**Guidelines for Visiting Connecticut Children's Medical Center**

The children and families at Connecticut Children's Medical Center (Connecticut Children's) are typically experiencing high levels of stress and may be in a very vulnerable condition. For this reason, we ask you to follow these instructions.

1. Please let us know if you currently are experiencing any **health problems**, especially infections or any contagious conditions. If there is a risk of infection, we will need to restrict the areas of the hospital that you visit.

2. All the medical and social information about our patients and their families is **confidential** and cannot be shared with visitors; we will share basic information to help start the visit. However, please do not ask specific questions about their condition and maintain the confidentiality of anything you learn during your visit. We do require each special visitor to sign our Confidentiality Agreement.

3. **When interacting with a patient,**

**Do:**

a. Talk to them as you would any child their age, at their level and in language they can understand.
b. Ask about hobbies, interests, favorite sports team, toys and dolls they have.
c. Talk about your job, your interests, things you like to do.
d. Empathize with them – imagine what it would be like to have been in the hospital when you were their age.
e. Introduce yourself to other family members in the room.
f. Thank them for letting you visit.

**Don't:**

a. Talk down to them.
b. Stare at their injuries.
c. Ask them questions about their illness, treatment, appearance, family, or about when they are going home. In many situations, these questions will be upsetting to the child.
d. Be overly sympathetic or show pity.
e. Sit on their bed.

f. Touch them, crowd them, or violate their personal space. Handshakes are OK.
g. Assume that the adult in the room is the parent.

**Guidelines for Visiting Connecticut Children's Medical Center, continued**

4. Some people have strong emotional reactions when they see children who are injured, ill, or in pain. If this happens, please feel free to excuse yourself from the room and a staff member will escort you to an area where you can relax and compose yourself.

5. Connecticut Children's is a latex-safe environment. Children with LATEX ALLERGY develop an allergic reaction when they come in contact with any latex products (i.e. balloons, gloves etc.). Please refrain from bringing in any materials made of latex or that may have come in contact with latex. Alternative products are made of plastic, vinyl or silicone.

6. Photography and Social Media: At times, we may ask you, as a special visitor, if we can photograph you with a patient. At no point are special visitors allowed to photograph patients at the medical center, either with cell phones, cameras, or any electronic device. Please do not share your personal information with patients – no Facebook information, email addresses, or phone numbers. You can refer the patient to the staff person escorting you.

**Parking/Directions**

*Parking:*

- Due to budgetary constraints, performers or special visitors will pay for their own parking. You may use the parking garage across from the Medical Center (maximum of $9.00 for day) or Valet Parking (Monday through Friday from 6am-6pm at a rate of $5.00/ up to 4 hours and $10.00/ 4+ hours, daily max.) which is located at the Ambulatory Care Entrance to Connecticut Children's across from the parking garage (Seymour Street).

*Directions*: The best directions to CT Children's are located on our website, www.connecticutchildrens.org.

*Thanks for being sensitive to the needs of our patients and families. Have a great visit!*