Psychosocial Services Resources for Families
**We Are Here for You**

Children and families coping with a cancer diagnosis benefit immensely from the comprehensive psychosocial support programs offered at The Children’s Hospital of Philadelphia’s Cancer Center. Our multidisciplinary Psychosocial Services team includes social workers, psychologists, child life specialists, creative arts therapists, teachers, and others who help children and families through this difficult time in their lives.

We emphasize a team approach. Each newly diagnosed family is assigned a social worker. Psychosocial staff will provide a variety of supports over the course of treatment, and can help you understand the impact that the stress of serious illness may have on your family, as well as on your relationships with each other. Your social worker or the psychosocial staff can also direct you to the many resources available within the Hospital and in the community.

This handbook contains information about lodging and transportation options as well as the support services the Hospital offers to patients and families. We have also included a list of websites and books that you may find helpful.

If you have any questions or would like to speak to someone on our staff, contact Lamia Barakat, Ph.D., director of Psychosocial Services, at 1-267-426-8135. We look forward to getting to know you and your child.

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**Transportation and Parking**

**Directions**

Call 215-590-7275 or visit [http://www.chop.edu/visitors/directions-maps-and-parking/main-campus-maps.html](http://www.chop.edu/visitors/directions-maps-and-parking/main-campus-maps.html) for directions to CHOP via car or public transportation.

**Parking**

Families of children who are inpatient may park in the Hospital’s Main Building parking lot. Visitors and families with outpatient appointments can park in the Richard D. Wood Pediatric Ambulatory Care Center garage. For a discount, get your parking ticket stamped at the oncology clinic’s registration desk or at the Welcome Center desk. If your child receives radiation at the Perelman Center for Advanced Medicine, free parking is provided during treatment there. Contact the Registration Desk at the HUP Department of Radiation Oncology for further details at 215-615-5662.

**Local Cab Companies**

- All City Taxi — 215-467-6666
- Crescent Cab Co. — 215-365-3500
- Yellow Cab Co. — 215-333-3333

**Airport Shuttles**

- Super Trans — 1-800-309-2000
- Dave’s Best — 1-800-255-2378

Call the Philadelphia International Airport’s Ground Transportation Hotline at 215-937-6958 for other airport transportation options.

**Maps of Campus**

Maps of CHOP’s Main Campus, and of each floor in the Main Building, the Wood Center and Children’s Seashore House, are available at [www.chop.edu/directions](http://www.chop.edu/directions).

**Food**

**Main Building Food Court**

Located on the first floor of the Main Building, the Food Court offers pasta, pizza, soups, sandwiches, sushi, salads, hot entrees and much more.

- Breakfast: 6:30 – 10:30 a.m.
- Lunch: 11 a.m. – 3:30 p.m.
- Dinner: 4 p.m. – 7:30 p.m.
- Overnight: 1 a.m. – 4 a.m.
C3 Convenience Store
Located on the first floor of the Wood Center. Open Monday through Friday from 6:30 a.m. to 5:00 p.m.

The Shops at CHOP
Located on the first floor of the Main Building. Open Monday through Friday from 7:00 a.m. to 1 a.m. and Saturday and Sunday from 9:00 a.m. to 1 a.m.

Abramson Cafeteria
Located on the first floor of the Leonard and Madlyn Abramson Pediatric Research Center, across from the Wood Center. Open Monday through Friday 7:30 a.m. – 2:30 p.m.

Au Bon Pain
Located outside, across from the Wood Center and next to the Abramson Research Center. Open Monday through Friday 6:30 a.m. – 7 p.m. Closed on weekends.

Lodging

In-room
Each patient room is equipped with a couch that can be used as a bed for one parent.

The Ronald McDonald House
(Philadelphia and Camden, N.J.)
The Ronald McDonald House offers families who travel long distances for treatment a place to stay at night. The room charge is $15/night (rate is subject to change). There may be a waiting list.

There are two Ronald McDonald Houses in the Philadelphia area that serve CHOP families:

Philadelphia Ronald McDonald House
- 3925 Chestnut St. (215-387-8406)

Ronald McDonald House of Southern New Jersey
- 550 Mickle Blvd., Camden, N.J. (856-966-4663)

Hosts for Hospitals
Hosts for Hospitals provides free lodging and support at volunteer-host homes to patients and their families who come to the Greater Philadelphia area for specialized medical care. Call 215-472-3801 or visit www.hostsforhospitals.org for more information.

Hotels
When the Ronald McDonald House is full, two hotels close to the Hospital that offer special rates to CHOP patients are the Sheraton Philadelphia University City Hotel at 3549 Chestnut St. and Homewood Suites by Hilton University City at 4109 Walnut Street. To reach the Sheraton, call 215-387-8000. To reach Homewood Suites, call 215-382-1111.

There are other Philadelphia hotels that offer special rates to the families of CHOP patients. Ask when you make a reservation.

Art Museum Guest Houses

Parent Sleep Rooms
There are sleep rooms for parents in different areas of the Hospital. Their availability is very limited. Usually the rooms are only available to parents whose children are in intensive care units. Stop by the Connelly Center for Families on the eighth floor of the Main Building to ask about a room, or ask your social worker for assistance.
The Children’s Hospital of Philadelphia provides support for the entire family. Following are just a few of the resources we offer. For more information on how we can help you, contact the psychosocial staff member assigned to work with your family.

The Connelly Resource Center for Families

The Connelly Center, located on the eighth floor of CHOP’s Main Building, welcomes families 24 hours a day, seven days a week. The center has a living room, kitchen and laundry area. There is also a library for adults and children with a librarian who can help you locate books, video games and movies to check out. There are also several computers and free printing, copying and faxing available for families. The library hours vary. Call 215-590-4YOU (4968) for information.

Chaplaincy Service

A full-time Hospital chaplain is available for pastoral support and sacramental ministry. The chaplain maintains a directory of 30 visiting clergy from various denominations who are available on a referral basis. Please ask the nurse or social worker to contact the chaplain. There is also a nondenominational chapel located on the first floor of the Hospital. Call 215-590-1137 for more information.

Ronald McDonald Family Room (for inpatient families)

The Ronald McDonald Family Room, located on the 3 South inpatient unit, provides families with a cozy environment where they can interact with other families, watch television, eat meals, do laundry and store food in the kitchenette. Activities such as haircuts, massages and parent dinners are often held here.

Financial Matters

Insurance Questions

We have a website that can answer many questions about insurance: www.chop.edu/financialmatters. If you can’t find the answer there, please call our insurance specialist at 215-590-4184. (If you have a question about a bill, please call the 800 number at the top of the bill.)

Applying for Financial Assistance

CHOP’s Family Health Coverage Program can help you apply for charity care, public health insurance and other assistance programs that your child may qualify for. The program’s office is located on the first floor of the Main Building (Room 1190) for inpatients and on the first floor of the Wood Building (Room 1433) for outpatients. They can also be reached at 1-800-974-2125 or at 267-426-0359.
Other Resources

Following is a list of resources that other families have found to be helpful. There are many other programs, agencies and organizations that we have not listed that may be able to assist your family as well. For more information, contact the psychosocial staff member assigned to work with your family.

**American Cancer Society (ACS)**
[www.cancer.org](http://www.cancer.org)
1-888-227-5445

The ACS sponsors support groups for patients, parents and siblings. The ACS also offers something called the Look Good...Feel Better program, which teaches cancer patients hands-on cosmetic techniques to help them cope with appearance-related side effects from chemotherapy and radiation treatments. The ACS is based in each county and services may vary from chapter to chapter.

**American Society of Clinical Oncology (ASCO)**
[www.cancer.net](http://www.cancer.net)
1-888-651-3038

The ASCO website has oncologist-approved information on more than 120 types of cancer and cancer-related syndromes.

**Association of Cancer Online Resources (ACOR)**
[www.acor.org/ped-onc](http://www.acor.org/ped-onc)

ACOR offers information and e-support groups to patients, caregivers or anyone else looking for answers and support related to cancer. ACOR also hosts several pediatric discussion groups. The ACOR website has descriptions of diseases and treatments and links to pertinent information.

**CancerCare**
[www.cancercare.org](http://www.cancercare.org)
1-800-813-HOPE (4673)

CancerCare provides professional counseling and guidance to families and financial assistance to eligible families for certain home care, transportation, medical treatment and child care costs.

**Cancer Support Community (Gilda’s Club)**

Cancer Support Community, also known as Gilda’s Club, provides groups, activities and workshops for all age groups for families who are learning to live with cancer. Clubs in the Philadelphia area include [www.gildasclubdelval.org](http://www.gildasclubdelval.org) and [www.gildasclubsouthjersey.org](http://www.gildasclubsouthjersey.org). To find a club near you, go to cancersupportcommunity.org.

**CarePages – CHOP**
[www.carepages.com/chop](http://www.carepages.com/chop)

This simple-to-use online service helps family and friends stay in touch during a child’s hospitalization and recovery. With a CarePage, you can share news and updates about your child, receive messages of support from friends and family on your own message board, post visiting hours and contact information, and share photos with friends and family.

**CaringBridge**
[www.caringbridge.org](http://www.caringbridge.org)

This user-friendly site allows parents to create a free Web page about their child and keep a virtual diary about their experiences. It can be updated at any time and friends and family can access it from any Web browser.

**Casey Cares**
[www.caseycaresfoundation.org](http://www.caseycaresfoundation.org)

The Casey Cares Foundation provides ongoing, uplifting services to sick children to help brighten their lives. Ask your social worker or patient resource navigator for an application.

**The Cellie Cancer Coping Kit**
[www.celliecopingkit.org](http://www.celliecopingkit.org)

The procedures, emotions, and changes to day-to-day life that come with cancer can be overwhelming for kids and families. To help children and their families cope, psychologists at CHOP developed a special tool: the Cellie Cancer Coping Kit. The Coping Kit includes a stuffed toy named Cellie, cancer coping cards, and a book for caregivers to help children deal with cancer-related challenges. If you are caring for a child being treated at the CHOP Cancer Center and would like to request a free kit, please visit www.celliecopingkit.org or email us at cellie@email.chop.edu.

**Chai Lifeline**
[www.chailifeline.org](http://www.chailifeline.org)

Through programs that address the emotional, social and financial needs of seriously ill children and their families of the Jewish faith, Chai Lifeline restores normalcy to family life and better enables families to withstand the crises and challenges of serious pediatric illness.
CureSearch
www.curesearch.org
1-800-458-6223
This thorough website is sponsored by the National Childhood Cancer Foundation and the Children’s Oncology Group. Information is available for specific cancer types, treatment stages and age groups. The site also has information on how to navigate the healthcare system.

Education Law Center
www.elc-pa.org
215-238-6970
The Education Law Center provides free legal assistance to parents, students and advocates on education law matters, and advises parents of their rights to special services under the law. The Center also publishes a free guide for parents called “The Right to Special Education in Pennsylvania: A Guide for Parents and Advocates.”

Family and Medical Leave Act (FMLA)
www.dol.gov/whd/fmla/index.htm
FMLA mandates that covered employers must grant eligible employees up to a total of 12 work weeks of unpaid leave during any 12-month period to care for an immediate family member (spouse, child or parent) with a serious health condition.

Fertile Hope
www.fertilehope.org
This national nonprofit organization provides reproductive information, support and hope to cancer patients and survivors whose medical treatments present the risk of infertility.

Hair Loss

ChemoCare HeadWear
www.chemocareheadwear.com
Provides hats, turbans, sleep hats, swim caps and wigs for hair loss due to cancer treatment.

Girl on the Go
www.girlonthego.biz
Provides private in-home wig consultations for girls and women going through cancer treatment.

Hair Club for Kids
www.hairclub.com/hc_for_kids.php
Provides free hair restoration for children battling hair loss as a result of illness.

Headcovers Unlimited
www.headcovers.com
Provides hats, turbans and wigs for hair loss and cancer patients.

Hip Hats With Hair
www.hatswithhair.com
Provides hats with human or synthetic hair attached for girls with hair loss that is due to chemotherapy.

Stylish Noggins
www.stylishnoggins.com
A non-cancer-specific site that offers a unique selection of soft, cute hats for kids.

Wigs for Kids
www.wigsforkids.org
A nonprofit organization that provides wigs and accepts hair donations.

Wiggalicious
www.wiggaliciouswigs.com
Provides free or low-cost wigs to women and girls who have lost hair due to chemotherapy.
Imerman Angels
www.imermanangels.org
1-877-274-5529
This non-profit organization provides one-on-one cancer support, connecting cancer fighters, survivors and caregivers. Imerman Angels partners a person fighting cancer with someone who has beaten the same type of cancer. One-on-one relationships give a fighter the chance to ask personal questions and get support from someone who is uniquely familiar with their experience.

The Leukemia & Lymphoma Society (LLS)
www.lls.org
The LLS is a non-profit organization that provides information and supports for families of cancer patients. To reach the Eastern Pennsylvania chapter, call 610-238-0360. To reach the Southern New Jersey chapter, call 856-638-1250.

Lotsa Helping Hands
www.lotsahelpinghands.org
Lotsa Helping Hands allows you to create a free, private, Web-based community to organize family, friends, neighbors and colleagues — a family’s “circles of community” — during times of need. You can easily coordinate activities and manage volunteers with an intuitive group calendar, and communicate and share information using announcements, message boards and photos.

Medical Assistance (MA)
www.dpw.state.pa.us/ServicesPrograms/MedicalAssistance
This is a state program that helps families that qualify pay for medical expenses. Due to a provision in the laws regarding Medical Assistance, children with serious disabilities who live in some states, including Pennsylvania, are eligible for Medical Assistance (also known as Medicaid) regardless of their parents’ income. Thus, those children whose parents’ income is too high for SSI can qualify for Medicaid under this provision. This is only for some states. To apply, contact your local County Assistance Office or CHOP’s Family Health Coverage Program (1-800-974-2125).

National Cancer Institute (NCI)
www.nci.nih.gov
1-800-4-CANCER (422-6237)
The NCI website has information about cancer for patients, the public and the media. The site features research updates and advice on prevention and early detection.

National Children’s Cancer Society (NCCS)
www.nationalchildrenscancersociety.com
1-800-532-6459
NCCS can help to provide financial assistance to families for nonmedical expenses such as travel, meals for inpatient hospital stays, phone cards and lodging.

The Never-Ending Squirrel Tale
www.squirreltales.com
This website provides practical tips and encouragement for the parents of kids with cancer.

OncoLink
www.oncolink.org
OncoLink offers a variety of cancer-related information, including articles and writings by patients and their families. The site also has a children’s art gallery.

Public Health Management Corporation (ChildLink)
www.phmc.org (click on “Programs & Affiliates”) 215-731-2110
This agency coordinates services in Philadelphia to help children from birth to age 3 who have special needs or who may have developmental delays. ChildLink can help families receive a wide range of early intervention services in Philadelphia.

Sara’s Smiles Foundation
www.saras-smiles.org
The Sara’s Smiles Foundation, a designated 501(c)(3) organization, was created by the family of a CHOP patient to carry on her memory, spirit, and legacy of hope, determination and cheer. Sara made many, many happy memories in the hospital and this was the primary inspiration for the foundation. The mission of Sara’s Smiles is to extend a loving hand in creating a positive environment and upbeat experiences, and make happy memories for all children who are struggling with cancer by providing a variety of resources to entertain, comfort, and educate.
The Special Kids Network
www.helpinpa.state.pa.us/children.aspx
(click on “The Special Kids Network”) 1-800-986-4550
This agency provides information to families in Pennsylvania about special health issues and community resources. It also links families facing similar experiences.

Summer Camps
There are several camps for cancer patients, siblings and entire families. Contact your social worker or patient resource navigator for more information.

Supplemental Security Income (SSI)
www.ssa.gov
SSI is a federally funded program that provides monthly payments to the elderly and to blind and disabled children and adults if medical and financial eligibility criteria are met. If a child is eligible he/she also automatically qualifies for Medical Assistance (MA) to help pay for medical expenses. You can apply at your local Social Security Administration office, by phone at 1-800-772-1213 or online.

Wish Foundations
There are many wish foundations that may be able to grant your child a special wish. Contact your social worker or patient resource navigator for more information.

For Children and Teens

2bMe
www.2bme.org
This site for teens with cancer provides information on nonmedical topics, from skin and hair issues to fitness and friends.

Chemo Angels
www.chemoangels.net
Your child can apply to be “adopted” by a Chemo Angel who, through cards, cheerful notes and small gifts, will provide support and encouragement throughout treatment.

Group Loop
www.grouploop.org
This site provides online support as well as information and resources for teens living with cancer and their families.

Next Step
www.nextstepnet.org
This organization for teens and young adults with cancer and life-threatening blood diseases offers retreats and workshops around the country.

Songs of Love
www.songsoflove.org
Songs of Love creates free personalized songs for chronically ill children and young adults. Ask your social worker for an application or download one from the website.

Teens Living with Cancer
www.teenslivingwithcancer.org
This site for teens with cancer has information on coping with hair loss, friends, family, school and much more.

For Young Adults (18+)

CancerCare – Young Adult Program
www.cancercare.org/get_help/special_progs/young_adults.php
CancerCare offers specialized services for young adults, caregivers and those who have lost a loved one.

First Descents
www.firstdescents.org
First Descents provides whitewater kayaking and other outdoor adventure experiences to promote emotional, psychological and physical healing for young adults with cancer.

Stupid Cancer
stupidcancer.org
Stupid Cancer is an all-inclusive young adult cancer community.

LIVESTRONG Young Adult Alliance
www.livestrong.org
(click on “What We Do,” then “Programs & Partnerships”) The LIVESTRONG Young Adult Alliance is a coalition of organizations with the goal of improving survival rates and quality of life for young adults (ages 15 to 40) with cancer.

Planet Cancer
http://planetcancer.org
Planet Cancer is an online community for young adults with cancer.
Prepare to Live
www.preparetolive.org
Prepare to Live is a source of help, hope, information and inspiration for young adult patients, survivors and caregivers coping with cancer worldwide.

The Ulman Cancer Fund for Young Adults
www.ulmanfund.org
The Ulman Cancer Fund provides support programs, education and resources for young adults with cancer, as well as their families and friends.

Young Cancer Spouses
www.youngcancerspouses.org
The emotional and logistical issues a young spouse of a cancer patient faces are vastly different from those faced by spouses of older cancer patients. This is a place to get practical information from other young cancer spouses.

For Siblings
Sibshops Sibling Support Project
www.siblingsupport.org
A part of the Sibling Support Project, Sibshops are interactive workshops for siblings of kids with special needs. Sibshops focus on peer support and celebrate the many contributions made by brothers and sisters of kids with special needs. Ask your child life specialist for more information.

SuperSibs!
www.supersibs.org
This national organization honors, supports and recognizes siblings of children with cancer. Ask your social worker or patient resource navigator for more information.

Books
For Parents


For Children and Teens


A fictional story about a sibling's experience with childhood cancer.

The psychosocial staff member assigned to our family is:

Phone number: ____________________________

Pager: ____________________________

E-mail: ____________________________