



## CHILD LIFE DEPARTMENT COMMUNITY GROUP GUIDELINES

Thank you for your interest in visiting Wolfson Children's Hospital. To make your visit a positive experience for both you and the patients, please review the following information. Complete and sign the community group information form and return it to the child life department.

### Before the Visit:

- Limit your group size to 6 people.
- Guests must be at least 16 years old and in good health.
- Call 904.202.8541 to schedule a visit.
- Coordinate gifts and activities with Child Life.

### Photographs:

- Photographs may only be taken outside the hospital or in the hallway by the Wolfson logo and crayons.
- Patients are not permitted to be photographed.
- Cameras are not permitted on patient floors.

### Toys/Gifts:

- Toys or stuffed animals must be NEW and in the original package.
- No latex balloons.

### Activities/Themes:

- Costumed characters and Halloween costumes must not be scary or provocative. Faces should be visible whenever possible.
- Religious activities or discussions are not appropriate.

### Arrival:

- Be punctual; allow time for parking, trains, etc.
- Park in Garage A on Palm Avenue. You may drop off items at the main entrance, then park.
- A Child Life Specialist or volunteer will meet you in the first floor lobby of Wolfson and will be with you throughout the visit. Visits average between 45-60 minutes.

### Your Visit:

- **Do** turn cell phones off.
- **Do** be prepared to meet children with various illnesses who may be in a wheel chair, have an IV, oxygen mask, cast, hair loss, etc.
- **Do** introduce yourself and state why you are visiting.
- **Do** bend down or stoop to talk with patients at their level.
- **Do** smile, be friendly and relaxed.
- **Do** interact with patients as you would any child. Ask about hobbies, school, pets, etc.
- **Don't** visit if you are not feeling well, have a fever, cough, cold, etc.
- **Don't** say "get well soon" as this may confuse children with a chronic illness.
- **Don't** ask when the child is going home.
- **Don't** ask about the patient's illness or why he or she is in the hospital.
- **Don't** sit on a patient's bed, hug or touch patients.
- **Don't** bring food or drinks. Many of our patients are on special diets.

### The Mark You Leave:

- Some children may not feel up to a visit or may not want to talk.
- When children are ill, expressions of appreciation may be limited.
- Some children who show no immediate response may talk about the visit for days afterward.

## Community Group Information Form

Name of Group: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone # \_\_\_\_\_ Alternate # \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Number in Group (Limit 6): \_\_\_\_\_

Description of Activity:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### Public Relations/Media Policy:

- All media requests must be approved by Baptist Health PR.
- Any materials for publication must be approved by Baptist Health PR prior to use.
- For the privacy and security of our patients and their families, media may be turned away unless we receive 24 hours advance notice of their intent to accompany your group and scheduling permits.

Do you plan to invite media? (Approval required) \_\_\_\_\_

As a representative of the group named above, I have read and agree to comply with the Community Group Guidelines.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Return form to: Child Life Department: 5 Wolfson  
Wolfson Children's Hospital  
800 Prudential Drive  
Jacksonville, FL 32207  
Fax: 904.202.8187  
Email: patricia.kirkland@bmcjax.com

**FORM MUST BE RETURNED PRIOR TO SCHEDULED VISIT**