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VHC – Virtual Healthcare Clown
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R1 VHC Sub-Handbook

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Introduction

A sub-handbook for regulating clown behavior during the video session performances: standardized processes regarding safety and quality to run virtual entertainment rooms, simplification of use, patient safety, engagement and related integrated psycho- pedagogical support materials;

Regulating clown behavior during the video session performances:

During the video call session the clown team should listen to the patients and proper partner. If something is distracting, leader clown should ask to remove all external sources of sound. If the clown don't understand what the clown partner or patient is saying, ask again to clarify. The clowns should not rush to respond, take a pause, show empathy, and try to understand how the other person feels, whether it's the parent or the patient they are working with.

Standardized processes regarding safety and quality to run virtual entertainment rooms, simplification of use

Before the video session the clowns have to verify the correct position of the camera. Clowns must also ensure proper lighting, so they are well-lit, and a neutral backdrop to avoid distracting the patient with irrelevant details.

To ensure that the instrument and voice are heard properly, go to the audio settings in Zoom. Click the "reduce noise" button and set it to "low." You can accompany your partner with sounds like shaker, kazoo, etc., but they should not overpower the partner's voice and instrument.

The mediator from the healthcare structure should verify:

1. if there is internet access
2. if the connection is stable, and other technical components necessary for a successful session.
3. The mediator notifies the patient and ensures that the "Gallery" view should be enabled on the patient's screen.

(The "Gallery" view is necessary, so that the clowns are arranged one after the other on the screen.)

4. The mediator should ensure proper video and audio settings which enables the patient properly see and hear the clowns and that clowns can see and hear the patient.

Patient safety

The clown team should respect all the privacy rules of the patient.

Engagement and related integrated psycho-pedagogical support materials

It is necessary to have a proper repertoire for three age groups: jokes, tricks, and songs.

Example Repertoire:

- From 2 to 5 years old: "Bubbles," Puppets, Songs, Storytelling with demonstration (simple pantomime).
- From 7 to 11 years old: Magic tricks, Riddles, Improvisations using slapstick.
- From 12 to 18+: Complex magic tricks, modern songs, rhythms, dances, jokes, and humor.
- From 18 to 100+: traditional and modern songs, rhythms, dances, jokes, and humor. Be informed and know stories, traditions, music, old habits.