

Lactation Support Services
617-355-0005

Lactation Consultants provide expectant and nursing moms breastfeeding assessment, evaluation, education and support. Services are available for both families and staff. Breast pump rentals are available in the Hale Family Center for Families

Parking Program

Parking for income eligible inpatient families

Patient Relations
617-355-7673

- Staffed 8:30 a.m. to 4:30 p.m.
- Staff are available to patients and families who have complaints, compliments, problems, questions and other needs

Pawprints Program

Provides patients and their families with a visit from a dog, providing a healthy diversion from the usual hospital routine and an opportunity for social interaction

Multicultural Services

Provides information and resources to families in an organized, efficient and culturally appropriate manner

Seasonal Events

Adopt a Family

A targeted donation initiative to seek sponsors for patient families in need during the holiday season

Craft Fair

This all-day event for families and staff features a marketplace of unique gifts from more than 40 vendors, including handbags, quilts, stained glass, jewelry, holiday decorations, greeting cards and much, much more

Bereavement

Keeping Connections

- annual bereavement conference for families

Memorial Service

- annual memorial service to remember patients

Hours of Operation

Monday–Friday 8 AM–7 PM
Saturday, Sunday and major holidays
9 AM–5:30 PM



Boston Children's Hospital

Hale Family Center for Families

Until every child is well™

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Supporting patient families through their experience at Boston Children's Hospital.



Boston Children's Hospital

Hale Family Center for Families

Until every child is well™

300 Longwood Avenue, BCH3238,
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Fax: 617-730-1949
center.families@childrens.harvard.edu

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 help guide families during their time at the hospital.

Center-based Resources

Accommodations Line 617-919-3450

Assists families in finding accommodations in hotels, short-term rentals, Boston Children's-owned housing and special accommodations such as the local Ronald McDonald House and Hospitality Homes (host home program)

Call Center 617-355-7599 / 1-800-355-7944

- › staffed 8:30 a.m. to 4:30 p.m.
- › facilitates communication between community-based physicians and the hospital
- › answers patient/family questions about hospital programs and staff
- › directs calls to appropriate hospital programs

Children's Activity Space

- › houses a variety of activities, including books, videos, games and arts and crafts

Clothing Closet

- › houses donated supplies for patients and families with a clinical referral

Patient Family Computers/Printer, Copy/Fax Machine and Phone Charging Station and Video Phone

- › houses Internet accessible computers for relaxation, work or the creation of Care Pages
- › charges a variety of types of phones and houses a video phone for patient family use

Library

- › lends books on medical and developmental topics to families of inpatients and staff
- › lends children's and adult books as well as videos and games to hospitalized patients and their families

Center-based Programs

Accommodations Parent Sleep Spaces

Booked through the Hale Family Center for Families, 26 individual parent sleep spaces are located within the hospital for patient families with a patient in an intensive care unit

Patient Family Housing Program 617-919-3450

Provides affordable accommodations for up to 35 families while their children receive the care and treatment they need from Boston Children's in either an inpatient or ambulatory setting. The Program offers housing at two different locations: the Devon Nicole House and the Yawkey Family Inn. Inquiries and reservations can be made by phone from 9 a.m. to 4:30 p.m.

Wellness

Provides a variety of programs and groups designed to keep patient family members well during their time at the hospital such as reiki, yoga, massage, zumba, meditation and many more services to come

Family Partnerships Family Advisory Council

Parents as advisors; built in focus group to partner with staff and clinicians on anything from policy changes to building renovations to clinical care from a parent perspective

Family to Family

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

Family Partners

Patient/family advisors sit on committees, from short-term workgroups to standing committees, to provide family perspective. Can be for both hospital requests or Family Advisory Council or Teen Advisory Council initiatives

Teen Program

- › *Teen Advisory Committee (TAC)*
Comprised of teens and young adults between 14 and 22 who are patients (or former patients) 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
- › *Teen Projects*
Projects include the development of two carts filled with "teen only" activities that are delivered to the bedsides of teen patients and the hosting of three annual parties for teen patients and their families