Volunteering at Gillette Children's
Welcome to Gillette Children’s!

At Gillette Children’s 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.

Our vision is a world in which every child is able to create their own story.

Dr. Arthur Gillette
Founded hospital in 1897
Our Specialties

We care for brain, bone and movement conditions needing specialized expertise. We provide specialty care to patients whose conditions include:

- Complex conditions such as cerebral palsy, epilepsy, spina bifida, scoliosis, hydrocephalus and muscular dystrophy
- Rare disorders such as osteogenesis imperfecta, Rett syndrome, and spinal muscular atrophy
- Traumatic injuries including spinal cord injuries, severe brain injuries, complex or acute fractures and sports-related soft tissue injuries
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
- St. Paul-Campus, St. Paul-Phalen, Alexandria, Baxter, Bemidji, Burnsville, Duluth, Mankato, Maple Grove, St. Cloud, Willmar

We served over 26,000 patients in 2021
Your IMPACT as a volunteer at Gillette Children’s

- You help our patients and their families feel more relaxed, less stressed and happier while here by playing with patients in their room or in a large group activity.
- Bringing your therapy dog to visit.
- Assisting staff in providing care.

You gain experience or explore a new career.

You give back to your community and/or give back to Gillette.

You have FUN!
We need you here!

Volunteers are important in the daily routine at Gillette Children's

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

- Inform the Volunteer Services staff of any planned absences such as vacations or medical leaves as soon as possible
- You will receive information on how to do this during volunteer training
- Volunteers do not come to volunteer on holidays
If you feel ill...

Stay home if you:
- are ill (sore throat, cough, etc.)
- have a communicable illness (illness that is contagious).

Contact the Volunteer Services office to inform us you will not be in for your volunteer shift. Please let us know why.

If you have a communicable illness, you may also be instructed to contact Employee Health. Volunteer staff will instruct you if that is necessary.
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 staff, including volunteers, 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!**
### Dress Code

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID Badge above waist</td>
<td>Flipflops or sandals</td>
</tr>
<tr>
<td>Closed-toe shoes</td>
<td>Jeans of any color</td>
</tr>
<tr>
<td>Socks or nylons</td>
<td>Shorts</td>
</tr>
<tr>
<td>Long pants or ankle length capris</td>
<td>Leggings worn as pants</td>
</tr>
<tr>
<td>Leggings under skirt or dress</td>
<td>T-shirts with non-Gillette slogans or religious messages</td>
</tr>
<tr>
<td>Nice blouses, plain t-shirts in good condition, sweaters</td>
<td>Low-cut, revealing shirts or skirts</td>
</tr>
<tr>
<td>Gillette t-shirts</td>
<td>Hoodies, sweatshirts, sweatpants or jogging suits</td>
</tr>
<tr>
<td>Modest, business-casual clothing</td>
<td>Scrubs</td>
</tr>
</tbody>
</table>
Your ID badge is important!

- Opens gate in assigned parking ramp
- Unlocks Volunteer office door
- Unlocks other doors at Gillette depending on your volunteer job
- Lets other people know what your job is here at Gillette.

Volunteers must have their ID badge on above the waist at all times.
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)
- PPE (Personal Protective Equipment) is required to be worn by volunteers. Volunteer staff will let you know the current guidelines for what PPE is required for volunteers.
You need to know...

- Smoking is prohibited on all Gillette Children’s and Regions Hospital facilities, grounds and parking ramps.
- 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.
- Unacceptable behavior (actions others might reasonably consider destructive or abusive regardless of intent) is prohibited at Gillette
  
  Report any instances to Volunteer staff
Volunteer Handbook

Please read the Volunteer Handbook that will be provided to you before your first day of volunteering.
On your first day of volunteering

- You will get instructions by email for your first day of volunteering once you have finished onboarding.

On your first day we will:
- Show you how to sign in and out on the Volunteer computer to track your hours
- Go over your parking ramp assignment
- Give you your ID badge
- Answer any questions you have
- Start your training for your volunteer job
WELCOME TO GILLETTE CHILDREN’S!