

It's the little things...

Parents of a medically complex child often view CHEO as their community and support network. They spend a lot of time attending clinics, seeing multiple specialists and often have lengthy hospital stays which makes CHEO a big part of their lives. Increasing awareness of what a day in the life of a parent with a medically complex and technologically dependent child is like, we hope that staff at CHEO will realize the large role they play and how small improvements can make a large impact on families.

It doesn't take a lot to make a big difference. Here are some of the "little things" that CHEO families have appreciated:

- ❖ *A staff once reassured me that I was the expert. I instantly felt validated and empowered.*
- ❖ *When staff, any staff, takes a moment to introduce themselves to myself and my child, it makes us feel welcome.*
- ❖ *I love it when someone strikes up a conversation with my son who is non-verbal. Even if it's a one sided conversation, it still makes a huge impact on the both of us.*
- ❖ *Staff taking the time to read through my child's chart before walking into the room, means I don't have to relive some painful moments and repeat the same story again and again.*
- ❖ *When staff listen and really takes the time to hear me as the caregiver.....it sets up a relationship of success.*
- ❖ *A bad experience during a diagnostic test resulted in my child being anxious for following procedures. A staff took the time to acknowledge that and was kind and patient, which gave my child a new, more positive experience to draw on for the future.*
- ❖ *When I call a clinic to reschedule at the last minute [for a variety of reasons] or I am late, being understanding and patient with me makes me feel less guilty.*
- ❖ *A housekeeping staff once chatted with me about a hockey game that was on TV in a waiting area. Having that quick conversation with me about something not related to my child... sounds trivial but some weeks I don't see other adults and you are my only social connection. It makes me feel human again!*
- ❖ *A clerk smiled at me one day when I arrived in a huff. She looked at me and reassured me that I could take a few minutes to gather myself. Her caring tone took a ton of weight off my shoulders and instantly lifted my mood.*

A Family's Journey Through a Complex Care Hospital Visit

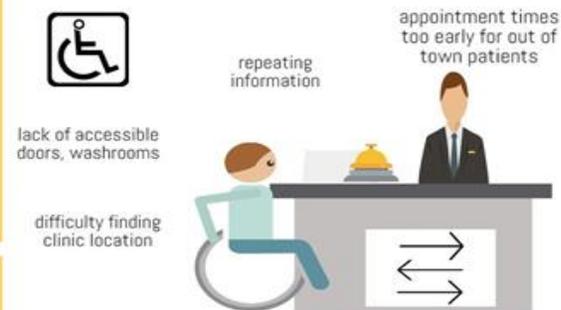
Scheduling Clinic Appointment



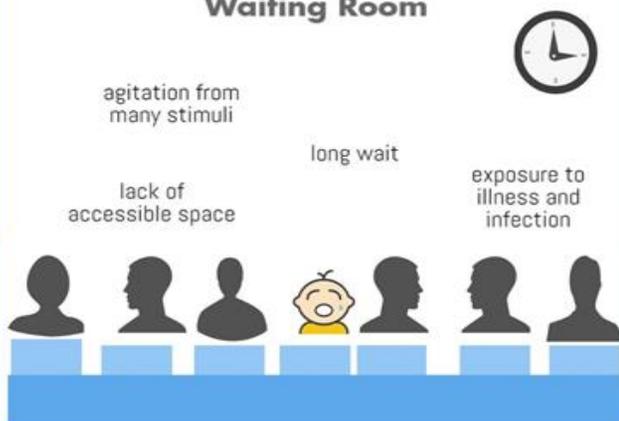
Travel and Parking



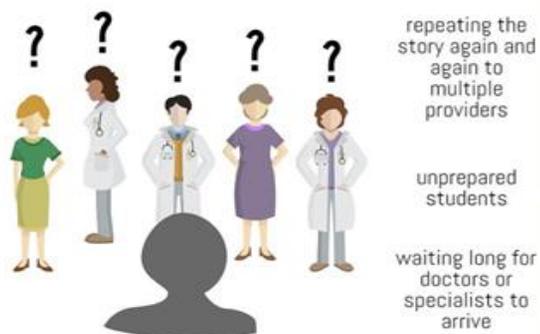
Registration and Check-In



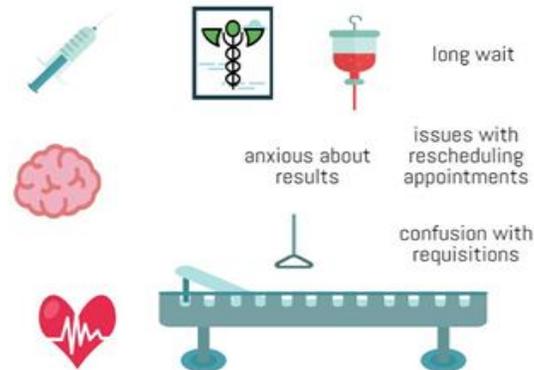
Waiting Room



Multiple Care Provider Appointments



Tests/Re-Tests



Travel Home

