



What Caregivers Should Expect

Coronavirus Disease 2019 (COVID-19)

We know this is a difficult and stressful time for you and your family. We want to assure you that your child's health and safety is our biggest priority.

VISITATION

Your family will be allowed to name two primary caregivers for the duration of your child's hospital admission. However, only one caregiver will be permitted to be present in the hospital at any one time.

Caregivers are not permitted to use common spaces in the hospital (i.e. eating spaces, waiting rooms, or play areas). This is to prevent the disease from spreading. Food and a restroom facility will be provided.

If you are currently being monitored by the health department and are unable to visit your child in the hospital, we will communicate your child's care plan and provide updates via telephone.

Because COVID-19 is highly contagious, your child will be placed in a highly monitored area under isolation protocol. All team members who care for your child will be wearing personal protective equipment or "PPE" (see pictures).

COMMUNICATION

While your child is being cared for in our facility we will ensure that you are receiving frequent updates regarding your child's medical status and plan of care.

Your privacy is important to us. Please refrain from discussing your child's diagnosis with media personnel or on social media platforms.

AVAILABLE SERVICES

A **child life specialist** will help to reduce the stress and anxiety that your child may experience by providing opportunities for play, procedure preparation and support, diagnosis education, and emotional support.

A **social worker** will collaborate with the medical team to assist in meeting the psychological, social, and practical needs of pediatric patients and their families.

A **hospital chaplain** is also available upon request for pastoral care and spiritual support.

