http://www.childrensheart.org">www.childrensheart.org</a>
<b>Heart Beats</b> Calgary, AB	E-mail: <a href="mailto:info@heartbeats.ca">info@heartbeats.ca</a> Website: <a href="http://www.heartbeats.ca">www.heartbeats.ca</a>
<b>Little Hearts Family Group</b> Saskatoon, SK	E-mail: <a href="mailto:info@saskittlehearts.com">info@saskittlehearts.com</a> Website: <a href="http://www.saskittlehearts.com">www.saskittlehearts.com</a>
<b>Circle of Hearts</b> Winnipeg, MB	Phone: 204-787-2532 E-mail: <a href="mailto:circleofhearts@hotmail.com">circleofhearts@hotmail.com</a> Website: <a href="http://www.vchc.ca">www.vchc.ca</a>

The **Western Canadian Children's Heart Network (WCCHN)** is a network of pediatric cardiac care providers from the four western provinces – British Columbia, Alberta, Saskatchewan, and Manitoba. We are committed to delivering world-class pediatric cardiac care.

The Network's goals are to share clinical knowledge and expertise to improve care for children with heart disease, and to provide support for these children and their families. We also advocate for high quality pediatric cardiac care throughout the four western provinces.

Pediatric cardiac surgery is performed at two of our network's five centres – Stollery Children's Hospital in Edmonton and BC Children's Hospital in Vancouver. Concentrating surgical expertise enables us to achieve the best results for our patients.

The WCCHN is able to provide patients and their families with additional information and resources about children's heart disease.

The WCCHN links expertise between five pediatric cardiac care centres:

- BC Children's Hospital (Vancouver),
- Stollery Children's Hospital (Edmonton),
- Alberta Children's Hospital (Calgary),
- Royal University Hospital (Saskatoon), and
- Health Sciences Centre – Winnipeg.

Website: [www.westernchildrensheartnetwork.ca](http://www.westernchildrensheartnetwork.ca)  
Phone: 780-407-1519 E-mail: [wccn@albertahealthservices.ca](mailto:wccn@albertahealthservices.ca)