

Family Education Sheet

COVID-19 and How We're Keeping Your Family Safe During Your Overnight Stay



Boston Children's Hospital

View more health education materials at www.bostonchildrens.org/familyeducation

Your safety is our top priority. We have new policies and procedures in place to help reduce the spread of germs.

What is COVID-19?

- COVID-19 (coronavirus) is a virus that spreads through tiny drops of saliva or fluids from the mouth or nose. These drops travel in the air when an infected person coughs or sneezes. An infection can happen if these droplets reach the eyes, nose, or mouth of another person.
- This spread usually happens when people are in close contact (less than 6 feet away) with each other and are not wearing masks.

How are you protecting my family?



Limiting the number of people in the hospital:

- Only 2 adult caregivers may visit, and no visitors under age 18. This includes siblings.
- Only 1 adult is allowed to sleep in your child's room at night.
- We limit the number of staff entering your child's room and may use video conferencing technology to support your child's care.



Requiring face masks and/or personal protective equipment:

- Everyone must wear a mask at all **times** except when eating, drinking, or sleeping. You can read more about this in *Boston Children's House Rules* posted throughout the hospital and in your room.
- Our health care providers will also wear face masks and possibly protective eyewear and gowns.



Cleaning more often:

- We're following the Centers for Disease Control and Prevention (CDC) guidelines, and cleaning and disinfecting public spaces (bathrooms, waiting rooms) and high-touch items (keyboards, phones) more frequently.
- Hand sanitizer is available in the hospital.
- We've put more cleaning supplies in shared rooms.



Requiring COVID-19 testing and wellness screening:

- If your child is being admitted to the hospital, we will arrange to test them for COVID-19. We will also arrange to test any parent or caregiver sleeping in a shared room. Parents and caregivers must have a negative COVID-19 test.
 - **COVID-19 test results for patients, parents and caregivers can be found on our MyChildren's Patient Portal.** To create a portal account, go to www.mychildrens.org and click "Sign Up for an Account." **Parents and caregivers will need to create their own account.**
 - The MyChildren's Patient Portal is available in English only. For support in other languages, contact the MyChildren's Help Line at 617-919-4396 and ask for an interpreter.

- We will also ask you and your child about COVID-19 symptoms each time you enter the hospital.
- We **strongly** recommend that visitors **do not** leave the hospital during the day after their screening.
- We ask that you **stay home if you're sick.** Please think about sending another healthy adult to support your child.



Following our sick employee policy:

- Our staff must stay home if they're feeling sick.



Following social distancing rules (keeping people at least 6 feet away from each other):

- We've made more space in waiting rooms and public areas.
- We've posted signs about distancing rules.
- We've installed Plexiglas barriers at the front desk, in shared rooms, and other areas.
- We installed germ-proof curtains in shared rooms.



Ensuring food safety:

- We offer only grab-and-go, pre-packaged items in the cafeteria.
- We have limited seating in our dining areas.

What infection prevention practices should I follow at the hospital?

- **Follow social distancing rules.** Keep at least 6 feet away from other people. Stay within the spaces in the room outlined for your child and family.
- **Wash your hands often with soap and water** for at least 20 seconds, with any kind of soap. You can also use an alcohol-based hand sanitizer with 60-95% alcohol.
- **Try to keep from touching your eyes, nose, or mouth.**
- **Cover your nose and mouth** every time you cough or sneeze.
- **Keep your mask on at all times** except when eating, drinking, or sleeping. Please speak with a Child Life specialist if your child needs help wearing their mask.

Where can I get more information?

Please call our COVID-19 hotline at **855-281-5730** or **617-355-4200** if you have questions about COVID-19.

Visit Boston Children's COVID-19 website:
childrenshospital.org/covid19

