Let's Talk About...

Family support services

Family Support Services is a special group of professionals at Primary Children's Medical Center. They provide direct care, resources, and education to patients, families, staff members, and the community. They help create a healing environment through family-centered care. They are here to help you and your child. Family Support Services is composed of medical social workers, child life specialists, volunteers, chaplains, children's education services, interpreters, music therapy, Rainbow Kids Palliative Care, Bereavement Program, Parent Resource Center, Parent Support Coordinators, Family Advisory Council, and Kids' Council.

What is a medical social worker?

Medical social workers help patients and families cope with stress when a child receives care at the hospital. They help families identify support systems, resources, and other programs a family might need. They help in the following ways:

- Assist communication between patients and families and the medical team.
- Help during a crisis.
- Provide emotional support
- Provide short-term counseling
- Provide contacts for resources and support services

How do I reach a social worker?

You can reach a social worker by calling 801.662-3701.

What is a child life specialist?

Child life specialists help patients and families understand and manage the stress related to illness, injury and healthcare. They promote family strengths and coping skills, and support your child's healthy growth and development. They help by providing the following:

- Play and activities for self-expression
- Sibling support and education
- Coping support and comfort management
- Education about diagnoses, treatment and healthcare experience
- Playrooms

How do I reach a child life specialist?

You can reach a child life specialist by calling 801.662.3701.

What does the Volunteer Service do?

Volunteer Services provide support to patients, families, staff, and visitors. Volunteers have diverse backgrounds, ages, interests, skills, and professions. Volunteer Services help you and your child by providing the following:

- KidsCrew, Junior Volunteer Program and various hospital volunteers
- Gift Shop and volunteer desk services
- Pet therapy

How do I reach Volunteer Services?

You can reach Volunteer Services by calling 801.662-6560.

What are the Chaplaincy Services?

Chaplaincy services are composed of the hospital chaplains. The hospital chaplains are available at all times to individuals, families and staff of all faiths, as well as people with no faith tradition.

Support from the chaplains include:

- Faith exploration, prayer, referral to local faith groups, and access to religious rituals, as appropriate.

- Spiritual comfort and empathy
- Pastoral care, including prayer
- Religious referral
- Sensitivity to religious and cultural traditions

How do I reach a hospital chaplain?

You can reach a chaplain by calling 801.914.6044 during the daytime, Monday through Friday, and 801.914.7948 during evenings and weekends.

What is Children's Education Services?

Children's Education Services provide year-round instruction while your child is in the hospital. This will help your child keep and develop academic skills. Teachers provide supplies, resource material, and computer access. Family members and school personnel may access individual strategies and resources to help your child go back to school successfully after being in the hospital. Children's Education Services can provide your child the following:

- Individualized instruction
- School reintegration planning
- Resources for families and school personnel
- Hospital-School liaison
- Reading and writing programs

How do I reach Children's Education Services?

You can reach Children's Education Services by calling 801.662.4914.

What do Language Program Services do?

Language Program Services is composed of interpreters who help patients, families and the healthcare team communicate. They provide clear information about your child's medical condition, history, and treatment choices. Language Program Services can provide the following:

- Interpret all languages
- Interpretation service in the hospital at all times
- Help cultural understanding

How do I reach the Interpreters?

If you child is a patient in the hospital, you can reach a Language Program Services interpreter by calling 801.914.6667. If you child is a patient in the outpatient clinics, you can reach a Lanuage Program Services interpreter by calling 801.914-6496.

What is Music Therapy?

Music therapists use music to treat patients and siblings of all ages and ability. This is done individually and in groups. Music therapists address socialization, communication, emotions, physical issues, thinking, memory, pain control and senses. They provide the following:

- Distraction and relaxation
- Support physical rehabilitation
- Help with learning skills, strengthening memory, and supportnig learning
- Encourage empowerment and self-esteem

How do I reach Music Therapy?

You can reach Music Therapy by calling 801.662.3712.

What is the Rainbow Kids Palliative Care Program?

Rainbow Kids is a consultation services that can be provided to any child experiencing a life-limiting illness. The Rainbow Kids team consists of a social worker, chaplain, nurse practitioner, nurse, and doctor. The Rainbow Kids team can help with the following:

- Help families with medical decision-making and emotional support
- Help family members and their healthcare team communicate
- Offers a safe setting for patients and their families to talk about difficult thoughts and feelings

How do I reach the Rainbow Kids Palliative Care Program?

You can reach the Rainbow Kids Program by calling 801.662.3770.

What is the Bereavement Program?

The Bereavement Program supports families through the death of a child. The Bereavement coordinator

provides grief support to patients, families, and staff. They can help with the following services:

- Educate families about grief
- Identify ways to cope with grief
- Identify resources for grieving families
- Provide bereavement cards and newsletters (Caring Notes)
- Provide grief support groups

How do I contact the Bereavement Program?

You can contact the Bereavement Program by calling 801.662.3701.

What is the Parent Resource Center?

The Parent Resource Center is a special place in the hospital on the third floor in the Forever Young Zone. The staff in the Parent Resource Center help parents, patients, families, hospital personnel, and community members. The Parent Resource Center can provide you with:

- Information about health issues, education, resources, and supportive services
- Parent and family support
- Health information from local, regional, and national resources
- Housing, hospital resources, and community resources
- A computer room with access to the Internet, Care Pages, and fax machine
- A quiet, restful area and family patio

How do I contact the Parent Resource Center?

You can contact the Parent Resource Center by calling 801.662.3795 or by stopping in at the location on the 3rd floor.

What is a Parent Support Coordinator?

A parent support coordinator is an employee of the hospital who has cared for his or her own child with a medical diagnosis. Parent support coordinators provide resources, education and parent-to-parent support. They are available in the Newborn Intensive Care Unit and the Immunocompromised Unit. They provide the following:

- A parent hour for family support and socializing
- Supervision for family-to-family volunteers
- A friendly environment for you while your child is in the hospital

How do I contact a Parent Support Coordinator?

You can contact the parent support coordinator in the Newborn Intensive Care Unit by calling 801.662.3720. You can contact the parent support coordinator in the Immunocompromised Unit by calling 801.662.3709.

What is the Family Advisory Council?

The Family Advisory Council is a partnership between families and Primary Children's Medical Center staff and administration. Family council members are parents and family members who care for children who have been patients at the hospital. Staff council members are from different disciplines and are part of the healthcare team. The council members represent cultural and geographic diversity. The council does the following:

- Meet monthly
- Promote family-centered healthcare
- The council members provide input to the hospital on projects. Some of the projects include updates to the Surgery Waiting Room, parent and patient educational materials, and the Angel Garden.

How do I contact the Family Advisory Council?

You can contact the Family Advisory Council by calling 801.662.3701.

What is the Kids' Council?

Primary Children's Kids' Council is a group of children who advise the hospital administration, doctors and nurses. Kids' Council is led by staff members and includes children who have spent time in the hospital as patients, or children who are the brother or sister of a patient. They let the hospital know what is important to children and teens when they're in the hospital, when they receive emergency care, or when they visit outpatient clinics. Kids' Council does the following:

- Suggests ways to improve the hospital experience for patients who receive care at the hospital.
- Give suggestions used to train students and professionals who take care of patients

How do I contact the Kid's Council?

Contact the Kids' Council by calling 801.662.3729.

Intermountain
Primary Children's
Medical Center
Healing for life℠

Pediatric Education Services
801.662.3500 Rev. 12/08

© Primary Children's Medical Center 2008

All of the information contained in the ***Let's Talk About . . .*** series is for educational purposes only. This educational information is not a substitute for medical advice or for care from a physician or other health care professional. If you have questions about your child's health, contact your health care provider.