



# **WELCOME TO**

## **Shriners Hospitals for Children® - Canada**



**Shriners Hospitals for Children – Canada is located on the Glen site, adjacent to the McGill University Health Center at the corner of Decarie and Saint-Jacques in Montreal.**

1003 Boul. Decarie, Montreal, Quebec H4A 0A9

### *How to reach us*

#### **Reception**

514-842-4464

800-361-7256 (toll free)


#### **To make an appointment**

514-282-6971

800-361-7256, ext. 6971 (toll free)

### *Stay Connected*

[shrinerscanada.org](http://shrinerscanada.org)

 [@ShrinersHospitalsforChildrenCanada](https://www.facebook.com/ShrinersHospitalsforChildrenCanada)

 [@shrinerscanada](https://twitter.com/shrinerscanada)

 [@SHCCCanada](https://www.instagram.com/SHCCCanada)

To stay up to date on everything going on at **Shriners Hospitals for Children – Canada**, sign up for our newsletter by sending an email to [moncommunications@shrinenet.org](mailto:moncommunications@shrinenet.org).

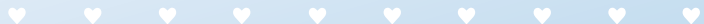
## ABOUT US

Shriners Hospitals for Children – Canada is a bilingual hospital providing orthopaedic specialty care for complex or chronic disorders. Children from across Canada, the U.S. and around the world have benefited from our research and innovative treatments.

For more almost 100 years our surgeons and staff have been providing high-quality orthopaedic care. Members of our team include surgeons, therapists, nurses and prosthetists. We work together to ensure the best treatment for each patient in a family-centered environment.

### **Check out our Shriners museum!**

Our Hospital is proud to display our history and milestones in our in-house museum. It is located on level S2 by the entrance to the parking lot.



## PLANNING FOR YOUR VISIT

### *What should you bring?*

- ▶ Your photo ID
- ▶ Your child's health care card and vaccination record
- ▶ Private insurance information
- ▶ Medication list
- ▶ CDs and radiological imaging (X-Rays, CT SCAN, MRI, etc.) when available
- ▶ Any important written reports from other hospitals or clinics
- ▶ A list of any questions you may have
- ▶ Shorts and T-shirts. This type of clothing is helpful for the medical assessment.



## ARRIVAL

### *Parking*

Free parking is available for our guests. It is located underground on level P3A in the 100 area.

To get to the public parking area:

- ▶ After you enter the hospital grounds, go straight, passing the hospitals you will see on your right.
- ▶ At the end of this road, turn left and immediately turn left again into the underground parking. As you are going down the ramp, look up to see the P3A sign.
- ▶ Take a ticket at the entrance and follow the signs for Shriners Hospitals for Children — Canada, all the way to level P3A 100.
- ▶ When you leave your car, remember to take your parking ticket with you.
- ▶ Here you will find the hospital entrance directly into level S2.
- ▶ Once inside the hospital through the S2 doors, you will enter our museum. The elevators are found here.
- ▶ Take the elevators up to the ground floor (RC), which will bring you to the front desk.
- ▶ Give your parking ticket to the person at the front desk for validation.

### *Reception & Registration*

When you arrive in the main entrance on the ground floor (**RC**), you will see the front desk. Parents or guardians must present a valid photo identification card when checking in for appointments. For security reasons your photo will be taken. It will be printed on a visitor badge and must be worn at all times.

Once you have completed the reception process at the front desk, you will receive a registration number.

Next, you will be directed to the registration office. There you will wait in the waiting area for your number to be called. Once registered, you will go to the ambulatory clinic waiting room (the "hockey rink").



## CONSENT

You or your child will need to sign different consent forms during your visit. The first one will be the “Consent of Care” form. It needs to be signed during your first visit to the hospital. This includes giving consent for treatment.

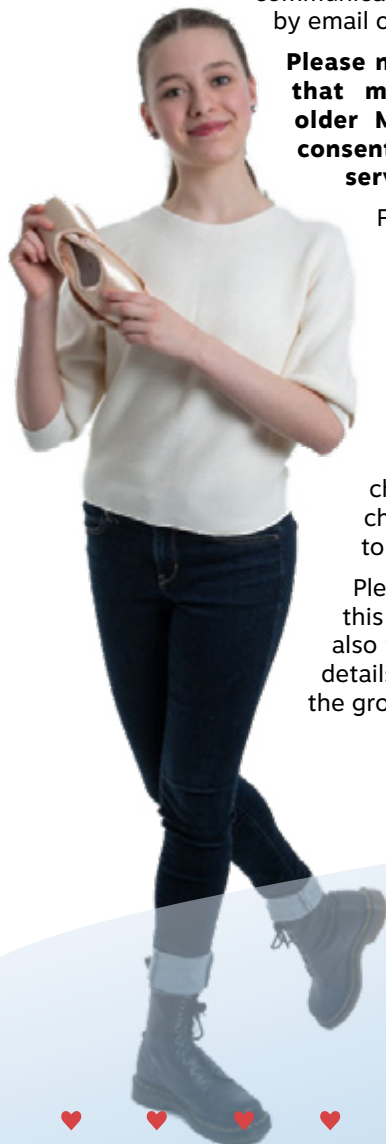
You can also choose to receive communication from the hospital by email or text.

**Please note: Quebec law says that minors 14 years and older MUST sign their own consent to receive care and services.**

For minors under 14, the parent or guardian must sign consent.

If your child is getting close to turning 14, you should prepare them about signing the consent form. We have made a simple checklist to help your child understand what to do.

Please ask our staff for this information. You can also find a poster with these details in the exam rooms on the ground floor (RC).



## GENERAL INFORMATION

### Wifi

Wi-Fi access is available using our **PFA network**. You will have to accept the internet permission when opening a web browser page.

### Patient and Family Elevators

Please make sure to use the patient and family elevators when moving within the hospital. These are on the other side of the ambulatory clinic waiting room (the “hockey rink”). The elevators facing the “hockey rink” are for employees only.

### Cafeteria

The cafeteria is on the **6<sup>th</sup> floor**. You can access it by the patient and family elevators. It is open to patients and families, staff, volunteers and visitors.

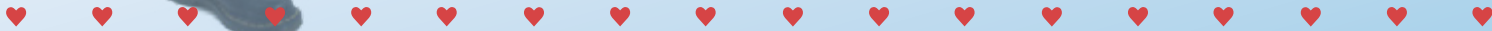
Food, including sandwiches, soups, salads, snacks and beverages are available all day at reasonable prices. We accept cash, credit and debit cards.

**The cafeteria is open every day from 7:00 am to 6:00 pm.**

Meals are available at these times:

Monday to Friday	
Breakfast	7:00 a.m. – 10:30 a.m.
Lunch	11:00 a.m. – 2:00 p.m.
Dinner	4:30 p.m. – 6:00 p.m.
Weekends*	
Breakfast	7:00 a.m.-3:00 p.m.
*No hot meals available, besides hot soup, sandwiches, salads, and snacks	

Vending machines can also be found in the cafeteria and can be accessed 24 hours a day.



## GENERAL INFORMATION

### *Washrooms*

Washrooms on the ground floor (**RC**) are found here:

- ▶ In each of the two hallways between the main entrance and the ambulatory clinic waiting room (the “hockey rink”)
- ▶ Behind the front desk in the main entrance
- ▶ In the corner of the Social Services department

There are also washrooms on the 6th floor. The women’s are in front of the elevators in the cafeteria. The men’s are outside the cafeteria doors to the left.

### *Changing tables*

Changing tables can be found in all washrooms on the ground floor (**RC**). They can also be found in the women’s and family washrooms on the 6<sup>th</sup> floor.

### *Family Room*

The family room is located in the Social Services department on the ground floor (**RC**) in room RC.75. This is a place where families can go while they wait for their travel home. It is a place to store luggage and equipment, to nurse a child, or have a quiet moment.

Anyone with an appointment at the hospital is welcome to use this room.

## SUPPORT SERVICES

### *Interpreter Services*

We offer interpreter services for families who do not speak English or French whenever necessary. Interpreters are available around the clock in over 200 languages.

### *Chez Fezzy Food Bank*

Chez Fezzy is our hospital’s food bank located next to the Social Services department on the ground floor (RC). We invite families to leave food if they can, or take food if they need.

### *Volunteers*

Volunteers help staff in many areas of our hospital. Some volunteers work with patients while others provide support by working “behind the scenes”. You will know them by their burgundy Shriners aprons.

### *Transport and Lodging*

For any questions about transportation and lodging services, please call our coordinator at 514-282-6996.

**If you have any questions about our support services, please contact the Social Services department located on the ground floor (RC), or call 514-282-6975.**





## FAMILY CENTERED CARE PARTNERSHIP

FCCP is a committee for parents who work with the hospital. They work to improve the quality of services for patients and families. For more information about this committee or if you would like to get involved, call 514-282-6960.

### Volunteer

Volunteer opportunities are available in many departments. They include Child Life, our school, outpatient clinics, and public relations. Volunteers also help greet people at reception.

Volunteer shifts run Monday to Friday and on weekends. If you would like to be a volunteer, please email our Volunteer Coordinator at:  
[twong@shrinenet.org](mailto:twong@shrinenet.org).



## Your opinion is important to us

Our goal is to give the best care possible at Shriners Hospitals for Children – Canada. We also want to provide a wonderful experience for patients and families when they visit. Your feedback allows us to make improvements.

### Visitor Survey

After your visit, you may receive a survey by mail, e-mail, or text. We would like you to rate your experience at the hospital. Your feedback about your outpatient or rehab experience, surgery or hospitalization is important to us.

We use this survey to measure how well we are doing. It also helps us learn how we can improve. We appreciate you taking the time to complete it.

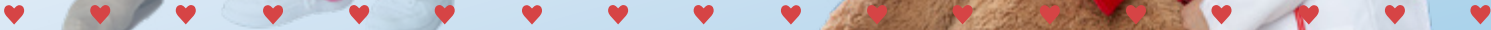
### Suggestion Box

There are many suggestion boxes around the hospital where you can share a comment or suggestion anonymously.

### Complaints

Telling us what we do wrong can also help us improve the quality of our services. We invite you to let us know about anything that might help us be better.

To make a complaint, you can call 514-282-7186, or visit our website to tell us online.



## Important phone numbers

Administration	514-282-6956
Admitting	514-282-6974
Clinic appointment scheduling	514-282-6971
Clinical research	514-282-2278
Complaints	514-282-7186
Day surgery	514-282-7183
Donations	514-282-8545
Hospital tours	514-282-6990
Inpatient care unit	514-282-7194
Family lodging	514-282-6996
Fundraising/events	514-282-8544
Medical records	514-282-6981
Nutrition services	514-282-6994
Patient referral	514-282-6973
Rehabilitation services	514-282-7189
Social services	514-282-6975
Volunteer services	514-282-6975



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