



CHILD LIFE SPECIALIST
care♥**KIT**

Expert Guide

Aflac is committed to providing My Special Aflac Ducks® free of charge for years to come.

With your help, we can gift a duck to every child ages 3 and up undergoing treatment at your hospital! Be sure to request as many ducks as you need for your patients.

The Care Kit and accompanying materials will help you use *My Special Aflac Duck* with your patients.

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What's inside



*My Special
Aflac Duck*



7 Feeling
Cards



Port-a-cath
Accessory



Accessory
Backpack



Soundscape
Spaceship



Facilitation Cards



5 Medical Play
Accessories



Carry Case:
MRI / CT
Simulator

Setting up your duck

1. Power On

Simply slide the switch to turn on the duck and start playing!
The duck also has a "Mute" mode for quiet play/nighttime.

2. Download the App (optional)

The duck is fully functional without a mobile device. But if your patient has one, caregivers can download the duck's app to explore the virtual world! Within the app, patients can bathe the duck, feed special foods, give chemo, and visit faraway planets to listen to soothing Soundscapes. Search for *My Special Aflac Duck* in the app stores.

3. Connect

Connect the duck via Bluetooth by tapping the duck icon on the top right corner of the screen.

To request more ducks, please visit myspecialaflacduck.com/order

Helpful to know: We designed the duck for the way kids play. The duck is not fragile, and the fur is machine-washable. You can also wipe the fur clean with antiseptic wipes.

Program implementation

Consider giving *My Special Aflac Duck* to all children ages 3 and up at your hospital who are undergoing cancer treatment. The duck also works as a demonstration tool. The included Facilitation Cards will guide you through all the ways you can use the duck with your patients.

1 to 1

Patients can use the duck to self-soothe in stressful situations, prepare for an upcoming hospital visit, communicate their feelings, engage in medical play, etc.



1 to many

CLS can use the duck to facilitate conversations about feelings, demonstrate port access, engage in medical play, etc.



Introducing the duck to a child

Hospitals vary when they introduce *My Special Aflac Duck* to children. Some give ducks to patients soon after diagnosis for comfort. Other hospitals find it helpful to introduce the ducks 1 to 2 weeks after diagnosis, giving patients and their families time to settle into their treatment schedules.

Hospitals also vary how they introduce the duck. Some give the duck directly to patients and allow them to discover features on their own. Other hospitals provide families with a more thorough overview of the duck's features. No matter how you implement *My Special Aflac Duck*, we recommend introducing the interactive friend with the suggestions below:

- “This friend is going through cancer treatment like you. Can you help care for them?”
- “What will you name your new friend? Let's write the duck's name on the paper slip in the backpack!”
- “You can give the duck their medicine using this chemo port.” Show Port-a-cath Accessory.
- “You can let your duck know how you feel with the Feeling Cards.” Show your patients how the cards work by tapping each one to the duck's chest.
- “You can use the Soundscape Spaceship to explore other worlds with your new friend.” Tap the Soundscape Spaceship to the duck's chest to demonstrate.
- (Optional) “You can download the *My Special Aflac Duck* app for even more play!”

Keeping the duck clean between patients

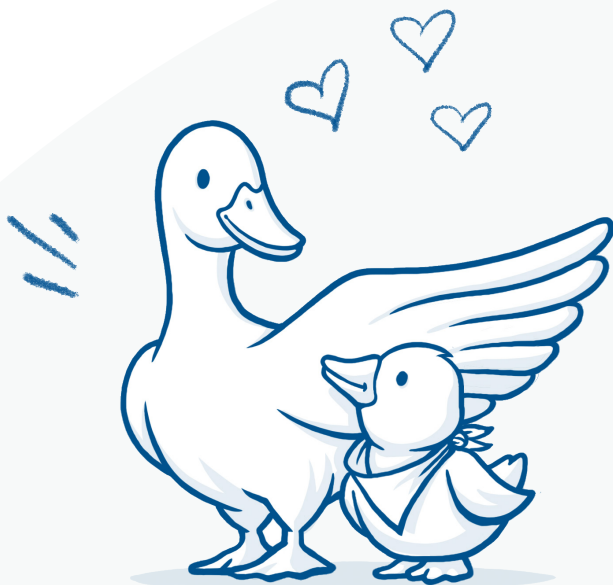
For ducks that are used as demonstration tools, it is recommended to clean the fur, beak, and feet with an antiseptic wipe between each patient session. Machine wash the fur regularly (see page 8 for detailed instructions). Please consult the infection control standards of your hospital, or the Center for Disease Control website, for additional information when considering implementing a cleanliness protocol for your *My Special Aflac Duck* Program.

Storage challenges: we have a subscription for that

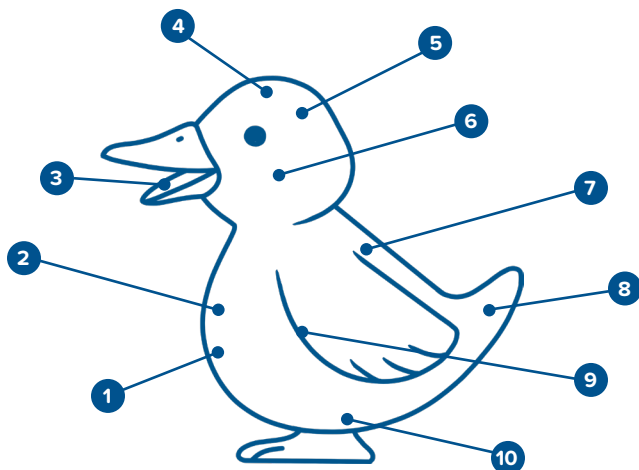
Hospitals have shared with us that storage space is often limited. If you can only store a few ducks at a time, please sign up for our subscription program. You can specify a set number of ducks to be delivered monthly. Before each order is shipped, you will receive an email in which you can confirm, modify, or skip the shipment. For more information, please visit myspecialaflacduck.com/subscription.

Questions about implementing *My Special Aflac Duck*?

If you have questions about how other hospitals implement *My Special Aflac Duck*, reach out to us at support@sproutel.com. We're happy to set up a call to share additional best practices. We love to hear from CLS!



Features



1. Microphone

Detects sound in Silly mode.
Make some noise to hear
the duck sing or babble!

2. Chest sensor

There is a sensor in the duck's chest
that can read the accessories. It aligns
with the patch on the duck's chest.
The light on the chest corresponds to
the way the duck is currently feeling
(example: blue means the duck is sad).

3. Tongue button

Press the tongue button
to feed the duck.

4. Vibrational speaker

The duck's voice box! This tiny
speaker also emits heartbeat
and purring vibrations.

5. Photosensor

Detects dark rooms and puts the
duck into night mode, reducing
the duck's interactivity.

6. Cheek sensors

Stroke the cheeks, and the
duck will become affectionate
like a kitty and even purr!

7. Back sensor

Pet the back to sooth the duck.

8. Tail button

Reset and exit current feeling state.

9. Side sensors

Tickle under the wings to
make the duck giggle!

10. OFF/MUTE/ON

Allows you to turn the duck on
or put the duck in "Mute" mode
for quiet play/nighttime.

You can adjust the duck's default
volume level with the optional app.



Feeling Cards

Sometimes children have difficulty saying how they feel. When you tap a Feeling Card on the duck's chest, the duck will start to express that feeling. Use these cards to spark conversations and ask the child how the duck feels and why.

By default, the duck is in a neutral mode. Once a Feeling Card is used, the duck will return to a neutral mode after 2 minutes. You can also press the tail button for this mode.

Cards with special features:

Calm

The duck will take 7 deep breaths. Once the duck has finished them, you can trigger more. Pet beneath the duck's wings for additional breaths.

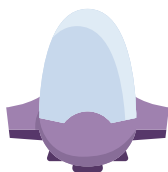
Silly

The duck will respond to sounds by singing or babbling.

Nauseous

Pet along the duck's back to hear soothing sounds.

For additional ways to use the duck, please see the **Facilitation Cards**.



Soundscape Spaceship

Explore different soundscapes by tapping the Soundscape Spaceship to the duck's chest. Each time you tap the Soundscape Spaceship to the duck's chest, it will cycle through the soundscapes: forest, farm, garden, ocean, amusement park, ambient sounds.

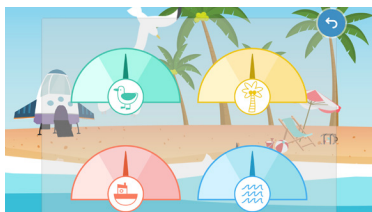


Port-a-cath Accessory

Patients can engage in medical play using the duck's Port-a-cath Accessory. Place the Port-a-cath Accessory on the duck's chest, and you will hear the duck's heartbeat. It will beat rapidly and slow down after a short time. You can also use the Port-a-cath Accessory to explain how to prepare for port access/de-access.

Exploring the duck's world in the optional app

My Special Aflac Duck is designed to help patients gain a sense of control during cancer treatments. With the app, they can explore the duck's world and soundscape planets. Patients can also take care of the duck by feeding, bathing, and engaging in medical play.



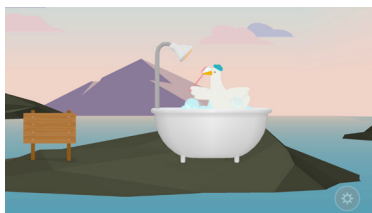
Soundscapes

Board the spaceship and explore different soundscape planets. In each planet, tap the little robot to customize the soundscape sounds.



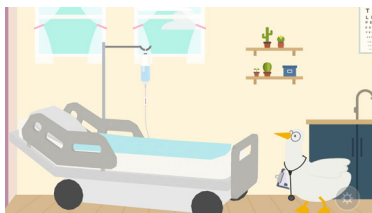
Feeding and nutrition

Tap the food truck to build a healthy meal for the duck! Discuss the importance of good nutrition during treatment and how chemotherapy affects taste buds with the patient. Ask the patient about their preferred foods.



Bath time and hygiene

Tap the tub to bathe the duck! Scrub, rub, rinse, and dry the duck. Discuss the importance of hygiene during treatment with the patient.



Medical play

Visit the hospital to explore opportunities for medical play. Use the patient's duck as you play along: place the Port-a-cath Accessory on the duck's chest, and tap on the IV pole to virtually flush the duck's line and give chemo.



Music maker

You can create music and make the duck dance with this fun feature! Ask your patient to share their creations with you.

How to connect the app to the duck

- Turn on the mobile device's Bluetooth. Open the duck's app.
- Tap the duck icon in the top right corner to connect.

Adjusting the duck's volume

- Open the duck's app and connect to the duck over Bluetooth.
- Tap the Settings button in the bottom right corner. Adjust duck volume.

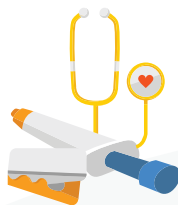
Additional tools

This **Care Kit** includes additional tools for child life specialists to use *My Special Aflac Duck* more effectively.



Facilitation Cards

Facilitation Cards share best practices to help children calm down, communicate feelings, engage in medical play, and more!



Medical Play Accessories

Patients can use the included Medical Play Accessories for pretend play with their duck. Introduce these accessories to help patients prepare for procedures or to have fun!

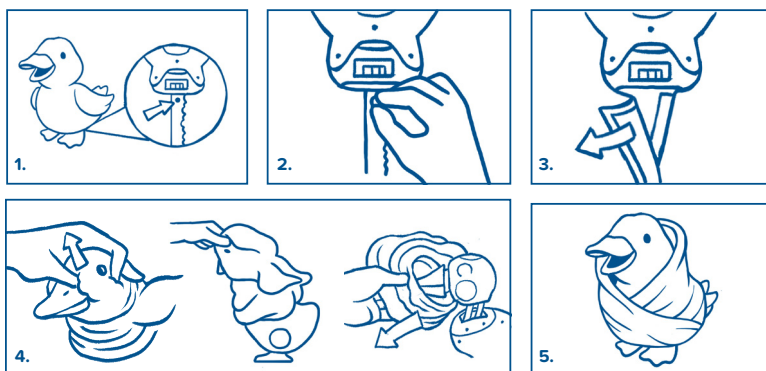


Carry Case

The Carry Case holds the duck, accompanying accessories, and Facilitation Cards. This case transforms into a replica **MRI/CT machine** by opening the front flap. Encourage patients to put the duck in the MRI/CT machine as you explain the procedure.

Removing and washing the fur

Everyone has accidents, so *My Special Aflac Duck* has removable and washable fur.



1. Turn the duck upside down. Slide the switch to “Off.” Locate the button-like screw near the power switch.
2. Loosen the screw with a coin. Then, unbutton the fur.
3. With the fur unbuttoned, undo the hook-and-loop fastener. Now, slide the fur over the tail and up the sides of the duck’s body.
4. Carefully pull the eyes loose from the head (they are attached to the fur). This should make a pop sound. Don’t worry; it won’t hurt the duck! Holding the fur between the duck’s eyes firmly, slip the entire fur forward, past the beak, and over the duck’s head.
5. That’s it! (For fun, wrap the duck in a towel while waiting for the fur to dry. That way, your duck won’t get cold!) You can use antiseptic wipes to clean the duck’s plastic body.



Danger - to prevent electric shock, do not immerse the duck in the water!



Hand Clean



**Warm /
Delicate**



Mild

Washing

First, turn the fur inside out. It’s ok to machine wash the entire fur on “warm” using the “delicate” cycle.

Be sure to use a mild detergent. If you prefer not to machine wash the fur, use antiseptic wipes to clean the fur.



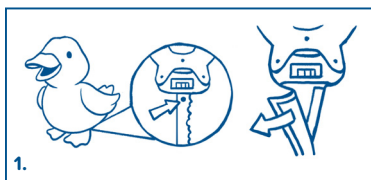
Drying

Tumble dry the fur on “warm.”

Warm Dry

Replacing the duck's batteries

If you need to change the batteries in your duck:



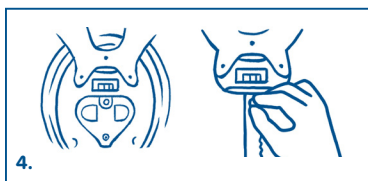
1. Loosen the button-like screw behind the duck's feet and undo the hook-and-loop fastener. You should see the battery cover.



2. Use a Phillips/cross head screwdriver to loosen the screw in the battery cover. Remove the cover.



3. Replace the old batteries with three new 1.5 V "C" size alkaline batteries. Insert the batteries correctly, as noted in the duck's battery compartment.



4. Replace the battery cover. Tighten the screw. Button the fur around the button-like screw, and then close the hook-and-loop fastener. Tighten the button-like screw to secure the fur.

FAQ

What if the child doesn't have a mobile device?

Your duck will function fully without a mobile device. The free app provides patients more opportunities to customize their duck and experience more specialized play. If you want to use the free app, simply search for *My Special Aflac Duck* in the app store, Google Play store, or Amazon app store and download it to your device!

What happens if my patient loses an accessory?

Email support@sproutel.com or call 833-777-6885. We send free replacement accessories.

One of the accessories is not responding; what do I do?

Ensure that the duck is turned "On" and that the batteries do not need to be replaced. If the accessory is still not responding, email support@sproutel.com or call 833-777-6885. We send free replacement parts.

App sounds are not coming through my device

Within the app, you can select the settings option. Here you can determine if "Music" and "Sound Effects" are enabled. If you are using an iPhone, ensure that the side button is not switched to "Mute."

I ordered ducks, but where can I check the order status?

For order status, please contact [Aflac contactus@AflacChildhoodCancer.org](mailto:contactus@AflacChildhoodCancer.org).

Can I turn off medical play in the app?

Yes. In the app, select the settings icon. You will see "Medical Play" with a green toggle switch. Here you can choose to enable or disable medical play.

Low battery

When you replace your duck's batteries, make sure you replace all of them at once, and only with 3 new 1.5V "C" size alkaline batteries. Do not use rechargeable batteries, and do not use non-alkaline batteries. For information on how to dispose of old batteries, visit call2recycle.org.

My duck made a loud "ka ka ka" sound, what's wrong?

If the duck is held too tightly while moving, and animation is restricted, the gears will disengage to protect the internal mechanism, causing a "ka ka ka" sound. But don't worry! The duck is not super fragile. We designed the duck for the way children play.

Legal Information

Important: Battery information



CAUTION:

1. SAFE HANDLING

- Keep the batteries and tools well out of reach of children.
- Batteries must only be inserted by an adult.

2. TO AVOID BATTERY LEAKAGE

- Use only 1.5 V "C" size alkaline batteries.
- Do not use rechargeable batteries
- Non-rechargeable batteries are not to be recharged.
- Carefully insert the batteries correctly by matching the + and – polarity markings.
- Do not mix old batteries and new batteries, or standard (carbon-zinc) with alkaline batteries.
- Remove exhausted or dead batteries from the product.
- Remove batteries if the product will not be used for a long time.
- Do not short-circuit the + and – terminals of the battery compartment.

- Should this product cause, or be affected by, local electrical interference, move it away from other equipment. Reset (switching off and back on again or removing and re-inserting batteries) if necessary.

4. FOR PROPER BATTERY DISPOSAL:

- Do not throw exhausted batteries into a fire, but dispose of them at an appropriate collection point.
- Check call2recycle.org for a battery recycling location near you.
- Some retailers, such as Best Buy, The Home Depot, Lowe's, and Staples, often collect batteries and electronics with batteries for recycling.

Support

Contact us at support@sproutel.com or 833-777-6885. For more information on the duck, visit myspecialaflacduck.com.

Privacy Policy

Read our privacy policy at: myspecialaflacduck.com/privacy.

Product and colors may vary. Retain this information for future reference.

Duck and Accessories made in China. Carry Case made in Mexico. Printed Materials and Packaging made in USA. Packaged in USA.

REG. No. PA-18738 (CN). All New Materials. Polyester Fibers, Cotton Lining. Compliant with Standard Consumer Safety Specification for Toy Safety ASTM F963-17

Technical Specification

Transmit Frequency: BLE 4.0 (2402 MHz - 2480 MHz)
Maximum RF Output Power: < 10 dBm



ALKALINE BATTERIES INCLUDED

Phillips head screwdriver (not included) needed to replace batteries.



WARNING:

CHOKING HAZARD—Small parts.
Not for children under 3 years.

FCC STATEMENT

This device complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy, and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient and relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Consult the dealer or an experienced radio/TV technician for help.

CAUTION: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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