



Thank you for your group's interest in visiting the children and families at the Lehigh Valley Reilly Children's Hospital and by your generosity in wishing to help make hospitalization a positive experience for our patients. We welcome the opportunity to work with you to coordinate and facilitate your visit with children and families in the hospital.

Due to the number of requests, we receive and our goal to provide the highest quality activities for the children and their families, groups and individuals need to complete our online application. While we truly appreciate your thoughtfulness, we are unable to accommodate all requests.

Consideration will be given to those events that are:

- Unique
- Age Appropriate
- Physically and emotionally safe
- Appropriate for the hospital environment and for our space
- Religiously and politically neutral

Please read the attached guidelines carefully before submitting the application. As the representative of your group, you are responsible for ensuring all participants in your group have reviewed the guidelines. The guidelines provide helpful information to prepare visitors for the hospital environment in addition to explaining what is expected during the visit. We will review your completed application and contact you to schedule your visit or to suggest other opportunities for involvement.

Guidelines for Community Groups and Performers Lehigh Valley Reilly Children's Hospital

We appreciate your interest in volunteering your talents to entertain and/or visit our hospital. Because we wish for a positive experience for the patients, families, staff members and visitors alike, we have provided the following guidelines. Please read over the guidelines carefully to help your group plan an effective and enjoyable visit for our children.

- All groups must submit an online application **at least 4 weeks** in advance. Within 10 business days of receipt of application, our team will let you know if your application has been accepted.
- All community group members and performers **must be at least 18 years old**.
- Groups are limited to 8 people max.
- Visits and Performances must be scheduled Monday through Friday between 10:00am and 3:00pm and should last no longer than 1 hour.
- If your group desires to include a costumed character or mascot with your visit. You must provide pictures of the costume and/or mascot in the application for consideration prior to the visit.
- Requests for media coverage will be evaluated on a case-by-case basis. If media coverage is desired, please make note of this on your application. Media invitations and press releases will be coordinated and approved by the LVHN Marketing and Public Affairs department prior to the visit.
- The Health Insurance Portability and Accountability Act (HIPAA) require everyone to **respect patient confidentiality and privacy**. Do not ask patients, families or staff to share information related to the patient's medical diagnosis or any other personal information! **Photographs and videotapes may not be taken** of patients and their family members. Your interest and concern for our patients must be limited to the hospital visit. Please do not exchange phone numbers or addresses with patients.
- All visitors must perform hand hygiene with a hospital approved hand sanitizer upon arrival and departure of each unit and in between contact with each patient. Visitors are not allowed to eat or drink during their visit.
- If anyone in your group who had been exposed to or has symptoms of flu, measles, mumps, hepatitis, chicken pox, fever, rash, diarrhea, vomiting or the common cold within the **past two weeks, they may not visit**.

- Visitors should dress in a casual but professional manner. The following types of clothing are prohibited: open toed shoes, short skirts or shorts, tank tops, midriff or sleeveless tops, ripped clothing, and any clothing with logos, religious, political and/or inappropriate messaging. Please avoid wearing perfume and/or cologne.
- Tattoos must be child friendly. Any tattoo that could be considered offensive (profanity, etc.) is to be covered so it is not visible.
- Visitors and performers are responsible for providing all materials and equipment needed for their planned activity. The following things should not be included in your visit: latex balloons; fire hazards – silly string, flames, aerosol cans, etc.; themes that include violence, death, illness, medical care, etc.
- Please reach out if your group will be late for their scheduled appointment. There is a limited amount of time allotted for each visiting group. We recognize that weather, accidents or other unforeseen events take place. Although we will do everything we can to try to accommodate late groups, this is not always possible. We would be more than happy to reschedule with you.
- Please be aware that visitation may be suspended completely on the advice of our security personnel, law enforcement, infection control department, or during times of unit emergency and/or times of epidemic/pandemic. The group's designated representative completing the application must attest that all members of the group will abide by the hospital's rules related to community group visits.

We thank you for your interest in sharing your time and talents with us. Your efforts are guaranteed to bring a little sunshine into the hearts of our children and families. We hope these general guidelines will help you prepare for this experience. Please call the Child Life Department Office at (610) 402-6712 if you have any questions or need additional information.