

Welcome to Canuck Place Children's Hospice

Glen Brae Manor, Vancouver B.C.



Here are a few **helpful things** to know about your stay!

DOORS & QUIET HOURS

9:00 P.M. to 6:00 A.M.

To help everyone get a good night's rest, we have **quiet time** from **9:00 P.M. to 6:00 A.M.** Our doors and alarms are set at 9:00 P.M., and some rooms are locked after 6:00 P.M.

You are always welcome to be with your child during this time, we just ask for minimal noise in shared areas. If you need access to a room or plan to come or go after 9:00 P.M., please let a staff member know.

Our **dining room** has a **fully stocked self-serve station and fridge available to families 24/7**. Please help yourself anytime!

If you have **food allergies or dietary needs**, or won't be able to make a mealtime, please let our kitchen staff know. Our chefs love cooking for you and are happy to help!

If you have **extra guests** joining for a meal, please let us know 24 hours ahead of time.

MEALS & SNACKS

LUNCH
12:00 P.M.

DINNER
5:00 P.M.

SUNDAY BRUNCH
11:30 A.M.

ARRIVAL & DEPARTURE TIMES

ARRIVAL TIME: 1:00 P.M.

DEPARTURE TIME: 11:00 A.M.

Unless other arrangements are made.

We know some families travel a distance, and with **arrival (admission) and departure (discharge) around lunch time**, please talk to your care team if you'd like to stay for lunch on your admission or discharge day—we will do our best to accommodate you.

We want to help make sure you leave with everything you came with. **Before you go, please take a moment to check that you have all your belongings, medications, and supplies.** If anything is missing, let a staff member know.



QUESTIONS OR FEEDBACK

If you have any questions, concerns, or thoughts you would like to share during your stay, please ask one of the nurses to connect you with the Clinical Nurse Leader.

You can also speak with our Patient and Family Engagement team through email at familyexperience@canuckplace.org or by phone at **778-791-1880** (available Tuesdays, Wednesdays, Fridays).

Thank you for letting us care for your child and family.

For more details, read our full **Family Handbook** here!

