

# VOLUNTEER SERVICE GUIDELINES DRISCOLL CHILDREN'S HOSPITAL



**Service Area:** Volunteer Program

**Date:** May 2025

**Department/Location:** Volunteer Services and various departments

**Director:** Lizette Saenz

**Responsible To:** Volunteer Manager and/or Department Contact

## General Purpose of Service Area:

Volunteer will work harmoniously with other teens, staff, patients and families in his/her designated service area. Volunteer will be able to work with DCH staff, patients and their families to provide great customer service throughout the hospital.

## Essential Duties and Responsibilities:

- Adhere to the Driscoll Volunteer Program attendance policy and dress code, always wearing your uniform and badge
- Adhere to all infection control procedures by:
  - Washing hands/using hand sanitizer
  - Observing rules pertaining to isolation rooms
- Adhere to rules of confidentiality and Protected Health Information practices
- Clock in/out for each shift
- Volunteer must always uphold professional and appropriate behavior when on Driscoll campus
- Volunteer must take initiative with known tasks/duties
- Volunteer must be able to take directions from staff in their designated service area as well as from Volunteer Services Staff
- Maintain confidentiality concerning patients, their caregivers and pertinent DCH matters
- If you are unable to make your shift, contact Volunteer Manager as soon as possible

## Volunteer Characteristics:

- Friendly, mature, positive, service-oriented, and non-judgmental

- Compassionate, kind, and sensitive to families facing illness
- Possess good listening and communication skills
- Identify self as volunteer, always wearing uniform and badge in the hospital
- Spanish is helpful, but not required
- Adhere to confidentiality and hand hygiene policy

### **Patient Involvement:**

- Serves pediatric patients and their families
- Does not participate in hands-on patient care

### **Volunteer Does Not:**

- Enter any room with an isolation sign
- Perform treatments, procedures or give out medication, food, or beverage to the patient
- Assist in any physical manner, such as helping a patient get out of bed, walk, etc.
- Ask any personal questions regarding patient's health

### **Physical Demands:**

The physical demands described are representative of those that must be met by an individual to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Volunteer needs to be able to walk/sit for extended length of time
- Volunteer needs to be able to push a cart 10 – 20 pounds
- Occasionally lift or move 10 – 20 pounds

### **Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The noise level in the work environment is moderate

I have read and understand the above guidelines.

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Volunteer	Date

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Volunteer Manager	Date