



Official
**PAIN
CHAMPIONS**

Comfort Promise Toolkit

LANGUAGE GUIDE

HOW TO TALK TO YOUR CHILD
ABOUT THEIR IWK VISIT



IWK Health

USE CHILD-FRIENDLY, NEUTRAL LANGUAGE

Choose words they use

EXAMPLE: Use “poke” instead of “needle”

Use a Calm Voice

Children are better at remaining calm when their parents are relaxed too

Relax your body language

*Mind your facial expressions and reactions
Use relaxed postures*



EXPLAIN WHAT WILL HAPPEN AT THE VISIT

Explain the processes in simple steps

EXAMPLE: *"You will sit with me and roll up your sleeve, while you watch a show during your little poke."*

Allow the child to ask questions

"Will it Hurt?"

Focus on your comfort plan strategies

Example: *"It may feel funny, but that won't last long and we have fun things to help you feel brave"*

Explain each person's role

EXAMPLE: *"The nurse will give you the poke, I will help you be brave, and your job is to listen to the nurse"*



ENCOURAGE, SUPPORT, AND PRAISE

Focus on the positives

EXAMPLE: "You're doing a fantastic job at being still"

Keep attention and conversation on your distraction tools

Avoid giving false reassurance with phrases like: "I'm sorry"
"It's almost done" "Don't worry" "I know" as it can cause
more distress

One Voice

When too many people are talking it can
be overwhelming

Try to limit other conversations



FOCUS ON THE POSITIVES

Praise and reaffirm

EXAMPLE: *“You’re doing a fantastic job at being still”*

Be supportive and remind them of the positives

Reframe the event in a positive light

EXAMPLE: *“Yes, you cried a bit, but that’s okay. You did an amazing job at being still and that made it go by fast!”*

