In-Hospital Volunteers Tutorial

Introducing Your Phoenix Children's online Volunteer Dashboard

Logging In

Compliance List and Updating

Adding and Removing Shifts

Tracking Your Hours

Editing Your Profile

Uploading Needed Documents

Volunteer Knowledge Library

Login to your new volunteer Dashboard…

pch.samaritan.com

Login

Note: Ensure you are using Google Chrome or Microsoft Edge [browsers].
Do not use Microsoft Internet Explorer [browser] - it is not supported by the software makers of your Dashboard and does not work well with it.

Also ensure Pop-Up displays are allowed in your Settings for this website (pch.samaritan.com)

- Login with your email address and password

- Did you forget your password?
  - Click **Forgot your password** and follow the steps
  - If any difficulty, view the brief *Updating Your Password* tutorial
    in the Volunteer Knowledge Library

    (www.phoenixchildrens.org/volunteer-knowledge-library-vkl)

Once logged in, your Volunteer Dashboard should look something like this...

Annual Compliance Dashboard

Expired: Click on the expired Health Vaccinations / Training to renew.

Working with Hospitalized Children Training:	05/14/2021 🔴
Annual Policy Review and Agreements:	01/31/2020 🔴
Volunteer ID:	1010626

Search 🔍

Log Books 📖

Tim Tutorial

You have logged **36.00 hours** total since first starting on Wednesday, December 11th 2019.

more

Edit Profile
Your Groups
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My Placed Opportunities

Calendar | List

📅 Upcoming Schedule

View Schedule

JUN 17 THU

2021 Child Life Rehab
8:30 am - 12:00 pm
N.A.
Add To My Calendar

Remove Yourself

Details

more ▾

JUN 24 THU

2021 Child Life Rehab
8:30 am - 12:00 pm
N.A.
Add To My Calendar

Remove Yourself

Details

more ▾

Let's get familiar with it…

Clicking on **Dashboard** always brings you back to this Dashboard *home* page

Hello, Tim
🏠 Dashboard   Logout

☰

Annual Compliance Dashboard

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more ▾

JUN
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2021 Child Life Rehab
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N.A.
Add To My Calendar

Remove Yourself

Details

more ▾

Click **Logout** whenever you are finished with your Dashboard session.

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Expired: Click on the expired Health Vaccinations / Training to renew.

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2021 Child Life Rehab
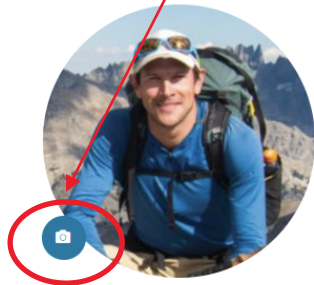8:30 am - 12:00 pm
N.A.
Add To My Calendar

Remove Yourself

Details

more ▼

Click the **Camera icon** to add a picture of yourself to your Dashboard. It's not displayed outside of your Dashboard, but it's nice to personalize it with a picture of you!

Annual Compliance Dashboard

Expired: Click on the expired Health Vaccinations / Training to renew.

Working with Hospitalized Children Training:	05/14/2021
Annual Policy Review and Agreements:	01/31/2020
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JUN 17 THU   **2021 Child Life Rehab**
8:30 am - 12:00 pm
N.A.
Add To My Calendar

Remove Yourself

Details

more ▼

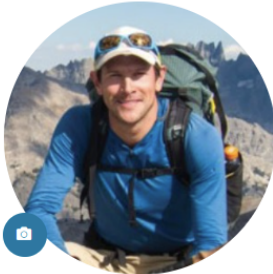**JUN 24 THU**   **2021 Child Life Rehab**
8:30 am - 12:00 pm
N.A.
Add To My Calendar

Remove Yourself

Details

more ▼

This is your **compliance dashboard**. It lists any recent volunteer compliance to-dos, and also any that have expired or are about to expire.

Annual Compliance Dashboard

Expired: Click on the expired Health Vaccinations / Training to renew.

Working with Hospitalized Children Training:	05/14/2021 🔴
Annual Policy Review and Agreements:	01/31/2020 🔴
Volunteer ID:	1010626

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Details

more ▼

JUN **24** THU	**2021 Child Life Rehab** 8:30 am - 12:00 pm N.A. Add To My Calendar	Remove Yourself

Details

more ▼

Another example of a **Compliance Dashboard.** This one displays items that are currently compliant, about to expire, and expired…

Annual Compliance Dashboard

Expiring Soon: Click on the expiring Vaccinations / Training to renew.
Expired: Click on the expired H͟ ͟Vaccinations / Training to renew.

Flu Vax Expiration:	10/18/2019 ❗
PPD Expiration:	03/31/2020 ☑
Final LMS:	01/31/2020 ⚠
Annual Policy Review and Agreements:	01/31/2020 ⚠
Volunteer ID:	1010857

Important Note: Check your Compliance Dashboard frequently. You must keep all Compliance items current to continue volunteering at the hospital. Talk to Volunteer Services if you have any questions about your Compliance Dashboard, or don't know how to bring a compliance item up-to-date.

❗ indicates an item that is expired and out of compliance

☑ indicates this item is up-to-date

⚠ indicates this item has an upcoming deadline

PPD = TB test

LMS = Learning Modules

This volunteer has two expired
Compliance items…

And he will need to take care of these to continue volunteering at the hospital. Of course, it is better (and often simpler) to take care of these before they expire!

Click on the expired compliance item…

Annual Compliance Dashboard

Expired: Click on the expired Health Vaccinations / Training to renew.

Working with Hospitalized Children Training: 05/14/2021 ⓘ
Annual Policy Review and Agreements: 01/31/2020 ⓘ
Volunteer ID: 1010626

Search 🔍

Log Books 📘

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Details

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In this case it was the **_Working with Hospitalized Children_** learning module – an Annual Compliance item. Simply do the online course…

Important Information

- Takes about 45 minutes to complete
- There are quizzes for review
- There is audio and video – ensure speakers are turned on
- Click Next button to advance
- Review all content
- Scroll bars indicate there is more information to read

Volunteer
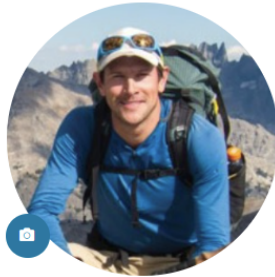Working with Hospitalized Children

PHOENIX CHILDREN'S

Note: If you exit the course before completion or pause it for too long, the system will not record you completed it. It will still display the Expired icon on your Dashboard.

Your **volunteer ID number** – the number you'll need to Sign-in (and out) of each shift at the hospital.

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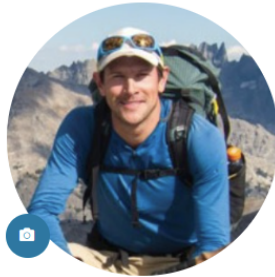
Remove Yourself

Details

more ▼

Tip: write your **volunteer ID number** on the back of the phone card that Volunteer Services provided at your Tour, or take a picture of it with your phone. You'll always have it in case you forget the number.

Your volunteer role(s) and upcoming shifts are displayed here...

Annual Compliance Dashboard

Expired: Click on the expired Health Vaccinations / Training to renew.

Working with Hospitalized Children Training: **05/14/2021** ⓘ
Annual Policy Review and Agreements: **01/31/2020** ⓘ
Volunteer ID: **1010626**

Search 🔍

Log Books 📖

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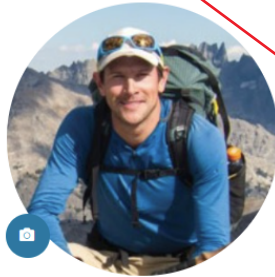
Remove Yourself

Details

more ▾

To remove yourself from a shift, click
Remove Yourself on that shift…

An email will automatically be sent to your Supervisor that you have removed yourself from that shift. Your other scheduled shifts will not be affected.

Annual Compliance Dashboard

Expired: Click on the expired Health Vaccinations / Training to renew.

Working with Hospitalized Children Training:	05/14/2021 🔴	
Annual Policy Review and Agreements:	01/31/2020 🔴	
Volunteer ID:	1010626	

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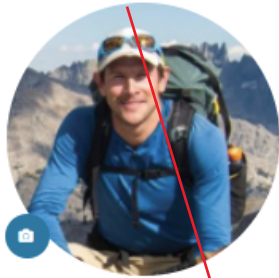| JUN 17 THU	**2021 Child Life Rehab** 8:30 am - 12:00 pm N.A. Add To My Calendar	Remove Yourself **Details** more ▾
JUN 24 THU	**2021 Child Life Rehab** 8:30 am - 12:00 pm N.A. Add To My Calendar	Remove Yourself **Details** more ▾

Note: Please try to provide at least 24-hour notice when removing shifts if possible. Also, you need to complete a minimum of 4 shifts per month to remain in good standing as a PCH volunteer.

To add yourself to another shift (in your volunteer role)
click **see details**…

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8:30 am - 12:00 pm
N.A.
Add To My Calendar

Remove Yourself

Details

more ▾

JUL 08 THU — **2021 Child Life Rehab**
8:30 am - 12:00 pm
N.A.
Add To My Calendar

Remove Yourself

Details

more ▾

JUL 15 THU — **2021 Child Life Rehab**
8:30 am - 12:00 pm
N.A.
Add To My Calendar

Remove Yourself

Details

more ▾

You have 24 additional schedule shifts

2021 Child Life Rehab Phoenix Children's Hospital Main Campus
You've been placed with this opportunity.

Reporting service is not enabled for this opportunity

see details

A **Shift Opportunity list** is displayed for your volunteer role, including shifts you are already signed up for. Find an available shift you want to add and click **sign-up**…

Already placed in this shift

Adding and Removing Shifts – a few reminders

- Remember, you need to complete a minimum of 4 shifts per month to remain in good standing as a PCH volunteer.

- When you add shifts beyond your monthly minimum of four, you receive a **Sub Club** credit. When you earn five **Sub Club** credits you'll receive a gift voucher from Volunteer Services. You can choose from meal vouchers, movie passes, etc.

- Please try to provide at least 24-hour notice when removing shifts so your Supervisor can make adjustments in your absence.

Your total volunteer hours to-date are shown here

Hello, Tim
Dashboard   Logout

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Volunteer ID: 1010626

Search 🔍

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8:30 am - 12:00 pm
N.A.
Add To My Calendar

Remove Yourself

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more ▾

If you click **more** you'll see a complete breakdown of your volunteer hours…

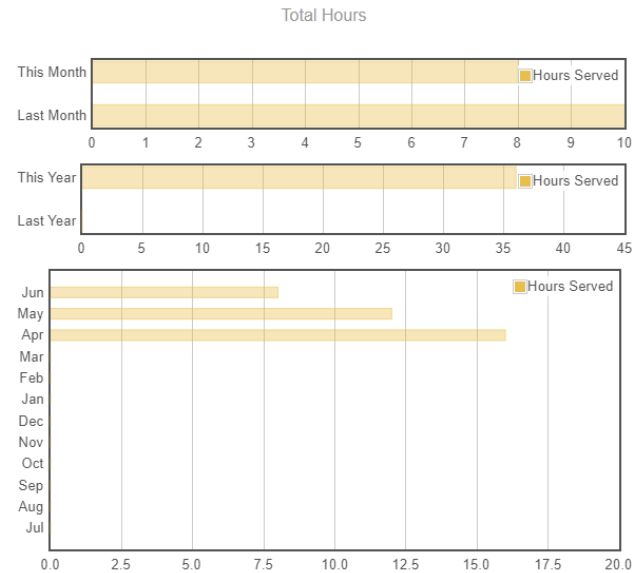Your detailed volunteer hour breakdown should look
something similar to this…

Log Books will display your volunteer activity history…

Hello, Tim
Dashboard   Logout

Annual Compliance Dashboard

Expired: Click on the expired Health Vaccinations / Training to renew.

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Annual Policy Review and Agreements: 01/31/2020 🔴
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Search 🔍

Log Books 📖

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2021 Child Life Rehab
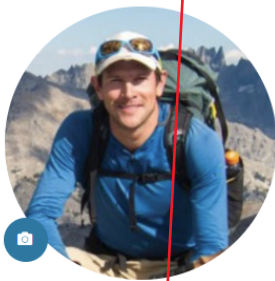8:30 am - 12:00 pm
N.A.
Add To My Calendar

Remove Yourself

Details

more ▼

JUN

2021 Child Life Rehab   Remove Yourself

Click **Edit Profile** to make changes to your profile such as your Contact Information, Emergency contact, change your password, or even to let us know your T-shirt size (T-shirts are given for reaching certain hours of service milestones, special events, etc.)

Hello, Tim
Dashboard   Logout

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more ▾

Edit Profile

Please update your address and phone number, if any changes

Volunteer Profile

‹ Back to Volunteer Dashboard

* indicates a required field.

Personal Information

✔ First Name
Tim

Middle Initial

✔ Last Name
Tutorial

Preferred Name

✔ Age Range
Over 18

Contact Information

✔ Street Address 1
1919 E. Thomas

Street Address 2

✔ City
Phoenix

✔ State
Arizona

✔ Zip Code
85016

✔ Primary Phone
(602) 933-3048 ext. _____

Alternate Phone
(___) ___-____ ext. ____

User Information

✔ User ID / Em...

Street Address 1

1919 E Thomas Rd

Street Address 2

City

Phoenix

State

Arizona

Zip Code

85004

Primary Phone

(602) 933-3048 ext. _____

Alternate Phone

(___) ___-____ ext. _____

Then, scroll down to update anything else in your profile:

User Information

User ID / Email

phoenixchildrensvolunteers@gmail.com

Password

••••••••••••••••

Verify Password

••••••••••••••••

- Email address
- Dashboard Password
- Email & Text Preferences
- T-shirt size
- Your availability for volunteer shifts
- Emergency Contact info

Application Questions

Have you ever been convicted of or pleaded guilty or no contest to committing any crime? (Note: You may omit minor traffic violations such as speeding tickets or non-moving violations and any conviction that has been annulled, expunged, or sealed by a court). If yes, please explain in full. Do you have any unresolved arrests, warrants or pending criminal charges against you? If yes, please explain in full. Have you ever been the subject of any exclusion

If you made changes to your **Profile**, be sure to scroll to the bottom of your Profile and click **Save**

To upload **Attachments** click here…

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Volunteer ID: 1010626

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JUN 17 THU	**2021 Child Life Rehab**	Remove Yourself
	8:30 am - 12:00 pm N.A. Add To My Calendar	Details

more ▾

JUN	**2021 Child Life Rehab**	Remove Yourself

Note: Uploading documents/attachments is only available to you on the 'active volunteer' Dashboard.

If you are still completing the onboarding process

you will not have the option to upload files,

but the Volunteer Services office can upload them for you.

Click **Upload** next to any item you need attached to your profile

Attachments

CPR Card	Not uploaded	Upload
License or other Identification	Not uploaded	Upload
Summer - Medical Requirements	Not uploaded	Upload
Position Description	Not uploaded	Upload
Parental Consent	Not uploaded	Upload
Interview Notes	Not uploaded	Upload
Fingerprint Clearance Card	Not uploaded	Upload
Annual Eval and Competencies	Not uploaded	Upload
Flu Shot (Volunteer Upload)	Not uploaded	Upload
TB Questionnaire or TB Test	Not uploaded	Upload
2021 Skills/Competency Checklist	Not uploaded	Upload
COVID-19 Vaccine (1st dose)	Uploaded	Delete Download Reupload
COVID-19 Vaccine (2nd dose)	Uploaded	Delete Download Reupload
Profile Image	Uploaded	Delete Download Reupload

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more

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Note: Your list of documents/attachments will vary depending on your volunteer role.

CPR Card

Browse…

max size:3mb

Cancel   Upload File
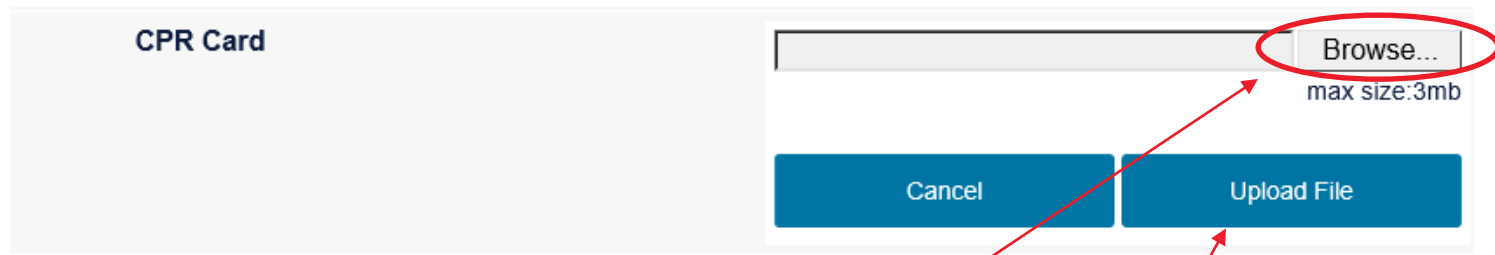
After clicking **Upload** you'll see this. Click **Browse** and select the file from your computer

Then click

Note the **3mb** document/picture size limit. Ensure your document/picture is less than that.
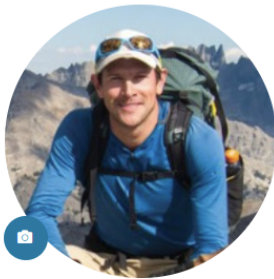
Attachments

(profile icon)	**Profile Image**	Not uploaded		Upload
(thumbnail)	**CPR Card**	Uploaded	Delete	Reupload
	License or other Identification	Not uploaded		Upload
	Summer - Medical Requirements	Not uploaded		Upload
	Position Description			
	Parental Consent	Not uploaded		Upload
	Fingerprint Clearance Card	Not uploaded		Upload

After the file is uploaded, you'll see a thumbnail of it

And the status will be **Uploaded**

You can **Delete** or **Reupload** any document/attachment

Volunteer Knowledge Library (VKL) is a collection of links that provide handy PCH volunteer information...

On the VKL pages you can learn more about the hospital, childhood diseases, and probably most importantly, find volunteer resources that may be helpful to you...

Volunteer Knowledge Library (VKL)

Welcome to the Phoenix Children's Knowledge Library for volunteers

Here you'll learn more about the hospital and find tips for working with patients and their families. Other resources in the library will help you in your volunteer role. If you want to learn more about various medical conditions and diseases you will find that, too. Additionally, Phoenix Children's volunteers share their experience in several video clips.

EMAIL
volunteers@phoenixchildrens.com

Volunteer Knowledge Library (VKL)

> About the Hospital
> Medical Education
> Volunteer Resources

About the Hospital
READ MORE

Volunteer Resources
READ MORE

Medical Education
READ MORE

For example, under **Volunteer Resources** you can find a wealth of information that may help you in your volunteer role. A few key links are circled…

Volunteer Resources
Volunteer Knowledge Library (VKL)

Volunteer Knowledge Library (VKL)

> About the Hospital
> Medical Education
> Volunteer Resources

Volunteer Dashboard — a collection of video tutorials to help volunteers navigate and update their online Volunteer Dashboard

Where volunteers should enter — a short video showing where to park and enter the Hospital.

Campus map — Phoenix Children's campus map specifically for volunteers.

Reminders — several reminders to help new volunteers get started.

English-to-Spanish phrases for volunteers — several Spanish phrases to help with wayfinding and greeting others.

Child development — a 15 minute video that describes how to work with patients at various stages of development.

The Human Connection — a video by Cleveland Clinic that helps everyone understand empathy in any hospital.

Isolation precaution signs — review the signs on patient room doors and what you need to do before entering.

Medical equipment — photo glossary of the more common types of medical equipment a volunteer may encounter with helpful tips for various situations.

Volunteer Human Resource Policy — our volunteer policy statement of Do's and Don'ts.

Animal-Assisted Therapy in Rehab - a video series that demonstrates using therapy dogs during therapy as part of a comprehensive rehabilitation program

Thanks!

for learning, and for volunteering
at **Phoenix Children's!**