



Our Expectations of You

Commitment

We ask that volunteers make a commitment to work one shift a week for a minimum of six months or a commitment of 50 service hours. New volunteers are asked to complete two months of service before considering a second shift. If you would like additional shifts after your first two months, please let the volunteer staff know.

We carefully consider the needs of the hospital to make sure volunteers are scheduled at times they are needed and to ensure we do not have too many or too few volunteers. Staff, patients, and families in the area where you help rely on you to meet your commitment.

Retraining

All volunteers are required to have annual retraining for infection control, safety and security, and confidentiality and privacy rules, as well as TB screening and performance appraisals. To meet this requirement you must attend the first half of volunteer orientation or complete the online retraining module. A take-home packet is still available if needed. Dates and locations for training are published in *Volunteer Vision* and posted in the Volunteer Center. Annual retraining is available online at www.NationwideChildrens.org/VolunteerRetraining.

Service Descriptions

Service descriptions outlining responsibilities, qualifications and training are developed for each volunteer position. Please be sure that you complete only the tasks which are outlined in the description. Never attempt to perform any tasks for which you have not been properly trained. If you have questions or concerns about your assignment or are uncertain of your duties, please ask your immediate supervisor for clarification.

Supervision


Volunteers are under the general supervision of the director and coordinators of Family and Volunteer Services in matters relating to schedules, attendance, assignment, conduct, general hospital policies and volunteer guidelines. Volunteers function under the supervision of a designated staff person in the area where they volunteer.

Uniforms/Dress Code

Adult volunteers need to maintain a professional appearance since they represent the hospital to patients, families and visitors. Each volunteer must follow dress guidelines and wear a volunteer photo name badge at all times. Rare exceptions to this rule must be cleared by the director of Family and Volunteer Services.

Adult volunteers wear a volunteer shirt, vest or jacket over their own clothes. Nice, but casual clothes are best, and closed-toed comfortable shoes are a must. For volunteers coming straight from work, we recommend a change out of office attire into something more casual.

Volunteers can purchase volunteer shirts and vests at the gift shop. You must show your volunteer ID to purchase a uniform.



complete a **Notification of Time Off** form. These forms are available on the sign-in table in the volunteer office. After filling out the form, leave it in the communications box. Time off forms are also available on the website at www.NationwideChildrens.org/Volunteering in the current volunteers section. Please do not use this form to call off from a shift due to illness.

If you are unable to work your scheduled shift and you have not been able to give advance notice, please call your unit or department as soon as possible to let staff know. The phone number of your unit or department may be located on the assignment sheet you received at orientation, or you will be given that at unit training.

Volunteers are not required to make up missed shifts. Do not come in for an extra shift without contacting us first; we need time to confirm that there will be work for you to do.

Poor attendance is reason for dismissal from the volunteer program. Repeated absences, especially without notification, have a negative impact on the volunteer program and the department. If you miss several scheduled shifts without calling in, Family and Volunteer Services staff will try to contact you. If we cannot reach you and you have not contacted us to request a leave of absence, you will be terminated from the program.

Leave of Absence

If you will be unable to volunteer for four or more weeks, you will need to take a leave of absence. You can arrange a leave of absence by contacting Family and Volunteer Services staff. The time limit for a leave of absence is three months.

To return to active status, call the volunteer office two or more weeks before you want to resume volunteering. Since your position and shift cannot be reserved for you while you are on leave, we may have to schedule you for another shift or position. Additional training may be required if you are scheduled for a different position. If you return to volunteering after an absence of twelve months or longer, you will be required to repeat volunteer orientation.

Extra Volunteer Shifts

We appreciate volunteers wanting to volunteer for extra shifts. Requests are often posted for volunteers to help with special events on the bulletin board in the Volunteer Center. Please watch for these postings; your help with these activities is greatly appreciated.

If you would like to work extra shifts in your regularly assigned area, please let us know first so we can make sure you are needed and that no other volunteers are assigned to work that position at the same time.

Holidays

Nationwide Children's Hospital observes all the major holidays — New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas. Volunteers are not required to work on these days, but we do appreciate volunteers who are able to work on holidays. Volunteers are still needed to help at the Information Desk, deliver admitting gifts, and to assist with some patient care requests.

Since some volunteers do work on holidays, please let us know if you are not coming in on a holiday. **Not all areas of the hospital however, are open on holidays.** So, check with your department or FVS in advance to make sure they will be open and in need of volunteers.

Electronic Cellular Devices

We ask that you come prepared to give your undivided attention to the staff, patients and families while you are volunteering. Please leave all electronic and cellular devices in a safe place designated by the staff (i.e. lockers for main campus volunteers). Text messaging, cell phone calls, MP3 players, portable CD players and other electronic devices that may impede your attention are prohibited in patient areas.



Change of Schedule

The Family and Volunteer Services staff is committed to working out a volunteer schedule which meets your availability. If your work, school or other commitments change and will affect your volunteering, please notify us as soon as possible, and we will attempt to assign you to another day, time and/or position. We ask that you try to look ahead to anticipate potential changes and arrange your schedule accordingly.

At the end of the school year and the end of summer vacation we send a commitment form to volunteers. Please return the form to us as soon as possible. We assume that teens who do not return the form are not interested in volunteering. Teens are given the opportunity to stay in their volunteer area or switch assignments. Make requests to change assignments early—they are given on a first come, first served basis.

Change of Address

Please notify the Volunteer Services Department if you move or have a new home or office phone number.

Resignation

If you are no longer able to volunteer, please give staff two or more weeks notice of your resignation. We need this time to notify your supervisor and to find another volunteer to cover your shift. After your last volunteer shift, turn in your volunteer ID badge to the Volunteer Services office.



After you resign, you will be sent an exit evaluation. Please be candid when you complete the evaluation and return it as soon as possible. Your feedback is important and helps the Family and Volunteer Services Department improve the volunteer program.

Notify the Family and Volunteer Services office if you would like a record of your volunteer service. Records of volunteers who have resigned are kept for a limited time, so request this information soon after resigning if you believe you will need it.