

# VOLUNTEER SERVICES CANDIDATE OVERVIEW

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## WHY AM I REVIEWING THIS POWERPOINT?

Being a volunteer at Texas Children's Hospital is a special opportunity but does require a lot of responsibility. After reviewing these slides, you will have a better understanding if our volunteer program is the right fit for you. Our volunteer program is based on the current needs of the hospital along with the volunteer's availability, interests and skill sets.

Due to the high interest in Texas Children's Hospital volunteer program, we strive to select individuals who embody our core values.

# Our Core Values



**Embrace Freedom**



**Lead Tirelessly**



**Live Compassionately**



**Amplify Unity**

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## VOLUNTEER OPPORTUNITIES

- We have an array of volunteer opportunities available to support patients, families, visitors, and staff.
- Navigating the large hospital environment can be very stressful for families and visitors. Support patients, family members, and visitors through providing a warm, welcoming environment, assistance with wayfinding, and support with gathering wheelchairs.
- Assist staff in attending to the non-medical needs of children and families. Primary responsibilities would include providing crafts, engaging in play opportunities with patients, and other tasks contributing to the comfort and care of patients and families.
- We do not offer shadowing or observation opportunities.

## ABOUT TEXAS CHILDREN'S HOSPITAL

- Texas Children's Hospital opened in 1954
- As of 2022, we have three hospitals located in Texas Medical Center, Katy and The Woodlands. We are in the process of building a hospital in Austin!
- The largest pediatric hospital in the country
- Ranked 2nd in the nation by U.S. News & World Report and #1 in Texas
- Ranked #1 in Pediatric Cardiology and Heart Surgery

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# DISNEY PARTNERSHIP

- Our relationship with Disney started back in 1952 when Walt Disney donated an illustration of the first Texas Children's Hospital building.
- The illustration was published in a local newspaper that year under the headline that read "Texas Children's Hospital Catches Popular Fancy!"
- In 2018, Disney announced a five year, global commitment of \$100M in company resources to help reimagine the patient and family experience in children's hospital.
- On April 17th, 2019, Disney Team of Heroes debuted the innovative experience at Texas Children's Hospital.

Watch Disney and TCH partnership launch:

<https://www.youtube.com/watch?v=5fL8itxi82c>



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## BENEFITS OF VOLUNTEERING

- ✓ Letter of recommendation after 100 hours
  - Demonstration of commitment and consistent attendance are required for a recommendation letter.
- ✓ Toy & Gift Shop Discount
- ✓ Free Parking at all campuses
  - ***Valet at Medical Center***

## VOLUNTEER GUIDELINES

- Policies and procedures must be followed accordingly
- Keep patient information **CONFIDENTIAL**
  - No photos of patients
  - Do not post information about patients on social media sites
  - Do not discuss patient information with others
- Do not give food or drinks to patients
- Cell phones are not permitted during your shift
- Maintain professional and personal boundaries



## VOLUNTEER EXPECTATIONS

- Treat volunteer placement and commitment with the same respect you would treat a job
- Exhibit the same high standards of behavior that is expected from the staff
- Perform exceptional customer service
- Always be respectful both in actions and in words
- Display an overall positive body language
- Always create an environment that is respectful of differences

## VOLUNTEER COMMITMENT

Our patients, families and staff depend on our volunteers. Volunteers greatly impact our patient experience. Fulfilling your commitment to our program is integral to our everyday hospital operations.

- Volunteers are asked to commit to a weekly 3-hour schedule for a minimum of 6 months.
- Absences must be reported to Volunteer Services and your assignment supervisor

*Repeated absences without prior notification may result in dismissal from the volunteer program.*

## FUTURE VOLUNTEER COMPLIANCE REQUIREMENTS

- Health History Questionnaire clearance required
  - Provide childhood immunization documentation (Measles, Mumps, Rubella (MMR), Tdap, Varicella)
  - Provide COVID-19 vaccine and booster documentation
  - Negative TB Skin Test (All employees and volunteers must obtain a new TB skin test every two years)
- Flu Shot
  - The flu shot is recommended and mandatory in select volunteer areas (documentation required)
- Background Checks
  - As a volunteer, it is required that TCH runs a background check on all volunteers every two years
- Annual Required Training
  - Volunteers are required to complete an annual required training

# QUESTIONS/COMMENTS PLEASE CONTACT VOLUNTEER SERVICES

## Medical Center

**Telephone:** 832-824-2257

**Email:** [volunteerservices@texaschildrenshospital.org](mailto:volunteerservices@texaschildrenshospital.org)

## The Woodlands

**Office:** 936-267-5055

**Email:** [volservwoodlands@texaschildrens.org](mailto:volservwoodlands@texaschildrens.org)

## West Campus

**Phone:** 832-227-1185

**E-mail:** [wcvolunteerservices@texaschildrens.org](mailto:wcvolunteerservices@texaschildrens.org)

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