Hospitality Services 2013 Penn State Hershey Children's Hospital







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Family Activities

We understand that families often spend a lot of time at Penn State Hershey Children's Hospital. To help give you a break, we offer different activities and events.

Parent Chair Massages:

Massage therapists donate their time every week to provide families with a brief respite from a stressful situation. Chair massages are ten to fifteen minutes long, and families can sign-up for a time slot the day of the chair massage. Come and relax!

Haircuts at the Ronald McDonald House:

Is your hair getting too long? We have licensed hair stylists and barbers that come to cut and style hair at the Ronald McDonald House for no charge! To make an appointment, call 717-533-4001, option 1.

Monthly Ice Cream Socials:

Every month we bring a sweet treat and a smile to our families, visitors, and patients with an ice cream social! Funded by the Ronald McDonald House Charities of Central PA, the ice cream social is a big hit every month. Come to the family lounges to enjoy the treat and meet other families.

Monthly Parent Lunches:

Every month, we provide a free parent or family lunch to help break up the day. Funded by Children's Miracle Network and local restaurants, we strive to bring our families great lunch options like pasta, picnic food, great desserts, and more.

Weekly Yoga Classes:

Do you need to stretch and breathe? Our yoga classes are designed with our patients and families in mind. Led by a yoga instructor and pediatric nurse, you'll feel relaxed and rejuvenated!

Family Activity Calendar:

Make sure you check out the Family Activity Calendar in the Family Resource Center to find out when and where all of these great activities are scheduled!

Friends of Mia R. Smith Sibling Play Area

The Sibling Play Area (SPA) was designed to help brothers and sisters cope more effectively with the illness or injury of their hospitalized sibling. Siblings need special attention and care, too. Cubby's Tree House is designed for pre-school and school-age children to visit, play, and learn while their siblings are in the hospital. Our safe and supportive environment allows kids to make sense of their feelings. Cubby's Tree House is a free service provided to our patients' families. Stop in and visit us today for more information.

Who can attend?

- Brothers and sisters of inpatients and outpatients
- Siblings ages three to twelve who are toilettrained
- Brothers and sisters who do not exhibit any symptoms of illness
- Reservations are requested and recommended*
- *Walk-ins can be accepted only when space permits.

What does the SPA offer?

- A place for brothers and sisters to spend time while mom or dad talks to the doctors or visits their siblings in the hospital or clinic
- An opportunity to reduce anxiety and fears through play
- Age-appropriate activities for children
- Therapeutic arts and crafts activities
- A safe, fun, and supportive atmosphere!

Who staffs the SPA?

- At times, certified child life specialists may be present in the sibling play area. These are staff members who have advanced degrees in child development, child life, or related fields.
- Child life assistants may oversee some daily operations in the sibling play area. These staff members interact with the children, and plan therapeutic activities to help meet their needs.
- Sibling play room volunteers help to ensure that sibling play area children are having fun and are safe! Volunteers are highly trained individuals who assist with engaging children in activities.
- Sibling practicum students attend local colleges and universities and are studying for careers working with children and families. Students are also highly trained in engaging children in play and activities and are supervised by members of the Child Life staff.

When is the SPA open and staffed?

Monday–Friday 8:00 a.m.–11:00 a.m. 2:00 p.m.–5:00 p.m.

- The SPA is not staffed or supervised on weekends or major holidays, or during times not listed above.
- Reservations are highly requested and recommended.

For more information or to make an appointment, please contact:

- A child life staff member
- Family Centered Care Coordinator Debbi Fuhrer
- Your social work or care coordination staff member
- Your nurse

Local Attractions

General/Grocery

Giant Foods

1250 Cocoa Avenue Hershey, PA 17033 717-534-3911

Karns

731 Cherry Drive Hershey, PA 717-533-6445

Kmart

1170 Mae Street Hummelstown, PA 17036 717-533-8020

Walmart

6535 Grayson Road Harrisburg, PA 17111 717-561-8402

Weis Markets

1130 East Mae Street Hummelstown, PA 17036 717-533-2963

Gas

Sheetz Gas Station and Convenience Store

717-566-1540

Texaco

717-533-6051

Turkey Hill

717-534-1938

Pharmacy

CVS Pharmacy

130 Hockersville Road Hershey, PA 17033 717-533-3364

Giant Pharmacy

1250 Cocoa Avenue Hershey, PA 17033 717-312-0729

Hershey Pharmacy

731 Cherry Drive Hershey, PA 17033 717-534-1300

Kmart Pharmacy

1170 Mae Street Hummelstown, PA 17036 717-533-8368

Penn State Hershey Medical Center– Outpatient Pharmacy

Located near main entrance 717-531-1272

Rhoads Pharmacy

17 West Main Street Hummelstown, PA 17036 717-566-2525

Rite Aid

337 West Chocolate Avenue Hershey, PA 17033 717-533-2941

Walmart Pharmacy

6535 Grayson Road Harrisburg, PA 17111 717-561-2905

Weis Markets Pharmacy

1130 East Mae Street Hummelstown, PA 17036 717-533-2963

Churches

All Saints Episcopal Church

310 Elm Avenue Hershey, PA 17033 717-533-2454

Church of the Redeemer United Church of Christ

500 West Chocolate Avenue Hershey, PA 17033 717-533-7300

Derry Presbyterian Church

248 East Derry Road Hershey, PA 17033 717-533-9667

First Baptist of Hershey

228 McCorkle Road Hershey, Pa 17033 717-533-7956

First United Methodist Church

64 West Chocolate Avenue Hershey, PA 17033 717-533-9668

Fishburn United Methodist Church

1210 Fishburn Road Hershey, PA 17033 717-534-2262

Hershey Church of the Nazarene

986 East Governor Road Hershey, PA 17033 717-534-2010

Hershey Evangelical Free Church

330 Hilltop Road Hummelstown, PA 17036 717-533-4848

Holy Trinity Lutheran Church

212 Cocoa Avenue Hershey, Pa 17033 717-533-2467

Seventh Day Adventist

610 West Chocolate Avenue Hershey, PA 17033 717-533-7009

Spring Creek Church of the Brethren

335 East Areba Avenue Hershey, PA 17033 717-533-5931

St. Joan of Arc Catholic Church

359 West Areba Avenue Hershey, PA 17033 717-533-7168

Unity of Hershey

37 East Main Street Palmyra, PA 17078 717-838-7808

Banks

Fulton Bank

1212 Cocoa Avenue Hershey, PA 17033 717-533-4351

Northwest Savings Bank

370 West Governor Road Hershey, PA 17033 717-533-1724

PNC Bank

909 West Governor Road Hershey, PA 17033 717-534-3263

Susquehanna Bank

201 West Chocolate Avenue Hershey, PA 17033 717-531-3131

Sovereign Bank

1110 Cocoa Avenue Hershey, PA 17033 717-533-5500

Wells Fargo Bank

27 Ridge Road Hershey, PA 17033 717-533-4550

Taking Care of You!

Splash Paks

Ronald McDonald House Charities of Central PA provides Splash Paks to every patient room. These Splash Paks include shampoo, soap, razors, deodorant, toothbrushes, and toothpaste. All the things you might need but probably didn't think about before getting to the hospital.

Reading Materials

In the Family Resource Center, we have a variety of reading material, both medical information and recreational. Help yourself to a book or two and feel free to take them back to your child's room. You can return them when you're done or trade them in for something new.

Family Lounges

There are family lounges located on the third and fourth floors in between the patient units. Free snacks and coffee are available for families of pediatric patients.

This area includes the following amenities:

- Refrigerator for families to store their food
- Microwave
- Sink
- Free Coffee and Snacks
- Board games and crafts
- Books, other reading materials

A washer and dryer with free detergent is located down the hall in between the units, as well.

Meditation Room

Need a place that provides some peace?

The Meditation Room was designed with just that purpose in mind. It's located off of the Tree House Café and built for our families of the Children's Hospital. Inside the Meditation Room, take a few cleansing breaths and enjoy the peace and quiet, looking out into a beautiful courtyard. This is a sacred place and one that is important to visit to ease your mind and regain some strength.

Hospital Gardens

We believe patients, families and visitors should be able to get outside and enjoy the fresh air as much as possible. We've created a few opportunities to do so:

- Children's Garden Located outside of the Tree House Café.
- Rooftop Terrace Located off of the third floor, adjacent to the elevators.
- Secret Garden Located outside the hem/onc and infusion outpatient clinic play area.
- Jamie's Playground Located outside of the main hospital cafeteria.

What do other families who've been here before suggest?

- Try leaving the unit at least one or two times a day to take a short break. Go get some coffee, sit outside and breathe fresh air, take a shower, and get something to eat. The nurses will take good care of your child while you are taking a break. Leave your cell phone number with the nurse and they can call you if anything should change.
- Being in the hospital can be emotionally draining, so look to your family and friends for emotional support. You can create a CarePage, which is a free webpage, to keep everyone updated on your child's condition. Our families have found this resource to be very helpful and supportive. You can access CarePages on computers in the Family Resource Center or in the family lounges.
- Go over to the Ronald McDonald House for dinner. Every night the Ronald McDonald House provides a hot meal for families. Even if you're not staying at the House, families can still go over and get free food, take a shower, use the playroom and computers, and meet other families. You can learn more about the Ronald McDonald House by going to the Ronald McDonald Family Room.
- Never feel like you need to accommodate visitors. Decide when you and your child want visitors, and make that schedule known. At that same time, remember that your child's health is the top priority, so if he or she is not feeling well, visitors will have to wait.

Transportation

There are different modes of transportation that come to Penn State Hershey Medical Center for our patients, families, and visitors.

Public Transportation:

• Lebanon Transit: lebanontransit.org

• Capital Area Transit: cattransit.com

• Bieber: biebertourways.com

Taxis and other transportation:

Contact your social worker to find out how to contact these services. They will connect you with the appropriate services.

Where to Eat

Meal Options

- Check with your nurse before letting your child eat or drink. There are some medical reasons your child may not be allowed to eat or drink. We call this NPO (*Nothing by Mouth*).
- When your child is allowed to eat, they will be able to choose what food they like.
- Parent Trays: Parents can receive one free meal tray per hospital stay from the cafeteria. After the first free meal tray, parents can buy meal trays at \$5 per tray. Ask your nurse for more information.

Hungry? Here are a few places to check out to stop your stomach from growling:

Places to Eat

All places accept credit cards and cash.

Tree House Café

 Located on the first floor of the Children's Hospital

Hours: 10:00 a.m.-6:00 p.m.

Rotunda Café

• Located next to the Rotunda on the first floor of the Hospital's main building.

Hours:

Monday-Friday, 6:30 a.m.-2:00 a.m. Saturday and Sunday, 6:30 a.m.-7:00 p.m.

Starbucks Coffee

• Located in the surgical waiting area of the Hospital.

Hours:

Monday-Friday, 6:30 a.m.-7:00 p.m. Saturday and Sunday, 6:30 a.m.-6:00 p.m.

Au Bon Pain

• Located in the College of Medicine on first floor Hours: Monday-Friday, 6:30 a.m.-4:00 p.m.

Snack Paks

Thanks to Ronald McDonald House Charities of Central PA, we have Snack Paks for families available in the Family Resource Center.

Other Options

Vending machines

• Located in the back of the Rotunda Café eating area

Ronald McDonald Family Room (seventh floor of main hospital): free coffee, snacks, treats

Family Lounges (third and fourth floors of Children's Hospital): free coffee, snacks, treats

Surgical Waiting Area (second floor): for families waiting for patients in surgery there are free snacks and coffee available in the waiting area.

"Day Pass" at Ronald McDonald House Charities of Central Pennsylvania

Any family may go to the Ronald McDonald House Charities on a "Day Pass." There are kitchens for any family to use, playroom for siblings, shower facilities, and much more for families to enjoy at the House. A hot meal is served by community organizations every day for dinner. To make a reservation for dinner or for a room, call 533-4001.

Local Restaurants

The following is a list of restaurants just a short distance from the Children's Hospital. There are also a few that offer delivery service so you don't have to leave the Medical Center. Please check with your nurse for a full book of take-out menus for various other restaurants.

Applebee's

1181 Mae Street Hummelstown, PA 17036 717-566-8399

Bob Evans

650 Walton Avenue Hummelstown, PA 17036 717-566-1545

Charkoon Chinese Restaurant

1152 Mae Street Hummelstown, PA 17036 717-312-1616

Cocoa Beanery

1215 Research Boulevard Hummelstown, PA 17036 717-508-5986

Dafno's Italian Grille

1119 West Chocolate Avenue Hershey, PA 17033 717-533-8999

Devon Seafood Grill

27 West Chocolate Avenue Hershey, PA 17033 717-508-5460

Fuddruckers

1121 West Chocolate Avenue Hummelstown, PA 17036 717-533-5446

Houlihan's

27 West Chocolate Avenue Hershey, PA 17033 717-534-3110

Isaac's Deli and Restaurant

597 East Main Street Hummelstown PA 17036 717-533-9665

Jo-Jo's Pizza

1 East Main Street Hummelstown, PA 17036 717-566-9521

KFC

603 East Main Street Hummelstown, PA 17036 717-566-1900

McDonald's

611 East Main Street Hummelstown, PA 17036 717-566-6041

Panera Bread

1178 Mae Street Hummelstown, PA 17036 717-533-5242

Piazza Sorrento

16 Briarcrest Square Hershey, PA 17033 717-835-1919

Pizza Hut

675 East Main Street Hummelstown, PA 17036 717-566-7213

Red Robin

621 Park Avenue Hershey, PA 17033 717-520-1776

Subway

18 Briarcrest Square Hershey, PA 17033 717-298-1371

The Hershey Grill

325 University Dr. Hershey, PA 17033 717-533-3311

Tokyo Diner

1134 Mae Street Hummelstown, PA 17036 717-520-1200

Your Place

1077 West Governor Road Hershey, PA 17033 717-533-6140

Where to Stay

Sleeping Accommodations

Pediatric Acute Care Unit

There are two places for a family member (*eighteen years or older*) to sleep in these rooms. Clean sheets, pillows, and blankets are available in the cabinet outside your patient's room.

Hematology/Oncology Unit

There are two places for a family member (*eighteen years or older*) to sleep in these rooms. Clean sheets, pillows, and blankets are available in the cabinet outside your patient's room.

Pediatric Intermediate Care Unit (PICU)

There are two places for a family member (*eighteen years or older*) to sleep in these rooms. Clean sheets, pillows, and blankets are available in the cabinet outside your patient's room.

Neonatal Intensive Care Unit (NICU)

There are no sleeping accommodations at the bedside. One family member (eighteen years or older) may sign up for a bed in the Ronald McDonald Family Room. Clean sheets, pillows, and blankets are available in the same room.

Ronald McDonald Cart

The Ronald McDonald Family Room comes to YOU in the Children's Hospital! Every day, a volunteer visits patient rooms with the Ronald McDonald cart.

Here are some things to look forward to:

- Complimentary drinks and snacks to families and visitors
- Splash Paks (includes toiletries and shower items)
- Simple activities for siblings (*coloring books*, *stuffed animals*, *etc.*)
- Information about upcoming family activity schedule, information about the Children's Hospital, and information about the existing Ronald McDonald Family Room
- Information and assistance in requesting a room at the Ronald McDonald House

How do I get a room at the Ronald McDonald House?

You can call 717-533-4001 to find out availability. You may be put on a waiting list, but continue to call as patients get discharged daily. Please note that you must live more than 30 minutes from the hospital in order to be an overnight guest at the Ronald McDonald House. There is no charge for stays.

If there is no room at the Ronald McDonald House, ask if they can help you find other accommodations in the Hershey area.

Any family may go to the Ronald McDonald House on a "Day Pass." There are well-stocked kitchens for any family to use, playroom for siblings, shower facilities, and much more for families to enjoy at the House. For more information, call 717-533-4001.

Ronald McDonald House Charities® of Central PA

The RONALD McDONALD HOUSE®: The "House that Love Built®"

Located across the street from Penn State Hershey Children's Hospital at 745 West Governor Road (Route 322)

- Families who live more than thirty minutes away may request overnight accommodations at Ronald McDonald House. There is no charge to stay at the Ronald McDonald House.
- If there is no room availability at the Ronald McDonald House, please speak with the manager on duty at 717-533-4001 and ask to be placed on the "Wait List" for when rooms become available. You may also ask if they may help you find other accommodations in the Hershey area.
- Ronald McDonald Family Room® guests may also visit the Ronald McDonald House on a Day Pass for shower facilities, a playroom, evening meals (when available), and much more.
- Penn State Hershey Medical Center transportation provides shuttle service to take families from Children's Hospital to the Ronald McDonald House. Shuttle schedules may be found at the Ronald McDonald Family Room and at Ronald McDonald House.
- If your child is moved to the Penn State Hershey Rehabilitation Hospital, eligible families may stay at the Ronald McDonald House.

Please call Ronald McDonald House Charities of Central Pennsylvania at 717-533-4001 to request a room or for more information.



Ronald McDonald Family Room

The Ronald McDonald Family Room is located on the seventh floor, of the main hospital, across the hall from the South elevators. There you will find the following:

- Kitchen with complimentary snacks and coffee for our families, refrigerator and microwave
- Waiting area during day, sleeping accommodations at night
- Privacy Room used for consultations and parent education
- Bathroom with shower
- Parent computers
- Washer/Dryer-detergent available
- TV for family use
- Resources for parents
- Movies/Video Games/Music
- Self-care items/shower items
- Information about Ronald McDonald House Charities of Central PA, Penn Hershey Children's Hospital, and much more.

Ask the volunteer to help you make a room request at the Ronald McDonald House.

Frequently asked questions

Directions

How do I get to...?

The Tree House Café

(Children's Hospital cafeteria)

- From Family Resource Center, turn right
- Walk along the Learning Wall (on left)
- Café will be on your left after the stage area

Rotunda Café

(Main Hospital cafeteria)

- From the Family Resource Center
- Go to main lobby of Children's Hospital
- Walk to entrance of main hospital
- Pass admissions and information desk on your left
- Turn left and walk down hall to Nittany Lion
- Look past the Lion and you'll see the Rotunda Café straight ahead

Outpatient Pharmacy

- From the Family Resource Center
- Go to entrance of main hospital
- Walk toward entrance of Cancer Institute
- Outpatient Pharmacy will be on your left before the Cancer Institute entrance

Parking Garage

- From the Family Resource Center
- Go to main lobby of Children's Hospital
- Walk outside and straight ahead you'll see the Centerview Parking Garage

Emergency Department Parking

- From the Family Resource Center
- Go to main lobby of Children's Hospital
- Walk outside and turn left
- Continue walking with main entrance and Cancer Institute on your left
- Emergency department parking will be straight ahead

Admissions

- From the Family Resource Center
- Go to the main lobby of Children's Hospital
- Walk to entrance of main hospital
- Admissions will be on your left

Children's Hospital Surgical Waiting Area

- From the Family Resource Center
- Go to main lobby of Children's Hospital
- Make sure you have a Parent Access Card or Visitor Badge (obtained from information desk)
- Take elevator to second floor
- Check in with reception desk
- Waiting area will be to your left

Ronald McDonald Family Room

- From the Family Resource Center
- Go to main lobby of Children's Hospital
- Make sure you have a Parent Access Card
- Walk to entrance of main hospital
- Pass admissions and Information desk on your left
- Turn left and walk down hall to Nittany Lion
- Turn left and walk down South Hall
- Take south elevators to seventh floor (You'll need to swipe your Parent Access Card to access seventh floor)
- Turn left once out of the elevators
- Ronald McDonald Family Room will be on your right

NICU

- From the Family Resource Center
- Go to main lobby of Children's Hospital
- Make sure you have a Parent Access Card
- Walk to entrance of main hospital
- Pass Admissions and information desk on your left
- Turn left and walk down hall to Nittany Lion
- Turn left and walk down South Hall
- Take south elevators to seventh floor (You'll need to swipe your Parent Access Card to access seventh floor)
- Turn left once out of the elevators (Ronald McDonald Family Room will be on your right)
- Turn right at the end of the hall
- Doors will be locked, you'll need to pick up the phone (x8941) and give the baby's name and band number to be allowed entrance

Gift Shop

- From the Family Resource Center
- Go to main lobby of Children's Hospital
- Walk to entrance of main hospital
- Pass Admissions and information desk on your left
- Turn left and walk down hall
- Turn left at the sign for Surgical Waiting Area and Starbucks
- Gift shop will be on your left

Interfaith Chapel-Main Hospital

- From the Family Resource Center
- Go to main lobby of Children's Hospital
- Walk to entrance of main hospital
- Pass Admissions and information desk on your left
- Turn left and walk down hall
- Turn left at the sign for Surgical Waiting Area and Starbucks
- Walk past Surgical Waiting Area (gift shop on your left)
- Chapel will be on your left hand side

Admissions

How do I get a Parent Access Card? Parent Access Cards can be obtained at the Reception Desk whenever there is a unit secretary available. Parent Access Cards are changed at the beginning of every month for security reasons. Make sure to get a new one if you are here during a new month.

When are visiting hours? Parents can stay with children 24/7. Visiting hours are 9:00 a.m.-9:00 p.m., but ask your bedside nurse for specific details based on your child's condition.

All family members and visitors other than parents, guardians, or caregivers, will need to check in at the information desk in the Children's Hospital lobby. They will receive a visitor's sticker.

Can I use my cell phone? Where can I get calling cards? The only restrictions on cell phones are when specific equipment is in use in the patient areas. Signs will be posted if cell phones should not be used because of this equipment. At any other time, cell phones are permitted. You may purchase a calling card in the Ronald McDonald Family Room—proceeds go to Children's Miracle Network.

Who do I contact with financial concerns? A social worker can help you with these concerns. Ask your nurse to contact a social worker.

Medical Team

When will my child's doctor come see him?

Most physicians and their medical team conduct "rounds" between 8:00 a.m. and noon. This means the physician, residents, medical students, and nurse will give you an update on the plan of care. If something has changed with your child's condition, let the nurse know so the medical team can be alerted

Who are all these people coming to see my child?

This is a teaching hospital so there are medical students, residents, physicians, nurses and student nurses that work together on your child's condition.

- Attending
 Physician supervises medical students and residents and makes final decisions of child's care.
- **Resident**—doctor training to be a pediatrician or other specialist. Residents rotate every four weeks.
- Medical Student-Student attending Penn State College of Medicine
- Nurse Practitioner (NP) and Physician
 Assistants (PA)—Registered nurse with advanced degrees
- Nurses–RN (Registered Nurse), LPN (Licensed Practical Nurse), CNA (Certified Nurse's Assistant)
- Student Nurses
 –Students attending various nursing schools are under supervision of RN's.

Who is my nurse?

- Acute Care Unit—the nurses and CNAs (Certified Nurse's Aides) put their names on the whiteboard in your room
- Hematology/Oncology Unit—the nurses and CNAs (Certified Nurse's Aides) put their names on the whiteboard in your room
- IMC-Nurses put their names on the whiteboard in your room.
- **PICU**–Nurses put their names on the whiteboard in your room.
- NICU-Nurses put their names on the whiteboard above your baby's bed.

If I have concerns about my child's care, who can I contact?

There are a number of people you can contact:

- Bedside Nurse
- Charge Nurse
- Clinical Head Nurse
- Nurse Manager of unit
 - Acute Care Unit-Beth Bradley
 - Hematology/Oncology Unit-Steph Reed
 - IMC-Amy Morgan
 - PICU-Michele Smith
 - NICU-Joy Stauffer
- Patient Advocate-x6311

Donations

How can I donate toys and items to be used in *the hospital?* Call Child Life at x8366 for more information.

How can I donate to the new Children's Hospital? Call x8497.

How can I donate to Children's Miracle Network? Call x6606.

How can I donate to Four Diamonds? Call x6086.

How can I donate to the Ronald McDonald House Charities? Call 717-533-4001.



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