

VISITING GROUP GUIDELINES

Visiting Groups

Thank you for your interest in visiting our patients/residents/tenants. Connection with the community brings, joy, fun and new experiences for the people we serve.

All visits are arranged and approved by Volunteer Services and the department you will be visiting. Accepted activities include and are not limited to:

- Arts or Crafts
- Bingo
- Dance
- Game or Activity Fair
- Magic
- Music or other performances
- Puppetry
- Reading Poetry or Books
- Sewing / Quilting
- Special Events such as petting zoo
- Theater / Drama

Room to room visits require supervision by staff.

Performances and Activities

Your presentation needs to be reviewed by Volunteer Services and the department you will be visiting prior to your arrival. Themes of plays, songs and activities should be sensitive to the health care environment. Please refrain from themes that create additional distress such as death or violence. Performances may not include the use of fire, candles, fireworks, knives, toy guns or other potentially harmful materials or props. Presentations with religious, political content or themes are not typically allowed and must be approved in advance. If you wish to perform or dress up in a costume, we ask that you plan a corresponding activity. Activities must be approved, please provide more information on your application.

Food and Donations

Due to strict dietary requirements, EDIBLE TREATS MAY NOT BE DISTRIBUTED unless approved by Volunteer Services in advance of visit. Donations must be approved by the by Volunteer Services in advance.

Application must be received prior to your intended visit. Presentation, content and materials must be available for review. Allow time for set-up by arriving prior to the time your event is scheduled to begin.

Due to the dynamic nature of the patient/resident/tenant census and needs, rescheduling may be necessary.

Please review both pages of these guidelines.

Media (photos, videos, other media and electronic devices)

If media is anticipated, let us know so we can make arrangements with our Communications Department. Photographs of patients/residents/tenants must have prior written consent from him/her and if a minor, consent from the parent or guardian. Instant cameras are allowed only when the picture is given to the patient/resident/tenant.

General Guidelines

- For the well being of our patients/residents/tenants, we ask that you and your guests are healthy. During flu season (Oct-Apr) proof of flu vaccination/masks may be required in some areas.
- All visitors younger than 18 must be chaperoned by an adult.
- Visitors should wear appropriate attire. Please do not wear tank tops, low cut shirts or logo t-shirts with inappropriate slogans. All offensive tattoos must be covered.
- In Pediatric areas, visitors age 14-18 must be accompanied by an adult when interacting with patients/residents and guests.

Confidentiality

We make a promise to all of our patients/residents/tenants and families to keep their personal information private. Please do not ask personal information about their stay. While socializing with them, it may happen that you learn their name, age or even why they are receiving care. Protect the privacy of our patients/residents/tenants by not sharing this information with anyone. Do not take personal photos/videos.

Interacting with Patients/Residents/Tenants

Patients/residents/tenants like to visit with people on their level. It is best to sit beside someone that is in a wheelchair rather than stand over them.

We suggest that you ask appropriate questions to engage in conversation such as “What is your favorite color?” or “What do you like to do for fun?”

When saying good-bye to a patient/resident/tenant, it is important not to give them false information such as “I’ll see you later.” It is also important to NOT tell a patient/resident/tenant to “get well,” since some people do not get well. We suggest you end the conversation with “Thanks for letting me visit.” and “I enjoyed our time together today.”

Visitor Arrival Procedures

When your visit is approved, you will receive more information about arriving at the CentraCare facility. Upon your arrival, a staff member will meet your group in the designated entrance. We understand that unforeseen delays may happen. If you are going to be late, please call the Volunteer Services department at the CentraCare site you will be visiting. If your group is 20 minutes late without a phone call, your visit may need to be canceled.

Special considerations for visiting Pediatric areas

Visits to Pediatric areas are typically limited to: Monday-Friday 8 a.m. – 4 p.m. Applications must be received at least two (2) weeks prior to your intended visit. All visits should be between 30 (preferred) and 60 minutes running time.