

# Volunteer Services Information Guide

Rhode Island Hospital and Hasbro Children's

Adrianne Walsh, Manager

Courtney Mercier, Program Coordinator

Devyn Walton, Program Coordinator/Admin. Assistant

Stephen McNerney, Administrative Assistant



**BROWN**Health  
UNIVERSITY

## **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**

The state's premier pediatric facility, Hasbro Children's 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.

# Brown University Health 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.

# Mission of Volunteer Services

- To use volunteers in a manner that increases satisfaction of our patients and their families and supports the C.A.R.E. values and success factors of Brown University Health.
- To provide meaningful work and a valued contribution for volunteers where they supplement the staff resources.
- To develop cost-effective, innovative programs that help meet the changing requirements of the hospital.
- To expand awareness and understanding of our mission to the community we serve by providing volunteer opportunities at Brown University Health locations.
- To maintain on-going interaction with staff to help ensure a positive, supportive environment for the volunteers.

# 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:*

- Refreshment vouchers
- Free parking
- Free annual flu vaccine
- Certificate after completion of 100 volunteer hours (50 hours for high school students) upon request
- Volunteer recognition event

## 2024 Facts and Figures

- 70,399 Volunteer Hours
  - 649 Volunteers
- 60 total roles at Rhode Island Hospital and Hasbro Children's

# Expectations

- Minimum time commitment of 100 hours of service (50 hours for high school students).
  - Health screening 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
- Serve first 30 hours (50 hours for high school students) as an ambassador (greeter).
- 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, no tank or sleeveless tops.
- Professional behavior



# Vaccination Requirements

Obtain Your Immunization 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-19 vaccine
- COVID-19 booster encouraged for all roles
- 3 Hepatitis B Vaccines or positive titer result

Instructions on how to submit health records to Rhode Island Hospital's Employee Health Services will be provided upon interview.



# RIH Volunteer Roles

- **Ambassador:** Volunteers greet patients and visitors and escort them to their appointment or destination. Roles available Monday-Friday, 8 am to 6:30 pm, Saturday-Sunday, 10 am to 6:30 pm.
- **Book Cart:** Volunteers offer books and magazines to patients and visitors. Monday-Friday, 8 am to 5 pm.
- **Cancer Institute:** Provide beverages, snacks and comfort items to patients. Monday-Friday, 8 am to 5 pm.
- **Canine Assisted Therapy:** Owners bring their certified dogs (Pet Partners, Bright & Beautiful, Windwalker Professional Pet Assisted Therapy or Paws from the Heart certifications) to visit with patients and staff.
- **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.
- **Endoscopy Department:** Volunteers provide comfort items and assist in wheeling patients after they are discharged. Monday-Friday, 8 am to 5 pm.

# RIH Volunteer Roles Continued

- **Geriatric Champions:** Serve as a meal companion and friendly visitor for patients, Monday-Sunday, 8 am to 6 pm.
- **Music Activities:** Volunteers perform in the Cancer Institute, Monday-Friday, 8 am to 4 pm. One-hour shifts.
- **Patient and Guest Services:** Round on patient units to provide comfort items and other resources. Assist staff with connecting patients to their lost belongings. Monday-Friday, 8 am to 6 pm.
- **Recovery Room:** Assist staff with providing patients comfort items when recovering from surgery. Volunteers needed Monday-Friday, 9 am to 5 pm.
- **The Pantry:** Stock shelves and bag food items at RIH's employee food pantry, Monday-Sunday (limited availability).

# Hasbro Children's Volunteer Roles

- **Ambassador:** Volunteers greet patients and visitors and escort them to their destination. Roles available 7 days a week, 10am to 6pm.
- **Child Life/Pediatric Playrooms :** Engage and play with patients on inpatient/outpatient areas, either in playroom or at the bedside. 7 days a week, 9am to 8pm.
- **Comfort Cart:** Offer snacks, refreshments and comfort items to patient guardians and visitors on Hasbro units. Monday- Friday, 9am to 4pm
- **Day Camps:** Camp Grace (July) and Camp Dotty (August) held at Hasbro Children's for patients and their siblings, ages 4-7.
- **Emergency Department:** Volunteers in the ED work under the direction of Child Life Specialists and the nursing staff to help provide comfort and assistance to patients and their families. 7 days a week. 12pm to 9pm.

# Hasbro Children's Volunteer Roles Continued

- **Healing Arts Program:** Assist and/or facilitate creative projects/crafts throughout Hasbro. Play musical instruments and sing for patients if comfortable and willing. *7 days a week, 9am-5pm*
- **Surgical Services-PACU/Post-op:** Volunteers provide customer service to patients and families in post-op, assist clinical staff in stocking, obtaining supplies and wiping down equipment, etc. *Monday – Friday, 9:30am to 2pm (limited availability).*
- **Partial Hospitalization Program:** Assist clinical staff and milieu therapists to supervise patients, co-lead activities and maintain a therapeutic environment for day hospital patients. *Monday- Friday, 9am-3:30pm (limited availability).*
- **PT/OT:** Volunteers assist therapists with exercises, room turnover, game set-up during treatment and pool clean up and set-up. *7 days a week, 9am -7pm*

# Frequently Asked Questions

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

Yes, 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 experienced 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?**

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

# Frequently Asked Questions

- **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. 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 six 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.

# Please review to determine if this is a good fit:

1. Can you commit to the minimum time obligation of 100 hours (50 hours for high school students)?
2. Do you agree to serve the first 30 hours as an ambassador/greeter (50 hours for high school students)?
3. Can you commit to the same shift, day and time each week?
4. Do you understand that after three absences, you will be removed from the volunteer roster?
5. Do you agree to wear your volunteer vest, badge and mask (*mask when applicable*) each time you volunteer?
6. 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?
7. Do you understand that not all applicants are accepted as a volunteer?



# Next Step

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

Should you have any questions, please contact Stephen McNerney at 401-444-5530 or [SMcnerney1@brownhealth.org](mailto:SMcnerney1@brownhealth.org)

Office Hours: Monday-Friday

8:00 AM- 4:30 PM



# Volunteer Checklist

- ☒ Review *Volunteer Services Information Guide*
- ☐ [Complete Application](#)
- ☐ Interview via Teams (should we have a possible placement for you, you will be contacted for an interview)
- ☐ Read *New Volunteer Orientation*
- ☐ Complete Paperwork
  - ☐ Complete Bureau of Criminal Identification and Investigation (BCI) with ADP (instructions provided during interview) for those 18 or older
  - ☐ Complete orientation quiz, privacy policy, photo release and confidentiality forms
  - ☐ Obtain two references from non-relatives (forms to be provided)
  - ☐ Obtain clearance from RI Hospital's Employee Health Services (instructions provided during interview)
- ☐ Tour, Start Date and Schedule Determined
- ☐ Uniform Payment (\$12 Cash or Check only)
- ☐ Obtain Badge