

Dear Prospective Visitor(s),

Thank you for your interest in visiting Levine Children's Hospital.

The efforts of individuals and groups like you provide much needed fun and diversion during a child's stay. In order to assure a safe and successful visit we have developed guidelines that are enclosed.

Before your group can be scheduled please return your signed form via fax to 704-381-7666 or mail to my attention at the below address. We will send notification that your form has been received via mail or email.

**Please understand that our calendars for the children are made one month ahead of time. Therefore, we ask you to provide dates that are at least one month from the date the group visit form is being submitted.**

If you have questions or need additional information, please contact me at 704-381-5053 or [deana.williams@carolinashealthcare.org](mailto:deana.williams@carolinashealthcare.org).

Thank You,

Deana Williams  
Manager, Volunteer Services Department  
Levine Children's Hospital  
LCH Administration  
1000 Blythe Blvd.  
Charlotte, NC 28232  
Fax: 704-381-7666



### Group Visitation and Entertainer Guidelines

1. All playroom and performance scheduling should be made through the Levine Children's Hospital (LCH) Volunteer Services Department. Group visits are scheduled with the children on Tuesdays or Thursdays at either 10AM or 2PM. Due to patient energy levels, we do limit the group visits to these two days.
2. Upon your arrival to LCH, a staff member or qualified volunteer will meet your group in the main lobby and escort you to the floor. If, on the day of your visit you realize you are going to be late call: Carrie Keuten at 704-381-3257. If your group is 20 minutes late without a phone call your visit will be canceled.
3. Due to hospital security all groups must receive badges and be escorted by a member of staff or a qualified volunteer. Therefore, all group members should arrive and meet in the main lobby 30 minutes prior to the group's visit. Therefore, you will be expected to be in the LCH lobby at either 9:30am or 1:30pm for your visit.
4. All individuals in your group must be 14 years old or older to come on the patient floors. Your group needs to consist of 10 or fewer people.
5. Gifts and handouts must be coordinated through the LCH Volunteer Services Department. The hospital census changes daily and it is difficult to know how many patients there will be when your group visits. (50 items is a good target volume)
  - All gifts/handouts must be brand new.**
  - In the best interest of our patients on restricted diets, nonfood items are best.
  - Only Mylar balloons are acceptable.
  - Some suggestions of gifts/handouts are as follows: small stuffed animals, coloring books and crayons, books, playing cards, DVD's (G, PG, PG-13), anything a child can do safely in their rooms.
6. LCH serves children of all faiths therefore groups cannot distribute religious messages or literature.
7. Photographs of patients can be taken only with written permission. We do not encourage taking photographs of patients. However, you are welcome to photograph your group inside the hospital. Any photographs will need to be coordinated with the staff member or qualified volunteer escorting your group.
8. If your group will be visiting more than one time, members of the group will be required to complete the volunteer application process and orientation through LCH Volunteer Services Department.



Our world revolves around children.

9. Please ensure that everyone in your group is dressed appropriately: casual business attire, no denim or open toed shoes (flip flops, sandals, etc). Please be sure pants are not too tight, too low or too short (no capri pants).
10. Please be sure that no one in your group is feeling ill. We ask that you think of the best interest of the patients therefore if anyone has a scratchy throat, cold or fever please advise them to stay home.

### **What to Expect on Your Visit**

1. You will meet a staff member or qualified volunteer in the hospital's main lobby for your visit. At this time, the staff member or volunteer will give your group a brief review of rules and requirements for your visit, so please be on time and ready to listen.
2. Due to infection control measures, some children will not be able to participate in the activity. However, you are welcome to leave a gift for those patients.
3. Prepare your group ahead of time about how to speak to children who are hospitalized. (See below for some suggestions)
4. Expect your groups visit to be about 1 hour if you are conducting a playroom activity. Please limit your performances to 30 – 40 minutes.
5. Please refrain from asking questions regarding reasons for a child's hospitalization or illness to staff or families. This is a hospital privacy policy.
6. **Remember to smile and have a good time. The patients and staff really appreciate you being here!!**

### **What to Consider When Visiting the Patients**

1. Children who are hospitalized may react differently than healthy children because they are coping with the stress of illness and hospitalization. Expressions of appreciation or affection may be restrained.
2. Approach children slowly and bend down to their level.
3. When you greet the children tell them what group or organization you are with and why you are visiting.
4. Please use special care when around children with I.V. poles and other medical equipment.



**Please sign and return the following:**

As a representative of \_\_\_\_\_  
I affirm that the group has read the requirements for groups and entertainers visiting Levine Children's Hospital and affirm the group's willingness to adhere to these guidelines.

- We understand that the group must arrive in the LCH atrium at either 9:30am or 1:30pm on the day of the visit.
- We understand that if the group is more than 20 minutes late without notifying Volunteers Services our visit will be canceled.
- We understand that the group must dress appropriately: casual business attire, no denim or open toed shoes (flip flops, sandals, etc).
- We understand that no one under the age of 14 will be allowed on the patient floors.
- We understand that no member of the group with a scratchy throat, cold or fever will be allowed to interact with the patients.
- We understand that all items to be given to the children must be cleared through the volunteer office.
- We understand that the group can not distribute religious materials or messages.
- We understand that no photographs of the patients can be taken without written permission from the family.
- We understand that no more than 10 people will be allowed to visit the patient floors.

Contact Name (Print): \_\_\_\_\_

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

Please return to: Levine Children's Hospital  
Deana Williams - LCH Administration  
1000 Blythe Blvd.  
Charlotte, NC 28232  
Fax: 704-446-7666 (this allows for faster processing)

