



Volunteer Placement Description

Position Title: Doggy Daze

Reports To: Mira Ehrhardt ☎ 901-595-7636 | ✉ mira.ehrhardt@stjude.org

Hours: Monday- Friday 9:00- 11:00 & 3:00- 6:00

Training: Sign up for training on your volunteer portal, stjude.vsyslive.com

Issue Date: 6/07

Reviewed/Updated: 11/10, 7/12, 7/13, 9/17, 4/18, 9/18, 11/19, 11/25

For All Volunteer Placements

General Expectations:

- Notify the Family, Guest & Volunteer Services Department of any absences.
- Sign in and out for each shift using the volunteer management database and wear your hospital-issued ID badge and purple neck rope prominently.
- Shift Management:
 - Utilize your volunteer portal, stjude.vsyslive.com, to assign yourself to the available shift assignments and track service records.
 - Use your volunteer portal to update contact information, check schedules, view service records and schedule shifts from your computer or smartphone.
 - Your supervisor will be notified automatically of any schedule changes made through the portal.
 - If your change needs to be made within 24 hours of your schedule assignment, you must contact your supervisor by phone or email.
- Maintain confidentiality at all times and refrain from sharing information learned during volunteering outside the unit, department, or hospital.
- Adhere to the volunteer dress code.

Compliance:

- Uphold confidentiality standards and adhere to all hospital policies while volunteering.

- Adhere to infection control standards for any area in which you serve.
- Respect the multi-cultural needs of patients and families.
- Successfully complete yearly competency quiz and any other mandatory training assigned.
- Follow St. Jude policies for reporting and handling accidents or injuries.
- Report any unusual occurrences, such as unusual behaviors, immediately to security, supervisor or other staff members.

Physical Requirements and Abilities:

- Regularly required to stand, walk, sit, kneel, use hands to handle or feel objects and communicate verbally.
- Must be able to hear clearly and accurately to ensure effective communication and situational awareness, for example, clearly hear and understand overhead announcements.
- Specific vision abilities include close vision, depth perception and the ability to adjust focus.
- Occasionally lift and/or move up to 25 pounds occasionally if needed.

Cultural Sensitivity:

- Demonstrate respect and understanding of the diverse cultural backgrounds represented at St. Jude.

Doggy Daze Volunteer Program

Overview & Objective:

St. Jude is utilizing animal visitation to provide therapeutic, educational and recreational opportunities for patients by interacting with screened dogs. Doggy Daze volunteers help to relieve stress by providing a break between treatments. While hospitalized, patients are separated from their pets at home- this program allows patients a unique experience with man’s best friend.

Role Specific Responsibilities:

- Abide by Volunteer Services and Child Life Department guidelines on attire to include not wearing other dog program logos.
- Ensure dog is prepared for each visit with a clean green Doggy Daze bandana on.

Required Skills, Knowledge, Experience & Attitude:

- Warm, friendly, and patient demeanor.

- Able to function independently and work effectively with others without direct supervision.
- Must exhibit warm, friendly, and patient mannerisms.
- Able to work with a diverse population, recognizing and respecting their multi-cultural needs.
- Enjoy working with children and teens and be sensitive to their needs.
- Able to function effectively under conditions of stress and variability.
- Willingness to work with technology, including an iPhone app and the volunteer portal.
- Handlers and visiting dogs must meet with Child Life personnel and Doggy Daze Liaison for initial screening and introduction to program requirements.

Qualifications of Dog

- All dogs in the Doggy Daze program must be Pet Partners, Intermountain Therapy Animals or the Alliance of Therapy Dogs certified.
- Must exhibit warm, friendly and patient mannerisms.
- Visiting dogs must be well groomed and bathes at least 24 hours prior to visiting.
- Immunization of the volunteer dog must be current and on file with the Family, Guest & Volunteer Services Department.
- Dogs must appear healthy. Dogs on antibiotic therapy, with skin lesions, eye drainage, gastrointestinal upset or wearing bandages will be excluded from visiting. A signed statement from the veterinarian confirming the dog's health may be required before returning.
- The visiting dogs must be free of obvious infection and ectoparasites (fleas and ticks).

Training for Handler & Dog:

- Handler and visiting dogs must meet with Child Life personnel for initial screening and introduction to program requirements.
- The first three visits conducted by the dog and handler will be considered the orientation/trial period. If staff or owners feel uncomfortable with the pet's role in the program, this must be discussed and the situation reassessed.
- Other possible training as determined by the Director of Child Life and Family, Guest & Volunteer Services Department.

Communication & Interpersonal Skills:

- Must be fluent in the English language.
- Able to communicate effectively and work collaboratively with others.
- Able to confidently approach families in a kind, welcoming, and engaging manner.
- Able to communicate effectively with children.
- Able to respond to children's needs in various situations.

Knowledge & Adaptability:

- Experience in working with children/teens of a variety of ages is strongly preferred.
- Able to safely supervise children.
- Must demonstrate the knowledge and skills necessary to provide age-appropriate care to all patients served.

Licenses or certifications:

- Must be certified by either: Pet Partners, Intermountain Therapy Animals, (Mid-South Therapy Dogs is the local affiliate) or the Alliance of Therapy Dogs (West TN Therapy Dogs is the local affiliate).

-XX-