



Family Guide



My Special Aflac Duck® was designed hand-in-hand with more than 100 children and families, including those with sickle cell, and the medical professionals who serve them. We hope this duck will help bring comfort and joy to a child you love.

Dear parents and caregivers,

We know this isn't easy. My Special Aflac Duck® was created for your family - a friend for your child and a tool for you.

This brave little duck has sickle cell. The duck is designed to reinforce important ways to stay well with sickle cell by associating them with fun and play. The duck also offers methods to help your child cope in difficult moments, whether it's during a pain crisis or in moments of unease, before, during, or after a hospital visit.

Above all else, the duck is here to remind you and your child that you are never alone.



The Aflac Duck

What's inside

This box includes special accessories for your duck with sickle cell.



Duck ID



Doodle Jacket + Water Marker



IV Clip

In the main box, you will find your *My Special Aflac Duck* and even more accessories for playing with and taking care of your duck.



My Special Aflac Duck



Totepack



Accessory Backpack



7 Feeling Cards



Soundscapes®



Medical Play Accessories



Port-a-cath Accessory



My Special Aflac Duck App

Setting up your duck

1. Power On

Locate the switch on the underside of your duck and slide it on. You'll see there's also a mute option for quiet play or nighttime.

2. Download the App (Optional)

Search for *My Special Aflac Duck App* in the app store! With the app, you can give your duck baths, food, medicine, a heating pad - you can even create music and art! The duck is still fully functional without the app.



3. Connect

Connect the duck via Bluetooth by tapping the duck icon in the top right corner of the app.

Setting up your accessories



Duck ID

Fill out your duck's ID card with their name and sickle cell type. We recommend writing down your own sickle cell type, which you can ask your family or doctor for help with. Then, slip the ID into the backpack.



Water Marker

To begin, twist off the cap and fill the container with water. Draw directly on the white side of the doodle jacket. When your marker can no longer draw, simply fill it with water again.



IV Accessory

To assemble the IV accessory for your duck, press the IV clip onto the port-a-cath accessory. Slide the clip onto your duck's wing when it's time to give your duck treatment.

Caring for your duck

Just like for children with sickle cell, there are several important things you can do to help your duck stay well.

Caregiver: *Through play, the duck can help you reinforce the importance of these daily actions and create positive associations of nurturing and fun.*

Hydrate

In the app, go to the food truck to find a water bottle and a glass of water. Help your duck stay hydrated throughout the day!

Give Medicine

In the app, go to the duck's house. On the dresser, you'll find the duck's daily medicine and a water bottle. Give your duck this medicine each day!

Tip: Just like children with sickle cell, your duck may feel pain sometimes. When this happens, go in the app and visit the duck's house. On the dresser is a heating pad - turn it on and gently put it on your duck!



Bundle Up

Big changes in temperature can lead to a pain crisis. Help your duck bundle up by putting on their jacket when it's cold outside or when coming inside from a hot summer day into a cool room.

Eat Healthy

Eating a balanced diet helps your duck stay healthy. Feed your duck by pressing down on their tongue. In the app, go to the food truck to prepare a plate of tasty, healthy food!

Take Breaks

Resting helps your duck stay well. Help your duck take a break during play, and you can even enjoy a nap together. Tuck your duck in so you can both get a good night's sleep.

Caregiver: *Playing with the duck can be a great way for your child to have fun while taking a break themselves.*

A friend to help you cope

Your duck understands what it's like to have sickle cell and is here to help comfort you.

Caregiver: *These are some activities you can do together to help your child cope when they are in a pain crisis or feeling nervous for a hospital visit or treatment. Designed for both at home and in the hospital, these techniques range from relaxation to distraction to self-expression.*



Share Feelings

Tap a feeling card to your duck's chest and your duck will act out that feeling! This can help you show the people around you how you feel, too.

Caregiver: *Sometimes children have a difficult time saying how they feel - but their duck doesn't. The duck's feeling cards can be used to spark conversation. Try asking your child how their duck feels and why.*



Deep Breathing

When you're feeling nervous or overwhelmed, try deep breathing. Choose the calm card and tap it to your duck's chest. Your duck will take deep breaths with you - inhale through your nose and exhale through your mouth.

Caregiver: *When the duck finishes taking deep breaths, you can pet under the duck's wings to continue.*



Soundscapes®

When you aren't feeling well or need help falling asleep, touch the *Soundscapes* Spaceship to your duck's chest and listen to calming sounds from different happy places - a forest, beach, farm, garden - even an amusement park! In the app, board the spaceship to customize your *Soundscapes*.



Guided Imagery

When you need help relaxing, tap the Soundscape Spaceship to the duck's chest. Close your eyes and visualize that happy place.

Caregiver: *As your child listens, guide them by asking questions, like: What do you see? Smell? Taste? What do you think your duck likes to do here?*





Medical Play

Feeling nervous or dreading an appointment? Slide the IV accessory onto your duck's wing or use the other medical play accessories - now you can practice giving your duck treatment! In the app, visit the hospital for more ways to treat your duck.

Caregiver: Try encouraging your child to prepare for their own hospital visits by using the duck to practice their upcoming procedures.



Art Therapy

Your duck's doodle jacket is also your very own art canvas! When you need a distraction or want to express yourself, use the water marker to draw directly on the white side of the jacket and see what happens. In the app, visit the art studio to create paintings and doodles with your duck.



Music Therapy

When you need a creative outlet or a distraction, visit the recording studio in the app. You can create your own music and have a performance. Your duck will even dance along!

Your playful companion

My Special Aflac Duck is your loyal, fun-loving friend.

Caregiver: While the duck is a resource for the whole family, it's just as important for your child to simply have fun!



Responds to Touch

Pet your duck and they will respond! Can you get your duck to purr?



Reacts to What's Around

If music is playing, your duck may sing. If the lights are low, your duck can sense that it's quiet time and stay calm.

Here are a few things you can try together:

- Try hiding your friend under a blanket and see how they respond.
- Hold your duck upside down and see what happens when they get dizzy!
- Find your duck's tickle spots.
- If you meet another child who has a duck, see what happens when you introduce your ducks to each other.
- Use the silly card with your duck, then play music - your duck will sing along!

Support

For information on how to contact us for help, visit myspecialaflacduck.com

Important Battery Information



1. SAFE HANDLING
 - a. Keep the batteries and tools well out of reach of children.
 - b. Batteries must only be inserted by an adult.
2. TO AVOID BATTERY LEAKAGE
 - a. Use only 1.5 V "C" size alkaline batteries.
 - b. Do not use rechargeable batteries.
 - c. Non-rechargeable batteries are not to be recharged.
 - d. Carefully insert the batteries correctly by matching the + and – polarity markings.
 - e. Do not mix old batteries and new batteries, or standard (carbon-zinc) with alkaline batteries.
 - f. Remove exhausted or dead batteries from the product.
 - g. Remove batteries if the product will not be used for a long time.
 - h. Do not short-circuit the + and – terminals of the battery compartment.
3. 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:
 - a. Do not throw exhausted batteries into a fire, but dispose of them at an appropriate collection point.
 - b. Check call2recycle.org for a battery recycling location near you.
 - c. Some retailers, such as Best Buy, Lowe's, The Home Depot, and Staples, often collect batteries and electronics with batteries for recycling.

Support

For information on how to contact us, visit myspecialaflacduck.com

For help with your duck, please contact Empath Labs:
Email: support@empathlabs.com
Toll Free within **US**: (833) 777-6885

Privacy Policy

Read our privacy policy at myspecialaflacduck.com/privacy

Legal Information

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.



ALKALINE BATTERIES INCLUDED

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



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Contact us at support@empathlabs.com
For more information on the duck, visit myspecialaflacduck.com

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

MADE IN QING YUAN, CHINA

REG. No. PA-100008 (CN). All New Materials. Polyester Fibers, Cotton Lining. Compliant with Standard Consumer Safety Specification for Toy Safety ASTM F963-23 Technical Specification Transmit Frequency: BLE 4.0 (2402 MHz - 2480 MHz) Transmit Operating Frequency: RFID 13.56 MHz

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Notas: