

# Special Events and Performances

## *Child Life Program*

Entertainment such as a puppet show, musical performance, or celebrity visit can bring joy and pleasure to a hospitalized child and his/her family. Thank you for your interest in visiting the children at UMass Memorial Children's Medical Center. 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 (nonthreatening, nonviolent, 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**

We receive many diverse offers. Because our goal is to provide the highest quality entertainment for the children and their families, visiting performers or groups must be screened and scheduled through the Child Life Department at least two weeks in advance. Your presentation may be scheduled in an inpatient unit or ambulatory area. Please follow these guidelines:

1. All community visits made to pediatric patients must be screened and approved in advance by child life staff. Print the application form located at the end of this document.
2. Previous successful experience entertaining and visiting children is essential.
3. According to UMass Memorial infection control policies, visitors must be at least 16 years of age and in good health. 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.
4. Most performances take place in small areas, such as our playroom, family solarium and outpatient clinic. Since space is limited, visitor size must be limited. Small audiences are the norm. Any groups exceeding five visitors are discouraged and will likely be asked to split into smaller groups. Exceptions must be discussed and approved in advance of the event. (e.g., musical events).
5. Our patients are a diverse population. We provide care for children and adolescents with a wide variety of illnesses and conditions. This may result in small audiences and children with short attention spans. Events should be interactive and no more than 45 minutes in duration.

6. Performances must not include any potentially dangerous materials, such as latex balloons, fire and animals. They shouldn't include any threatening themes, such as violence, death and illness. Any costumed characters or Halloween costumes must not be scary or provocative. Faces should be visible whenever possible. Include a picture of the costume with your application.
7. Because the children served at UMass Memorial Children's Medical Center are from a wide variety of religious, political and social backgrounds, we require that the content of any presentation be religiously and politically neutral.
8. Visitors may not distribute any toys, prizes, gifts, food or candy unless approved by child life staff prior to the visitation date.
9. The privacy and confidentiality of our patients and families deserves our utmost respect. This means, among other things, that **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.) Respect patient/family rights for privacy and avoid sensitive topics. Don't ask questions about diagnosis, length of hospital stay or plans for going home.
10. Media coverage, while not generally encouraged in order to maximize the benefit of the performance/visit for the audience, will be considered based on the content and size of the performance. Media presence can detract from the performance/visit and the children's experience due to lights, cameras and crowded conditions. **All media invitations or press releases must be coordinated through the public relations contact in the Marketing and Communications Department at least one week in advance. (Contact Public Relations at: 508-793-5726)**
11. Any visiting individual or group must sign the UMass Memorial Medical Center's confidentiality agreement acknowledging they have received and reviewed the Medical Center HIPPA Handbook regarding protected health information and will comply with applicable policies and procedures, the requirements of all Massachusetts laws and regulations and the requirements of all federal laws and regulations in regard to protected health information. The signer of the confidentiality agreement must be at least 18 years of age.

*Due to staff availability, special events can only be accommodated during the following times:*

**Monday – Friday, 10 am to 5 pm.** In some limited instances (typically the holiday season), other hours will be considered. Child life staff reserves the right to cancel a planned performance or visit if internal/external circumstances impact staffing or to ensure the safety of our patients/visitors. If an event needs to be cancelled our staff will attempt to notify the event planner within 48 hours if possible.

### **Child Life Program**

UMass Memorial Children's Medical Center  
55 Lake Avenue North, Worcester, MA 01655  
Email: [childlife@umassmemorial.org](mailto:childlife@umassmemorial.org)  
Telephone: 774-443-2549, Fax: 774-443-0493



**Application for Special Event and Visitor/Performer**

*Child Life Services – UMass Memorial Children’s Medical Center*

Organization/company name \_\_\_\_\_

Contact person \_\_\_\_\_

Address \_\_\_\_\_

Telephone number \_\_\_\_\_ Fax \_\_\_\_\_

Best time to be reached \_\_\_\_\_ Email address \_\_\_\_\_

Proposed activity /presentation (content)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Length of time for presentation \_\_\_\_\_ (not more than 45 minutes)

Number of participants \_\_\_\_\_ Age range of participants \_\_\_\_\_

Dates and times available \_\_\_\_\_

Will you be using a script? Yes/No If yes, please enclose a copy.

Facility/equipment requirements

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Have you ever entertained at UMass Memorial Children’s Medical Center before? Yes/No

If yes, when and what was the event? \_\_\_\_\_

\_\_\_\_\_

***Please complete and return this form to:***

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