

WonderChat Webinar

4.24.20

Q & A Transcript

(some questions answered live)

Question	Response from presenters	Response from another attendee
How do you use Facetime? Do you use your own personal cellphone number?	We either use the family's phone or tablet if we are on site or we have facetime through our apple ID's on our work tablets that we can use remotely at home	
What app do you use to scan a book in?	The app is literally called "Scanner" and can be found in iTunes store. The supplemental documents you will have access to will also have YouTube links to a lot of the books we use.	
We are having issues with having access to video chat apps that are approved at my hospital. If all family is at home and want to communicate via video with their young pediatric patient, how is that facilitated? Child life iPads with a certain app? CCLS personal phones to FaceTime with parents?	Zoom is not approved by our hospital, so we encourage families to utilize facetime, skype, or whatever video tool is on their phone/tablet. We can use our hospital iPad that we use daily on our units, but we also have iPads set aside specifically for virtual support for families and siblings during this season. You can also encourage families to record videos and send securely or upload on YouTube or a private page, if they are comfortable with that. We have smart TV's in our ICU rooms that families can go on YouTube to watch them and we use music therapy to help with compiling them and making them into a therapeutic keepsake.	I was given permission by my hospital to utilize Microsoft teams. Command Center provided me with a laptop.
How much of this would you be able to do as a CCLS in a hospital during an unexpected bereavement?	Definitely think it is doable, just requires preparation and communication with the medical team. We are offering more follow-up calls and interventions to our families to show support and be a continual resource during this time. I would encourage you, if able, to print these resources ahead of time so staff has easy access to them. You can also use video or phone calls to connect with families after the unexpected death.	

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<p>Right now we are seeing patients up until 30. are there any specific activities you think adolescents are more receptive too.</p>	<p>Playlists, music therapy-sharing song that reminds them of loved one and then making mandala drawing that represents song, making art out of loved one's accessory or jewelry, writing letter and burying in back yard, making feelings face mask (we use plastic face masks you can get at hobby lobby and magazine clippings) and have teen paste words/images that they show others on the outside vs. images/words they feel and keep hidden on inside, ribbons from memory tree activity mentioned.</p>
<p>What are her favorite connection activities to build rapport with children who are reluctant to engage?</p>	<p>We switch gears. We incorporate movement-do like a show and tell and find something in your house that represents something you like to do. Play Pictionary on whiteboard (draw what you are feeling and I will try to guess), play Simon Says with mindfulness techniques...i.e. "Simon says tell me 5 things you can see, Simon says tell me four things you can hear, tell me something you smell.</p>
<p>Do you use whatever materials they have at home or do you send them specific materials to use before your planned virtual session?</p>	<p>At Wonders & Worries we have three ways we support families right now. If the family does not have access to technology, we mail them the activities and supplies and coach parents on how to facilitate and use. Or we can set up virtual sessions where we mail the family the activity supplies and when they receive them plan the session to do via video. We try to get by seeing what things the family may already have and are willing to use as well. Or we may just coach parents on how to help their child doing this time and share language, books, strategies.</p>
<p>Have you ever reviewed these activities with caregivers and then send them the "directions" of these activities so they can do them later when their kids are ready? Also, what is your partnership with funeral homes at this time?</p>	<p>Yes we do share these activities with parents if we assess that it might be beneficial or if a parent requests the information. We have been sharing more activity ideas with parents now that we are unable to see children in person. Parents may not be able to follow through given all of the demands on their time and their energy levels as they battle an illness (or function as a caregiver) and we want to be careful about not overloading them or adding guilt. When we have in-person sessions with children we will share basic information about the activities we facilitated but we respect confidentiality and let the child choose what they want to say about their interactions in session (or about their artwork etc).</p>

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	<p>We do not have any formal “partnerships” with funeral homes but we have worked closely with several. We have had a speaker come from one of the larger local funeral homes to educate our staff about procedures etc when a person dies. Our child life specialists will collaborate individually with staff at a funeral home (with a family’s permission) if we determine it would be helpful. Our child life specialists will also attend funerals at their discretion and may interact with funeral home staff at that time.</p>