

UNTIL EVERY CHILD IS WELL

# For respectful interaction

Dear patients,  
parents, relatives and visitors,

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## Welcome to Children's Hospital Zurich!

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A sick or injured child can be a major challenge: for your child, for you and for everyone around you. We want to interact with each other based on appreciation, flexibility and cooperativeness. Skilled professionals are responsible for caring for and treating your child. They are trained to meet the needs of children and their families.

We want you to be involved in the treatment and care of your child and kept well informed. If you have any questions, please talk with your doctor or nursing professional.

In our collaboration with you, we emphasize the following values:

- We interact with each other based on respect, responsibility and understanding.
- We respect everyone, regardless of their gender, religion, place of origin, social status, language or way of life.
- We do not tolerate any form of aggression, violence, harassment or threats.
- If our values are violated, we will take measures to protect our patients, families and employees.

Your attention and care are focused on your child, and that is important. Our attention and care are focused on all children.

Please take this into consideration!

Our goal is to safely treat all of our patients.

We therefore ask you to comply with the following rules:

- Follow the instructions given by our staff.
- Comply with arrangements and the daily routine of the ward.
- Keep appointments that are made.
- Only become involved in the treatment of your child if we have instructed you to do so (such as in operating medical devices or administering medication).
- You are only allowed to film or take pictures of your own child – not of other people or devices.
- Installing your own devices to monitor your child (picture, film, audio) is forbidden.

More information is available at [www.kispi.uzh.ch/respektvoll](http://www.kispi.uzh.ch/respektvoll)

**Thank you for putting your trust in us, and we sincerely wish you, your child and your family all the best!**

