



RANDALL CHILDREN'S HOSPITAL

LEGACY EMANUEL

Guidelines for Community Groups and Special Events

Thank you for your interest in visiting Randall Children's Hospital. To help your group plan an effective, enjoyable visit for our children and families, we ask that you observe the following guidelines.

- All group visitors and special guests are approved by and scheduled through the Child Life Program and/or Public & Community Relations. Official community groups and nonprofit organizations that would like to visit must have a clear purpose for the visit, and must be of interest to our children.
- All groups must be scheduled at least two weeks in advance of the first of the month you would like to visit (i.e. we need to know by October 15 if you would like to visit anytime in the month of November). Please note the following exceptions:
 - The month of December is an especially busy time for visitors and special events. **If you would like to visit in the month of December, please schedule your visit by November 1.** No more than two special events will be scheduled per week in December and the activity calendar fills quickly. Please consider visiting another time of year, as we serve children who are sick year-round who would love visitors outside of the holiday season.
 - If your group is interested in performing music for our patients and families, please coordinate your visit through the Children's Cancer Association (503-244-3141). They manage all musical groups that visit Randall Children's Hospital.
- Group visits are scheduled Monday-Friday between 10 a.m. and 5:30 p.m., and are scheduled around other standing group activities. Our preferable visitation time is Thursday from 4-5:30 pm. Weekend visits are not permitted. Visits are typically scheduled for 60 to 90 minutes.
- Child Life staff will coordinate and be with you throughout your visit. Groups should consist of 8 people or less.
- Randall Children's Hospital does not allow groups with people under the age of 18 to visit our patients and families.
- If a group member has had a fever or cold within the past 24 hours, or has been exposed to chicken pox, measles, mumps, or any other communicable disease, PLEASE DO NOT visit the hospital. Remember, although you may feel fine, your presence can still pose a danger to our children.
- It is important for all groups visiting Randall Children's Hospital to be on time. Any group arriving 15 minutes after their scheduled time will not be permitted to visit.
- The stress of hospitalization increases children's fears; therefore, your activity must not deal with threatening themes, such as scary characters, illness, medical procedures or death.
- If your organization is bringing a costumed character or mascot to visit, Child Life must approve the costumes in advance. Break areas or dressing areas will be arranged if needed. Costumes must not be frightening or emotionally disturbing. The characters' movements should be slow and friendly, and children should never see the costumed character remove any part of the attire in their presence.
- Please dress appropriately by wearing pants or skirts, shirts or blouses with sleeves that cover your midriff and chest, and shoes that cover your toes.
- Our children come from a wide variety of religious, political, and social backgrounds. Therefore, hospital policy requires that no religious literature be distributed, left in public areas on hospital property, or included in the content of any presentation.

- We do not allow groups to visit or bring gifts to a specific group of children in the hospital (i.e. children with cancer). Visits/gifts must be inclusive of all of our patients, regardless of why they are hospitalized.
- Age-appropriate gifts, toys, or activities may be brought to children with prior approval from the Child Life staff. Safe and age appropriate items may be distributed at the time of your visit with child life assistance. Child Life will assist with the transportation of items from the hospital lobby to the unit or activity room. **All gifts must be new due to infection control protocols. All gifts should be of equal value.** The following items are not permitted:
 - Anything that can be considered potentially violent or dangerous
 - Balloons
 - Latex products
 - Food treats are not recommended, and must be approved by Child Life staff prior to your visit. If food items are approved, they must be store bought, and individually wrapped.
- If you plan to bring gifts, we ask that you plan to bring enough for all patients/siblings in the hospital (usually about 100 children). We serve children of all ages, and at any given time we have approximately 1/3 of each of the following age groups in the hospital:
 - 0-2 years old
 - 3-11 years old
 - 12-18 years old
- Due to patient confidentiality, photographs are not permitted without parent and staff consent. All photo consents must be coordinated with hospital personnel prior to your visit. If your organization would like to have media present during your visit, you must contact Ashley Stanford Cone with Public & Community Relations (503-276-6585) prior to your visit.
- **Please review these suggestions with your group before visiting Randall Children’s Hospital:**
 - Children in the hospital are sick and under stress. Be aware that their reactions may differ from those of healthy children, and expressions of appreciation or affection may be restrained.
 - Approach children slowly, allowing them to decide to what extent they wish to interact with you. It is normal for a child in the hospital to show resistance with strangers/visitors.
 - Greet hospitalized children as you would other children. It is okay to ask them their name, age or interests. Avoid questions/statements such as:
 - What is wrong with you?
 - What happened to you?
 - Why are you here?
 - When are you going home?
 - Saying, “get well soon” or “see you next time” may be confusing to children based on their condition.
 - Comments or questions like the following are more positive and are encouraged:
 - I like your nail polish/stuffed animal/hat etc.
 - Tell me about the picture you’re coloring.
 - What toys do you like to play with?
 - What is your favorite TV show?
 - What kind of music do you like?
 - Due to confidentiality rules, the hospital staff is unable to disclose any information regarding the child’s illness or reason for hospitalization.
 - Hospitalized children may appear visibly injured or ill, or may have experienced dramatic changes in appearance. Please do not comment on appearance. Interact with these children as you would any other child.
 - On occasion, it may be difficult to distinguish a child’s gender. If you are unsure of a child’s gender, please do not guess or make assumptions. Please ask a staff member if you are confused about a patient’s gender.

To learn more about Randall Children's Hospital or to schedule a group visit, please contact:

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