

Volunteer Service Guidelines Driscoll Children's Hospital

Volunteer Name (please print):

Service Title: Volunteer Program

Date Revised: February 2021

Department/Location: Volunteer Services and Various locations

Director: Lizette Saenz, DVS

Responsible To: Volunteer Coordinators and 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.
- 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 in Volunteer Services office only.
- Volunteer must uphold professional appropriate behavior at all times when on Driscoll campus.
- Volunteer must take initiative with known tasks/duties.
- Volunteer must be able to take direction from staff in their designated service area as well as from Volunteer Services Staff.

VOLUNTEEN CHARACTERISTICS:

- Friendly, mature, positive, service-oriented and non-judgmental.
- Compassionate, kind and sensitive to families facing illness.
- Possess good listening and communication skills.
- Identifies self as volunteer; wears uniform and badge at all times in hospital.
- Spanish helpful, but not required.

PATIENT INVOLVEMENT:

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

VOLUNTEEN 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.

PHYSICAL DEMANDS: The physical demands described here 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 to 20 pounds.
- Occasionally lift or move 10 to 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 service guidelines.

Volunteer

Date

Volunteer Coordinator

Date