



Child Life

Guidelines for Community Groups and Entertainers

Thank you for your interest in visiting or sharing your talents at Children's Hospital of Greenville Health System (GHS). To help your group plan an effective, enjoyable visit for our children and families, we ask that you observe the following guidelines.

1. All groups and special guests are scheduled through Child Life Services at least two weeks in advance. Child life staff will coordinate the visit and escort you throughout your time here. Groups can consist of 10 people or fewer including any mascot or chaperone.
2. Because of their medical condition, children are permitted to be out of their rooms only for a limited amount of time. It is important for all groups visiting GHS Children's Hospital to be on time. Any group arriving 15 minutes after their scheduled time may not be permitted to visit.
3. All groups and special guests must have a purpose for visiting. Children and staff always appreciate entertainment and singing groups; however, the hospitalized child has a limited attention span and often needs more rest than usual. Your performance should be appropriate for children, and the content must be pleasant. It should last at least 30 minutes but no longer than 45 minutes.
4. Children's Hospital does not allow groups of children under the age of 18 to visit. If your group includes any children under the age of 18, please consider talking with the child life staff about opportunities to complete service projects outside of the hospital.
5. If group members have had a fever or cold within the past 24 hours, or have been exposed to chicken pox, measles, mumps or any other communicable disease, those members SHOULD NOT plan to visit the children. Remember, although they may feel fine, their presence can still pose a danger to our children.
6. The stress of hospitalization increases children's fears; therefore, your activity must not deal with threatening themes such as scary characters, illness, medical procedures or death.
7. If your organization is bringing a costumed character, mascot or clown to Children's Hospital, please notify Child Life Services in advance. Break areas or dressing areas will be arranged. Costumes must not be frightening or emotionally disturbing (e.g., gorillas, vampires, monsters). The mascot's body movements should be slow and friendly, and children should never see the costumed character remove any part of the attire in their presence.
8. Our children come from a wide variety of religious, political and social backgrounds. Therefore, hospital policy requires that no religious literature be distributed, left in public areas on hospital property, or included in the content of any presentation.
9. Age-appropriate gifts, toys or favors may be brought to children with prior approval of the child life staff. Safe and age-appropriate items may be distributed at the time of your visit with child life assistance. Child life staff will assist with the transportation of items from the hospital lobby to the unit. Latex balloons are not permitted; however, Mylar balloons are acceptable. Food treats are not recommended and must be approved by child life staff before your visit. When food items are approved, they must be store-bought and individually wrapped.
10. Because of patient confidentiality, photographs are not permitted without parental and staff consent. All photo consents must be coordinated with hospital personnel before your visit. If your organization would like to have media present during your visit, you must contact the GHS Public Relations Department at (864)-797-7557 before your visit.
11. Please review these suggestions with your group before visiting Children's Hospital:
 - Be aware that reactions of hospitalized children differ from those of healthy children, and expressions of appreciation or affection may be restrained.
 - Approach children slowly, allowing them to decide to what extent they wish to interact with you. If a child shows any resistance or distress, please move away.
 - Greet hospitalized children as you would other children. Please avoid questions such as "What is wrong with you?" "Why are you here?" and "When are you going home?" Statements such as "Get well soon" and "See you next time" often are confusing to the hospitalized child.

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- Because of confidentiality, hospital staff members are unable to disclose information regarding the child's illness or reason for hospitalization.
- On occasion, it may be difficult to distinguish a child's gender. Child life staff will provide you with the name, age and gender of each child before each interaction. If you are unsure of a child's gender, please do not guess.

- Hospitalized children may appear injured or ill or may have experienced dramatic changes in appearance. Please do not comment on appearance. Child life staff will provide you with information regarding what to expect.

Child Life(864) 455-7846
Marketing/Public Relations(864) 797-7557