



# What you need to know about Volunteering at Gillette



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

# Welcome to Gillette!

At Gillette Children's Specialty Healthcare we provide 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.***

Dr. Arthur Gillette

Founded hospital in 1897



# Our Specialties

Treating people who have disabilities and complex medical conditions requires a team of experts. We offer leading-edge medical treatments tailored to the unique needs of each patient. Our specialties are:

- Cerebral Palsy
- Craniofacial (ex: cleft lip and palate)
- Pediatric Neurosciences (ex: epilepsy, spina bifida)
- Gait and Motion Analysis
- Pediatric Orthopedics (general, spine, upper extremity)
- Pediatric Rehabilitation (ex: brain injury, spinal cord)
- Pediatric Subspecialty care (ex: rett syndrome, rheumatology)

# Our locations



- Hospital in downtown St. Paul
  - 60 beds: Adult, Orthopedic/Surgical, Rehabilitation, Neurosciences, Pediatric Intensive Care
  - Outpatient clinic, Dentistry and Orthodontia, Assistive Technology, Center for Gait and Motion Analysis, Sleep, Audiology, Outpatient therapy services, etc.
- Outpatient clinics
  - Burnsville, Phalen, Minnetonka, Maple Grove, Duluth, Brainerd Lakes, Willmar, Mankato, Lifetime Clinic, Mobile Outreach
- We serve about 25,500 patients every year

# Your IMPACT as a volunteer at Gillette

- You help our kids and families feel more relaxed, less stressed & happier while at the hospital by
  - Helping kids with crafts in a waiting room, playing with patients in their room, sharing your music, bringing your therapy dog to visit, assisting parents waiting for their child's surgery to be done
- You gain experience or explore a new career, give back to your community, give back to Gillette by
  - Providing assistance to staff in offices, research, Rehab therapies, Imaging
- You help us help our kids at special events
- You have FUN!

# We need you here!



Volunteers are important in the daily routine of the hospital and clinics

- Many departments rely on YOU, their volunteer, for help that day.
- If you don't come in, they are short-staffed!
- We expect you will be here as scheduled.
- Be on time, please!

# But when you can't be here...

- Inform your department and the volunteer office of any planned absences as soon as possible
  - You will get a department phone number on your first day of volunteering
  - You have Nancy Thomas' business cards with her phone number
- Volunteers are not required to volunteer on Holidays





# If you feel ill...



- **Stay home** if you:
  - are ill (sore throat, cough, etc.)
  - have a fever over 100 F
  - are experiencing diarrhea
  - have a recent exposure to chickenpox (wait 10 days before returning)
- If you have questions, call Volunteer Office.

**H1N1 Information:** You must stay home if:

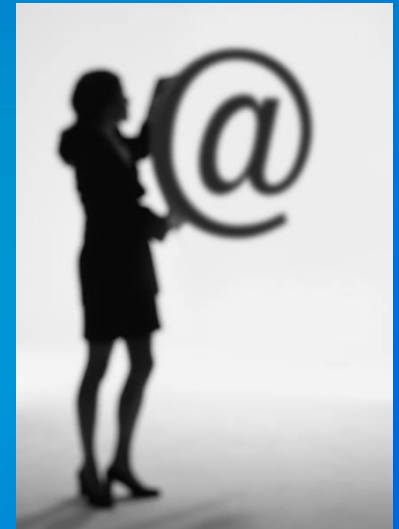
- You have been exposed to the flu
- A member of your household has flu-like symptoms





# Communication

- E-mail, e-mail, email!
  - We communicate with you via e-mail for
    - Schedule changes
    - Help requests
    - Questions about your volunteering
    - Things you need to know!
  - Keep us updated with changes to your e-mail address
  - Please check your email often!
    - Check the spam folder too!



# CONFIDENTIAL Information



- Keep all patient information confidential
- Shred written confidential information
- Be aware of your environment when discussing a patient

## WHY?

- The Patient Bill of Rights promises each patient that we will keep their information private
- The HIPAA Law requires that we keep such information private



# CONFIDENTIAL Information

Best way to remember about confidentiality:

What you See in the hospital



What you Hear in the hospital



What you Talk about in the hospital



STAYS IN THE HOSPITAL!

# Your ID badge is important!

- Opens gate in assigned parking ramp
- Unlocks Gillette employee entrance into 205 building
- Unlocks volunteer office door
  - Office door is usually open weekdays
  - Door is locked evenings and weekends
- Unlocks other doors at Gillette depending on your volunteer job

# Dress Code

## YES

- ID Badge above waist
- Closed-toe shoes with socks (athletic shoes are great!)
- Long pants
- Longer capris (mid-calf at least)
- Leggings under skirt or dress
- Nice blouses, plain t-shirts in good condition, sweaters
- Gillette t-shirts
- Modest, business-casual clothing

## NO

- Flipflops or sandals
- Jeans of any color
- Shorts
- Yoga pants or other athletic wear
- T-shirts with non-Gillette slogans or religious messages
- Low-cut, revealing shirts
- Hoodies
- Scrubs

# Dress Code

- Tie long hair back so it doesn't get pulled
- Leave hoop earrings or long necklaces at home. They may get caught, pulled or broken.
- Please cover your tattoos as much as possible.
- Please remove or cover up visible body piercings; pierced earrings are ok
- No perfume/cologne – we are a fragrance-free environment (many of our patients have respiratory issues and strong perfumes can trigger attacks)

# You need to know...

- No smoking on Regions or GCSH property
- Cell phones will be locked up in the Volunteer Office while volunteering. When your shift is over you can use them non-patient care areas only (skyway, parking ramp)
- Patient photos may not be taken at any time.
- Offensive behavior is prohibited at Gillette
  - Report any instances to Volunteer Services Lead



# Volunteer Handbook

- The Volunteer Handbook is now on-line!
  - Click [here](#) to view
- Information, guidelines, questions answered!

# On your first day of volunteering

- Park in the Regions WEST RAMP
- Come to the Volunteer Office. We will:
  - Help you sign in on the computer
  - Give you a parking voucher for that day
  - Give you your ID badge
  - Escort you to your assignment

WELCOME  
TO GILLETTE!

