

Special Events, Visits, Presentations, and Performance Guidelines

Child Life Program

Thank you for your interest in visiting the children at Cleveland Clinic Children's. Our goal is to provide the highest quality entertainment for children and their families. Visiting performers or groups must be screened and scheduled through the Child Life Department **at least 4 weeks in advance**. Although we truly appreciate your thoughtfulness, we unfortunately cannot accommodate all offers.

Consideration will be given to those events that are:

- Highly entertaining and/or educational
- Unique (we can only accommodate so many similar acts)
- Appropriate for the ages of our patients
- Physically and emotionally safe (non-threatening, non-violent, etc.)
- Appropriate for the conditions of our patients (small groups, low noise)
- Religiously and politically neutral
- Appropriate for the space available

Entertainment and Visitor Guidelines

1. All community visits made to pediatric patients must be screened and approved in advance by Child Life Staff.
2. All visitors are strongly encouraged to have received a COVID vaccine/booster and flu vaccine (during flu season) and adhere to all current Cleveland Clinic visitor policies which can be found [here](#).
3. Previous successful experience entertaining and visiting children is essential.
4. All visitors/entertainers will be directly accompanied by Child Life or another Children's Hospital representative during their entire visit. Please enter only those rooms and areas indicated by your guide.
5. According to confidentiality and infection control policies, **children are not permitted to accompany performers**.
6. Anyone who has experienced exposure to or symptoms of flu, measles, mumps, hepatitis, chicken pox, rash, diarrhea, vomiting, or any other communicable disease within the past four weeks may not visit. The safety of our patients and your group are our priority!!!
7. Cleveland Clinic Children's treats children with various illnesses and disabilities. For this reason, the audience will vary as far as the number of children who are able to attend, how long they will be able to stay, and what their attention span will be like during their participation. Events should be interactive and participatory and should run for 30 minutes to an hour.
8. **Group size will be a maximum of 5.** Your group may be divided into groups of 2 for larger groups with a child life specialist and/or volunteer as your escort. This ensures that all patient areas will receive a visit.
9. For those doing craft activities with the patients, you are responsible for planning, clean-up, and providing all necessary supplies for the activity.
10. The children served at Cleveland Clinic Children's are from a wide variety of religious, political and social backgrounds. We require that the content of any presentation be religiously and politically neutral.
11. Performances must not include any potentially dangerous materials, such as latex balloons, fire and animals. They should also not include any threatening themes, such as violence, death and illness.

12. Very young children may be frightened by costumed characters, masks, etc. Any costumed characters or Halloween costumes must not be scary or provocative - faces should be visible whenever possible. Please approach children slowly and let their reaction be your guide.
13. Visitors may not distribute any toys, prizes, gifts, food or candy unless approved by Child Life staff prior to the visitation date. (Please no small objects or latex balloons. All items **MUST BE NEW** and must not have been exposed to cigarette smoke or other potential allergens.)
14. The privacy and confidentiality of our patients and families deserves our utmost respect. **We do not allow photographs to be taken** by visiting groups or individuals. (Photography by the media, with the appropriate prior arrangements and parental and patient consent is permitted.)
15. Media coverage, while not encouraged, will be considered based on the content, size and purpose of the visit/performance. Media presence can detract from the children's experience and can limit participation due to consent forms for confidentiality. **All media invitations or press releases must be coordinated through Cleveland Clinic Corporate Communications at (216) 444-5703 at least a week in advance.**
16. Any visiting individual or group must sign the Cleveland Clinic Children's Hospital confidentiality agreement acknowledging they have received and reviewed the Cleveland Clinic HIPPA guidelines regarding protected health information. The signer of the confidentiality agreement must be at least 18 years of age.
17. Please respect patient/family rights for privacy and avoid sensitive topics. Do not ask questions about diagnosis, length of hospital stay, or plans for going home.
18. Please avoid using health or medical humor of any kind. Young children can misunderstand a great deal in a medical setting and mistake humor for something that might really happen to them.
19. It is not unusual for people to regress when not feeling well. Children may revert to an earlier stage of development and reflect this in their behavior. This is normal.
20. Children may not always show their appreciation and enjoyment directly. If you receive smiles, laughs and/or a direct thank you from the children, we will be pleased. Remember, however, that some children who make no immediate response will talk about an event for many days afterward.
21. Parking validation **may** be available on a limited basis. If needed, please speak to your Child Life representative.

Child Life staff reserves the right to cancel a planned performance or visit if internal or external circumstances impact staffing or to ensure the safety of our patients & visitors. If an event needs to be cancelled Child Life staff will make every attempt to notify the event planner within 48 hours.