



# 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...

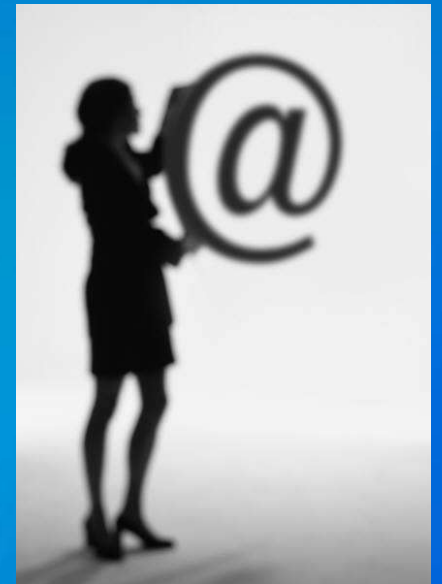
- Stay home if you:
  - are ill (sore throat, cough, etc.)
  - have a communicable illness (illness that is contagious).
- Contact the Volunteer Services office to inform us you will not be in for your volunteer shift. Please let us know why.
- If you have a communicable illness, you may also be instructed 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!

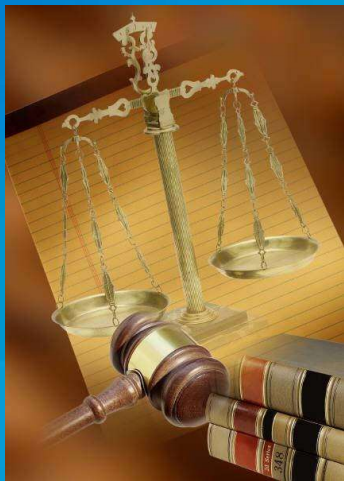


# CONFIDENTIAL Information



- 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

## YES

- ID Badge above waist
- Closed-toe shoes
- Socks or nylons
- Long pants or ankle length capris
- 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
- Leggings worn as pants
- T-shirts with non-Gillette slogans or religious messages
- Low-cut, revealing shirts or skirts
- Hoodies, sweatshirts, sweatpants or jogging suits
- Scrubs



# 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.
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- **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!

