



## Congratulations!

Thank you for joining the volunteer team!  
Some reminders to help you...


**Click (or tap) on each topic**



**Parking/Clocking in**




**Contact Supervisor**



**Competency Checklist**



**Sub Club**



**24 Hour Notice**



**Badge & Uniform**



**Leave of Absence**



**Preferred Communication**



**Have Fun!**

# Parking/Clocking in



Click on the link and watch a three minute YouTube video to see where to park and clock in on your first day...

(When the video is finished click the back arrow on the browser to return here)

<http://youtu.be/Rzp1dYmk8y4>



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# Contact Supervisor

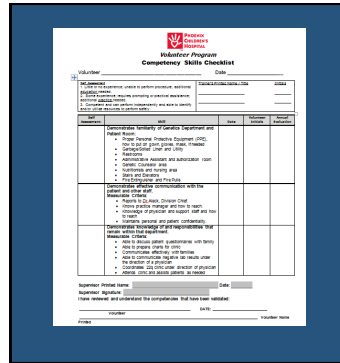


Please call or email the supervisor that has been assigned to you. Introduce yourself and let them know you received your badge and apron and you're ready to start. Please share your contact information - your phone number and/or email address. Be sure to ask where to go on your 1<sup>st</sup> day.

They will show you around the department and help you get started. They may have assignments for you, and they are always there for you if you have any questions or concerns.



# Competency Checklist



Volunteer Services will give you a Competency Checklist for your new volunteer position. Every volunteer completes one with their supervisor during their first shifts. Click on the link and watch a two minute YouTube video to see how to complete your Checklist...

(When the video is finished click the back arrow on the browser to return here)

<https://youtu.be/QLCAVNMTTzc>

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# Sub Club



You will receive a Sub Club card when you get your badge and uniform.

**How it works:** Every time you substitute in your regular volunteer area by filling an open shift beyond your normal shift, or you volunteer for a **Sub Club** designated event, come to Volunteer Services and receive a punch for your card, or have your supervisor initial it for you.

Once you receive 5 punches, you can choose a Harkins movie ticket or Volunteer Voucher good in the Gift Shop or Cafeteria. Claim your reward with Volunteer Services, and they will provide you a new **Sub Club** card.

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# 24 Hour Notice



Your volunteer position is important, and when you are not there your supervisor needs to make adjustments in your absence. Please be courteous and let your supervisor know at least 24 hours in advance if you will need to miss a shift. That way they can plan for your absence. Determine with your supervisor the best method of communication - phone or email.



# Badge & Uniform



Volunteer Services will provide your badge, uniform, and also a Phoenix Children's T-shirt. They will ask for a \$20 donation, tax deductible of course, to help with some of these costs.

Your badge and uniform (apron) must be worn every shift. Wear it with pride - volunteers are always so appreciated by patients, families and staff.

You will find the large pockets handy for many things during your shift.

**Please remember:** Your badge and uniform must be returned to Volunteer Services if/when you decide to not volunteer anymore (the T-shirt is yours to keep).



# Leave of Absence



If you will be absent for more than **30 days** we need to hold your badge and uniform until you return.

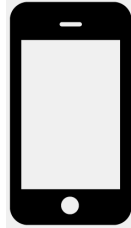
If you need to be gone for more than **60 days**, we can put you on a leave of absence. You will have one year from the last date of volunteer service to return without having to redo all of your training.

Please communicate your Leave of Absence with both your supervisor and your Volunteer Services Coordinator.





# Preferred Communication



Please keep your phone number and email address current with Volunteer Services. Your information is kept confidential, and only shared with your supervisor. It's important to keep it current to receive important messages or notices.

Also, let your supervisor know your preferred method of contacting you.

Most communication from Volunteer Services will be via email.



# Have Fun!



Everyone volunteers for different personal reasons. In the end, it's all about helping the patients and families that Phoenix Children's serves. And remember, you don't have to poke patients with a needle or make them take their medicine. You're here to help make their stay a little easier, and a little brighter.

So have fun! Smile! You may not always get a smile in return, but know that the time you give is very much appreciated. Patients, families, and staff know when they see your volunteer apron you are someone that can help make their day a little better.

**Thank You for being here!**



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