

BC Children's Hospital and BC Women's Hospital + Health Centre Non-Monetary Donations Program

(Goods and services given without cost, including sports teams and
celebrity site visits)

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Non-Monetary Donations Coordinating Team Partners & Guiding Principles

Team Partners:

- BC Children's Hospital Foundation
- BC Women's Hospital + Health Centre Foundation
- C&W Patient Experience
- C&W Clinical Leadership: Senior Directors & Program Managers
- C&W Volunteer Resources
- C&W Communications
- Child Life

Guiding Principles:

- Equitable distribution across campus for all who wish to participate and benefit
- Exposure to athletes and celebrities
- Enhance BC Children's Hospital Foundation mandate by celebration of those who wish to contribute
- Coaching our donors on items that are/are not acceptable for C&W and in turn, direction to our partners who may accept
- Strengthening partnerships of other community recipients and beneficiaries when C&W cannot accept donation
- Multidisciplinary approach to Non-Monetary Donation Program and coordination to allow collaboration and ongoing improvements
- Patient opportunities for normalization and therapeutic visits with guests, celebrities and athletes.

Definitions of Donations & Non-Monetary Donations Program

What is a Non-Monetary Donation?

Non-Monetary Donations are goods and services given without fee or costs. This includes toys, gifts and site visits from celebrities and sports teams.

What are considered appropriate items to donate?

For a complete list of age appropriate items & gifts acceptable to BCCH & BCWH, please refer to our wish list: <http://www.bcchildrens.ca/our-services/support-services/child-life>

Please note due to infection control and allergies, we cannot accept any used or hand-crafted items of any kind.

Alternative places to donate items we cannot accept:

The Still Fabulous Thrift Shops are operated by volunteers of the Auxiliary to BCCH & BCWH and accepts donations of used men's and women's clothing, shoes and accessories at: 4355 Main Street, Vancouver BC & 1124 Commercial Drive, Vancouver BC

The Lower Mainland Christmas Bureau is another option for seasonal donations. Donations are accepted year-round. <http://lmcb.ca/donate>

Information on the Non-Monetary Donation Program is also available on the Patient Experience webpage on C&W websites:

<http://www.bcchildrens.ca/about/accountability/patient-experience>

<http://www.bcwomens.ca/about/accountability/patient-experience>

Our Non-Monetary Donation Centre is open for the holiday season during the month of December. As we have no storage facilities outside of this time period, we offer our donors the alternative places as outlined in the Non-Monetary Donations Postcard, or, if able, to hold onto their items until December when the Donation Centre is open.

Definition of Site Visit Requests & Process Flow

What is considered a site visit?

A site visit is when any member or group of the public is onsite for an activity or event, or requests to organize an activity or event taking place within the hospital.

What information is required when making a site visit request?

Information required by Patient Experience when making a site visit request is: date, time, area of proposed site visit, confirmation that operational leadership of the area has been made aware of the request and confirmation if there will be media or photography present

How are requests handled and approved?

All requests are to be coordinated, considered and managed within the confines of the Non-Monetary Donation Program through Patient Experience. C&W executive approval is required if the proposed initiative includes any of the following: media presence, tour request, photography or videography. If the proposed initiative is to occur within the Teck Acute Care Centre, Project Coordination approval is required (minimum of one week in advance of date)

Site Visit Request Process Flow

1. All site visit requests are to be sent via email to patientexperience@cw.bc.ca
2. Patient Experience will ensure the following information is confirmed by the requestor: *date, time, area of proposed visit, operational leadership approval and confirmation if media or photography will be present*
3. If the proposed initiative includes any of the following: *media, tour request, photography or videography* then Patient Experience will send the requestor the PHSA Access Form and ensure they are aware of the deadline to submit (minimum 1 week in advance of visit)
4. Once completed, Patient Experience will send the form to Communications for C&W executive approval
5. C&W executive approves or denies the request and Patient Experience informs the requestor

Checklist

1. Operational leadership approval
2. C&W executive approval
3. Project Coordination approval if the activity is occurring inside the Teck Acute Care Centre

Equitable Ticket Distribution System

Overview:

Patient Experience is responsible for the handling and distribution of donated tickets (sporting events, concerts, musicals, etc.) through the BCCHF.

Flow:

BCCHF will contact Patient Experience when tickets are donated and arrange for pickup or delivery of tickets. Patient Experience sends out a notification with details of the event to C&W Patient & Family Engagement Advisors, Aboriginal Patient Liaisons, C&W Program Managers and Child Life for patients and families to use and enjoy.

In keeping with fairness of distribution, Patient Experience assigns a deadline for response when notifying the group when tickets are available. For example, we will advise 'if you have any patients or families interested in these tickets, please respond before Thursday at noon'. This way, Patient Experience can utilize the tracking system to determine which area may not have received tickets for some time and which area received the last set of tickets, which will help determine who the tickets should be allocated to.

If we receive last minute tickets however, these are typically distributed on a first come, first serve basis given the timing of the event.

If there are additional colleagues or program areas you feel should be added to this distribution list, please contact Patient Experience and we would be pleased to include.

Sports Team & Celebrity Site Visit Process Flow

Overview

- Sports teams will typically split into groups to cover different areas within the hospital including Ambulatory Care Building and Child & Youth Mental Health
- There are approximately 3-4 full team visits a year from the Vancouver Canucks, Vancouver Whitecaps FC & BC Lions
- These full site visits typically last between 2-3 hours
- BCCHF is aware of these visits well in advance and will advise Patient Experience prior to the visit so that we can follow the process flow outlined below

Process Flow:

1. BCCHF notifies Patient Experience of a celebrity or sports team site visit (minimum 1 week in advance)
2. Patient Experience will contact C&W Clinical Leadership (Senior Directors & Program Managers) and Child Life 3-4 days in advance of the event to notify as well as request direction on areas that wish to be visited or areas to avoid
3. Patient Experience will compile responses and provide an event outline grid (example below) to BCCHF which can be used as a guide for the team or celebrity onsite as well as the coordinating partners team
4. If any questions or issues arise, there will be a BCCHF contact and Patient Experience contact identified at the onset for assistance or support

Example event outline document:

Date and time of event: January 24, 2018 at 10:00 AM
Team/celebrity: Vancouver Canucks
BCCHF Contact: Joanna Newman 604 783-8791 jnewman@bcCHF.ca
Patient Experience Contact(s): Mary MacKillop 604-240-1217 MMacKillop@phsa.ca or Katie Plain 604-875-3256 ext. 3519 katie.plain@phsa.ca
Areas elected to participate: list all based on responses from coordinating partners
Areas elected to avoid: list all based on responses from coordinating partners
Media (Y/N): Media to only be present in TECK ACC Lobby & Canucks Playroom

Staff Protocol for Sports Team & Celebrity Site Visits

BC Children's and BC Women's Hospital are grateful to long time and prospective donors for their contributions or request to contribute. Contributions may include dollars (Foundations), goods in kind and requests to visit the hospital.

These donations are a part of a Non-Monetary Donation Program for C&W (refer to definition on page 4)

Helpful Information:

- Often BC Children's and Women's Hospitals are asked to consider a visit from a celebrity or sports team. These requests may come from established partners within the Foundation(s) or are new requests.
- All requests are vetted through C&W Patient Experience and the visit is coordinated and executed by a cross campus team (Program/Clinical Leaders, Volunteer Resources, Child Life, Foundations and Communications, etc.)
- Celebrity and Sports Team visits improve patient and family experiences on the care campus, strengthen our existing relationships with partners and community and celebrate established donor relationships.
- Professional teams who are established partners and often annual visitors are Vancouver Canucks, BC Lions and Vancouver Whitecaps FC.
- Not all celebrity visits outside of established partners, are accepted to visit due to various circumstances including scheduling, privacy, confidentiality and safety considerations.
- All requests are to be coordinated, considered and managed within the confines of the Non-Monetary Donation Program and with explicit approval of the C&W leadership and coordinating team.

Staff Information:

- Staff may be excited to learn of a celebrity or sport team visitor coming to the C&W campus.
- We remind staff that sport and celebrity visitors attending the campus are motivated to uplift patient and family spirits and are intended for patients and their supporters.
- Due to limited space and the priority of patient and family access to the visitor or team, we ask that **all** staff refrain from attending the visit unless the visit is occurring in your area of work, you are supporting a patient or family to participate, you are part of the established itinerary or event itself.

Questions?

Please contact the Patient Experience office at 1-844-874-3267 or patientexperience@cw.bc.ca

Patient Experience Requests for Site Visits & Rules of Engagement

Interested in bringing a team or have a celebrity visit at BC Children's or BC Women's Hospital?

Step 1

Please contact Patient Experience:

Email: patientexperience@cw.bc.ca or toll Free: 1-888-874-3267

Step 2

Patient Experience will review and consider the following when a request is made:

- We serve unique and often vulnerable populations. Children and women on our campus of care are experiencing personal care journeys and may or may not benefit from all requested visits.
- Patient Experience team in consultation with care leadership, Child Life, Hospital Foundations and Volunteer Resources consider all requests carefully.
- Confidentiality, privacy, timing of request, conflicts with other visits or established partnerships may result in a request be redirected or denied.
- Existing and established partnerships will receive first priority and scheduling of visits. Partners include professional sports teams such as Vancouver Canucks, Vancouver Whitecaps FC and BC Lions.
- Before any visit is approved, requestors will be asked to consider and sign *Privacy & Confidentiality Agreements*.
- Visitors must have immunizations up to date.
- Visitors must have the flu shot in advance of the visit or comply with flu protocols such as hand sanitation and masking where appropriate and during the flu season.
- It is the responsibility of the **event coordinator** (in most cases this will be BCCHF) to ensure visitors are aware and each of the team members comply with things such as confidentiality agreements, immunizations, flu shots, etc.
- Visitors may be asked to submit a Criminal Record Check if requested and needed.
- Visitors understand the location of a site such as an Intensive Care Unit or an Oncology Clinic may not be supported due to privacy, health or safety considerations.
- BC Children's and BC Women's Hospital are grateful to long time and prospective donors for their contributions or request to contribute. Donations of goods or time may be redirected to other community agencies if the hospital is unable to accommodate the request.

Thank you for your assistance in making celebrity and sport team visits a joyful experience for patients and families