

Let's Talk About...

Family Support Services

Family Support Services is a group of professionals at Primary Children's Hospital who help create a healing environment through family-centered care. Family Support Services is composed of Medical Social Work, Child Life, Volunteer Services, Pastoral Care, School Services, Language Services, Music Therapy, Palliative Care, Bereavement, Family Resource Services, and Parent Support. The team also coordinates two hospital councils—Family Advisory Council, and Youth Advisory Council. These professionals can be found working on the patient care units, in the Forever Young Zone playroom, in Sophie's Place for music, and in the Ronald McDonald Family Room.

What is Medical Social Work?

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. Medical Social Workers provide the following:

- Assistance communicating between patients, families and the medical team
- Help during a crisis
- Emotional support
- Short-term counseling
- Contacts for resources and support services

How do I reach a social worker?

You can reach a social worker by calling 801.662.1000 or by asking your child's nurse to help you contact one.

What is Child Life?

Child Life Specialists help patients and families understand and manage the stress related to illness, injury and healthcare. They promote family strengths, coping skills, and support for a child's

healthy growth and development. Child Life Specialists help by providing the following:

- Play and activities for self-expression
- Preparation for procedures and procedure distraction to maximize coping
- Sibling support and education
- Coping support and comfort management
- Education about diagnoses, treatment and healthcare experience

How do I reach a child life specialist?

You can reach a Child Life Specialist by calling 801.662.3701.

What is the Forever Young Zone Playroom?

The Playroom is a space that is available to all inpatient children and their families. Open daily from 9am–8:30pm, the Playroom is for all age groups, infant thru young adult. This is a dedicated play space that provides a therapeutic distraction from the stressors of the hospital. The Playroom is programed by Child Life Specialists to ensure activities are developmentally supportive for all abilities and encourage self-expression and choices. The Playroom provides the following:

- Crafts and art projects
- Toys and board games
- Switch toys and multi-sensory play equipment
- Volunteer support for playing with your children

How do I reach the Playroom?

You can reach the playroom by calling 801.662.3761.

What does the Volunteer Service do?

Volunteer Services provide support to patients, families, staff, and visitors. Volunteers are located throughout the hospital to assist patients and families and are identified by green logo shirts or jackets.

Volunteer Services provides the following:

- Information Desk for directions, deliveries and security check-in
- Kids Crew Volunteers to play with your child, or bring toy and craft items to the room
- Gift Shop
- Pet therapy

How do I reach Volunteer Services?

For Pet Referrals and Gift Shop inquiries, you can reach Volunteer Services by calling 801.662.6560.

Kids Crew Volunteers can be reached by calling 801.662.3761 or asking any member of your child's care team.

What is Pastoral Care?

Pastoral Care provides emotional, spiritual and religious support to patients and families, of all beliefs, through the emotional and spiritual stresses of injury, illness, or death. The hospital chaplain coordinates all spiritual and religious care offered at the hospital. Members of the Spiritual Care Team are volunteers who come from a variety of faith backgrounds, including Catholic, Protestant, Latter-day Saint, Jewish, Hindu, Buddhist, Native American, and Spiritual-not-Religious. Pastoral Care helps by providing the following:

- Caring presence and supportive listening
- Prayer and other spiritual practices as appropriate
- Spiritual comfort and empathy in times of stress
- Exploration of faith and the meaning of sickness
- Sensitivity to all religious and cultural traditions
- An interfaith Chapel on the Third Floor is open 24/7 for quiet mediation and prayer
- Church Services (LDS Branch Sundays at 10:30am, Catholic Mass Tuesdays at 12pm)

- Requests for visits, blessings, Anointing of the Sick and Baptism
- Connection with specific faith groups (Catholic, LDS, etc.) as needed

How do I reach the Spiritual Care Team?

You can reach the Hospital Chaplain's office by calling 801.662.3782 during the day or by paging 801.914.7948 on evenings and weekends.

What is School Services?

School Services provide year-round instruction to maintain and develop academic skills while a child is in the hospital. Teachers provide supplies, resource material, and computers. School Services teachers provide documentation and resources to help a child return to school after being in the hospital. School Services provides the following:

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

How do I reach School Services?

You can reach School Services by calling 801.662.4914.

What is Interpretation Services?

Interpretation Services bridges the communication gap between patients, families and healthcare providers who do not speak one another's languages. The interpreters provide clear information about a child's medical condition, history, and treatment choices. The interpretation team provides the following:

- Interpretation in all languages 24 hours a day
- Facilitation for cultural understanding
- Written translation of medical information relating to a child's care

How do I reach the Interpreters?

You can reach the Interpreters by asking any member of your child's care team.

What is Music Therapy?

Music therapists use music to support patients, siblings and family members of all ages and abilities. Individualized sessions with music therapists are targeted to engage patients in a creative process, whether through active music making, songwriting, or listening, among many other interventions. This engagement can positively alter perceptions of pain and anxiety, and provide an outlet for emotional self-expression. The music therapy team provides the following:

- Music to support physical and cognitive rehabilitation
- Music to increase coping skills and encourage empowerment
- Legacy creation/memory making
- Music for procedural support and pain control
- Emotional self-expression

How do I reach Music Therapy?

Music Therapy is obtained through doctor's orders, but requests can be directed to any member of your child's care team, and they can assist you in obtaining a referral. You can also call 801.662.3712 with any additional questions.

What is Sophie's Place?

Sophie's Place is a dedicated space for music at Primary Children's Hospital. This space is programmed by Music Therapists and is open to all inpatients and their families. Individual therapy sessions and group sessions are provided in this space. Afternoons and evenings are open to all who want to come, whether to explore instruments, sing karaoke, or simply relax and listen to music. Sophie's Place helps by providing the following:

- Individual and group Music Therapy sessions
- Listening stations
- Recording studio
- Evening relaxation hours

How do I reach Sophie's Place?

You can reach Sophie's Place by calling 801.662.3712.

What is the Rainbow Kids Palliative Care Program?

Rainbow Kids is a consultation service available to any child who is experiencing a life-threatening illness. The program helps both the child and family deal with feelings, symptoms, and concerns during a time that may be confusing and overwhelming. The palliative care team includes pediatricians, pediatric nurse practitioners, a social worker, a spiritual care coordinator, and a continuum of care nurse. Team members have specialized training and experience to work with children and families facing life-threatening illness. Rainbow Kids provides the following:

- Facilitate family and care team meetings
- Assistance in gathering the information needed to make the best decisions for the child and family
- Help explore the meaning of what is happening in the face of challenges and serious illness
- Offer a safe setting to talk about difficult thoughts and feelings
- Help minimizing pain and other uncomfortable symptoms, including at the end of life
- Facilitate connection with the child's community

How do I reach the Rainbow Kids Palliative Care Program?

If you would like to talk to Rainbow Kids, ask your doctor to refer you. 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. Bereavement helps by providing the following:

- Educate families about grief
- Identify ways to cope with grief
- Identify resources for grieving families

- Provide bereavement cards, and newsletters
- Provide grief support groups

How do I contact the Bereavement Program?

You can contact the Bereavement Program by calling 801.662.3701.

What is Family Resource Services?

Family Resource Services is located in the Ronald McDonald Family Room on the third floor. The Coordinator helps parents, patients, families, hospital personnel, and community members. Family Resource provides the following:

- Housing referrals
- Transportation assistance
- Connection to hospital and community resources
- Jewish Community Center passes
- Phone chargers

How do I contact Family Resource Services?

You can contact the Coordinator by calling 801.662.3795 or by stopping in at the Ronald McDonald Family Room on the 3rd floor.

What is the Ronald McDonald Family Room?

The Ronald McDonald Family Room is a special place in the hospital on the third floor. The room is hosted by Ronald McDonald House Charities and provides a home-like space for parents. In addition, staff in the room can help parents connect with resources in the hospital and in the community. The Ronald McDonald Family Room provides the following:

- Living room space
- Business center
- Private bathrooms and showers
- Laundry room
- Retreat rooms for naps
- Kitchen—with occasional meal and food service

How do I contact the Ronald McDonald Family Room?

You can contact the Ronald McDonald Family Room by calling 801.662.5820 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 Immuno-compromised Unit. Parent Support Coordinators help by providing 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 coordinators in the Newborn Intensive Care Unit by calling 801.662.3720 and in the Immuno-compromised 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 Hospital 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 provides the following:

- Monthly meetings to discuss ideas and goals
- Promotes family-centered healthcare
- Collaboration between parents and the hospital on policies, programs, training and facility design

How do I contact the Family Advisory Council?

You can contact the Family Advisory Council by calling 801.662.3795.

What is the Youth Advisory Council?

Primary Children's Youth Advisory Council is a group of teens who advise the hospital administration, doctors, and staff. Youth Advisory Council teens have spent time in the hospital as patients, or 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. Youth Advisory Council provides the following:

- Suggestions to improve the hospital experience for patients who receive care at the hospital
- Sharing personal experiences with staff at meetings like Grand Rounds or New Employee Orientation
- Giving suggestions used to train students and professionals who take care of patients
- Providing input on new spaces being added to the hospital

How do I contact the Youth Advisory Council?

Contact the Youth Advisory Council by calling 801.662.3701.