

Roger's House
FAMILY HANDBOOK

Information and Guidelines for
Children, Youth and Families



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Welcome to Roger's House

Roger's House is dedicated to providing compassionate, loving and skilled care to support the needs of children, youth and their families.

The enclosed material will allow you to become better acquainted with Roger's House and our hospice services. We share this house with many families, and therefore ask that you follow the basic guidelines outlined in this handbook. This will ensure a more comfortable stay for all our guests. If you have any questions, please let us know.

ACKNOWLEDGEMENT

Since the Ottawa Senators Foundation announced that a pediatric palliative care facility would be built in memory of Roger Neilson, Roger's House has been supported by over 75,000 individuals. This support has truly been heartfelt and without it, Roger's House would not be here today.

We would like to take this opportunity to acknowledge and thank each and every individual and organization that has helped to make Roger's House a reality.

Roger Neilson

The hockey world and countless others lost a beloved coach, friend and mentor on Saturday, June 21, 2003 as Ottawa Senators assistant coach Roger Neilson passed away after a long battle with cancer. Roger Neilson was inducted into the Hockey Hall of Fame and became a Member of the Order of Canada; both honours he humbly, but proudly accepted. Roger never sought the limelight despite being a man of great profile and public stature. He used his fame to benefit those he was most touched by, those less fortunate than himself.



It is impossible to count the number of lives he touched as a coach, mentor and friend. The stories of Roger's sense of humour and absent-mindedness are legendary, but what are not nearly as well known are the stories of his generosity and kindness. Many people were recipients of Roger's compassion. Even when faced with his own difficult battle with cancer Roger reached out to others, encouraging

them to have a positive outlook on life. Roger also gave very generously to charities and provided financial support to those in need. Many of those touched by Roger have made a contribution to Roger's House to acknowledge their appreciation for his assistance. Like Roger they have asked for nothing in return. This cycle of generosity and selflessness lives on in memory of Roger.

It was Roger's reputation as a coach, mentor, gentleman, philanthropist, and perhaps most importantly, a compassionate and caring man that helped build the pediatric palliative care facility bearing his name. All of the staff at Roger's House strive to embody the legacy and values of Roger in their daily work with the children, youth, families, community and each other.

What is Pediatric Palliative Care?

Pediatric palliative care is an active and holistic approach to the care of children/youth living with a progressive life-limiting illness, embracing physical, emotional, social and spiritual elements. Its focus is on the enhancement of quality of life and support for the child/youth and family. It includes management of symptoms and the provision of respite care throughout the illness, death and bereavement.

What is Roger's House?

Roger's House is the legacy that was created in Roger Neilson's honour by the Ottawa Senators Foundation in collaboration with The Children's Hospital of Eastern Ontario, the Ontario Ministries of Health and Children and Youth Services. It is a free-standing eight-bed pediatric palliative care facility on the grounds of CHEO for children with progressive life-limiting illnesses. The overwhelming contribution and support of the Ottawa community made the dream of Roger's House a reality. Roger's House opened its doors to its first guest and family on May 15th 2006, within two years of the idea's conception.



Who can use the services of Roger's House?

Roger's House services are available to children and youth who:

- 1) are under the age of 19 years
- 2) have a valid Ontario Health Insurance Plan (OHIP)
- 3) are eligible to receive services from the Community Care Access Centre (CCAC)
- 4) have a progressive life-limiting illness or major medical disease that demonstrates a progressive decline
- 5) are willing to work with the interdisciplinary team to address the challenging issues around a life-limiting illness and death
- 6) have been referred to the CHEO Palliative Care Team

Admissions to Roger's House are at no cost to the family ([with the exception of meals for family members – see Kitchen and Dining Room, page 11](#)).

For further information or clarification regarding admission qualifications, please contact us by calling (613) 523-6300 X 619.

The Roger's House Program

When your child/youth is accepted to the Roger's House program, the following types of care are available to your child/youth and family:

RESPITE CARE

Respite care is 24-hour care of your child at the hospice. The purpose of respite is to allow your family time to rest and rejuvenate. It is also an opportunity for ongoing evaluation of your child's health by the CHEO Palliative Care Team and Roger's House staff.



Each child/youth and family affiliated with the CHEO Palliative Care Program is eligible for respite care. The number of nights available is dependent upon the prioritized needs of all children and families in the program.

There are 3 categories of respite care:

1) Guaranteed Respite Care

During a calendar year, each child/youth is entitled to 35 days of *guaranteed respite*. We will not cancel or postpone your child's stay with us (unless the child develops signs or symptoms of infection), so that families are able to book holidays, cancel community caregivers, etc., without fear of being rescheduled. The maximum length of stay is 2 weeks at a time and each child/youth is eligible to stay for 3 holiday weekends per year. Families are encouraged to pre-book these stays well in advance to ensure the required dates are available. Each fall, families will be reminded of this opportunity in the winter edition of Roger's House Chronicles. Only three (3) beds are offered for guaranteed respite at any time.

2) Emergency Respite Care

Emergency respite is available to children/youth who require emergency care due to a death in the family or primary caregiver illness. We make every effort to respond to requests for emergency respite within 24 hours of request and offer care for a minimum of 48 hours. Stays may be extended at the discretion of Roger's House, depending on bed and resource availability.

3) As-Available Respite Care

As-available respite is offered to families who would benefit from additional respite time on a more flexible basis, when the house is less busy. This type of stay is open

to cancellation at any time in the event a more urgent admission presents itself. Although this happens very rarely, we will do our utmost to prevent any inconvenience. You will be notified as soon as possible of the need to cancel the visit so that alternate arrangements may be made. We acknowledge that this may be of great concern to some families, and we will do our best to avoid any disruption to pre-arranged plans. We do not recommend that families plan a trip out of town during *as-available respite* visits unless alternate caregivers are available to assume care of your child in the event of cancellation or illness.

TRANSITION CARE

Transition care offers services when the child/youth can leave the hospital but your family is not yet ready to take over their care at home. Your family may need support and assistance to become more comfortable with the changes in your child's needs. *Transition care* is also available when time is needed to organize community resources, i.e. wheelchair access, nursing or physical therapy. Transition visits are dependent upon availability of beds and staffing resources and may require rescheduling due to higher priority admissions.

During a transition visit, the primary caregiver is expected to provide care with the support of Roger's House nursing staff. Families are encouraged to take breaks so as to be well rested when they return home. Rest breaks must be negotiated in advance with the nursing staff to ensure adequate nursing and volunteer resources are available.

PAIN AND SYMPTOM MANAGEMENT

Pain and symptom management is active care aimed at managing the unpleasant symptoms experienced during the course of illness. When symptoms are identified by the family, the child/youth is admitted to Roger's House for assessment and evaluation. Recommendations about change are then made after consultation with the family and other members of the care team at CHEO and in the community. A new plan of care is agreed to and then assessed by Roger's House staff prior to discharge home.

The following are symptoms that might be addressed:

³⁵₁₇ Pain

³⁵₁₇ Feeding intolerance requiring an adjustment in the timing, rate and/or volume of gastrostomy tube feedings.

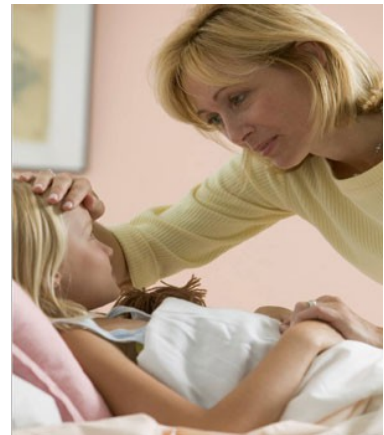
³⁵₁₇ Changes in responsiveness that require observation.

³⁵₁₇ Sleep problems such as requiring more or less sleep than usual, disrupted sleep or day-night reversal.

³⁵₁₇ Poorly controlled seizures that might require monitoring while medications are being adjusted.

³⁵₁₇ Constipation (infrequent, large bowel movements or discomfort in passing the bowel movement).

³⁵₁₇ Pressure areas (redness or open areas over bony prominences).

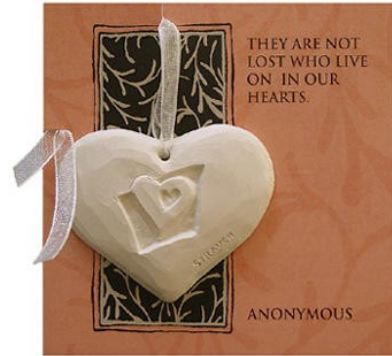


The length of stay will be determined by the severity of symptoms and response to treatment. A summary of the stay will be forwarded to the primary care physician at the time of discharge.

END-OF-LIFE CARE

End-of-life care offers comprehensive services for your child and family when your child's death may be imminent. The primary focus of end-of-life care is to provide pain and symptom management and supportive care.

If your child is in need of end-of-life care, the CHEO Palliative Care Nurse or Physician on call can be reached urgently through CHEO locating at 613-737-7600 X 0. An admission will be facilitated as soon as possible. Should the child's condition stabilize after admission, the family will be supported in returning to home.



GRIEF SUPPORT AND BEREAVEMENT

From the time of your child's diagnosis, throughout their illness and after their death, grief support and bereavement care are offered for your child/youth and family members. Consultation and support are also made available to others involved in your child/youth and family's life.

Please note that each admission to Roger's House is prioritized from 1 to 6 in the following order: end-of-life-care (1), emergency respite care (2), pain and symptom management (3), guaranteed respite care (4), transition care (5) and as-available respite care (6). First priority is always given to children, youth and families at the end of life.

Roger's House Team

The Roger's House interdisciplinary team is supported by the CHEO Palliative Care Outreach Team and includes:

- ³⁵₁₇ Nurses
- ³⁵₁₇ Doctors
- ³⁵₁₇ Advanced Practice Nurse
- ³⁵₁₇ Pharmacist
- ³⁵₁₇ Child Life Specialist
- ³⁵₁₇ Recreation Therapist
- ³⁵₁₇ Social Worker
- ³⁵₁₇ Personal Support Workers
- ³⁵₁₇ Spiritual Support
- ³⁵₁₇ Bioethicist
- ³⁵₁₇ Coordinator of Volunteer Services
- ³⁵₁₇ Volunteers
- ³⁵₁₇ Administrative Assistant
- ³⁵₁₇ Manager
- ³⁵₁₇ Executive Director



Our team's commitment is to provide the best possible comprehensive care for your child/youth and family.

Regular meetings with your family and our team are one of the best ways to ensure this can happen. At these meetings, we will work together to develop and review a comprehensive family-centred care plan. These meetings also allow for discussion

and decision making around issues including supports in your community, hospitalization, acute interventions, resuscitation, and progressive symptoms.

You, your child/youth and our team may request family/team meetings.

Consent

We assume informed consent through the provision and review of complete and appropriate information to the family and child/youth, and by ensuring adequate opportunity for discussion and for answers to questions. If no objection is stated, Roger's House will proceed with the regular programs and services as consented to.

The family and child/youth are actively involved and included in an ongoing discussion with the CHEO Palliative Care Team for the provision of care and involvement in activities. They are made aware of all aspects of the child's life at Roger's House.

Through discussion with the child/youth and/or family, the CHEO Palliative Care Team will obtain formal consent for any proposed changes or new treatments that may arise.

As per Roger's House policies, families will be required to complete a consent and agreement form for the following:

³⁵₁₇ Each admission to Roger's House (type of admission dependent)

³⁵₁₇ Non-medical consent (i.e. pet therapy program, contact for research, photography, film and visual image for use external to Roger's House)

³⁵₁₇ Consents for outings, disclosure of personal or health information and release of responsibility for siblings or friends who will be staying at Roger's House.

³⁵₁₇ In the event parents or legal guardians are leaving the city of Ottawa, an **Alternate Decision Maker** will be appointed to make medical and/or personal decisions for the child/youth during your absence. This alternate decision maker will be responsible to accompany the child/youth to CHEO or to take the child/youth home in the presence of infection.

All aspects of care, treatment, and activities are documented in the child's health record by members of the care team.

Confidentiality



Roger's House staff, volunteers and administration protect the privacy of your child/youth and family's personal and healthcare information. All information concerning children/youth and families, staff and volunteers is confidential. It is only to be used by individuals who require access to it in order to provide care or service to the person to whom the information belongs, or for another reason that has been approved by consent of the child/youth or family.

Nursing report takes place in the nursing/medication room on the second floor of Roger's House in order to respect patient confidentiality. This takes place at 07:30 and 19:30, as well as at other times when confidential information needs to be shared amongst the team. Should your child or family require our assistance during these times, please knock on the door and we will be happy to assist you. Our goal

is to protect confidential information for all our guests and families and we appreciate your assistance with this. Many private phone calls and discussions take place at the nursing station and we appreciate your efforts to respect the confidentiality of all of our guests.

Booking Your Child's Stay

When you have chosen the type of stay and the dates you would like to request, please phone the Admissions Coordinator at Roger's House (613-523-6300 X 619) to make the arrangements. If no one is available to take your call, please leave your request on voicemail. You will be contacted as soon as possible to discuss your request.

Depending on the type of admission, Roger's House may be required to reschedule your child's stay for a higher priority admission. Should this be the case, we will notify you as soon as possible to allow you to make alternate arrangements.

Preparing For Your Child's/Youth's Stay

The Admissions Coordinator will call within a week of your pre-booked in-house admission to confirm the date(s), time of admission/discharge and to review the care plan, medications and current concerns to be assessed by the Palliative Care Team. Evaluation of your child's health is part of every admission, even for respite care.

Please note that recent exposure to a communicable disease (such as chicken pox, measles, tuberculosis, whooping cough and mumps) or the presence of fever, cough, vomiting, diarrhea or rash may require postponement of your child's admission. Because all children staying at Roger's House are fragile, it is very important to report the presence of these symptoms and protect others.

On the day of admission, the nurse admitting your child to the house will confirm with you that the consents, care plan and medication summary are complete, correct and up-to-date. This process can take up to one (1) hour of your time – we ask that you please make arrangements to accommodate for this process.

What to Bring

When planning a visit to Roger's House, we suggest that you bring everything your child requires on a daily basis with the exception of sheets and towels (i.e. medications, equipment, supplies, personal items). We do not have all of the necessary items that your child requires for his/her activities of daily living.

Please ensure you bring the following:

³⁵₁₇ An adequate supply of medication for the duration of the visit. This includes all medications he/she takes routinely, including prescription and over-the-counter medication. Please do not send a large supply of medications – transfer to a smaller, labeled bottle.

- Medication must be properly labeled and in the original container (including name and concentration of drug). Liquid medications must be in a labeled pharmacy bottle or nurses will not be able to administer them.
- Please bring pill crushers/splitters labeled with your child's name.
- If your child has any life-threatening allergies, please bring an epi-pen.

³⁵₁₇ Please ensure that you bring all necessary equipment and supplies

- i.e. wheelchair, charger, splints, nebulizer, suction machine, communication aids, etc.

³⁵
¹⁷ ***If your child is receiving oxygen, please contact your oxygen provider in your home community to arrange delivery to Roger's House in advance of admission.***

³⁵
¹⁷ If your child is on tube feedings, please bring a sufficient supply of formula, as well as any necessary equipment to administer the tube feedings

- i.e. feed bags, syringes, pump, battery pack, extra Mickey, G-tube and NG tube, etc.



³⁵
¹⁷ Please bring toiletries

- i.e. "Attends" or diapers, wipes (essential for all children who are diapered), special soaps or shampoos, toothbrush, toothpaste, etc.

³⁵
¹⁷ Ensure that your child has enough clothing for the entire length of his/her stay. We may be unable to do laundry during the stay. ***Please clearly label all items including clothing to prevent loss.***

- If you are making arrangements for your child to attend school during their stay, please ensure the school has been notified and that we are provided with the necessary pickup and drop-off schedule, bus and school phone numbers and a list of supplies that should accompany your child to school.

³⁵
¹⁷ ***If parents/guardians are planning to be out of reach during the visit, you must arrange to have an alternate decision maker appointed who can make decisions for your child and provide care in the event of emergency discharge from Roger's House (see Consent, page 7).***

³⁵
¹⁷ Please bring your child's favorite play and comfort items – i.e. toys, blankets, videos, tapes, CD player/radio.

- Please be advised that Roger's House has a policy that prohibits the showing of videos above a 14A rating.

We suggest that you keep at home any personal items of great sentimental or monetary value that may be potentially lost or damaged. Roger's House will not be responsible for loss or damage to any items or equipment.

Visitors

We welcome your visitors to Roger's House. Please provide a list of visitors you give permission to visit in your absence. All visitors are required to call ahead prior to their visit. We ask that all visitors ring the front doorbell, where they will be greeted by the Volunteer Receptionist and be asked to sign in.



Please use discretion regarding the number of visitors and the times at which people come and go. If you plan to have large groups visiting, please inform staff so that we can prepare a large enough room to accommodate all of your visitors.

We recognize that visitors develop an interest to "look around", however, out of respect for other children and families, please ask your nurse before showing your guests around Roger's House.

Siblings & Young Friends

If there are young children visiting, we ask that they are not left unsupervised. Siblings are the responsibility of the parents/guardians and must be supervised at all times. If, for any reason, you are having difficulty meeting this requirement, please let us know and we will do our best to access resources or assist with alternative arrangements.

Requests to have a sibling/friend stay overnight unaccompanied by an adult family member are made in advance with Roger's House staff when planning your stay. A process to determine the appropriateness of a request is completed by the Interdisciplinary Team before permission can be granted for a sibling/friend to stay.

Communicable Diseases

For the safety of all children staying at Roger's House, you must inform us if your child/youth, or any family member, has been exposed to measles, tuberculosis, whooping cough (pertussis), mumps, chicken pox or if they display any of the following symptoms: fever, cough, vomiting, diarrhea, or rash.

If your child/youth develops any of the above while staying at Roger's House, the remainder of the stay may be cancelled and rescheduled for another time. Children receiving end-of-life care are exempt from cancellation due to the nature of their admission and their isolation in the suite or room.



Hand Washing

Hand washing is the most important way to prevent the spread of infection. Hands should be washed thoroughly at the following times:

- ³⁵₁₇ Upon arrival to Roger's House
- ³⁵₁₇ Before and after contact with shared house items and areas
- ³⁵₁₇ Before meal times
- ³⁵₁₇ After contact with a contaminated source (i.e. diaper change, using the bathroom, oral secretion, cough, sneeze, etc.)

Liquid hand sanitizer dispensers are located throughout the house as another method to prevent the spread of infection. We ask that all visitors use hand sanitizer immediately upon their arrival at Roger's House. If you are unwell, please avoid visiting or inform the receptionist of your symptoms.

Returning Home

When returning home after a stay at Roger's House:

- ³⁵₁₇ Ensure all personal clothing, toiletries, equipment/supplies, medications, educational materials, etc. are safely packed with you. Roger's House will not be responsible for packing your child's things. This also applies when your child is discharged home via the school bus.
- ³⁵₁₇ Ensure all family suite keys and parking passes are returned to the PSW on your departure. Your parking pass deposit of \$10 will be returned at this time.

Please consider booking future visits before leaving Roger's House.

Family Rights & Responsibilities

Rights of Children and Families at Roger's House

Roger's House respects the rights of all children in our care and their families consistent with the Child and Family Services Act (CFSA) of the Ontario Ministry of Children and Youth Services.

These rights include first and foremost your child's right (if capable) and/or your right to participate in the care plan of your child. We encourage you (and your child if appropriate) to ask questions of our team so you understand and are comfortable with the care we are providing.

The CFSA also highlights your child's right to nutritious meals, privacy, visits from family members, and participation in religious activities of his/her/your choice. We offer our services in both English and French as much as possible. Due to the specialty of palliative care and the small employee group we have, we cannot guarantee that all staff caring for your child will be able to speak French. However, any discussions with you about care will be conducted in the language of your choice. If necessary a translator will be used to ensure mutual understanding.

Roger's House does not discriminate on the basis of age, sex, religious affiliation, sexual orientation or any other social-ethical issue. We will seek the advice of Native groups to ensure we respect the cultural needs of Native families. If you ever feel discriminated against, please let the Manager or Executive Director know right away.

Roger's House

Main Floor

The main floor contains many rooms for public use at Roger's House. The volunteer reception desk can be found immediately through the front doors, in the main foyer.

Kitchen & Dining Room

The kitchen and dining room areas are the focal point of the house. Everyone is welcome to use these facilities. This includes children/youth, families, staff and volunteers.

Our Personal Support Workers (PSW's) prepare meals for our in-house guests at designated meal times:



- ³⁵₁₇ Breakfast 8-9 am (continental breakfast Mon-Fri and hot breakfast on weekends)
- ³⁵₁₇ Lunch 12-1 pm
- ³⁵₁₇ Dinner 5-6 pm

Families staying at Roger's House have access to the kitchen between the hours of 9 am & 9 pm. Continental breakfasts are available Monday to Friday, hot breakfasts on weekends; otherwise weekly menus are posted on the wall near the pantry.

When using kitchen facilities for food preparation, families are asked to bring their own food. The fridge in the kitchen is for everyone's use. The pantry is only to be accessed by staff, but there is plenty of room for families to store food in their own rooms, in the cupboards available, the fridge, etc. For liability purposes, staff or volunteers must supervise the use of kitchen appliances.

There is a snack basket in the kitchen that can be accessed at all times with granola bars, muffins, bagels, and cookies. There is also a fruit bowl with fresh seasonal fruit available for families to enjoy at any time. Donations are gratefully accepted.

If families would like their meals to be provided by Roger's House during their stay, arrangements will need to be made at the time of admission, or with 24 hour notice. Families are able to purchase coupons from the Administrative Assistant between 08:00 and 16:00, or after hours from the Personal Support Worker. ***The meals are priced at \$3.00 per meal, per person.***

PLEASE NOTE

Roger's House is a nut safe environment. We must all strive to ensure that food products, sunscreens, lotions, etc. do not contain nuts or traces of nuts in order to provide a safe environment for all our guests, volunteers and staff. As well, grapefruits and grapefruit juice, and Seville oranges are known to interact with medications, and are therefore discouraged.



Living Room

The living room is a multi-purpose room used for family gatherings, quiet reading, small memorial services, interdisciplinary rounds, or general staff meetings.

Library

The library is for family and friends. It currently contains a large collection of popular children's books and movies as well as magazines and other materials for youth and adults. Reference material on grief and bereavement for all ages, religious beliefs and customs around death and psychological healing, are available.

Playroom

The playroom has a variety of toys, games and other activities for the children/youth at Roger's House. Children/youth, guests, siblings and visitors must be supervised at all times by a volunteer, staff member or responsible adult when using the playroom. Guests will only be allowed access to the playroom when there is appropriate supervision.

Snoezelen Room

The Snoezelen room is a multi-sensory room that offers visual, auditory and tactile stimulation. The Child Life Specialist or nursing staff will coordinate supervised therapeutic sessions for stimulation and/or relaxation. Children will be assessed, in consultation with the family, for suitability for various activities. Siblings may be included, after an assessment by the Child Life Specialist or nursing staff. Shoes must be removed and socks must be worn at all times in the Snoezelen room. Children & siblings must always be supervised by parents or staff.



Second Floor

The second floor contains all of the guest bedrooms including the two (2) family suites. The nursing station is centrally located on this floor. There is also a tub room with a state-of-the-art bathtub for guests.

Bedrooms

Roger's House can accommodate 8 guests, not including family members. There are single and double bedrooms in addition to the 2 family suites. Some of the rooms have an adjoining door. Each bedroom has its own bathroom which includes a wheelchair accessible shower.

Each bedroom also provides closet space and drawers for clothing, a desk, and a television with DVD-player. If you are not satisfied with your room, please do not hesitate to speak with any of the nursing staff.

Family Suites

Family suites are assigned based on availability with priority given to families whose children are receiving end-of-life care. Siblings are welcome, however permission is required from Roger's House staff to permit additional family members or friends to spend the night.

There are two (2) family suites at Roger's House. Each suite is furnished with a king-size bed, twin-size hospital-type bed, full bathroom with wheelchair accessible shower, sofa, dining table, microwave, and mini-fridge. Also included are a computer with internet access, television and DVD-player.

Towels and linens are provided, however families are responsible for providing their own toiletries (emergency toiletry packages are available – speak to the nursing staff if needed). In general, housekeeping services are not provided on a daily basis, but should you need anything, please speak with the Personal Support Workers.

Laundry

Families have access to the laundry room between the hours of 11:00–13:00 and 16:00–20:00, unless otherwise stated. Donations to help replenish laundry detergent and other supplies are gratefully accepted.

Telephone Use

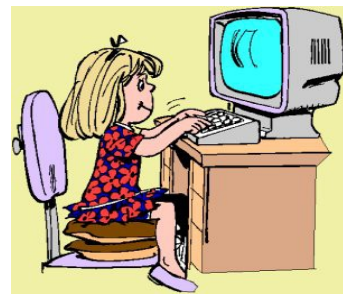
Telephones are located in each suite, bedroom and in all common rooms at Roger's House.

To access an outside line, dial '9', then the number you wish to call. Local calls only, please. To make a long distance telephone call, please call collect or use calling cards.



Please ask a nurse or PSW for assistance if you have any questions or concerns.

For Roger's House telephone numbers and contact information, please refer to [Contact Information and Map \(see page 16\)](#).



Computer and Internet Use

Please feel free to use the computers at Roger's House. They are available for your use and enjoyment.

Note that there are some guidelines we ask you to follow regarding internet use:

- ³⁵₁₇ Computers are not to be used for gaining unauthorized access to any computer system on the internet.
- ³⁵₁₇ File-sharing programs (i.e. BitTorrent, KaZaa, etc.) are not permitted.
- ³⁵₁₇ Downloading any copyrighted materials (i.e. music, movies, etc.) is not permitted.
- ³⁵₁₇ Accessing sites or e-mail that may contain profanities and/or sexual content will not be tolerated.
- ³⁵₁₇ Please save your files on a USB stick or a CD.
- ³⁵₁₇ Food and drinks are not permitted near the computer station.

Computer privileges will be revoked should guests not comply with the above conditions. The computers at Roger's House are the property of Roger's House and removal of any equipment is strictly prohibited. Don't hesitate to contact a staff member or volunteer should you have any computer questions or difficulties.

Wheelchairs

Roger's House is 100% wheelchair accessible. Should you require any assistance with wheelchair-access to the facility, please see a nurse or staff member.

Smoking Policy

Roger's House is strictly a smoke-free environment. Smoking is not permitted within 9 meters of the perimeter of the building. Cigarette butts must be extinguished off-site and disposed of in an appropriate manner. We ask that you refrain from throwing cigarette butts in or around the plants, flowerbeds or trees around Roger's House.

Parking

Families are encouraged to load and unload their vehicles at the OCTC curbside. Parking is permitted along the OCTC curbside weekdays after 4 pm and on weekends as long as a Roger's House permit is displayed on the dash. Those with disabled parking stickers are able to park in the disabled parking spots in front of the play park as long as they have a Roger's House permit on the dash and respect the 2 hour time limit during weekdays. Visitors should park at the visitor parking lot at CHEO.



Families that are staying at Roger's House should contact the PSW if they require a parking pass. A \$10 deposit is required to secure the pass and is refunded when the pass is returned. Parking is located in lot "C" ([see map on page 16](#)).

Lost & Found

Personal items are occasionally left behind. Please ask the staff to check the Lost & Found Box for any missing items.

Hospice Safety and Fire Regulations

In case of fire or other emergencies, families are requested to report to the Nurses who will direct you about what to do. Each exit door has an emergency plan posted with appropriate instructions.

For safety purposes, electrical devices that are brought into the house should be CSA approved (e.g. hair dryers, razors, radios, etc.).

Microwaves are not to be used to heat up bottles/formula. A bottle warmer is available from the nursing staff if required.

Other Information

Sharing a Home-Like Environment

We make every effort to create an environment that is 'home-like'. Unlike a home, we have a number of families who reside here at any given time, along with staff and volunteers. Given this, it is important that everyone assumes the responsibility for creating an environment of sharing, respect, and collaboration.

The following guidelines are promoted:

- ³⁵₁₇ Unexpected drop-in visits are discouraged if your child is not in-house. We urge families in the program and any friends or relatives to please call ahead. An effort will be made to accommodate your visit, but due to various circumstances on a particular day, a drop-in may not be possible.
- ³⁵₁₇ We ask that you keep all common areas clean and tidy. Among other things, placing CDs in their appropriate cases, returning used dishes and cups to the kitchen, putting away arts and crafts supplies, and turning off computers/televisions after use is appreciated.
- ³⁵₁₇ Respect the privacy and belongings of others in the house.
- ³⁵₁₇ Reduce the noise level after 21:00 for those trying to relax and settle to sleep.
- ³⁵₁₇ Use the kitchen and/or family suite for eating.

Staff Acknowledgement

We recognize that you may want to thank Roger's House staff for the care they have given your child and family. We respectfully request that you do not give individual gifts to staff. A gift that would benefit all families who use Roger's House would be appreciated. You may also make a donation to Roger's House through the Ottawa Senators Foundation.



Suggestion Box

A suggestion box is located outside the main office door for children, youth and family members. Please feel free to leave us feedback about your experience(s) or anything we may have missed. We are continuously looking to improve our services at Roger's House and appreciate any feedback you may have.

Frequently Asked Questions & Answers

Do you need a referral to access Roger's House services?

Yes. If you think your child or youth could benefit from our



services and support, ask that your family or CHEO doctor send a referral to the CHEO Palliative Care Outreach Team.

Is there a cost to families for using Roger's House services?

No, there is no direct cost of care to the family. The only cost is a \$3 charge per meal for immediate family members staying with the child.

How do I make a booking at Roger's House?

Please contact our Admissions Coordinator at (613)523-6300 ext. 619.

My child has complex medical needs - can he or she be cared for at Roger's House?

If the child can be cared for at home with the medical complexities that they have, then they can be cared for at Roger's House. Please contact the Admissions Coordinator to find out how Roger's House can accommodate your child.

Can my child continue their schooling while staying at Roger's House?

Many children who come to Roger's House are able to continue attending school. If your child attends school in the Ottawa region, you will need to arrange for transportation to and from Roger's House by contacting your school.

Roger's House does not have teachers on site but volunteers can help children with their schoolwork.

For children who attend school outside of the Ottawa region, please contact the Child Life Specialist at (613)523-6300 ext. 607

Contact Information and Map

Roger's House is located on the campus of the Children's Hospital of Eastern Ontario, in Ottawa, Ontario, Canada.

General inquiries can be directed to:

Administrative Assistant
Roger's House

399 Smyth Road
Ottawa, ON
K1H 8L2

tel: 613-523-6300 ext 600

fax: 613-523-3617

email: info@rogershouse.ca

website: www.rogershouse.ca

