

The background features four large, overlapping geometric shapes in the corners: a yellow diamond in the top-left, a teal diamond in the top-right, a teal diamond in the bottom-left, and a yellow diamond in the bottom-right. Each diamond is composed of several overlapping squares of varying shades of the respective color.

Volunteer Services Information Guide

Rhode Island Hospital & Hasbro
Children's Hospital

Adrianne Walsh, Manager
Karen Pantalone, Program Coordinator

History

RHODE ISLAND HOSPITAL

Rhode Island Hospital (RIH) is a private, 719-bed, not-for-profit, acute care hospital and academic medical center. Founded in 1863, RIH is the largest of the state's general acute care hospitals, providing comprehensive health services.

RIH is designated as the Level I Trauma Center for southeastern New England, providing expert staff and equipment in emergency situations 24 hours a day. It is a major teaching hospital for Brown Medical School.

HASBRO CHILDREN'S HOSPITAL

The state's premier pediatric facility, Hasbro Children's Hospital (HCH) is the pediatric division of Rhode Island Hospital. Built in 1994, the seven-story building was designed in collaboration with doctors, nurses and other health care professionals, as well as parents and children. It has earned worldwide recognition for its family-centered environment and expert staff. It has won numerous architectural and health care related awards.



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Lifespan. Delivering health with care.™

Lifespan Mission & Values

MISSION:

Delivering health with care.

OUR SHARED VALUES:

Compassion

Delivering care and comfort with empathy and kindness.

Accountability

Taking ownership of actions and their consequences.

Respect

Placing the highest value on every individual's well-being regardless of personal and professional differences.

Excellence

Always providing safe, high quality, innovative care and service.

C.A.R.E.
Compassion Accountability
Respect Excellence



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Mission of Volunteer Services

- Provide supplementary services to patients, their families, visitors and staff
- Donate time without monetary compensation
- Provide cost-effective programs and increase patient satisfaction
- Department collaboration to deliver Lifespan's mission and C.A.R.E. Values
- Provide meaningful opportunities for volunteers
- Provide an opportunity to explore career opportunities, particularly in the community we serve



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Why Volunteer?

- Make new friends
- Explore career and personal interests
- Earn great recommendations for future employment or college applications
- Develop marketable job skills and build your resume
- Enrich your education
- Uncover hidden skills and talents
- Promote healing with kindness and compassion
- Become a valuable member of the healthcare team
- Make a difference
- Have fun!

Additional benefits include:

- Meal vouchers
- Free parking
- Free annual flu vaccine
- Employee discounts
- Certificate after completion of 100 volunteer hours
- Volunteer recognition event



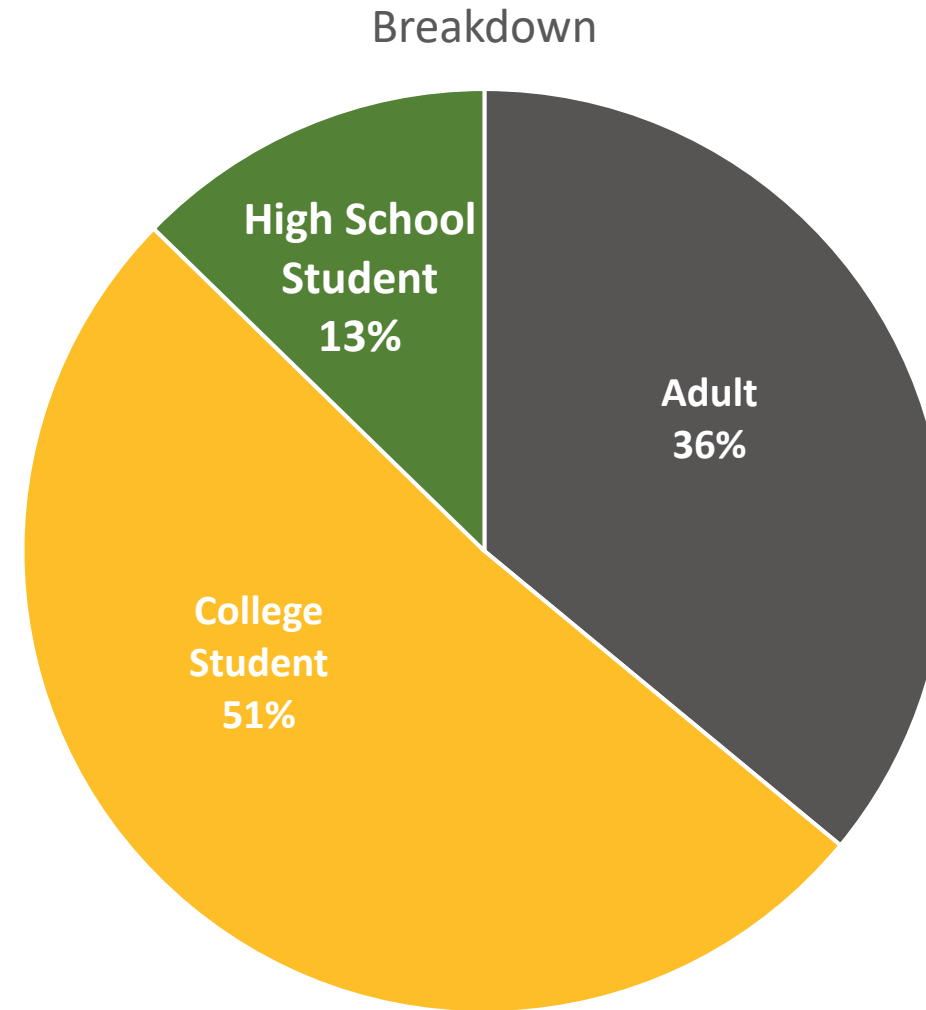


2019 Facts & Figures

- 38,102 Volunteer Hours
 - 614 Volunteers
- 47 total roles at Rhode Island Hospital and Hasbro Children's Hospital

2019 Volunteer Breakdown

- 221 Adult Volunteers
- 315 College Student Volunteers
- 78 High School Student Volunteers



■ Adult ■ College Student ■ High School Student



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Expectations

- Minimum time commitment of 100 hours of service.
 - Screening for health and background checks are a significant expense to the hospital
 - Training investment can be extensive
 - Continuity and consistency result in a better experience for both staff and volunteers
- Agree upon a schedule and commit to the same shift every week
- After three unexcused absences, volunteers will be placed on inactive status
- Volunteer vest must be purchased from Volunteer Services (\$12 cash or check only) and worn each shift, and dress code must be followed: no shorts, blue jeans, sweat or stretch pants
- Professional behavior



Vaccination Requirements

Obtain Records for the following:

- 2 MMR (Measles, Mumps, Rubella)
- 2 Varicella
- TDAP (Tetanus, Diphtheria, Pertussis) within the last 10 years
- 2 step PPD (documentation of date planted, date read & exact measurement)
- Influenza (between 10/1 and 3/31 annually)
- Covid vaccine

Instructions on how to set up an appointment with Employee Health Services will be provided upon Interview.

RIH Volunteer Roles



- **Ambassador:** Volunteers greet patients and visitors and escort them to their appointment. Roles available Monday-Friday, 8:00 am to 8:00 pm
- **Book Cart:** Volunteers offer books and magazines to patients and visitors. Monday-Friday, 9:00 am to 5:00 pm
- **Cancer Institute:** Provide beverages, snacks and comfort items to patients. Monday-Friday, 8:00 am to 5:00 pm.
- **Canine Assisted Therapy:** Owners bring their certified dogs (Delta Society or Bright & Beautiful certifications) to visit with patients and staff.
- **Central Transport:** Assist staff in transporting patients in wheelchairs and stretchers. Monday-Friday, 8:00 am to 10:00 pm

RIH Roles Continued...

- **Diagnostic Imaging:** A customer service role in the Anne Pappas Breast Imaging Center. Volunteers needed Monday-Friday, 8:30 am to 4:30 pm.
- **Emergency Department:** Volunteers greet visitors and assist with wayfinding. Roles available Monday-Sunday, 24 hours a day.
- **Gift Shop:** Stock shelves and provide customer service to patients and visitors in the gift shop. Monday-Friday. Schedule based on current need.
- **Music Activities:** Volunteers perform in the Lifespan Cancer Institute, Monday-Friday, 8:00 am to 4:00 pm. One hour shifts.
- **Patient and Guest Services:** Assist staff with connecting patients to their lost belongings. Monday-Friday, 8:00 am to 6:00 pm
- **Recovery Room:** Assist staff with providing patients comfort items when recovering from surgery. Volunteers needed Monday-Friday, 9:00 am to 5:00 pm



Hasbro Volunteer Roles

- **Ambassador:** Volunteers greet patients and visitors and escort them to their destination. Roles available Monday-Friday, 6:30 am to 2:00 pm.
- **Child Life:** Engage and play with patients on inpatient/outpatient areas, either in playroom or at the bedside. Monday-Friday 9 am- 8 pm.
- **Comfort Cart:** Offer snacks, refreshments and comfort items to patient visitors. Monday- Friday 1 pm to 3:30 pm.
- **Canine- Assisted Therapy:** Volunteers and their certified furry friends offer alternative therapy to patients and staff. Monday-Friday 8 am to 5 pm. Off hours available.
- **PACU:** Volunteers provide customer service to patients and families in post-op, assist clinical staff in stocking, obtaining supplies and wiping down equipment . Monday - Friday 9:30 am to 5:30 pm.



Hasbro Roles Continued...

- **Partial Hospitalization Program:** Assist clinical staff and therapists to supervise patients, co-lead activities and maintain a therapeutic environment for day hospital patients. Monday- Friday, 9 am to 12 pm.
- **PT/OT:** Volunteers assist therapists in obtaining and cleaning equipment, observing patients and other duties as assigned Monday-Friday 8 am to 7 pm, Sat 8 am to 4 pm. Two 4 hour shifts or one 8 hour shift required.
- **Read to Me Program:** Volunteers promote reading and conduct simple crafts with children waiting in the Ambulatory Clinic and Emergency Department Waiting Room Monday-Friday, 9 am to 4 pm



Frequently Asked Questions

- **Do I need to commit to the same shift every week?**

Activity in a hospital is often unpredictable, so we need to be able to know what resources we have available on a given day.

- **Can I volunteer in more than one position?**

Yes, as long as you can make the commitment of the agreed upon schedule.

- **What type of training will I receive?**

Volunteers will be trained by Volunteer Services staff, staff within the department in which the volunteer will be placed and/or seasoned volunteer trainers.

- **Do you accept everyone who applies for a volunteer position?**

No, we cannot guarantee a volunteer position for everyone. The needs of the hospital and volunteer roles change during the course of the year. There may not be an appropriate match or opening for all volunteers when they apply and/or interview.

- **Can I volunteer in research?**

Volunteer Services does not place or register volunteers in research positions.

- **Can I complete my court-ordered community service hours at Rhode Island Hospital or Hasbro Children's Hospital?**

No, neither hospital participates in court-ordered community service hours.

FAQs Continued...

- **Can I shadow a physician?**

Shadowing is outside the scope of the volunteer position and is not coordinated through Volunteer Services.

- **Can I get an internship?**

Internships are outside the scope of the volunteer position and are not coordinated through Volunteer Services.

- **Will I get a job after completing my volunteer commitment?**

While volunteering will certainly enhance your resume and provide you with valuable experience in a professional work environment, it does not guarantee employment at Rhode Island Hospital or Hasbro Children's Hospital. Employees are chosen based on their skill set, experience and education.

- **Can I bring a guest when I volunteer?**

No, per hospital policy, volunteers must complete the volunteer credentialing process.

- **What if I need to take a break from volunteering?**

Any returning volunteers who have taken a break or who have been away for three months or longer must contact Volunteer Services, as well as Employee Health, and obtain another TB test. Such volunteers are not guaranteed their same schedule. Depending on the length of the leave, Volunteer Services may require updated forms.

Agreement

1. Can you commit to the minimum time obligation of 100 hours?
2. Can you commit to the same shift, day and time each week?
3. Do you understand that after three absences, you will be removed from the volunteer roster?
4. Do you agree to wear your volunteer vest, badge and mask each time you volunteer?
5. Do you understand that placement in your desired role is not guaranteed and that you may be placed in a role that serves the greatest need to the hospital?
6. Do you understand that not all applicants are accepted as a volunteer?

Next Steps

Please complete this [application form](#) if you are interested in becoming a volunteer at Rhode Island or its Hasbro Children's Hospital.

Should you have any questions, please contact Deb Anderson @ 444-5530 or danderson8@lifespan.org

- Office Hours: Monday-Friday
- 8:00 AM- 4:30 PM



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Volunteer Checklist

- ☒ Review Information Session
- ☐ Complete Application
- ☐ Interview
- ☐ Complete Paperwork
 - ☐ Review & Sign BCI Authorization
 - ☐ Review & Sign Child Safe Zone Policy
 - ☐ Obtain 2 Reference from non-relatives (forms to be provided)
 - ☐ Submit Copy of Photo ID
- ☐ Immunization Records & Health Screening
- ☐ Complete New Volunteer Orientation
- ☐ Uniform Payment (\$12 Cash or Check only)
- ☐ Start Date and Schedule Determined
- ☐ Obtain Badge