

- POPs
  - Trained parent volunteers offer guidance and encouragement based on their child’s health condition and care challenges.
  - Contact pops@cmh.edu or visit cmkc.link/pops-mentor-request
- Patient advocate
  - Helps address your concerns and facilitate communication with other staff members
  - Call (816) 234-3119 or email patientadvocate@cmh.edu
- Spiritual Services
  - The Children’s Mercy Department of Spiritual Services provides emotional and spiritual support to all patients and families.
  - (816) 915-4000
- Social workers are available in the hospital 24/7 to help you:
  - Cope with stress by using supportive counseling
  - Identify resources
  - Help you work through challenges you may be facing

## Routines and Normalization

- Celebrate milestones and normal things in life (birthdays, holidays, “firsts”)
- Talk with family (phone calls, FaceTime)
- Encourage daily routines with other children and family at home
- Bring comfort items from home, if possible

## You are the expert of your child.

You know how your child reacts to stressful situations and what helps them cope. We are here to support you in making an individualized plan to meet the emotional needs of your child.

Contact your unit’s Child Life Specialist for suggestions on how to create an emotionally safe experience at Children’s Mercy for your child.



## Support for Caregivers

“Emotional safety is the intentional multidisciplinary practice to promote resiliency, healing, and trust for pediatric patients and their families during medical experiences.”  
 -Association of Child Life Professionals (ACLP)



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# Emotional safety is taking care of your whole self, including your:

- Physical health
- Emotional needs
- Mental health
- Spiritual needs

We understand that having a child in the hospital puts strain and stress on the entire family. It's important to make yourself a priority even while your child is in the hospital. Taking the time to care for yourself will benefit your overall wellbeing and help you better take care of your child and family.

Children's Mercy Kansas City is here to help! Below are examples of how to practice emotional safety and take care of your health and wellbeing when your child is in the hospital.

## Sleep

The Kreamer Resource Center, located on the ground floor, has the following to help increase your quality of sleep:

- Sleep mask
- Earplugs
- Sound machine

## Exercise and Fresh Air

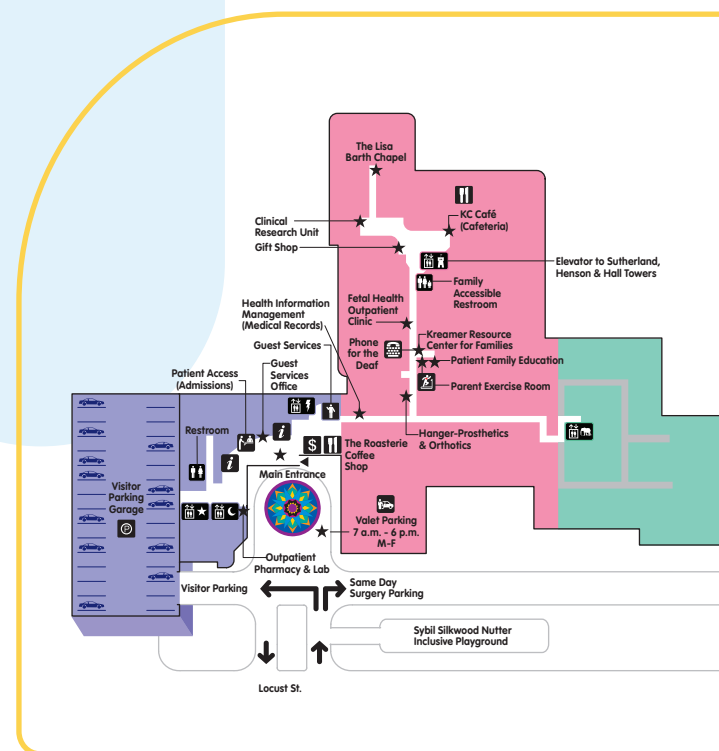
Children's Mercy has a few areas where you can move your body:

- Parent exercise room by The Kreamer Resource Center
  - The exercise room is open when The Kreamer Resource Center is open.
  - Stop by The Kreamer Resource Center to sign a waiver and access the exercise room.
- Lisa Barth chapel and garden
  - Located on the ground floor, it offers places of comfort, peace and prayer 24 hours a day
- PICU outdoor garden
  - Located on the 2nd floor just off the elevator lobby
- Hospital Hill Park

## Food and Drinks

Children's Mercy has a variety of food resource options:

- The Wylie House (Ronald McDonald House) has snacks at no cost for families with a child on any inpatient unit or receiving outpatient care.
- Order \$5 guest tray from food service.
- Parent rooms on inpatient units have snacks available.
- Kreamer Resource Center has snacks and drinks available.
- KC Café is located on the ground floor near the Castle elevators.
- Discovery Café is located on the 1st floor of the Children's Mercy Research Institute.
- Subway is located on the 1st floor
- The Oasis Vending Machine Area is on the first floor next to the Same Day Surgery waiting room.
- Roasterie Café is located on the ground floor near the hospital entrance.



## Support

It's important to have someone who listens and can offer you information when you need it.

- Parent Support Program coordinators in The Kreamer Resource Center are available to:
  - Support and validate parent and caregiver needs
  - Assist with finding resources
  - Offer weekly events and activities
  - Help you locate necessary resources within The Kreamer Resources center
    - + Emergency clothing
    - + Toiletry items
    - + Computers and printers
    - + Self-care items
    - + Other items and activities specifically for parents and caregivers of patients

