

Community Entertainment and Performances Guidelines

Thank you for your interest in supporting our hospital! The goal of the Community Entertainment and Performances Program is to help patients and families cope with the stressors of hospitalization by providing them with pleasurable and relaxing opportunities for diversion and engagement from community members. Please have each member of your group to review these guidelines before you arrive for your scheduled Community Entertainment and Performances visit.

- All groups should arrive by driving through the main hospital gates, and following the road all the way down to the newest part of the hospital campus, the tall green and blue glass building. You can park in the underground parking garage (signs will direct you to this). Take the garage elevator to the first floor, which will open into the Atrium. Most performances will occur in the Atrium. If you have been told to go to the Child Life Clubhouse, check in at the Welcome Desk to your left, and they will direct you how to get there.
- It is very important that everyone healthy and free of infection on the day of the visit. Anyone who has symptoms of/or has been exposed to someone with the flu, measles, mumps, hepatitis, chicken pox, rash, diarrhea, vomiting, or a fever (over 100.4°F) within the past **two** days should not visit.
- Photos may *not* be taken of or with patients on any personal phones of any of the members of your group. If a family asks you to be in a picture they take on their own phone, you may do so. Your group can take a group picture as long as no patients or families are in the photo.
- Young children may be a part of a performance, but they are required to be supervised throughout their visit by an adult. Children under the age of 16 are not able to engage with patients and families if a group requests to have an interactive component to their performance.
- Please understand that we cannot guarantee that a certain number of patients will be able to attend any event. We do our best to announce events to families and invite them to come down to the event, however we have a lot of children who may not feel up to coming to an event, or who may not be allowed to leave their room, especially during flu season.
- Events that have the best patient and family attendance are weekday events scheduled between the hours of 10 am and 4 pm. Events on weekends and evenings may have even fewer in attendance, as our staff is typically not able to bring patients to events.
- No violence, foul language, or inappropriate behavior will be permitted during any entertainment or performance. All entertainment and performances must be appropriate for all audiences, preschool age through teenagers.
- No religious or political themed content is permitted in any performance, as our hospital supports children and families from all cultures and religious/spiritual practices.

- If space is needed for changing into costumes or for warm ups, please notify us in advance so space can be allotted for this beforehand. Community Entertainment and Performance Visitors are only permitted in areas identified by staff.
- Any equipment that is needed for the performance should be identified when submitting the application. Equipment can be provided by Nemours with advance notice (please see the Equipment Available section of the application). When microphones or amplifiers are used during a performance, appropriate volume needs to be considered. Hospital staff reserves the right to request that you adjust the volume according to our needs.
- During your visit, please be sure to respect the privacy and confidentiality of our patients and families. Please do not ask patients, families or staff about patient diagnosis, length of stay, equipment/bandages, when they are going home, family situations, etc. Also, be sure to respect privacy *after* your visit and do not share any personal or medical information about children you met during your visit either in personal conversations or online.
- Being a patient in a hospital is challenging, and often comes with lots of feelings, including the sense of loss of control. In our hospital, we try to help by giving kids choices as much we can. We always invite children to participate in a performance or activity, but we do not require them to engage if they are not ready to do so. Please be respectful of children's personal space, and let them ease into an event at their pace. Some kids become very shy in the hospital, so you may need to approach slowly and quietly. If a patient shows any resistance to meeting you, please do not persist (or take it personally).
- If a performance includes giveaways/projects, the performing group needs to provide all the materials. We are a latex free hospital, so we cannot permit latex balloons of any type. Potentially dangerous or breakable items such as glass or items with sharp edges should also be avoided.
- If you are providing food, it must be made in a commercial kitchen, be unopened, and in its original packaging. There must be a complete list of ingredients and nutrition information. A non-food alternative should also be provided as many of our patients may not be able to eat. Before offering food to any child, please check with one of our staff. Also, please do not eat or drink in front of our patients.
- Please do not assist a child in getting up from a wheelchair or wagon; ask a Nemours staff member or the patient's caregiver. Some children may have mobility restrictions due to illness or injury. Also, if a patient needs to use the restroom, notify the caregiver or a Nemours staff member immediately.
- For any cancellations, please notify us as far in advance as possible, as we publicize events to patients and families, and we want to make sure we are advertising accurate information. For day-of weekend cancellations, please call the Child Life Clubhouse at 302-651-4803 and leave a message.

Please make sure that this document is shared with all group members who will be visiting our hospital. Please contact us with any questions you may have at childlifeprogams@nemours.org. We look forward to your visit!