

Special Event Tips

Thank you so much for volunteering your time at Children's Medical Center. We count on groups like yours to help make our patient's stay a little brighter and are so glad you are here. Children tend to interpret the world and their surroundings in very distinct ways. While in a hospital setting, children may be confused and express many wonders or thoughts of what will occur while they are here. Occasionally, this may cause a child to be easily startled, uninterested in engaging in activities, misinterpret conversations, or just feel shy. Please do not be offended should these situations occur. Also, during this visit, you will more than likely be visiting with both patients and their siblings.

Please:

- Do not pick up any child due to hidden incisions, drains, etc.
- Be diligent in watching out for IV poles and other medical equipment.
- Please do not share or exchange personal information (email, phone numbers) with patients or their families.
- Do not take photos or videos of the patients (*media and photographers will be present to do this when appropriate and scheduled in advance).
- Interact with a child at eye level.
- Observe the child's non-verbal cues.
- To respect patient privacy, do not ask reason for hospitalization *and refrain from sharing personal experiences.*
- Please do not offer patient assurances such as "I'm sure you will be better soon." These statements may not be true, and can confuse children.
- Avoid using health or medical humor of any kind.
- Feel free to talk about the patient's favorite sports, pets, activities, etc.
- Don't assume a patient's gender and/or age.

We have a large population of patients with chronic illnesses and please note that some of our patients are very sick and you may notice that they have may no hair, are small in stature, and have IV's & IV poles, oxygen tanks and other medical equipment. The children may be sick but still enjoy playing and having fun- they are kids first and foremost.

We recognize that visitors sometimes observe sad and difficult situations. If you feel uncomfortable at any point during the visit or have questions, please seek out a child life staff member. Please note, that staff may not be able to share any patient specific information due to HIPAA, but will be happy to provide general information and support.