

Commitment to a Safe and Healing Environment

Let's work together to care for your child

Talk Together

To give your child the best care possible, we need open and honest communication between patients, their parents and our staff.

We want our patients and parents to:

- Know who we are and what we do by knowing the name, profession and experience of everyone who cares for and treats your child.
- Tell us, as fully as you can, about your child and the concerns you have.
- Ask questions about your child's diagnosis, care plan and follow-up.
- Let us know if you have problems with the care you are getting. Call any team member and we can meet with you.
- Talk using respectful language
- Don't use cell phones while doctors and hospital support staff are in your room.

Work Together

We value the relationship between patients, parents and our team members. We are all working toward the same goal: the health and safety of our patients.

We need your help to:

- Take care of your child in a way that respects them as a person. This includes giving you as much personal privacy as we can while we treat your child.
- Work with team members. Follow the instructions we give you to support the plan of care for your child.
- Be mindful of other patients and hospital staff by keeping the noise level down and not having too many visitors at one time.

Create Safety Together

Work together to have a safe and healing place for patients, families and our team members. This is critical to providing effective care.

Children's Hospital Colorado has a ZERO TOLERANCE policy for the following at any Children's Colorado location:

- Tampering with any medical equipment
- Disruptive behavior or violent actions which include yelling, swearing, racial, ethnic, religious, gender identity or expression related slurs, threatening others and physical attacks
- Taking photos, recordings or videos of staff, equipment or any non-family member
- Using illegal drugs, alcohol, recreational marijuana or tobacco
- Having a weapon with you
- Activities that are inappropriately sexual in nature

If you violate these or any other safety concerns:

- The security team will be called.
- You may be asked to leave the unit or the hospital.
- We may need to restrict your child's visitors.

For more information, please ask a Children's Colorado team member or read our *Patients' and Parents' Rights and Responsibilities* handout available in your admission packets and in the Parent Resource Book in the room.



Children's Hospital Colorado
Here, it's different.™