

**Table S1.** Parents' and patients' characteristics.

	1	2	3
<b>Parents' age</b>			
Median (first and third quartile)	47.5 ( 39.0 - 51.2 )	50.5 ( 42.0 - 54.2 )	43.5 ( 40.0 - 48.0 )
<b>Gender</b>			
Female n(%)	24 ( 60.0 )	29 ( 72.5 )	33 ( 82.5 )
Male n(%)	16 ( 40.0 )	11 ( 27.5 )	7 ( 17.5 )
<b>Region</b>			
Lombardia n(%)	31 ( 77.5 )	33 ( 82.5 )	30 ( 75.0 )
Other n(%)	9 ( 22.5 )	7 ( 17.5 )	10 ( 25.0 )
<b>Educational qualifications*</b>			
Secondary-school license n(%)	9 ( 23.1 )	5 ( 12.5 )	7 ( 17.5 )
High-school diploma n(%)	23 ( 59.0 )	21 ( 52.5 )	20 ( 50.0 )
University degree n(%)	7 ( 17.9 )	14 ( 35.0 )	13 ( 32.5 )
<b>Occupation*</b>			
Lower status employees n(%)	6 ( 15.4 )	3 ( 7.5 )	6 ( 15.0 )
Managers n(%)	1 ( 2.6 )	3 ( 7.5 )	4 ( 10.0 )
Clerks and skilled service employees n(%)	8 ( 20.5 )	17 ( 42.5 )	13 ( 32.5 )
Professionals n(%)	11 ( 28.2 )	11 ( 27.5 )	10 ( 25.0 )
Technicians and associated professionals n(%)	2 ( 5.1 )	2 ( 5.0 )	0
Retired n(%)	1 ( 2.6 )	1 ( 2.5 )	0
Unemployed n(%)	10 ( 25.6 )	3 ( 7.5 )	7 ( 17.5 )
<b>Patients' age</b>			
Median (first and third quartile)	12.5 ( 10.0 - 16.2 )	13.0 ( 4.8 - 17.0 )	7.0 ( 2.8 - 16.0 )
<b>Type of tumor</b>			
Soft tissue and bone sarcoma n(%)	21 ( 52.5 )	18 ( 45.0 )	15 ( 37.5 )
Carcinoma and melanoma n(%)	1 ( 2.5 )	1 ( 2.5 )	3 ( 7.5 )
CNS tumor n(%)	6 ( 15.0 )	7 ( 17.5 )	8 ( 20.0 )
Lymphoma n(%)	6 ( 15.0 )	5 ( 12.5 )	5 ( 12.5 )
Wilms' tumor and neuroblastoma n(%)	5 ( 12.5 )	7 ( 17.5 )	5 ( 12.5 )
Others n(%)	1 ( 2.5 )	2 ( 5.0 )	4 ( 10.0 )

**Table S2.** Questionnaire 1: questions and answers.

Item	Not at all n(%)	Slightly n(%)	Moderately/Fa irly	Very much n(%)	Extremely n(%)
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		<b>n(%)</b>				
<b>q1.0</b>	<b>Are you afraid your child might become infected with COVID-19?</b>	2 ( 5.0 )	4 ( 10.0 )	21 ( 52.5 )	5 ( 12.5 )	8 ( 20.0 )
<b>q1.0</b>	<b>Are you afraid your child might have serious complications of a COVID-19 infection?</b>	2 ( 5.0 )	5 ( 12.5 )	23 ( 57.5 )	3 ( 7.5 )	7 ( 17.5 )
<b>q1.0</b>	<b>Are you afraid of becoming infected with COVID-19 yourself?</b>	3 ( 7.5 )	10 ( 25.0 )	20 ( 50.0 )	2 ( 5.0 )	5 ( 12.5 )
<b>q1.0</b>	<b>Are you afraid of developing serious complications?</b>	3 ( 7.5 )	11 ( 27.5 )	14 ( 35.0 )	8 ( 20.0 )	4 ( 10.0 )
<b>q1.0</b>	<b>Have you experienced the threat of COVID-19 with anguish?</b>	4 ( 10.0 )	5 ( 12.5 )	16 ( 40.0 )	11 ( 27.5 )	4 ( 10.0 )
<b>q1.0</b>	<b>Do you think that the changes imposed on society (i.e. closure of shops, gatherings forbidden, stay-home rules except for demonstrable reasons of necessity) have had a strong impact on your daily life?</b>	4 ( 10.0 )	9 ( 22.5 )	16 ( 40.0 )	6 ( 15.0 )	5 ( 12.5 )
<b>q1.0</b>	<b>Compared to the time before the pandemic, did you experience difficulties or worries about your economic situation being aggravated by having a sick child?</b>	13 ( 32.5 )	10 ( 25.0 )	11 ( 27.5 )	4 ( 10.0 )	2 ( 5.0 )
<b>q1.0</b>	<b>Do you think there have been family conflicts and communication difficulties in connection with the pandemic?</b>	20 ( 50.0 )	13 ( 32.5 )	4 ( 10.0 )	3 ( 7.5 )	0 ( 0 )
<b>q1.0</b>	<b>Do you think being unable to physically attend school (all grades) was a problem for your child?</b>	13 ( 32.5 )	6 ( 15.0 )	12 ( 30.0 )	5 ( 12.5 )	4 ( 10.0 )
<b>q1.1</b>	<b>... and for your family?</b>	12 ( 30.0 )	12 ( 30.0 )	9 ( 22.5 )	3 ( 7.5 )	4 ( 10.0 )
<b>q1.1</b>	<b>Do you think the suspension of games, sports and social activities outside the hospital was a problem for your child?</b>	7 ( 17.5 )	8 ( 20.0 )	18 ( 45.0 )	5 ( 12.5 )	2 ( 5.0 )
<b>q1.1</b>	<b>... and for your family?</b>	5 ( 12.5 )	13 ( 32.5 )	14 ( 35.0 )	5 ( 12.5 )	3 ( 7.5 )
<b>q1.1</b>	<b>Do you think the lack of family ties due to the pandemic (isolation from grandparents, less contact with social networks) has been a problem for your child and for your family in general?</b>	2 ( 5.0 )	7 ( 17.5 )	17 ( 42.5 )	5 ( 12.5 )	9 ( 22.5 )
<b>q1.1</b>	<b>Do you think the way the pediatric outpatient clinic coped with the emergency (telephone calls to provide updates on a patient's state of health, reserved entrances, body temperature screening at entrance, distribution of hand sanitizer, distribution of face masks) was inadequate, given the situation?</b>	11 ( 27.5 )	23 ( 57.5 )	6 ( 15.0 )	0 ( 0 )	0 ( 0 )
<b>q1.1</b>	<b>Do you think the changes made to the procedures for managing admissions and outpatient visits (telephone screening,</b>	11 ( 27.5 )	19 ( 47.5 )	9 ( 22.5 )	0 ( 0 )	1 ( 2.5 )

strict time slots, separation of routes for different patients' needs, "telephone visits") had a negative effect?

q1.1 6	Do you think the strict time slot in the outpatient clinic gave doctors less time to devote to your child?	10 (25.0)	10 (25.0)	19 (47.5)	0 (0)	1 (2.5)
q1.1 7	Do you think a hospital stay in a single room is less preferable for you?	15 (37.5)	14 (35.0)	8 (20.0)	0 (0)	3 (7.5)
q1.1 8	... and for your child?	16 (40.0)	11 (27.5)	9 (22.5)	2 (5.0)	2 (5.0)
q1.1 9	Do you think allowing only one parent to stay in hospital with a child (without the opportunity for parents to change places) was a source of difficulty for your family (i.e. for other children left at home with only one parent)?	9 (22.5)	7 (17.5)	7 (17.5)	6 (15.0)	11 (27.5)
q1.2 0	... and for your child (i.e. always staying in hospital with mum, without being able to see dad, or vice versa)?	8 (20.0)	7 (17.5)	7 (17.5)	10 (25.0)	8 (20.0)
q1.2 1	Do you think banning visits from family and friends during hospital stays was a problem for your family?	10 (25.0)	9 (22.5)	9 (22.5)	4 (10.0)	8 (20.0)
q1.2 2	... and for your child?	9 (22.5)	9 (22.5)	10 (25.0)	3 (7.5)	9 (22.5)
q1.2 3	Do you think the reduction of games and educational activities to support community life on the ward was a problem for your family?	7 (17.9)	10 (25.6)	10 (25.6)	6 (15.4)	6 (15.4)
q1.2 4	... and for your child?	6 (15.0)	12 (30.0)	11 (27.5)	6 (15.0)	5 (12.5)
q1.2 5	Do you think conducting supportive interviews with doctors and psychologists while wearing personal protective equipment (such as masks) and adopting distancing measures was unsatisfactory?	8 (20.0)	19 (47.5)	12 (30.0)	0 (0)	1 (2.5)
q1.2 6	Do you think conducting supportive interviews with doctors and psychologists while adopting distancing measures may have created potential opportunities for misunderstandings, undermining the effectiveness of such interventions?	18 (45.0)	6 (15.0)	7 (17.5)	7 (17.5)	2 (5.0)
q1.2 7	During the pandemic did you perceive an increase in the level of stress among care operators?	12 (30.0)	9 (22.5)	15 (37.5)	3 (7.5)	1 (2.5)
q1.2 8	In your experience during the pandemic, do you feel that you received less attention during your child's cancer treatment?	34 (85.0)	1 (2.5)	4 (10.0)	1 (2.5)	0 (0)
q1.2 9	In your experience during the pandemic, do you feel that you received less	30 (75.0)	5 (12.5)	3 (7.5)	1 (2.5)	1 (2.5)

attention regarding the psychosocial sphere?						
q1.3 0	In your experience during the pandemic, do you feel that you received less attention in the area of nursing care?	36 (90.0)	2 (5.0)	2 (5.0)	0 (0)	0 (0)
q1.3 1	Do you think the COVID-19 pandemic has affected the quality of care your child received?	33 (82.5)	4 (10.0)	0 (0)	2 (5.0)	1 (2.5)
q1.3 2	Do you feel that concern about the COVID-19 pandemic has outweighed concern about your child's illness?	30 (75.0)	9 (22.5)	1 (2.5)	0 (0)	0 (0)

**Table S3.** Details of the p-values obtained with Fisher's exact test (F) and the Wilcoxon-Mann-Whitney test.(WMW).

	Item	p-value F	p-value WMW
1	Do you consider the medical care to have been clinically satisfactory?	0.232	0.179
2	Do you think the medical care was satisfactory in terms of communication?	0.358	0.264
3	Do you think the time spent by doctors during outpatient visits was adequate?	0.547	0.773
4	Do you think the time spent by doctors during inpatient visits was adequate?	0.830	0.629
5	Do you think the nursing care was satisfactory?	0.421	0.199
6	Do you feel you received the psychological support you needed during your child's treatments?	0.921	0.412
7	Do you think the way the psychologists on the ward interact was adequate?	0.145	0.846
8	Do you think that the social support offered on the ward is helpful?	0.564	0.631
9	Do you think the educational support (school in hospital) is satisfactory? *	0.233	0.071
10	Do you think the games / educational activities are useful?	0.345	0.252
11	Do you think the relationships on the ward (between parents) have been helpful?	< 0.001***	< 0.001***
12	Do you consider the organization and rules of the department to be adequate?	0.776	0.358
13	Do you think the organization of the outpatient clinic (time slots, waiting room, time available for visits) is adequate?	0.612	0.747
14	Do you think the staff have too high a workload?	0.008**	0.003**
15	Do you think the staff have too high an emotional load?	0.716	0.292
16	Do you think your child's illness and treatment have had a significant impact on your family's economic conditions?	0.642	0.873
17	Do you feel your child's illness and treatment have had a significant impact on your family relationships?	0.330	0.097
18	Do you think the role of family (grandparents and uncles) and social (friends) emotional resources has been crucial to coping with your child's disease and treatment?	0.078	0.449