

Community Group Visitor and Performer Guidelines

We are excited to welcome community visitors back into the hospital environment. We have updated our visitor guidelines. Please read this document before you arrive for your visit.

Infection Prevention

- If you are not feeling well, please do not come. Please review the flyer on the last page of this document and stay at home if you are experiencing any of the listed symptoms.
- Visitors must hand sanitize upon arrival and departure, and in between contact with each patient.

Privacy/Safety

- Photos of patients and families may not be taken. If a family asks you to be in a picture they want to take on *their* phone, you may agree to it if you wish.
- Please respect privacy and confidentiality of our patients. Do not ask about diagnoses, length of stay, medical equipment, bandages, when they are going home, family situation, etc.
- Please respect privacy *after* your visit and do not share any personal or medical information about children you met during your visit (online, on social media or personal conversation).
- Please do not assist any patients from getting up from a wheelchair or wagon. Please ask a hospital staff person to assist.
- For your safety, please wear closed-toe shoes and long pants (no jeans, please).
- If you are providing food, it must be commercially made, unopened and in original packaging. A complete list of ingredients and nutrition information must be provided. Before offering any food or drink to patients, please check with our staff. Visitors are not allowed to eat and drink in clinical spaces, including the clubhouse.

Interacting With Patients and Families

- Please plan to engage and play with our patients. Our patients enjoy meeting new friends.
- Our patients love choices. Feel free to let them choose what they want to do in the clubhouse.
- If you are having trouble engaging with a child who is quiet, try asking them about some of their favorite things: colors, sports, cartoons, movies, etc.
- Some patients are slow to warm up, so please give them time and space if they need it.
- We cannot guarantee that a certain number of patients will be able to come to an event either in the Atrium or in the clubhouse. We publicize events to our families, but many children are not feeling well enough to leave their room or they may be on isolation and unable to attend. When possible, we try to broadcast events through CCTV for patients to enjoy at their bedside.
- All activities/performances must be appropriate for all ages, preschoolers through teenagers. No religious or political themed content is permitted in any activity/performance, as our hospital supports families from all cultures, religions and backgrounds.

(Continued) Community Group Visitor and Performer Guidelines

Where to Go

- Upon entering the main gates, follow the road towards the big green and blue glass building. There is an underground parking lot under this part of the hospital, and you should park there.
- **For Atrium Events/Performances:**
 - Take the elevator up to the 1st floor, which will take you to our Atrium. You will meet your child life representative there for your event/activity.
- **For Clubhouse Events:**
 - Take the elevator up to the 1st floor, which will take you to our Atrium. You will check in at the Welcome Center and provide your ID to receive a visitor badge.
 - Ask for a map to get to the child life clubhouse. A child life staff person will meet you in the clubhouse to get you set up for your activity.

Clubhouse Specific Guidelines:

- Groups are limited to a maximum of 10 visitors per visit in the clubhouse, and all visitors must be 16 years or older.
- 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 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.
- 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.

Please Let Us Know:

In the past 10 days, have you tested positive or had contact with a person with known/suspected COVID-19?

or

Do you have any of the following?



Fever
99.5° or higher



Shortness
of breath



Vomiting or
diarrhea



Rash bubbles



Cough



Sore throat



Loss of sense
of smell or taste

Masking is now optional at this location