



Instructions



My Special Aflac Duck® was designed hand-in-hand with more than 100 children and families 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.

This brave little duck is a fun-loving, loyal companion who also understands what it's like to go through treatment. The duck is designed to offer a sense of joy, comfort, and control to your child through sharing feelings, giving the duck medicine, listening to soothing Soundscapes™ and so much more. The duck also offers methods to support your child in difficult moments, be it when they feel unwell 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.



Your friend,
The Aflac Duck

What's inside



My Special Aflac Duck



Toteback



Accessory Backpack



7 Feeling Cards



Soundscape Spaceship



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 food, baths, medicine, chemo - 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.

Para español, visita myspecialaflacduck.com

A friend to support you

Your duck understands what it's like to not feel well and is here to comfort and play with you.

Caregiver: These are some activities you can do together to help support your child when they are feeling unwell or 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.

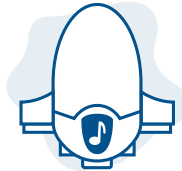
Caregiver: Sometimes children have a difficult time saying how they feel - but their duck doesn't. The duck's feeling cards can be used to spark conversation. Try asking your child how their duck feels and why.



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.



Soothing Soundscapes

When you aren't feeling well or need help falling asleep, touch the Soundscape 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? Use your medical play accessories to 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.



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!



Art Therapy

Want to express yourself? Make a masterpiece! In the app, visit the art studio to create drawings or doodles.

Caring for your duck

Here are some other ways you can use the app to play with and care for your duck!

Caregiver: *Through play, the duck can help you bring fun to these simple routines.*



Give Medicine

Your duck takes medicine when you do! In the app, go to the duck's house. On the dresser, you'll find their medicine.



Feed Your Duck

Feed your duck by pressing down on their tongue. In the app, go to the food truck to prepare a plate of tasty food.



Bathe Your Duck

Time for a rinse? In the app, go to the lagoon. There, you can wash, rinse, and dry your duck!

Your playful companion

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

Caregiver: *While the duck can be used by 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:

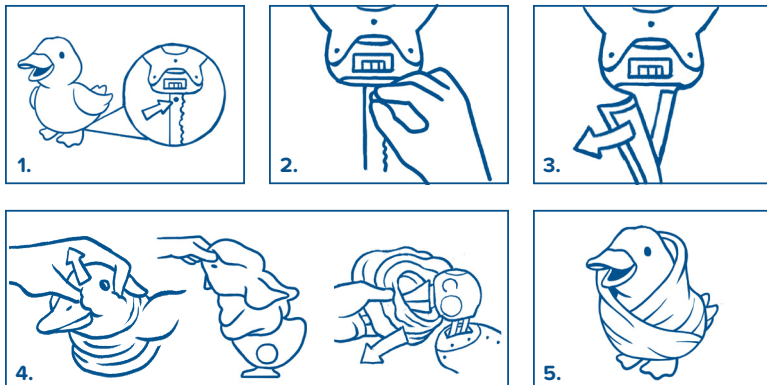
- Try hiding your friend under a blanket and see how they respond.
- Hold your duck upside down and see what happens when they get dizzy!
- Find your duck's tickle spots.
- If you meet another child who has a duck, see what happens when you introduce your ducks to each other.
- Use the silly card with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

Support

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

Removing and washing the fur

Everyone has accidents - but don't worry! *My Special Aflac Duck* has removable and washable fur.

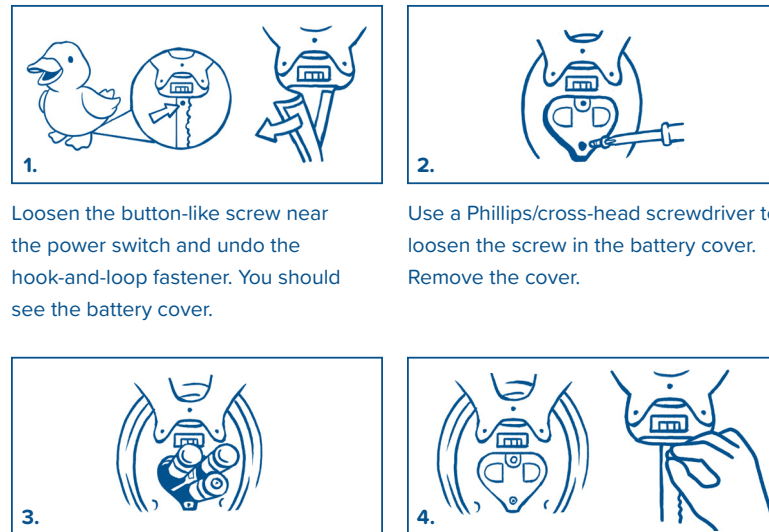


1. Turn the duck upside down. Slide the switch to off.
2. Locate the button-like screw near the power switch. Loosen the screw with a coin. Then, unbutton the fur.
3. With the fur unbuttoned, undo the hook-and-loop fastener. Now, slide the fur over the tail and up the sides of the duck's body.
4. Carefully 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. Machine wash the removed duck fur on a warm/delicate cycle using a mild detergent, and machine dry on warm. Hand clean the duck's plastic body with antiseptic wipes. For fun, wrap the duck in a towel while waiting for the fur to dry. That way, your duck won't get cold!

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

Replacing the duck's batteries

If your duck moves very slowly, turns on and off intermittently, or simply cannot turn on, it is probably time to change the batteries!



Loosen the button-like screw near the power switch and undo the hook-and-loop fastener. You should see the battery cover.

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

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.

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


Warm/Delicate


Mild


Warm Dry


Hand Clean

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

Warning: 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/sickle_cell

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

MADE IN CHINA

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
Transmit Operating Frequency : RFID 13.56MHz

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