



**Gillette Children's**  
*Specialty Healthcare*

# Volunteer Handbook

2019-2020

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## **Welcome**

Welcome to Gillette Children's Specialty Healthcare. We're pleased that you have chosen to volunteer at our hospital and clinics.

Volunteers come to Gillette for a variety of reasons: to help our patients and families with their hospital experience, to gain experience or to explore a potential career, to give back to Gillette, or to give back to our community. Whatever their reason for being here, volunteers play an important part in our patient and family care experience.

This handbook is your guide to general information about Gillette, including our policies, procedures, and volunteer information.

We are proud of the work we do, both for our patients who have disabilities and for their families. We hope you will share that pride and will find your volunteer experience at Gillette rewarding.

Ashley Rumble  
Volunteer Services Lead  
Child and Family Services  
Gillette Children's Specialty Healthcare

Matthew Witham  
Manager  
Child and Family Services  
Gillette Children's Specialty Healthcare

## **About This Handbook**

The contents of this handbook are not offered as a contract and do not constitute a contract between Gillette Children's Specialty Healthcare and any volunteer of Gillette Children's Specialty Healthcare. This handbook is a guide to familiarize you with a variety of issues. The terms of the handbook are implemented at the sole discretion of Gillette and may be withdrawn or changed at any time and without notice. A decision by Gillette on the interpretation or application of the terms set forth in this handbook shall be final and binding for all volunteers.

Volunteers are free to terminate their volunteer position at any time and for any reason, and Gillette retains the right to terminate an individual's volunteer position at any time.

This Volunteer Handbook is available online (print copies can be requested) and is part of orientation and on-going training. Please refer to this handbook as needed. If you have questions while reviewing this handbook, please contact volunteer program staff at [volunteer@gillettechildrens.com](mailto:volunteer@gillettechildrens.com) or (651) 578-5004.

## **About Gillette Children's Specialty Healthcare**

### **History of Gillette**

For almost 120 years, Gillette has earned a reputation for serving children and making advancements in health care.

In 1897, Arthur Gillette, M.D., a young doctor in St. Paul, Minnesota, was the state's first full-time orthopedist. He specialized in surgically correcting children's disabilities caused by deformities of bone and muscle. His passion to provide care for children with disabilities was shared by a young woman, Jessie Haskins, who had an abnormally curved spine. Together, they persuaded the Minnesota Legislature to publicly fund a hospital dedicated to treating children who have disabilities.

### **Gillette Today**

Gillette is an internationally recognized medical facility based in St. Paul, Minnesota. Since 1897, we've been at the forefront of research, education, medical technology and treatment for children and adults who have disabilities and complex medical conditions.

Over the years, we've received referrals from throughout Minnesota, across the United States and around the world. Of the more than 25,000 patients who receive care at Gillette each year:

- 67 percent come from the Twin Cities metro area
- 23 percent come from greater Minnesota
- 10 percent come from out of state

Each year our patients make more than 145,000 visits to Gillette departments, including outpatient clinics, Rehabilitation Therapies, Assistive Technology, Advanced Imaging and Child and Family Services.

## **Locations**

### **St. Paul (Main) Campus**

Our main campus in St. Paul offers pediatric specialty health care and related services in a number of medical specialties. The St. Paul campus includes a 60-bed hospital with five specialized inpatient units, including one for adult patients, and the St. Paul Clinic, our largest outpatient site.

- The 205 University building, attached to the hospital by skyway, houses Rehabilitation Therapies and the James R. Gage Center for Gait and Motion Analysis. It's also home to Administration and physician and provider offices.
- 183 University Avenue building houses Environment of Care, Human Resources, Quality Improvement Resources, Child and Family Services, and Research Administration.

### **Twin Cities Outpatient Clinic Locations**

Our outpatient clinics provide access to Gillette specialty services throughout Minnesota:

- Burnsville Clinic
- Gillette Technology Center (GTC)
- Lifetime Adult Clinic
- Mankato Clinic
- Maple Grove Clinic
- Minnetonka Clinic
- Phalen Clinic

### **Greater Minnesota Clinic Locations**

- Brainerd Lakes Clinic (Baxter and Brainerd)
- Duluth Clinic
- Mankato Clinic
- Outreach Services (Mobile Outreach Clinic)
- Willmar Clinic

## **Our Mission**

Gillette Children's Specialty Healthcare provides specialized health care for people who have short-term or long-term disabilities that began during childhood.

We help children, adults and their families improve their health, achieve greater well-being and enjoy life.

## **Gillette Principles of Care**

- We recognize that each family and caregiver is unique and is a constant in a patient's life. We support families and caregivers in helping patients achieve their highest potential.
- We are partners with families and caregivers, committed to excellence in providing specialty health care services to children, teenagers and adults who have disabilities or complex medical conditions.
- We recognize family members and caregivers as experts and decision-makers. We exchange information to enhance their decision-making abilities.
- We respect each patient's and each family's strengths and individuality. We understand that a family might include relatives, foster parents and other caregivers.
- We use a rehabilitative and interdisciplinary approach to delivering care, which promotes a patient's independence and ability to take part in community activities.
- We work with local, regional and national resources to enhance the continuum of care for children, teenagers and young adults who have disabilities.
- Our employees and medical staff have the training and expertise – as well as the dedication to continual improvement and innovation – to help patients attain the best outcomes possible.

## **Behavior Code of Conduct**

Everyone who works, volunteers or provides services at Gillette is responsible for ensuring a safe, professional and respectful environment. We hold ourselves and one another accountable for:

- Supporting a culture of civility, professionalism, mutual respect and mutual accountability
- Behaving appropriately and becoming part of the solution to addressing problematic behavior
- Promoting friendly, collegial working relationships
- Promoting communication and behavior that demonstrate a commitment to safety, quality, teamwork and respect

Gillette volunteers should exhibit respect for multiple perspectives, practice respectful communication, and show timeliness and professionalism. Unacceptable behavior impairs or disrupts Gillette's ability to achieve intended outcomes. Unacceptable behavior encompasses any actions that others might reasonably consider destructive or abusive, regardless of intent.

Some behaviors are always unacceptable. They include:

- making physical threats
- shouting, yelling, using foul language or making other verbal outbursts
- throwing objects
- making sexual innuendos or other types of sexual harassment
- making racial, ethnic, religious or socioeconomic slurs
- injuring the reputation of Gillette or its standing in the community

Other behaviors may be considered to be unacceptable when a pattern develops. These include, but are not limited to:

- making inappropriate comments or innuendoes
- being rude or disrespectful
- using negative, derogatory or condescending words, gestures or voice inflections
- showing impatience with others
- making critical or belittling remarks about employees, medical staff, volunteers, departments, patients, caregivers or patients' families

## Customer Service Expectations

Everyone at the hospital, including volunteers, has “customers” and every interaction leaves an impression. You – as a volunteer – are part of our hospital team and represent the hospital to the public. Please represent us in a responsible manner. Here are some tips to ensure your impression is a good one:

- Maintain a positive, professional and friendly attitude – and most importantly, SMILE!
- Be helpful, concerned and courteous to each person you meet
- Treat everyone with the dignity and respect you would offer a special guest
- Take time to answer questions. If you do not know the answer, say so and find someone who does
- Do your job efficiently and enthusiastically.
- Ask if help is needed
- Escort families and visitors to their destination if at all possible
- Be polite. “Please”, “Thank you”, and “May I” are never out of date
- Be a good listener! Be attentive to the patient you are with, but not inquisitive. Report anything you are concerned about to your supervisor
- If you are in a patient’s room when a doctor, nurse or therapist enters, excuse yourself immediately. You may return to the child’s room after the staff is through
- Always introduce yourself to patients and parents, and state that you are a volunteer. Asking the child their name and then addressing them by that name is appropriate
- Food should not be eaten in public areas

## Family Centered Care

We promote the philosophy that pediatric health care must be family-centered. We recognize and respect parents as key decision-makers in their caregiving team. Each family is unique and has special strengths and needs, which our staff and volunteers must consider. By serving *families*, we best serve our *patients*.

## Volunteer Expectations

Gillette Children’s Specialty Healthcare volunteers provide important assistance and support to our patients, families, staff and organization. We ask that all volunteers understand and meet the following expectations:

- Agree to a minimum of 100 hours of service, volunteering for one shift, 2-4 hours per week
- Comply with the guidelines and policies of Gillette Children’s Specialty Healthcare and the Volunteer Program, including but not limited to, patient confidentiality, HIPAA, attendance and customer service expectations
- Pass a criminal background study and fingerprinting
- Provide adequate notice the volunteer program staff if unable to work your assigned shift



- Complete all required volunteer trainings, this includes but is not limited to, new volunteer orientation, annual education and health screenings
- Have access to a computer and an email address. The Volunteer Services Lead utilizes email to communicate important information to volunteers

## Volunteer Program Expectations

We will provide for all volunteers:

- A meaningful and safe volunteer opportunity, including a description of your role and duties
- Comprehensive orientation, training and annual education
- Volunteer opportunities will NOT allow
  - Hands-on contact with patients or hands-on patient care
  - Handling soiled linen or items or contact with bodily fluids
  - Assisting patients in bathrooms
  - Lifting or moving patients
  - Feeding patients
  - Making patient beds

## Guidelines for Volunteering

### Americans with Disabilities Act (ADA)

The Americans with Disabilities Act of 1990 (ADA) extends federal protection to people who face barriers to their full participation in daily life because of a disability. The goal of the ADA is to remove all existing barriers for people with disabilities.

It is Gillette's policy to give the same consideration to people with disabilities as is given to those who do not have disabilities in regard to application procedures, hiring, advancement, discharge, training, or other terms, conditions and privileges of volunteering.

### Assignments

Volunteers are under the *general* supervision of the Volunteer Services Lead. Volunteers are under the *direct* supervision of a staff member in their assigned area. Each volunteer is assigned to a specific area of the hospital or clinic for a certain day and shift. Volunteer shifts are 2-4 hours long depending on the position.

Be aware of your limitations. Do not undertake any duties, tasks, or assignments you are uncertain about or which might endanger you or a patient. If you are unsure about what to do or how to do something, ask your supervisor. Respect advice and suggestions from your supervisor. Be sure to ask questions if you do not understand.

### **Attendance**

Volunteers provide many of the individualized and personalized services that make Gillette a special place. Each volunteer brings special talents to Gillette and their service is valuable and appreciated. Since we depend on our volunteers, we ask that you attend regularly and be on time for your assignment. Absences create gaps in the services provided and may cause loss of confidence in the volunteer program. Please accept the commitment and responsibility of volunteering and be dependable and conscientious in carrying out your assignment. An excessive amount of absenteeism may result in a change of volunteer assignment or dismissal.

### *Absences*

If you have a planned or unplanned absence, please notify the Volunteer Services Lead as soon as possible, preferably prior to the start of your shift, at [volunteer@gillettechildrens.com](mailto:volunteer@gillettechildrens.com), or call (651) 578-5004 to inform us of your absence. We appreciate as much notice as possible if you have planned events or commitments that will interfere with your volunteer shift. You are more than welcome to ask about other shift openings to make up for a shift you missed.

### *Leave of Absence*

Volunteers will be placed on a leave of absence if they plan to be gone longer than 6 weeks from their volunteer assignment and intend to return to volunteer within one year of the last date of service. We cannot guarantee we will be able to hold the same shift for you upon your return if you are gone more than 3 months.

### *Tardiness*

If you are going to be late, please always notify the Volunteer Services Lead as soon as possible at [volunteer@gillettechildrens.com](mailto:volunteer@gillettechildrens.com), or call (651) 578-5004. They will notify your volunteer assignment that you will be late for your shift.

### *No Call, No Show (NCNS)*

If you do not notify the Volunteer Services Lead of your absences, you will be given a no call, no show in your volunteer record. If you receive 3 consecutive NCNS, we will contact you to discuss and evaluate your volunteer status and schedule. If you receive 4 NCNS in your volunteer record, you will be removed from the schedule and terminated.

### *High School (Summer Volunteers)*

All summer volunteers will be expected to commit to the full 8-10 week session, June-August. You are allowed 1 planned or unplanned absence during the summer session. If you are going to be absent you must notify the Volunteer Services Lead at [volunteer@gillettechildrens.com](mailto:volunteer@gillettechildrens.com), or by calling (651) 578-5004 before the start of your shift. If you do not notify staff before the start of your shift, you will receive a NCNS. If you receive more than 1 NCNS, you will be made terminated and removed from the schedule. Volunteer attendance will be evaluated if a student wishes to return to volunteer in the future.

### *Business Closure Days*

Volunteers are not required to volunteer on a holiday. Business closure days at Gillette include:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

### *Volunteer Illness*

In keeping with Gillette's commitment to patient safety, we ask staff, volunteers, and contractors who have an infectious communicable disease not to interact with patients, families and co-workers during that time. A communicable disease is any illness that can be transmitted to others by touch, by shedding upper respiratory droplets (coughing), or by contaminating surfaces with body fluids or excretions that others might contact.

Gillette is required to identify cases of infectious illnesses that occur throughout our facilities. Through surveillance and investigations, Gillette will respond promptly to new and emerging communicable diseases. The goal is to keep Gillette patients, staff and volunteers healthy and to put in place measures to stop the spread of disease. During any epidemic outbreaks, pandemic outbreaks or acts of bioterrorism, Gillette staff, contractors, and volunteers might be asked to participate in heightened health screenings for early detection of disease.

### *If you feel ill*

Stay home if you feel ill, have a fever over 100° F, or are experiencing diarrhea. If you have had a recent exposure to Chickenpox, please wait 10 days before returning to volunteering as you are carrying the disease and may infect our patients. If you have been exposed to the flu or a member of your household has flu-like symptoms, please do not volunteer for 10 days.

If you have any questions about your symptoms, please call Regions Employee Health at 651/254-2255. Identify yourself as a Gillette volunteer.

### **Cell Phone Usage in Hospital/Clinic Sites**

Cell phones must be silenced or turned off while volunteering. Your phone should be put away during your shift and while moving throughout the hospital. If you do need to take or make personal calls, please excuse yourself off the unit and go to a private space.

### **Computer, Internet and Email Usage**

Computers, computer files, e-mail, voicemail and software used by employees and volunteers are the property of Gillette. These systems are intended for business use only and shall not be used for personal projects. Volunteers shall not use a password, access a file, or retrieve any stored communication for any purpose other than appropriate for their volunteer position responsibilities.

#### *Internet*

Gillette provides internet access for volunteers to support business needs or opportunities for the facility. Occasional personal use of the internet is permitted, but shall not conflict with Gillette's primary business purpose or violate any applicable laws or regulations. Gillette has the right to monitor any and all aspects of its computer systems and network, including but not limited to: user access to internet sites, remote or web-based e-mail accounts, or any other internet-based applications and programs. Volunteers do not have privacy in anything that they create, store, send, or receive while using the hospital's computer systems or its Internet connection.

Acceptable uses of Gillette Internet may include:

- Researching issues relevant to the mission of the organization
- Streaming media for business purposes

Unacceptable uses of Gillette Internet may include:

- Transmission of confidential information such as protected health information (PHI)
- Transmission of proprietary organizational data to external locations or via non-Gillette email, messaging, social/professional networking, or blogging programs
- The display or transmission of sexually explicit images, messages, jokes or cartoons
- Transmission or use of communications that are fraudulent, harassing, illegal, embarrassing, obscene, intimidating, or defamatory
- Soliciting (sell, promote, distribute, fundraise or display written materials, propaganda) not associated with the operation of Gillette
- Streaming music, videos or other medial without a business purpose
- Storage of PHI on any cloud storage media

#### *E-Mail*

Gillette encourages the use of email as a method to conduct hospital business; however, messages received or sent through the email system are not private or confidential. Monitoring and reporting email usage is a part of the hospital's overall systems administration practice. At all times, the email user is responsible for professional, ethical and lawful email conduct and behavior.

Email cannot be used for:

- the transmission of protected health information to email domains outside Gillette unless encrypted
- automatic forwarding of email message to external email accounts
- harassing, obscene, derogatory, discriminatory emails to any individual or group, or defamatory and threatening emails
- wagering, betting or selling chances
- using the email system for personal gain
- copying, forwarding, or otherwise disseminating third-party work without appropriate consent from the copyright owner

#### *Information Systems (IS) Procedures*

- Your department supervisor will request computer access if it is necessary for your volunteer position
- Do not allow others to send emails from your account
- Do not share your password with others
- Do not email patients directly

#### *Computer Sign-in and out Procedure*

Volunteer hours and attendance are tracked in a computer (“Volgistics”) database. A personal identification number (PIN) is assigned to you when you start volunteering; use this PIN number to sign into the database. Sign in on the computer touch screen using your PIN number at the beginning of your shift, and sign out at the end of your shift to record your volunteer hours. If you do not sign into the computer you do not get credit for your volunteer hours.

If the computer does not work or you cannot sign in for any reason, leave a note on the Volunteer Services Lead’s desk with your name, date, and number of hours volunteered that day. Staff will update your record accordingly.

Reminder: Staff can verify only the hours recorded in the computer. We cannot verify unrecorded hours.

#### *Offsite Volunteers*

Paper sign-in sheets are provided at clinic sites. Please sign in each time you volunteer. Site staff will send sign-in sheets to the Volunteer Services Lead every month to be recorded in the database.

### **Corrective Action**

Gillette reserves the right to determine the process, nature and extent of corrective action. The process might include verbal notices, written notices, suspensions or terminations, all at Gillette's discretion.

Reasons for dismissal may include but are not limited to:

- Possession, sale, transfer, and use of illegal drugs and/or alcohol while volunteering, while on the premises owned or operated by Gillette, and while operating any Gillette machinery or equipment.
- gross misconduct (including breaking confidentiality)
- abuse, mistreatment, or harassment of staff, patients, other volunteers
- not abiding by Volunteer Program policies & procedures

### **Drugs and Alcohol**

You must report for volunteering free from the effects of alcohol and/or illegal drugs. The possession, sale, transfer, and use of illegal drugs and/or alcohol while volunteering, while on all premises owned or operated by Gillette, are prohibited. Exceptions to possession of alcohol include unopened bottles in the volunteer's personal vehicle. Violations of this policy could interfere with Gillette's operations and jeopardize the health and safety of patients, employees and volunteers. Any persons reporting for volunteering while under the influence of alcohol or drugs will be escorted off the premises immediately and their volunteer status may be terminated.

### **Employees as Volunteers**

Current Gillette employees may volunteer at Gillette in a department other than their paid position. They may not do the same tasks as a volunteer that they do in their paid position. Gillette employees must submit a volunteer application and wear an ID badge that identifies them as a volunteer.

### **Exit Survey**

Volunteer program staff will request each volunteer leaving to complete an exit survey. The survey gives volunteers the opportunity to offer suggestions and ideas for improving Gillette's volunteer program.

### **Family of Employees as Volunteers**

Family and spouses of Gillette employees are more than welcome to volunteer at Gillette. The employee is prohibited from being the informal supervisor for family members in the volunteer assignment. Family and spouses must be assigned to a different department, a different shift time or a different day than the employee.

### **Friends**

Do not bring friends with you to volunteer or shadow. Direct them to the Gillette website to submit a volunteer application if they are interested in volunteering.

## **Harassment**

Gillette maintains an atmosphere free from harassment, intimidation, coercion, or bullying and abides by the federal and state laws that prohibit such harassment. Harassment is prohibited on any basis, including but not limited to a person's race, color, creed, gender, religion, national origin, age, disability, marital status, status with regard to public assistance, sexual orientation, military status or any other class protected by federal, state or local laws. Such behavior is subject to the provisions of the discipline policy. Managers and supervisors will take appropriate and timely action in the event a volunteer is harassed.

Volunteers who believe they have been subjected to sexual harassment may make their concerns known by confronting the person, advising their supervisor and, contacting the Child and Family Services Manager or contacting Human Resources. The volunteer making the complaint will be advised of the final disposition of the complaint. Gillette will not discriminate against any volunteer who files a harassment complaint.

## **ID Badge**

Gillette provides an identification badge for you to wear while volunteering. In addition to providing identification for you, your badge gives you access to the 205 building employee entrance, the Volunteer Office, and to your assigned parking ramp. You must wear your badge above the waist at all times while volunteering. We will ask you to return your volunteer badge to the Volunteer Office if you go inactive as a volunteer.

On your first day of volunteering, you will receive an identification badge with your picture on it. You will wear this badge whenever you are volunteering. You will need your badge to enter Gillette and to access parking ramps. Please notify the Volunteer Services Lead if you lose your badge; a temporary badge will be provided. There is no charge to replace a damaged or lost badge. Please do not put stickers over your photo or name.

## **Insurance Coverage**

Volunteers are covered by general liability insurance and professional insurance as indicated below when they:

- have a completed volunteer application
- indicate the time period they are at Gillette by signing in and out on the computer in the Volunteer Office
- are participating in an authorized program under the direction of the Volunteer Services Lead

Insurance coverage includes:

- *General Liability Coverage:* covers the legal responsibility of the hospital arising out of bodily injury or property damage to the public caused by negligence of the hospital's employees or volunteers working on behalf of the hospital.
- *Professional Liability Coverage:* covers the legal responsibility of the hospital arising out of bodily injury caused by alleged malpractice, error or mistake in the rendering or failure to render professional services. A volunteer is considered an insured person under the terms of the professional liability insurance carried, but only while acting within the scope of the duties assigned to such volunteer.
- *Automobile Liability Insurance coverage:* If a volunteer uses his/her own vehicle while acting within the scope of duties assigned on behalf of the hospital, the protection provided by the volunteer's auto insurance policy will be primary in any incident involving bodily injury or property damage. Gillette does not provide any liability insurance protection for the operation of motor vehicles other than those owned by the facility.

## **Parking**

Gillette provides free parking for volunteers at all locations. Parking at our hospital location is assigned depending on your shift. You will need your badge to open all ramp gates and doors.

### *Weekday volunteers (arriving before 4pm)*

Weekday volunteers park offsite, 1 mile away at the Gillette Lifetime Clinic, located at 435 Phalen Blvd, St. Paul, MN and take a Gillette employee/volunteer only shuttle to the main St. Paul campus. The Gillette shuttle will operate every 15 minutes, from 6 a.m. to 6 p.m. and run directly between 435 Phalen and the University Avenue Entrance.

### *Weekend, evening volunteers, pet therapy teams, volunteers with special permission or handicapped stickers*

These volunteers all park in the Regions West Ramp located on Jackson Street. ID badges provide access to the assigned parking ramps.

Parking at other Gillette clinic locations is easily accessible and surface lots do not require badge access.

NOTE: Parking is provided by Gillette only while you are volunteering. Please pay for public parking when visiting the hospital and not volunteering.

## **Performance Evaluations**

Annual performance evaluations with your department contact or supervisor are Gillette's primary way of giving formal feedback about your job, establishing goals, giving you and your supervisor a change to address any concerns or questions about Gillette and your position.



Meaningful feedback also should happen throughout the year, and your supervisor should raise performance concerns as they occur.

Evaluations will be done once a year for volunteers who meet the following criteria:

- Volunteers who have been actively volunteering for 12 consecutive months
- Summer-only volunteers will be evaluated at the end of the summer volunteer program.

### **Photos**

Photos may not be taken of patients or families without written permission from parents or guardians. Contact the Volunteer Services Lead for the permission form packet.

Patient or family members may want to take your photo as a memento of their time at Gillette. Patients often like their photo taken with a therapy dog or with volunteers they have gotten to know during their hospital stay. Volunteers are not required to allow this, it is your choice to allow or not.

### **Recognition**

Volunteers will be recognized for their service to Gillette. Recognition may occur in a variety of forms – letters of thanks, certificates, gifts, or treats in the Volunteer Office. We truly appreciate all you do for our patients, families and staff!

### **Reference Letters**

Volunteer Program staff will gladly write a reference letter or complete a reference form for you when you have completed a minimum of 75 volunteer hours at Gillette.

Written verification of volunteer hours can be requested at any time. Please submit your request via email to [volunteer@gillettechildrens.com](mailto:volunteer@gillettechildrens.com).

### **Smoking Restrictions**

To comply with Minnesota law and to provide a safe environment for all, smoking is prohibited within all Gillette and Regions Hospital facilities and grounds, including the parking ramps. Smoking is permitted on Jackson Street, across from the hospital.

### **Social Media**

Gillette's policy for appropriate use of social media sites includes but is not limited to

- Social networking (Facebook)
- Business/Technical networking (LinkedIn, Spoke)
- Video/photo sharing (YouTube, Flickr)
- Wikis (Wikipedia, Wikia)
- Blogs (WordPress, Blogger, TypePad, Caring Bridge)
- Micro-Blogging (Twitter)

Follow all Gillette policies regarding patient privacy, HIPAA, photo images, and patient confidentiality. Protect and enhance Gillette's reputation: Do not publicly discuss patients, services, vendors, or staff whether confidential information or not.

#### Guidelines:

- Write in the first person; make it clear you are speaking for yourself, not Gillette.
- It is okay to share **public news** about the hospital and to encourage friends and family to get involved in Gillette events.
- Use your personal email address only. Do not use your Gillette email account if you have one.
- Be respectful and professional in your postings.
- Volunteers are discouraged from initiating and accepting friend requests with patients and families. If you accept a friend request from co-workers, co-volunteers, managers, etc., the pictures and site content should be kept professional.
- You can be held responsible if your comments are considered defamatory, obscene, insulting, racist or proprietary by any offended party, including Gillette.

#### Valuables

The hospital is not responsible for lost or stolen articles. Do not bring anything of great value with you as we may not have a secure place to keep it. While volunteering, lock your purse, car keys, cell phones and other valuables in a locker in the Volunteer Office. Do not leave a wallet, purse or backpack in the open in the office and do not leave valuables such as car keys in your coat pockets.

#### Volunteer Records

The Volunteer Services Lead keeps computer copies of volunteer documents including but not limited to orientation documents (Confidentiality Agreement, Parking Agreement, etc.), TST (Mantoux Tests) and vaccination reports, background studies, certifications and hours logged into the database. Copies of documents can be requested from program staff.

## Volunteer Responsibilities

#### Annual Education

All active volunteers will be required to complete online annual education provided by the Volunteer Services Lead. Volunteers must complete this education by March 31<sup>st</sup> each year to remain active and on the schedule. Volunteers placed on a leave of absence will need to complete annual education before they return to volunteer. Annual education information will be emailed or mailed to volunteers who qualify.

## **Confidentiality**

The hospital is required by law and medical ethics to protect the privacy of patients. Because of this responsibility to the patients, volunteers, as well as paid staff, must keep all information seen and heard at the hospital confidential.

Specific information about patients and their families is NOT to be discussed with anyone except hospital staff, and any discussions must be held in a confidential setting. This includes parents – do not discuss specific information about patients with parents.

Generalized information is appropriate if you need to talk or write about your experiences, such as for school papers. You may not use a patient name or other identifying information in your report.

You must handle any information regarding Gillette's business, employees and patients in a confidential manner. Do not discuss confidential issues with anyone unless that person's job requires such disclosure. Contact your department supervisor or volunteer program staff if you have questions.

## **Contact Information**

To keep mailing and other information up to date, please inform the Volunteer Services Lead of changes in your mailing address, email address, telephone number, name or emergency contact.

## **Dress Code**

Our volunteers represent Gillette to patients, families, physicians and the community. Your dress and appearance reflect an image of Gillette, and we want that to be positive!

Please note: this Gillette Dress Code Policy is the **minimum** requirement of all Gillette volunteers. Individual departments may establish additional dress code guidelines as appropriate.

### *Personal Hygiene, Perfumes, Etc.*

- All volunteers are expected to exercise good personal hygiene, be well groomed, and present a clean and neat appearance when volunteering at any Gillette location.
- Perfumes, colognes and other heavy fragrances are prohibited and should not be worn while volunteering. Many of our patients have allergies and fragrances can trigger a respiratory issue.
- Hair should be clean and well-groomed. Volunteers interacting with patients should tie long hair back for safety reasons. Beards and mustaches should be neatly trimmed.
- Tattoos should be covered as much as possible. No visible tattooing on face or hands; or graphic/disturbing tattoos (violence, drugs, sex or alcohol products) are permitted.

### *Volunteers with Patient Contact*

- Shoes and stockings are required to volunteer. Shoes must be clean and in good repair.
- Hoop earrings and long necklaces may get caught, pulled or broken. Please leave them at home.
- Artificial fingernails are prohibited for volunteers who are in direct patient contact. This includes but is not limited to volunteers who visit patients on the nursing units or provide crafts in waiting rooms and playrooms. "Artificial nail" is defined as any substance or device applied to the nail for the purpose of cosmetics, strengthening, or lengthening. This includes but is not limited to acrylics, nail extenders, bonded nails, wraps, gels, porcelain tips, overlays, etc.

Clothing should be clean and appropriate for a professional workplace. Volunteers are often moving around, bending, pushing wheelchairs and playing with patients so we suggest:

- Khaki, black, grey or navy pants; longer capri pants, skirts knee length or longer
- Shirts and blouses, sweaters, jackets
- Closed toed shoes and socks

### Clothing that should not be worn:

- Tops or pants that show any portion of a volunteer's midriff
- Tops that show any portion of a volunteer's cleavage
- Spaghetti straps or halter tops
- Jeans of any color
- Casual clothing such as sweatpants, yoga pants, sweatshirts or hoodies
- Clothing or items with promotional writing or ads that are visible (only Gillette logo items are ok)
- Shorts of any type, short skirts unless leggings are worn underneath
- Flip flops or slides
- Scrubs or other uniforms
- Body piercings. Volunteers may only wear visible piercings in their ears. All other visible piercings are prohibited, including tongue piercings.

Should religious beliefs or practices conflict with these guidelines, reasonable accommodation will be made as long as the accommodation does not pose a safety hazard. Requests for accommodation should be made to the Volunteer Services Lead. Exceptions to these guidelines may be made on an individual basis to accommodate job responsibilities with the approval of the Volunteer Services Lead.

### **Food & Drink**

Please do not eat or drink while volunteering in a waiting room or public area. Clerical and office volunteers should check with their department supervisor before bringing food or drink into the department.

### **Grievance Process**

Difficulties and problems arise in every workplace. In order to maintain a positive and mutually supportive work place, volunteers are asked to bring any concerns to the Manager of Child and Family Services or Volunteer Services Lead. If you are uncomfortable with this, you may contact the Vice President of Human Resources instead. If you prefer to remain anonymous, you may write a message outlining your concerns, address it to Manager, Child and Family Services, and drop it off in the Volunteer Office.

### **Professional Boundaries**

The volunteer role is therapeutic in nature and it is not appropriate to become friends with patients or families. Volunteers should be friendly, caring and supportive but appropriate boundaries must be maintained. Volunteer interactions should be guided by your supervisor's directions and the written volunteer position description. Over-involvement occurs when volunteers give more of themselves than is essential for their volunteer position. Volunteers must remember that they should limit their interactions to duties defined in their volunteer position description.

As a guide, the following behaviors are inadvisable and should be avoided:

- Socializing with patients and/or families outside the hospital
- Buying gifts or clothing for patients or families
- Exchanging home address, email address, phone numbers, and other personal information with patients and families

### **Religious Views**

Gillette serves a very diverse population with diverse religious affiliations. Please do not express unsolicited religious views or hand out religious materials to patients, visitors, staff, or other volunteers. If patients or visitors request religious services or staff, please direct them to Child and Family Services to request a chaplain visit.

### **Resignation Process**

If you plan to terminate your volunteering at Gillette, please confirm this with the Volunteer Services Lead and with your department contact at least two weeks in advance. This will help us fill your position in a timely manner.

### **Tips and Gifts**

Do not accept tips or gifts from visitors or patients. If they insist, inform them that you will bring it to Volunteer Program staff to be donated to the Gillette Foundation.

### **Transfer/Switch Assignments**

Contact the Volunteer Services Lead when you want or need to switch assignments or change your volunteer schedule. We will accommodate your request, if possible.

### **Visitor/Family Complaints**

In the event of a visitor or family member complaint, please follow these guidelines:

- Do not argue with them or belittle their concern. Empathize with them by saying, "I am sorry you are having this problem. Let me find someone to help you."
- Do not offer advice or suggestions. You may not be aware of the complete situation or have all the facts.
- Direct them to a staff person who will assist them in resolving their complaint or will direct them to the appropriate staff or department to do so. If you do not know who to connect them with, contact the Volunteer Services Lead or Guest Services staff for help.

## **Health and Safety at Gillette**

### **Important phone numbers for Gillette/Regions Campus**

(651) 254-3969 Security needed, fire, other emergencies

(651) 254-3343 Code 2 (medical emergency), Rapid Response Team

(651) 254-3979 Non-emergency, security

Call 1111 to activate the Gillette Rapid Response Team (RRT) when you are concerned about patients, visitors or staff: they experience an acute change in:

- Heart rate
- Systolic blood pressure
- Respiratory rate or effort
- Neurological status

On a non-Gillette phone, dial (651) 254-3343

### **Off-Site Clinic Emergencies**

At all off-site clinics, dial 911 for emergency response.

### **Health and Safety**

#### *Health Assessment*

All volunteers are required to submit medical documentation prior to their first day or volunteering. Required medical documentation includes:

- Current Tuberculin Skin Test (TST or Mantoux Test) documentation (less than 6 months old)
- Two Rubella, Rubeola, Mumps (MMR) vaccinations
- Varicella (Chickenpox) vaccination or titer or lab evidence of varicella immunity
- Tetanus, Diphtheria, Pertussis vaccination (Tdap) for volunteers over 18 years of age

If vaccination records are not available, volunteers may submit titer reports for the above required components. Gillette recommends an MMR immunization for people with negative rubella and/or rubeola titer results.

TSTs are required for all new volunteers. If you have a history of tuberculosis or a positive TST, you will need a chest x-ray to rule out active disease. X-rays and any related treatment will be at your own expense. Volunteers who experience positive chest x-rays will be allowed to start volunteering after being cleared by their physician (written documentation required).

### **Injury or Illness**

Observe all safety regulations and learn the safest method of performing any required tasks. If in doubt, ask your supervisor.

Immediately report to your supervisor and to the Volunteer Services Lead all injuries and illnesses that occur while you are volunteering. If immediate medical attention is needed, you should go directly to the Emergency Department at Regions or call 911. If it is not an emergency, seek assistance from your provider or clinic. With assistance from your department contact or other witness, complete an Employee Report of Accident/Injury form and submit the form to Guest Services.

### **Infection Control**

We can become sick by coming into contact with microorganisms such as bacteria and viruses or communicable diseases. We can get sick by touching our noses with contaminated hands, our mouths by eating or drinking with unclean hands or eating contaminated food, or touching our eye tear ducts and mucous membranes with contaminated hands. To protect yourself, please follow these recommendations:

To prevent the spread of germs:

- Follow proper hand hygiene and handwashing
- Cover your cough (cough into your elbow or sleeve). Wash hands immediately after sneezing
- Get a flu vaccination (flu vaccinations are offered free to volunteers every year)
- Follow isolation room precautions (see "Isolation" information below)
- Observe worksite cleanliness and clean office equipment often

Handwashing is the best way to prevent the spread of germs from a patient to you, from you to a patient, and from patient to patient. Wash your hands

1. At the start and at the end of your volunteer shift
2. Before and after eating
3. Before and after you enter a patient's space
4. Before and after patient contact
5. After removing gloves
6. After using the bathroom
7. After sneezing and coughing
8. After pushing wheelchairs or prone carts or touching other equipment

How to wash hands properly:

1. Moisten Hands
2. One pump of soap onto hands
3. Wash all surfaces including under nails for 15 seconds
4. Rinse thoroughly
5. Pat hands dry
6. Use paper towel to turn off faucet
7. Apply lotion to hands at least 5 times a day to maintain hand skin health

How to apply Hand Sanitizer:

Hand sanitizer is available in patient rooms, nursing stations, the Volunteer Office, waiting rooms, and offices throughout the hospital and clinics.

1. Apply enough sanitizer to hands to be effective. Hand surface should be dry after 15 seconds of rubbing
2. Rub all hand surfaces, even under fingernails

Isolation: Precautions may be needed for some patients with special medical conditions. These patient rooms will be identified by Precaution Signs. Signs are posted on the door or wall and indicate required, specific precautions. Precautions may include gloves, masks, gowns, etc. A cart will sit by the door with the required supplies such as gloves, masks, gown, etc. Do not enter a room with a sign without first checking with your supervisor or a nurse. A "Special Respiratory Precaution" sign is posted when a patient has a contagious condition. Volunteers do not enter contagious condition rooms.

Flu- You must stay home if:

- You have been exposed to the flu
- A member of your household has flu-like symptoms
- You have the following flu symptoms
  - Fever of 100+ degrees
  - Muscle aches
  - Chills
  - Cough
  - Sore throat or upper respiratory issues
- Call Employee Health at (651) 254-2255 if you have questions about your symptoms. Identify yourself to Employee Health staff as a Gillette volunteer.

## **Security**

Hospital security is provided by Regions and is on the premises 24 hours a day. They are responsible for the security of all buildings on the hospital campus. They also respond to all fire alarms and other emergency situations

Call Security STAT (emergency) at 3969 for altercations or assaults, fire, observed theft or other crimes in process, the presence of an unruly or disruptive person, or a patient escape.



Call Security non-STAT (non-emergency) at 3979 for door unlocks, reporting a theft after it occurred or escort to parking ramps.

Security controls access to the hospital campus in the evening by locking entrances at 9 p.m. including the Gillette entrance on Level D of the parking ramp. Security monitors the entrance and will ask for identification from all employees and visitors to the campus. Any visitors entering after 9:00 a.m. will log in with Security at the Regions Emergency Department, will identify who they are coming to see and will receive a visitors badge.

Security at off-site clinics is provided by local police. Please call 911 for emergencies.

### **General Safety**

Gillette strives to identify and eliminate unsafe conditions and to promote safety awareness. If you detect any safety or health hazards, please bring them to your supervisor's attention immediately.

Volunteers are asked to keep patient safety and their own safety in mind at all times. The following are responsibilities for all of us to make the hospital a safer place:

- Handwashing is the single most important factor in controlling the spread of germs. Wash hands before and after direct contact with a patient. Direct contact may be touching the patient, touching anything in the patient's room including their wheelchair or clothing, or even just handing them their backpack. Wash your hands!
- Pick up litter and report spills to your supervisor or to Housekeeping
- Report broken items and frayed cords to your supervisor
- If something is blocking a fire exit or fire equipment, move it
- If you see something that needs correcting, take action or report it to your supervisor. Do not assume someone else has already taken action
- Know the emergency response codes (listed below)
- Chairs and stools are for sitting on, not standing on
- Small children and vulnerable adults cannot assume responsibility for the environment. Please look for safety hazards and correct them.

### **Hazardous Materials**

Volunteers will not access or use hazardous materials while volunteering. There are, however, a number of hazardous materials and substances located in the hospital. Staff will direct you in case of a spill or other emergency.

"Material Safety Data Sheets" (MSDS) are located on the Gillette Intranet where staff can immediately access needed information. You may call the Poison Control Center at 1-800-222-1222 for additional information regarding any hazardous substance.

### **Emergency Codes – Overhead Paging Announcements**

There are several alerts you will hear announced in the hospital over a loudspeaker alerting staff to an emergency. Volunteers do not initially respond to emergencies but may be asked by staff to assist with moving patients, etc. Please become familiar with these alerts:

**Emergency Alert** – when a person's health or well-being is in need of immediate response:

- **Code Blue:** Medical emergency, cardiac or respiratory arrest. Location is announced. Move out of the way.
- **Trauma Team:** Location is announced. Move out of the way.
- **Mass Casualty:** the hospital is expecting to receive a large number of patients. Report to the Volunteer Office for directions/instructions.

**Security Alert** – when the security or safety of a person is threatened:

- **Active Security Threat:** weapon, hostage or active shooter on campus. Take shelter immediately. Follow staff instructions.
- **Building Threat:** bomb or building threat. Follow staff instructions.
- **Missing Person:** a description is given of the missing child. Follow staff instructions.

**Facility Alert** – when the building or infrastructure is experiencing an emergency or disaster:

- **Fire Alarm:** location is announced. Follow staff instruction: evaluate or move away when told by staff to do so, otherwise remain in work location. Do not go through fire doors. Do not use the elevators.
- **Severe Weather Alert:** follow staff instructions. Take shelter when directed to do so.
- **Evacuation:** Follow staff instruction for evaluation route.
- **Lockdown:** find a secure location and follow staff instructions.
- **Other alerts, utility:** electrical, water, etc. failure. Follow staff instructions.

### **Fire Safety**

Use the RACE protocol when in an area of fire:

- **R** – Rescue anyone in immediate danger
- **A** – Alert by pulling the nearest fire pull station or by dialing 254-3969
- **C** – Confine the fire by closing doors and windows
- **E** – Extinguish the fire if safe to do so
- Manual fire pull stations and fire extinguishers are located in each hallway, usually by an exit or at the ends of the corridor. Know where the closest one is located in your department or area.

Your supervisor/department contact will instruct you on the department's fire safety procedures on your first day.

## **Patient Safety**

To protect our patients, please follow these guidelines:

### *Inpatients:*

- Always report to a nursing staff before taking a patient off the unit. (Note: volunteers may NOT transport children who are here on the Technology Dependent Rehabilitation or Epilepsy programs.)
  - Volunteers may take patients for walks or wagon rides on the 4<sup>th</sup> floor including onto the skyway and into the 205 building. Volunteers may not take a patient off the 4<sup>th</sup> floor.
  - Parents may take their children to other parts of the campus (cafeteria, gift shop, playground, etc.) but volunteers may not accompany them.
- Report any unusual occurrences to a staff person (i.e., falls, seizures, fights, cuts, etc.)
- If a child falls while you are with him, call for help and stay with him until help comes. Never lift the child.
- When reading or playing with a child in a patient room, keep the side of the bed or crib up unless a staff person gives permission to put it down. Be sure to put it back up when the activity is finished. Check to be sure it is locked in place. Always put it up before leaving the bedside.
- Although all beds are adjustable, the position of the bed should remain “as is”. Do not change anything. If a child is in traction, do not touch traction weights or ropes.
- If a patient indicates a need to use the bathroom, alert nursing staff. Volunteers should not take patients to the bathroom.
- Patients are lifted (“transferred”) only by staff.
- Volunteers may hold or carry babies and small children who weigh less than 25 pounds ONLY on the inpatient units and only after receiving permission and instruction in any special techniques from a staff person. Children weighing over 25 pounds may not be held or carried by volunteers.

### *All Patients:*

- If a patient requests food or drink, check with staff first. The patient may be having surgery or a test later that day and eating or drinking is not allowed. Do not give gum or candy to our patients.
- Volunteers may transport a patient via wheelchair or prone cart after staff has trained them to do so. Do not transport until you have completed the training.
- If you see something in a patient’s room or waiting room that is disturbing, let staff know immediately. This may be valuable information to improve the child’s care.
  - Example: parents engaging in an argument or being unusually rough with the child

### *Toy Safety*

Please keep patient safety in mind when interacting with our patients:

- Stuffed toys are to be used by only one child and are never shared. Patients may take all stuffed toys home when discharged.
- If food spills on a toy, a child “mouths” a toy, a toy was in an isolation room, clean the toy before sharing it with another child.
- Take all broken toys to Child Life staff.
- Toys with sharp edges or small pieces that could be swallowed and cause choking may only be given to children 5 years or older. Remove these items from younger children.
- Mylar balloons are allowed in the hospital. Latex balloons are NOT allowed due to latex allergies. Take all latex balloons to the Information Desk for bagging. Patients and families may pick them up at the Information Desk on their way out of the hospital.

### *Transporting Patients*

If transporting patients in wheelchairs or on prone carts is part of your volunteer position, staff will train you in the correct use of this equipment when you start volunteering.

### *General rules*

- Stay to the right side of the hallways
- When being escorted from one place to another, a child may walk, be in a wheelchair or on a cart, but cannot be carried.

### *Wheelchair Transportation*

- Check to make sure the patient is wearing a safety belt
- Push the wheelchair with both hands
- Be sure the patient keeps his hands in his lap – unless the patient is “self-propelling”
- Use wheel brakes to avoid unwanted rolling
- Sanitize your hands before and after pushing a wheelchair
- Always ask first before pushing a wheelchair. The patient may want to do it themselves
- Ask the patient if you can place their feet on the footrests
- Wipe down each chair with sanitized wipes. Wear gloves while cleaning and clean your hands after removing the gloves.

### Cart Transportation

- Check to be sure the patient is lying down and wearing a safety belt
- If a patient is not wearing regular clothes, cover him/her with a blanket
  - All urine bags should be covered
- Push the cart with the patient's head nearest to you, with your hands at the "head" of the cart, not on the sides
- Lock cart wheels or block wheels to avoid unwanted rolling
- Patients are not allowed to propel themselves on prone carts
- Only one patient is to be transported at a time on a cart

## Interacting with Persons with a Disability

A disability is a functional limitation that interferes with a person's ability to walk, hear, talk, learn, etc. Do not label people as part of a disability group – do not say "the disabled", say "people with disabilities". Use the word "handicap" only to describe a situation or barrier imposed by society, the environment or oneself.

People with disabilities are individuals with families, jobs, hobbies, like and dislikes, and problems and joys. While the disability is an integral part of who they are, it alone does not define them. Do not make them into disability heroes or victims; treat them as individuals.

### Diversity

Gillette serves a very diverse patient population. Volunteers interact with patients and families of diverse races, cultures, and religions every day and we treat everyone with respect and caring.

When discussing culture with a patient, use "I" statements as much as possible. Talk about *your* reactions and *your* response rather than analyzing some else's behavior. Respect the rights of others to state their own opinion.

### Interaction Tips

It's the "person" first – then the "disability". When speaking with a patient, remember that children or adults with disabilities are like everyone else except they happen to have a disability. Many of our patients use wheelchairs or walkers; many of our patients do not. Each patient is unique!

- Communicate directly with the person who has the disability. Talk directly to them, make eye contact. When talking for more than a few minutes with an individual who is in a wheelchair, sit down so you are at their eye level.
- Listen but do not offer advice – VERY IMPORTANT!
  - Patients may share information about their disability. Please listen and acknowledge their situation.
- Emphasize abilities, not limitations
- Do not patronize or give excessive praise or attention to a person with a disability

- If you are unsure about offering help – ASK, then LISTEN to the answer.
  - Do not assume what an individual can or cannot do.
  - Ask first before helping. Pay attention to the directions given and follow them.
- A wheelchair is part of an individual's personal space. Do not move, push or lean on it without asking permission first.
- Do not pick up a child without staff permission and instructions. The child may have unseen bandages or sutures and incorrect handling may cause discomfort, strain or injury to the child.
- Notify staff if a parent or child seems upset, angry or expresses a particular need.
- Adult-to-adult discussions that do not include the patient should be very brief.
- Please do not ask "What is wrong with you?" or "Why are you here?"
- Suggested topics of conversation with patients include pets and families, hobbies, where they live, did they drive a long way to come to Gillette today, where do they go to school.
- Choice and independence are important. Let people with disabilities do or speak for themselves as much as possible.
  - Do not offer a choice when one does not really exist. Example: Never ask "Do you want to go to Rehab?" The patient has to go to Rehab, they have no choice.
- Avoid making promises to a child or parent. You can't be sure of what is realistic and you may disappoint them. Example: promising a hungry child that he can eat soon. He may not be allowed to eat due to a scheduled procedure or surgery later that day. Relay the request to staff for an answer.

### **Interpreters**

Please keep the following in mind when using interpreters:

- Communication will proceed slowly
- Ask the interpreter to sit to one side so you can see the patient or family member.
- Look at and speak directly to the patient or family member as if they understand what you are saying. The interpreter will translate what you have said.
- Use clear, short bits of information. Allow the interpreter time to translate what you have said.
- Avoid slang, use common words.
- Be sure to listen, observe nonverbal responses, be respectful and be patient.

### **Impact of Hospitalization on Children**

The following are guidelines to help you understand where the patient is in their development, why they react as they do, the impact of frequent or long-term hospitalization on them, and to help you interact with them appropriately.

## **Infants (0-12 Months)**

### *Growth and Development*

- Basic needs: trust, love, security
- Need for sensory stimulation
- Foundation of personality is established during this period
- Total dependence on mother or mother substitute
- Functions on “pleasure principle”
- Period of very rapid physical growth
- Sucking is a need for physical and emotional gratification
- Developmental milestones (approximate ages only):
  - Social smile – 6 weeks
  - Follows objects or light with eyes – 1-3 months
  - Supports head – 3 months
  - Rolls over – 3-6 months
  - Holds own bottle – 6 months
  - Fears of strangers – begins at 6 months
  - Sits up without support – 6 months
  - Random reaching ends – 7 months
  - Crawls – 9 months
  - Walks – 12 months

### *Effects of Hospitalization*

- Physical, emotional, social and nutritional needs continue to be met during hospitalization.
- Children at this age react mainly to painful stimuli and interruption of their routine and handling.
- In the absence of appropriate stimulation, we see “failure to thrive” children.
- Interruption of the developing mother-child relationship

### *Guidelines for Interaction*

- When mother is not available, staff can assist with providing consistent interaction.
- Provide tactile and other sensory stimulation (such as rocking, holding, speaking to, singing to and playing with the infant).
- Environment of the hospital can be over stimulating to infants, and staff must be aware of and monitor this. It is better to have only one toy or activity at a time.
  - Infants will often put toys in their mouth. This is acceptable as long as toy is safe and clean (i.e., no sharp edges, no small pieces, toy should not be dirty).
  - Human contact is MOST important, with toys as secondary source of stimulation.

## **Toddlers (1 to 3 1/2 years)**

### *Growth and Development*

- Developing sense of autonomy, although still very dependent on mother or mother figure.
- Learning to deal with separation anxiety.
- Struggle between independence and dependence leads to show of defiance, negative attitude and/or temper tantrums.
- Child begins to differentiate mother from other figures perceptually and reacts with “stranger anxiety” when confronted with an unfamiliar face.
- Needs constant, loving discipline.
- Learning to function on “Reality Principle” (i.e., bowel and bladder control).
- Acquiring language skills.
- Cause and effect learning.
- Loves to explore – very curious.
- Parallel play, primarily. (play alongside them, not with them)
- Developing large muscles (i.e., walking, climbing).

### *Effects of Hospitalization*

- Hospitalization interrupts mother-child relationship. Child fears separation from mother and loss of love.
- Feels loss of autonomy, control and competence. This is difficult for the toddler who is in the autonomous stage of development.
- Child may react to hospital staff negatively because child is dealing with separation from familiar faces. Unfamiliar faces can trigger “stranger anxiety” especially when the child will see so many people while hospitalized.
- The child at this age does not have the resource of comprehension and reality testing and may interpret painful procedures as the consequence of his/her own “badness”.
- Hospitalization imposes restrictions on child’s need to explore environment through gross motor activity. The child may react to confinement in different ways (i.e., withdrawal or “over” activity).

### *Guidelines for Interaction*

- When parents separate from their child, encourage them to assure their child of their return.
- Provide for the need of physical activity in a safe, supportive environment.

## **Preschool (3 1/2 to 6 1/2 years)**

### *Growth and Development*

- Development of a conscience (guilt feelings often present).
- More independence with strangers – experiencing separation anxiety to a lesser degree.
- Cooperative play with other children.
- Developing awareness of role as boy or girl (i.e., “family romance”).



- Language improves.
- Imaginative, much fantasy and magical thinking.
- Continues to develop large muscles and begins to develop more fine muscle coordination.
- Fear of dark, monsters, etc.
- Sensitive to physical handicaps and anomalies – whenever she/he sees or hears of them.
- Begins to focus on sexual differences and has an awareness of self as separate person with physical differences.

#### *Effects of Hospitalization*

- Feels loss of control over usual routines when hospitalized.
- It is difficult for a child of this age to differentiate between reality and fantasy. They may view forbidden activities and wishes as punishable by injury or illness. Children may think that they caused their own illness or injury or that their illness or injury was the result of their being “bad”. Children may also blame their family for causing illness or injury.
- Child may exhibit behavior changes or regress to earlier childhood behavior (i.e., tantrums, quiet, clinging, withdraw, anger, aggression, non-compliance).

#### *Guidelines for Interaction*

- Identify your purpose and role to child immediately after greeting.
- Provide abundant play opportunities for continued development and promotion of mastery and self-awareness.
- Reassure the child that no one is to blame for their illness, injury or hospitalization.
- Provide constant verbal support and encouragement to show child that you are there for them.
- Provide activities and games that will use fine motor skills as well as gross motor skills.

### **School Age (6 1/2 to 12 years)**

#### *Growth and Development*

- Separation anxiety decreases.
- Developing sense of industry and independence.
- Eager to learn.
- More emphasis on emotional and intellectual growth, physical growth is less emphasized.
- Peer group is becoming more important. Focus is on activities with peer group and gaining cooperation skills.
- Playmates usually selected from same sex.
- Receives gratification through cooperation with others.
- School activities are important.
- Able to control drives and feelings.

- Improved problem-solving, decision-making skills.

#### *Effects of Hospitalization*

- Loss of control, autonomy and competence.
- May interpret medical procedures as punishment or retribution for past mistakes or bad deeds.
- Loss of contact with peer group will be difficult. This may result in feelings of anger, frustration, resentment, sadness or feeling left out.
- Important school routines are interrupted.
- Ability to have control and make decisions is decreased or totally taken away.

#### *Guidelines for Interaction*

- Encourage child to talk about their interests, skills and abilities.
- Give child opportunities to make choices regarding types of activities or how much involvement they would like to have. Making choices allows the child to feel a sense of control.
- Provide abundant play opportunities.

### **Adolescent (13 to 18 years)**

#### *Growth and Development*

- Developing sense of self-identity – privacy is valued!
- Developing sense of intimacy (being comfortable with self). This age group tends to focus on body image, physical changes and personal integrity. A sexual identity is forming.
- Conflict with dependence/independence is an ongoing struggle.
- Peer group is extremely important and provides emotional support. Social acceptance is paramount to feelings of self-esteem.
- Concerns:
  - independence from family
  - accepting new body image
  - deciding on job or vocation
  - developing relationships with member of opposite sex
  - rapid physical growth with many personality changes
  - the turbulence of this period leads to ambivalence in some adolescents

#### *Effects of Hospitalization*

- Self-esteem, independence and body image are negatively impacted when hospitalized.
- Loss of control and privacy.
- Heightened struggle between dependence/independence issues.
- Adjustment to separation from peer group and lack of emotional support when separated from peers.
- Very aware of physical changes due to illness or injury. Adolescent may be very self-conscious about their condition.

- Changes in behavior may occur (i.e., withdrawal, sense of isolation, anger, overactivity, aggression, low frustration tolerance, lethargy, and difficulty with authority).
- School and social routines are greatly interrupted.

#### *Guidelines for Interaction*

- Encourage teen to talk about interests, skills and abilities.
- Give teen opportunities to make choices regarding types of activities or how much involvement they would like to have.
- Respect privacy if teen does not wish to participate in activities.

## **About Disabilities**

### **Cerebral Palsy**

As a result of injury to the central nervous system, people with cerebral palsy (CP) have difficulty controlling their muscles. Many people with CP have slurred speech and involuntary body movements.

### **Deaf or Hearing Loss**

Personal who are deaf or have hearing loss may use some hearing but may also rely on amplification and/or seeing the speaker's lips to communicate effectively. Follow their cues to find out if they prefer sign language, gesturing, writing or speaking. If you have trouble understanding them, let them know.

Before speaking to a person who is deaf or hard of hearing, make sure you get their attention. For simple interactions, writing back and forth is usually okay. Do not shout at them – if they use a hearing aid your shout will sound distorted. Patients and families with known hearing loss will have an ASL interpreter assigned to them for their appointment. If there are questions about this, contact a Patient Access Rep at the registration desk or the Interpretation Services Supervisor.

### **Developmental Disabilities**

People with developmental disabilities learn slowly. They have a hard time using what they have learned and applying it from one setting or situation to another. Although they have certain limitations, most people with learning disabilities have average or above-average intelligence. When interacting with them, speak in clear sentences, using simple words and concrete concepts. Help them understand complex ideas by breaking them down into smaller parts. Do not use baby-talk or talk down to people who have developmental disabilities.

### **Epilepsy**

Epilepsy is a neurological condition characterized by seizures that happen when the electrical system of the brain dysfunctions. Beepers and strobe lights can trigger seizures in some people. Seizures may be convulsive, or the person may appear to be

in a trance. During complete or partial seizures, the person may walk or make other movements while they are, in effect, unconscious. If a person has a seizure, you cannot do anything to stop it. If he has fallen, be sure his head is protected and wait for the seizure to end. Please alert staff when you witness this behavior.

### **Hidden Disabilities**

Not all disabilities are apparent and obvious. A person may make a request or act in a way that seems strange to you. That behavior may be disability-related. Even though these disabilities are hidden, they are very real. Respect their needs and requests whenever possible.

### **Respiratory Disabilities**

People with MCS and respiratory disabilities such as asthma or emphysema react to toxins in the air. Stale air, fumes from cleaning products, perfume, carpeting or air freshener can trigger a severe reaction. Do not use fragranced body-care products like cologne, hair spray, hand lotion or after-shave.

### **Service Animals**

Some people who are deaf, blind or have low vision, or who have traumatic brain injury, seizure disorder, or a range of other disabilities may use a service animal to assist them with daily living. These animals may not always be identified as a service animal though they often wear a special vest. Service animals are usually highly trained and well-behaved. They are working, do not pet or distract them.

### **Short Stature**

There are 200 diagnosed types of growth-related disorders that can result in a person being 4 feet 10 inches in height or less. Communication with persons of short stature is easier when people are at the same height. Kneel, stand back, or sit in a chair. Act natural and follow their lead.

### **Speech Disabilities**

A person who has had a stroke is severely hard of hearing, uses a voice prosthesis or has a stammer or other type of speech disability may be difficult to understand. A quiet environment makes communication easier. Give them your full attention. Do not interrupt or finish their sentences for them. If you do not understand, do not act like you do. Ask them to repeat what they said. In most cases the person won't mind you asking and will appreciate your effort to hear that they have to say.

### **Tourette syndrome**

People with Tourette syndrome may make vocalizations or gestures such as tics that they cannot control. A small percentage involuntarily says ethnic slurs or obscene words. If they make vocalizations during a conversation, wait for them to finish, and then calmly continue talking with them.

### **Traumatic Brain Injury**

People with traumatic brain injury (TBI) have had damage to their brain usually as a result of trauma, such as an accident or stroke. They may have a loss of muscle control or loss of mobility that is not obvious. They may have poor impulse control and may make inappropriate comments and not understand social cues or “get” indications that they have offended someone. They may be unable to follow directions due to poor short-term memory or poor directional orientation.

### **Visual Disability**

A person may have a visual disability that is not obvious. Be prepared to offer assistance, for example with reading, when asked. Identify yourself before you make physical contact with the person. Tell him/her your name and identify yourself as a volunteer. Do not touch a person's cane or guide dog. The dog is working and needs to concentrate. Walk on their side opposite the dog. Their cane is part of their personal space. If they put the cane down, do not move it. Let them know if it is in the way.

### **Wheelchair Use**

People who use wheelchair have different disabilities and verifying abilities. Some can use their arms and hand. Some can get out of their wheelchair and even walk for short distances.

People who use canes or crutches use their arms to balance themselves. Never grab the person – it may unbalance them.

## **Therapy Dog Team Information**

Hospitalization can be a stressful time for a child and their family. Therapy Dog visits offer a diversion from the hospital routine and provide an enjoyable social activity that is beneficial for all.

Teams are certified with Pet Partners, Therapy Dogs International, or Alliance of Therapy Dogs and have a good record with their organization. Ideally the team will be certified and actively volunteering as a team for at least one year before applying to the Gillette volunteer program however newly certified teams may be accepted into the program with permission from the Volunteer Services Lead. Therapy teams will be retested by their organization every two years.

Dogs are on a vaccination and parasite prevention schedule that is documented by a licensed veterinarian and are not fed a raw protein diet. All dogs are on a commercially prepared or a cooked, home-made diet.

Please review Therapy Dog Handbook for specific policies and procedures.

## **Special Services at Gillette**

### **Cash Machine**

A US Bank cash machine is located outside the Ginkgo's Coffee Bar and Deli on the 4<sup>th</sup> floor of Gillette by the skyway. Wells Fargo cash machines are located in the entrance to the cafeteria of Regions Hospital and by the South Entrance.

### **Chapel**

Regions' non-denominational chapel (second floor, central section) is available to all for prayer and meditation 24 hours a day. It offers Catholic mass daily, a Muslim prayer service on Fridays, and a prayer service on Wednesdays.

The Family Quiet Room across the hall from the outpatient clinic offers a mat for prayer.

### **Gift Shop**

The Bright Corner Gift Shop is located on the second floor of Regions Hospital, by the Overlook Café. You can purchase stamps, gifts, cards, flowers, balloons, snacks, beverages and reading material. The gift shop hours are 7:30 a.m. to 7:30 p.m., Monday through Friday, and 11 a.m. to 3:30 p.m. on Saturday and Sunday.

For questions about this handbook,  
please contact Volunteer Services at (651) 578-5004