

Guidelines for Special Events and Visitors

Thank you for your interest in visiting patients and family members at SSM Health Cardinal Glennon Children's Hospital. As you begin to prepare, plan, and organize for your event please read the below information regarding visits.

Hannah Byrne, MBA, CCLS
Special Events Coordinator
hannah.byrne@ssmhealth.com or 314-268-2700 ext. 7725

Set Up Process

If you are interested in visiting SSM Health Cardinal Glennon Children's Hospital to implement a special event, the Special Events Coordinator must be informed at least three weeks prior to the event. Each event will be approved by the Special Events Coordinator to ensure appropriateness, and to make sure it is suitable for our diverse population, and it is religiously and politically neutral for the patients.

If the request is approved, the Special Events Coordinator will work with the individual, organization, or group to organize, plan, and facilitate the event.

All events must take place Monday – Friday, 9:00 am – 3:00 pm, unless approved by the Special Events Coordinator. The length of the visit will be discussed during the planning process.

The Special Events Coordinator will decide where the event will be most appropriate to take place based on who is attending, number of visitors, and the overall purpose of the event. Location options include the Ground Floor Atrium, First Floor Atrium, a Playroom or facilitated virtually. Due to federal HIPPA patient privacy regulations, scheduled events are not designed to go room to room on inpatient units. Exceptions include Major League Athletes, Collegiate Athletes, or High-Profile Celebrities. All athletes must wear their personal jersey or team apparel the day of the event.

The Special Events Coordinator must receive a list of names of who will be attending the event at least one week prior to the scheduled visit. Depending on the event and location, a visitor limit will be applied. All visitors must be at least 18 years of age or older.

Items that can be provided by SSM Health Cardinal Glennon Children's Hospital for patient events include stanchions, tables, tablecloths, and chairs.

If you are a costumed character, please review the costume character guidelines available on page 4.



Media, Photographs, and Filming

If an individual, group, or organization is interested in a news outlet attending an event, the PR department at SSM Health Cardinal Glennon Children's Hospital must approve the request and send out the initial invitation to the news outlet. Please reach out to SSM Health Cardinal Glennon Public Relations or Hannah Byrne, hannah.byrne@ssmhealth.com one month prior to the event with media inquiries.

If you or the organization is wanting photos from the visit, a member from the PR team or Foundation team will be notified of the event, and depending on availability, will attend the event to provide photo coverage.

Under any circumstance, visitors may not record the event or take pictures on their phone of patients or family members during the event due to HIPPA patient privacy regulations and the hospital policy. Please inform the Special Events Coordinator if the visiting group is requesting to bring their personal Public Relations Consultant or Media. In these cases, the Special Events Coordinator will provide additional detailed information.

Gift Distribution

Toys, gifts, and distributed items for the patients and family members are welcome but must be pre-approved by the Special Events Coordinator. Distributed items may not be passed out to staff members. Visitors cannot provide:

- wrapped gifts
- food/candy or beverages
- any product containing latex
- used toys
- toys with sharp/rough edges
- any items with toxic or lead-based paint
- guns/swords/violent toys
- items made of or containing glass
- used or old stuffed animals, blankets, pillows, or pillowcases
- live plants

The Child Life Department has a complete list of suggestions and approved items that can be passed out to patients.

<https://www.glennon.org/child-life-needs/>



Donation Drop Off Instructions

If you are hosting a virtual event or wanting to drop off the donated items ahead of the visit, please contact the Special Events Coordinator to schedule a date and time to drop off the items. Event supply drop offs will take place outside the Main Entrance of SSM Health Cardinal Glennon.

During the Event

Prior to coming to the hospital or hosting a virtual event, the Special Events Coordinator will e-mail a confirmation sheet to the visitor providing confirmation for the upcoming event and a summary of the visit or event to ensure both parties are prepared.

It is important for each visitor to be reminded that there is no guarantee or prediction for number of patients that will be seen during a visit, due to it being a hospital environment. Patient schedules, diagnoses, and infection control are all examples of factors that can affect the attendance of an event.

On the day of the event, all members of the group must arrive on time. Visitors must understand that if they arrive late, the event will still conclude at the previously scheduled time. Visitors must understand that if they are more than thirty minutes late the event will be canceled.

During the event, all special events and visitors must follow our guidelines and policies. If a visitor chooses to ignore the hospital guidelines or policies, they will be asked to leave the hospital during the visit. Events or visitors that are asked to leave will be unable to visit or plan a future event at the hospital.

Parking and Entrance Instructions

SSM Health Cardinal Glennon Children's Hospital is located at 1465 South Grand Boulevard, St. Louis, MO 63104.

The Visitor Parking Lot is located directly in front of the Main Entrance. Once you turn into the main driveway, parking for visitors is located in and around the parking garage to your left. Typically, spots closest to the main building are left open for families of children in the Emergency Room. Visitor parking is free.

For the safety of the patients and families at SSM Health Cardinal Glennon Children's Hospital, visitors will have the expectation to provide a valid driver's license upon checking in at the hospital, the day of the event. Each visitor must go through the check in system at the information desk located in the main lobby of the main entrance. The Special Events Coordinator will be responsible for ensuring all visitors have visitor badges for the event.



Costume Character Guidelines

Costume Characters must be approved by the Special Events Coordinator prior to the event. We will accept dressed up characters from a well-known, child-based, professional company/organization. Costume characters will be asked to provide photos of planned costume prior to the event to ensure appropriateness.

Due to infection control policies, the costume character garment must be dry cleaned prior to the visit. Costume character garment involving gloves, should be able to be removed if asked while interacting with patients. This can be discussed with the Special Events Coordinator prior to the visit.

Whether or not the costume character will arrive to the hospital in costume will be discussed and approved by the Special Events Coordinator. If the individual is approved to get dressed at the hospital, the Special Events Coordinator will arrange a private room to change prior to the event.

We ask that all costumed characters remain in character throughout the entire scheduled visit. If the visitor needs a break, the Special Events Coordinator can coordinate a space to allow the character to take a break, be provided water, and have an opportunity to remove the costume if needed. During the visit, a costume character must be always accompanied by the Special Events Coordinator or a Child Life Specialist.



Visitor Check Off List

Thank you for your interest in visiting SSM Health Cardinal Glennon Children’s Hospital. To provide exceptional care, we ask that all visiting groups agree to our visitor policies. These policies are designed to promote a safe, healthy and happy environment for our patients and families.

All visitors must read the following, initial each section and sign and date at the bottom and turn in the completed form the day of the visit. The Special Events Coordinator will review the below information the day of the visit.

	<ul style="list-style-type: none"> For the health and safety of patients, I confirm that I have not had a cough, cold, fever or experienced any flu-like or COVID symptoms in the past 48 hours.
	<ul style="list-style-type: none"> I understand I must wash my hands or use hand sanitizer upon entering and exiting each patient room, or when interacting with patients. I understand I am not permitted in isolation rooms but can visit from outside the doorway if appropriate.
	<ul style="list-style-type: none"> I understand that I cannot take any videos or photos of patients while at Cardinal Glennon. Under no circumstances may I utilize my phone or camera during a visit. Photos may be taken by the visiting group’s Public Relations Manager, only if approved by the PR department at Cardinal Glennon.
	<ul style="list-style-type: none"> I understand that I cannot hand out any of the following items: wrapped gifts, food/candy or beverages, any product containing latex, used toys, toys with sharp/rough edges, any items with toxic or lead-based paint, guns/swords/violent toys, items made of or containing glass, used stuffed animals, and live plants. All items handed out during the visit must be approved by the Special Events Coordinator.
	<ul style="list-style-type: none"> In accordance with federal patient privacy regulations, I understand that all patient information is to be kept strictly confidential. I understand that I may not ask patients or family members any questions regarding their hospitalization or medical care or share my own personal healthcare experiences.
	<ul style="list-style-type: none"> I understand that I may not request personal contact information from the patients or provide a patient or family member with my contact information to speak to the family outside of the hospital.
	<ul style="list-style-type: none"> I understand that I must bring a valid driver’s license the day of the visit to check in through the hospital security system.
	<ul style="list-style-type: none"> I understand that I must be on time and if I am late the event will still conclude at the previously scheduled time. I understand that if I am more than thirty minutes late the event will be cancelled.
	<ul style="list-style-type: none"> I confirm that I am 18 years or older.

By signing below, you agree to adhere by the policies outlined on this form. Thank you for donating your time to our patients. We look forward to your visit!

Print Name: _____ Sign: _____ Date: _____

