



## **Volunteer Placement Description**

**Position Title:** Happy Cart

**Reports To:** Mohogany Guinn | ☎ 901-595-3328 | ✉ [mohogany.guinn@stjude.org](mailto:mohogany.guinn@stjude.org)

**Hours:** Tuesday & Thursday 5:30-7:30, Saturdays 11:30-1:30 or 1:00-3:00

**Training:** Sign up for training on your volunteer portal, [stjude.vsyslive.com](http://stjude.vsyslive.com)

**Issue Date:** 3/01

**Reviewed/Updated:** 9/07, 1/09, 6/10, 11/11, 7/12, 11/16, 9/17, 12/17, 4/18, 9/18, 6/22, 10/23, 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](http://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.

## Happy Cart Volunteer Program

**Overview & Objective:**

To distribute crafts, activities, books, and amenities/personal care items to the patients and caregivers of St. Jude.

**Role Specific Responsibilities:**

- Put pens and scissors in your apron or in the pockets on the cart and ensure purple top sanitizing wipes are on the cart.
- Sanitize the cart before leaving.

**Inpatient:**

- Conduct one of 2 routes for all inpatient units and medicine room. (Route 1: BMT, ICU, Infusion Center. Route 2: 3<sup>rd</sup> floor, 4<sup>th</sup> floor, and 5<sup>th</sup> floor.)
- Ask a staff member at each nursing unit which patients would like a visit or if there is a room you should not go in; the nurse may choose an item off the cart for a patient who is unable able to receive a visit from the volunteers.

- Start with the first room and work your way around the floor, skipping any rooms the nursing staff requested to be skipped.
- Read the digital signage to know how to properly clean your hands and to know if PPE is required to enter. Clean your hands before and after each interaction.
- After knocking on the door, tell them you have the Happy Cart, explaining what it is if necessary.
- Hand the caregiver, the caregiver supplies list and a pen. Ask the child if they would like something from the Happy Cart. If the child can come out, wait for them to do so. If not, ask the caregiver if they would like to come out. Remind them to not touch anything until you hand it to them. (We try to only give one item to each child/teen, unless it is something that requires two items, i.e., a coloring book and crayons.)
- Sanitize anything that might have been touched. Use the purple top sanitizing wipes, ensuring the item is wet for a minimum of 2 minutes to ensure proper sanitization.
- If the room is on isolation, work with other Happy Cart members. One volunteer enters the room wearing the proper PPE and talks with the patient and family, while the other volunteer waits outside the door for instruction. Once they know what they want from the cart, the volunteer inside will tell the volunteer outside what is needed, ensuring the door stays closed as much as possible. The outside volunteer will knock when they have the items ready.
- Continue to each floor on the route. If only one cart is running, and there is still time left, go to as many units as possible.
- Never enter a room with the Happy Cart itself.
- Once the route is complete, return to the volunteer work room and restock the amenities that were handed out.
- Empty the bins.
- Sanitize the bins and cart.
- Write any items that are low or out of stock on the clipboard in the workroom.
- Please keep the cart and the workroom organized. It's best to leave the cart in better condition than you found it in.
- Report to your supervisor if the cart needs repairs or anything is not in good working order.

### **Outpatient:**

- Visit each clinic waiting room/ area. A list can be found on the Happy Cart.
- Sanitize your hands after every interaction.
- Hand the caregiver the caregiver supplies list and a pen. Ask the child if they would like something from the Happy Cart. Remind them not to touch anything until you hand it to them. (We try to give one item to each kiddo, unless it is something that requires two items, i.e., a coloring book and crayons.)

- Once the route is complete, return to the volunteer work room and restock the amenities that were handed out.
- Empty the bins.
- Sanitize the bins and the cart.
- Write any items that are low or out of stock on the clipboard in the workroom.
- Please keep the cart and the workroom organized. It's best to leave the cart in better condition than you found it in.
- Report to your supervisor if the cart needs repairs or anything is not in good working order.

**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.
- Physical ability to withstand long periods of walking, standing, and pushing a cart (approximately 25 pounds force).
- Able to follow Infection Control standards for clinic settings.

**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:**

- N/A

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