

For Internal Use Only **Phoenix Children's Hospital**

Scope: Organization Wide

Administrative

Volunteer Services

Effective Date: April 5, 2019

RELATED FORM(S)

1. Employee as Volunteer Acknowledgment form (PCH10349)

REASON FOR POLICY

1. To provide information about the services permitted and provided by PCH volunteers.

POLICY

1. Phoenix Children's Hospital welcomes qualified volunteers to supplement services and programs available to children and families throughout the organization.
2. Volunteers are screened via an application and interview process conducted by the Volunteer Coordinator. References may be required.
3. Prior to being accepted into the volunteer program, adult volunteer candidates must pass a background check, as well as health and drug tests, comparable to those applying for employment at Phoenix Children's Hospital.
4. Phoenix Children's Hospital Volunteer Services will not discriminate on the basis of race, creed, color, sex national origin, religion, age or disability in the selection of volunteers or in the provision of services.
5. Volunteers are required to commit to 100 hours of concentrated service, generally volunteering two to four hours per week. In special circumstances, a commitment of concentrated service may be acceptable.
6. Year round volunteers must be 16 years of age. Any volunteer under 18 must have their application signed by a parent or guardian giving permission to volunteer. Teens under 18 will work with children only under direct supervision. The family volunteer program allows 12-15 year olds to volunteer with a parent or legal guardian.
7. Employees as Volunteers:
 - A. Any employee electing to volunteer at Phoenix Children's Hospital may not provide service in the area/unit in which he/she works.
 - B. Any employee electing to volunteer at Phoenix Children's Hospital, on a regular scheduled basis, must complete a Volunteer Application and the Employee as Volunteer Acknowledgement form. The Employee as Volunteer Acknowledgement Form must be returned to the Volunteer Office prior to beginning training for volunteer duties. Copies of the form are kept in the employee's personnel file and volunteer file.
8. Volunteers are placed in assignments in accordance with the organization's needs, volunteer skills and availability.
9. Volunteers will perform duties as outlined in their "Position Description."

10. Volunteers will not:
 - A. Perform any activity that requires a license unless mandated by individual program.
 - B. Assist with any medical procedures or give medication of any kind.
 - C. Give out any medical advice or information to families, including information regarding a child's condition.
 - D. Practice his/her profession (nursing, counseling, etc.) unless specified by position description.
 - E. Have access to patient charts unless specified by position description.
 - F. Take a child /teen from the unit without permission.
 - G. Feed children with identified feeding problems.
 - H. Buy gifts or food for individual children (showing favoritism).
 - I. Exchange personal contact information (address, phone, etc.) with families.
 - J. Provide any off hospital campus errands or provide transportation for families.
 - K. Use a cell phone during their volunteer shift.
 - L. Do anything he/she has not received training to do.
11. The following requirements/information applies to all volunteers and must be completed prior to beginning any volunteer service at Phoenix Children's Hospital:
 - A. HEALTH**
 - i. No volunteer will begin service until a current TB skin test form is delivered to the Volunteer Services Department. Occupational Health will provide a free TB skin test, which must be conducted annually.
 - ii. If any volunteer tests positive for TB, they will be required to have a chest x-ray provided by Occupational Health or may be directed to their personal physician. Proof shown by x-ray within the last five years is acceptable for those who cannot take the TB test.
 - iii. A substance abuse test is also required on all adult volunteers prior to beginning volunteer service.
 - iv. Past health history will be reviewed, along with date of birth (to determine immunity to Rubella, Rubeola, and Varicella). Blood work is required as proof of immunity for Rubella, Rubeola, and Varicella. If volunteer cannot furnish proof of immunity, blood will be drawn during the Pre-placement assessment.
 - v. Teen volunteers will have all immunizations current and bring their records with them on their first visit for verification.
 - vi. Teens must have a signed parental consent prior to the administration of any health testing.
 - vii. If a volunteer is absent for 120 or more days and returns to volunteer he/she must have another substance abuse test done prior to starting service.
 - viii. Volunteers must follow the infection control procedures outlined in the Orientation Hand Book.
 - B. TRAINING & EDUCATION**
 - i. Volunteers will receive training prior to beginning service as a volunteer. Orientation is required prior to the start of service commencement.
 - ii. Annual education and training, including but not limited to annual safety training, respiratory virus training may be required based on regulatory guidelines and state/federal laws.
 - C. ATTENDANCE**
 - i. When a volunteer is unable to report to an assignment, he/she will notify his/her supervisor or the Volunteer Service Department as soon as possible, or find a substitute for his/her shifts.
 - D. DRESS CODE**
 - i. The volunteer will follow the same guidelines as Phoenix Children's Hospital Human Resources Policy (insert provided in orientation hand book):
 - ii. Exceptions as follows:
 - a. A designated volunteer uniform with Phoenix Children's Hospital logo.

- b. Scrub pants are not to be worn.

E. IDENTIFICATION AND SECURITY

- i. All volunteers will wear their uniform and name badge during scheduled shifts.
- ii. Volunteers must sign in and out on each day of assignment.
- iii. Volunteers must not return to visit patients outside of their regularly scheduled shifts with their volunteer badge. If a volunteer visits a friend or family member at PCH, they must check in as a guest through security and the front desk.
- iv. Phoenix Children's Hospital is not responsible for purses and other valuable items brought into the hospital.
- v. Security guards are on duty around the clock. Volunteers may contact security at the Lobby Information Desk for any necessary assistance (for example, an escort to his/her car).

F. CONDUCT

- i. Volunteers will be expected to know and uphold the organization's philosophy, mission, values, and all regulations and policies regarding safety, confidentiality and acceptable conduct.
- ii. Volunteers will interact with children and families in accordance with age-specific competencies.

G. CONFIDENTIALITY AND SOLICITATION

- i. Volunteers will keep in confidence any information they receive about a child or family in accordance with HIPAA regulations.
- ii. Volunteers will not use their personal camera/camcorder in the hospital.
- iii. Volunteers will not solicit or distribute literature on hospital property.

H. TRANSPORTING PATIENTS

- i. Phoenix Children's Hospital volunteers may escort families who are being discharged to the lobby.
- ii. To transport patients to other floors, volunteers must be CPR certified and have a CPR certification identifier visible on their badge and permission from staff.

I. ACCIDENTS & INJURIES

- i. Any accident or injury, no matter how small, which involves patients, parents, volunteers, or visitors will be reported immediately to the supervisor, or in their absence, Volunteer Services.
- ii. A volunteer will be taken to the Banner Good Samaritan emergency department if the injury is serious.
- iii. A volunteer will be taken to Phoenix Children's Hospital Occupational Health if the injury occurs during the day Monday through Friday for treatment of minor injuries.
- iv. A house supervisor will need to be notified during off hours and a First Report of injury will be completed and the volunteer will be taken to Banner Occupational Health located on 12th street and Willetta-Edwards Medical Plaza, where they would go during off hours for minor injuries.
- v. The First Report of injury will be filled out by a supervisor, nurse or staff person with a copy given to Volunteer Services.

J. SMOKING

- i. Smoking is prohibited in all areas of the Phoenix Children's Hospital facilities. Smoking outside the Outpatient building is permitted in the Phoenix Children's Hospital designated area only.

K. DRUG FREE WORKPLACE

- i. A volunteer may be terminated if he/she is using a controlled substance, alcohol or any other substance which may impair the ability to perform in a safe and efficient manner while on duty.
- ii. Phoenix Children's Hospital does not prohibit volunteers from possessing, using or being under the influence of legal medications used in prescribed dosages when use does not compromise fitness for duty in connection with their regular job duties.

L. HARASSMENT

- i. Phoenix Children's Hospital does not tolerate any form of employee/volunteer harassment, including sexual harassment.
- ii. All individuals associated with the organization will conduct themselves at all times so as to provide an atmosphere free from harassment.

M. PERFORMANCE PROBLEMS/TERMINATION

- i. At any time concerns regarding inappropriate behavior are noted, staff supervising the volunteer is responsible for providing re-direction and/or follow-up.
- ii. Performance issues and problems are dealt with on an individual basis; however at any time the Volunteer Coordinator, Volunteer Manager or Director of Volunteers may terminate placement of a volunteer.

N. PATIENT NEGLECT AND ABUSE INVOLVING VOLUNTEERS

- i. Phoenix Children's Hospital will not tolerate the mistreatment, neglect or abuse of patients and the misappropriation of patient's property. Each patient is to be treated at all times with courtesy and respect and full recognition of their dignity and individuality.
- ii. Every patient has a right to be free from verbal, sexual physical or emotional abuse, corporal punishment and involuntary seclusion. Patients must not be subjected to abuse by anyone, including, but not limited to: staff, other patients, consultants, volunteers, staff of other agencies serving the individual, family members or legal guardians, friends or other individuals.
- iii. It is a crime to physically or emotionally neglect, abuse or threaten to neglect or abuse any patient under the care of custody of Phoenix Children's Hospital. Any conviction for this offense carries the consequences identified by the Laws of Arizona.
- iv. All Phoenix Children's Hospital employees, physicians, volunteers and agency staff have an affirmed obligation to report actual, suspected or threatened physical or emotional neglect, or abuse of a patient at Phoenix Children's Hospital pursuant to the Law of Arizona.
- v. Failure to report actual, suspected or threatened abuse of any kind may result in disciplinary action up to and including termination. Any volunteer convicted of failing to report patient neglect or abuse is also subjected to the consequences identified by the Laws of Arizona.

O. VOLUNTEER RESPONSIBILITIES

- i. All Volunteers are responsible for complying with the spirit and letter of this policy, using proper channels to report abuse complaints, allegations, observations or concerns.
- ii. As a volunteer you have an affirmative obligation to report actual, suspected or threatened physical or emotional neglect, or abuse of a patient at Phoenix Children's Hospital to your volunteer supervisor or social worker.
- iii. To cooperate fully with any ongoing investigation of abuse.
- iv. All incidents of actual or potential abuse must be reported regardless of their seriousness.

REFERENCES

Barry-Kiely, A. (1992). *Volunteers in Child Health: Management, Selection, Training, and Supervision*; Association for the Care of Children's Health.

St. Jude Children's Hospital (2007). *Policy and Procedures regarding Patient Neglect and Abuse Involving Volunteers*.