

COVID-19 Child Life Staffing and Programming Changes

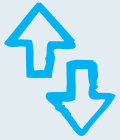
**Data Collection Window
June 1-8, 2020**

**Report Released
June 15, 2020**



www.childlife.org

Contents



Changes

Summary of changes since the May 2020 report



Survey Participants

Overview of survey participants, survey methods, and data use



USA

Aggregate data for the United States



Canada

Aggregate data for Canada



Other Countries

Aggregate data for all other countries



Academic Community

Summary of COVID-19 impacts on the academic community



Community Based Specialists

Summary of COVID-19 impacts on community -based child life practice



Students

Summary of COVID-19 impacts on child life students



How Child Life Copes

What's going well, what are challenges, what helps

Changes since May 2020



Survey Participation

Survey participation rate was 14.7% (compared to 17.2% in May and 32.6% in April) although total number of survey responses is up. This is due to the inclusion ACLP student members, thereby increasing the number of surveys sent.



Reduced Hours

The percentage of child life specialists reporting working reduced hours decreased since May 2020.



Furloughs

The percentage of child life specialists who have been furloughed remained constant since May 2020.



Student, academic, and community-based voices

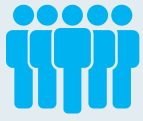
We added specific questions for student, academic, and community-based voices.



How child life copes

We added questions to see how the child life community is coping with the changes personally and professionally.

Survey Participants



7092

Number of Certified Child Life Specialists and ACLP student members that were sent the survey



1048

Number survey responses (complete & partial responses)



721

Responses from CCLSs in the USA



50

Responses from CCLSs in Canada



11

Responses from CCLSs in other countries



23

Responses from academic professionals



43

Responses from community-based child life specialists



101

Responses from students

Survey Participants

Why survey individual CCLSs rather than programs?

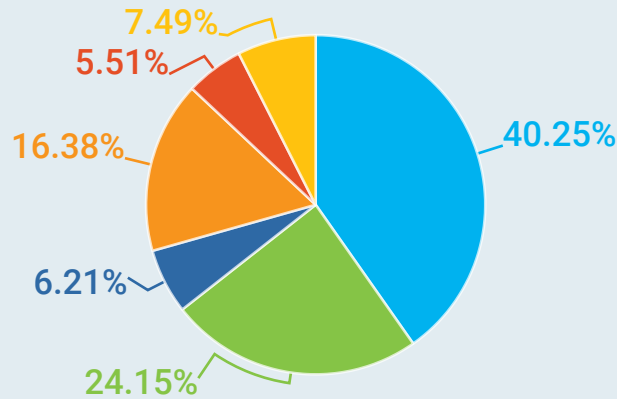
Staffing and programming changes are impacting child life specialists differently, even within the same program. In order to try to assess the full impact on the child life workforce, this survey was targeted at individual child life specialists with some additional questions reserved for child life program leaders.

How can I use this data?

ACLP is providing this data as a resource to members and a snapshot of what is happening in the child life field at this point in time. This data should *not* be interpreted as recommendations of what child life programs should be doing to navigate COVID-19.

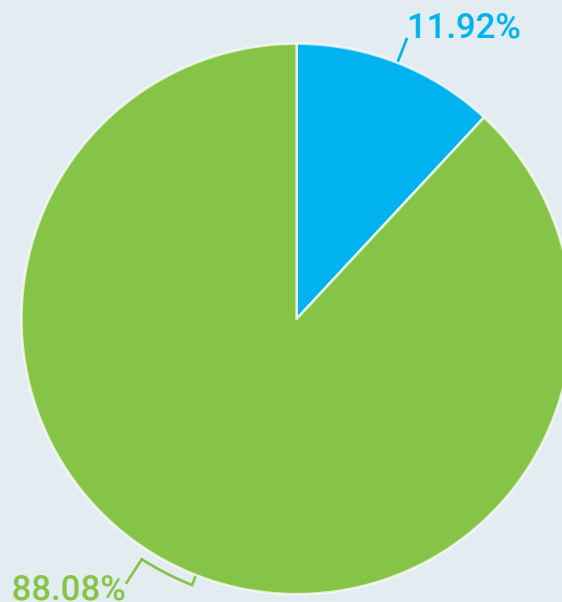
USA

Current Job Status (percentage of CCLS respondents)



- Normal hours, shifts, assigned unit, or job duties - minor disruptions if any
- Normal hours but changes to shifts, assigned unit, or job duties
- Partial hospital-based work, partial work-from-home
- Reduced hours
- Furloughed
- Other

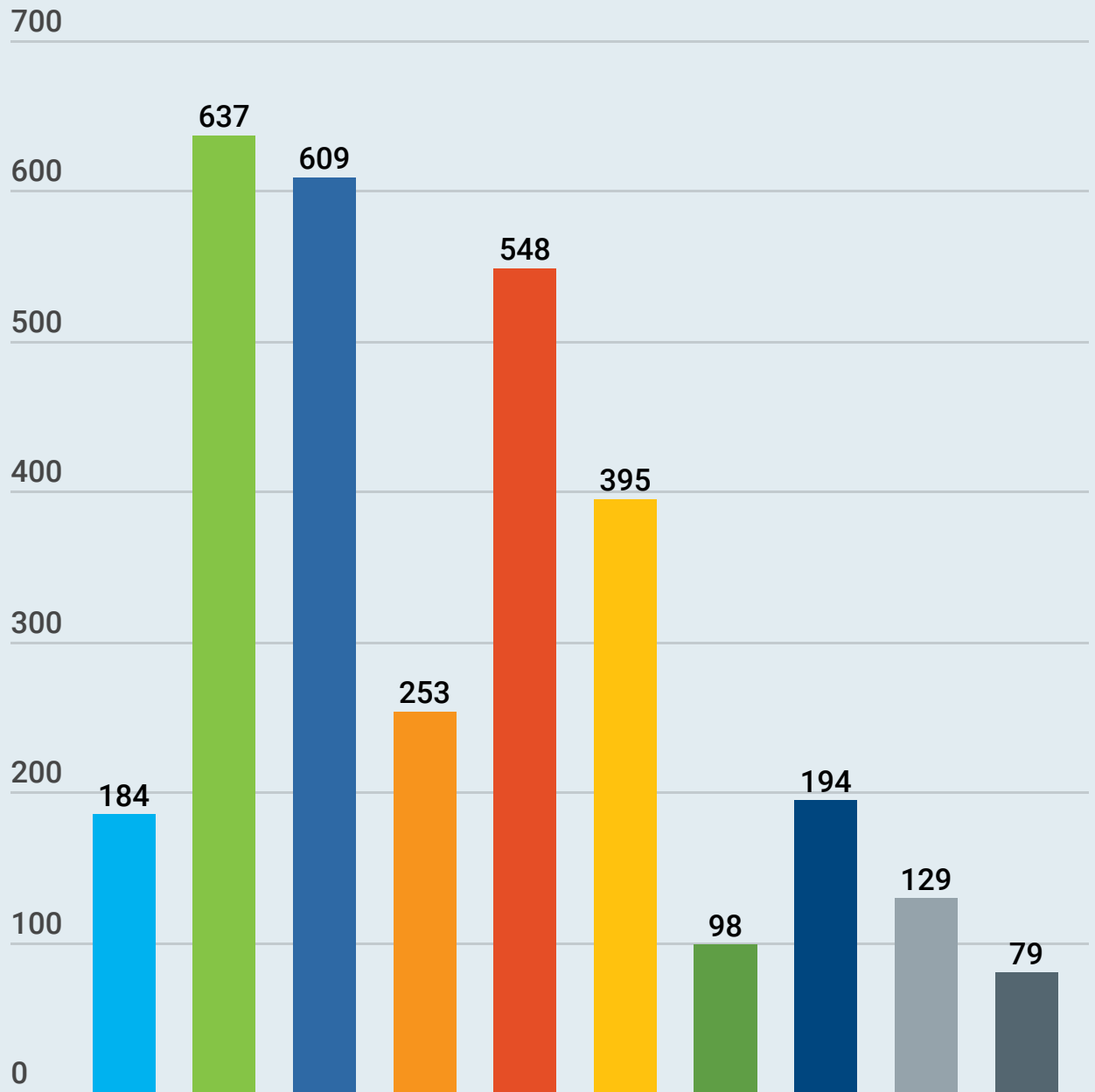
CCLS able to work from home (percentage of CCLS respondents)



- Yes
- No

USA continued

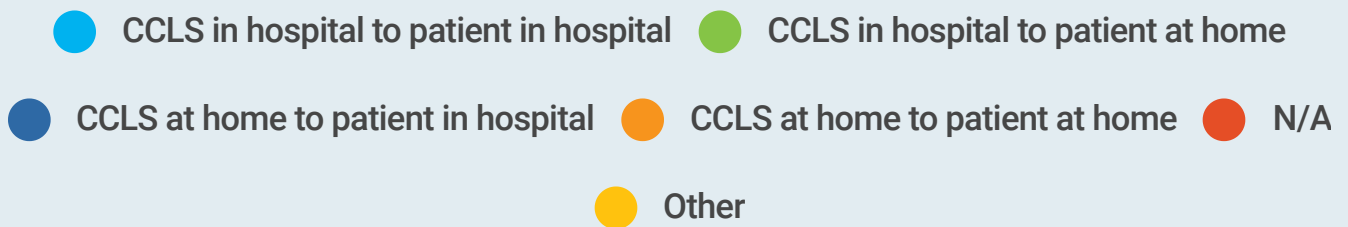
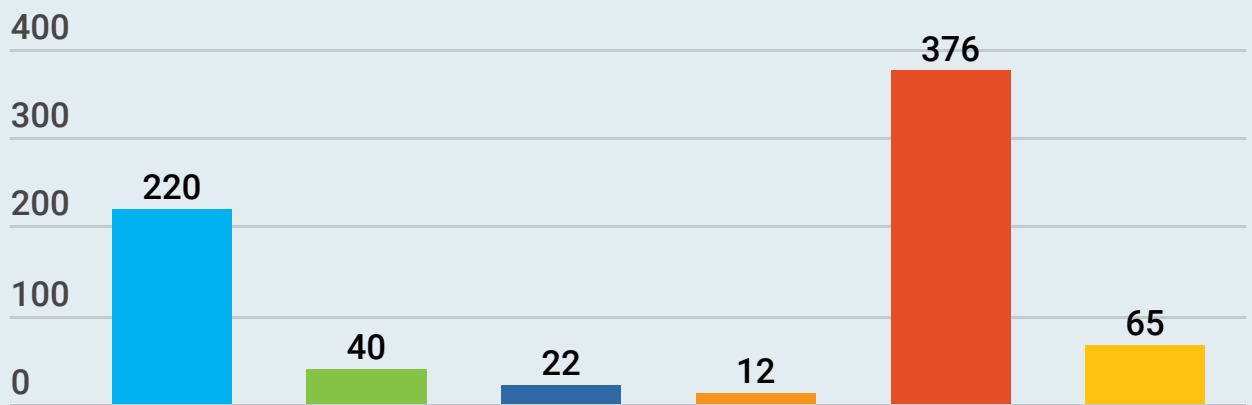
Changes implemented as a result of COVID-19 (number of CCLS respondents)



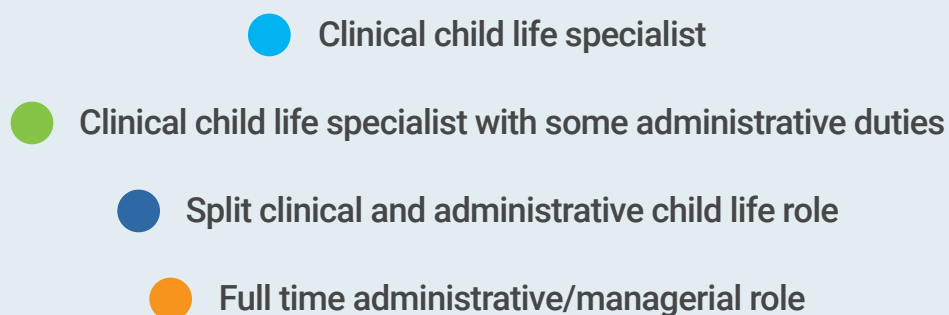
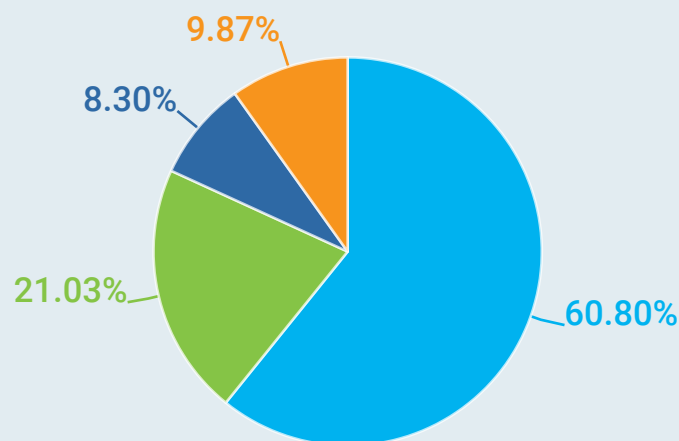
- Limits on sibling visitation
- Bans sibling visitation
- Limits on parent/caregiver visitation
- Limits on playroom usage
- Playroom closure
- Child life cannot enter COVID-19 rule out or COVID-19 positive rooms
- Child life cannot enter isolation rooms
- Limits on child life assistant/activity coordinator activities
- Suspension of child life assistant/activity coordinator activities
- Other

USA continued

Virtual Interventions (number of CCLS respondents)



Job Role (percentage of CCLS respondents)



USA Program Leaders

Staffing Level Reductions due to Furloughs (program leader respondents)



22.5%

One quarter of child life programs experiencing furloughs have reduced their staffing to 22.5% or less of their usual level



54%

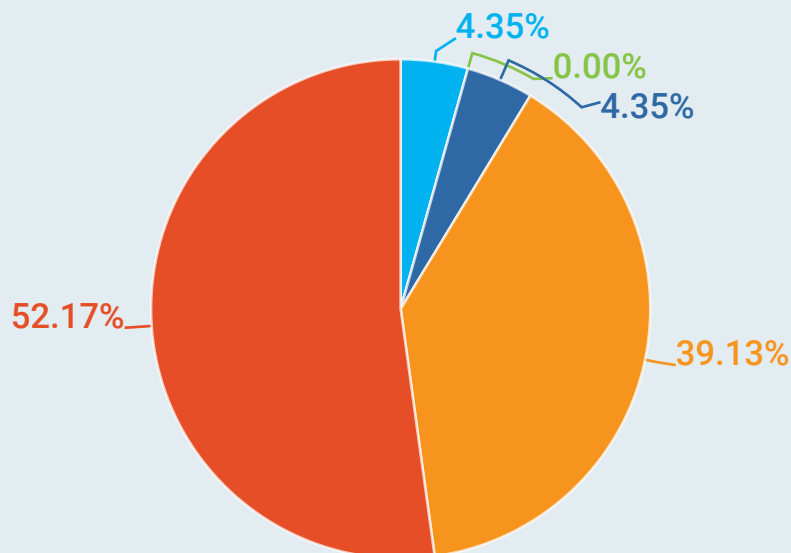
Half of child life programs experiencing furloughs have reduced their staffing to 54% or less of their usual level



80%

Three-quarters of child life programs experiencing furloughs have reduced their staffing to 80% or less of their usual level

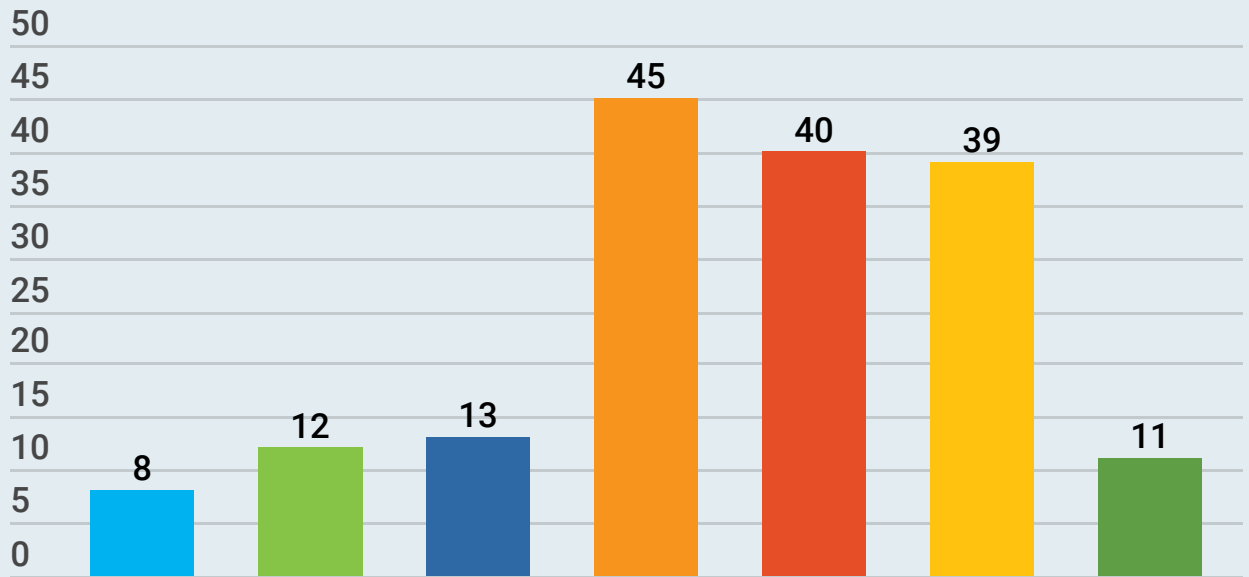
If team members are working from home or furloughed, is there an expected return date? (percentage of program leader respondents)



● 1-2 weeks ● 2-4 weeks ● 4-6 weeks ● 6-8 weeks ● 8+ weeks

USA Program Leaders

Criteria for child life team to resume normal operations (number of program leader respondents)



● Number of COVID-19 cases in hospital fall below a designated threshold

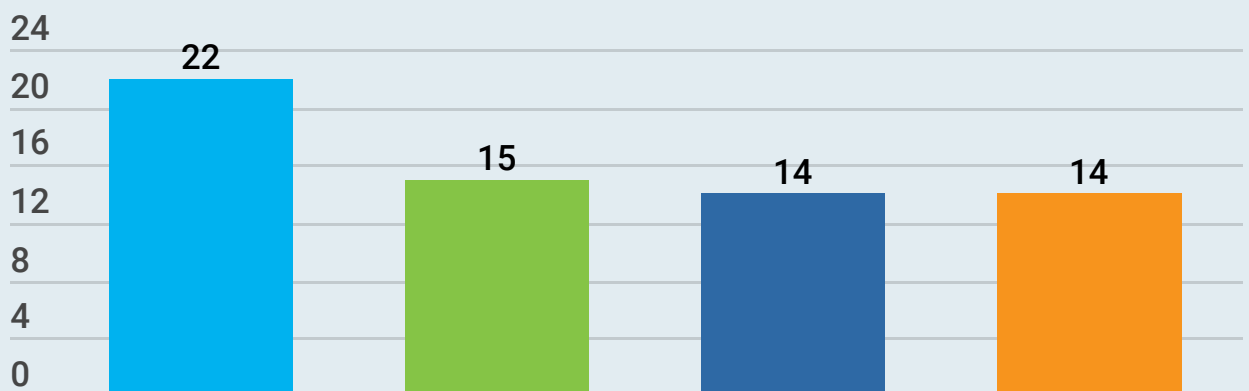
● Number of COVID-19 cases in region fall below a designated threshold

● PPE stock is replenished ● Pediatric census returns to expected level

● Pediatric ambulatory surgery/outpatient radiology/clinic visits return to expected level

● Unknown ● Other

Hospital Policy Changes (number of program leader respondents)

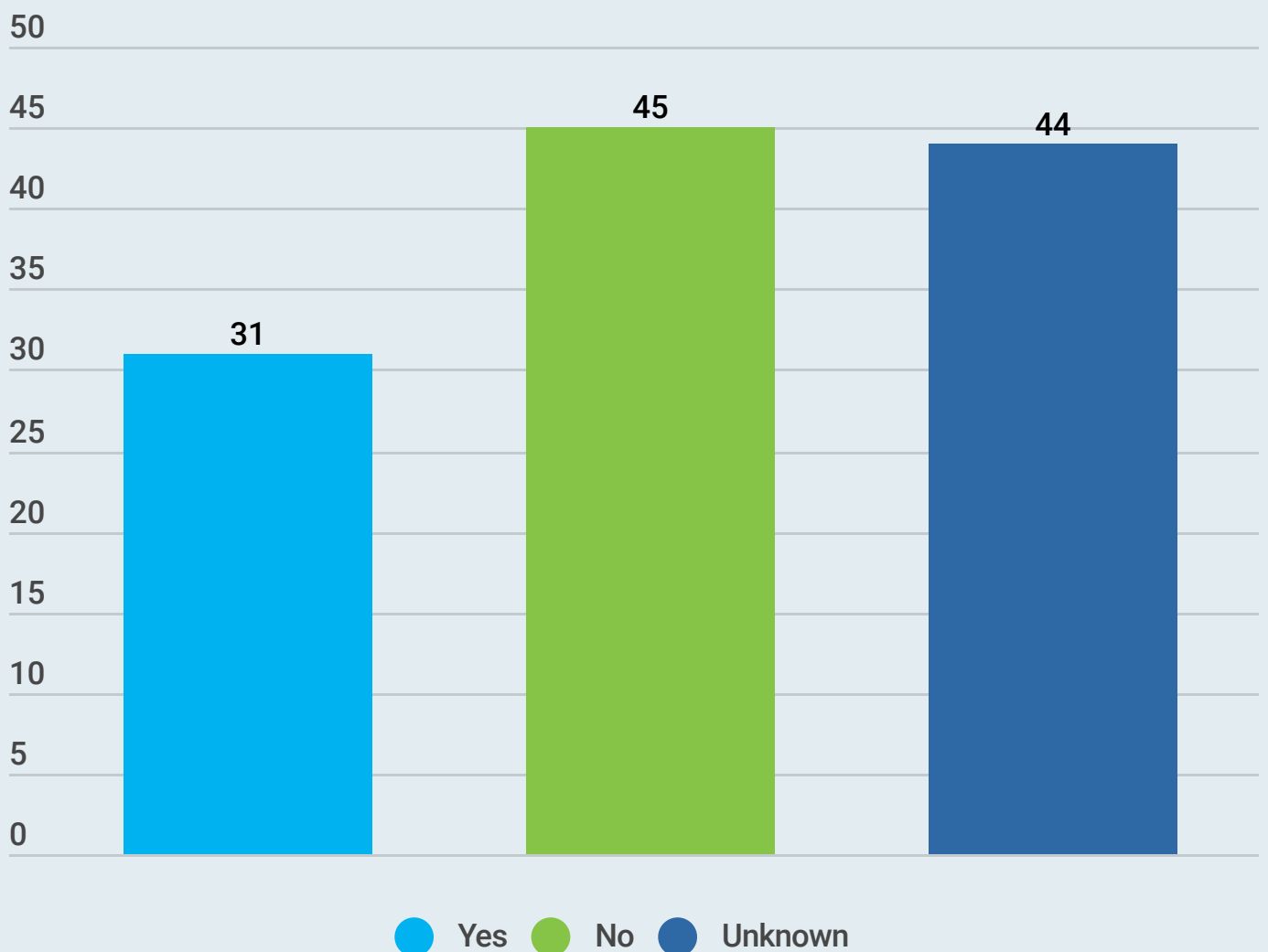


● Ability to go into negative PTO during COVID-19 ● Separate COVID-19 PTO

● % payout for highly compensated employees ● Other

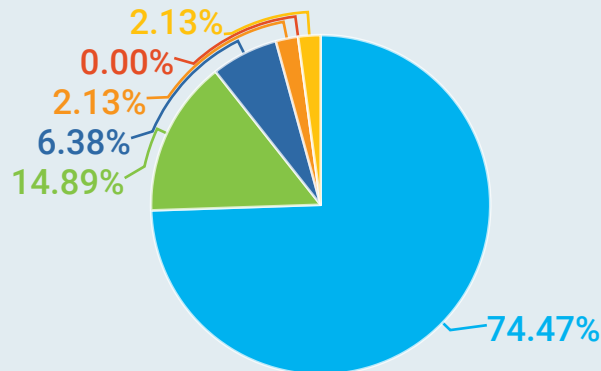
USA Program Leaders

Hospital seeing an increase in patients with urgent needs that missed scheduled outpatient visits, treatments/procedures or elective surgeries due to COVID-19 precautions (number of program leader respondents)



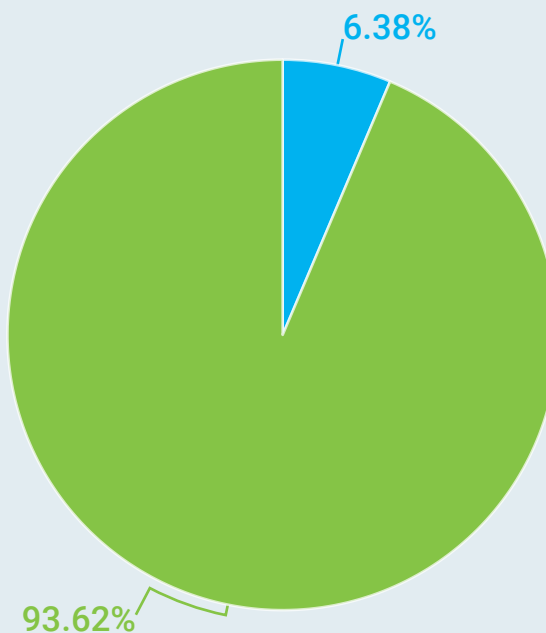
Canada

Current Job Status (percentage of CCLS respondents)



- Normal hours, shifts, assigned unit, or job duties - minor disruptions if any
- Normal hours but changes to shifts, assigned unit, or job duties
- Partial hospital-based work, partial work-from-home
- Reduced hours
- Furloughed
- Other

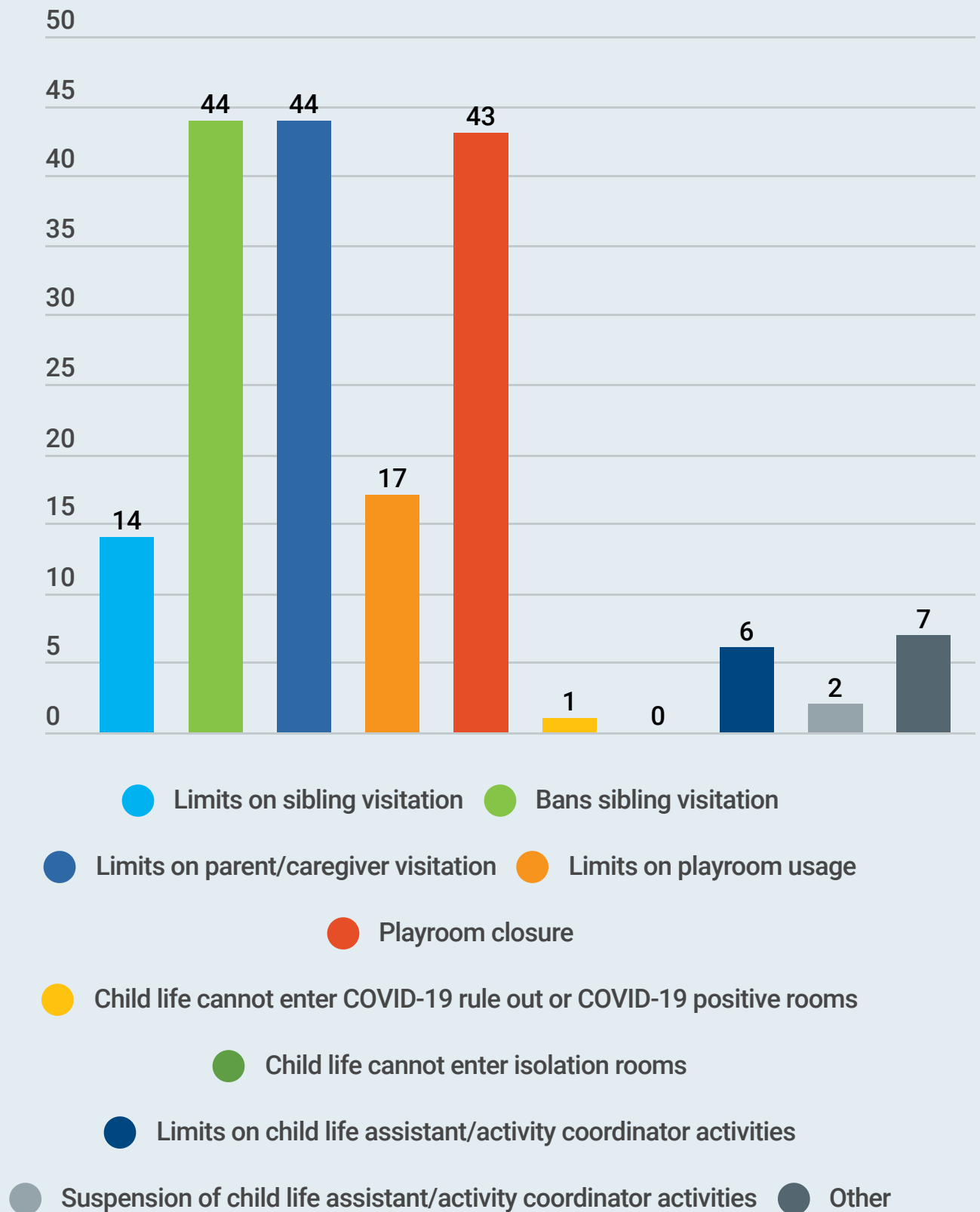
CCLS able to work from home (percentage of CCLS respondents)



- Yes
- No

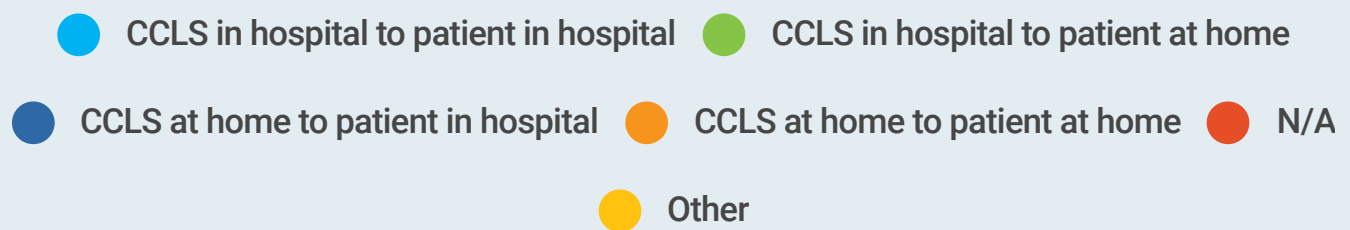
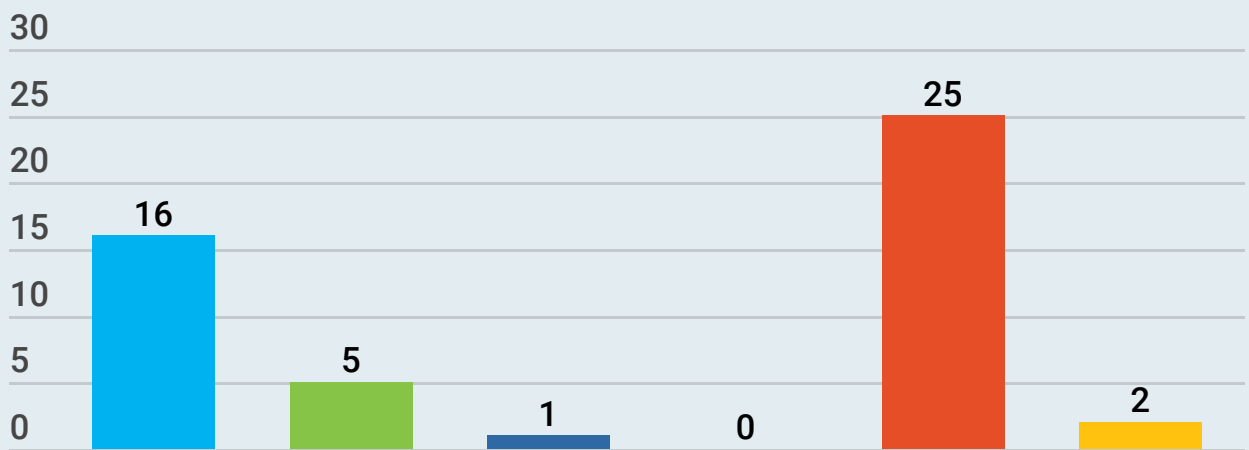
Canada continued

Changes implemented as a result of COVID-19 (number of CCLS respondents)

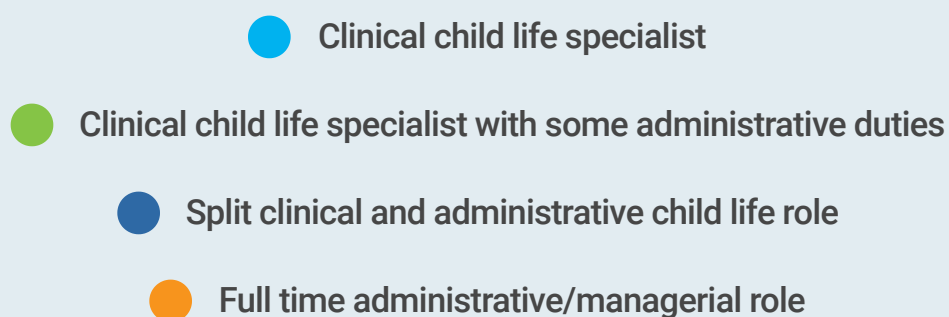
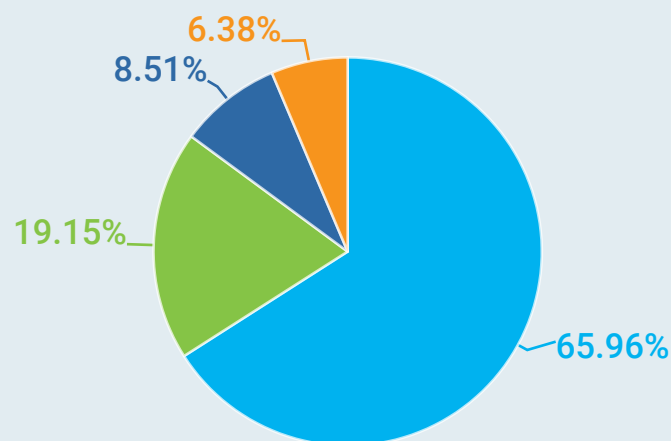


Canada continued

Virtual Interventions (number of CCLS respondents)

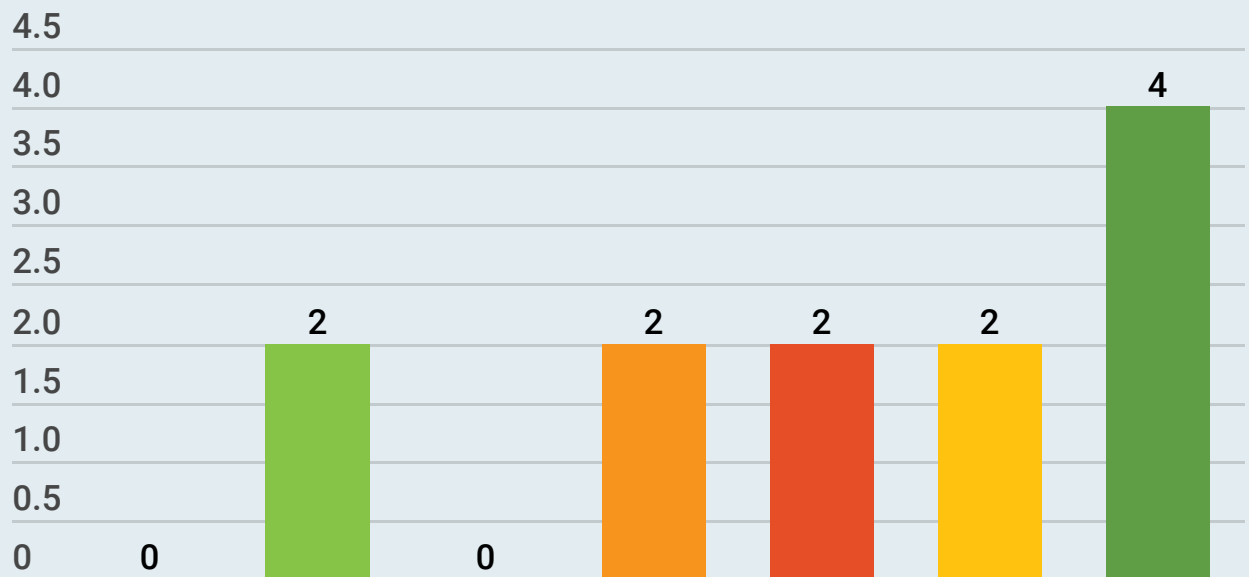


Job Role (percentage of CCLS respondents)



Canada Program Leaders

Criteria for child life team to resume normal operations (number of program leader respondents)



● Number of COVID-19 cases in hospital fall below a designated threshold

● Number of COVID-19 cases in region fall below a designated threshold

● PPE stock is replenished ● Pediatric census returns to expected level

● Pediatric ambulatory surgery/outpatient radiology/clinic visits return to expected level

● Unknown ● Other

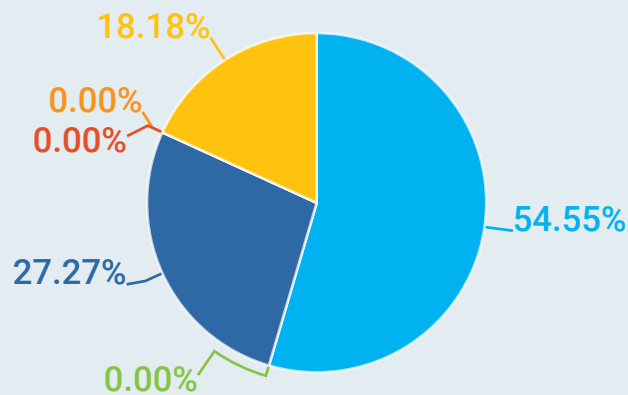
Hospital seeing an increase in patients with urgent needs that missed scheduled outpatient visits, treatments/procedures or elective surgeries due to COVID-19 precautions (number of program leader respondents)



● Yes ● No ● Unknown

Other Countries

Current Job Status (percentage of CCLS respondents)



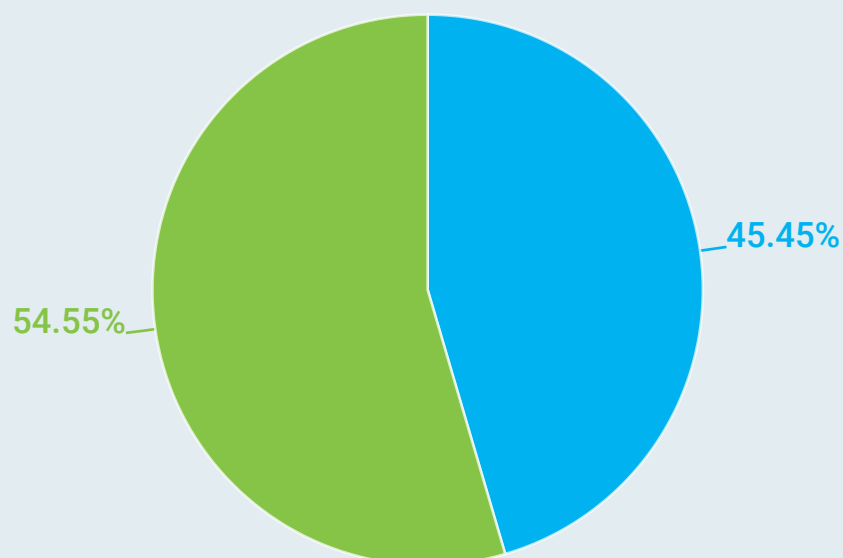
● Normal hours, shifts, assigned unit, or job duties - minor disruptions if any

● Normal hours but changes to shifts, assigned unit, or job duties

● Partial hospital-based work, partial work-from-home ● Reduced hours ● Other



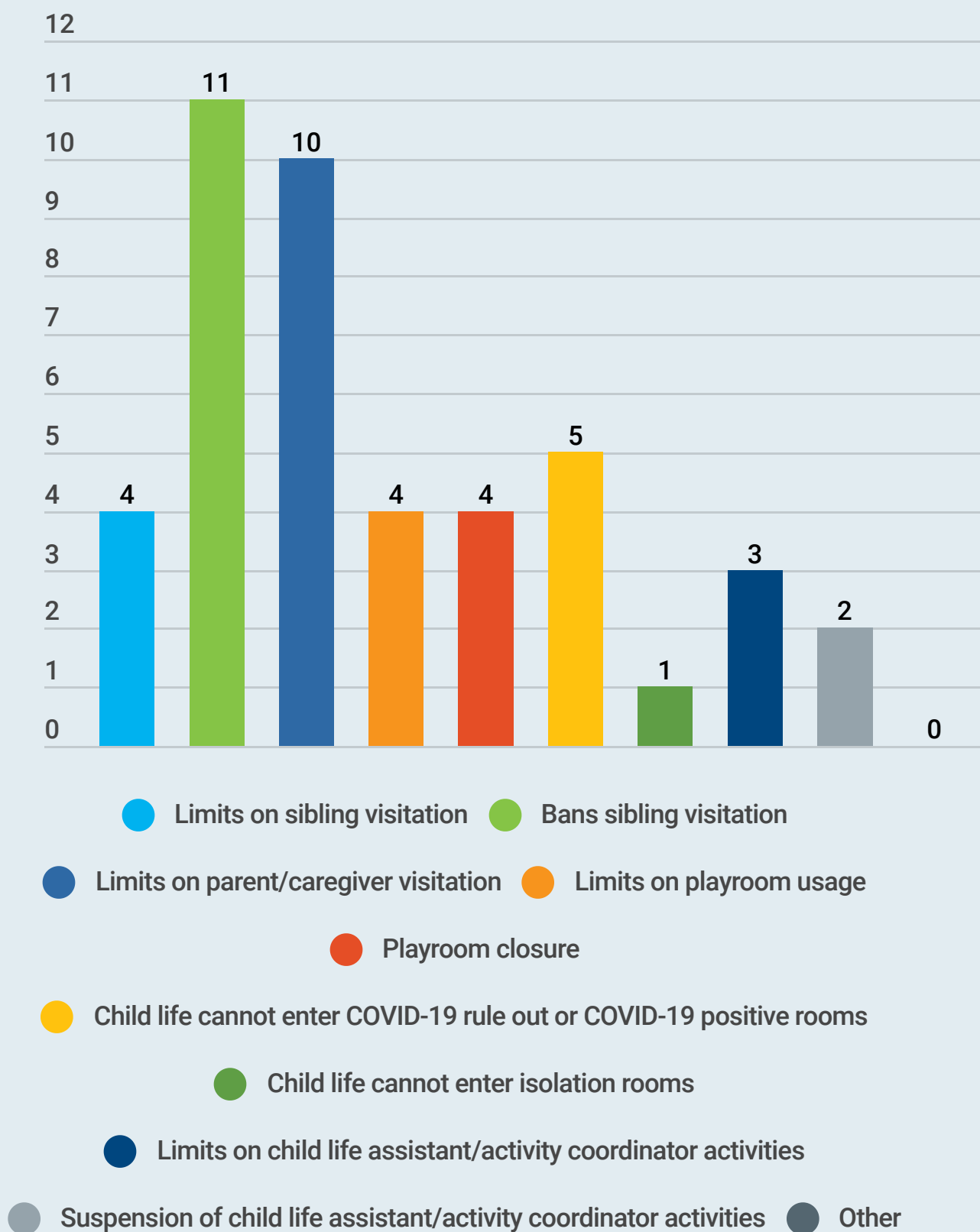
CCLS able to work from home (percentage of CCLS respondents)



● Yes ● No

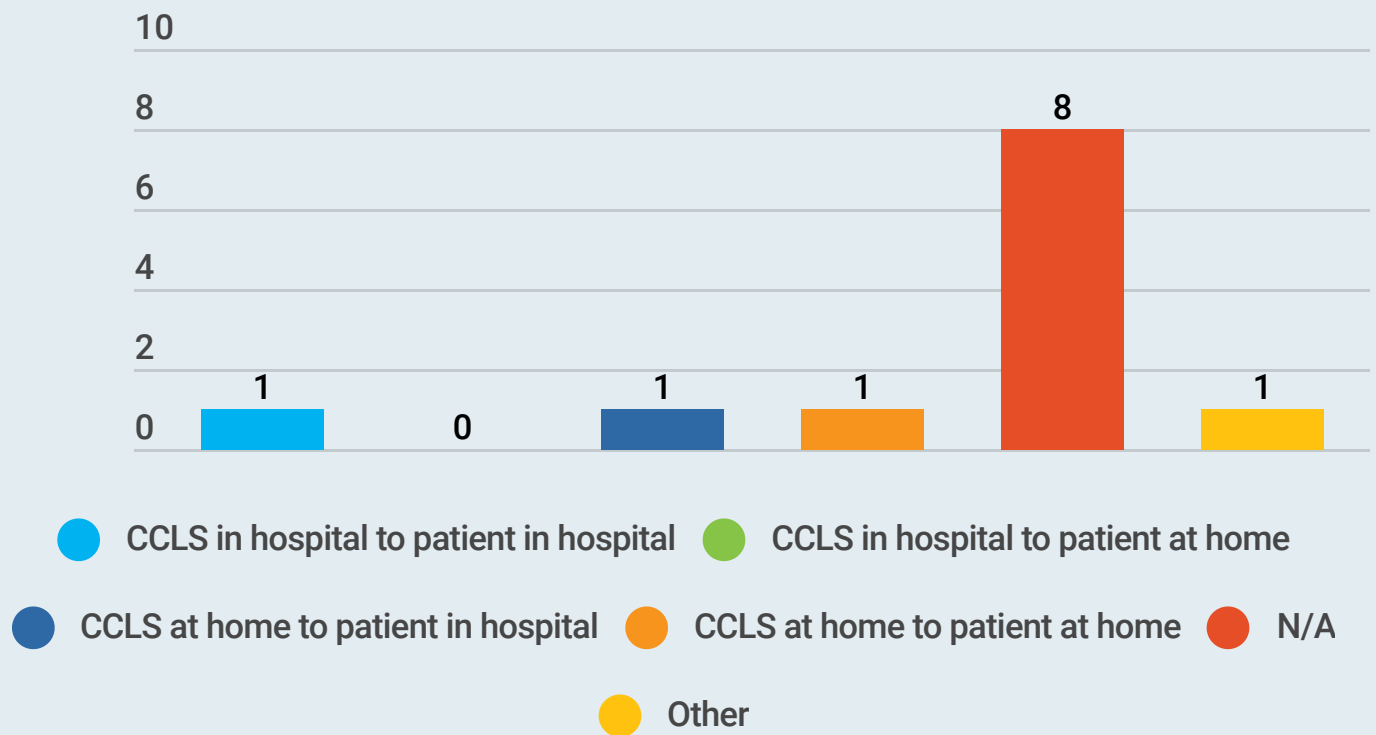
Other Countries continued

Changes implemented as a result of COVID-19 (number of CCLS respondents)

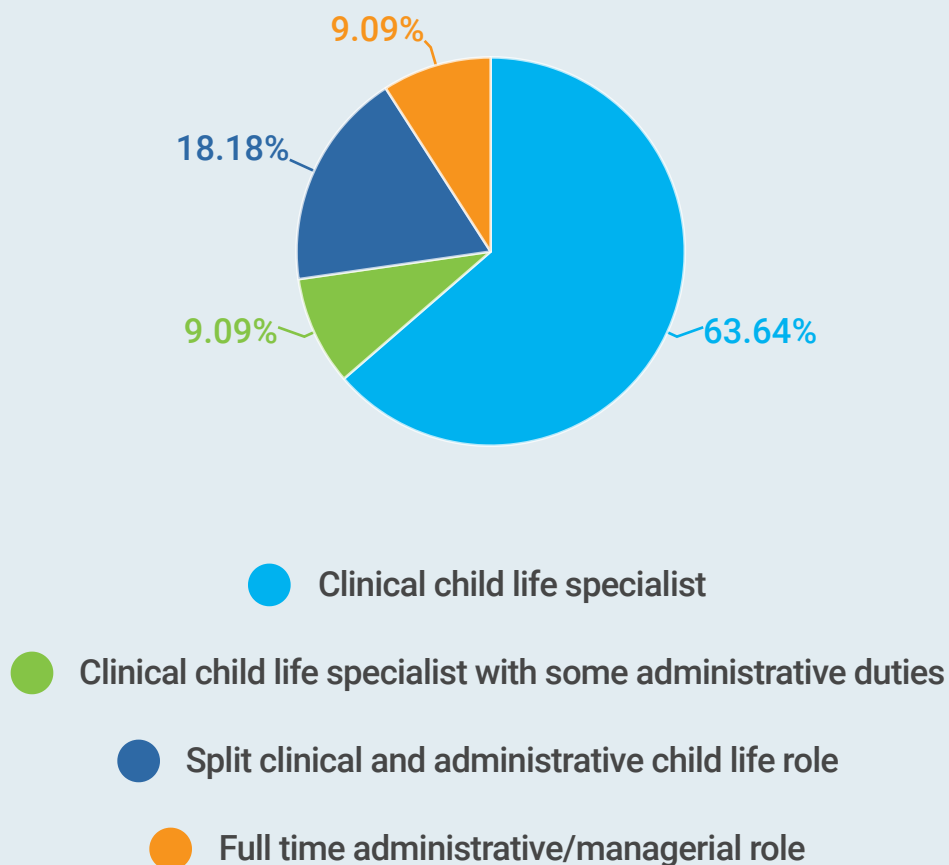


Other Countries continued

Virtual Interventions (number of CCLS respondents)

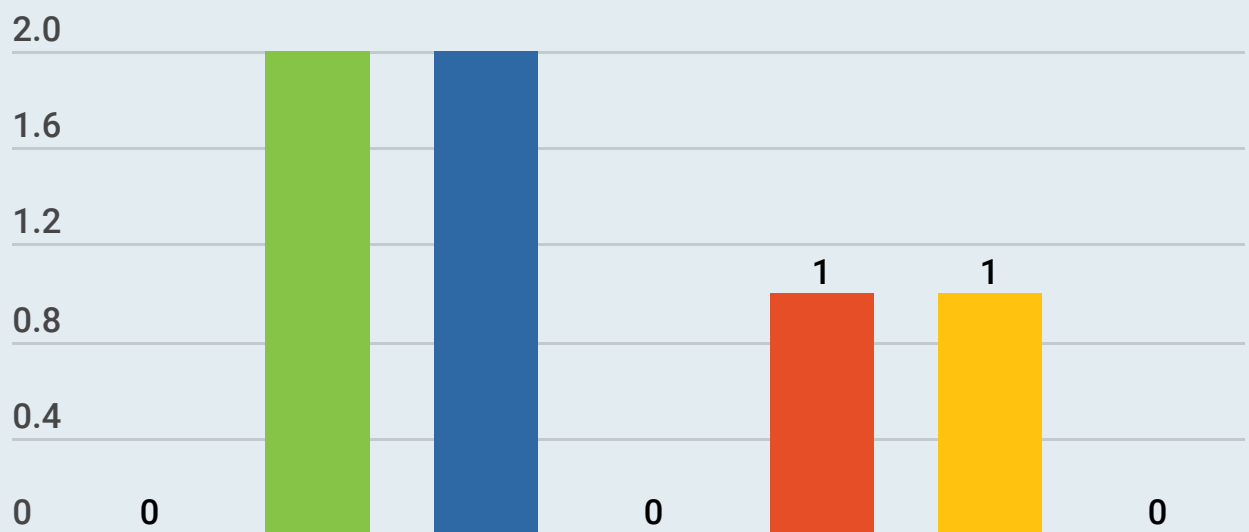


Job Role (percentage of CCLS respondents)



Other Countries Program Leaders

Criteria for child life team to resume normal operations
(number of program leader respondents)



● Number of COVID-19 cases in hospital fall below a designated threshold

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Academic Professionals

Changes experienced as a result of the pandemic

"As faculty I am struggling to get quality effective practicum experiences for our students who are graduating. I am now teaching completely online/synchronous, and meeting with all students via zoom."

"School closures continue for my own children. Work at home still continues for our campus. All courses are to be delivered online for both this spring/summer term as well as the fall term."

"My program was online prior to the pandemic. The biggest change to supporting students is with regards to practicums and internships. Helping them navigate finding information about what sites are offering or not has been tricky."

What is going well?

"Overall students have shifted to zoom classroom pretty well. I have learned a lot of new skills - technology and enhancing my distance classes."

"Communication with child life colleagues in the hospital who are supervising our students has been excellent. University administration has been flexible and allowing us to initiate policy changes to support students."

Academic Professionals

What is challenging?

"It's harder to coordinate practicum experiences for our Child Life Students... all our students really. I'm trying to get creative but struggling to feel good about preparing students for next steps."

"I am doing all of the interactive components of online learning, have quite a bit of online training, but to try to teach child life virtually makes me realize that there are still somethings my students will just not get by being present through a computer screen rather than touching, seeing, hearing and feeling as they learn."

"Anxiety about the future especially things such as how the fall semester will unfold. In person, online, hybrid? There are a lot of unknowns making it difficult to plan classes and curriculum accordingly."

What else should we know about your work experience during the pandemic?

"The difficulty of obtaining official transcripts when universities are closed and no one is onsite."

"It is hard to concentrate sometimes to do my work and show up for students when I am struggling to cope."

"The additional crises of the racial injustice being highlighted, protests and riots are making this time exceptionally difficult for myself and my students. I know ACLP has been starting work re: equity and justice - I hope this is even more fuel to make this a top priority for all of us."

Community-Based Child Life

Changes experienced as a result of the pandemic

"I am unable to see many of the families that I previously visited in the home. I have had to conduct some visits via video."

"My hours at the museums have been reduced to 20 hours a week, and the museum is currently closed to guests. We are functioning on 25% capacity for our summer camps."

"Continuing visits over Zoom, phase 1 of transitioning back to home visits is set to begin July 1st for our company. However many families are fearful of letting anyone into their home and continue to be hesitant to go the hospital or appointments."

"Had to shift to all virtual child life patient sessions; juggling home schooling my own children, so less time for my work overall. Reduction of income meant I applied for government financial aid."

What is going well?

"I am not driving as much as before. It is allowing me to see families that may not need my services as often as I had previously been providing."

"I have become more creative and brainstorm with the kids about different types of virtual activities."

"Renewed focus on purpose and engaging in concrete activities."

"Communication with other CCLS in community-based practices and the ACLP meet-ups and webinars."

"Working on small goals with kids over Zoom and really building rapport with them and parents. Being able to increase frequency of visits as I no longer have to commute."

"Increased independence, increased level of flexibility, and a greater work-life balance."

Community-Based Child Life

What is challenging?

"Missing seeing the children, teenagers, and young adults I support in person, even though now I could see them most families do not want additional persons in their homes."

"Communication with families in general has been more challenging and time-consuming."

"Feeling challenges of virtual child life services, particularly difficulty with bereavement support services I typically provide for school-aged children that often revolve around play and conversations shown through play. Feelings of guilt and privilege for being consistently employed during this difficult time for our profession."

"Families who are not interested in Zoom or who are too overwhelmed to talk or set their child up to talk. Kids who cannot engage through the screen."

What else should we know about your work experience during the pandemic?

"Child life specialists in my opinion are needed more than ever especially if they have expertise in children's and family bereavement. Hospice programs still need to expand their services to children and teenagers and often do not know they are missing this vulnerable population."

"It has been busier than normal as the need for support, normalcy, and the comfort a routine/familiar face is great."

"It's been really hard to convince my work that my expertise as a CCLS can help them come up with ways to continue to interact with children and families even during quarantine."

"We are noting what things are going well for when we are able to shift to in-person support to assess what aspects of virtual support we will keep."

"My program is primarily school based but I have used this time to research and consider ways that I can continue to provide education and support for our partner schools." school-based

Students & Interns

Changes experienced as a result of the pandemic

"All my volunteer positions in hospitals, medical camps, etc. were temporarily terminated due to the pandemic."

"I was forced to leave mid-internship. I was not given a return date and I moved back home without notice of how I would come back and how long I would come back for and how I would be able to make living arrangements once again during the rest of the internship."

"As a result of the global pandemic, my internship was paused at my hospital. As a graduate student, my university postponed all clinical experiences, making it more difficult for me to return to my hospital once I am able."

"My child life internship has been pushed back due to the pandemic. It was supposed to start in May and now it is not beginning until July at the earliest."

"Schooling has switched to an online format. I haven't been able to see my friends and family in person. I haven't been able to volunteer."

What is going well?

"My hospital has been helpful in keeping in contact with me and I have loved connecting with other students in the same position during this time!"

"As a result of the pandemic, I was able to complete all my classwork and will be able to direct all attention to my internship once resumed."

"The child life community has been wonderful and welcoming in helping me brainstorm new ways to learn during this slow period of my education."

"I graduated with my child life master's degree this past month. This positive accomplishment was a step forward in my career in pursuing child life although everything else has spiraled down. I also enjoyed seeing the ACLP community has collaborated during these times. Community is a value I hold and know that together we can all overcome this hardship."

"As I am navigating this new virtual internship, I have been able to get out of my comfort zone in a way I never would have thought. I have been able to introduce, make assessments, provide play, and make sure patients are at baseline. It has been an incredible experience thus far."

Student & Interns

What is challenging?

"The lack of hands-on experiences to help me truly learn and cement all of the knowledge that I am gaining as a student."

"Frustrations figuring out living situations and income during this time of limbo."

"Mainly financial challenges."

"Break in internship, exam uncertainty."

"Online classes because child life is so hands-on. We don't get the same learning experience over Zoom as we do in person."

"The lack of information on when students are allowed back. Each hospital system is different so while some internships weren't suspended, others were."

"I feel like my career is just on hold as I am waiting to complete my internship and become certified."

What else should we know about your experience during the pandemic?

"I am concerned that if/when I am able to complete my internship I will be unable to find a job due to hiring freezes or hospitals believing child life services are not a high priority."

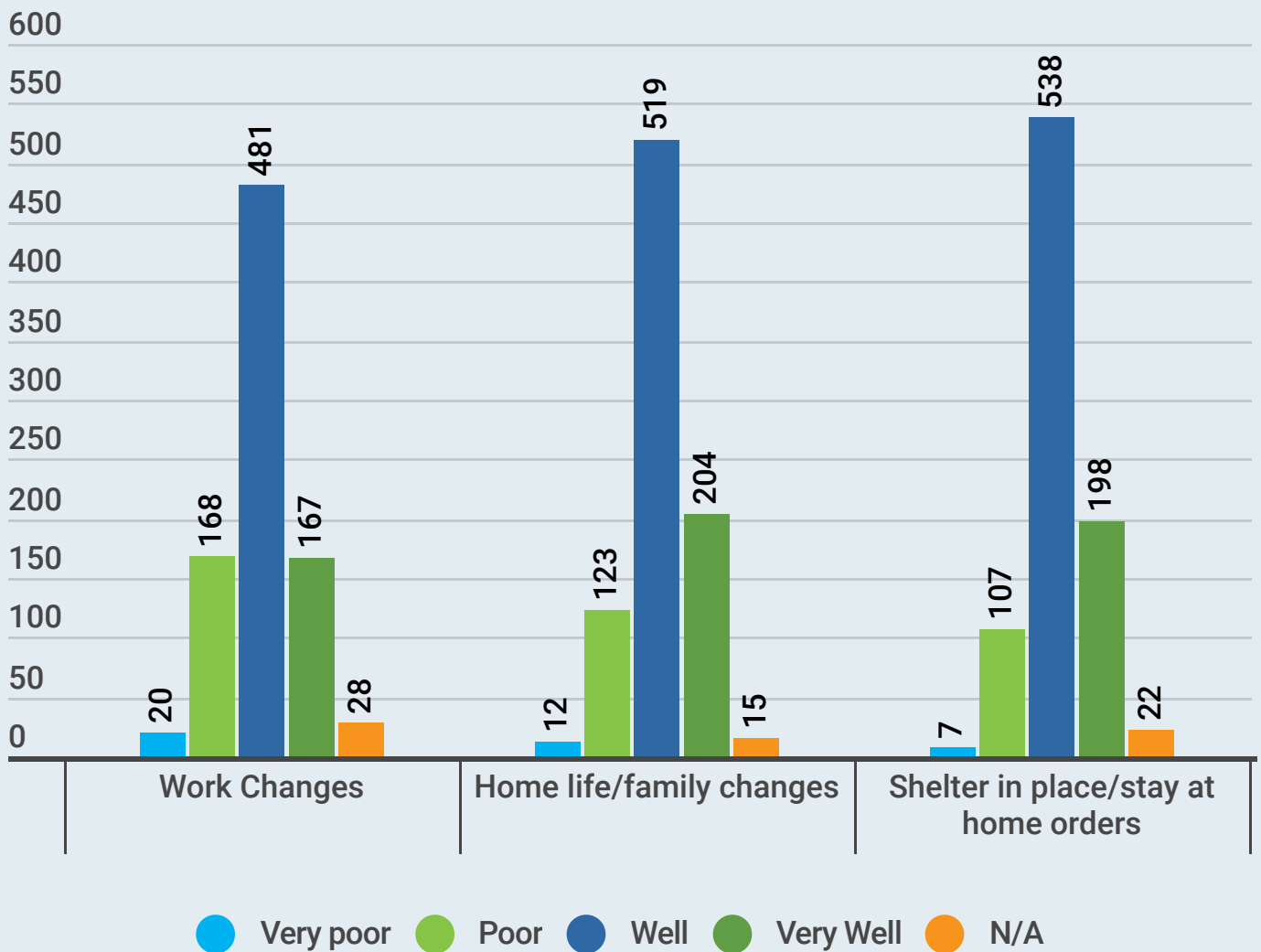
"During the pandemic, all of my pre-planned opportunities for clinical experiences were cancelled and I am still unsure of the status of the practicum I was accepted to."

"It can feel somewhat difficult to ask for feedback on applications that weren't impacted by the pandemic, be told I need to gain more experience, and not be able to gain that experience anytime soon. I feel stuck."

"Struggling with the lack of uniform decision for all hospitals on upcoming or current practicums and internships."

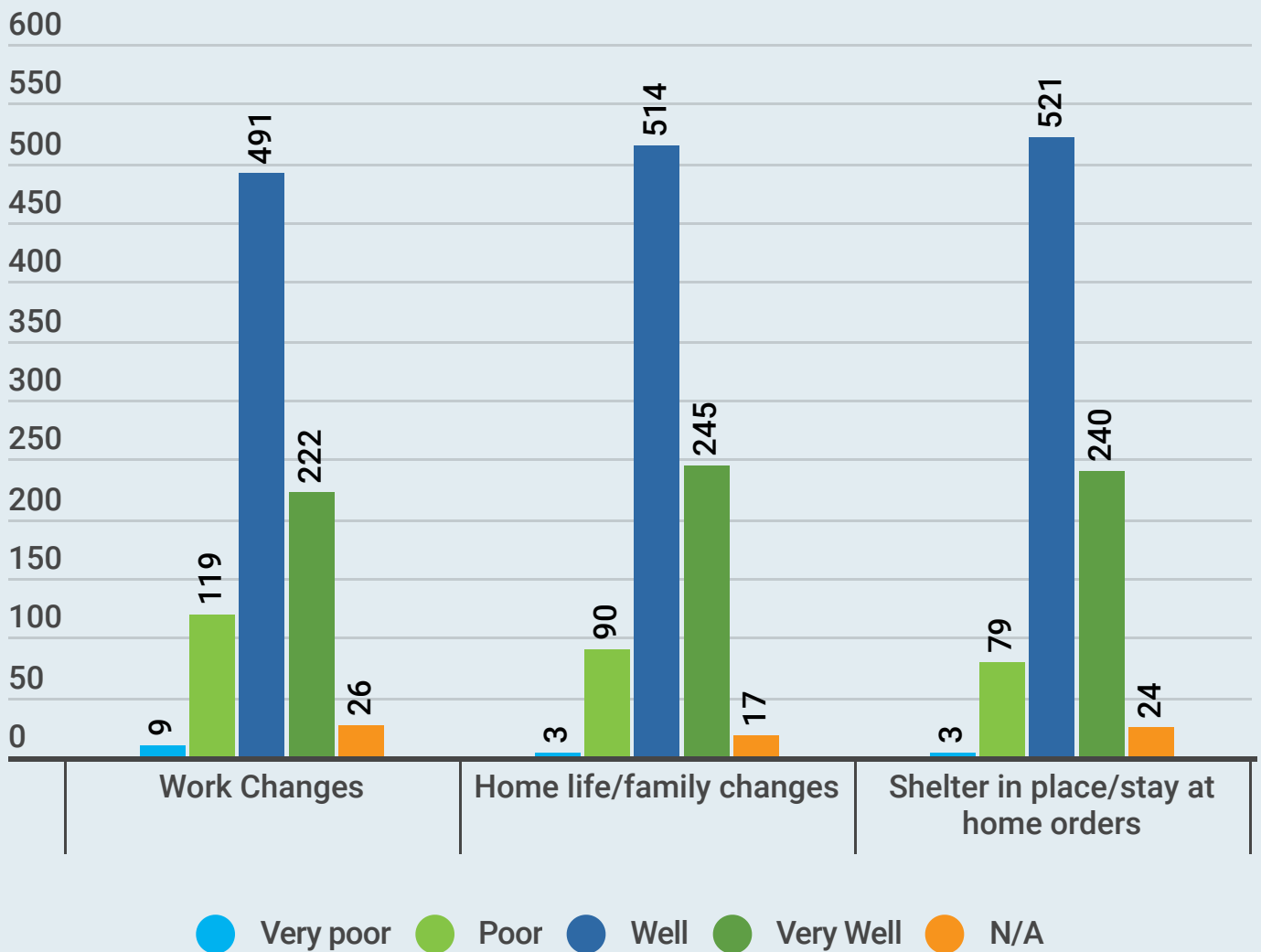
How Child Life Copes

April - How were you coping with changes from the pandemic?



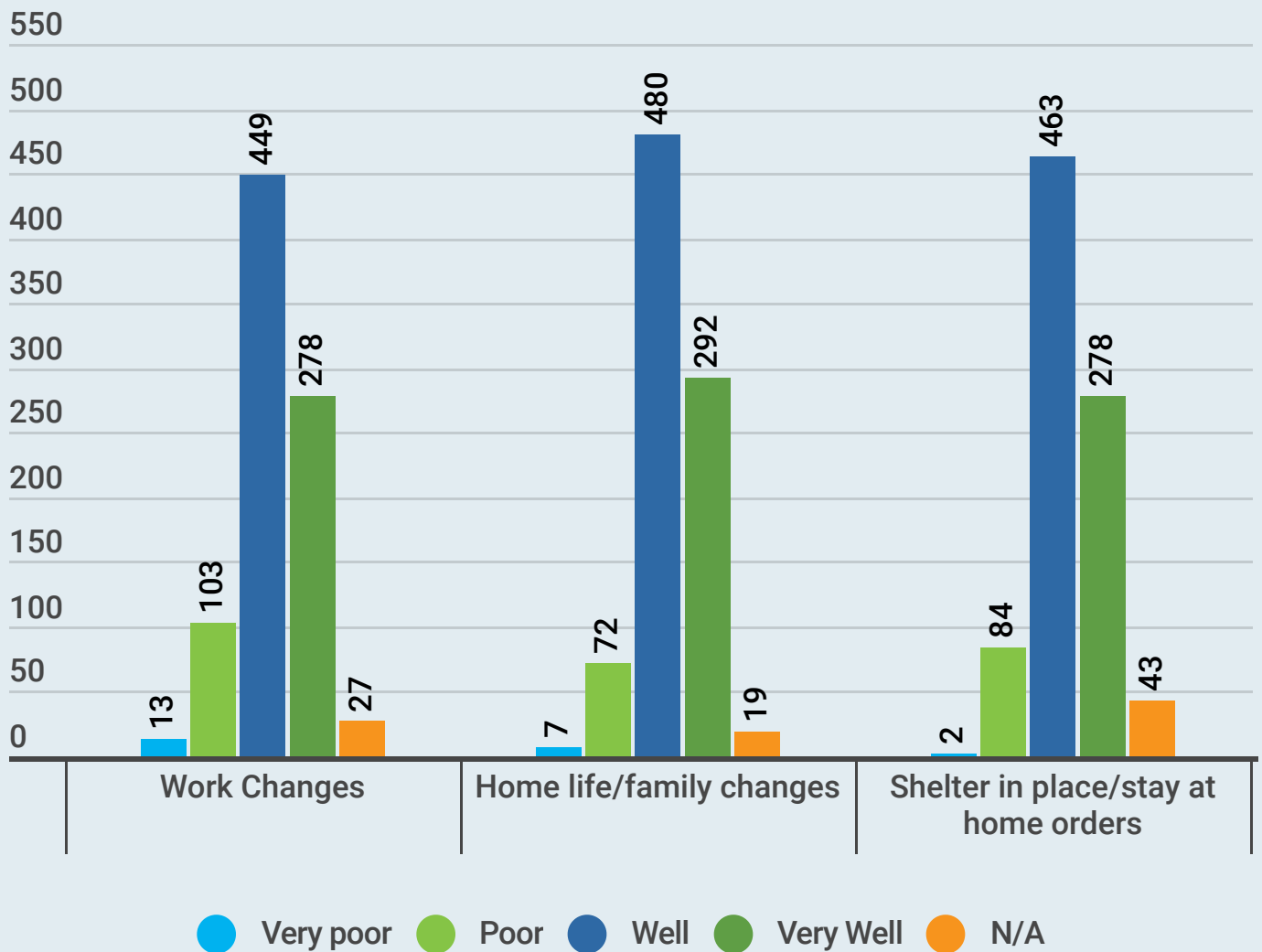
How Child Life Copes

May - How were you coping with changes from the pandemic?



How Child Life Copes

June - How are you coping with changes from the pandemic?



How Child Life Copes

What one thing is most helping you cope effectively with the changes brought by the pandemic?

self child care reading stay home Technology connecting dog support system spending time relationships Walking manager co-workers humor others leaders therapy spouse still Connecting others Connection hospital Strong Immediate Time family time children peers keeping busy home hobbies virtual therapist husband staff friends family loved ones talking activities outside supportive coworkers coworkers perspective friends people faith Prayer support Seeing family Support spouse work Mindfulness exercise Zoom routine yoga time ability communication going work Supportive healthy Self care consistent job Normal team conversations Self-care going colleagues video chats child life Long walks FaceTime projects Maintaining Keeping routine partner work hours Staying communicating Good Church supportive team Seeing friends leadership Staying connected community able work Finding meditation Talking friends talking others together Focusing positive W

What one thing is most detrimental to your ability to cope effectively with the changes brought by the pandemic?

Social lack information Fear unknown feeling patients role Media able travel lack control inconsistency Less day child care kids friends CCLS worry Inability school Need furloughed parents unpredictability cancelled income life stress uncertainty future communication Gym seeing family many Loss closures anxiety interaction job family friends changes leadership Lack Finances unknown hours work distance uncertainty seeing friends family Separation constant changes seeing time Lack routine isolation able see family Fear Wearing mask staff partner future able home internship social media Balancing news Death N Negative Limited News media team losing others return schedule closed Financial business constant lack activities much visit family hospital come Living alone

How Child Life Copes

What is one thing that brings you joy right now?

FaceTime Extra weather cat music boyfriend Spending time slower pace nice weather backyard pets students gardening running Spending time family connections patients self care nature co-workers reading baby outdoors Summer weather work exercising time niece outside Coffee friends Warm weather family loved ones dog Zoom children Going kids w home spouse sunshine connecting time family others daughter spent Seeing Puppy son house husband projects walks face faith patient interactions Good health Playing days fiancé job cooking

What is one worry keeping you up at night?

new normal family friends patients things look community Family sick Reopening exposed childcare worry daycare stress virus COVID-19 Parents health normal openings child life Concerns Job security normal life pandemic seeing family long will last pregnancy Fear furloughed Riots violence uncertainty Loss financial care safety potential N personal internship Income sick enough health Reduced work current unknown unrest future plans job Uncertainty future family protests will life children see Nothing wedding COVID Constant changes Finances go kids loved one Money possible impact layoffs return hours changes Unemployment parents world mental health new None much longer will end economy staff career school Work stress Finding people school fall rioting looting second wave everything home state world end resume cuts team family members job loss

ASSOCIATION OF
**Child Life
Professionals**



ACLP will reissue this survey periodically to track trends in the child life field. Accuracy of this report is dependent on your participation - please retake it even if you have not experienced changes from the previous survey.

Questions? Email mroloff@childlife.org.

Note: In order to protect member privacy, ACLP will not release responses related to a specific hospital.