

Guidelines for Playroom Visitors and Special Guests



Seattle Children's Hospital welcomes special entertainment and special visitors to support our patients and families through music, magic, drama, dance and other joyful activities.

The following guidelines apply to all entertainment individuals, groups and special visitors and have been developed to offer our patients the most enjoyment while meeting important clinical, safety and infection control policies. They will help you, and the patients and families, have a positive, memorable visit.

Information and Visiting Policies

All visits must be arranged and approved by the Child Life Department (206-987-4133).

Visits are scheduled when the hospital's Playroom is in operation:

10 a.m. – noon
Monday – Sunday

2 p.m. – 4 p.m.
Monday – Thursday, Saturday, Sunday

6 p.m. – 8 p.m.
Monday – Thursday

Maximum size for visiting groups is 5 people for craft activities or performing groups.

Groups will be performing in the Playroom. We can't promise there'll be a chance to tour patient care areas. In case that's possible, visitors will need to be escorted by a hospital volunteer.

All individuals interacting with patients **must be at least 16 years old**.

Non-participating members of any special group will be asked to visit other areas of the hospital such as our Sound Café, Tully's Espresso Stand or Family Resource Center, which are all located on the 5th floor.

Individuals who are sick with colds, flu or other contagious conditions should not come to the hospital.

Other ideas to help you enhance your performance:

- Our patients and families especially enjoy fun-filled, joyful, positive entertainment, free from emotionally-laden or medically-related themes.
- Performances should not exceed 45 minutes. Given the medical needs of our patients, we cannot guarantee participants, require them to stay for the entire performance or engage in the activity. As a result, children may come and go during your performance.
- Our largest performance area is carpeted and limited to approximately 10 x 15 feet.

Please notify the Child Life Department in advance if your performance requires electrical equipment.

Media/Photography

Media coverage for special visits may be appropriate in some cases, but can interfere with the patients' enjoyment of the event.

- Please do not conduct media interviews or distribute news releases until the visit and communications plan has been approved by Children's Communications Department at 206-987-5207.
- No photographs may be taken of patients without prior consent from their parent or guardian; Children's photography consent forms will be provided.
- For patient privacy reasons, photography **must** be arranged in advance with the Child Life Department.

Gifts/Giveaways

Handouts and giveaways for patients should follow Children's toy safety and gift guidelines (please confirm in advance with the Child Life Department):

- Exclude any items with sharp edges, brittle plastic parts or choking hazards.
- No latex balloons.
- No food or candy.
- No used toys or toys that represent violence.
- Limit your donations to items that represent your group.
- Kids really appreciate pictures, posters or group memorabilia.
- Bring enough for every child you encounter, including brothers and sisters (approximately 100 items).

If unsure of allowable handout/giveaway items, please consult the Child Life Department prior to your visit. Other than these small giveaways, gifts may not be given directly to patients and families, including tickets to performances or events. The Child Life Department is happy to accept gifts or tickets for an individual child or for all patients. Tickets and gifts are distributed fairly in consideration of medical condition and treatment plans.

Costumes, Pets, Food and Safety

Costumes:

- Children may become frightened or upset when approached.
- Avoid frightening or potentially upsetting costumes.
- **Costumes must be washed/ dry cleaned before a Children's appearance.**
- Keep your distance until the child appears ready for interaction.
- Faces must be left unmasked and uncovered unless cleared by the Child Life Department.

Pets or other animals must be approved in advance by the Child Life Department.

Fire, candles, fireworks, knives, toy guns or other unsafe, frightening or potentially harmful materials may not be used as part of your visit.

No food (including candy) may be given to the patients.

Patient Interaction — the Fun Part!

When talking with patients and their families, please be positive and respectful.

- Make eye contact.
- Be consistent with every child, regardless of the child's appearance or physical condition.

- Focus your conversation away from issues of hospitalization and illness, such as, “What is wrong with you?” or “When will you get to go home?”
- Try talking about day-to-day life with questions like, “What’s your favorite game, TV show, animal, book, etc.?”

Remember that all information regarding patients and families is private and confidential. Do not share personal information with patients and families or repeat the personal stories that they may share.

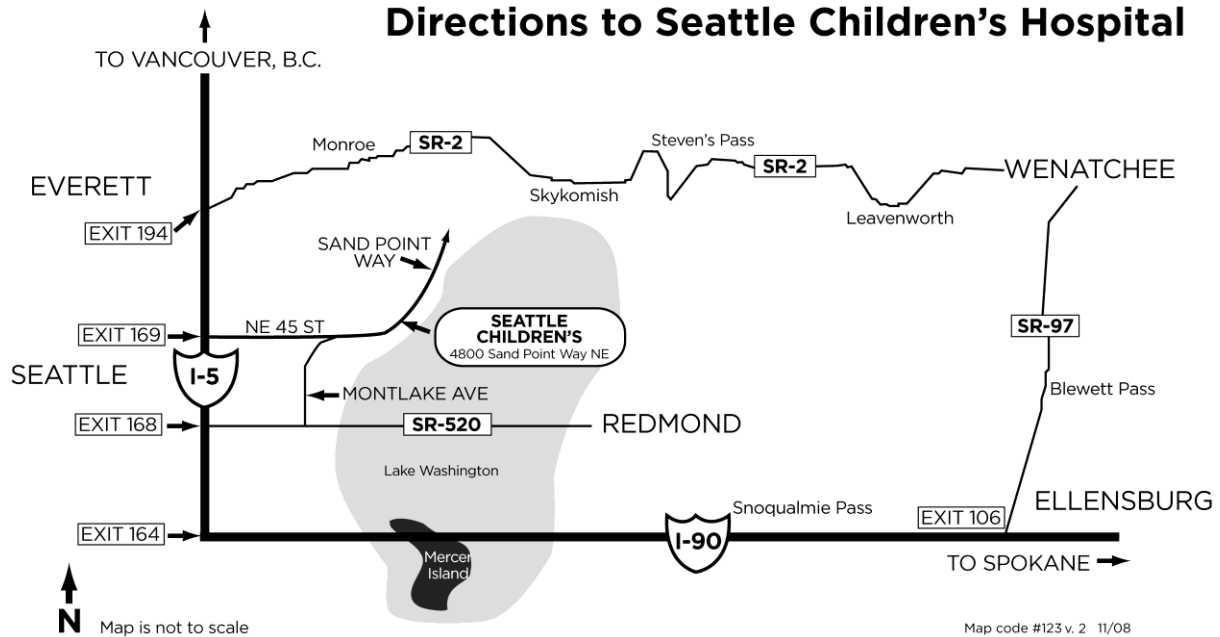
Children’s serves children and families from a wide variety of religious, cultural and social backgrounds. Please keep your conversations neutral with no religious orientation.

Being in the hospital is a stressful and often painful experience for children.

- They may react to your visit differently than when they are well and in their own community.
- Please be prepared for a variety of reactions, knowing that the children are enjoying the event in their own way.
- Ask the staff or volunteers for assistance if you are uncomfortable about an interaction with a child.



Directions to Seattle Children's Hospital



Visitor Arrival Procedures

Enter Children's campus and park for free in the Giraffe parking lot, the first parking lot on the left when you drive up the hill. Follow the signs to the Giraffe entrance, check in at the Greeter's desk using your driver's license, then go to the Train elevators and take these to the second floor. If a staff member does not meet you, ask the Greeter for directions or use the greeter phone to call extension 7-4433 for assistance to the Playroom.

If parking is unavailable in the Giraffe lot, continue up the hill to the Whale Garage. Ask the Greeter for directions or use the greeter phone to call extension 7-4433.

Entertainment will ordinarily take place in the Playroom. Some groups may be cleared to tour patient care areas. These groups start their visit in the Playroom and are escorted by a staff member or an assigned volunteer.

Playroom

Location: Train 2, take Train elevators to 2nd floor. Turn right. Follow signs to the Child Life Department. 206-987-4433.