

GROUP VISIT

Thank you for your interest in volunteering your time and resources in providing a group entertainment for patients and families at Texas Children's Hospital West Campus! This information serves as a guideline for groups interested in providing a special activity in the Playroom to our patients. These positive experiences help promote a child's ability to cope with their healthcare experience and make their time in the hospital more enjoyable.

What is a group entertainment?

Special Playroom event may consist of various activities that can bring a positive distraction to a hospitalized child and his or her family. If accepted, your visit will be scheduled in the inpatient tower. Please note that visiting groups are required to bring all of the supplies necessary for the activity they will facilitate.

All applications will be reviewed for appropriateness of activity, size, and ages of the visiting group and scheduling availability. Completion of an application does not guarantee acceptance or scheduling of a visit, however, we do make every effort to accommodate your request.

Visitor Guidelines:

1. Group up to 10 members are welcome.
2. All visitors must be 18 years or older.
3. Duration of the visit 2 hours.
4. The group must meet in the lobby area at the main entrance.
5. If anyone in the group has been sick during the previous week or feels sick prior to visit (common cold, sore throat, upset stomach, fever or cold sore) or has been in contact with someone with chickenpox cannot not participate in the group activity and may wait in the lobby for the duration of the visit.
6. If available, wear a T-shirt with your Company/Organization Logo to be recognized in the unit as a visitor/donor.
7. Family-friendly attire and closed-toed shoes only.
8. No shorts, no open-toed shoes or sandals, no logo t-shirts with inappropriate slogans, no short skirts, no bare midriff, no tank tops, and/or low cut tops. All tattoos must be covered with clothing.
9. There should be NO religious messages on clothing.
10. All groups coming with any form of costume(s) must attach a picture of the costume(s) to the application in the submission.
11. Visitors should not ask personal questions of the children's medical conditions, family situations, treatment protocol and/or prognosis. Your interest and concern for our patients must be limited to the hospital visit. Please do not exchange any personal contact information.
12. Do not discuss patient/family information inside and/or outside of the hospital setting.
13. Texas Children's Hospital will not be responsible for any injury, loss of personal belongings or equipment while you are visiting.
14. The Volunteer Services and coordinating departments reserve the right to cancel or discontinue special programs at any time if they are thought to be inappropriate or unsafe for the patients.

Activity Guideline:

1. The children you will encounter come from a wide variety of religious, political and social backgrounds. Therefore, we require that the content of any presentation or performance be neutral (no religious or political content).
2. Performances may not include materials that are considered potentially dangerous or threatening (latex balloons, items that are fire hazards such as silly string, or contain themes such as violence, death, illness, medical care, or include scary costumes). Electronic equipment that needs to be plugged in cannot be used for activities.
3. Approach children slowly and quietly. Allow patients to decide to what extent they wish to interact with you. If the child shows any resistance to greeting you, do not persist (and don't take it personally).
4. We will not be able to accept items with any form of business advertising on the donations.
5. Visitors may only distribute items such as toys, prizes or gifts, if any, with prior approval (before the day of visit) from Volunteer Services. Items will be pre-screened on the day of the visit. Religious, edible, and gift-wrapped items are not allowed.
6. Smile and enjoy yourself.

Playroom Guidelines:

1. Playroom events may consist of various activities:
 - a. Arts and crafts
 - i. Prepared craft activities
 - ii. Free expression painting and coloring
 - b. Board games, card games, etc.
 - c. Free play with playroom toys and equipment.
2. All events must be planned to include activities that are age and developmentally appropriate for a wide range of children: pre-school age (3 – 5), ages 6 -9, ages 10 – 12, and 13+. Be aware of small items that may pose a choking hazard for young children.
3. The volunteer group is responsible for planning and purchasing the materials and supplies, and for preparing any craft kits or items that will be used during the session. Ideas and materials for crafting must be pre-approved by Child Life during the planning process of the event.
4. Toys and games in the playroom can be used during a volunteer-sponsored event.
5. Volunteer groups will be responsible for cleaning up materials and supplies following the event.
6. No food or drinks are allowed in the playroom.
7. Refreshments may be served to families in the Patient/Family lounge. All food and drink items must be commercially prepared. Items other than bottled beverages and commercially packaged cookies or snacks must meet strict food preparation/handling guidelines as prescribed by TCH policies and procedures.

Hospital Arrival

- Arrive 15 to 30 minutes prior to visit, depending on your set up time required.
- Sign in attendance list at the front desk.
- All adults (18 and older) must show an ID.
- Sign the Confidentially Form.



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- Items such as props can be unloaded at the drop-off area main entrance (carts can be provided to help the unloading process).
- TCH volunteer(s) will be leading the group.
- Food and drinks are prohibited.
- Texas Children’s Hospital maintains strict rules surrounding the privacy and confidentiality of patients. Therefore, we do not allow any photographs or videos of our patients to be taken.
- Group members may take pictures with staff and/or TCH volunteers.
- Visitors must follow directions.
- The group must meet in the lobby area at the main entrance.

Schedule and Confirmation of Your Visit

Please fill out the attached WC - Application for Group Visit – Playroom Events and email the application to Volunteer Services West Campus at wcvolunteerservices@texaschildrens.org

The visit must be approved by Volunteer Services West Campus. The volunteer group must receive an email with the confirmation date and time.

Texas Children’s Hospital thanks you for your generosity and thoughtfulness in remembering the patients and their families.

West Campus Volunteer Services



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Application for Group Visitors

Thank you for your interest in providing group entertainment at Texas Children's Hospital West Campus. Safety and privacy of our patients are a priority for us. In order to maintain our high standard of care and ensure that you make the most of your time and resources while at Texas Children's Hospital, please complete this application and submit to wcvolunteerservices@texaschildrens.org. **The application is subject to approval.**

GROUP INFORMATION

Name of Group or Organization: _____

Address: _____ City, State, Zip: _____

Contact Person: _____ Phone number: _____

Email: _____ Website: _____

I have read and agree the TCH-WC Group Visit Guidelines

Signature: _____ Date: _____

Are you or your organization trying to do business with Texas Children's Hospital? Yes ___ No ___

If "Yes", please explain _____

Total number of people _____ (Event Max is 10) Are all members of group over 18? Yes ___ No ___

ADDITIONAL INFORMATION

Do you have any experience working with children? Please explain.

What is the goal of your activity?

How do you plan to adapt this activity to children of different ages and/or special needs?

How often you would like to visit our patients? (If more than 4 times, additional requirements must be fulfill)



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ACTIVITY TYPE

What type of service would you like to provide to the patients and families at Texas Children’s Hospital?

Type of Activity – Please specify.

Materials or supplies provided by the group

Please specify any needs such as chairs, space, etc.

SCHEDULING EVENT

- All groups are required to schedule 30 days prior to option dated (90 days prior for events during the holidays).
- Visits are limited to two hours.
- Best timing for visiting are:
 - Monday to Friday 10:00 am – 12:00 pm or 1:00pm – 3:00 pm

Please list top three dates and times your group would like to visit our patients.

1) _____ Time: _____

2) _____ Time: _____

3) _____ Time: _____

FOR THE OFFICE USE ONLY

Date and time of the event approved: _____

Confirmation email sent to Group on: _____

Notification email sent to Security/ChildLife/ visited departments on: _____

Volunteer Services Calendar Schedule posted on: _____

Sign up for volunteers posted on: _____ for date and time _____



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