



Nationwide Children's Hospital Family and Volunteer Services Volunteer Handbook

An overview of the Nationwide Children's Hospital Volunteer Program guidelines, policies and procedures, including:

- :: Customer Service
- :: Confidentiality
- :: Infection Control
- :: Safety & Security
- :: Interacting with patients & families
- :: Expectations
- :: Benefits
- :: Recognition

Dear Volunteer,

Welcome to Nationwide Children's Hospital! We are delighted that you are willing to share your time, talent and enthusiasm at Nationwide Children's Hospital. Our programs are greatly enriched through the participation and commitment of volunteers.

As a volunteer, you are a valuable member of Nationwide Children's health care team. Your contributions enhance the comfort of children, family members, guests, and staff. Whether you are working directly with patients or providing other supportive services, your assistance makes a significant difference.

Nationwide Children's Hospital is proud of the strong support it receives from volunteers. The hospital was founded by community volunteers, and the rich tradition of volunteerism continues. We depend on the services of volunteers in our hospital and community-based programs as well as many volunteers involved in fund raising.

We anticipate that your volunteer experience will provide you with new friendships, opportunities for personal growth, and the satisfaction that comes from helping others. We are certainly pleased that you have chosen to volunteer at Nationwide Children's Hospital and hope your experience is rewarding.

Welcome!

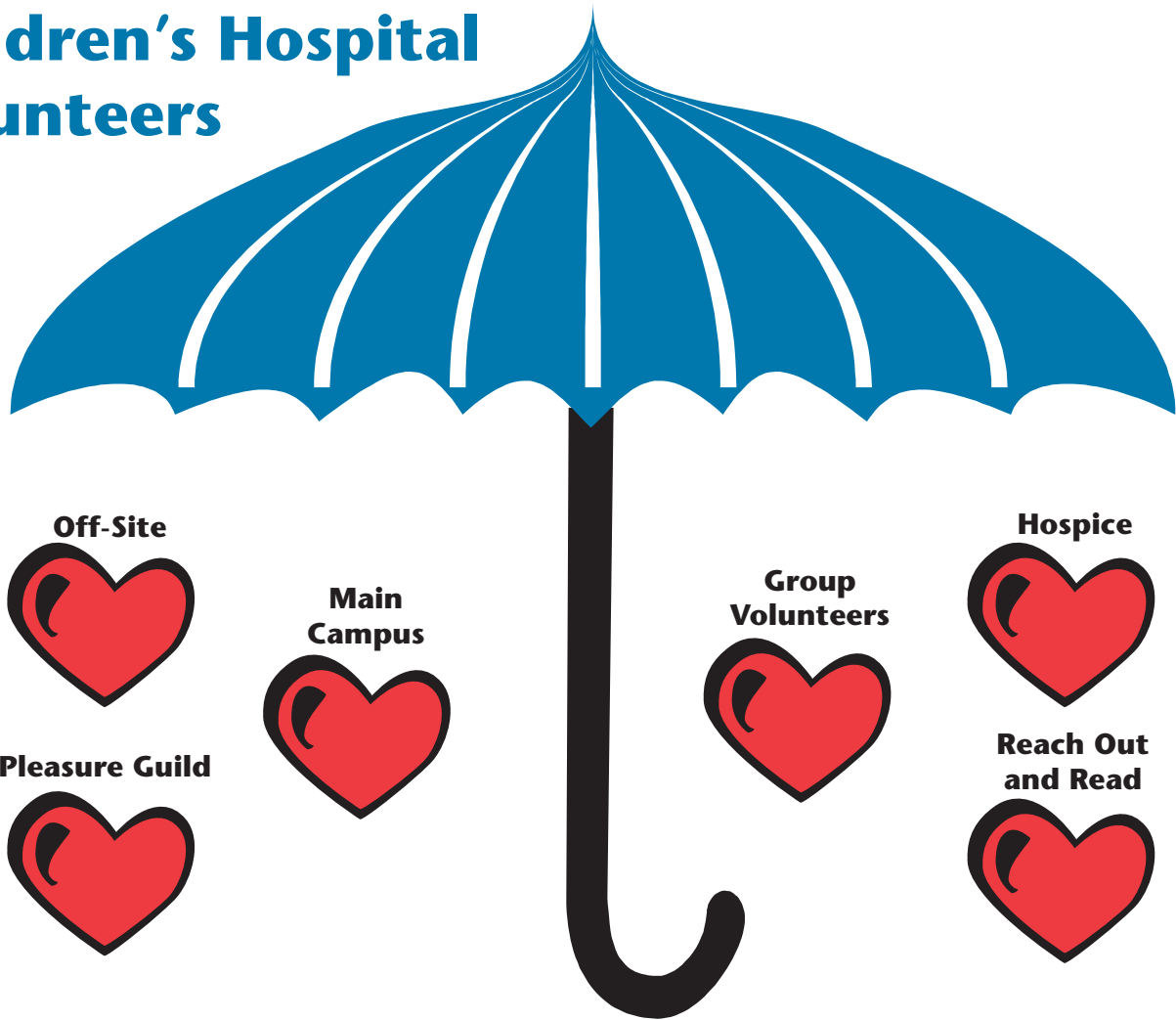
Jane Jarboe
Director, Family and Volunteer Services

Family and Volunteer Services Department Mission

The Family and Volunteer Services Department strives to meet the developmental, psychosocial, educational, and recreational needs of patients and families via child life, early childhood development, music therapy, school, and volunteer programs. The department advocates for programs and services throughout Nationwide Children's Hospital and within our broad international community, that will enhance health care experiences for children and their families. Departmental staff provide leadership and expertise in directing resources that sustain and enrich environments for health care that are supportive of development, coping and comfort.



Nationwide Children's Hospital Volunteers



- ♥ Main Campus – volunteers at the downtown hospital location.
- ♥ Off-site – volunteers at Nationwide Children's Hospital *Close To Home*SM Centers.
- ♥ Pleasure Guild – a group of volunteers who make a three-year commitment to Nationwide Children's. Members of the Pleasure Guild facilitate the SAFE Program for preschoolers, share the library cart throughout the hospital and assist with fund raising.
- ♥ Group Volunteer Programs – Corporate, civic, educational and other organizations volunteering at various locations. These groups assist in maintaining regularly scheduled activities and programs.
- ♥ Hospice – volunteers who assist families of patients who are in the end stages of a terminal illness.
- ♥ Reach Out and Read – volunteers with a national program promoting early literacy for children from birth to age five during well-child visits to primary care physicians.