

Children's Hospital Mission Statement:

To improve the life of every child.

Through exceptional *Care, Advocacy, Research, and Education*

Children's Hospital Vision Statement:

To be a global leader for children's health.

Children's Hospital Values:

- Safety
- Positive Attitudes
- Service Excellence
- Integrity
- Accountability
- Respect
- Wise use of resources
- Innovation

Patient/Family Rights and Responsibilities:

Children's Hospital & Medical Center works with families, as well as sick children, and believes that the family is the center and constant in a child's life. We honor racial, ethnic, cultural, and socioeconomic diversity of families. Infant feeding rooms, parent day beds and refrigerators, computer ports in rooms, sibling play areas, outdoor gardens, and the Rainbow house are examples of how we use care to work with our families. All parents have access to a Parent Handbook in each patient room. Parents are encouraged to participate in hand hygiene activities (washing hands or using hand sanitizer) before they enter their child's room and when they leave the room. We encourage parents to ask anyone caring for their child if they have washed their hands or used hand sanitizer and provide them with instruction cards and Hand Hygiene buttons that serve as a reminder to the health care staff.

Hospital Facts:

Children's Hospital & Medical Center is a private non-profit organization that has been caring for children since 1948. Children's professionals are specially trained to care for the medical needs of children. The hospital has the equipment and services tailored to serve the smallest premature infant to the adolescent. The 142-bed hospital is the only pediatric specialty hospital in Nebraska.

ID Badge:

ID Badge/Prox Card or name tag must always be worn and visible while in the hospital. Identification badges must be worn above the waist and nothing must be stuck through the badge or obstruct the picture or information on the badge (pins, stickers, etc.) See your Manager/Supervisor/Educator to obtain an ID Badge.

Parking:

Parking will be assigned by your Manager/Supervisor. It is mandatory that you park in your assigned location. Failure to do so could result in a citation or fine. See your manager/supervisor to determine your parking location.

Dress Code:

Professional appearance is important. All staff members must be in compliance with the hospital's dress code policy. You will be sent home if not in compliance with this policy (Dress Code - ADM090). You represent Children's with every encounter with customers--internal and external. Appearance and grooming are important to the success of these interactions. Anything that is exaggerated or overdone, whether it is jewelry, make-up, hairstyle, or clothing, detracts from Children's image as a professional, customer service-focused organization.

- a. Clothing must be clean and in good condition (not wrinkled, frayed, stained, excessively faded, etc.). Please refer to policy ADM090 – Dress Code for more specific information on restrictions and exceptions.
- b. Hair (including facial hair) must be clean, combed, and neatly trimmed or arranged. Length must

- be worn in a manner that keeps it from contact with the patient or care related items. Any accessories worn in the hair should be minimal.
- c. Fingernails must be clean, neat, well maintained and short in length (nail tips less than a quarter (¼) inch long). Traditional nail polish that is painted directly onto the nail surface that is fully intact and not chipped is allowed. If nail polish is chipped, removal will be required prior to patient care. Artificial fingernails, gel polishes, solar sculptured nails, nail wraps, and nail decals are NOT to be worn by employees providing direct patient care due to the risk of pathogen transmission.
 - d. Jewelry must provide no risk to the wearer or patient. Some departments may further restrict jewelry and other adornments as an infection control or safety risk. Body piercings/adornments, other than in the ears or a single small nose stud must not be visible.
 - e. Children's approved logo wear must be specific (e.g. Children's Physicians staff must wear logo wear with the Children's Physicians logo on it) and expired logo wear brands with previous Children's logos may not be worn.
 - f. Tattoos must not be offensive or cause distress to the patient or public. Tattoos located on the face are not allowed. Examples of visible tattoos which are NOT allowed: weapons, skulls, profanity or inappropriate language, nudity or risqué drawings.
 - g. Shoes should be clean and in good condition (not frayed, stained, tattered, ripped, etc.). High risk areas, as identified by the department management may require additional restrictions.

Corporate Compliance/Code of Conduct:

You must comply with all applicable laws and regulations and all provisions of Children's Corporate Compliance Plan and Code of Conduct while at the hospital. You are required to review the Corporate Compliance Plan/Code of Conduct, a copy of which will be provided to you by your manager/supervisor and complete an acknowledgement statement. The signed acknowledgement statement will be maintained in your personnel file. All personnel at Children's are required to report any suspected or actual violation of any law, regulation or standards to their supervisor, to the Corporate Compliance Officer at 955-4122 or by calling the Hotline at 955-3250. You may also report any suspected fraudulent billing to the US Attorney General's Office or the Dept. of Justice in accordance with Children's Whistleblower Policy. Policies, procedures and forms can be located on the employee intranet under the Policies Tab and by searching within the PolicyTech system.

Harassment:

Children's Hospital is committed to a workplace free of discrimination and harassment. Harassment consists of unwelcome conduct, whether verbal, physical, or visual that is based upon a person's protected status, such as sex, color, race, ancestry, religion, national origin, age, disability, medical condition, marital status, veteran status, citizenship status, or other protected group status. Harassment includes conduct that demeans or shows hostility or aversion toward an individual because of his or her protected status. Offensive or harassing behavior will not be tolerated against any employee. This policy covers vendors, customers, others who enter our workplace, as well as all employees. Supervisors are responsible for taking proper action to end such behavior in their workplace. In an effort to prevent sexual and other forms of harassment from occurring, this policy against harassment will be communicated to each employee. No employee of this company is exempt from this policy.

Harassment is unlawful when:

- Submission to the conduct is an explicit or implicit term or condition of employment.
- Submission to or rejection of the conduct is used as the basis for an employment decision.
- The conduct has the purpose or effect of unreasonable interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment and is severe or pervasive.

An employee who feels she/he has been the subject of harassment should immediately contact her/his supervisor or the Human Resources Department. All complaints will be investigated in a timely manner.

Harassment is cause for discipline in accordance with the corrective action guidelines.

Any employee who files a complaint in good faith or participates in any investigation will not be subjected to retaliation. This policy will assure confidentiality to the extent possible to any employee reporting such actions as well as those against whom such charges are made.

Violence in the Workplace:

Children's Hospital & Medical Center has "Zero-Tolerance" for any person engaging in any intentional act, either on hospital property or during the performance of work related duties that threaten the safety, health, life, or well-being of another person or results in damage to property.

Children's Program for Prevention of Violence in the Workplace was created and is maintained in compliance with OSHA Guidelines for Preventing Violence for Health Care and Social Services Workers. The program is part of job safety and security incorporated into the overall safety program of the hospital. The Environment of Care Steering Committee is responsible for monitoring and providing the resources necessary to support the Prevention of Violence in the Workplace Program.

Diversity:

Children's Hospital & Medical Center values the unique differences of employees from a variety of cultures, ethical groups, lifestyles, generations, religion, and skills and abilities.

Non-Discrimination:

Children's Hospital & Medical Center is an Equal Opportunity Employer and complies with all applicable federal, state, and local laws prohibiting discrimination. It is the policy of Children's to recruit, hire, train, promote, discipline and provide working conditions and benefits on a fair and non-discriminatory basis for all employees without regard to sex, race, color, religion, national origin or ancestry, age, marital status, disability or veteran status or any other status protected by applicable law. In addition, no program or activity administered by Children's will exclude an individual or subject anyone to discrimination based on these grounds.

HIPAA – Protection of Patient Health Information:

The federal HIPAA law and state laws mandate protection of patient health information or PHI. PHI includes a patient/family's demographic information, all patient medical information, and information regarding payment for services. You may only access PHI if it is required to do your job at Children's. PHI may not be disclosed without authorization from the patient/parent/guardian unless specifically allowed under the HIPAA regulations. A Notice of Privacy Practices that describes how PHI can be disclosed is provided to each patient family at their first encounter with Children's and is available on Children's internet. You will be held responsible for protecting the privacy and security of PHI whether in electronic or paper form. All our HIPAA policies are available on the employee intranet under policies. Any PHI privacy or security violation should be reported to the Privacy Officer at 955-4122 or via the Hotline at 955-3250.

Confidentiality :

While you are at Children's, you may hear or see information about patients. Do not repeat to anyone outside of Children's any information on a patient that you saw or heard while at the hospital. Do not discuss a patient or family with anyone other than professional staff and only in an appropriate setting. It is essential that this information remain confidential. Never discuss an individual's condition outside the health care facility, or in any public area within the hospital such as the hallways, cafeteria, gift shop, or elevators.

Red Flag Rules 6/2010:

In 2007 the Federal Trade Commission issued the regulation known as the Red Flag Rule under the Fair and Accurate Credit Transaction Act. The Red Flag Rule is intended to reduce the risk of identity theft by requiring covered account holders, such as hospitals, to implement and maintain a program to identify potential red flags, detect the occurrence of a red flag, and appropriately respond to red flags. A red flag is defined as being a pattern, practice or specific activity that indicates the possible existence of identity theft.

National Patient Safety Goals (last updated 2021):

1. Improve the accuracy of patient identification (2 Patient Identifiers-Name and MRN; Double-check transfusions)
2. Improve the effectiveness of communication among caregivers (Critical tests results)
3. Improve the safety of using medications (Labeling all medication on and off the sterile field, anticoagulation therapy, medication reconciliation).
4. Use alarms safely (Medical equipment alarms should be heard and responded to on time).
5. Reduce the risk of health care associated infections (Hand Hygiene, Multi-drug resistant infections, central line associated bloodstream infections, surgical site infections, catheter-related urinary tract infections).
6. The organization identifies patients at risk for Suicide (behavioral risk assessment).
7. Prevent wrong site, wrong procedure, wrong person surgery by using the universal protocol.

Required "Time Out" Process

1. Pre-procedure verification of all patient and procedure information.
2. Marking of intended surgical site.
3. After prepping and draping and before starting the procedure, the final verification "time out" must occur among the team performing the procedure and prior to any instrument being handed to start the procedure.
4. This process involves verbal identification/verification of the:
 - a) Correct patient (verify patient name and medical record number with patient record)
 - b) Consent
 - c) Medical record data, including history and physical
 - d) Correct procedural site
 - e) Correct procedure to be performed
 - f) Correct patient position
 - g) Availability of correct special equipment and/or supplies as appropriate
5. The verification must be agreed upon by all members of the team.
6. Prior, to the start of the procedure, all medications, medication containers, or other solutions will be labeled on and off the sterile field during any surgery or procedure done in the health care settings.

Photos:

You may not take a photograph of a patient unless the patient's parent or guardian has given express permission. Please review the Patient Photographic Images Policy on the employee intranet.

Computer Access:

You will be given computer access to the extent needed to do your job. Do not give your computer login information to anyone else. If your job requires access to confidential information, you must protect the confidential information from being viewed by others. You may only access confidential patient information to the extent it is required to do your job. Any violation of this limited access may subject you to discipline up to and including termination of employment. You will be required to sign a Confidentiality Agreement form before you are given computer access.

Non-sectarian institution:

Children's is a non-sectarian hospital and no one working at Children's is allowed to promote their personal religious beliefs.

Donations:

You are not allowed to give to or receive from a patient or patient family any in-kind or cash donations. If cash donations are offered, please direct the donor to Children's Foundation. Please review Children's Tips, Gifts, and Donations Policy available on the employee intranet.

Additional Employment:

You may be permitted to hold a second job, other than at the hospital, provided that the second job in no way affects your job at Children's.

Unexpected Problems:

If you experience an unexpected medical problem with a patient, immediately contact the closest medical professional.

Health Screening:

As a staff member in the hospital, you have a responsibility to the patients. If you feel ill, have a cold, have the flu, cough, sore throat, fever, diarrhea, rash, vomiting etc., or any type of infection, please do not come to the hospital. Notify Employee Health at 955-6020 with questions during the work hours or the House Supervisor, after hours, at 955-7901.

- All immunizations must be up to date.

Hand Hygiene:

- All employees are required to perform Hand Hygiene (washing hands with soap and water for 15 seconds or using hand sanitizer and rubbing hands for 15 seconds) before entering a patient's room and when exiting a patient's room.
- Hand Hygiene is required after performing personal cares (ex. after going to the restroom or eating) or after removing gloves. See job specific requirements.
- Parents are empowered to ask health care providers to perform hand hygiene before having contact with their children
- Health care providers are expected to assist each other in the enforcement of hand hygiene activities.

Respiratory Hygiene and Cough Etiquette:

"Cover Your Cough" stations are provided at each entrance to the hospital and clinics. These stations provide masks (adult and pediatric sizes), hand sanitizer, tissues to help control the spread of respiratory illnesses. Important points to remember are:

1. If a patient, visitor, or employee has any signs and symptoms of a respiratory illness (cough, sneezing, runny nose) a mask must be worn to protect others from exposure.
2. Cough or sneeze into your sleeve, not in your hands.
3. Perform hand hygiene after you have contact with body secretions.
4. Dispose of used tissues appropriately.
5. Maintain a spatial separation of three feet from anyone who has signs and symptoms of a respiratory illness.

If you are an employee with a respiratory illness, please put on a mask and report to Employee Health for evaluation. Do not expose others around you.

Bloodborne Pathogens. Exposure Control:

- Standard Precautions is the use of “Engineering Devices” or barriers (gloves, masks, gowns) that protect you from exposure to organisms found in body fluids or bloody body fluids.
- If you come in contact with any body fluid or bloody body fluid, putting on a barrier (or sometimes called a “Work Practice”) will help protect you from potential exposure to bloodborne pathogens such as HIV, Hepatitis B & C. These organisms can cause serious disease. Signs and symptoms may be similar to a “mild flu like” illness.
- While at work, if you come in contact with body fluids or bloody body fluids (through a needle stick, human bite, prolonged exposure to broken skin or a splash to the eyes or mucus membranes) please:
 1. Provide patient safety first
 2. If blood and/or body fluid exposure to eye or mucus membrane, rinse with water for 20 minutes.
 3. If blood and /or body fluid exposure to skin or from a sharp, wash with soap and water.
 4. Retain donor until testing initiated, if indicated, and released by Employee Health.
 5. Notify Employee Health (955-6020) during business hours, Infection Control after hours and House Supervisor. Follow instructions on the blood and body fluid packet.
- Hepatitis B Vaccination programs lower the risk of Hepatitis B infection and are offered free of charge to CHS employees who are at risk of possible body fluid or bloody body fluid exposures.
- Bloody body fluid spills: If you are not trained to clean up this type of spill please:
 1. Provide safety first, stay near the spill and do not allow others or yourself to become exposed
 2. Direct another employee to call 8999 and ask for a body fluid spill clean up
- Dispose of items that have drip able pour able bloody body fluids in a red biohazardous trash bag. All sharps (needles) are never to be re-capped and are to be placed in a red biohazardous sharps box.
- The Exposure Control is available on the intranet under resources, plans infection control. After reading this information, questions are answered by paging Infection Prevention at 888-8388.

Tuberculosis Exposure Control Plan (TB)

The TB exposure control plan is located on the intranet, “Links” tab, “Plans” on left of screen and Infection Prevention.

The Centers for Disease Control and Prevention 2005 Guidelines for preventing the transmission of Mycobacterium tuberculosis in Health Care Facilities provides framework for the development, implementation and evaluation of strategies, designed to eliminate or minimize risks of exposure, either occupational or patient related, to tuberculosis for patients, healthcare workers, visitors and volunteers.

TB is a condition caused by Mycobacterium tuberculosis that is most frequently found in lungs and or larynx and which is transmitted by air or droplet nuclei that can become airborne during coughing, sneezing, talking etc.

Signs and symptoms of TB are unexplained cough of 3 weeks or more, bloody sputum, night sweats, unexplained weight loss, anorexia and fever. Respiratory Hygiene and Cough Etiquette should be utilized with any patient, visitor, or employee when respiratory signs and symptoms are present.

Children’s Hospital & Medical Center admits patients with suspected or confirmed TB disease. All patients or non-patients with known or suspected laryngeal or pulmonary TB should be placed in an Airborne PRM precautions room or should wear a surgical mask when not in a negative airflow room or when in public areas of the hospital

All HCW are to have written documentation of annual respiratory protection fit testing prior to being assigned to care for a patient with possible or confirmed tuberculosis.

If a possible exposure to TB occurs, Infection Prevention will communicate to department leaders who will inform HCW of the possible exposure and the directive for follow up with Employee Health.

TB Mask Fitting:

Is required for any person that has the potential to care for known or suspected TB patients, H1N1 patients that will be having a procedure that could cause aerosolization, SARS, Monkey Pox or Avian flu. Mask fitting must be performed prior to caring for such patients.

Mask fitting is required per the OSHA Federal Mandate (29 CFR 1910.134) and must be completed annually.

Isolation Precautions

Patients are sometimes kept in rooms where isolation procedures must be followed. If you are working in an area that uses Isolation Rooms, check with the nursing station for assistance to show you Isolation signs and procedures.

Fire and Emergency Procedure:

- Code Red is the hospital's code name for FIRE! Listen for instructions and follow the RACE steps:
 - Rescue patients visitors/evacuate.
 - Activate the fire Alarm and call x6911 (for off-site call 911)
 - Close doors to rooms, offices.
 - Extinguish fire if possible and Evacuate.
- To use a fire extinguisher: PASS
 - Pull pin
 - Aim hose at the base of the fire
 - Squeeze the handle
 - Sweep from side to side
- Won Doors – extend out from the wall to make a fire compartment and minimize spread of fire and smoke. The green release bar on the Won door will open the door.
If an emergency occurs, please see your manager/supervisor and follow instructions.

Event CODES:

- Facility Alert - Fire Alarm - Fire in the hospital/facilities (Fire Drill)
 - Dial 6911 (for off-site call 911)
- Medical Alert – Pediatric Code - Pediatric patient/visitor in cardiac or respiratory arrest
 - Dial 4444/6911 - hospital & Pavilion; blue slider bar in patient care areas, for off-site call 911
- Medical Alert – Adult Code - Adult in cardiac or respiratory arrest
 - Dial 9911 - Main Hospital Campus; 9-354-6911 - Methodist North Tower, off-site call 911
- Security Alert – Active Shooter – Active shooter/Armed intruder response.
 - Dial 6911 – Main Hospital Campus; 9-911 – All Off Campus locations
- Security Assist – Disruptive Behavior - Actual or threat of potential disruptive or violent behavior.
 - Dial 6911; ask to speak to Dr. Major. Protect patients, visitors, yourself and other staff, off-site call 911
- Security Alert – Missing Person - Missing child or suspected abduction
 - Pay attention to what is going on around you!
 - Dial 6911 if you found a lost child, off-site call 911
 - Notify supervisor. Immediately search & secure area. Follow department specific procedures.
- Medical Alert – Influx of Patients/Mass Casualty Incident - Internal disaster/external disaster

Safety and Security:

- Equipment — Do not use equipment that you have not been trained to use by hospital employees. Bed/crib rails must be raised and secured at all times.
- Always wear ID badge
- Store personal belongings in a secure location.
- Personal Protective Equipment (PPE) – utilize as appropriate to your job and department requirements
- Park in approved locations
- Incidents — If you have an accident resulting in physical injury or if anything very unusual happens during your experience at Children's, immediately notify the supervisor
- Use personal safety techniques such as proper lifting and moving.
- Contact the supervisor of the area you are in if you have immediate safety concerns.
- Should you become suspicious of a person's behavior, please notify the area supervisor immediately. Contact Security any time of the day or night if you would like an escort.
- Latex balloons - strictly prohibited at Children's Hospital & Medical Center.
- NPO (Nothing Placed Orally) — Do not give a patient anything to eat or drink without checking with the staff first. For Safety Data Sheets (SDS) in the event of a chemical spill or decontamination needs, contact the call center at 8999.

Each individual has the responsibility to act in an honest and ethical manner and to recognize and report potential problems as they arise.

Hospital Locations

Level6	6 th Floor Med Surg—Rooms 601-624 School Age
Level5 Care	5 th Floor Med Surg—Rooms 501-524 Toddler and Pre-school Ages, Intermediate
Level4	4 th Floor Med Surg—Rooms 401-424 various ages
Level3 Pavilion	Mechanical Room; Access to Glow Auditorium, Skywalk (NICU/PICU South),
Level2	PICU North—Rooms 201-219; Atrium Viewing; Coffee Shop
Level1	Lobby; Atrium; Gift Shop; Chapel; Surgery; Access Center; CARES & PACU (Pre & Post Op Care, Sedation, Infusion and Observation)
Lower Level 1	Emergency Department; radiology; Pharmacy
Lower Level 2	Visitor Parking
Lower Level 3	Cafeteria; 24-hour vending; Classroom 1, 2, 3; Training Rooms A and B; Materials Management; Doctor's Office and Lounge; Resident Sleep Room; Mail and Duplicating; Sterile Processing; Purchasing; Security; Visitor Parking
East Offices	Employee Health; Organization Development; Infection Prevention; Value Analysis and other various offices
Lower Level 4	Parking
Lower Level 5	Sub-Basement; Environmental Services; Engineers; Assigned Parking

Pavilion

Level1	Short Stay Unit; Infusion; staff Offices
Level2	Specialty Clinic Staff; MD Offices; Interpreting Services
Level3	Specialty Clinic Staff; MD Offices
Level4	Specialty Clinic Staff; MD Offices; Helmet Lab; Skywalk

Specialty Pediatric Center

Access Services are available on all floors of the SPC

- Level 1 Information Desk; Laboratory/Pathology; Physical Therapy; Occupational Therapy; Speech Therapy; Audiology (Hearing Aid Service); Neuro diagnostics; ENT; Cardiac Diagnostic; Cardiology; Cardiothoracic Surgery; Sleep Lab; Kids Camp
- Level 2 Clinics: Allergy/Asthma/ Immunology; Aero digestive; Pulmonary Lab; Pulmonary Medicine; Developmental Pediatrics; Metabolic; Renal; Craniofacial and Helmet; Neurology; Cystic Fibrosis; HEROES; NICU Follow-up; Rheumatology; Plastic Surgery; Nephrology; Urology; Autism; Sleep Disorders; Neurosurgery; Children's Developmental Clinic; Food Hypersensitivity; Foster Care Clinic; Genetics; Hand in Hand/Palliative Care; Metabolic Bone/OI; UNMC Dental Clinic
- Level 3 Hematology/Oncology; Infusion Center; Dialysis; Nephrology; Ophthalmology; Optical Shop; Urology
- Level 4 Child Advocacy; Gastroenterology; HEROS Weight Management; Infectious disease; Orthopedic Surgery; Pediatric Surgery; Sports Medicine

Off-Site Locations

Cass I	8552 Cass St	Endocrinology Clinic, IT
Cass II	8534 Cass St	Finance
Methodist (North Tower)	8303 Dodge Street	4 th and 5 th Floor NICU and 4 th Floor PICU South
Indian Hills West	8404 Indian Hills Dr.	Med Staff, Security Badge Station, HR, HIM, CSP & CP Admin, Physician Recruitment, Physician Finance, & various other departments
Indian Hills East	8404 Indian Hills Dr.	Administration, MD offices
Indian Hills North Transport	8401 Indian Hills Dr.	Legal/Compliance, Performance Improvement,
Weisman Behavioral Health	1000 N. 90 th Street	Behavioral Health and Eating Disorders

Frederick Square Scheduling, Training Classrooms	3000 S. 84 th Street	Home Health, Call Center,
West Village Point	111 N. 175 th Street	Outpatient Surgery Center
Spring Ridge Clinics and Rehab	17819 Pierce Street	
Lincoln Specialty Pediatric Clinic	2121 S. 56 th St, Lincoln	

Growth and Development Birth to 18 Years

Age	Growth & Development	Age-Specific Care Ideas	Toys
0-6 Months	<ul style="list-style-type: none"> ▪ Lifts and holds head ▪ Reaches for objects ▪ Holds objects ▪ Smiles ▪ Turns towards sound ▪ Starting to sit with help ▪ Rolls in both directions 	<ul style="list-style-type: none"> ▪ Involve parents ▪ Provide safe toys ▪ Talk while doing cares 	<ul style="list-style-type: none"> ▪ Music players ▪ Mobiles ▪ Bright-colored mobile ▪ Small rattles ▪ Mirror ▪ Bells and squeaky toys
7-12 Months	<ul style="list-style-type: none"> ▪ Sits without help ▪ Crawls ▪ Pulls to stand position ▪ Pincer grasp ▪ Fear of strangers (this can be earlier) ▪ Puts object in container ▪ Cruises 	<ul style="list-style-type: none"> ▪ Involve parents ▪ Provide a variety of toys ▪ Play peek-a-boo ▪ Talk during cares 	<ul style="list-style-type: none"> ▪ Books ▪ Busy boxes ▪ See-N-Say ▪ Balls ▪ Blocks
1-3 Years	<ul style="list-style-type: none"> ▪ Walks without help and crawls up and down stairs ▪ Stacks 2 to 3 blocks ▪ Imitates play ▪ Names pictures in books ▪ Multi-word vocabulary and puts words together ▪ Follows directions ▪ Names body parts ▪ Climbs on furniture, runs, and kicks ball ▪ Begins being negative ▪ Eats and drinks by self ▪ Temper tantrums ▪ Asks simple questions 	<ul style="list-style-type: none"> ▪ Involve child and parents in care ▪ Provide safe toys ▪ Encourage child to communicate ▪ Give child familiar items ▪ Carry on a conversation with toddler 	<ul style="list-style-type: none"> ▪ Books ▪ Peg boards and shapes ▪ Wind-Up toys ▪ Balls ▪ Ride toys ▪ Blocks ▪ Dolls ▪ Large Lego's ▪ Cars ▪ Paints ▪ Bubbles ▪ Puzzles ▪ Large crayons
4-6 Years	<ul style="list-style-type: none"> ▪ Skips and hops on one foot ▪ Walks down stairs with alternating feet ▪ Draws a three to six part person ▪ Tries to please others ▪ Copies simple figures ▪ Shares and takes turns ▪ Plays simple board games, throws and catches ball ▪ Uses "please" and "thank you," has good manners (depends on the child) ▪ Changes mood quickly ▪ Have many fears (i.e. separation, darkness, storms, etc.) ▪ Sings simple songs ▪ Asks "why" often ▪ Dresses and undresses with little help 	<ul style="list-style-type: none"> ▪ Involve parent and child in care ▪ Allow child to make choices when possible ▪ Encourage child to ask questions and talk about feelings 	<ul style="list-style-type: none"> ▪ Construction sets ▪ Puppets ▪ Tools ▪ Magnifying glass ▪ Musical instruments ▪ Board games ▪ Jigsaw puzzles ▪ Stickers ▪ String and bead sets ▪ Paint ▪ Miniature figures

Age	Growth & Development	Age-Specific Care Ideas	Toys
7-12 Years	<ul style="list-style-type: none"> ▪ Permanent teeth erupt (can happen as early as 4 yrs.) ▪ Starts pubescent changes ▪ May have "growing pains (emotional or physical — can start earlier) ▪ May experience fatigue ▪ Cares for pets ▪ Draws, paints ▪ Assists in household chores ▪ Likes quiet as well as active games ▪ Comprehends and can tell time ▪ Starts to think abstractly ▪ Proud of school accomplishments ▪ Enjoys reading 	<ul style="list-style-type: none"> ▪ Explain procedures in advance, explain equipment ▪ Allow child to have some control ▪ Provide privacy ▪ Promote independence, define behavior limits ▪ Continue school ▪ Major fear is loss of control 	
12-18 Years	<ul style="list-style-type: none"> ▪ Rapid growth of skeletal size, muscle mass, adipose tissue and skin ▪ Maturation of the reproductive system ▪ Onset of menarche in girls and nocturnal emissions in boys ▪ Awkward in gross motor activity ▪ Can be easily fatigued (related to growth spurts) ▪ Increased ability to use abstract thought and logic ▪ Able to handle hypothetical situations or thought ▪ Develops more internal growth of self-esteem ▪ Interested and confused by own development ▪ Often critical with own features and appearance ▪ Interested in opposite sex ▪ Longs for independence, but also desires dependence ▪ Identity is threatened by hospitalization and concerned about bodily changes and appearance 	<ul style="list-style-type: none"> ▪ Give rationale with explanations ▪ Encourage questions regarding fears ▪ Provide privacy ▪ Involve in planning and decision making ▪ Allow adolescent to maintain control ▪ Provide teaching 	