



Dear Interested Volunteer:

Thank you for your interest in volunteering at Phoenix Children's Hospital. All of our volunteer roles are vital in creating a healing environment. Due to the special needs of our children and families, we ask all volunteers to complete specialized training and commit to 3 to 4 hours per week until a minimum of 100 hours of service has been completed. If you are willing to make this commitment, please review the service opportunities to volunteers.

***Teens must be at least 16 years of age and are placed only in supervised areas indicated with an asterisk.**

VOLUNTEER SERVICE AREAS

- *Administrative Support:** M – F, three to four hour shifts between 9:00am and 5:00pm for various departments: Health Information Management, APNEA/Pulmonary, Cancer Center, Medical Staff Services, Human Resources, Bill Holt Clinic, Foundation, Volunteer Services, Mailing Room.
- *Gift Shop:** Assist with sales, stocking and customer service for families and staff at PCH. M – F shifts, 10:00am – 1:00pm or 1:00pm – 4:00pm and evening, 4:00pm to 8:00pm; Weekend shifts, 10:00am – 1:00pm or 1:00pm to 4:00pm.
- *Information Desk:** Greet families, visitors and vendors. Provide directions, phone support and assistance. Bilingual speaking a plus. Shifts available, M-F: 8:00am – 11:00am, 11:00am – 1:00pm, 1- 4:00pm.
- *Child Life Playrooms:** Assist with games, arts and crafts in a supervised playroom for infants through school-aged children. Daily: 9:00am – Noon or 2:00pm – 5:00pm, 5:30pm – 7:30pm. Weekend: 9:00am – Noon, 2:00pm – 5:00pm. CPR Certification preferred.
- *Emily Center:** Assist patrons in locating informational books, videos, websites and files regarding medical concerns in this pediatric focused health library. Interact with younger patrons in the children's corner by playing computer games, watching videos or reading stories. Provide light clerical support. M – F, 9:30 – 12:30pm, 1:00pm – 4:00pm, 4:00pm– 7:00pm. Sat. Noon – 4:00pm. Sundays closed.
- Got Questions:** Customer service escort position. Position will serve as a point of contact for all hospital visitors, guests, families, etc. Got Questions volunteers will be stationed throughout the hospital and will offer all passers-by a friendly welcome as well as escort them wherever they need to go or answer any questions they may have. Shifts available daily: 7:45am – 9:45am, 9:45am – 11:45am, 11:45 – 1:45pm, 1:45pm – 3:45pm or 3:45 – 5:45pm.
- Reach Out and Read (ROR):** Literacy program. Read to children and siblings in the Out-Patient Clinic. M – F positions, 9:00am – 1:00pm and 1:00pm – 4:00pm. No evenings.
- Pre-teen and Teen Program:** Assist with group projects and games or interact one on one with pre-teen and teens. CPR Certification preferred. Daily: 9:00am – Noon, 2:00pm – 5:00pm, 5:00pm – 8:00pm.
Must be 18 years of age to volunteer in this area.
- Emergency Department (ED):** Meet and greet children and their families; assist ED staff in attending to non-medical questions and concerns of patients/families. Serve as a communication link between staff, children, families and visitors. Bilingual speaking and CPR certification preferred. Daily: 7:00am – 10:00am, 10:00am – 1:00pm, 1:00pm – 4:00pm, 4:00pm – 7:00pm, 7:00pm – 10:00pm.
- Surgery Waiting:** Assist families waiting in these areas. Provide snacks and magazines when available and to act as a liaison between staff and families. Interact with doctors, nurses and staff to coordinate family convenience and comfort while children are in surgery and recovery. M – F. 8:00am – Noon, Noon to 4pm. No evenings.
- Pre-procedural:** Assist Child Life Specialist with multiple tasks including supervising the waiting area, greeting children and families, providing therapeutic play activities, escorting families as needed. M-F, 7:00am – 11:00am. No weekends or evenings.

Bio-behavioral: Assist classroom teachers with material preparation, co-facilitation of instructional activities and classroom supervision. Mandatory finger printing required. Must have some background or education in this field. M – F: 9:00am – Noon, 1:00pm – 3:00pm, 3:00pm – 5:00pm.

Radiology/Patient Transport: Greet children and families in the waiting area, escort them to and from various areas of the hospital. May do bedside on first floor when not busy. M – F, 9:00am – Noon or Noon – 4:00pm. No evenings.

Activity Program: Volunteers in the Outpatient Clinic spend time entertaining the children who are waiting to see the doctor by playing games, coloring and sharing activities to help provide the patient a more comfortable visit. M – F: 9:00am – Noon or 1:00pm – 4:00pm. No evenings.

Kohl's Hospitality Coffee Cart: Provide coffee and refreshments to families, visitors and staff from a decorative cart on wheels to all areas of the hospital. Daily, beginning at 7:00am, three hour shifts are flexible all day through evening hours.

Massage Therapy Program: Relaxing massages are provided for families by certified massage therapists twice a month, on the first and third Thursdays. Must provide certification. No evenings.

Nutrition and Hospitality: Serves as an assistant to the Food and Nutrition Services Department. Volunteers work with periodic patient satisfaction surveys and on-going activities such as meal rounds and test trays. Daily, flexible hours. Limited availability.

Animal Assisted Therapy: Certified therapy animal teams provide visits to patients by promoting feelings of comfort, touch and emotional well being. Visits also decrease patient and family stress associated with hospitalization. Applications are available but we are at our maximum number at this time to bring any new pets on board. All information is available in packet regarding certification and process to be part of this program at a future date.

PICU Family Living Center: An area where volunteers provide families with assistance in the “home away from home” area by assisting with informational needs and resources to families who sometimes stay for extended times. This placement also acts as a bedside volunteer in the PICU patient care area. Daily, all shifts (3 to 4 hours) are available starting at 7:00am through 9:00pm.

Healthy Steps: A prevention program geared to meet the needs of all parents of infants and toddlers. Information and support is provided to parents to access community resources, receive emotional support and work to strengthen families. Volunteer assist in duties designed to provide support to Healthy Steps families, shadowing and assisting during clinic visits and provide clerical support as needed. M – F: 9:00am – 11:30am or 1:30pm – 4:30pm. No evenings.

Kids Kidney Center: Assist with administrative support, interact with patients. M, W, F Only: 9:00am – Noon or 1:00pm – 4:00pm. Limited positions, no evenings.

Pharmacy: Position serves as support service assistant including filing, delivery to other areas of the hospital and assisting in projects to specific department as needed.

***Community/Special Events:** Various events, times and locations. Call 602.546.0269 for information.

Mascot: Attend community events as requested.

THANK YOU!

Phoenix Children's Hospital Volunteer Services 602.546.0269