



## Family Meal Guidelines

- ❖ How do I schedule bringing a meal for the families?
  - If you would like to provide meals for our inpatient pediatric families, please **contact our Child Life Department** at 478-633-6736 or Whitlock.Erin@NavicentHealth.org.
- ❖ What days/times are available?
  - We accept meals Monday-Friday **by appointment only**. We encourage *dinnertime* meals as more families are typically present.
- ❖ How far in advance should I schedule bringing a meal for the families?
  - We advise calling at least **one week in advance** in order to reserve your preferred date/time.
- ❖ What can I bring?
  - Due to food allergies and infection control, we only accept store bought or restaurant catered meals (pizza, sandwich trays, etc.).
- ❖ What is expected of my group during our visit?
  - We ask that all groups set up the meal, stay to serve, and clean up. Please plan to arrive at your scheduled time and stay for approximately an hour and a half: 15 minutes for set-up, 45-60 minutes to serve the meal, 10-15 minutes for clean-up.
- ❖ Who can come with me to serve the meal?
  - **Please note that there is a maximum of 7 people allowed and everyone must be 12 years of age or older (those between 12-17 must be accompanied by at least one adult).**
- ❖ Who do the meals go to?
  - The meals are made available to the families in our inpatient units (General Pediatrics, Pediatric Critical Care, and Neonatal Intensive Care Units). **Meals cannot be given to the patients due to infection control and dietary restrictions.**
- ❖ How many people should I plan meals for?
  - Please plan to provide **20 to 30 meals**. This is just an estimated number as our patient volume changes hourly and some families may not partake in the meal.
- ❖ What should I bring the meals in?
  - We ask that you bring meals in individual **disposable containers** (i.e. to-go boxes) or large disposable containers (i.e. aluminum tins) with the necessary paper goods (plates, napkins, silverware, cups).

- ❖ What happens to the leftover food?
  - If you would like to leave the leftovers from the meal, **any remaining food will be placed in the parent room fridge** so families can serve themselves at their convenience. The food will be labeled with the date and name of the group/individual that provided the meal.
  
- ❖ How will the families know about the meal?
  - The day of your visit, **flyers will be distributed to the families** that contain the time, location, provider (your name or organization), and meal. Due to this, we ask that you provide us with a list of the food you will be bringing as well as the name you would like written on the flyer.
  
- ❖ Can I deliver meals to the patient's rooms?
  - When you arrive, a Child Life Specialist will escort you to the multipurpose room as our units remain locked at all times. Due to patient privacy and infection control, **all group members must remain in the multipurpose room.**
  
- ❖ Where do I go to bring the meals?
  - Our **address** is 700 Spring Street Macon, GA 31210. Please come to the main entrance, and a Child Life Specialist will meet you in the 1<sup>st</sup> floor lobby at your appointment time.
  
- ❖ 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).
  - For security purposes, **each member of your group will need to bring a valid driver's license** and have a temporary badge made at the front desk before being escorted to the multipurpose room.
  
- ❖ Can I take pictures?
  - We will be happy to take any pictures of your group in the lobby of the Children's Hospital. Due to HIPAA, **pictures or video cannot be taken of any of the family members or patients.**
  
- ❖ Can I bring media?
  - In consideration of patient privacy, we ask that you **do not invite media to the hospital.**
  
- ❖ What if I am sick or have recently been sick?
  - Due to the safety of our patients and families, if you or a member of your group have been sick recently, please call and we can reschedule your appointment.
  
- ❖ If I need to cancel my appointment, what should I do?
  - **If you are unable to bring your scheduled meal**, please contact our Child Life Department at 478-633-6736 or Whitlock.Erin@navicenthealth.org.