



Dear Potential Volunteer:

Thank you for your interest in volunteering at Lucile Packard Children's Hospital Stanford. 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 two-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 sign up for an online orientation. Everyone is required to complete the online hospital orientation before they can begin volunteering.

During this orientation a description of each volunteer opportunity will be provided as well as its availability and requirements, background checks, health clearances, compliance courses and next steps will also be covered. 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 Lucile Packard Children's Hospital Stanford.

Interviews will be scheduled within a few days after completion of the online 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 after you have completed the orientation and have attended an in person interview.

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,

A handwritten signature in blue ink that reads "Maryellen Brady".

Maryellen Brady
Director, Volunteer Services



Volunteer Placement Process

As a potential volunteer you need to:

- Register for the online orientation
- Complete the online orientation and sign up for an in person interview
- Attend the interview on time
- **Complete the electronic application**
- **Turn in two completed references**
- **Complete online training courses**
- Go through federally mandated background checks
- Fingerprinted and obtain clearance through the Department of Justice (DOJ) and FBI.
- Provide proof of measles, mumps, and rubeola vaccination (2 doses) and varicella
- Provide proof of **2 negative TB test results** within the last twelve months **or** submit to blood draw with Occupational Health Services
- Wait to hear from Volunteer Services about placement
- Volunteer supervisor determines “good fit” and approves your placement in the program
- Determine a start date with your volunteer supervisor
- Obtain ID badge, parking information, log in instructions from your supervisor

The Volunteer Services Department will:

- Provide necessary orientation for all potential volunteers
- Interview all potential volunteers who have attended an 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
- Notify you when clearance has been approved on federal background check
- Notify you when the DOJ/FBI has given a background clearance
- Assign your start date once all health clearances have been received
- Provide signed ID badge forms to obtain your badge
- Provide continual support during your volunteer tenure at Lucile Packard Children's Hospital Stanford



VOLUNTEER ORIENTATIONS

Orientations are held monthly.

Perspective volunteers will register for the orientation. The orientation is an online overview of the volunteer programs and onboarding process.

PLEASE register at <http://www.stanfordchildrens.org/en/volunteer>

Please note: You will receive a confirmation email once you have successfully registered for the orientation.

***If you have specific questions and want to speak to someone directly,
Please call 650-497-8696.***

Please check periodically for the next orientation session.



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: mother and baby care, play and recreation, support services, educational, and in the community. Some opportunities may be a combination, but will be listed under their predominant category.

Mother and Baby Care

The volunteers of the Johnson Center for Pregnancy and Newborn Services support the patients, families and staff from assisting with discharge, performing important screenings, supporting our soon to be moms and holding our most vulnerable infants in the neonatal intensive care units.

Newborn Hearing Screening: The goal of Universal Newborn Hearing Screening is to efficiently and cost effectively identify congenital hearing loss in the peri-natal period. This volunteer-based program provides hearing screening to all infants born at Lucile Packard Children's Hospital Stanford as well as those receiving newborn treatment at Lucile Packard Children's Hospital Stanford.

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

Scheduled Shifts: 3 hour shift, 1 day a week
8:00AM - 10:00PM, Monday through Sunday

Trained Cuddler: The staff of the neonatal units acknowledge the physical, emotional, and psychological needs of each infant in the high technology environment. We seek Cuddlers to assist us in providing the caring touch and nurturance that is essential to optimize human social development.

This program recruits approximately 30 volunteers, once a year. To be placed on the waiting list, you must first attend an orientation and complete the interview process.

Qualifications:

- **Minimum age of 21 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 hour shift, 1 day a week
5:00AM - 1:00AM, Monday through Sunday

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: 2 hour shift, 1 day a week
10:00AM - 8:00PM, Monday through Sunday

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 18 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

Scheduled Shifts: 2 hour shift, 1 day a week
10:00AM - 5:00PM, Monday through Friday

Play & Recreation

Our volunteer play and recreation programs are designed to promote growth and development, minimize psychological trauma, maintain normal living patterns, and assist the patient and family to effectively cope with hospitalization and/or illness.

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: 2 - 2.75 hour shift, 1 day a week
1:30PM - 4:15PM, Monday through Sunday
6:00PM - 8:00 PM, Monday through Thursday

Preschool: Volunteers assist with morning play time. This program is geared towards children under the age of 5 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: 2.5 hour shift, 1 day a week

9:30AM - 12:00PM; Monday, Wednesday, & Friday

Recreation Therapy Outpatient Clinics: Recreation Therapy/Child Life programs are designed to promote growth and development, minimize psychological trauma, maintain normal living patterns, and assist the patient and family to effectively cope with hospitalization and/or illness. Volunteers assist by playing with children who are waiting for clinic appointments.

Qualifications:

- **Minimum age of 18 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: 2.5 - 3 hour shift, 1 day a week

9:30AM - 12:00PM, Monday through Friday

1:00PM - 4:00PM, Monday through Friday

Art 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: 2 hour shift, 1 day a week

10:00AM - 4:00PM, Monday through Friday

Inpatient and Outpatient Shifts available. *There are also shifts available at the Lucile Packard Children's Hospital Stanford Satellite Unit at El Camino Hospital.*

Play Cart: Engage children with open ended activities at the bedside. 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: 2 hour shift, 1 day a week

10:00AM - 4:00PM, Monday through Friday

Pet Partners: Share the unconditional love that only animals give to the patients of the hospital. The volunteers participate as part of a team. They are responsible for the behavior and control of their animal while on the hospital premises. Any behavior deemed unacceptable from the volunteer and/or pet will result in immediate removal from the site. As the PATS program is run by a separate organization outside of the hospital, all volunteers must meet both the hospital criteria and PATS' criteria. They are as follows:

1. Clear hospital requirements (general orientation and health screening)

2. Clear PATS requirements (PATS orientation, behavioral and physical screening of all animals and minimum 6 month commitment on the team).

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

Scheduled Shifts: 2 shifts per month
1:00PM - 2:00PM, Weekdays

Support Services

Volunteers support many areas of the Children's Hospital. From the moment a family arrives at the Information Desk or throughout their clinic visit or surgical procedure. Our volunteers provide resources and comfort to our patients and families every step of the way.

Information Desk: Welcome visitors and provide information regarding patient, physician and department locations. Screen visitors for communicable diseases and issue visitor passes. Answer phone calls, visitor badging, 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: 2 - 3 hour shift, 1 day a week
7:30AM - 8:00PM, Monday through Sunday

Gift Shop: The Lucile Packard Children's Hospital Stanford Gift Shop is run by the Roth Auxiliary. All Gift Shop proceeds are donated back to the hospital to cover the cost of uncompensated care generated by patients admitted through the Emergency Department. Retail staff in hospital gift shop - provides an important service for patients, families and visitors. *You do not need to be a member of the auxiliary to volunteer in the Gift Shop.*

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 hour shift, 1 day a week
10:00AM - 6:00PM, Monday through Sunday

Hospitality – General Med/Surg Units: To make hospitalization a more positive experience for patients

- To involve seasoned volunteer leaders in meaningful service learning that addresses the organization's mission
- To serve as a link between patients and staff by providing support during continuity of care
- To nurture and enhance support offered to patients and their families during their hospital stay: a) by facilitating coping and socialization mechanisms for patients and families b) by serving as an information ambassador in offering way-finding and resource referral information
- To escort patients/families in a variety of ways: between pre-admit or appointments, recovery rooms and waiting areas

- To assist department staff with administrative and semi-direct patient contact with and inpatient and clinic functions

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

Job Location: All floors of Lucile Packard Children's Hospital Stanford and Outpatient Clinics

Scheduled Shifts: 3 hour shift, 1 day a week

9:00AM - 5:00PM, Monday through Friday

Ford Surgery Center – Intake Waiting/Short Stay Unit: Recreation Therapy/Child Life programs are designed to promote growth and development, minimize psychological trauma, maintain normal living patterns, and assist the patient and family to effectively cope with hospitalization and/or illness. Volunteers assist by playing with children who are waiting for procedural appointments as well as in infusion unit (SSU).

Qualifications:

- **Minimum age of 18 years**
- Minimum 6 month commitment
- **Independent and able to initiate activities with children**
- Outgoing and able to relate well to children of all ages and their parents.
- Proactive, good communication skills (bilingual, a plus)
- Able to work with minimal supervision.
- Ability to learn about the hospital and communicate information
- Flexible
- Creative and playful
- Willing to take direction.
- Punctual and reliable.
- Good problem solving skills
- Able to exercise good judgment and be tactful

Scheduled Shifts: 3 hour shift, 1 day a week

Tuesday - Thursday 8:30AM - 11:30AM and 11:30 – 2:30PM

Patient Experience/Hospitality: Volunteers that are 18 years or older and can commit to at least 6 months of volunteering are utilized in this role to make hospitalization a more positive experience for patients and to serve as a link between patients and staff by providing support during continuity of care. Volunteers escort parents between pre-admit or recovery rooms and waiting areas and assist department staff with administrative and semi-direct patient contact functions.

- Hospitality volunteers are LPCH volunteers who are assigned to the ICU's, FSC, **General Care**, NICU, Antepartum units and Admitting. They flow back and forth between the units, assisting families and staff in non-medical ways. They work 2-hour shifts, 1 time per week; Sunday – Saturday, 10:00 – 5:30pm and the FSC – Monday – Friday, 7:00 – 4:00pm
- The Hospitality 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 units by giving tours, explaining policies and procedures, providing written guidelines of policies, and educating parents on the resources available in the hospital.
- **ICU** specific Hospitality volunteers coordinate with the coordinator for Clinical Surgical Services in the PACU to make sure the families are in the right place to meet with the doctor after the child's surgery. Once the bedside nurse and doctors indicate, the Hospitality volunteer escorts the parents to the child's room.
- **Ford Surgery Center** specific Hospitality volunteers coordinate with the Nurse Navigators in the PACU to make sure the families are in the right place to meet with the doctor after the child's surgery. Once the bedside nurse and doctors indicate, the Hospitality volunteer escorts the

parents to the child's room, to the Short Stay Unit or to the entrance of Packard. FSC Hospitality volunteers may also assist families with other resources in the surgical waiting area.

Scheduled Shifts: 3 hour shift, 1 day a week

Monday – Friday, 7:00 – 10:00am

- **Admitting** volunteers are in place to make hospitalization a more positive experience for patients. The program involves seasoned volunteer leaders in meaningful service learning that addresses the organization's mission. Volunteers serve as a link between patients and staff by providing support during continuity of care and to nurture and enhance support offered to patients and their families during inpatient or outpatient visits by facilitating coping and socialization mechanisms for patients and families to serve as an information ambassador in offering way-finding and resource referral information. Volunteers escort parents between any Admitting department locations and points of service throughout both hospitals and 730 Welch and assist department staff with administrative and semi-direct patient contact functions.

Job Responsibilities:

- Hospitality volunteers are LPCH volunteers who work in the Main Admitting Department. They flow back and forth between Admitting, the units, assisting families and staff in non-medical ways. They work 2-hour shifts, 1 time per week; Monday – Friday, 8:00 am-10:00 am and/or 12:00 pm-2:00 pm.
- The Hospitality volunteers primarily provide a warm welcome to families of patients on 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 by giving tours, explaining policies and procedures, providing written guidelines of policies, and educating parents on the resources available in the hospital.
- Bedside registration assistance by delivering patient registration required admission documents to patient's rooms and clearly explain the requirements to complete, pick up completed documents from patients rooms and return to Admitting for registration staff to update patient's accounts.
- Provide concierge service to L&D, F1 and F2 supporting those units by delivering parking passes, registration documents to minimize the need for families to leave the unit for Admitting required services.
- Admitting lobby support for patient and families who are waiting for services or registration to include activities support
- Assist with NON-Admission phone calls by directing them to proper department and/or answering questions.
- Track department supply needs and inform supply designee of items that need to be ordered. Utilizing the department supply tracker and daily reviewing supply areas.
- Escorting parents and visitors to their destinations, aiding the PAS Reps in non-medical tasks with families such messages, lockers, tours, etc. and assisting staff in their endeavors to meet patient and family needs.
- Screen and assist patients in the PAS Lobby to minimize patient wait times and create patient centered experience.
- Hospitality volunteers also interacts with LPCH departments of Social work, Chaplaincy, Security, Child Life, Housekeeping, and Patient Experience to meet parent and the Admitting needs.
- The position requires a mature adult (at least 18 years or older), able to be on their feet for most of the shift, familiarity with computers (email, internet) and willing to work in an intensive pediatric medical environment. The volunteer must feel comfortable in a medical environment that can sometimes involve critical and intense situations.
- Excellent skills in communication, reading people's non-verbal behavior, listening, discernment of needs in a situation, and willingness to take action.
- Assist Financial Counselors with patient escort and way finding and providing FAA documents.

- **3W – Patient Unit** - volunteers are in place to make hospitalization a more positive experience for patients. Volunteers serve as a link between patients and staff by providing support during continuity of care and to nurture and enhance support offered to patients and their families during their stay by facilitating coping and socialization mechanisms for patients and families to serve as an information ambassador in offering way-finding and resource referral information. Volunteers escort parents during discharge. They also support staff by organizing much needed supplies. 3W Hospitality volunteers may also sit at the bedside of a patient.

In addition, Hospitality volunteers support the unit by 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, 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. Hospitality volunteers also interface with LPCH departments of Social work, Chaplaincy, Security, Child Life, Housekeeping, and Patient Experience to meet parent and unit needs.

The position requires a mature adult (at least 18 years or older), able to be on their feet for most of the shift, familiarity with computers (email, internet) and willing to work in an intensive pediatric medical environment. The volunteer must feel comfortable in a medical environment that can sometimes involve critical and intense situations. A Hospitality volunteer needs excellent skills in communication, reading people's non-verbal behavior, listening, discernment of needs in a situation, and willingness to take action.

Chaplaincy: Support spiritual care of patients and their families. Catholic Eucharistic Ministers are available on Sunday morning to bring Holy Communion to Catholic patients, families as well as to staff whose schedules do not allow them time to attend Mass over the weekend. Eucharistic Ministers have already received training for this ministry in their home parishes. They attend Sunday Mass at their home church. At the end of liturgy they are sent out by the preside, usually the pastor or Associate pastor, to bring the Eucharist to parishioners who are the homebound or in hospital. Thus their Eucharistic Ministry here at the Children's Hospital is an outreach ministry on behalf of their Catholic community.

Qualifications:

- Familiarity with department
- Flexibility
- Ability to work with people
- Ability to communicate, both orally and in writing
- Ability to organize and plan

Scheduled Shifts: On-Call

Buddy Program: Similar to the aforementioned Trained 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.

This program recruits approximately 20 volunteers every six months.

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 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 hour shift, 1 day a week

8:00AM - 10:00PM, Monday through Sunday

Family Resource 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**
- 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: 3 hour shift, 1 day a week

10:00AM - 1:00PM & 1:00PM - 4:00PM, Monday through Friday

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:

- **Minimum age of 18 years**
- 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: 4 hour shift, 1 day a week

8:30AM - 4:30PM, Monday through Friday

Ronald McDonald House/Happy Wheels Hospitality Cart: Provide comfort items to patients, siblings, families and visitors in common areas of Lucile Packard Children's Hospital Stanford from a rolling cart sponsored by RMH at Stanford. Sorting, loading and transporting cart with items to Lucile Packard Children's Hospital Stanford. Facilitation of simple craft and/or other activities with children and parents. Communicate with RMH staff about response to items on the cart. Wear specified Lucile Packard Children's Hospital Stanford identification and RMH "uniform" while in the hospital.

Qualifications:

- **Minimum age of 18 years**
- 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: 2 hour shift, 1 day a week

9:00AM - 11:00AM & 4:00PM - 6:00PM, Tuesday and Thursdays

Education

Educational services that are fun and enriching are provided to our patients and families at the bedside, in the clinics and in our Hospital School run by the Palo Alto Unified School District.

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: 1.5 - 2 hour shift, 1 day a week

9:30AM - 11:30AM & 1:30PM - 3:00 PM, Monday through Thursday

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: 2 hour shift, 1 day a week

10:00AM - 4:00PM, Monday through Friday

Family Resource Library at the Bedside: Provide patients and families with access to the library's many resources with special emphasis on the recreational collection. 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**
- 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
- Enthusiasm for reading, storytelling and playing with children

Scheduled Shifts: 2 hour shift, 1 day a week

6:00PM - 8:00PM, Monday through Sunday

Reading Buddies: 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**
- 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
- Enthusiasm for reading, storytelling and playing with children

Scheduled Shifts: 2 hour shift, 1 day a week

10:00AM - 4:00PM, Monday through Friday

Inpatient and Outpatient Shifts available

Storyline: To offer children the opportunity to hear stories at any time of the day or night, providing comfort, distraction or entertainment. Record a children's story for the Family Resource Library's Storyline program. Books are available through the Family Resource Library however volunteers may select stories with final approval from Family Resource Library staff. There is no direct patient contact with this volunteer position. *Must volunteer in another Family Resource Library program in order to participate in Storyline.*

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: 2 hour shift, 1 day a week

10:00AM - 4:00PM, Monday through Friday

Infant Development: Conduct clinical research with typically developing infants and children with motor disabilities. Volunteers are 18 years and older and can commit to one year of volunteering, 4 hour shifts per week minimum. There is an additional interview for this program.

Volunteers assist with all aspects of clinical research in the Neurodevelopmental Study Center:

- preparing room and toys for child tests
- preparation of documentation for parents and testers
- test sessions
- data scoring
- Entry
- analysis.

Volunteer will familiarize with relevant concepts and research literature by demonstration videotapes, role playing, and practice test sessions.

Volunteers will learn how to conduct research in a clinical setting. This volunteer job will provide excellent preparation for graduate or postdoctoral study in Medicine, Psychology, Human Biology, or Neuroscience.

PANS Clinic - Pediatric acute onset neuropsychiatric syndrome (PANS) Clinic:

Under the direction of the volunteer supervisor, the volunteer may have the following responsibilities, projects are ongoing and hours are flexible:

- Research and assist with the coordination/planning of patients and their families, writing and editing letters, designing and creating materials such as brochures, presentations, resource binder, quarterly newsletters/other mass communication, proposals, “frequently asked questions” handbook and webpage, and various materials.
- Ensure patients and their families complete follow-up questionnaires and additional forms completely and accurately.
- Support staff with administrative duties including data entry, photocopying, faxing, and mailing.
- Assist with ongoing research as assigned.
- Maintain communication and report progress of assigned task to volunteer supervisor.
- Support patients with their needs in a respectful and courteous manner and answer their questions.

Volunteers are at least 18 years and older, agrees to a 12 month commitment, one shift per week, 2-3 hours at a time, Monday – Friday. There is an additional interview for this program.

Simulation Lab: Lucile Packard Children’s Hospital uses simulation-based education as a core aspect of nursing orientation and ongoing education programs, and is currently seeking volunteers to assist in the maintenance and delivery of simulation programs.

The Center for Nursing Excellence operates a simulation lab at 4700 Bohannon, Menlo Park, which is very similar to it’s “sister lab”, the Center for Advanced Pediatric and Perinatal Education (CAPE), located at the Stanford Barn.

The CNE Simulation Lab consists of three rooms:

- a simulated hospital room, a realistic environment where learning scenarios take place
- a debriefing room, where learners and instructors observe and discuss the scenarios
- a control room, “behind the curtain” where instructors and staff operate the human patient simulators and the audio-visual equipment.

Although simulation-based education makes use of high tech mannequins and recording equipment, the focus is not on the technology for its own sake, but as a tool to create a realistic environment and support powerful learning experiences that incorporate not just cognitive, but also the affective, physical, and social dimensions of dynamic decision making in a health-care environment.

The goal of the Simulation Assistant is to assist instructors with the setup, delivery, and teardown of simulation programs; the primary goal of the simulation assistant is to “keep the technology out of the way” so that instructors can focus on their educational objectives, and not on the operational details of the mannequins or audio-visual equipment.

Volunteers are at least 18 years and older, commit to a minimum of 16 hours a month (usually in 4 or 8 hour shifts), Monday – Friday 8:00-5:00pm (The day and times depend on which course they are supporting). Shifts are scheduled at least a month in advance. Volunteers must have regular attendance at Sim Lab Weekly Meeting (at least 2/month). There is an additional interview for this program.

Provides the volunteer with first-hand experience behind the scenes in providing experiential education. Provides volunteer with marketable skills within healthcare education, including simulation education, technology use and programming, and the use of debriefing as an educational technique. The simulation assistant will learn and work within the simulation laboratory providing assistance with the general maintenance of the environment, mannequins, supplies, inventory, and scenario preparation.

In the Community

Volunteers are needed to assist in community based activities that support the patients and families of Lucile Packard Children’s Hospital Stanford.

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 Lucile Packard Children’s Hospital Stanford. 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 Lucile Packard Children’s Hospital Stanford, 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 age of 18 years**
- 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: At least 1 drive a month

Teen Health Van: To provide medical services to underserved, uninsured children and youth in San Mateo and Santa Clara counties. To 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:

- **Minimum age of 19 years**
- Minimum 1 year commitment
- Able to relate well to patients and families under stress
- Must have your own transportation to the site
- Able to work independently, flexible
- Enjoys working with teens and young adults
- Demonstrates ability to provide age appropriate services, both physical and emotional based on individual needs.
- Spanish speaking is a plus, but not mandatory

There is no physical patient contact

Scheduled Shifts: Varies

8:00AM - 5:00PM, Tuesdays and Thursdays

Car Seat Fitting Training: “Motor vehicle crashes are the leading cause of death of children age 1 to 14 and the fifth leading cause for children 12 months and younger. Car crashes kill more than any disease, illness or condition. These deaths and injuries are preventable and Lucile Packard Children’s Hospital Stanford is committed to preventing them.

We have a car seat fitting program that provides Child Passenger Safety education to patient families and the community. If you are interested in volunteering for this program the hospital will pay for you to attend a 3 day Child Passenger Safety Technician Certification Course (Costs \$500) that prepares you to provide this one on one education to expectant parents on how to safely transport their children.”

Qualifications:

- Minimum age of 18 years
- Minimum 1 year commitment
- Able to relate well to patients and families under stress
- Must have your own transportation to the site
- Able to work independently, flexible
- Spanish speaking is a plus, but not mandatory

The Sock Monkey Program: Since inception in 1978, the Los Altos Senior Center gathers weekly with the organization’s sole purpose of making Sock Monkeys for the Lucile Packard Children’s Hospital Stanford. Volunteer hours are donated as many members continue working on the monkeys throughout the week in their individual homes.

The opportunity to provide a bit of cheer to hospitalized boys and girls attracts many seeking a similarly rewarding volunteer experience, and the majority of our members are senior women, - grandmothers and great-grandmothers.

As they transform the red-heeled work socks into the ever-popular sock monkeys, they often wonder about the child who will receive our toy; and we earnestly hope it will provide comfort and a little joy during and beyond his/her hospital stay. Each monkey takes on its own character as the volunteers apply the finishing touches; and whether our member is cutting, sewing, stuffing, or putting on pompoms, much love goes into each step and stitch along the way.

Each Monday, the Monkey Toy Ladies come together to share stories, laughs, and the duties and joys of making sock monkeys. The monkeys that our (made mainly out of unwanted nylon stockings and thread) are donated to Lucile Packard Children's Hospital Stanford and given to patients in an effort to put smiles on their faces. Over the years, thousands of monkeys have been made and brightened the days of just as many kids.

Please contact the Los Altos Sr. Center at (650) 947-2897 or email: info@losaltosca.gov for information on getting involved with the Sock Monkey Program.



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:

Case Management
Rehab Services
Quality
Social Services
Child Life Services
Nursing
Patient Experience
Oncology
Outpatient Lab
Family Centered Care
Community Relations
Admitting

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 register for the next online orientation, please visit our website: <http://www.stanfordchildrens.org/en/volunteer>.