

Dear UCSF Benioff Children's Hospital Patients & Families.

**Your safety is our highest priority.** UCSF Benioff Children's Hospital is making every effort to contain the spread of COVID-19 and to ensure both excellent patient care as well as family and visitor safety.

**UCSF conducts screening tests on all patients in the hospital for COVID-19.** This will happen even if your child does not have symptoms of COVID-19. We believe this approach adds an additional layer of safety to identify unsuspected infections early and prevent the spread of the disease. Screening tests will occur once for each child needing inpatient care at Benioff Children's Hospital. In addition, should any child need a procedure, they will be tested again if they haven't had a test in the previous 14 days.

**General Principles while in the hospital** and followed throughout the in-patient pediatric units include:

- ❖ Daily screening of all patients, guests, and employees at the point of entry.
- ❖ Essential caregivers will not be allowed to visit if they are exhibiting symptoms of fever, cough, sore throat, difficulty breathing, unexplained muscle aches, loss of sense of taste or smell, nasal congestion, runny nose or sneezing, nausea, vomiting or diarrhea, or eye redness with or without discharge.
- ❖ One primary caregiver is allowed at the patient bedside at any given time and should be on the patient's visitor list. Two primary caregivers total are allowed to visit the patient, alternating once every 24-hour period.
  - When caregivers change, the first primary caregiver should notify the patient's nurses that they are leaving so the visitor list can be updated to the second primary caregiver.
- ❖ Wearing of surgical masks by all patients over age two (as tolerated), all essential caregivers, and all employees in accordance with UCSF's Universal Masking Policy. As an additional layer of protection, cloth masks and face coverings are not allowed since surgical masks are provided.
  - Use of personal surgical or N-95 masks is allowed except face masks with an exhalation valve (see picture below). Such masks do not provide the protection needed, putting others at risk.



Exhalation Valve – Not Allowed!

- While in patient room, mask must be worn while healthcare workers are in the room.
- While sleeping, caregivers do not need to wear a mask if they are greater than 6ft away from the healthcare worker. If the caregiver is within 6 ft. of the patient, they should sleep with a mask on.
- ❖ Maintain social distancing by keep two arm's length away from other people, including when entering or leaving the hospital.
- ❖ With family lounges and Child Life Service spaces closed, caregivers should remain in the patient room, with the following exceptions:

- Bathroom/shower facilities in critical care areas
- Laundry facilities – only one family should be in the laundry area at any time to preserve social distancing. Laundry may only be done once per week per family. Any items that requires daily laundering should not be used.
- ❖ Parent/caregiver toiletry items, laundry detergent pods and snack bags are available at unit welcome desks.
- ❖ In room guest meal trays or vouchers to the cafeteria will be provided free of charge to essential caregivers. Please ask your nurse for specifics about how meals are provided on your unit.

#### **Family & Child Life Services Support**

- ❖ Our child life specialists, teachers, and creative arts therapists will continue to offer care and support within social distancing guidelines. Support for you and your child can be provided by phone and video conferencing, as requested. Please ask your child's nurse to contact Child Life Services if needed.
- ❖ Basic activity and toy kits for your child can be delivered to the room. These items are for your child to keep and do not need to be returned.
- ❖ The Child Life Channel will offer at special broadcasting from Kaleidoscope studio daily, including wellness support for families at 8:00 am and at 6:00 pm. Please tune in to the Child Life services channel at these times to see some new and exciting live shows at 11:00 am and 2:00 pm. To access on Oneview TV go to 2-UCSF TV, then 1- Child Life Services channel.
- ❖ There are many resources to help support parents such as coping during stressful times, explaining coronavirus to your child, and helping your child cope during procedures and other stressful events. Please ask your child's nurse to contact Child Life Services or Social Work for resource needs and/or support.

You can find more information about the actions that UCSF is taking to learn more and combat this disease by going to the patient section of the <https://coronavirus.ucsf.edu/patients>

Thank you for entrusting your child's care to UCSF Benioff Children's Hospital.

Sincerely,

Stephen D. Wilson, MD, PhD  
Chief Medical Officer

Diane VonBehren, RN  
Interim Director, Patient Care Services