

Welcome to Sanford Children's Hospital

You are your child's best support system. We hope the information below will help you while your child is in our care. Please let us know if there is anything we can do to make you and your child more comfortable during their stay.

Security

Staff wear name tags and scrub uniforms that help to identify their role. (need to add black scrub color for nurse aide role).



ID Photo Safety Stickers

- Guests and visitors must check in with security at the front desk and provide a photo ID.
- Security will give you a sticker with the patient's room number. For everyone's safety, stickers must be worn outside the patient's room.
- Doors with red signs are secured access. A member of the care team must be with you in these spaces.
- Doors with blue signs by the family welcome unit can be accessed by caregivers or visitors.

Your Child's Room

- Room and phone number – listed on the whiteboard in your child's room.
- Call light – use the call light when you or your child need help. Always keep it within reach of you and your child. There is also a call light in the bathroom.
- Bathroom – we will monitor your child's output. You may use the bathroom in your child's room. If there is urine or stool in the bathroom from your child, please let a staff member know.
- Phone – dial 9 to place a call outside of Sanford.
- TV – refer to the channel guide in the room for available stations and for information about amenities offered through the TV. Movies are also available to be checked out.
- Toys, play mats, and swings are available for your child's use. Please ask a team member if you would like any of these brought into your child's room.

Family Activated Pediatric Rapid Response Team

Call the Pediatric Rapid Response Team if your child needs help.

- Concern about a patient: “Something is wrong, and the staff is not present.”
- Change in a patient’s condition: “Something just is not right.”
- Communication breakdown: “You are not listening to me” or “I do not understand what is happening.”
- Anyone may call the Pediatric Rapid Response Team. Dial 31234 from any hospital phone and tell the Operator the following things:
 - Your name
 - Your location or room number
 - Your child’s name
 - Your concerns

Food

- Your child will order from the menu provided for breakfast, lunch, and dinner.
 - You may call 3-FOOD from the phone in your child’s room to place an order.
 - The kitchen is open from 7:00 am to 7:00 pm.
 - Your child’s tray will be delivered to their room.
 - One visitor tray for each meal of the day can be ordered.
 - You can buy other meals (cash only) from 7:00 am to 6:00 pm.
 - Meal trays are provided for mothers who are breastfeeding a hospitalized child.
- The Pantry – small kitchen areas on each wing where you can grab a snack or drink for your child.
 - Food and drinks in these areas are for **patients only**. No personal food can be stored in these refrigerators.
 - Please let the nurse know if your child eats or drinks anything from the pantry.
- Family Center (for family members) – breakfast items are available every morning
- Other options for food at your own cost – during construction, these times may be different.
 - Main Cafeteria: 6:00 am to 8:00 pm everyday
 - Dakota Food Court: 6:30 am to 4:00 pm, Monday through Friday
 - Coffee Cup (MB3): 7:30 am to 2:30 pm, Monday through Friday
 - Starbucks: Locken Lobby in the main hospital. Hours are 5:30 am to 8:00 pm, Monday through Friday and 7:00 am to 8:00 pm, Saturday and Sunday

Family Spaces

- Storage – your belongings may be stored in the cabinets in the back of your child’s room.
- Sleeping – the couch pulls out to a bed for overnight stays. Bedding and pillows are in the cabinet.
- Family Centers are located on each level. Each family center has a living room, kitchen with a fridge, and TVs.
 - Please store your food in this fridge with a label that includes date and time. Food more than 24 hours old will be thrown away.
- Located outside the family centers on each level:
 - Public restrooms
 - Laundry
 - Vending
- The chapel is located on the 2nd floor.

Visiting Guidelines

- Visiting hours are from 9:00 am to 9:00 pm.
- COVID positive patients and/or family members visitation guidelines will be communicated by staff.
- Adult family members are encouraged to be at the child's bedside as partners to the care team.
- No one, including siblings, under the age of 18 are allowed to visit without a responsible adult present.
- Siblings and visiting children must always be supervised. Children cannot be in the halls by themselves.
- Only 4 people may visit at a time. This includes parents or caregivers.
- Please let the nurse know if you will be leaving your child alone in the room. We will check on your child more often while you are gone.
- If you are not able to be here, you may call and speak with your child's nurse. You must tell us the special code you were given before we can provide any information.
- In case of an emergency in the hospital, stay in the room with your child.
 - A staff member will tell you if you need to leave that room.
 - Emergency evacuation maps are located on all floors.
 - Use the stairs during an emergency evacuation, do **not** use the elevators.

Billion Pavilion Playground Rules

Our playground is a secure area and has card access only. Patients who are medically stable, do not have a fever, not in isolation, and have an order from their provider can access the playground. Please talk to your child's nurse if your child wants to go to the playground.

Your access card is for your family only. Do not allow others to follow you in to the play ground. Always close the gate after you enter. This will help us to provide a safe environment.

- Playground hours are from 9:00 am to 9:00 pm.
- All children must be with a responsible adult. You are responsible for your child's safety.
- Be respectful of the playground area and to others around you. No rough play, shoving, or pushing.
- You must always wear proper footwear while in the playground. No bare feet.
- No glass objects are allowed.
- Please keep the playground clean by throwing your garbage away in garbage cans.
- Use of the playground equipment is at your own risk.

Playroom Guidelines

- Children ages 0 to 12 **must** have a parent, guardian, volunteer, or staff member with them while in the playroom.
- Siblings and visitors of patients in isolation **must** follow the patient's isolation policies.
- Children who are in any type of isolation are **not** allowed in the playroom – this includes communicable disease or recent exposure to a communicable disease. Examples of this include, but are not limited to diarrhea, vomiting, nasal drainage, a cough from a virus, or a bacterial infection.
- Children **must** be without a fever for 24 hours before being allowed in the playroom.
- Medical procedures or examinations are **not** allowed to be done while in the playroom.
- Anyone entering the playroom **must** have shoes or slippers on their feet.
- No coffee or hot beverages are allowed in the playroom.

Gift Shop

- Locken Lobby
 - Monday through Friday, 8:30 am to 6:00 pm
 - Saturday and Sunday, 10:00 am to 4:30 pm
- Children's
 - Monday through Friday, 9:30 am to 4:00 pm

Parking

- Free parking is available.
- Sanford Children's Hospital address: 1600 W. 22nd St., Sioux Falls, SD 57105.
- Ground parking is available directly north of the Children's Hospital. The entrance to the parking lot is off 18th Street.
 - Enter the hospital through the entrance on the east side of the building.
- Valet service
 - Family and visitors can drive up to the main entrance of the Children's Hospital. A volunteer will park your car for you, free of charge, and return it to you when you need it.
 - Open Monday through Friday from 7:30 am to 4:00 pm.
 - If you need your car after hours, security can get your car or give you your keys.

During Construction

The construction next to the children's hospital has closed off the ground floor hallway which has been the connection from the children's hospital to other areas of the medical center campus. If you need to get to other areas for appointments, please allow enough time to get there.

Veteran's Club

A Veteran's Club is available in the main hospital lobby for veterans, their family members, and their caregivers.

- Monday through Friday: 5:30 am to 8:30 pm
- Saturday through Sunday: 8:00 am to 8:30 pm

Thank you for allowing us the privilege of caring for your child and your family.

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This information is not intended as a substitute for professional medical care.
Always follow your health care provider's instructions.

