



****PER NEW HOSPITAL POLICY, GROUP VISITATION TO THE PEDIATRIC FLOOR WILL BE SUSPENDED THROUGH FLU SEASON****

Thank you for your interest in visiting Hemby Children's Hospital!

We greatly appreciate your efforts to support our families! Community involvement is a large part of what makes Hemby so special! Please follow these guidelines to ensure your visit is the best it can be – both for you and the families at our hospital. We are looking forward to your visit.

Things to know before arrival:

- All visits must be scheduled and pre-approved by Child Life staff. Visits are based on staff availability. Please schedule a month in advance if you would like to be listed in the Hemby Happenings calendar.
Rebecca Brooks –704.384.5190 or rmsantangelo@novanthealth.org
Elyse Marshall – 704.384.0558 or elmarshall@novanthealth.org
- To comply with fire code and ensure the utmost safety for our patients, we allow no more than 10 members to a group (including chaperones). If your group exceeds this number upon arrival, members may be asked to wait in the main hospital lobby and take turns on the floor. If your group is larger than 10, please inquire about alternative exciting opportunities to get involved with Hemby.
- Our number one priority is patient care. In a hospital, things can change in an instant. We hope this will not happen, but in the rare event of a patient emergency, we may need to reschedule visits or activities at the last minute. We thank you in advance for understanding.
- Group members who are not feeling well, i.e., scratchy or sore throat, runny nose, cold or fever in the last 24 hours must remain home. If necessary, call the Child Life office (704.384.5190) to reschedule.
- To visit the pediatric unit, children must be 6 years of age or older. Visits from school-age children may be limited during FLU/RSV season.
- Room to room group visits and/or tours will last approximately 30 minutes, depending on the number of patients on the floor. Playroom activities will be limited to one hour, to avoid overstimulation of the patients. You should plan on extra time for set-up and clean-up.
- Our census changes on a daily basis. We can not give an exact number of patients or specific ages of patients for the day you are scheduled to come. Our patients range from newborn to 18 years. Flexibility is the key; gifts and activities that appeal to a wide age range will work best.
- Photos are only allowed with written parental permission. If you wish to take pictures, tell the Child Life staff in advance and they will acquire the proper forms.
- When donating food treats, please include sugarless candy for those on restricted diets. All food and treats must be individually wrapped and commercially packaged. Please keep food items separate from goodie bags as many of our patients will not be on regular diets during their stay.
- Because we respect all religions and beliefs at the hospital, your program should be free of any specific religious teaching or materials.

On the Day of your Visit:

- Please plan to arrive 5-10 minutes before your scheduled appointment to allow adequate time for traffic and parking. Park in the Visitor's Parking Deck on Hawthorne Lane and bring your parking ticket for validation.
- Take the Hemby elevator, near the cafeteria, to the 2nd floor and wait at the birdcage for a Child Life staff member. We will then escort you through the unit.
- Remember that confidentiality is a MUST. Please do not inquire about the reason for a child's hospitalization. This information is confidential. If they initiate discussion, be a good listener.



- Check with Child Life staff before offering food or drinks to patients.

When meeting new people in the hospital.....

Consider children's limitations. Some will prefer to watch rather than participate. Children may not feel well, be a little nervous of strangers, or just shy. Many children will not talk, this doesn't mean they are not thankful for your visit! Here are some tips to remember.

When approaching and talking with children:

1. **Bend down or kneel so that you're at eye level with the child**
2. **Speak softly, but loud enough so they can hear you**
3. **Observe and acknowledge the cues a child gives you**
4. **Do not get too close; it can be frightening.**

Things to say:

1. **"Hi! My name is _____. I'm visiting from _____."**
2. **Explain the purpose of your visit- i.e. "We are here to bring you things to do," "I am here to do an art project," etc.**
3. **When leaving – "I'm glad I met you." –Or- "I enjoyed visiting with you."**

Things NOT to say or ask children:

1. **"What's wrong with you?" – Child may not know; invasion of privacy; nothing is really "wrong" with them**
2. **"When are you going home?" – Child may not know; may have to be hospitalized for a long time.**
3. **Avoid questioning children about the whereabouts of their family.**
4. **Don't assume their age or sex, children may have lost hair or be small/large for their age and we want to be sensitive to this.**

DONATIONS and GOODIE BAGS

All donation items & goodie bags will be shared between pediatric areas of the hospital unless otherwise specified, to include the Pediatric Floor, Pediatric Intensive Care, Neonatal Intensive Care, Children's Emergency Dept. and Outpatient Surgery.

All items must be:

- New and un-used
- Packaged in new and clean bags or containers
- No items stored in attics, basements, or garages
- Be kept or prepared in pet & smoke-free environments
- Donation items for use in common areas must be cloth free
- Non-religious or cultural in nature
- Movies must be PG-13 and under in rating; no M rated video games
- Larger than a film canister (to prevent choking hazards)
- No glitter, glue, or latex
- Food: store bought, individually packaged, not-expired

Suggested Items for Donations-Needs

- Brave Basket prizes- \$1.00-\$5.00 items
- Crayons/markers, 8-10 packs; coloring & activity books
- Play dough and play dough toys
- Board games (toddler-adolescent)
- Sudoku, crossword puzzles, word search
- Barbie & baby dolls of all ethnic backgrounds
- Cars, Trucks, Motorcycles (Toddler – Adolescent)
- Socks, underwear and PJ's
- Gift cards (i-Tunes, Starbucks, Target, Wal-Mart, Best Buy)

Hemby Pediatrics/PICU Child Life Specialists:

Rebecca Brooks - 704.384.5190 ~ Elyse Marshall - 704.384.0558



- Hand held games/ game systems (can take gently used)
- DVDs and CDs (No R or M ratings)