

Community Visitor Guidelines

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

- All groups and individuals should arrive by driving through the main hospital gates, and following the road all the way down to the newest building, 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. To your left is the Welcome Desk, where you will need to check in. All members of the group must have their ID with them to get a visitor badge. Once everyone gets a badge, they will give you a map and directions on how to get to the child life clubhouse. Please allow about 15 minutes for this process. If your event will be in the Atrium, ask the Welcome Desk to let child life know that you have arrived and wait in the Atrium for further assistance from child life staff.
 - 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.
 - Groups may have a max of ten (10) people and **all** participants must be 16 years or older.
 - Each group member must wash their hands when they arrive as well as after working with a patient. Hand sanitizer gel is also readily available.
 - Please be sure to dress appropriately. We ask that you refrain from shorts, tank tops, mini-skirts, or open-toed shoes.
 - All groups must come with a planned activity, unless directed otherwise. Examples include: craft projects, science projects, book readings, and games. Feel free to come up with your own ideas! All activities should meet the age range of our patient population, including young children through adolescents. If you are planning a craft, we suggest two crafts; one easy to do for preschool and school-age children and one that is more challenging for teens.
 - Groups should come with all the materials needed for their activity. 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.
 - 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.
 - 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.
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- Groups must be supervised by our staff during their visit, and are not permitted to leave the clubhouse. If they are available, hospital volunteers can help to bring patients to the clubhouse.
- No violence, foul language, or inappropriate behavior will be permitted during any activity. All activities must be appropriate for all ages, 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.
- 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 an activity, but we do not require them to engage if they are not ready to do so. You are more than welcome to ask them if you can join them in the activity they wish to play. 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 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. Many of our patients may come to the playroom with medicine or feeding pumps. If you notice a pump beeping, flashing, or leaking please notify a staff member. Also, if a patient needs to use the restroom, notify the caregiver or a Nemours staff member immediately.
- We ask that all groups plan to help clean up their activity at the end of their visit. We request that any leftover craft materials be left for any patients who were not able to make it during your visit.
- 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 clubhouse directly 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!
