



RANDALL CHILDREN'S HOSPITAL

LEGACY EMANUEL

Guidelines for Community Groups and Special Events

Thank you for your interest in visiting Randall Children's Hospital! Community groups play an important role in brightening a patient's hospital stay and provide comfort to many children and their families.

We ask that those interested in coming to Randall Children's Hospital as a community group meet the following criteria:

- Your group's purpose is geared towards children or is a prevalent group in the community (i.e. sports teams, actors/actresses, etc.)
 - *Groups under the umbrella of "corporate volunteering" or "company giving" are not considered groups geared towards children. Please contact Olivia Raymer with the Child Life Program for more ideas on how to give back to Randall Children's Hospital.*
 - Your group is **unaffiliated** with any religious and/or political organizations.
 - All members of your group are over the age of 18 and out of high school.
 - Your group consists of no more than 6 members.
 - Your group is willing to come to the hospital during our designated community group visitation time: Thursday afternoons between the hours of 3:00 and 5:00pm. Expected arrival time is anywhere between 15 – 45 minutes prior to the activity start time, depending on the preparation your group requires.
 - *Exceptions are made on a case-by-case basis.*
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If your group meets the above criteria, we ask that you review the following guidelines prior to inquiring about a visit to the hospital:

- All community groups planning to have patient contact are screened in advance to determine the appropriateness of the visit for hospitalized children. Groups must be approved and scheduled at least **one month before your anticipated visit** by the Child Life Program.
 - Calendars for patients, families, and staff are distributed on the 1st of every month. Groups wanting to come during the month in which they inquire will be asked to schedule for a later date.
 - **Community groups are not scheduled for the month of December**
- Children in the hospital range from newborn to 18 years old. Please prepare your visit appropriately for the ages and abilities of all children.
- Community group visits must be accompanied by a child life team member throughout the visit.
- Children in the hospital may need to come and go for your activity or performance, at times leaving a small group. For example, you may begin with one child and end with a group of six, or vice versa. Please prepare for this and, if you are considering a performance, please plan for no longer than 30 – 45 minutes.
- Children who are recovering from illness or surgery are susceptible to contagious illnesses. If **any** group member has been ill within the past 48 hours, we ask that they not visit.
 - Examples of illness include: fever, colds, nausea, diarrhea, or exposure to chicken pox, mumps, or measles.
- Plans for gifts should be coordinated with the Child Life Program. If you are interested in bringing gifts, we ask that you provide enough items for all children, both patients and siblings (plan for ~60). All gifts must be **brand new**. No "gently used" items will be accepted as gifts for the children. Please make sure that your gifts are appropriate for all ages and genders. If you have concerns, please talk with the Child Life Program and see if a donation drop-off would be a better fit.

- Interacting with children for the sole purpose of giving away toys is **NOT** permitted. If you are a community member wanting to donate toys, please contact childlife@lhs.org.
- If your group is bringing a costumed character or mascot with your visit, please inform the Child Life Program for said character to be approved. Adequate changing spaces can be provided. Please note, that children should not see the character without the costume intact. Characters should prepare for a lengthy activity and make accommodations accordingly.
- Community group members should dress casually but professionally. The following is not permitted:
 - Halters, spaghetti-strapped tank tops, and crop tops
 - Shorts and mini skirts
 - Torn jeans
 - Open toed shoes
 - Clothing with obscene language and/or graphics
 - Tattoos containing nudity, profanity, and/or obscene language or graphics should be covered
 - Please refrain from wearing perfume or cologne
- Due to the Federal Health Insurance Portability and Accountability Act (HIPAA), we are required to respect the privacy and confidentiality of our patients. Community groups must adhere to the following:
 - Please refrain from asking children, families, or staff to share information related to the child's diagnoses, hospitalization, or personal, psychosocial, and medical needs.
 - Do not give advice regarding a patient or family's personal, psychosocial, and/or medical needs.
 - Do not exchange phone numbers, e-mail, or social media accounts with patients or their families.
 - For the privacy and confidentiality of our patients, all learned information, **including** patient names, must not be shared with anyone outside the hospital (including members of your own family, workplace, etc.)
- Due to confidentiality, **photos are not permitted without a staff member from the hospital's Public Relations team present.** All photography requests by community groups must be made at the time of scheduling. Group members should have their cell phones and cameras put away for their visit.
- **Requests for news media must go through the hospital's Public Relations team at the time of scheduling.** Local news stations and other media outlets are not permitted on site without public relations present. This includes the community group's internal media personnel. Due to the nature of the hospital, media requests may not be approved.
- **Food treats must be planned at the time of scheduling.** The Child Life Program must be made aware of any intention to bring food treats. Due to the nature of the hospital, not all patients are able to eat and, therefore, further accommodations need to be made prior to the activity. Food treat requests may not be approved.
 - Treats must be store-bought and individually wrapped.
 - Homemade treats are not permitted.

If your group meets the criteria and has reviewed the hospital community group visitation guidelines, please contact **Olivia Raymer** with the Child Life Program by email or phone.

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