



For The Attending Adult:

How to Have a Great "Heart to Heart" Experience with Your Child

Stanford Children's Health congratulates you for choosing to attend "Heart to Heart" with your child. Based upon our experience with the "Heart to Heart" program, we are certain that this will be a memorable experience for you and your child. The following tips will help to maximize your class experience.

Registration opens 15 minutes before class time. Please plan to arrive early both for parking convenience and for time for registration activities such as name badges, handouts, and a chance to be greeted by the instructor. Weekday evening classes begin promptly at 6:30pm and end promptly at 8:30pm; weekend class times can vary and are printed on your confirmation email.

Do I need to bring anything? Our class is designed to be low tech however we do use pencils. Please bring a pencil for each of you to each class.

Directions and Parking: We offer classes at Lucile Packard Children's Hospital Stanford as well as at offsite locations around the bay area. Please visit the ["Heart to Heart"](#) website for specific directions to your class site.

For classes offered at Lucile Packard Children's Hospital Stanford, free after-hours parking (after 5pm on weekdays and on weekends) is available behind the Ambulatory Care Clinic at [730 Welch Road](#) just across the street from the hospital main entrance. Pay parking is also available in the hospital parking garage at 725 Welch Road however those spaces are very compact and tend to fill early. (Please note that valet parking at the hospital entrance is reserved ONLY for our patients and their families.) Parking behind the clinics at 730 Welch Road is the best parking option.

What about dinner? It's been our experience that kids (and adults) are more eager to learn when they are not hungry. Please try to eat a good meal before you come to class. You are also welcome to bring a snack with you to the class to eat in the lobby. Please note that food and drinks are not allowed inside the hospital auditorium.

Plan to attend both classes with your child. This is a relationship-enhancing class so it will be especially important to your child to have the same adult attending both sessions with him/her.

Plan to sit side by side with your child throughout the classes. Many children and some parents find a friend at class and would like to sit with them. Because the class includes interactive exercises for the adult and the child, our teachers ask that you please sit next to the child you are bringing during the entire class.

Cell phones, PDA's and pagers should be turned off or, if absolutely necessary, on vibrate. This class is intentionally very low tech and we ask that you lower your technology as well. Absolutely no photos, video recordings or audio recordings are allowed.

Report any issues to our staff right away. If the room is too cold or you cannot hear the instructor...please let us know right away. This class is yours...we want you to be comfortable.



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If for any reason you cannot attend the second night of the class for which you have registered ... call us at 650-724-4601 or email us at LPCHCommunityClass@stanfordchildrens.org to discuss other options. Oftentimes we can move just the second night of your class to another date. It is important that the classes be taken in sequence however so if the first class date no longer works for you please use the cancellation link in your email to cancel and then reschedule the entire class.

Moving class dates vs. rescheduling. Our online registration program treats each registration as a unique record and so we are unable to move your registration from one class date to another. If you need to change dates please follow the directions in the confirmation email, using the link provided to cancel your original registration which will apply the appropriate refund back to your credit card. Then you can re-register and pay for another set of dates that might work better for you.

Are there any wait lists for classes marked "Full"? I am sorry but we do not keep waiting lists for the classes. Cancellations are made online using the link in the confirmation email and that can happen at any time of the day or night. Our best suggestion is to watch the website in the days or week before a class is set to begin as that is the most common time for cancellations to occur.

Can I go to a "Full" class to see if there might be any No-shows? Again I am sorry but we do not take walk-ins at the class. We never give away someone's seat if they might be running late for a class.

Do you have other class offerings for parents and teens? Yes! We offer a range of classes that match the patients we care for at our hospital from prenatal classes for expectant couples to classes for new families to classes and lectures for pre-teens and their parents to classes for teens 13-14 years of age who are just starting high school to classes for high school seniors who are going off to college. All of our programs can be found on our website at www.classes.stanfordchildrens.org. We also have an archive of online videos with expert medical staff on topics that follow these age ranges as well. They can be found at www.onlinevideolibrary.stanfordchildrens.org.

Thank you for allowing us to be a resource for your family!