

Helen DeVos Children's Hospital

Child Life Community Visitor Guidelines

Thank you for your interest in volunteering your time to provide an activity for our patients and families. Please consider the following visitor guidelines before you apply to visit Helen DeVos Children's Hospital. For additional ideas about ways to help, please visit <https://www.spectrumhealth.org/foundation/helen-devos-childrens-hospital>.

Community visits must be **screened, approved and scheduled at least 30 days** in advance by Child Life Services. The approval process may include a pre-event visit to the hospital by a representative of your group to meet with members of the Child Life team.

All media invitations or press releases **must** be coordinated with the hospital's public relations department at 616.391.7920 **at least two weeks in advance** of the visit.

According to infection control policies, visitors must be **at least 18 years old and in good health** (age requirements may be waived for performance groups). Anyone who has been exposed to or has symptoms of flu, measles, mumps, hepatitis, chickenpox, fever, rash, diarrhea, vomiting or the common cold within the past four weeks **may not visit**. Please wash your hands using soap and water, or use hand sanitizer, before and after each patient contact.

Most activities take place in community spaces. Please do not expect to visit patients in their rooms. Visitor group size will be **limited to 6 persons**. Visits will be scheduled to occur **Monday-Friday between the hours of 10:30 a.m. and 4:00 p.m.** and generally last about **1 hour**. Evening visits are available on a limited basis.

Visitors should dress in a casual but professional manner. Please avoid tight-fitting clothing. Jeans, shorts, mini-skirts, halter tops, sleeveless shirts, sweat suits, sandals, and open-toed shoes are not permitted. Please do not wear perfume or cologne.

If you plan to dress in costume for your visit, you must provide a photo of you/your group in costume along with your application. Please have references available upon request.

The visiting group will be responsible for providing all materials for the activity. All gifts, food and non-food items, must be approved by Child Life staff **before** you arrive. All food items must be store-bought, not homemade. **Used stuffed animals and used items cannot be accepted.** Due to the potential for severe allergic reactions and the risk for choking accidents, **latex balloons are strictly prohibited**. Mylar balloons are acceptable.

Remember to be sensitive and respectful of the diversity of our patients. **Religious and/or political content is prohibited.** Keep this in mind with gifts, pamphlets, T-shirts and other items distributed and worn by the group.

The patients range in age from newborn to young adult. Please **prepare your visit appropriately** for the ages and ability levels of the children. Hospitalized children may have decreased energy related to their illness/injury. Please understand that children may come and go during the activity. NOTE: It is impossible to gauge how many children will feel well enough to participate. You can expect anywhere between 5-30 patients to attend most activities.

The Health Insurance Portability and Accountability Act (HIPAA) requires us to **respect patient confidentiality and privacy**. Do not ask patients, families or staff to share information related to the patients' personal, psychosocial or medical needs. **Photographs and videos may not be taken** of patients or their family members, and **cell phones may not be used during the event**. Your interest and concern for our patients must be limited to the hospital visit. Please do not exchange phone numbers, addresses, email, or other contact information with patients.

As a representative of my organization, I have read the guidelines for community visitors at Helen DeVos Children's Hospital and agree to adhere to these requirements.

(please sign and date)