

Dear UCSF Benioff Children's Hospital Patients and Families,

Your safety is our highest priority. UCSF Benioff Children's Hospital San Francisco is making every effort to contain the spread of respiratory viruses and to ensure excellent patient care as well as family and visitor safety.

Visitor policy: Our visitor policies are guided by how common respiratory viruses are in the UCSF Health system and in the Bay Area. We use three different levels of visitation for the Children's Hospital. Please see the table below for details of the different levels. Pay close attention to signage posted in the lobbies and ask your nurse about the current level.

UCSF Level	BCH INPATIENT	Pediatric PERI-OPERATIVE
1	Two healthy caregivers or visitors at bedside at a time with quiet hours after 10 pm.	Two healthy caregivers
2	Two healthy primary caregivers on visitor list, two caregivers at bedside allowed 24 hours per day, although only one caregiver may be able to sleep, space permitting. Siblings and/or an extra visitor are allowed twice per week during visiting hours.	Two healthy caregivers
3	Two healthy primary caregivers on visitor list, two caregivers at bedside allowed 8 am-10 pm. Only one caregiver at bedside outside of visiting hours. Siblings and/or an extra visitor are allowed once per week for up to four hours for any patient who has been in the hospital for greater than 14 days.	Adult caregivers can wait in Surgical Waiting Area during procedure. Second caregiver may be asked to wait off site due to space constraints.

During flu season (from November 1 to May 1), we do not allow visitors under the age of 5 years old. Children under 5 years of age are not allowed to visit during flu season because younger children can carry viruses even when they have no symptoms. There are specific exceptions made for breastfeeding siblings, end of life, and other situations. We recognize that restricting visitors is challenging. We strongly encourage your family to use digital platforms to stay connected, like Zoom or FaceTime. Please ask a member of our staff for help if you don't have a device.

We strongly encourage all essential caregivers of pediatric patients to get vaccinated against COVID-19 and influenza. The vaccines are safe and effective in preventing severe disease and hospitalization. Vaccination is one of the best steps you can take to protect your family. Please ask a member of your child's care team if you have questions about the vaccine.

UCSF conducts screening tests on all patients in the hospital for COVID-19, regardless of symptoms. We believe this approach adds an additional layer of safety to identify unknown infections early and prevent the spread of the disease. Your child needs to have a COVID-19 test within 4 days prior to their admission or at admission and will be tested again on the 4th day of their hospital stay. It is possible your child may need additional COVID testing during their stay. Please let your primary medical team know if you have questions.

Meal options: Free "to go" lunches and dinners are available for family members at the Center for Families (C6421) on the 6th floor Monday through Friday from 12 noon to 1 p.m. and 5:30-6:30 p.m. You can also continue to order guest meals by phone or on Oneview in your child's room with a credit card for \$9 per tray between 7 a.m. and 8 p.m. For the Intensive Care Nursery, breastfeeding mothers should request a breastfeeding mother's meal card from their social worker. Breastfeeding mother trays can be ordered on all other units. **We encourage you to use the Grubhub app to pick up meals from the café.** See <https://nutrition.ucsf.edu/grubhub> for more information. The café is open during normal business hours for walk-up customers as well.

Parking: The parking rate for patients and visitors is \$5 per hour with a maximum charge of \$35 per day. Discounted parking is available for purchase from the gift shop on the first floor. We may also be able to provide discount parking



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San Francisco

vouchers for primary caregivers of patients with financial hardships. Please speak to your child's social worker or visit the Center for Families for more information.

General principles and guidelines for hospital and inpatient pediatric units:

- ❖ Daily screening of all patients, guests and employees will be conducted at the point of entry from November 1-May 1.
- ❖ Primary caregivers and visitors will not be allowed to visit if they have any symptoms that could indicate respiratory virus, including fever, chills, cough, sore throat, shortness of breath or trouble breathing, unexplained muscle aches, loss of sense of taste or smell, nasal congestion, runny nose, nausea, vomiting or diarrhea, or eye redness.

Family and Child Life Services Support

- ❖ The Center for Families, a resource and support place for parents and essential caregivers, is located on the sixth floor, room C6421, and is open Monday through Friday from 10 a.m. to 7 p.m.
- ❖ 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 videoconferencing.
- ❖ 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 special broadcasting from Kaleidoscope Studios daily, including wellness support for families at 8 a.m. and 6 p.m. Please tune in to the Child Life channel at 11 a.m. and 2 p.m. to see some new and exciting live shows. To access this channel on Oneview TV, go to 6-Entertainment, 2-UCSF TV, then 1-Child Life channel.
- ❖ There are many resources to help support parents with, for example, coping during stressful times, explaining respiratory viruses 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 by going to the patient section of our coronavirus resources website at <https://coronavirus.ucsf.edu/patients>. Thank you for trusting your child's care to UCSF Benioff Children's Hospital San Francisco.

Sincerely,
Joan Zoltanski, MD
Chief Medical Officer

Judie Boehmer, MN, RN, NEA-BC, FABC
Chief Nursing Officer