

Guidelines for Children's Hospital Groups, Donations, and Special Visitors

PLANNING YOUR VISIT AND DONATIONS:

PLEASE TRY TO SCHEDULE VISITS AND DONATIONS AT LEAST 2 WEEKS IN ADVANCE SO THE EVENT CAN BE INCORPORATED INTO THE PATIENT ACTIVITY SCHEDULE.

- 1) All community groups and special visitors are screened and approved in advance by the Children's Hospital Foundation. Please call (918)502-6761 or email Foundation@saintfrancis.com to schedule a visit.
- 2) If the schedule permits, and you are requesting to visit patients at the bedside, only 2 people may go into a room at one time with the supervision of a Child Life Specialist or a hospital volunteer. Special guidelines/specific order must be followed by staff going room to room to protect our patients from infection.
- 3) All visitors must be 14 years or older. No children under the age of 14 will be allowed on the floors. Children under 18 years old must be chaperoned by an adult.
- 4) We do not normally schedule visitors on the weekend. Visits can be scheduled Monday – Friday 8:30AM – 5:30PM. However, with prior approval, exceptions may be made.
- 5) Visitors are limited to 10 people per visit. If more than 10 show up at the time of the visit, only 10 will be allowed on the floor.
- 6) Your visit should not last over 90 minutes. Our patients tire more easily than non-hospitalized children and they need their rest.
- 7) Because our patients come from a wide variety of religious and cultural backgrounds, we require presentations/performances have no religious content. Since attendance is optional, we may allow some performances with prior approval from a Child Life Specialist or a hospital volunteer.
- 8) Religious flyers or literature may not be distributed in the hospital.
- 9) Toys or gifts that follow our guidelines may be distributed to appropriate children. Gift items must be brand new and free of any odors such as smoke, due to our infection control policy. Extra gift items may be made available to the Child Life Specialists to give to patients not included in the activity.
- 10) Many of our patients have special diets and some are not able to eat at all. Edible treats (candy, cookies, etc.) should only be distributed with prior approval from a hospital volunteer or Child Life Specialist.
- 11) Personal photos of patients may not be taken or distributed. This includes the use of cell phones and the internet.
- 12) In order to protect our patients from infection, we ask that visitors who have been exposed to contagious diseases (chicken pox, measles, mumps, German measles, hepatitis) or had any flu-like symptoms (vomiting, rash, fever, and diarrhea) within the past 4 weeks not visit the hospital.

- 13) Please remember to limit physical contact with our patients including hugging, shaking hands, kissing, or other displays of affection.

MAKING YOUR VISIT:

- 1) Parking is available on the north side of the hospital (signage will direct you to the Children's Hospital parking). Enter through the Children's Hospital entrance (underneath the purple awning) and sign in at the Information Desk. Ask the volunteers to page the Foundation Office or hospital volunteer you are meeting and someone will meet you there.
- 2) Hospitalized children's reactions differ from those of healthy children because of coping with the stress of illness and hospitalization. Expressions of appreciation or affection may be restrained. A child in the hospital will usually not react to a performance/visit in the same way a child in, for example, a mall setting would react.
- 3) Please walk in the hospital. Stay to one side of the hallway. Patients and equipment may be trying to go through the area.
- 4) Handing out items must be approved prior to visit. Please no latex balloons or used items.
- 5) If interacting with children, approach them slowly and bend down to their level, allowing the patients to decide to what extent they wish to interact with you. If the child shows resistance to greeting you, please do not approach further.
- 6) Greet hospitalized children as you would other children. Comment on their clothes and eyes, and/or ask general questions about them or their interests. Some suggestions are: "I like your shirt!"; "What a nice smile!"; "How old are you?"; "What grade are you in?"; "What's your favorite subject in school?"; "What do you like to do?" and "What is your favorite t.v. show?"
- 7) Avoid questions related to illness and hospitalization such as: "What happened to you?"; "How long have you been here?"; "When are you going home?" Comments such as "Get well soon!" or "See you next time!" are also confusing and should not be used.
- 8) Please refrain from touching the medical equipment/child's toys and/or sitting on the bed, unless you are given permission by the child to do so.
- 9) To protect the patient and family's right for privacy, we are unable to disclose information regarding the patient's reason for hospitalization. Please do not ask staff or volunteers why a child is in the hospital.
- 10) Please respect the confidentiality of our patients and their families, and do not discuss any information that you may have gained during your visit outside of the hospital via electronic or verbal communication.