

**BEST PRACTICE SURVEY OF CAPHC CENTRES
LITERACY PROGRAMS**

Centre Name: The Montreal Children’s Hospital of the MUHC *Date:* March 18, 2010; *Survey Requestor Name:* Demetra Kafantaris *Title:* Senior Advisor Corporate Affairs

BRIEF DESCRIPTION:

We are in the process of re-assessing our Literacy Projects at The Montreal Children’s Hospital of the MUHC and would like to find out if and how other Paediatric centres across Canada have tackled the issue of literacy in a acute-care setting.

| ISSUE | QUESTION | Lansdowne Children’s Centre | Hamilton Health Sciences |
|----------------------------------|---|--|---|
| Literacy Programmes / Activities | Do you have a Literacy Promotion Programme / Activity in your institution? | <p>Yes. Word Play Group is run by 2 staff members. The key responsible department is Speech and Language Pathology, although it was developed by and is run in conjunction with the Early Integration Program and an external agency, the Ontario Early Years Centre.</p> <p>The program is run once a week for 4 weeks in community locations. Each week has a different literacy theme (Storytelling, Environmental Print, Letters and Numbers and Phonological Awareness). Children 2 ½ - 5 years of age participate with their parents in stories, games, songs and crafts around literacy based themes.</p> <p>There is a final evaluation for parents to complete.</p> | <p>Patient Education Services promotes health literacy at Hamilton Health Sciences. This is a family of 6 hospitals (including McMaster Children’s Hospital) and a cancer centre in Hamilton, ON.</p> <p>Patient Education Services is part of Clinical Practice & Education, and reports to the Director of CP&E and VP, Professional Affairs and Chief Nursing Executive.</p> <p>Patient Education Services consists of :</p> <ul style="list-style-type: none"> • 2.3 FTE Patient Education Specialists • 1 FTE Document Production Specialist |
| | What is the Programme / Activity structure? | | |
| | <ul style="list-style-type: none"> • Who leads it? • What department/service has oversight responsibility? • Is it managed by volunteers or permanent staff? • What are its components / elements / projects? | | |
| | Is there a Literacy “Champion” within your institution? | <p>Ready Set Read is a 2 hour presentation for parents and caregivers. It addresses key elements in developing literacy skills in children. It is offered at various community locations on request.</p> | <p>The Patient Education Services team:</p> <ul style="list-style-type: none"> • helps clinical teams develop or purchase patient education materials • helps clinical teams develop learning activities for patients • helps clinical staff and students acquire knowledge, skills and attitudes for patient education • establishes guidelines for a hospital-wide approach to patient education |
| | What are the Programme / Activity goals? | <p>There is no one ‘champion’ although SLPs department is the lead on this and other programs.</p> | |
| | Are there Community partners associated with the Programme / Activity? | <p>Goals of Word Play and Ready Set Read are to give parents ideas for developing literacy skills in their children in simple everyday tasks.</p> <p>Yes, Ontario Early Years Centre and the Early Integration Program at Lansdowne.</p> | <p>Main activity is helping clinical teams write and design patient education materials that are easy to read, understand and use. This involves:</p> <ul style="list-style-type: none"> • staff and student education regarding literacy and health literacy in Canada • building skills in clear language writing <p>The Patient Education Specialists champion health literacy at HHS. They also teach health literacy as part of the curriculum in the McMaster School of Rehabilitation Sciences (OT and PT Programs).</p> |
| | Who funds the Programme / Activity (e.g. Operating budget, Hospital Foundation, Private Foundation, Municipal, Provincial, Federal, Other)? | <p>Centre budget with a donation from a community business. The donation pays for supplies and a book to give each child each week. The Centre budget pays for staffing and transportation costs.</p> | |
| Literacy Promotion | Are there established Best Practice Guidelines for Literacy Promotion in your institution? | <p>BP is derived from ongoing Literacy Conferences that staff attend to keep informed.</p> | |

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| ISSUE | QUESTION | Credit Valley Hospital | Ottawa Children's Treatment Centre |
|----------------------------------|---|--|---|
| Literacy Programmes / Activities | <p>Do you have a Literacy Promotion Programme / Activity in your institution?</p> <p>What is the Programme / Activity structure?</p> <ul style="list-style-type: none"> • Who leads it? • What department/service has oversight responsibility? • Is it managed by volunteers or permanent staff? • What are its components / elements / projects? <p>Is there a Literacy "Champion" within your institution?</p> <p>What are the Programme / Activity goals?</p> <p>Are there Community partners associated with the Programme / Activity?</p> | <p>Yes</p> <ul style="list-style-type: none"> • Early Years Literacy Program of Peel • Early Literacy Program • Community part-time staff • Reading program available to patients of pediatric urology clinic, peds pre-surgery unit and prenatal clinics. Brochures in all Maternal child areas • No • Provide children and adults with information regarding significance of reading to children from early ages and engaging in literacy activities • As above | <p>At the Ottawa Children's Treatment Centre we have a Section 68 school on the site of the centre. This is a primary school with a focus on early intervention. Students with physical disabilities who would benefit from a full day educational/pediatric rehab program are eligible to attend. Most students are in Kindergarten and the focus of the program reflects the Ministry of Education expectations for high levels of achievement in the areas of literacy and numeracy. We have 24 students in the school. Individual educational plans incorporate therapy goals in facilitate access to the curriculum. The program is delivered by certified Ontario teachers with specialized training in special education. Educational assistants provide support for the physical care of the students. Volunteers compliment the program. Our Foundation is dedicated to providing funds to enrich our literacy materials and our reading resources are rich. Teachers follow a Balanced Literacy approach focusing on Shared, Guided and Independent elements in both reading and writing. Adaptations are provided for students who are non verbal and who require modifications to be able to demonstrate their learning.</p> <p>Our literacy champions are our classroom teachers and the administration. Our goal for each child is for them to achieve grade level expectations by the end of every school year in the area of reading and writing. Programs are modified, accommodated and differentiated based on individual needs. Our belief is that every child can be a reader and a writer.</p> <p>Our community partners are our community schools. Through liaison support team of teachers will provide support in a consultative way to our students once they have transitioned to their neighborhood school.</p> |
| | <p>Who funds the Programme / Activity (e.g. Operating budget, Hospital Foundation, Private Foundation, Municipal, Provincial, Federal, Other)?</p> | <p>Community program</p> | <p>Ministry of Education.</p> |
| Literacy Promotion | <p>Are there established Best Practice Guidelines for Literacy Promotion in your institution?</p> | <p>Ontario Early Years Literacy program provides guidelines and this institution supports and provides an area to promote these guidelines</p> | <p>Yes. The Ministry of Education documents which are excellent tools for teachers at the primary level.</p> |