



Special Event Guidelines

With the help of our generous community, we host special events throughout the year to help normalize the hospital environment as well as reduce stress and anxiety for our patients and families. Below is a list of guidelines to help answer any questions you may have. If you would like to schedule a special event or have any questions, **please contact our Child Life Department at 478-633-6734 or email Trescott.HeatherN@NavicentHealth.org.**

- ❖ **All special events must be scheduled and approved** by the Child Life Department. Examples of special events include Pet Therapy, Notable Sports Teams, Character Visits (i.e. Santa, Disney Princesses, Elmo), etc.
- ❖ **One-week notice is required** in order to schedule your event. However, we will be happy to schedule your visit well in advance in order to reserve your preferred date. *Please note that during the month of December, our calendar books up quickly (1-2-month notice is encouraged).*
- ❖ Special events are held **Monday-Friday at 11am-12pm or 2pm-3pm.**
- ❖ Due to infection control and the mature nature of the hospital environment, all group members must be **12 years of age or older. Any participants between the ages of 12-17 must be accompanied by at least one adult.**
- ❖ For the safety and consideration of our families, **a maximum of 7 visitors** is allowed per group. Please note that if your group contains multiple characters that are seeing the patients, you may be asked to split up or alternate going in rooms to prevent patients from feeling scared or overwhelmed. If your group contains more than 7 people, we will be happy to schedule multiple visits to accommodate all members (*please note these visits cannot be held on the same day*).
- ❖ Our patients and families come from a variety diverse background, cultures, and religions. Out of respect for their individual beliefs, **special events must be free of any religious material.**
- ❖ All **costumes must be approved** and deemed not frightening in any way.
- ❖ **Photo consent must be obtained** by the patient's guardian prior to any photos. Please let the Child Life Specialist know if you would like to take photos so that the necessary forms can be prepared.
- ❖ In consideration of patient privacy, we ask that you **do not invite media to the hospital.** However, we will be happy to take any group photos of your visit once written consents are obtained.
- ❖ Our hospital adheres to HIPAA regulations and is committed to protecting patient privacy. During your visit, you are **not permitted to ask any personal or medical information other than a patient's first name.** If the patient or family discloses any information voluntarily, this may not be discussed or disclosed with anyone outside of the hospital even in casual conversation or on social media.

- ❖ Throughout the day, patients are admitted and discharged; therefore, **we are unable to provide an accurate number of patients or list of ages prior to your visit.** If your group is bringing gifts to pass out, we encourage you to bring approximately 40 items that can accommodate a variety of ages 0-18.
- ❖ During your visit, you will be escorted by a Child Life Specialist. The Specialist will accompany you to each room and obtain approval prior to entering. **Please note that we are only able to visit patients that are age appropriate for a given activity and well enough to receive visitors.** Therefore, your group may see anywhere from 5-40 patients depending on the theme of your visit and the hospital census.
- ❖ Since many of our patients are unable to eat or have certain dietary restrictions, **food is not permitted during visits.**
- ❖ **PLEASE NOTE THE FRONT ENTRANCE OF THE CHILDREN'S HOSPITAL IS CURRENTLY CLOSED DUE TO CONSTRUCTION.** Please park in the **yellow deck** and enter the hospital through the bridge (located on Level C of the parking deck). Follow the signs to Children's Hospital Registration and let the registration desk know you are here to see Child Life. We will come and get you and set you up in the Activity Room at your scheduled time. **Please bring your ticket inside, and a member of our staff will validate it on your way out.**
- ❖ **If you are unable to make your scheduled visit,** please contact our Child Life Department at 478-633-6734 or dg_childlife@navicenthealth.org. 24-hour notice is appreciated but not required. We will be happy to reschedule your visit for a future date and time upon cancelation. **Please note that if you are sick, we must reschedule due to infection control.**