



family  
*matters*

...and we're here for yours.



**Boston Children's Hospital**  
Hale Family  
Center for Families

# *supporting*

Using a family-centered care approach, we are dedicated to supporting patient families through their experience at Boston Children's Hospital.

We are available to answer questions, provide resources and guide families during their time at the hospital.

## *connect with us*

Hale Family Center for Families  
Hours of Operation

Monday-Friday 8am-7pm  
Saturday/Sunday 9am-5pm  
Major Holidays 9am-1pm

617-355-6279  
Center.families@childrens.harvard.edu  
[www.childrenshospital.org/families](http://www.childrenshospital.org/families)



## Basic needs while at the hospital

### HOSPITALITY

Located in the lobby of the hospital, The Hale Family Center for Families offers support and services to make your stay more comfortable. There are *free coffee* and apples daily. There are designated areas for work/study needs, a *lactation room*, and *conference rooms* for more private conversations. Front desk staff can assist with *wayfinding*, *laundry cards* and detergent, *caregiver haircuts* and with the help of your clinical team, access to *emergency clothing*.

### COMMUNICATION NEEDS

Stay connected to your care team as well as your loved ones. We provide *computers* for both children and adults and a *phone charging* station. The front desk staff can assist you with reaching out to *Medical Records* as well as accessing *Notary Services*. Families can attend various *events and workshops* as well as access several educational *videos in English and Spanish* to learn more about their care and the various programs offered through the hospital.



## Wellness offerings

617-919-4319

*The family wellness program* provides a variety of offerings designed to keep patients and family members well during their time at the hospital. Offerings include *reiki, yoga, massage, meditation and Zumba*. Reiki instructional classes are offered for caregivers.

*Call for an appointment!*



## Cultural connections

There are staff, resources and programs offered in English, Spanish and Arabic for patient families. Spanish videos on an array of hospital topics are available at [childrenshospital.org/guia](http://childrenshospital.org/guia). The front desk can provide guidance to all the other resources offered in a culturally supportive manner.



## Activities for kids and teens

### PAWPRINTS ANIMAL ASSISTANCE PROGRAM

617-355-6743

[Paw.Prints@childrens.harvard.edu](mailto:Paw.Prints@childrens.harvard.edu)

Sponsored by PetSmart Charities, Pawprints provides patients and their families an opportunity to meet **registered therapy dogs** in person or virtually. A visit from a therapy dog provides a healthy diversion from the usual hospital routine and an opportunity for social interaction. Check out the videos at:

<http://www.childrenshospital.org/pawprints>



### CHILD LIFE SERVICES

There is a designated activity area for patients and siblings to play and explore. Supported by a **Child Life Specialist**, there are various art activities and games to enjoy. There is a range of visitors weekly to engage with including: the Boston Ballet, the Museum of Fine Arts, entertainers, artists, musicians and volunteers. Kids have access to books, computers and the **Get Well Network** on the TV. The Child Life Specialist can provide support to patients around hospitalization and/or procedures.



## Parking & Accommodations

### ACCOMMODATIONS LINE *617-919-3450, ext. 4*

Assists families in finding accommodations in hotels, short-term rentals, or with community partners like Boston House, Hospitality Homes or Ronald McDonald House.

### PARENT FAMILY HOUSING PROGRAM *617-919-3450, ext. 1*

This in-house program provides affordable accommodations for families while their children receive the care and treatment they need from Boston Children's in either an inpatient or ambulatory setting. Program offers housing at *Devon Nicole House and Yawkey Family Inn*. Inquiries and reservations can be made through the website or by email or phone.

### PARKING

Parking for families is \$10 per day (or \$15 with Valet) when validated by the reception desk in the lobby. There is an inpatient parking program for income eligible families to access in the Center.



## Advocacy programs

### FAMILY TO FAMILY MENTORING

[FamilytoFamily@childrens.harvard.edu](mailto:FamilytoFamily@childrens.harvard.edu)

Trained patient/family mentors provide peer support in this short-term intervention. Varies by program, includes both outpatient phone calls and bedside visits (limited).

### TEEN ADVISORY COMMITTEE

[TeenAdvisory@childrens.harvard.edu](mailto:TeenAdvisory@childrens.harvard.edu)

Comprised of teens and young adults between 14 and 22 who are patients (current and former) and siblings of Boston Children's who voice their thoughts and concerns, develop and practice self-advocacy skills and work towards making the hospital a better place for all teens and young adults.

### FAMILY ADVISORY COUNCIL

[FamilyPartnerships@childrens.harvard.edu](mailto:FamilyPartnerships@childrens.harvard.edu)

Parents as advisors; built as a focus group to partner with staff and clinicians on anything from policy changes to building renovations to clinical care from a parent perspective. Participation can be through in-person monthly meetings or through the virtual council.



## Bereavement Services

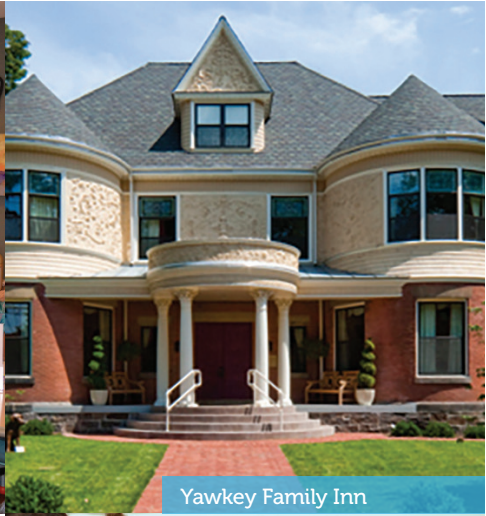
617-355-3195

[Bereavement.Program@childrens.harvard.edu](mailto:Bereavement.Program@childrens.harvard.edu)

Provides coordination of supportive events, outreach and resources to grieving families at Boston Children's Hospital, including an annual grief workshop (Keeping Connections) and an annual Memorial Service to honor and remember Boston Children's Hospital patients. This program is staffed by a *clinical social worker* who works in collaboration with clinicians throughout Boston Children's.



Devon Nicole House



Yawkey Family Inn

*"The Center for Families is one of the best places in the hospital, it has a lot of comfort and is always organized. My child looks forward with excitement to visit after every appointment."*



Music Rx



Reiki



Pawprints Program

A PLACE WHERE  
**families**  
get the care &  
support they need

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basic needs

activities  
for kids & teens

parking  
& accommodations

wellness offerings

cultural connections

advocacy programs

bereavement services



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Boston, MA 02115  
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