

Lucile Packard  
Children's Hospital  
AT STANFORD



Dear Volunteer Applicant:

Thank you for your interest in volunteering at Lucile Packard Children's Hospital at Stanford (LPCH). We have received your request for information and would like to tell you how the volunteer process works.

To participate as a volunteer, we require that you be at least 16 years of age and committed to volunteer for approximately three hours per week for six months on a regularly scheduled basis. Enclosed is a brief listing of our current volunteer positions. We invite you to attend our next volunteer orientation. Attached herewith are future orientation dates. Everyone is required to attend a hospital orientation before they can begin volunteering.

During this orientation we will provide a description of each volunteer opportunity as well as its availability and requirements, discuss necessary health clearance and security issues, and go on a general tour of the hospital. It is important for you to realize what impact working in a hospital environment will have on you and that your commitment is vital if we are to effectively serve the needs of our patients.

***The volunteer screening process is rigorous. We screen all of our volunteers carefully. The process is ongoing so that we can ensure that our volunteer programs benefit the patients and families of Packard Children's Hospital.***

Interviews will be scheduled within a few days of the orientation. Volunteers will be placed as soon as possible in the requested positions that have openings. Other applications will be put on file until we can match your schedule and interests.

**An application will be provided at the orientation. You will be asked to complete it at home and bring it back when you come for your interview. Your application will only be accepted at the time of the interview. Do not mail your application to the hospital.**

Volunteers are an integral part of our hospital and we encourage you to join us. Please feel free to call me if you have questions.

Sincerely,

*Maryellen Hinderliter*  
Maryellen Hinderliter  
The Volunteer Service Office

**Call 650-497-8696 to confirm dates and your attendance. Space is limited.**



## Volunteer Placement Process

As a potential volunteer you need to:

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- Attend an orientation
- At the orientation: get an application packet and schedule an interview
- Show that you do not have artificial nails and sign an artificial nail agreement
- Attend the interview on time and bring completed application
- Obtain and return two reference check forms
- Wait to hear from Volunteer Services about placement
- Provide proof of measles, mumps, and rubeola vaccination (2 doses) and varicella
- Provide proof of **2 negative TB test results** within the last three months **or** submit to blood test with Occupational Health Services
- Receive federal background check clearance
- Receive fingerprint clearance from the Department of Justice
- **Complete online training courses within 14 days after fingerprint clearance**
- Get signed ID badge forms and obtain badge
- Determine a start date with your volunteer supervisor
- Volunteer supervisor determines “good fit” and approves your placement in the program

The Volunteer Services Department will:

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- Provide necessary orientation for all potential volunteers
- Interview all potential volunteers who have attended a orientation
- Provide reference check forms
- Try to match your preferences for a volunteer position and time assignment
- Notify you if there are no current openings for your preferences
- Assign your start date once all health clearances have been received
- Notify you when clearance has been approved on federal background check
- Notify you when the DOJ has given a background clearance
- Provide signed ID badge forms to obtain your badge
- Provide continual support during your volunteer tenure at LPCH



# Volunteer Orientations!!!

Come to one of the orientations listed below and  
find out how you can be a part of the  
Vital Volunteer Team  
at Lucile Packard Children's Hospital

Information Sessions have been scheduled for the following dates:

## Upcoming Orientations

January 23 <sup>rd</sup> , 2012	6:00 – 8:00pm	LPCH Auditorium
March 19 <sup>th</sup> , 2012	6:00 – 8:00pm	LPCH Auditorium
May 14 <sup>th</sup> , 2012	6:00 – 8:00pm	LPCH Auditorium
July 16 <sup>th</sup> , 2012	6:00 – 8:00pm	LPCH Auditorium
September 17 <sup>th</sup> , 2012	6:00 – 8:00pm	LPCH Auditorium
November 12 <sup>th</sup> , 2012	6:00 – 8:00pm	LPCH Auditorium

**PLEASE RSVP at [www.volunteer.lpch.org](http://www.volunteer.lpch.org) or to (650) 497-8696**

**LPCH Auditorium Located at: 725 Welch Road, Palo Alto, CA 94304**

***Please note: We will not call back to confirm unless an Information Session is over-booked. If you have specific and want to speak to someone directly, please follow the phone prompts.***



## Volunteer Opportunities

**Minimum age** for all volunteer positions is 16 years for some programs. The **minimum commitment** is 6 months; 1 year for some programs.

*There are five main areas of volunteer opportunities: direct patient contact, semi-direct patient contact, customer service, administrative support and special projects. Some opportunities may be a combination, but will be listed under their predominant category.*

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### Direct Patient Contact

**Forever Young Zone (FYZ):** This is a recreation program available to patients, siblings and their families. Volunteers are needed to support the hospital staff by playing with the children.

**Qualifications:**

- \* minimum age of 16 years
- \* minimum 6 month commitment
- \* experience working with children
- \* able to maintain a consistent time schedule for at least 6 months
- \* outgoing and able to relate well to patients and their families
- \* able to work with minimal supervision, willing to take direction
- \* flexible, creative, playful, punctual, reliable

**Scheduled Shifts:** 1:30 - 4:15 PM                      Monday - Sunday  
6:00 - 8:00 PM    Monday - Thursday

**Preschool:** Volunteers assist with morning play time. This program is geared towards children under the age of 6 years. It is available to patients and siblings.

**Qualifications:**

- \* minimum age of 16 years
- \* minimum 6 month commitment
- \* experience working with children
- \* able to maintain a consistent time schedule for at least 6 months
- \* outgoing and able to relate well to patients and their families
- \* able to work with minimal supervision, willing to take direction
- \* flexible, creative, playful, punctual, reliable

**Scheduled Shifts:** 9:30 – 12:00pm                      Monday – Friday

**Outpatient Clinics:** Volunteers assist by playing with children who are waiting for clinic appointments.

**Qualifications:**

- \* minimum age of 16 years
- \* minimum 6 month commitment
- \* experience working with children
- \* able to maintain a consistent time schedule for at least 6 months
- \* outgoing and able to relate well to patients and their families
- \* able to work with minimal supervision, willing to take direction
- \* flexible, creative, playful, punctual, reliable

**Scheduled Shifts:** 9:30 AM -12:00 PM                      Monday - Friday

**Clinic Reader:** Provide reading aloud, storytelling activities and games for patients and their families in the outpatient clinics. Offer a friendly and supportive environment for children while they are waiting for appointments.

**Qualifications:**

- \* minimum age of 18 years and minimum commitment of 6 – 12 months
- \* strong people skills (bilingual a plus)
- \* willingness to work in an often emotionally sensitive and busy setting
- \* have an understanding of child development
- \* self starter
- \* enthusiasm for reading, storytelling and playing with children

**Scheduled Shifts:** 10:00 AM - 1:00 PM Monday - Friday  
1:00 PM - 4:00 PM Monday – Friday

**Bedside Volunteer:** Provide patients and families with access to the library's many resources with special emphasis on the recreational collection. Provide reading aloud and storytelling activities for patients' enjoyment. Encourage reading as a constructive past time and entertaining alternative to television. Offer nurturing and supportive one-on-one or small group time between patients and volunteers. Assist in checking out of videos, as well as books.

**Qualifications:**

- \* minimum age of 18 years and minimum commitment of 6 – 12 months
- \* strong people skills (bilingual a plus)
- \* willingness to work in an often emotionally sensitive and busy setting
- \* have an understanding of child development
- \* self starter
- \* enthusiasm for reading, storytelling and playing with children

**Scheduled Shifts:** 6:00 PM - 8:00 PM Monday - Sunday

**Art on a Cart:** Engage children with open ended art activities. Foster enthusiasm and promote an atmosphere that is supportive of creativity and self-expression without judgment of skills.

**Qualifications:**

- \* minimum age of 18 years
- \* minimum commitment of 6 months
- \* strong people skills
- \* bilingual a plus
- \* ability to work well with all children of all ages and diagnosis
- \* some awareness of child growth and development is preferred

**Scheduled Shifts:** 10:00-4:00 PM Monday – Friday (variable 2 hour shift)

*There are also shifts available at the LPCH Satellite Unit at El Camino Hospital (\*requires additional El Camino Hospital orientation).*

**Reach Out and Read:** Volunteers engage children with books, read aloud, encourage them to identify pictures and model book-related interactions for parents in English and Spanish, while they wait for their clinic appointments.

**Qualifications:**

- \* must be at least 18 years of age
- \* minimum of 2-4 hours per week
- \* minimum 6 month commitment
- \* ability to establish good rapport with each child and child's family
- \* engage them in activities while waiting for their appointment up to 2 hours
- \* knowledge of Spanish very helpful (but not required)

**Scheduled Shifts:** 9:00 am - 5:00pm Monday - Friday

**Books Alive!** To offer children confined to their room, an interactive reading experience utilizing computer technology. Also provides children with one-to-one volunteer interaction.

**Qualifications:**

- minimum age of 18 years
- minimum commitment of 6 – 12 months
- strong people skills
- bilingual a plus
- ability to work well with all children of all ages and diagnosis
- some awareness of child growth and development is preferred

**Scheduled Shifts:** Monday – Friday 9:00-5:00pm, 2 hr shift

**Library Staff Volunteer:** Staff the reception desk of the Family Resource Library. Greet and orient library visitors and assist them in locating library resources. Answer the phone, direct inquiries and take messages. Maintain library usage statistics, record patron information, check resources in/out, shelve and file returned resources, straighten shelves, make photocopies and help with special projects.

**Qualifications:**

- minimum age of 18 years and minimum commitment of 6 – 12 months
- strong people and communication skills
- excellent clerical skills: typing, filing and computer data entry
- careful attention to details
- bilingual a plus, able to work with diverse hospital population

**Scheduled Shifts:** 10:00 AM - 1:00 PM Monday - Friday  
1:00 PM - 4:00 PM Monday - Friday

**Stanford Health Library (located offsite on Hanover Street across from the Stanford Mall):**

Staff the front reception desk of the Health Library. Greet and orient resource center visitors and assist them in locating materials. Answer the phone, direct inquiries and take messages. Maintain usage statistics, record patron information, check resources in and out, re-shelve and re-file returned resources, straighten shelves, make photocopies of requested materials, and help with special projects when feasible.

**Qualifications:**

- minimum age of 18 years and minimum commitment of 6 – 12 months
- strong people and communication skills
- excellent clerical skills: typing, filing and computer data entry
- careful attention to details
- bilingual a plus, able to work with diverse hospital population

**Scheduled Shifts:** 10:00 AM - 1:00 PM Monday - Friday  
1:00 PM - 4:00 PM Monday – Friday

**Newborn Hearing Screening:** This volunteer-based program provides hearing screening to all infants born at LPCH as well as those receiving newborn treatment at LPCH. “ALGO” is the name of the machine used to do the screening. (There is a waitlist for this program)

**Qualifications:**

- \* minimum age of 18 years
- \* commitment of 1 year required
- \* good communications skills
- \* good physical health, reliable and able to work independently
- \* able to learn how to use equipment
- \* **no more than two unexcused absences**
- \* must find substitute if you will not be able to come in

**Scheduled Shifts:** 3 hour shifts - 7 days/wk  
8:00 AM – 11:00 AM  
11:00 AM – 2:00 PM  
2:00 PM - 5:00 PM

Evenings up to 10 PM – any 3 hour shift

**Baby Cuddler:** Volunteers help staff meet the physical and emotional needs of neonatal infants - holding and comforting.

**This program recruits approximately 30 volunteers, once a year. Volunteers in other programs are given first priority. To be placed on the waiting list, you must first attend an orientation and complete the interview process.**

**Qualifications:**

- \* minimum age of 18 years
- \* minimum commitment of 1 year
- \* emotional maturity, good interpersonal skills
- \* good physical health
- \* ability to maintain confidentiality
- \* sensitivity, open mind, commitment and dependability
- \* assertive and flexible

**Scheduled Shifts:** 3-4 hours/1 time per week Monday - Sunday  
Need for volunteers from midnight - 6:00 AM as well.

**NO OPENINGS!**

**Buddy Program:** Similar to the aforementioned Cuddler program, but this opportunity is for those patients not in the neonatal units and can include all ages from infant to teenager. Volunteers have the opportunity to help young patients. For the older patients, the volunteer acts as a companion - sometimes escorting them around the hospital or watching a movie with them. Volunteers also assist the nursing staff with restocking and clerical duties.

**Qualifications:**

- \* minimum age of 18 years
- \* minimum commitment of 6 months
- \* emotional maturity, good interpersonal skills
- \* good physical health
- \* ability to maintain confidentiality
- \* sensitivity, open mind, commitment and dependability
- \* assertive and flexible

**Scheduled Shifts:** 2 hours per week Monday – Sunday

**This program recruits approximately 20 volunteers every six months. Volunteers in other programs are given first priority. To be placed on the waiting list, you must first attend an orientation and complete the interview process.**

**Maternity Volunteer:** Provides direct patient and family contact and the opportunity to make a constructive contribution. Volunteer will greet patients, assist patient to bed from wheelchair, assist with patient transport, assist with discharge activities along with other duties outlined during department orientation. Volunteers will also be asked to bring wheelchairs to units, make unoccupied beds, answer phones, assemble information packets and run miscellaneous errands.

**Qualifications:**

- Must be 16 years or older
- Six month commitment
- Able to learn quickly and follow directions
- Able to maintain confidentiality of patient information

**Scheduled Shifts:** Sunday through Monday – 9:00am – 12:00pm  
12:00pm – 3:00pm  
3:00pm – 6:00pm  
6:00pm – 8:00pm

**Surgical Services Ambassador – Ford Surgery Center** To greet and provide assistance to parents and family of Surgical Services patients who are having procedures such as liver, kidney, heart transplants, cardiovascular, craniofacial, orthopedic, urology, general surgery, etc. To provide non-medical support and information. To escort parents between pre-admit or recovery rooms and waiting area.

**Qualifications:**

- minimum age of 18 years
- minimum 6 month commitment
- proactive, good communication skills (bilingual, a plus)
- ability to learn about the hospital and communicate information
- good problem solving skills
- able to exercise good judgment and be tactful

**Scheduled Shifts:** 7:30-4:30pm Monday - Friday  
3 hour shifts (No more than three unexcused absences)

**Family Care Navigators – 2<sup>nd</sup> Floor, CVICU/ICU** - Volunteers located in the ICU who are stationed at the front of the unit near the entrance. The volunteers primarily provide a warm welcome to families of patients on the unit and actively and sensitively inquire as to ways in which they can help a family. They assist families with becoming oriented to the physical layout, routines, and parent guidelines of the Unit by giving tours, explaining policies and procedures, surveying the ID badges worn by people entering the unit, regulating the flow of visitors walking onto the unit by escorting parents and visitors to their destinations, and educating parents on the resources available in the hospital. Aiding the Unit Clerk in non-medical tasks with families such messages, lockers, tours, etc. and assisting staff in their endeavors to meet patient and family needs. FCNs also interface with LPCH departments of Social work, Chaplaincy, Security, Hospitality, Child life, and Housekeeping to meet parent and unit needs.

**Qualifications:**

- minimum age of 18 years (mature adult)
- minimum 6 month commitment
- proactive, good communication skills (bilingual, a plus)
- ability to learn about the hospital and communicate information
- good problem solving skills
- able to exercise good judgment and be tactful

**Scheduled Shifts:** 12:00-4:00 PM Monday - Friday  
4 hour shifts (No more than three unexcused absences)

**Knitting for Expectant Moms** – Expectant mothers on the antepartum unit are on bed rest for long periods of time awaiting the delivery of their child. Experienced knitting volunteers are needed to teach the expectant mothers how to knit. Supplies will be provided.

**Qualifications:**

- minimum age of 16 years old
- minimum 6 month commitment
- flexible
- proactive, good communication skills (bilingual, a plus)
- ability to learn about the hospital and communicate information
- good problem solving skills
- able to exercise good judgment and be tactful

**Info Desk – 1<sup>st</sup> Floor:** Welcome visitors and provide information regarding patient, physician and department locations. Screen visitors for communicable diseases and issue visitor passes. Answer phone calls, assist with wheelchair transport, and guide patients and families to their hospital destination.

**Qualifications:**

- minimum age of 16 years
- minimum 6 month commitment
- proactive, good communication skills (bilingual, a plus)
- ability to learn about the hospital and communicate information
- good problem solving skills
- able to exercise good judgment and be tactful
- comfortable with varying weather conditions

**Scheduled Shifts:** 7:30 AM to 8:00 PM Monday - Sunday  
3 hour shifts (No more than three unexcused absences)

**Teen Health Van:** Volunteers will assist in registration and front desk activities along with the Health Van staff. To assist in the flow of patients being seen. Answer questions and give basic information out to public.

**Qualifications:** Volunteers must be at least 19 years and older  
Must have your own transportation to the site  
Able to work independently, flexible  
Spanish speaking is a plus, but not mandatory  
\* There is no *physical* patient contact

**Locations:** Outpatient sites in San Mateo, Santa Clara, and San Francisco Counties

**Scheduled Shifts:** 1 shift per week, 3-4 hours per shift, 5 month commitment  
Tuesday and Thursday morning/afternoons or afternoon/evenings

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### Customer Service

**Gift Shop:** Retail staff in hospital gift shop - provides an important service for patients, families and visitors. All profits are donated to the hospital.

**Qualifications:**

- \* minimum age of 16 years
- \* minimum commitment of 6 months
- \* ability to work with diverse clientele
- \* ability to stand for long periods of time
- \* experience handling money, using a cash register and wrapping gifts

**Scheduled Shifts:** 3-4 hours per week Monday - Sunday

***Good option for high school students***

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### Specialty

**CARE-A-VAN for Kids Driver**

Care-A-Van for Kids is dedicated to providing rides to financially disadvantaged children and their families coming from South Bay locations to LPCH. The program is intended to ensure that children easily access essential health care and to facilitate parents' participation during a child's hospital stay.

Volunteer drivers will pick-up the patient and at least one parent or guardian at their home and transport them to LPCH, ensuring that all children 40 lb. or less and 4 years of age and under, are in care seats. The volunteer driver will wait for the appointment to end and transport the patient back to their home. NO OTHER STOPS WILL BE MADE.

**Qualifications:**

- Minimum four years driving experience
- Minimum 1 year commitment
- Able to relate well to patients and families under stress

- Must provide copy of current California Driver's License
- Must provide proof of automobile insurance— plus collision coverage
- Adherence to dealer-recommended maintenance schedule

**Scheduled Shifts:** 8:00 AM – 5:00PM Monday – Friday

**URGENT NEED!**

**Rehabilitation Services:** Wash and disinfect toys, equipment, mats and pans; organize cabinets and treatment areas; transport equipment; clerical tasks; transport patients. Volunteers will have the opportunity to observe therapists working with patients

**Qualifications:**

- Currently pursuing degree in PT/OT
- minimum 6 month commitment
- able to communicate with individuals of diverse cultures and various physical capabilities
- comfortable working around/with children
- knowledge of medical terminology and hospital procedures, a plus

**Scheduled Shifts:** 8:30 AM - 4:30 PM Monday - Friday (4 hour shifts)

**Language Bank:** Volunteers are needed on an “on-call” basis to help interpret and translate for our non-English speaking patients and their families. Currently, there is an urgent need for Vietnamese, Mandarin, Japanese, Cantonese, Laotian and Cambodian speaking volunteers. If interested, please call David Peschard at 650/723-8484. You can be involved in this program and still volunteer in another area of the hospital at the same time.

**URGENT NEED!!!**

**Qualifications:**

- \* minimum age of 18 years
- \* minimum commitment of 1 year
- \* strong language skills that will be tested in written and spoken form

**Scheduled Shifts:** On-call Basis

**StoryLine:** Volunteers will record stories for the Dial-A-Story program, offering children the opportunity to hear stories at any time of the day or night, there providing comfort, distraction or entertainment.

**Qualifications:**

- must enjoy children's literature and reading stories
- professional storytelling, acting or voice over experience a plus

**Scheduled Shifts:** Tuesday afternoons

**You must volunteer in another program in order to qualify. You cannot volunteer in this program and nothing else since the shift is approximately 15-30 minutes.**

**Hospital School Tutor:** Volunteers will work individually in classroom or at bedside with students who need help in specific subject areas. Materials and lesson plans are provided and school staff supervisor.

**Qualifications:**

- \* minimum age of 18 years
- \* minimum 6 month or 2 quarter commitment
- \* knowledge of specific subject areas
- \* must enjoy working with high school age students
- \* comfortable in hospital setting and extremely flexible
- \* Spanish is a plus!

**Scheduled Shifts:** 9:30 -11:30 AM  
1:30 - 3:00 PM

Monday -Thursday  
Monday - Thursday





## VOLUNTEER SERVICES

### VolunTeen Program

*A Community Based, Service Learning and Mentoring program matching youth (16 yrs. and up) in meaningful career exploration opportunities within the hospital.*

*VolunTeens are matched with healthcare mentors in a discipline focus:*



*Minimum criteria for participation include: applicable age requirement, minimum time commitment, parental/guardian consent, hospital orientation, screening and placement requirements including health clearances and fingerprinting and a 2-3 hour week/semester long commitment.*

*For more information and/or to RSVP for the next orientation, please contact the Volunteer Services office at (650)497-8696. We are currently accepting applications for Summer 2012.*