



New Perspectives from a Mile High



Child Life Council

31st Annual Conference on Professional Issues

CONFERENCE PROGRAM

Denver, CO, May 16-19, 2013



Children's Hospital Colorado thanks the Child Life Council for supporting child life specialists everywhere. We couldn't love our patients the way we do, without them.

ChildrensColorado.org

   Many hands, one heart.



Children's Hospital Colorado

Schedule-at-a-Glance

Wednesday, May 15, 2013

Pre-Conference Events

6:30 PM – 8:30 PM International Attendee Program

Thursday, May 16, 2013

Pre-Conference Events

8:00 AM – 12:30 PM Child Life Certification Examination
 8:00 AM – 6:00 PM Conference Badge & Tote Bag Pick-Up Open for Pre-Registered Attendees
 8:00 AM – 6:00 PM On-Site Registration Open
 9:00 AM – 12:00 PM Pre-Conference Half-Day Intensives (3 PDHs)
 9:00 AM – 4:30 PM Pre-Conference Full-Day Intensives (6 PDHs)
 1:00 PM – 4:00 PM Pre-Conference Half-Day Intensives (3 PDHs)
 4:00 PM – 5:00 PM First Timer/New Member Orientation
 4:30 PM – 6:30 PM Connect 4 Success (Professional Networking Event)
 5:30 PM – 6:30 PM Student Networking Event with Panel

Friday, May 17, 2013

7:00 AM – 6:00 PM Conference Badge & Tote Bag Pick-Up Open for Pre-Registered Attendees
 7:00 AM – 6:00 PM On-Site Registration Open
 8:30 AM – 10:30 AM Opening General Session and Emma Plank Keynote Address (2 PDHs)
 10:45 AM – 12:15 PM Professional Development Workshops #1 - 7 (1.5 PDHs)
 12:15 PM – 1:30 PM Committee Meetings – Track A
 12:15 PM – 2:15 PM Exhibit Hall Open with Posters, Bookstore and Lunch
 2:15 PM – 3:45 PM Professional Development Workshops #8 – 14 (1.5 PDHs)
 4:00 PM – 5:30 PM Professional Development Workshops #15 – 21 (1.5 PDHs)
 5:45 PM – 7:00 PM Committee Meetings – Track B
 6:00 PM – 8:30 PM Opening Reception and Bookstore in Exhibit Hall
 7:00 PM – 8:00 PM Staffed Poster Presentations

Saturday, May 18, 2013

8:00 AM – 4:00 PM CLC Information Desk in Registration Area
 8:30 AM – 12:30 PM Exhibit Hall Open with Posters, Bookstore and Beverages
 8:30 AM – 11:30 AM Hospital Tour – Children's Hospital Colorado
 8:30 AM – 11:30 AM Half-Day Intensives (3 PDHs)
 9:00 AM – 10:00 AM CLC Town Hall Update
 1:00 PM – 2:30 PM Plenaries (1.5 PDHs)
 2:45 PM – 4:15 PM Professional Development Workshops #22 – 28 (1.5 PDHs)
 4:30 PM – 6:00 PM Professional Development Workshops #29 - 34 (1.5 PDHs)
 6:15 PM – 7:15 PM Task Force 2020 Open Forum
 6:15 PM – 7:15 PM Research Discussion
 7:15 PM – 8:15 PM Academic Professionals' Meeting

Sunday, May 19, 2013

8:30 AM – 9:30 AM Professional Development Sessions #35 – 40 (1 PDH)
 9:45 AM – 10:45 AM Professional Development Sessions #41 – 46 (1 PDH)
 11:00 AM – 12:30 PM Closing General Session (1.5 PDHs)

Cover photograph provided courtesy of St. Jude Children's Research Hospital, Memphis, Tennessee

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PROGRAM INSERT

Registration Information, Fees & Policies
 Registration Form, Parts 1 & 2
 Save the Date: CLC 32nd Annual Conference
 2014 Call for Abstracts

Child Life Council 31st Annual Conference on Professional Issues

THE SHERATON DENVER DOWNTOWN HOTEL

This year, the “Mile High City” of Denver, Colorado will play host to more than 1,000 CLC members and friends gathered for the paramount educational and networking event in the child life profession. Surrounded by towering, majestic views of the Rocky Mountains, Denver provides the perfect place for child life specialists to gain *New Perspectives from a Mile High*. We invite you to discover innovative concepts and techniques, forge lasting connections, and get inspired at CLC’s 31st Annual Conference on Professional Issues.

Attendees will have ample opportunities to learn and grow through an array of plenary presentations, professional development workshops, and thought-provoking keynote and closing addresses from leading experts in the field. These events, in addition to multiple full day intensives, half day intensives, and poster presentations, will offer fresh perspectives, sharing some of the latest research and innovations in the field.



Dr. Bruce Perry, a celebrated author, teacher, clinician, and researcher, will deliver the opening keynote address at the conference. With years of expertise in the areas of children’s health and the neurosciences, Dr. Perry will speak on the impact of trauma and neglect on the developing child.

On Saturday, attendees will get the chance to attend one of four diverse plenary sessions, where experts will discuss topics including the importance of play, the changing landscape of children’s health care, current research on distraction techniques, and fundraising to support child life programming.

At the closing general session, Corey Ciocchetti, Associate Professor of Business Ethics and Legal Studies at the Daniels College of Business, University of Denver, will present his encouraging message: *Inspire Integrity: Chasing Authentic Success*.

In addition to these exciting educational opportunities, there will be many networking opportunities giving attendees the chance to catch up with old friends and build new relationships. Don’t miss out on Thursday night’s Connect 4 Success event—featuring a roundtable discussion for professionals—or the separate panel discussion for students. Be sure to take advantage of the extended Exhibit Hall hours on Saturday morning to learn more about the exciting products and services offered by a diverse group of exhibitors, and enjoy a free evening on Saturday to explore the Mile High City.

We look forward to seeing you in May!



2013 Conference Program Committee

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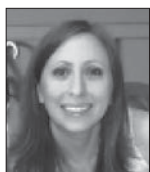
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Location Information

Nestled in the midst of the scenic Rocky Mountains, Denver, Colorado boasts some of the most stunning views in the country. Full of life and energy, the Mile High City offers visitors the best not only in scenery, but also in restaurants, attractions, shopping and entertainment. You'll find many exciting attractions to experience like the Denver Art Museum, the Colorado State Capitol, and the Denver Center for Performing Arts. If you would rather enjoy the sights in the fresh air, take a stroll through the Denver Botanical Gardens or explore the Denver Zoo. With plenty of shopping centers, cultural and entertainment venues, restaurants, and more, you will be sure to experience the best the city has to offer.



HOTEL INFORMATION

The Sheraton Downtown Denver Hotel is located in the heart of the city just one block away from Colorado's State Capitol. Situated along a mile-long tree-lined promenade featuring outdoor bistros, microbreweries, shopping, and entertainment, the hotel places visitors in the center of fantastic shopping and other activities. In addition, the accessible location and lovely views of the Rocky Mountains, the dynamic 1,231-room and 82-suite hotel offers conference

attendees exceptional convenience and comfort with remarkable restaurants, a heated pool, and an on-site fitness center. Special hotel rates for CLC Conference attendees are \$165 per night plus tax (single/double occupancy – each additional person is an extra \$20 per night). This rate will be offered to all conference attendees who are interested in extending their stay beginning May 11 and continuing through May 22 (based on availability).

To make your reservation online, go to the Annual Conference/Location & Hotel Information section of the CLC website and click on *Reserve Your Hotel Room Now*. If you prefer to book your reservation by phone, call **1-303-893-3333**. Be sure to identify yourself as a Child Life Council conference attendee in order to ensure you receive the discounted group rate. All conference events will take place at the conference hotel with the exception of the hospital tour. A complete list of room assignments for each of the conference sessions will be provided on-site, at the Conference Badge & Tote Bag Pick-up area.

HOTEL PARKING

The Sheraton Denver Downtown Hotel offers on-site and valet parking. On-site parking is \$24 a day, and valet parking is \$30 a day.

GETTING THERE

There are several options outlined below for getting to and from the Sheraton Downtown Denver Hotel.

Taxi or Shuttle

Taxis are readily available at the Denver International Airport. Taxis pick-up and drop-off from Jeppesen Terminal, Level

5, Island 1, outside Doors 507 through 511 (Terminal East) and Doors 506 through 510 (Terminal West). There is a flat rate charge of \$55.15 for a one-way trip to downtown Denver. Fares to all other metro area destinations are based on the taxi's meter.

Public Transportation

The Regional Transportation District (RTD) operates a regional rail system, called the Light Rail, with more than 35 stations in Denver. The 16th & Stout and the 16th & California RTD Light Rail stations are within a half mile from the hotel. The RTD also operates a regional bus system with more than 10,000 stops in the Denver metro area. For more information and to plan out a route, please visit <http://www.rtd-denver.com/index.shtml>

Driving Directions

Download printer-friendly driving directions from the Annual Conference/Location & Hotel Information section of the CLC website at www.childlife.org.

STAY AT THE CLC CONFERENCE HOTEL

By staying at the CLC conference hotel, you enable us to reduce the overall costs associated with producing the conference. These savings allow CLC to offer reduced registration fees and increased conference savings.

WEATHER

May weather in Denver, Colorado typically ranges from average high temperatures in the 70s to low temperatures in the 50s. We recommend bringing a sweater, as the temperature inside most hotels can be quite cool.

Registration Information

Register for the conference online by the early registration deadline of March 8th, 2013 for the best rates.

Complete registration information is available in the center section of this program.

POSTER PRESENTATIONS

Poster Presentations are always a popular feature at the conference, and this year, the poster presenters will be available for questions and discussion on Friday, May 17, from 7:00 pm to 8:00 pm. The poster quiz will be offered in electronic rather than paper format, and will be sent via email at the conclusion of conference. Please note that **only those participants who include the Poster Presentations in their conference registration will be eligible to take the quiz.**

SESSION LEVELS

Each conference session has been assigned one of three different designations—*Foundational*, *Intermediate*, or *Advanced*—based upon information provided by each presenter during the abstract submission process. This information is provided to help you decide whether a session will be appropriate for you based on your knowledge and experience in a particular content area.

F Foundational: Information presented will be appropriate for attendees seeking to strengthen their basic/foundational knowledge in this content area

I Intermediate: Information presented will be appropriate for those with intermediate level knowledge and experience in this content area

A Advanced: Information presented will be appropriate for those with advanced level knowledge and experience in this content area

CONFERENCE BADGE & TOTE BAG PICK-UP

Upon arrival to the conference, all pre-registered attendees should check in at the Conference Badge & Tote Bag Pick-Up area to collect their conference materials. This area will be open:

Thursday, May 16 8:00 AM – 6:00 PM

Friday, May 17 7:00 AM – 6:00 PM

IMPORTANT! CONFERENCE REGISTRATION AND RECEIPT

Participants who register online will receive an automatic registration confirmation and receipt via email. Please bring this with you to the conference. This receipt will include all of the events for which you have registered. If an event is missing from your receipt, it may mean that the event was SOLD OUT at the time you registered. If that is the case, you will need to log back in and select another event. On-site registrants may request a receipt at the time of registration.

ON-SITE REGISTRATION

If you miss the pre-registration deadline and find it necessary to register on-site for the conference, CLC staff will be available to assist you at a separate On-Site Registration Desk. Hours of operation are:

Thursday, May 16 8:00 AM – 6:00 PM

Friday, May 17 7:00 AM – 6:00 PM

PROFESSIONAL DEVELOPMENT HOURS (PDHs)

Conference attendees receive Professional Development Hours (PDHs) necessary for recertification for the Certified Child Life Specialist (CCLS) designation. Basic registration for the 31st Annual Conference includes opportunities for up to 15.5 PDHs. Up to 6 additional PDHs are available to those attending pre-conference intensives, and 3 additional PDHs are available to those attending a Saturday morning intensive.

MEDIA DISCLAIMER

By registering for the conference, you understand and agree that any photograph, video/audio recording or written feedback of/from you may be used to promote annual conferences, educational opportunities or the Child Life Council itself as the Child Life Council sees fit.

CONTENT DISCLAIMER

The 31st Annual Conference on Professional Issues is sponsored by the Child Life Council (CLC) for educational purposes only. This professional education program provides a forum for presentation authors to present their experiences and opinions, which may be helpful to other professionals. The material presented is not intended to represent the only or best approaches to the topics being discussed. Attendees participating in the Annual Conference do so with full knowledge that they waive any claim they may have against CLC for reliance on information presented during these educational activities. CLC does not guarantee, warrant or endorse any commercial products or services.

Exhibit Hall Information

The Exhibit Hall is consistently rated as one of the most popular features of the conference, and each year attendees look forward to viewing the latest innovative products and services available to support their efforts in helping children and families. The following group meal events will be held in the Exhibit Hall, and are included as part of your basic registration fee:

Friday – Lunch and Opening Night Reception

Saturday – Morning Beverages Only

EXHIBIT HALL GUEST PASSES

For conference attendees interested in bringing a guest to visit the Exhibit Hall, guest passes are available for \$85 for Friday (includes lunch and reception) and \$25 for Saturday (includes morning beverages). All attendees entering the Exhibit Hall area will be required to wear their conference or guest badge in order to be permitted entry.

PARTICIPATING EXHIBITORS

The following is a list of exhibitors scheduled to participate in the Exhibit Hall as of December 2012. For more information on exhibiting, please contact the CLC office at 800-252-4515 x 1714 or conference@childlife.org.

- | | |
|--|---|
| Art With Heart | Kids Wish Network |
| Bank Street College of Education | Kidzpace Interactive |
| Beads of Courage | Legacy Products |
| Beyond the Blackboard | Meet Mr. Moe |
| Biggies Innovations | Memories Unlimited, Inc. |
| Brave Kid Capes/Shumsky
Therapeutic Pillows | Patient Puppets, Inc. |
| Cinemavision MRI Video and Audio | PLAYTIME |
| Diversionary Therapy Technologies | Playworks |
| Educasia | Project Sunshine |
| Education, Inc. | Regali Fingerprint Charms |
| Emspiration, LLC | Shrinkins The Healing Art |
| FLAGHOUSE | Splashes of Hope |
| Gabe's Chemo Duck Program | Starlight Children's Foundation |
| Gebauer Company | Technology Volunteers |
| GetWellNetwork | The Children's Hospital of Philadelphia |
| Hampton House Medical | The Marty Lyons Foundation Inc. |
| Infant Massage USA | The Walt Disney Company |
| International Loving Touch
Foundation, Inc. | TFH USA Ltd. – Special Needs Toys |
| Kelsey's Kids Foundation | Treasure Tower Rewards |
| | UCLA Medical Health System |
| | Wunderworks of America |

BOOKSTORE

Conveniently located in the Exhibit Hall, the CLC Bookstore is the place to visit for the latest Child Life Council products and publications. Save money by taking advantage of conference discounts and avoiding shipping and handling fees.

IMPORTANT! NAME BADGES

Name badges are required for admission to all conference sessions and events.

EXHIBIT HALL EVENTS & BOOKSTORE HOURS

Friday, May 17, 2013

12:15 pm – 2:15 pm Exhibit Hall Open with Lunch

6:00 pm – 8:30 pm Opening Reception

Saturday, May 18, 2013

8:30 am – 12:30 pm Exhibit Hall Open with Beverages



Cures don't just happen.

They demand collaboration. Dedication. Enthusiasm. Teamwork.

St. Jude Children's Research Hospital is internationally recognized for its research and treatment of children with cancer and other catastrophic diseases. Ranked a top children's cancer hospital by *Parents and U.S. News & World Report*, St. Jude is the first and only National Cancer Institute-designated Comprehensive Cancer Center devoted solely to children. St. Jude has treated children from 50 states and around the world, serving as a trusted resource for physicians and researchers.

To learn more, visit www.stjude.org



Conference Session Schedule

F=Foundational I=Intermediate A=Advanced, please see explanation on pg 7.

FRIDAY, MAY 17			
PROFESSIONAL DEVELOPMENT WORKSHOPS			
10:45 am – 12:15 pm	1. Promoting Primary Caregiver Resilience F	2. The Positive and Relational Capacity of Appreciative Leadership I	3. Integrating Safety and Prevention Education into the Role of the Child Life Specialist F
	4. EBP What? Using an Evidence-Based Practice Framework To Expand Child Life Programming I	5. Making Sense of Incentives: A Review of Incentive Use in Pediatric Medical Settings F	6. Implementing and Facilitating an Impactful Youth Advisory Council in a Hospital Setting A
	7. Supporting Adolescents and Young Adults Transitioning From Pediatric to Adult Health Care I		
PROFESSIONAL DEVELOPMENT WORKSHOPS			
2:15 pm – 3:45 pm	8. Before the Baby is Born – The Collaboration of Child Life and Fetal Medicine I	9. Produce Measurable Outcomes: Supporting Patients with Developmental and Behavioral Challenges I	10. The Power of Celebration Along the Medical Journey F
	11. Co-Creating Meaning: Loose Parts in the 5th Dimension A	12. “Virtualizing” Therapeutic Interventions: How Mobile Technology Can Revolutionize Your Child Life Program I	13. Ready, Set, Collaborate! I
	14. Coping with Disaster: Developing Practical Child Life Skills for Response and Recovery A		
PROFESSIONAL DEVELOPMENT WORKSHOPS			
4:00 pm – 5:30 pm	15. Navigating Child Life’s Role in Outpatient Care I	16. TouchPoints for Child Life Specialists: A Discussion of Brazelton’s Theory of Child Development and an Application to Practice F	17. Facilitating Conversations and Care when the Child with Cancer Isn’t Getting Better I
	18. Tips and Techniques For the Radiology Child Life Specialist F	19. The Evolution of a Productivity Tool in the Electronic Medical Record (EMR) A	20. Implementing Child Life Programs in Proton Therapy Centers I
	21. Let’s Play: Effective Playroom Programming F		
SATURDAY, MAY 18			
PLENARY SESSIONS			
1:00 pm – 2:30 pm	A. Distraction Techniques: A Review of Best Practices for Child Life	B. Fundraising to Support Child Life	C. Winds of Change: Challenges and Opportunities for Children’s Health Care
	D. Play & Wellness: Two Mutually Complementary or Exclusive Concepts		
PROFESSIONAL DEVELOPMENT WORKSHOPS			
2:45 pm – 4:15 pm	22. Play Maps and Life Lines: New and Borrowed Techniques for Crossing Cultural and Generational Divides F	23. Guiding Children Along a Parent’s Hospice Journey I	24. Increasing Your Publication Potential: Editors and Reviewers Weigh In I
	25. The Challenges of Medical Non-Compliance F	26. A Mentor Program: Helping New Professionals Evolve and Prosper A	27. Comfort Kit: Tools, Tips and TLC for Families of Children with Newly Diagnosed Long-Term Illnesses F
	28. Decreasing the Trauma of Trauma: How to Safely Facilitate Trauma Debriefings with Children and Adolescents I		
PROFESSIONAL DEVELOPMENT WORKSHOPS			
4:30 pm – 6:00 pm	29. Providing Patient- and Family-Centered Care to LGBT Patients and Families F	30. Incorporating Mindfulness into Your Professional Practice F	31. Responding to Fear: Using Narrative Techniques to Empower Patients and Families I
	32. How to Search, Apply, and Interview for Child Life Positions F	33. School Reentry Distance Program I	34. It’s a Small World: Implementing a Child Life Program in India A
SUNDAY, MAY 19			
PROFESSIONAL DEVELOPMENT ONE-HOUR WORKSHOPS			
8:30 am – 9:30 am	35. Exploring a Unique Method of Preparation using a Mock OR F	36. A Collaborative Approach to Increasing Pediatric Pain Management I	37. Supporting the Patient, Siblings, and School Community When There is an Anticipated Death I
	38. Neonatal Abstinence Syndrome: A Family Centered Approach to Care F	39. “Together, We’ll Get Through This”: Integrating Resiliency Skills Training Strategies into Child Life Practice I	40. Beyond Bereavement: Child Life’s Role in Pediatric Palliative Care I
PROFESSIONAL DEVELOPMENT ONE-HOUR WORKSHOPS			
9:45 am – 10:45 am	41. Educating Medical Fellows on the Psychosocial and Developmental Needs of Children and Adolescents I	42. Small Voices Say Big Things: Creating and Maintaining Patient Advisory Councils I	43. Funding a Research Idea: Writing a Grant Proposal F
	44. The Benefits of Parental Presence in the Trauma Bay F	45. Child Abuse Pediatrics (CAP) and Child Life: A Child-Centered Collaboration I	46. Incorporating Animal-Assisted-Therapy into Child Life Interventions F

Schedule of Events

WEDNESDAY, MAY 15, 2013

International Attendee Program

6:30 PM – 8:30 PM

This session is an opportunity for child life and hospital play specialists working outside of North America to come together in an intimate setting, and have meaningful discussions on the progress and challenges of their work. Here, child life specialists and related professionals from around the world can share ideas and resources, and make lasting connections with their peers.

If you are working outside of North America, or if you are simply interested in attending a discussion on child life in other parts of the world, please join us.

THURSDAY, MAY 16, 2013

Child Life Certification Examination

8:00 AM – 12:30 PM

The Child Life Certification Examination will be administered Thursday, May 16, from 8:00 am to 12:30 pm. A separate application process is required to sit for this examination. The application deadline for the exam is March 31, 2013 for those educated in the U.S. and Canada. For complete information on certification and the application process, please visit the CLC website at www.childlife.org/Certification.

Examination participants are encouraged to register for the conference to take advantage of valuable educational and networking opportunities after the exam has concluded. Those who successfully complete this exam may apply PDHs (Professional Development Hours) accrued during the 2013 Annual Conference toward recertification.

Pre-Conference Full Day Intensives (6 PDHs)

Time has been built into the schedule to allow for a one and a half hour lunch break, scheduled between 11:30 am and 1:00 pm. CLC will not be providing breakfast or lunch for any intensives.

9:00 AM - 4:30 PM

I. Intern Supervision: Using the Strength of Our Clinical Skills in Supervision Programming and Practice

\$130 – All Attendees

Erin Munn, MS, CCLS, *Child Life Specialist, Monroe Carell Jr., Children's Hospital at Vanderbilt, Brentwood, TN*

Belinda Sweett, CCLS, *Child Life Specialist, retired, Sooke, BC*

Suzanne Graca, MS, CCLS, *CL Education & Program Coordinator, Children's Hospital Boston, Dedham, MA*

Much in the way patients require an individualized plan of care, interns require implementation and adaptation of a clear plan of learning. In this interactive session, participants will build on and adapt skills they employ in their practice with children and families (assessment, goal-setting, relationship-building, communication, reflective practice) to enhance their practice as intern supervisors and learn strategies to assess and meet individual learning needs while maintaining alignment with the CLC Internship Curriculum.

II. Life is good® Playmakers: Using a Playful Approach to Heal & Strengthen Children Impacted by Poverty, Violence and Illness

\$130 – All Attendees

Emily Saul, Ed.M., LMHC, *Director of Programming, Life is good® Playmakers, Boston, MA*

Emily Margolis, MS, CCLS, *Playmaker Coach, Life is good® Playmakers, Boston, MA*

Are you a child life specialist or in a role in which you are able to engage children in therapeutic play? In this intensive, Life is good® Playmakers invites you to learn about an approach to engaging children through games and activities appropriate to the hospital and medical settings, which promote healing, resiliency and growth in children. Our approach to playful engagement helps you create an environment rich in joy, social connection, empowerment and creativity – the central components of transformative relationships for our most vulnerable children.

This intensive is limited to the first 65 registrants. Life is good® Playmakers will provide breakfast and lunch for this intensive at no additional cost. Due to financial considerations involved in meal planning for the sponsored event, any participants who cancel their registration after April 1, 2013 will not receive a refund.

Pre-Conference Half Day Intensives (3 PDHs)

9:00 AM – 12:00 PM

III. Stretching Your Skills with Basic Research

\$80 – All Attendees

Joan Turner, PhD, CCLS, *Associate Professor, Mount Saint Vincent University, Halifax, NS*

Zbigniew Kowalewski, *Mental Health Counselor, RRSS, Halifax, NS*

Practitioners will be encouraged to recognize and stretch their day-to-day use of basic research skills in Level I. Participants will be supported through a prepared research task requiring exploration of a research question, data collection, analysis and application. The content analysis methodology applied will result in generalization to meaningful basic research for motivated child life specialists to develop in their workplace.

Pre-Conference Half Day Intensives (3 PDHs)

1:00 PM – 4:00 PM

**IV. Emotional Self-Regulation and Heart Rate Variability:
Coping Skills for You, Your Patients, and Their Families**

\$80 – All Attendees

Michele Barr, LRT/CTRS, Senior Recreational Therapist,
UNC Hospitals, Chapel Hill, NC

Jenni Davis, CCLS, LRT/CTRS, UNC Hospitals, Durham, NC

The healthcare environment can be stressful for child life specialists, patients, and families. This session will review stress and its impact on the psychological and physiological systems. It will serve as a basic introduction to heart rate variability beginning with research and looking at case study vignettes. Participants will pair up to learn emotional self-regulation tools in a stress management context to apply to the stressful encounters in their daily practice.

V. An Introduction to Lean

\$80 – All Attendees

Sarah J. Caffrey, Deming Scholars MBA, Six Sigma Master Black Belt,
Director of Quality and Process Improvement, Children's Hospital Colorado,
Aurora, CO

Learn how to apply the principles of Lean to Child Life Services in this intensive. We will cover the fundamental concepts of Lean and then apply them in this interactive session designed to give you a jump start to using the Lean methodology to improve your customer service and child life processes. Participants will learn Lean terminology and how to redesign processes to achieve flow, minimize waste and maximize patient and family satisfaction.

CLC will also be offering intensive sessions on Saturday morning during the middle of the conference (additional fees apply). The Saturday intensive sessions will take place from 8:30 am to 11:30 am, concurrent with the final Exhibit Hall session and a tour of Children's Hospital Colorado. Additional information about these intensives is available beginning on Page 16 of this program.

New Member/First Timer Orientation

4:00 PM – 5:00 PM

Sponsored by Child Life Staff of
Cincinnati Children's Hospital

The New Member/First Timer Orientation is a great opportunity to join veteran CLC members and staff for an informative overview of CLC and the Annual Conference on Professional Issues. Whether you are a new member, a first-time conference attendee or potential member, this is a great opportunity to learn how to make the most out of networking opportunities and professional development through the Child Life Council. This event will set the stage for a successful conference. Refreshments will be served, and participants will leave with their questions answered.

Connect 4 Success

4:30 PM – 6:30 PM

FOR PROFESSIONAL ATTENDEES ONLY

Connect 4 Success is a networking opportunity for professional attendees to collaborate, share ideas, brainstorm and aid in each other's growth. You will meet other professionals and exchange contact information, best practices, professional successes and troubleshoot about one or two out of these 4 "hot topics":

- Clinical Practice
- Intern/Practicum Supervision
- Technology
- Employee Engagement

There will be two 45-minute sessions. Attendees will have the opportunity to select 2 different topics or stay within the same discussion for both sessions. Attendees who take part in the First Timer and New Members Orientation Session may participate during the second session. Students are strongly encouraged to register and attend the Student Networking Panel Event.

Student Networking Event

5:30 PM – 6:30 PM

This is a special interactive event allowing students the opportunity to ask open-ended questions to child life professionals. All students are encouraged to register.

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Children proudly sponsors the
31st Annual Child Life Council
Conference and applauds our
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FRIDAY, MAY 17, 2013

Opening General Session & Emma Plank Keynote Address (2 PDHs)

8:30 AM - 10:30 AM

Sponsored by The Walt Disney Company



Mary Barkey Clinical Excellence Award Presentation

Each year, the CLC Board of Directors selects from a group of candidates nominated by their peers to honor a single child life specialist who has demonstrated exemplary child life practice and a high level of clinical skill. The 2013 Mary Barkey Clinical Excellence Award will be presented at the Opening General Session to Stephanie Hopkinson, MA, CCLS, a Child Life Specialist at Kaiser Permanente Los Angeles in California. Stephanie's contributions and accomplishments will be highlighted in a feature article scheduled to appear in the Summer 2013 edition of the *Bulletin*.



The Impact of Trauma and Neglect on the Developing Child



Bruce Perry, M.D., Ph.D. is currently an adjunct Professor in the Department of Psychiatry and Behavioral Sciences at Northwestern University School of Medicine in Chicago as well as the Senior Fellow at the not-for-profit organization, The Child Trauma Academy. His presentation will review clinical work and research that can help us better understand developmental trauma, neglect and the relational problems that arise from neglect and threat. An overview will be provided that suggests new directions for clinical practice, program development and policy.

Professional Development Workshops (1.5 PDHs)

10:45 AM - 12:15 PM

1. Promoting Primary Caregiver Resilience

F

Lynn Sanner, CCLS, *Education Specialist II, Cincinnati Children's Hospital Medical Center, Cincinnati, OH*

Primary caregivers are called on to provide stability and comfort when their children are in crisis. Unfortunately, the emotional strain of accompanying a loved one through traumatic events may diminish a caregiver's ability to effectively participate in the child's care. This emotional strain can also result in lingering emotional damage to the caregiver. Participants will receive theories and techniques for promoting primary caregiver resilience and efficacy.

2. The Positive and Relational Capacity of Appreciative Leadership

I

Christine Slavik, M Ed, EdD (in progress), CCLS, *Professor, University of the Fraser Valley, Abbotsford, BC*

Appreciative Leadership is a philosophy, a way of being, and a specific set of strategies that have the capacity to mobilize the creative potential in others and enhance collaborative action. Participants will be provided time to practice and reflect on how to use the process in their own organizational context.

3. Integrating Safety and Prevention Education into the Role of the Child Life Specialist

F

Traci Aoki-Tan, CCLS, CTRS, RTC, *Child Life Specialist, Kaiser Permanente Hospital, Roseville, CA*

Cammie Woodward, MA, CCLS, *Child Life Specialist, Kids Count Consulting Services, Inc., Folsom, CA*

Bill Woodward, BS, *Firefighter/Paramedic, City of Folsom, Folsom, CA*

It is well known that injuries in children can be highly devastating: emotionally, physically, and financially. Child life specialists inherently want to protect children, so integrating safety and prevention into their practice is quite natural. A small multidisciplinary team will share their knowledge and skills of how to implement child safety and prevention information into a child life program.

4. EBP What? Using an Evidence-Based Practice Framework To Expand Child Life Programming

I

Lindsay McCaleb, MS, CCLS, *Child Life Specialist, Primary Children's Medical Center, Salt Lake City, UT*

Participants will identify key steps in advancing child life programming using an evidence-based practice framework. This presentation will detail seven steps in an evidence-based framework to develop and implement a protocol reaching out to patients reporting sexual abuse. These steps can be applied to areas where child life programming already exists, is new, or is non-traditional.

5. Making Sense of Incentives: A Review of Incentive Use in Pediatric Medical Settings

F

Catherine Leung, BSc, CLSt.Dipl., CCLS, *Child Life Specialist, BC Children's Hospital, Vancouver, BC*

Bernadette Sanchez, CCLS, *Child Life Specialist, BC Children's Hospital, Vancouver, BC*

Child life specialists regularly encounter situations where incentives are offered to patients undergoing procedures and treatment. In this interactive presentation, participants will review literature from a variety of disciplines both supporting and opposing the use of incentives. The literature will be examined from an interdisciplinary health care team's point-of-view, with the goal of achieving insight into suggested best practices. Strategies in coaching and motivational interviewing will be applied to situations when incentives fail.

6. Implementing and Facilitating an Impactful Youth Advisory Council in a Hospital Setting A

Carla Oliver, MSW, CCLS, *Manager of Therapeutic Rec/Child Life, Children's Hospital Colorado, Aurora, CO*

Suzanna Paisley, MS, CCLS, *Child Life Specialist III, Children's Hospital Colorado, Aurora, CO*

Youth advisory councils (YAC) give adolescents with healthcare experience a voice in their care. This improves patient care, as well as patient-provider relationships. Staff cannot fully understand what families experience in healthcare environments. Members of the YAC provide that perspective. This presentation will discuss implementation of youth advisory councils. Past, present and future projects will be discussed. Challenges and successes will be shared by a panel of leaders and members of the YAC.

7. Supporting Adolescents and Young Adults Transitioning from Pediatric to Adult Health Care I

Jeanne Liburd, MA, CCLS, *Child Life Specialist, Children's Hospital of the King's Daughters, Norfolk, VA*

Lisa Hand, CCLS, *Child Life Specialist, Children's Hospital of the King's Daughters, Norfolk, VA*

The session will review the various obstacles that adolescents and young adults with special health care needs face when transitioning from pediatric to adult health care. The implementation of a transition retreat will be discussed to explore various techniques for child life specialists to use with their patients. Case examples will be provided to help professionals explore transition through the eyes of patients themselves.

Lunch and Bookstore in Exhibit Hall

12:15 PM – 2:15 PM

Join your fellow conference attendees and exhibitors for a casual meal and great conversation. Take time to stop by each booth to show your appreciation to our exhibitors who are there to share their products and services with the child life community.

CLC Committee Meetings – Track A

12:15 PM – 1:30 PM

For current Committee Members of the following Committees/ Tasks Forces:

1. Academic Preparation task Force (2020)
2. Awards Committee
3. Bulletin Work Group
4. Conference Program Committee
5. Conference Host Committee (Committee Co-Chairs Only)
6. Child Life Certifying Committee
7. Evidence-Based Practice Committee
8. Program Review and Development Service Committee
9. Research and Scholarship Committee
10. Web and Online Networking Advisory Committee (WONAC)

Professional Development Workshops (1.5 PDHs)

2:15 PM – 3:45 PM

8. Before the Baby Is Born: The Collaboration of Child Life and Fetal Medicine I

Lauren McCann, LMSW, CCLS, *Manager of Child Life Services, Le Bonheur Children's Hospital, Memphis, TN*

For expectant parents, the diagnosis of a congenital anomaly is the first step in a long and extremely stressful journey. With the goal of providing the best patient- and family-centered care, child life serves as a member of the multidisciplinary team supporting families as they navigate their uncharted journey. This presentation will discuss how child life services were established, lessons learned, and implications for the future of clinical practice in the non-traditional setting of obstetrics.

9. Produce Measurable Outcomes: Supporting Patients with Developmental and Behavioral Challenges I

Jennifer Staab, MS, CCLS, *Child Life Specialist, Children's Hospital Colorado, Aurora, CO*

Gail Klayman, MEd, CCLS, *Retired, Cincinnati, OH*

This presentation will provide education resources and adaptive strategies to facilitate parent and staff collaboration for children with developmental and behavioral challenges. Participants will learn how to use an assessment tool that identifies which patients need enhanced strategies for safe, effective visits. Evidence-based literature, case presentation and video demonstration will be shared.

10. The Power of Celebration Along the Medical Journey F

Amy Klein, CCLS, *Child Life Specialist II, Cincinnati Children's Hospital Medical Center, Cincinnati, OH*

Megan Zaleuke, MA, CCLS, *Child Life Specialist, Cincinnati Children's Hospital Medical Center, Cincinnati, OH*

Patients experiencing serious illness face uncertainty and unpredictability that can be detrimental to their overall emotional well-being and their ability to cope effectively. However, serious illness also reveals the opportunity to foster growth, resilience and hope. Participants will learn the power of using celebration to maximize psychosocial potential among patients and families throughout their medical journey.

11. Co-Creating Meaning: Loose Parts in the 5th Dimension A

Caitlin Koch, MS, CCLS, *Child Life Specialist, Dell Children's Medical Center, Austin, TX*

Loxy Passmore, *Child Life Assistant, Dell Children's Medical Center of Central Texas, Austin, TX*

Deborah Vilas, MS, CCLS, LMSW, *Faculty Advisor, Instructor, Bank Street College of Education, New York, NY*



The presenters draw upon theories of child development, learning and the psychology of trauma to present original, groundbreaking interventions with children. The Bank Street College's Developmental-Interaction approach is combined with the child-centered

approach and the concept of “loose parts” to bring participants to a deeper understanding of how to help children make meaning from their experiences, obtain mastery and move towards healing through creative medical play. Real life examples will be provided.

12. “Virtualizing” Therapeutic Interventions: How Mobile Technology Can Revolutionize Your Child Life Program

Kia Beickert, MS, CCLS, *Child Life Coordinator, NorthShore Hospital, Evanston, IL.*

Lou Riccio, *Director of eTrading Technology, Bank of America/Merrill Lynch, New York, NY*

Chris Flood-Gutierrez, MS, CCLS, *Child Life Coordinator, Robert Wood Johnson University Hospital, New Brunswick, NJ*

Melissa Leiby, BA, CCLS, *Child Life Specialist/Intern Advisor, Robert Wood Johnson University Hospital, New Brunswick, NJ*

Participants will learn the benefits of developing a successful and sustainable mobile technology program (i.e. tablet devices) that utilizes virtual preparation and other therapeutic applications to revolutionize child life interventions. Sample virtual preparation books for various procedures will be presented along with guidance on customizing the virtual preparation experience. Facilitated breakout sessions will provide an opportunity to discuss the common applications and how they can benefit patients and families.

13. Ready, Set, Collaborate!

Lori Lerma, MS, CCLS, *The Mount Sinai Kravis Children’s Hospital, New York, NY*

Crystal Tahvildar-Akbari, MS, CCLS, *Child Life Specialist, Mount Sinai Kravis Children’s Hospital, New York, NY*

Kymme Napoli, MS, CCLS, *Bellevue Hospital, New York, NY*

Child life specialists face many challenges working within the medical model including misconceptions regarding the role of child life as well as differences in perception regarding the appropriate delivery of care for pediatric patients. Using an Emergency Department model, this presentation will discuss the various ways in which building rapport and communicating with the medical team impacts the utilization of child life services and the overall culture within a population.

14. Coping with Disaster: Developing Practical Child Life Skills for Response and Recovery

Nicola Woollaston, BAA, CCLS, NZHPSC, *Practice Supervisor Hospital Play Specialist, Starship Children’s Health, Auckland, New Zealand*

Participants will gain an understanding of the impact of a natural disaster or community based trauma, children’s common responses and the need for psychosocial care. The importance of articulating our practice and self-care will be highlighted. Personal experiences will illustrate transferring key skills in child life practice that can be used in the response and recovery effort. Opportunities will be provided to develop a selection of practical activities and a specific disaster proof self-care plan.

Professional Development Workshops (1.5 PDHs)

4:00 PM - 5:30 PM

15. Navigating Child Life’s Role in Outpatient Care

Amanda Moatz, MEd, CCLS, *Child Life Specialist, Johns Hopkins Children’s Center, Baltimore, MD*

Monica Gibson, CCLS, *Child Life Specialist, Johns Hopkins Children’s Center, Baltimore, MD*

Jessica Chupnick, MS, CCLS, *Child Life Specialist, Johns Hopkins Children’s Center, Baltimore, MD*

Cora Welsh, CCLS, *Child Life Supervisor, Johns Hopkins Children’s Center, Baltimore, MD*

Child life specialists practicing in outpatient settings encounter unique elements in the way they deliver services. This session will identify the specific challenges faced in four different outpatient areas. With their varied clinical experiences, the presenters will provide strategies to optimize delivery of child life services in ambulatory settings.

16. TouchPoints for Child Life Specialists: A Discussion of Brazelton’s Theory of Child Development and an Application to Practice

Juliana Powell, MSW, LCSW, CCLS, *Medical Social Worker, Primary Children’s Medical Center, Salt Lake City, UT*

Laura Gaynard, PhD, CCLS, *Adjunct Associate Professor, Coordinator, Child Life Emphasis, Family & Consumer Studies Department, University of Utah, Salt Lake City, UT*

Katherine Bennett, M.Ed., CCLS, *Child Life Specialist II, Monroe Carell, Jr. Children’s Hospital at Vanderbilt and Adjunct Instructor at Lipscomb University, Nashville, TN*

“TouchPoints” is an evidence-based theory of child development not often referenced by child life specialists. This theory is a practical method of strengthening family relationships and a tool that helps parents understand the disorganization and regressions that may accompany children’s developmental spurts. Through the use of discussion, information sharing and participant interaction, this presentation will educate participants regarding this landmark work of Brazelton and its application to child life practice.

17. Facilitating Conversations and Care when the Child with Cancer isn’t Getting Better

Nicole Gandolfo, MA, CCLS, *Child Life Specialist, The Children’s Cancer Hospital at U.T. MD Anderson Cancer Center, Houston, TX*

Thuy Trinh, MS, CCLS, *Child Life Specialist, The Children’s Cancer Hospital at U.T. MD Anderson Cancer Center, Houston, TX*

Sheila Brown, CCLS, *Child Life Specialist, The Children’s Cancer Hospital at U.T. MD Anderson Cancer Center, Houston, TX*

Conversations regarding end of life decisions for children with cancer may be difficult to initiate, but they are indicative of quality care. This presentation will showcase strategies and resources for facilitating conversations regarding end-of-life decisions, end-of-life care, and funeral planning. Participants will gain insight on how to incorporate strategies and resources into their own clinical practice using an interdisciplinary and family-centered approach.

18. Tips and Techniques for the Radiology Child Life Specialist

F

Cathy Young, MA, CCLS, *Certified Child Life Specialist, Cleveland Clinic, Cleveland, OH*

Molly Gross, CCLS, *Certified Child Life Specialist, Cleveland Clinic, Cleveland, OH*

Creating a “pediatric friendly” environment in an outpatient radiology setting can be challenging. Participants will learn effective child life interventions for various radiology procedures, including preparation, distraction, and comfort positioning, as well as helpful tips and techniques for working with members of the multidisciplinary team. These child life interventions have resulted in decreased use of sedation, increased compliance, and increased patient/parental satisfaction.

19. The Evolution of a Productivity Tool in the Electronic Medical Record (EMR)

A

Krista Stringer, MS, CCLS, *Child Life Specialist and Team Leader, Children’s Medical Center Dallas, Dallas, TX*

Kristen Romig Johnson, MS, CCLS, *Child Life Manager, Children’s Medical Center Dallas, Dallas, TX*

A productivity tool in the Electronic Medical Record (EMR) that supports staff needs, improves patient care quality and offers individual and departmental growth is essential for child life departments. Participants will gain knowledge of the design, build process, and implementation of a new productivity tool in the EMR. Challenges encountered as well as productivity tool application will also be discussed. Participants will receive handouts to use in the creation of their own productivity tool.

20. Implementing Child Life Programs in Proton Therapy Centers

I

Allison Tappon, CCLS, *Child Life Specialist, Children’s Hospital of Philadelphia, Philadelphia, PA*

Kelly Wagner, MS, CCLS, *Child Life Specialist, MD Anderson Children’s Cancer Hospital, Houston, TX*

Kimberly Ely, CCLS, *Child Life Specialist, University of Florida Proton Therapy Institute, Jacksonville, FL*

Proton therapy has gained prominence as an effective form of radiation therapy for treatment of pediatric tumors; however, due to its limited availability, children are often seen within adult based facilities. This presentation highlights the unique challenges patients face during proton therapy and how three child life specialists created unique ways of helping children and their families cope during this experience.

21. Let’s Play: Effective Playroom Programming

F

Victoria White, MS, CCLS, *Child Life Specialist, Team Lead, Forever Young Zone Playroom, Primary Children’s Medical Center, Salt Lake City, UT*



With limited play space, it has become increasingly important to be efficient and effective, while still providing therapeutic programs. Data collection and strategic planning have enabled

us to gain approval for program expansion due to the increased number of families requesting our services. This presentation will share the planning we undertook, our working model with 350+ volunteers, the data about our future patient populations, and the therapeutic programs we offer.

CLC Committee Meetings – Track B

5:45 PM – 7:00 PM

For current members of the following Committees/Tasks Forces:

1. Archives Management Group
2. Diversity Task Force
3. Education & Training Committee
4. Internship Accreditation Task Force
5. Leadership Development Committee
6. Patient Ratio Study Task Force
7. Partnership Review Committee
8. Practicum Task Force
9. Professional Resources Committee
10. Program Standards Task Force

Opening Night Reception

6:00 PM – 8:30 PM

Come join your fellow conference attendees for our opening night reception. Take a stroll through the Exhibit Hall, enjoy tasty tidbits, renew old acquaintances and make new ones.



The Division of Child Life and Integrative Care at Cincinnati Children’s is proud to be a sponsor of the Child Life Council’s 31st Annual Conference on Professional Issues.

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Staffed Poster Presentations – (1 PDH)

7:00 PM – 8:00 PM

New for 2013! Poster Award – A new Poster Award has been developed to highlight excellence within the poster presentations. Each poster will be reviewed for content and visual presentation by three judges. Be sure to check out this year's poster presentations and meet with the authors during the designated staffed time.

A. Storms and Rainbows: A Sibling Workshops Journey

Anna Paliotti, CCLS, *Child Life Specialist, Montreal Children's Hospital, Montreal, Qc*

Bertrand Dupuis, CCLS, *Child Life Specialist, Montreal Children's Hospital, Montreal, Qc*

A diagnosis of cancer affects the whole family. Siblings can often feel forgotten and long for life before cancer struck. Resilience-based workshops geared specifically toward siblings were implemented in the oncology division of our hospital. This poster will articulate different ways the content of the workshops help siblings cope with the challenges they are facing.

B. Primary Care for Children with Medical Complexity: a Multidisciplinary, Family-Centered Approach

Anne Claire Hickman, CCLS, CIMI, *Child Life Specialist, Senior, Children's Comprehensive Care, Austin, TX*

Outpatient pediatric health care services in the U.S. often are not designed to provide holistic, comprehensive, family-centered care. This is especially difficult for children with Medical Complexity and their families. A primary care practice designed specifically to fit their significant needs fills this gap by providing comprehensive and coordinated care. This primary care practice seeks to address the medical and social-emotional care of these patients, their siblings, and their families.

C. Excellence through Collaboration: A Regional Initiative to Foster Consistency between Child Life Student Programs

Linsey Hammon, CCLS, *Child Life Educator, Cook Children's Medical Center, Fort Worth, TX*

Ashley Thomas, CCLS, *Child Life Specialist, Texas Children's Hospital, Houston, TX*

Victoria Vaden, MA, CCLS, *Child Life Specialist, Senior, Dell Children's Medical Center of Central Texas, Austin, TX*

Child life programs are quite variable, but they have the common goal of maintaining excellence. This initiative creates a meeting place for student coordinators to share ideas and build collaborative relationships that positively impact student programming. Attendees will discover the benefits of this cooperative gathering, essential attitudes needed to implement a successful initiative, specific achievements and obstacles, and other collaborative healthcare models.

D. Including Siblings in the Bone Marrow Transplant Journey

Molly Bain, CCLS, *Child Life Specialist, Duke Children's Hospital, Durham, NC*

Caroline Sweezy, MS, CCLS, *Program Coordinator for Children, Duke PBMT Family Support Program, Durham, NC*

Sibling support is an important part of the child life profession. It is vital to clearly understand the perspective of siblings and what they go through when their family is faced with the stressors of a life threatening illness. This poster will demonstrate unique ways to support siblings from all different locations while balancing clinical responsibilities.

SATURDAY, MAY 18, 2013

CLC Information Desk Open

8:00 AM – 4:00 PM

Located in the same area formerly designated for Conference Badge & Tote Bag Pick-up, the CLC Conference Information Desk will be staffed with volunteers for any conference-related questions.

Exhibit Hall and Bookstore Open

8:30 AM – 12:30 PM

Hospital Tour Children's Hospital Colorado 8:30 am – 11:30 am



\$25 – All attendees – Limited space (100) **Children's Hospital Colorado**

Children's Hospital Colorado is located on the Anschutz Medical Campus, one of the most renowned medical campuses in the country. On this tour, see the five-year old, 1.7-million+ square-foot structure, designed with the philosophy that color, light and material can create a healing environment when combined in a thoughtful way. Highlights include the soaring atrium, playrooms, the Creative Play Space for siblings, an amazing teen lounge, whimsical inpatient floors and vibrant outpatient hallways, as well as state-of-the-art equipment.

Half-Day Intensives (3 PDHs)

8:30 AM – 11:30 AM

VI. Basic Research Level II: Quasi-Experimental Design

\$80 – All Attendees

Joan Turner, PhD, CCLS, *Associate Professor, Mount Saint Vincent University, Halifax, NS*

Zbigniew Kowalewski, *Mental Health Counselor, RRSS, Halifax, NS*

Participants grounded in basic research will participate in a review of basic experimental design concepts and be supported through a prepared research task. This will include investigation of a comparison of a basic intervention and control group quasi-experimental design. A pre-determined data set will be provided in order to allow participants to code data, engage in a basic comparative analysis, observe live SPSS statistical analysis and explore application in a child life setting.

VII. The Art of Professional Care: An Interactive Opportunity to Address Compassion Fatigue

\$80 – All Attendees

Senta Greene, MA, CCLS, *CEO and Consultant, Full Circle: A Professional Consulting Agency, Stevenson Ranch, CA*

Stephanie Hopkinson, MA, CCLS, *Child Life Specialist,*
Kaiser Permanente Los Angeles, Valencia, CA

You are invited to a mini retreat at conference! Join us to deeply explore the concept and power of professional care including the process of defining, understanding, and reducing burn out and compassion fatigue. Included in this highly interactive session will be opportunities to reflect on current work, engage in reflective dialogues with colleagues, identify ways to effectively support yourself, as well as a series of strategies to guide, coach, and mentor others through this process.

VIII. Advancing CLS Technology Competency: Creating New Ways to Engage Your Patients and Leveraging New Tools for Staff Efficiency

\$80 – All Attendees

Luis Borges, *Child Life Technology Coordinator,*
The Child Life and Creative Arts Therapy Department,
The Mount Sinai Kravis Children's Hospital, New York, NY

While child life programs can increasingly harness new technology quickly, developing the next level of competency with these tools should be a goal for all specialists. Participants will be introduced to the practice of “app streaming” where patient-made products are moved through a chain of apps and software, providing the opportunity for the easy creation of unique and reflective work.

Streamlining staff workflows via low or no cost software and practices, as well as how proper re-purposing and distribution of current hardware leads to increased services and reduced risk of equipment (investment) loss will be illustrated. Templates for policies, staff orientations, prepbooks, ebooks author, etc. will be provided. Please bring your iPad with you! We will have a limited number set up for attendees to explore as well.

IX. Communication Skills for Success

\$80 – All Attendees

Anne Wright, B.S.Ed., *Manager of Patient Education,*
Texas Children's Hospital, Houston, TX

In today's organizations, the most successful professionals are those who demonstrate effective leadership when it is needed, regardless of position or job title. Strong communication skills are a must, yet these skills rarely come naturally. In this interactive intensive, we'll blend discussion, activity, and practice to explore:

- Why leadership communication is often difficult
- A model for diagnosing and resolving conflict
- How to make respect for yourself and others the foundation of your communication style
- Powerful listening skills

CLC Town Hall Update

9:00 AM – 10:00 AM

Representatives of the CLC headquarters office and CLC Board of Directors will be on hand to give updates on activities and

strategic plan initiatives.

Plenary Sessions (1.5 PDHs)

1:00 PM – 2:30 PM

A. Distraction Techniques: A Review of Best Practices for Child Life

Donna Koller, PhD, *Associate Professor, Ryerson University, Adjunct Scientist, Hospital for Sick Children, Research Institute, Toronto, ON*

Distraction techniques are integral to child life practice. The current range of distraction techniques make it difficult for child life specialists to determine the best methods for particular situations. This presentation reviews current research on a variety of approaches and offers recommendations for evidence-based practice that can inform clinical decision-making.

B. Fundraising to Support Child Life

Paula Herzmark, MA, *Executive Director, Denver Health Foundation, Denver, CO*

Erika Crowwhite, MA, CCLS, *Child Life Manager,*
Denver Health, Denver, CO

Child life services have become increasingly important to hospitals that serve children. While there is increasing appreciation for child life and the role it plays in perfecting the patient experience, providing the resources to support child life operating budgets can be problematic. This presentation is designed to offer participants a “how-to” program for raising money to support child life programs.

C. Winds of Change: Challenges and Opportunities for Children's Health Care

Susan Dull, RN, MSN, MBA, CAE, *Director, Children's Hospital Association Alexandria, VA*

Change is sweeping through the nation's health care system thanks to the enactment of health reform legislation. While progress was made for children's health care as a result of several issues included in health care reform, ahead are years of hard implementation in a severely partisan environment. Economic challenges are affecting health care delivery at the federal, state, and local levels. This session will explore the challenges and opportunities facing children, families and the providers of pediatric health care in this era of change.

D. Play and Wellness: Two Mutually Complementary or Exclusive Concepts

Michael M. Patte, PhD, *Professor of Education,*
Bloomsburg University, Bloomsburg, PA



This plenary session will examine how play is connected to biological and physical health, mental health, spiritual health, and healthy shared relationships of people of all ages. Through an exploration of current research and practice across multiple disciplines, attendees will consider the ways in which play adds to human resilience and functioning.

Professional Development Workshops (1.5 PDHs)

2:45 PM - 4:15 PM

22. Play Maps and Life Lines: New and Borrowed Techniques for Crossing Cultural and Generational Divides **F**



Deborah Vilas, MS, CCLS, LMSW,
Faculty Advisor, Instructor,
Bank Street College of Education, New York, NY

The audience is invited to participate in two interactive play techniques. The “Play Map” is an innovative technique which help the child/family “map” out where and what they play, incorporating guided imagery, play and illustration. It reaches across cultural barriers to explore shared and differing play experiences. The “Life Line” is a tried and true creative arts technique that guides teens to share significant life moments on a time line, and to illustrate these milestones as desired. These activities invite parents, children and teens to share their play and life histories, supporting family-centered care and cultural proficiency.

23. Guiding Children Along a Parent’s Hospice Journey **I**

Jenna Teso, Tucson Medical Center, Tucson, AZ

Children dealing with the decline and death of a parent can benefit greatly from the involvement of a Child Life Specialist. Ideally, the child life specialist will get involved with the family once the decision to enter hospice care is made, and the specialist serves as a supportive resource until the death of the patient. Participants will become familiar with techniques for providing long-term support to children of hospice patients.

24. Increasing Your Publication Potential: Editors and Reviewers Weigh In **I**

Jessika Boles, MEd, CCLS, Child Life Specialist,
St. Jude Children’s Research Hospital, Memphis, TN

Jaime Holliman, MA, CCLS, Child Life Specialist,
Vanderbilt Children’s Hospital, Nashville, TN

Anne Mohl, PhD, CCLS, Woodbine, MD

Submitting a manuscript for publication can be difficult and time consuming. In this presentation, presenters directly involved in editing and reviewing submissions for peer-reviewed publications will provide a broad overview of the standard process. Strategies for tailoring your manuscript for the right target journal will be discussed. Specific suggestions for ensuring that your manuscript becomes a published article in a smooth and timely manner will also be offered.

25. The Challenges of Medical Non-Compliance **F**

Stefanie Kozicki, CCLS, Child Life Specialist,
Children’s Hospital of Eastern Ontario, Ottawa, ON

Manon Rollin, CCLS, Child Life Specialist,
Children’s Hospital of Eastern Ontario, Gatineau, QC

Non-compliance is a significant obstacle in the effectiveness and provision of health care services. A collaborative approach among health care professionals, patients and caregivers is

essential to achieve compliance. This presentation will review the literature in regards to non-compliance in the pediatric setting, factors affecting non-compliance, as well as interventions used to ensure evidence-based practice within our profession. Case studies and opportunities for discussion will be incorporated.

26. A Mentor Program: Helping New Professionals Evolve and Prosper **A**

Michelle Reinhart, CCLS, Child Life Specialist,
Children’s Medical Center Dallas, Dallas, TX

Krista Stringer, MS, CCLS, Child Life Specialist and Team Leader,
Children’s Medical Center Dallas, Dallas, TX

Participants will learn how to plan, implement and evaluate the effectiveness of a mentoring program for new hires. Participants will also learn how to attain staff engagement, understand the role of the mentor, and gain an understanding of the benefits and challenges of the program itself, while examining the effects on the individuals involved.

27. Comfort Kit: Tools, Tips and TLC for Families of Children with Newly Diagnosed Long-Term Illnesses **F**

Becky Halagarda, MSW, CCLS, CTRS, Child Life Specialist,
University of Maryland Children’s Hospital, Baltimore, MD

Child life specialists know it is essential to support children and families through a new diagnosis, but how can the array of needs be met? This presentation will introduce the Comfort Kit, a creative kit that assists with coping by providing psychosocial supports, educational materials and community resources at diagnosis. This kit was created for an oncology population; however the framework to adapt the kit to other diagnoses and institutions will be addressed.

28. Decreasing the Trauma of Trauma: How to Safely Facilitate Trauma Debriefings with Children and Adolescents **I**

Jenaya Gordon, MA, CCLS, NCC, Certified Child Life Specialist III,
Children’s Hospital Colorado, Aurora, CO

Suzanna Paisley, MS, CCLS, Child Life Specialist III,
Children’s Hospital Colorado, Aurora, CO

Patients and families traumatized by an event or diagnosis have unique needs in the pediatric medical setting. Traumatized children and adolescents often experience an increased sense of fear, loss of safety, and lack of control over their environment and emotions. Knowledge about the effects of trauma and specific interventions, including the how, when, and why of trauma debriefing, to increase coping and decrease negative emotional effects will be presented.

Professional Development Workshops (1.5 PDHs)

4:30 PM - 6:00 PM

29. Providing Patient- and Family-Centered Care to LGBT Patients and Families **F**

Nikki Orkoskey, MA, CCLS, Child Life Specialist II,
Cincinnati Children’s Hospital Medical Center, Cincinnati, OH

Nancy Pushkar, MA, CCLS, *Child Life Specialist II, Cincinnati Children's Hospital Medical Center, OH*

This presentation will provide information related to understanding and working with lesbian, gay, bisexual, and transgender (LGBT) patients and families within the healthcare setting. The presenters will discuss sensitivity to the emotional and healthcare needs of LGBT patients and families. The unique legal challenges faced by these families will also be discussed. Resources will be provided that will enable participants the opportunity to foster a safe and welcoming environment for LGBT patients and families.

30. Incorporating Mindfulness Into Your Professional Practice F

Christine Slavik, M Ed, EdD (in progress), CCLS, *Professor, University of the Fraser Valley, Abbotsford, BC*

This session will introduce participants to the concept of mindfulness and how this can be incorporated into their professional and personal lives. Research supporting the benefits of mindfulness will be shared, along with specific strategies for body scan, yoga and meditation.

31. Responding to Fear: Using Narrative Techniques to Empower Patients and Families I

Andrea Fretz, BA, CCLS, *Child Life Specialist, The Hospital for Sick Children, Toronto, ON*

Karyn Positano, MSc, CCLS, *Child Life Specialist, The Hospital for Sick Children, Toronto, ON*

Erin Boyle-McBryde, BAsc, CCLS, *Child Life Specialist, The Hospital for Sick Children, Toronto, ON*

Laura McGrath, Hons.BSc., CCLS, *Child Life Specialist, The Hospital for Sick Children, Toronto, ON*

Reframing perceived negative and fearful experiences promotes optimal growth of both children and families while in hospital. Using narrative techniques, child life specialists can explore these experiences to empower patients and families. Development of narratives provides children and families an opportunity for emotional expression, receiving of accurate information, mastery and is a means for providing cyclical preparation. These same narrative stories provide practitioners a platform for developing trust, social support and professional skill.

32. How to Search, Apply, and Interview for Child Life Positions F

Melissa Nicely, MS, CCLS, *Child Life Specialist, Nemours/Alfred I duPont Hospital for Children, Wilmington, DE*

Beth Carlough, CCLS, *Child Life Manager, Nemours/Alfred I duPont Hospital for Children, Wilmington, DE*

With more than 400 individuals becoming certified each year and entering the job market, it can be challenging for both new professionals and those with years of experience to compete for the few child life positions available. Through discussion, vignettes, and helpful hints, learn tips for finding job postings, how to write a targeted cover letter and resume, make a positive impression during an interview, and how to sell oneself in a

competitive job market.

33. School Reentry Distance Program I

Allison Donohue, MS, CTRS, CCLS, *Therapeutic Rec Specialist III, Children's Hospital Colorado, Aurora, CO*

Katherine Burley, CCLS, CTRS, *Therapeutic Rec/Child Life Specialist III, Children's Hospital Colorado, Aurora, CO*

The role of child life does not stop at discharge; school reentry is an important part of normalizing chronic illness. The School Reentry Distance Program was established for a smooth transition into the school community when the school was too far for a CCLS visit. Participants will increase understanding of how to assess needs for a school visit, initiate contact with the school to provide support, and how to facilitate a school re-entry from a distance.

34. It's a Small World: Implementing a Child Life Program in India A

Jeanine Clapsaddle, MA, LMFT, CCLS, *Child Life Specialist, Children's Hospitals and Clinics, Minneapolis, MN*

Holly Clark, MS, CCLS, CTRS, *Senior Child Life Specialist, Children's Hospital & Research Center at Oakland, Oakland, CA*

Priti Desai, PhD, MPH, CCLS, *Assistant Professor, East Carolina University, Greenville, NC*

Sheila Palm, MA, CCLS, *Child Life Manager, Children's Hospitals and Clinics of Minnesota, Minneapolis, MN*

This presentation showcases the vision and commitment of a nonprofit foundation in establishing a sustainable child life program in India. An overview of the program's history, implementation of an internship, setting the foundation for a child life program within a metropolitan for-profit hospital and post-implementation supervision will be presented. Implications for cultural competency within child life will also be discussed.

Task Force 2020: Elevating the Academic Preparation of Child Life Specialists

6:15 PM – 7:15 PM

Task Force 2020 has been charged with recommending the progression of steps and a timetable whereby, effective beginning in 2020, all newly credentialed certified child life specialists must hold an advanced degree from an academic program that has been accredited by CLC. All are welcome to attend for an update from Task Force 2020 on their current progress with this task.

Research Discussion

6:15 PM – 7:15 PM

Interested in research, but not sure where to start or who to ask? This discussion is for those who are starting, involved in, or just plain interested in child life research to meet and share their findings, challenges, and ideas. Active child life researchers and the research and scholarship committee will be available to help you connect with the resources and contacts you need to get your research going!

Academic Professionals Meeting

7:15 PM – 8:15 PM

This informal meeting is an opportunity for academic professionals to gather and discuss current issues in the academic community. All educators are encouraged to attend.

SUNDAY, MAY, 19, 2013

Professional Development Workshops (1 PDH)

8:30 AM - 9:30 AM

35. Exploring a Unique Method of Preparation using a Mock OR F

Brittany Blake, MS, CCLS, *Child Life Specialist, Medical City Children's Hospital, Dallas, TX*

Julianne Gaspard, CCLS, *Child Life Specialist, Medical City Children's Hospital, Dallas, TX*

Preparation is a necessity when helping patients cope with the hospital setting. This presentation will explore a unique method of preparation using a mock operating room. Discussion will include how child life specialists advocated for the mock operating room and the benefits of it.

36. A Collaborative Approach to Increasing Pediatric Pain Management I

Christy Denius, CCLS, *Child Life Specialist, Vidant Children's Hospital, Greenville, NC*

Tara Everett, CCLS, *Child Life Specialist, Vidant Children's Hospital, Greenville, NC*

Pain management continues to be one of the most discussed topics in pediatric healthcare. Participants will learn how to engage family members, as well as members of the multidisciplinary team, in an all-inclusive pain management program. This program will educate staff and families, which will lead to a better experience for the child and higher patient-family satisfaction scores. It will also help institutions achieve a higher level of standard of care.

37. Supporting the Patient, Siblings, and School Community When there is an Anticipated Death I

Margaret Monson, CCLS, *Children's Hospitals and Clinics - Minneapolis, Minneapolis, MN*

Jodi Betsinger, CCLS, *Children's Hospitals and Clinics of MN, Minneapolis, MN*

A discussion focusing on a student's anticipated death can be difficult for a teacher and classmates. Offering a collaborative approach to a school visit can ease the minds of the patient, family, teachers/staff, and classmates. Important considerations include preparing for medical decline and eventual death, offering emotional support, resources, and encouraging student and staff involvement.

38. Neonatal Abstinence Syndrome: A Family Centered Approach to Care F

Kelly Outlaw, MS, CCLS, *Child Life Specialist II/Child Advocate, Mease Countryside Hospital, Safety Harbor, FL*

This session will enable the attendee to understand what Neonatal Abstinence Syndrome is and how a child life specialist can support the unique and complex psychosocial needs of the infant in the neonatal intensive care unit. Participants will learn techniques that enhance and promote bonding between the infant and caregiver. This presentation will also cover some of the challenges that face healthcare professionals working with this population.

39. "Together, We'll Get Through This": Integrating Resiliency Skills Training Strategies into Child Life Practice I

Michelle Hart, BA, B Ed, CCLS, *Child Life Specialist, Children's Hospital, London Health Sciences Centre, London, ON*

Recent research demonstrates resilience to adverse life events can be developed and learned through skills training. Resiliency-building strategies can be successfully adapted and used by child life specialists working with patients confronted by the challenges of hospitalization. Participants will learn about current trends in resiliency research, assess their own resiliency styles, and acquire innovative techniques in resiliency training applicable to their practice with children and youth.

40. Beyond Bereavement: Child Life's Role in Pediatric Palliative Care I

Kelli Ferguson, CCLS, *Child Life Specialist, Texas Children's Hospital, Houston, TX*

Saraben Turner, CCLS, *Child Life Specialist, Texas Children's Hospital, Houston, TX*

Quality palliative care can be achieved by providing healthcare professionals the opportunity to support patients and families from the onset of diagnosis to the time of death. Child life specialists play an invaluable role on the palliative care team by providing a family-centered approach, developmental knowledge, and skills for play and therapeutic expression. Participants will learn about child life's role in an interdisciplinary palliative care team as well as the principles of psychosocial involvement in pediatric palliative care.

Professional Development Workshops (1 PDH)

9:45 AM - 10:45 AM

41. Educating Medical Fellows on the Psychosocial and Developmental Needs of Children and Adolescents I

Shawna Grissom, MS, CCLS, CEIM, *Director of Child Life, St. Jude Children's Research Hospital, Cordova, TN*

Amy Scott, CCLS, *Lead Child Life Specialist, St. Jude Children's Research Hospital, Lakeland, TN*

Throughout a physician's medical training, few courses are required regarding child development and the psychosocial needs of children and adolescents. This workshop will focus on one

hospital's attempt to provide education for the medical fellows to enhance their approach when working with children and families. An exploration of the curriculum used and a quick reference guide for increased communication will be shared.

42. Small Voices Say Big Things: Creating and Maintaining Patient Advisory Councils **I**

Lauren Shinn, MS, CCLS, *Child Life Specialist, MD Anderson Cancer Center, Houston, TX*

Kimberly Allen, MS, CCLS, *Manager, Child Life, Georgia Health Sciences Children's Medical Center, Augusta, GA*

Family-centered care is often initiated with the creation of patient and/or family advisory councils. However, these advisory councils must be designed appropriately in order to make them a valuable asset to patients, families, and healthcare providers. Presenters will describe the implementation and maintenance of two separate patient advisory councils in children's hospitals within adult facilities. Unique challenges, lessons learned, and accomplishments will be included.

43. Funding a Research Idea: Writing a Grant Proposal **F**

Alison Chrisler, MA, CCLS, *Michigan State University, East Lansing, MI*

Sandy Romero, MA, MS, CCLS, *Child Life Specialist, Children's National Medical Center, Washington, DC*

This presentation will focus on the process of writing a grant proposal. This includes discussing the various funding sources available to child life specialists and reviewing the components that are necessary for a successful research-focused grant proposal. Throughout the presentation, several examples of research grants will be shared with the participants.

44. The Benefits of Parental Presence in the Trauma Bay **F**

Kim Jerabek, CCLS, *Child Life Specialist, C.S. Mott Children's Hospital, Ann Arbor, MI*

Lauren Garrett, MA, CCLS, *Child Life Specialist, C.S. Mott Children's Hospital, Ann Arbor, MI*

Advocating for the role of a parent in the pediatric emergency department can be challenging at times, particularly during acute and highly stressful situations such as trauma team activation. This session highlights the benefits of parental presence, along with various tools used to educate staff and families on the impact of the parental role. Current research together with staff and Patient- and Family-Centered Care feedback, will serve as the basis for this presentation.

45. Child Abuse Pediatrics (CAP) and Child Life: A Child-Centered Collaboration **I**

Amy Goldberg, MD, *Child Abuse Pediatrician, Attending Physician/Assistant Professor, Hasbro Children's Hospital, Providence, RI*

Meagan Gabriel, MS, CCLS, *Certified Child Life Specialist, Hasbro Children's Hospital, Providence, RI*

A child abuse pediatrician (CAP) and child life specialist (CLS) will help participants understand one clinic's approach to evaluation

and empowerment of victims of child maltreatment. Their collaboration creates an environment that fosters hope, health, healing, and maintains a child-centered focus. Discussion will include specific interventions, education and preparation techniques.

46. Incorporating Animal-Assisted Therapy into Child Life Interventions **F**

Kara Klein, CCLS, *Child Life Specialist II, Children's Healthcare of Atlanta, Atlanta, GA*

Karen McCarthy, CCLS, CT, *Child Life Specialist II, Children's Healthcare of Atlanta, Atlanta, GA*

Canines currently serve as friendly faces at pediatric hospitals throughout the country. As animal-assisted therapy becomes more prevalent in these settings, how can a child life specialist take the human-animal bond and use it in an intervention? From building rapport to providing end of life support, this presentation will use anecdotal and research findings to support the use of these furry friends in your practice.

Closing General Session

11:00 am – 12:30 pm

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Child Life Distinguished Service Award Presentation

The Distinguished Service Award is the highest award presented by the Child Life Council Board of Directors, recognizing exceptional members for outstanding contributions to the field of child life. The 2013 Distinguished Service Award will be presented at the Closing General Session to Priti Desai, PhD, MPH, CCLS, currently an Assistant Professor at East Carolina University in Greenville, North Carolina. A full feature article detailing Priti's inspiring career will appear in the Spring 2013 edition of the *Bulletin*.



Inspire Integrity: Chasing Authentic Success

Corey Ciocchetti - *Associate Professor of Business Ethics and Legal Studies, Daniels College of Business, University of Denver*



This discussion encourages people of all ages to chase the truly important things in life such as a solid character, strong personal relationships and a sense of contentment. These "real rabbits" are compared and contrasted to worldly types of success such as excessive wealth, popularity and prestige. Audience members will leave with a better sense of what it takes to develop character, set priorities and gain a big-picture perspective.

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