



Visiting Group Guidelines

How do I schedule a visit?

- If you would like to schedule a visiting group activity, **please contact our Child Life Department at 478-633-6734 or Trescott.HeatherN@NavicentHealth.org.**

How far in advance should I schedule a visit?

- **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).*

What days and times are available for activities?

- **Monday-Friday 11am-12pm and 2pm-3pm** are reserved for activities.

How old must group members be in order to visit?

- 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.**

How many people are allowed to visit in a group?

- Due to room size and to prevent patients from feeling overwhelmed, **a maximum of 7 visitors** is allowed per group. If your organization or group is larger, we will be happy to schedule multiple visits to accommodate all members (*please note these visits cannot be held on the same day*).

What type of activity can our group bring?

- Arts and Crafts are encouraged in order to accommodate a variety of ages. All activities must be child friendly and free of anything that may be threatening to children. Due to our patients coming from a variety of backgrounds, **activities must be free of any religious themes or materials.**

Where will our activity take place?

- **Activities take place in our General Pediatrics Activity Room** or in the lobby (special occasions). Room to Room visits are solely reserved for special events such as Pet Therapy, Characters, and Celebrities.

May I take photos or videos during the visit?

- **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.

Can I bring media?

- 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.

Can I ask a patient or family any personal information?

- 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.

May we visit the patients that are unable to come to the activity room?

- To ensure patient privacy and infection control, **all activities must be conducted in the activity room or lobby (special events)**. However, if you would like to leave any extra supplies for patients that are unable to join, a Child Life Specialist will be happy to deliver it to the patients' rooms.

How long should we plan our activity to last?

- **One hour** is allotted for visiting group activities. Depending on the number of patients that are able to come out of their rooms, visits may be shorter or longer in duration. If your group has certain time constraints, please let us know upon scheduling, and we will be happy to accommodate your schedule to the best of our ability.

What supplies should I bring?

- **Please bring all items that you will need to facilitate your craft** (paper, paint, crayons, glue, etc.). Table, chairs, and a sink will be provided by the hospital.

May I bring food for the patients?

- Since many of our patients are unable to eat or have certain dietary restrictions, **food is not permitted during visits**.

How many patients should I plan the activity for?

- Due to the unpredictable nature of the hospital census, we are unable to provide an accurate list of participants prior to your visit. **We encourage groups to bring enough supplies for 10 patients; however, there could be fewer participants due to low census or severity of illness or injury**. If you have any remaining supplies, you are welcome to leave it for bedbound patients or future admissions.

What if patients are unable to participate on the day of my visit?

- **In the event that no patients are able to come out of their rooms due to low census or severity of illness/injury, your visit may have to be rescheduled**. This rarely occurs; however, we appreciate your understanding and cooperation and look forward to having you come on a future date.

Where should I park?

- **Free parking** is available in the Navicent Health parking lot at the intersection of Forsyth and Spring Street (visitor spaces are marked). If you need to unload your vehicle prior to parking, there is a roundabout in front of the Children's Hospital (please note you cannot leave your vehicle unattended).

If I need to cancel my visit, what should I do?

- **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**.