

You know your child the best.

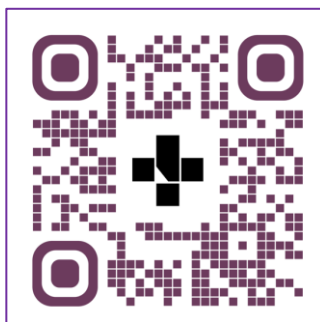
If your child gets sicker while in the hospital, tell your nurse or your doctor.

If you are still worried that your child needs help right away **ask the nurse to call the STEP Team, or you can call them yourself.**

Shared commitments

With you. For you.

The AHS Shared Commitments aim to improve the healthcare experience of patients, families and healthcare providers by building strong, trusting relationships and partnerships between those receiving and providing care at Alberta Health Services. The Shared Commitments were created with you, for you.



[Ahs.ca/SharedCommitments](https://ahs.ca/SharedCommitments)



Parents and Caregivers

“I do not know what is wrong but my child is just not right.”

The ACH STEP Team is here to help you 24/7

What is the STEP Team?

The STEP Team is the Alberta Children's Hospital's (ACH) ICU outreach team and stands for Support Team for Emergency Prevention.

The STEP Team is made up of pediatric intensive care doctors, nurses and respiratory therapists who are experts in the care of sick children.

The STEP Team can be called by any healthcare providers throughout the hospital to assess children who are getting sicker, despite the treatment they are receiving.

STEP also provides follow up visits to all children transferred out of the ICU to another unit at the ACH and for some children transferred from the emergency department.

Parent or Family Activation of the STEP Team

You know your child best. If you feel your child's condition is getting worse and are worried, TALK TO YOUR NURSE OR TO A DOCTOR.

If you continue to be worried or have a "gut" feeling that something is not right, parents and families can directly call for the STEP Team.

The STEP Team will examine your child, talk to you and your doctors and nurses, and come up with a plan together.

The entire healthcare team is here to support you and activating the STEP Team is a standard part of how you or your healthcare team calls for help if it is needed at the ACH.

How to Contact the STEP Team



Call 403-955-7211

Press 2 to speak with an operator

Tell the operator that **you need a STEP Team activation**

Provide your child's last name, unit number or clinic location.