

S P R I N G 2 0 1 2

# Family Connections

The Helen Bernardy Center for Medically Fragile Children

## Welcome Home!!!

On March 22, with incredible support from almost every department of Rady Children's Hospital, our staff, families and volunteers, we proudly and successfully moved into our beautiful new home. We appreciate you being our partners in making this transition smooth for the children. We have noticed the children have adjusted very well and are enjoying the natural light that comes in from the lovely gardens. The children are sleeping better at night as the environment is much quieter with the oxygen, gas and suctioning units in the walls. We continue to work on settling in and finding places for everything. We look forward to your help in personalizing our space.



## Our Spring Party was a success!

We not only had an Easter egg hunt and pictures with the Easter bunny, we were also entertained by Mariachi's, two Disney princesses and animals from the San Diego Zoo.

Contact Information: You may call us at 858.966.5833, or email us anytime.

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## How are we doing?

We listened to your feedback that was provided in the 2011 Patient Experience Survey. We received positive comments on what you feel we are doing well (staff answer questions about your child's health; you feel welcome when you come to visit and staff are friendly and helpful). You shared that you are treated respectfully and that the Bernardy Center is a safe and secure environment.

You also provided us with feedback on where you would like to see improvement. You requested more updates on your child's specific illnesses and more inclusion in discussions about your child's care, health and educational needs; you wanted more information on how staff relates to your child and what activities are taking place during the day.

To share with you the programs and activities your child participates in during the day we began to post more pictures of our daily activities (arts and crafts, story time, outside play, canine therapy, group and volunteer visits) so that you had more opportunities to "see" what your children do during the day.

This past year we added our Sunshine Club which provides mat and play time for our "little tiny tikes" who are home for most of the day. We have increased the number of our volunteers who visit and "walk" with the children around the facility, read stories to them and greet them when they come home from school. Now that we are inside the hospital, we have had more opportunities for canine therapy and so far have had almost daily doggie visits.

### A Wealth of Health Information

**We keep our children healthy by not visiting when sick**

**We keep our children healthy by limiting stuffed animals that collect dust**

**We keep our children healthy by washing our hands, gelling in and out of activities**

***Our goal is to keep our children healthy.***

Photos of residents used with Media and Community Relations Authorization signed by parent/legal guardian.