

# TOUR GROUP GUIDELINES

## Tour Groups

Thank you for your interest in touring St. Cloud Hospital. Tours offer unique insight for groups and individuals.

Tour Group Application must be received prior to your intended visit. Please note that a 6 week minimum notice is needed to arrange tour requests. Tour Groups are required to secure their own transportation to and from St. Cloud Hospital.

Attendees under the age of 18 must be accompanied by an adult. Student groups are required to have one adult per 10 students.

All tours are arranged and approved by Volunteer Services and the department(s) you will be visiting. Tours may include the following departments:

- General Hospital Tour
- Emergency Trauma Center
- Inpatient Rehabilitation
- Lab/Histology
- Heart & Vascular Center
- Laundry
- Simulation Lab
- Imaging
- Bone & Joint

## Media (photos, videos, other media and electronic devices)

If media is anticipated, we need to know in advance, so we can plan with our Communications Department. Photographs of patients/residents/tenants must have prior written consent from him/her and if a minor, consent from the parent or guardian.

## General Guidelines

- For the well being of our patients/residents/tenants, we ask that tour guests are healthy. During flu season (approx. Oct-Apr) proof of flu vaccination/masks may be required in some areas.
- All visitors younger than 18 must be chaperoned by an adult.
- Visitors should wear appropriate attire. Please do not wear tank tops, low cut shirts, short shorts or logo t-shirts with inappropriate slogans. All offensive tattoos must be covered.

## Confidentiality

We make a promise to all of our patients/residents/tenants and families to keep their personal information private. Please do not ask personal information about their stay. Do not take personal photos/videos.

## Tour Group Arrival Procedures

When your Tour Group Application is approved, you will receive more information about arriving at St. Cloud Hospital. Upon your arrival, a staff member or volunteer will meet your group at the designated entrance. We understand that unforeseen delays may happen. If you are going to be late, please call Volunteer Services at 320-255-5638. If your group is 10 minutes late without a phone call, your tour may need to be canceled.

**Due to the dynamic nature of the patient/resident/tenant census and needs, rescheduling may be necessary.**