



VISITING GROUP GUIDELINES

With the help of our generous community, we host activities 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 visit, **please contact the Child Life Department at 478-633-7219 or email childlife@navicenthealth.org.**

- ❖ **All Visiting Group Activities must be scheduled and approved** by the Child Life Department. *Please note that activities around the holidays book up quickly (1-2-month notice is encouraged).*
- ❖ Visiting Group Activities are held **Monday-Friday at 11am-12pm or 2pm-3pm**. Groups are in charge of organizing/supplying the activity and facilitating it for the patients during their reserved hour.
- ❖ 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**. If your organization 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*).
- ❖ **Activities take place in the Activity Room on the General Pediatrics Unit which admits children of all ages (infant-teen) and diagnoses. To ensure patient privacy and infection control, we are unable to visit the patient rooms during your visit;** however, you are welcome to leave any extra supplies behind for patients that are unable to attend.
- ❖ To encourage participation, **we recommend activities that can appeal to patients ages 2 and up, such as arts and crafts**. Please keep in mind that most patients already have coloring books in their rooms, so more elaborate crafts are popular. Examples include - painting canvases, sand art, decorating door hangers, making slime, and holiday specific crafts (making valentines, painting pumpkins, decorating ornaments, etc.). Groups are welcome to bring multiple options if they prefer. The patients love choices!
- ❖ **All activities must be child friendly** and free of anything that may be deemed frightening to children. Due to the diverse population we serve, **activities must be free of any religious themes or materials**.
- ❖ **Please bring all items that you will need to facilitate your activity** (paper, paint, crayons, glue, etc.). A table, chairs, and a sink will be available in the activity room. **We encourage groups to bring enough supplies for 10 patients; however, typically you will be working with a smaller group of 5 or less depending on the number of admissions and severity of illness/injury.**
- ❖ Since many of our patients are unable to eat or have dietary restrictions, **food is not permitted during visits**.

- ❖ **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.
- ❖ **Written photo consent must be obtained by a staff member** from 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 consent is 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 continuously admitted and discharged; therefore, **we are unable to provide an accurate number of patients or list of ages prior to your visit**.
- ❖ **Our address is 700 Spring Street Macon, Ga 31201. Parking is available in the Yellow Parking Deck** across the street from the Children's Hospital. Please bring your ticket inside with you, and a member of our staff will validate it before you leave. When you arrive, enter the hospital through the main entrance located on Spring Street and let the front desk know you are here to see Child Life.
- ❖ For security purposes, **all visitors must present a valid driver's license** and have a temporary badge made at the Front Desk before being escorted to the Activity Room.
- ❖ **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.
- ❖ **If you are unable to make your scheduled visit**, please contact the Child Life Department at 478-633-7219 or 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 cancellation. **Please note that if you are sick, we must reschedule due to infection control**.