

# St. Jude Children's Research Hospital Volunteer Manual



Updated 6/2025



# Family, Guest and Volunteer Services

St. Jude Children's Research Hospital

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901-595-3327

Take a virtual tour of St. Jude Children's Research Hospital

<https://tour.experience.stjude.org/>





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**St. Jude Children's<sup>®</sup>  
Research Hospital**

Finding cures. Saving children.

ALSAC • DANNY THOMAS, FOUNDER



# WELCOME

**We're glad you've found your place.**

Welcome to the Family, Guest and Volunteer Services family at St. Jude Children's Research Hospital! Volunteers are crucial to our mission, and you are a very important member of our team. Without the continued, generous support of volunteers and donors, the lifesaving work at St. Jude could not continue.

The purpose of this manual is to serve as a guide during your volunteer service, so please refer to it often. If you ever have any questions, feel free to contact a member of the Family, Guest and Volunteer Services department by calling 901-595-3327.

Thanks again for giving of yourself, your time and your energy to St. Jude. We hope your experience here is extremely rewarding!





# About St. Jude

## History

As a young man, Danny Thomas had a simple goal: to entertain people and be successful enough at it to provide for his wife and family. But work wasn't easy to come by.

As he and his family struggled, his despair grew. He wondered if he should give up on his dreams of acting or find a steady job. He turned to St. Jude Thaddeus, the patron saint of hopeless causes. "Show me my way in life," he vowed to the saint one night in a Detroit church, "and I will build you a shrine."

That prayer to St. Jude marked a pivotal moment in his life. Soon after, he began finding work, eventually becoming one of the biggest stars of radio, film and television in his day.

And as one of the world's biggest celebrities, Danny used his fame to fulfill his vow to St. Jude Thaddeus and to change the lives of thousands of children and families.

### **A UNIQUE RESEARCH INSTITUTION**

Danny's shrine to St. Jude Thaddeus was originally to be a general children's hospital located somewhere in the South. Danny's mentor, Cardinal Samuel Stritch, recommended he look to Memphis, Tennessee, the cardinal's hometown.

By 1955, Danny and a group of Memphis businessmen he'd rallied to build the hospital decided it should be more than a general children's hospital. At the time, the survival rate for childhood cancers was 20%, and for those with acute lymphoblastic leukemia (ALL) — the most common form of childhood cancer — only 4% of children would survive. They believed that this new hospital could help these families with nowhere else to turn. St. Jude Children's Research Hospital would become a unique research institution where the world's best doctors and scientists would work together to cure childhood cancer, sickle cell and other deadly diseases.

And for families with children battling these diseases, Danny wanted to remove the burden of treatment costs so they were free to focus on their child.

The idea of his shrine to St. Jude set, Danny and his supporters focused on raising the funds to build and maintain it.



## FUNDING THE HOSPITAL

Danny began raising money for his vision in the early 1950s. By 1955, the Memphis business leaders who'd joined his cause also began local fundraising efforts. Danny also wanted to get the word out across the country about what he was doing and enlist the support of everyone he could.

Frequently, Danny and his wife, Rose Marie, crisscrossed the United States, speaking about his dream to build St. Jude Children's Research Hospital to any group that'd listen, asking for their support.

Along with the construction, Danny knew he had to find a way to fund the hospital's annual operation. He turned to his fellow Americans of Arabic-speaking descent. Danny believed that by supporting St. Jude, this group of Americans could thank the United States for the gifts of freedom given their parents and also be a noble way of honoring their forefathers who'd immigrated to America.

Danny's requests struck a responsive chord.

In 1957, 100 representatives of the Arab-American community met in Chicago to form ALSAC® (American Lebanese Syrian Associated Charities) with the sole purpose of raising funds for the support of St. Jude Children's Research Hospital.

Since that day in Chicago, ALSAC has been responsible for all the hospital's fundraising efforts, raising hundreds of millions annually through benefits and solicitation drives among Americans of all ethnic, religious and racial backgrounds.

*ALSAC headquarters is located on the campus of St. Jude Children's Research Hospital.*





St. Jude Children's Research Hospital opened its doors on February 4, 1962, based on Danny's dream that "no child should die in the dawn of life." Since then, we've made incredible strides in childhood cancer research. We've helped improve the survival rate of childhood cancer from 20% to 80%. And ALL, the disease with a virtual death sentence in 1962, now has a survival rate of 94 percent.

Today, we're a world leader in developing new, improved treatments for children with cancer, and we create more clinical trials for cancer than any other children's hospital. We freely share those breakthroughs, and every child saved at St. Jude means doctors and scientists worldwide can use that knowledge to save thousands more children.

And still today as when we opened our doors, families never receive a bill from St. Jude for treatment, travel, housing or food – because all they should worry about is helping their child live.

Danny Thomas passed away in 1991, but he left us with an enduring legacy and commitment to saving the lives of children everywhere. We won't stop until no child dies from cancer.

For a more detailed history of St. Jude Children's Research Hospital, go to [www.stjude.org/history](http://www.stjude.org/history) as well as visit the Danny Thomas ALSAC Pavilion on the St. Jude campus.

## **St. Jude Mission Statement**

The mission of St. Jude Children's Research Hospital is to advance cures, and means of prevention, for pediatric catastrophic diseases through research and treatment. Consistent with the vision of our founder, Danny Thomas, no child is denied treatment based on race, religion or a family's ability to pay.



## Non-Sectarian Institution

The hospital's founder, Danny Thomas, opened the hospital to children of all religions. Sharing of personal beliefs and materials, performances or literature of a religious nature is not permitted. Chaplains in Spiritual Care Services are happy to counsel volunteers regarding this policy.



“

No child should die in the dawn of life.

”

Danny Thomas, founder

## DNV (Det Norske Veritas) – Accrediting

DNV (Det Norske Veritas), the accrediting body chosen by St. Jude, places patient care as a top priority. To do this, DNV applies a risk-based approach to patient safety that helps hospitals achieve and meet the expectations of our patients and families. While also incorporating a quality management approach, our organization will benefit from improved patient safety and quality of care, continual identification of areas of improvement, ongoing growth of reputation and trust, and improved staff satisfaction. DNV surveys St. Jude to their standards and our policies and processes. They conduct surveys on an annual basis that support a collaborative, educational, and transparent accreditation process.

DNV was originally founded in 1864 as a membership organization in Norway that supported marine insurance clubs to establish set rules and procedures. They are a global leader in quality assurance and risk management supporting Energy, Food, and Healthcare industries. DNV was deemed by CMS as an accreditation program in healthcare in 2008.

As a volunteer, you could be included in the survey. If you encounter a surveyor, just be yourself, answer any questions asked, and remember that you can ask a staff member for help to find the answer.

You received a general orientation to the hospital/took a competency quiz on safety and other procedures, you were trained on your unit/area in which you serve, and on all general hospital policies.

Learn more about DNV: <https://www.dnv.com/services/hospital-accreditation-7516>

## A Magnet-Designated Hospital

St. Jude is a Magnet hospital, the highest designation a hospital can receive related to nursing. The Magnet Recognition Program® serves as a benchmark for patients to measure the quality of nursing care they can expect to receive at a hospital. Only 9 percent of all U.S. hospitals have achieved this recognition.



## Comprehensive Cancer Center

St. Jude Children's Research Hospital has the first and only National Cancer Institute-designated Comprehensive Cancer Center devoted solely to children. The designation as a Comprehensive Cancer Center reflects leading excellence in laboratory, clinical and survivorship research, as well as leadership in education and community outreach. The center has received the highest possible score of "exceptional" in its two most recent NCI reviews. In 2022, the NCI further recognized the center by extending its grant funding period based on sustained extraordinary progress, stability, and longevity.

Learn more: <https://www.stjude.org/research/comprehensive-cancer-center.html>

St. Jude Research

WHY ST. JUDE ▾

DEPARTMENTS & LABS ▾

CENTERS & INITIATIVES ▾

OUR PROGRESS ▾

CAREERS

SEARCH 

## Comprehensive Cancer Center

St. Jude Children's Research Hospital has the first and only National Cancer Institute-designated Comprehensive Cancer Center devoted solely to children.





# ST. JUDE VALUES

## Our core values

- 1) Always recognize that advancing treatment for children with catastrophic diseases is at the center of everything we do.**

This is why we exist. It's what we do.

- 2) Do what is right; take ownership of what you do.**

We know what is right. It's up to us to own our actions—and do what is right.

- 3) Work with purpose and urgency—your efforts matter.**

Every role in our institution contributes to our mission. Every moment, every decision and every idea matter.

- 4) Embrace the challenge to create a new tomorrow.**

Every person on our campus has something to contribute to our mission. Even during change and growth, keep sight of the power you have to influence and ignite the work around you.

- 5) Work collaboratively and help others to succeed.**

True success doesn't happen on an individual basis. It requires all of us supporting and inspiring one another to reach new heights.

- 6) Always be respectful of your coworkers, our patients and their families, and visitors to our campus.**

We share St. Jude with the world. This includes the diversity of backgrounds, perspectives and journey of every person who is a part of our campus. We are inclusive and we realize that we are stronger when all are valued.

- 7) Make the most of St. Jude resources and be mindful of those who provided them.**

The support for our institution is incredible. It allows us to charge into frontiers that others can only imagine. And it's possible because of tens of thousands of people who trust us to be good stewards of their donations. We must be diligent to make their contributions count in every way possible.



# Housing at St. Jude

Housing and Patient Services exists to ensure quality of life for our patients and families by providing safe, healthy, tranquil, family-oriented lodging. We want to help reduce as much stress as possible during a difficult time and preserve a home-like family environment within the confines of a community structured to best meet the needs of the patient. We also want to facilitate normal child development by involving Social Work and Child Life, as well as volunteer services, in the daily routine of each housing family.

Learn more:

<https://www.stjude.org/treatment/patient-resources/while-here/housing.html>



## Tri-Delta Place

- Short-term stay (1 to 7 days)
- Located on St. Jude campus
- 100 hotel-style rooms
- First time patients for assessment
- Patients returning for treatment, therapy and checkups.

## Ronald McDonald House

- Short-term stays
- Expanded assistance for family guest visits
- Opened in 1991 – Bound by charter and contract to house only St. Jude patients
- 53 units—51 hotel-style rooms with two queen beds and a full bathroom; two 2BR/1BA apartments
- Located at 535 Alabama Ave.
- Patients who shouldn't stay on or near campus due to construction dust
- RMH is an independent, community supported, 501(c)3 not-for-profit organization and is not owned or operated by St. Jude Children's Research Hospital.



## Target House

- Long-term stay (> 90 days)
- Length of stay driven by protocol
- Built by funding from Target Corporation
- Owned by ALSAC/St. Jude
- Located on Diocese of Memphis property at 1811 Poplar Ave.
- 98 apartments with kitchen, living room, two bedrooms and completely furnished with towels, linens, bedcovers, kitchen cookware, tools, dishes, glasses, etc.
- Patients who shouldn't stay on or near campus due to construction dust







Image: St. Jude Children's Re

## The Domino's Village

- Long- and short-term stays
- Underground parking garage
- 140 one-, two-, and three-bedroom, fully furnished apartments
- Outside courtyard and play area
- Pedestrian bridge across North Third Street, leading into the St. Jude campus
- Dining Hall, Tri Delta Place residents can also eat there
- Only patients who have a lower risk of negative impact from construction dust





## **VOLUNTEERING AT ST. JUDE CHILDREN'S RESEARCH HOSPITAL**





# What is Family, Guest and Volunteer Services?

Family, Guest and Volunteer Services consists of three distinct areas that form one department.

The **Family** piece focuses on patient family-centered care (PFCC) bringing in family volunteers. At the heart of PFCC is the belief that health care staff and the family are partners, working together to best meet the needs of the child.

The **Guest** piece focuses on excellent guest satisfaction through concierge services provided by Best Upon Request, a national concierge service company. They assist the families with non-medical tasks (such as shopping and errand running) and serve as guest service representatives at the front desks.

The **Volunteer Services** piece involves you, our community volunteers. Volunteers are the lifeblood of St. Jude Children's Research Hospital, providing crucial support services that are vital to the hospital and the well-being of its patients. Every day, willing volunteers donate their time and energy so that St. Jude can fulfill its mission of finding cures and providing care.

## Mission Statement for Volunteer Services

Effectively recruit, engage, and retain compassionate, well-trained volunteers while continuously identifying opportunities to create programs that enhance the patient experience.

# What is a Volunteer?

A St. Jude volunteer is a member of a team of individuals who serve without salary under staff supervision and direction. Volunteers are placed in non-professional areas and help to provide one of the most important ingredients to health care—love and concern for our patients and families. Services provided by volunteers lighten the burden, allowing the professional staff more time for care of patients. A St. Jude volunteer, more than any other person on our team, has the time and opportunity to create an atmosphere of friendliness and good will.

## Volunteer Goals:

- Enhance the patient care experience by providing a personal touch in a highly technical environment.
- Serve as an ambassador among the hospital and the patients, visitors, the community, employees and fellow volunteers.
- Assist the professional and technical staff with the non-professional aspects of their work.

## Volunteer Services Department Goals:

- Continually improve communication, training and education for volunteers, hospital staff and ALSAC employees regarding the volunteer program.
- Appropriately utilize each volunteer's background and skills.
- Develop programs and volunteer placements to meet the needs of departments and individuals.
- Recognize the efforts and contributions of volunteers and provide them with an opportunity for personal development.



# **VOLUNTEER PERKS**

**LEARN NEW SKILLS AND MEET NEW PEOPLE!  
MAKE DISCOVERIES ABOUT YOURSELF!  
FEEL GOOD ABOUT MAKING A DIFFERENCE!**

- Free parking with a parking hangtag.
- \$8.00 to spend in Kay Kafe (the hospital cafeteria) on the day you volunteer.
- 20% discount in the ALSAC gift shop, where you can find St. Jude branded items.
- A secure place to store small personal belongings.
- Letters of recommendation upon request. (Must meet minimum volunteer service requirements.)

**Volunteers are specially recognized throughout the year, but particularly during National Volunteer Week in April.**

**Volunteers receive special recognition pins, certificates and more depending upon the number of volunteer hours contributed and years of service.**

# Volunteer Service Award

## Lifetime Member Status

The Lifetime Member Status Volunteer Service Award is given annually to St. Jude volunteers who have dedicated more than five years or 1000 hours of service to St. Jude Children's Research Hospital and need to step back from their traditional volunteer roles.

The purpose of this award is to honor volunteers for their loyal service to St. Jude Children's Research Hospital through the creation of a special lifetime member program that provides for the involvement with the hospital without requiring a commitment to a weekly volunteer shift.





# Volunteer Expectations

## As A Volunteer, You Have The Right To:

- be treated as a co-worker and be treated as a valued team member.
- have a suitable assignment.
- know as much about the organization as possible—its people, policies and programs.
- train for the assignment and receive continuing education in the position.
- sound guidance and direction and a written service description.
- a safe place to work.
- be heard, to feel free to make suggestions and to have a part in planning.
- be recognized through day-to-day expressions of appreciation and at formal events.

## The Volunteer Management Team And St. Jude Staff Have The Right To Expect You To:

- abide by the mutually agreed-upon service commitment.
- honor your commitment and inform the Volunteer Services department and your volunteer supervisor ahead of time if unable to be present when scheduled.
- maintain a satisfactory standard of performance.
- adhere to the policies and procedures of St. Jude and of the Family, Guest and Volunteer Services department.
- be punctual.
- behave in a professional manner, maintaining confidentiality at all times.
- communicate any problem related to the assignment.
- cooperate with the staff.
- record volunteer hours worked.

## Limitations

Legally, volunteers are not allowed to perform medical or nursing procedures or serve in research laboratories.



## FAMILY, GUEST AND VOLUNTEER SERVICES POLICIES AND PROCEDURES





# Commitment

Volunteers must serve **a minimum of 8 consecutive months, with at least 3 shifts per month**, from the time they begin their regular weekly shift. There is a volunteer probationary period of eight volunteer shifts. During this time, the Volunteer Services staff and/or your volunteer supervisor provides feedback and recommendations for future service. This is a time for the hospital to get to know you and your skill levels and interests and for you to discover if you are comfortable with your assigned placement. All volunteers are evaluated in odd years but have the opportunity to receive and offer feedback anytime with their supervisors and the Volunteer Services staff. **Your work is important, and we depend on you!**

# Communication

As a St. Jude volunteer, it is vital to read all communication from the Family, Guest and Volunteer Services department. The hospital is a rapidly changing environment, and the email communication is the main tool to reach every volunteer. Please read each email thoroughly. Please keep your email updated in the volunteer database.

# Signing In/Volunteer Database

Please record your time in and out at the sign-in station located in the Volunteer Services office or appropriate area. Our record of volunteer hours is vital. It provides an account of volunteer activity, information on where you may be contacted, and assists in determining the level of recognition for individual services.

Volunteer Services uses an online volunteer management software. Volunteers will be instructed on how to use this software as a part of training. It is expected that volunteers regularly log in to the software to update contact information, check volunteer hours, and manage schedule.

# Dress Code

First impressions are very important. We want you to be safe, comfortable and positively represent the St. Jude volunteer program. Your appearance should not attract more attention than the role you are performing.

Identification badges are required and must be worn on the purple volunteer neck rope and visible at all times for security purposes during your volunteer shift.

Depending on your volunteer placement, you may be required to wear a uniform specific to your position. This uniform must be washed after every shift.

## **Acceptable:**

- Shirts that cover the shoulders, midriff and back
- Jeans, slacks and capri-length pants
- Skirts that reach the knee or lower
- Closed-toe, quiet, clean and comfortable shoes
- Tasteful, non-distracting jewelry
- Appropriate tattoos
- Clean, groomed fingernails

## **Unacceptable:**

- Scrubs, including sets, tops, pants or jackets
- Shirts that are distracting and revealing
- Sleeveless shirts
- Clothing with offensive sexual, racial, political, religious, age-related, ethnic, or disability-related content; messages promoting alcohol, tobacco, or drugs; or advertisements for other healthcare organizations
- Shorts, regardless of length
- Leggings, yoga pants or sweatpants
- Pants with holes, tears or rips
- Skirts with high slits
- Sandals or flip-flops
- Uncovered tattoos that depict nudity, profanity, violence, drugs, sex, alcohol, tobacco products, or any imagery that may be considered inflammatory, offensive, or frightening
- Scents such as perfumes, colognes, lotions, aftershave, etc.
- Smoking prior to your volunteer shift.

**Certain areas may have specific requirements. As always, defer to your supervisor with specific dress code questions.**



# Cell Phone Use

The use of cell phones while driving on campus is prohibited. You may have your cell phone with you during your volunteer shift, however, you must not use it when you are with patients or their families.

# Public Relations

All media requests must be pre-coordinated by a member of the St. Jude Communications department. Before you speak to the media regarding St. Jude or your volunteer service, please be sure to contact the Family, Guest and Volunteer Services department. If you are contacted directly by a publication, broadcast, internet media, radio or other type of media representative, please inform the representative that the St. Jude Communications department must handle all media requests and approve any information given to the media.

# The St. Jude Logo

The St. Jude logo is trademarked and may not be used for any purpose without prior approval. You may not use it in any way outside of regular volunteer activities. The use of the logo is prohibited on personal social media or blog sites. All fundraising for St. Jude must be pre-approved and arranged with the permission of ALSAC, the fundraising organization for St. Jude.

# Visitors

Your friends or relatives may not accompany you inside the hospital. Only authorized personnel are allowed on campus.

# Ergonomics

St. Jude wants to help volunteers avoid work-related injuries. To avoid back injury, lift with your leg muscles and not your back. Pick items up from a squatted position, instead of leaning over. When using a keyboard, try to use a wrist rest to avoid Carpal Tunnel Syndrome. If a rest is not available, improve hand or wrist posture by lifting the wrists to a neutral position and by avoiding resting your wrists on the surface.

## Injuries While Volunteering

All injuries and incidents occurring during your shift must be reported to a St. Jude staff member before you leave the St. Jude campus. If you are injured while volunteering, you must complete an Injury Report Form. A member of the Volunteer Services team, your supervisor or Security team may collect the injury report and complete the EERS form, located on the St. Jude intranet. Don't delay reporting: Even if your supervisor is not present, all paid St. Jude staff members are trained to complete an EERS form and will assist you in this process.

If you experience any contaminated exposure (needle sticks, splashes, etc.) contact the Occupational Health emergency line at 901-595-8800. Let your supervisor know as well.

## Smoking Policy

Smoking or the use of tobacco and electronic cigarettes is prohibited by volunteers in or on all St. Jude buildings, grounds, parking lots, vehicles (including personal vehicles) and near entrances/exits to St. Jude properties. Please be mindful of painted markers on the sidewalk at each entrance/exit that show the point at which smoking is not permitted. These markers are necessary to protect campus air quality and promote safety by keeping entrances and exits clear of obstructions.



# Substance Abuse

St. Jude is committed to maintaining a workplace that is free from the influence of alcohol and drugs. Hospital policy prohibits the use, possession, manufacture, distribution or sale of drugs and alcohol on St. Jude property. In addition, the use of alcohol or possession, manufacture, distribution or sale of drugs off St. Jude premises that adversely affects performance, safety or the hospital's reputation is also prohibited.

If you are required by your physician to take a prescription medication during your shift, please secure it in one of the lockers in the Volunteer Services office.

## Weapons Free Workplace

The safety of patients, families, visitors, and staff is a top priority at St. Jude. A weapon is any object or instrument with the potential to cause physical injury.

St. Jude restricts all individuals except on-duty police officers from carrying handguns, firearms or prohibited weapons. This applies to anyone inside St. Jude buildings and housing facilities. Call Security immediately at **(901) 595-4444** if you see a weapon or someone carrying a weapon. The new state law does not change where you may carry weapons.

Contact Family, Guest and Volunteer Services with any questions regarding this policy.

## Harassment

St. Jude has adopted a “zero-tolerance” policy toward harassment. This means we have zero tolerance for workplace sexual harassment or workplace violence (spoken or written via email, text, smart device, etc.). Harassment is verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of their sex, race, color, religion, gender, national origin, age or disability. Any violation of this policy will result in disciplinary action up to and including immediate termination. Incidents must be reported to the Director of Family, Guest and Volunteer Services, your supervisor or by calling a confidential hotline: 901-595-5555. All complaints will be investigated. This includes harassment by any individual: staff, patient's family, patient, or another volunteer. Please report any act of harassment.

There will be no retaliation against any employee or volunteer for reporting or filing complaints of harassment.

# Patient Abuse and Neglect Involving Volunteers

## Policy

1. St. Jude will not tolerate the mistreatment, neglect or abuse of patients and the misappropriation of patient's property. Each patient is to be treated at all times with courtesy and respect and full recognition of their dignity and individuality.
2. Every patient has a right to be free from verbal, sexual, physical, or emotional abuse, corporal punishment and involuntary seclusion. Patients must not be subjected to abuse by anyone, including, but not limited to: staff, other patients, consultants, volunteers, staff of other agencies serving the individual, family members or legal guardians, friends or other individuals.
3. It is a crime to physically or emotionally neglect, abuse or threaten to neglect or abuse any patient under the care or custody of St. Jude. Any conviction for this offense carries the consequences identified by the Laws of Tennessee.
4. Everyone is a mandatory reporter under Tennessee Law. Failure to report actual, suspected or threatened abuse of any kind may result in disciplinary action up to and including termination.
5. Any volunteer convicted of failing to report patient neglect or abuse is also subjected to the consequences identified by the Laws of Tennessee.

## How to Report

- Contact a nurse, your volunteer supervisor or a social worker to report suspected abuse and/or neglect.
- Social Work staff are available to provide support and assistance in the reporting process, and expect to be called. An on-call Social Worker is available 24/7. Even if a patient doesn't have an assigned Social Worker, there are Social Work Staff who can help.
- **To reach the On-Call Social Worker, call (901) 428-2834.**
- In Tennessee, the Department of Health's Department of Children's Services (DCS) will keep the identity of the reporter confidential so that the report can be anonymous to the involved family.

## Volunteer Responsibilities

- All incidents of actual or potential abuse must be reported immediately regardless of their seriousness.
- Cooperate fully with any ongoing investigation of abuse.

### Abuse and Neglect

What you need to know

Everyone is a mandatory reporter under Tennessee Law.

Mandatory duty to report IMMEDIATELY if any suspected:

- Physical, emotional, or sexual abuse
- Medical or general neglect
- Exploitation

Duty to report is triggered when abuse or neglect is suspected. It does not have to be proven or known at the time of reporting.



## When to Report

### Physical Abuse

A child or vulnerable adult who has a wound, injury, disability, or physical or mental condition caused or worsened by brutality, abuse, or neglect.

Examples:

- Any non-accidental physical injury or trauma that could cause injury –goes beyond corporal punishment (e.g., bruise, broken bone, burn, striking in a way that would cause internal injury, etc.)
- A caregiver's failure to protect a child from another person who is physically abusive
- Violent behavior by a caregiver that demonstrates a disregard for a child and could result in serious injury (ex. domestic violence)

### Sexual Abuse

- A child or vulnerable adult has signs of sexual trauma. A child or vulnerable adult tells you they have suffered sexual trauma.

Examples:

- Intentionally exposing a child to sexually explicit material.
- Taking pictures or videos of children engaging in sexual activities or in sexually explicit poses.
- Making children available to others for sexual purposes (e.g., prostitution or sex trafficking).
- Caregiver with knowledge or reason to suspect child sexual abuse by another person who does not intervene or protect the child.

### Neglect

Failure or refusal to provide necessary food, clothing, shelter, education (as required by law), medical treatment, supervision and other supports necessary for the child's well-being based on the age and developmental stages of a child.

Examples:

- A child who is dangerously exposed to the elements (ex. no shoes; no warm clothing for winter)
- A caregiver whose addiction issues affect the child's physical, mental, or emotional functioning
- Child left in the care of a suitable caregiver but without proper planning or consent. The caregiver leaves the child but does not return when scheduled or has a history of leaving the child without providing essentials for care (e.g. diapers, formula)

# No Hit Zone

St. Jude has recently joined a growing number of children's hospitals and other facilities across 111 countries and 46 states in becoming a No Hit Zone.

The purpose of this program is to create and reinforce an environment of comfort and safety for patients, families and staff.

You will see signs around St. Jude indicating that we are a Hit-Free Zone.

This means that:

- No adult shall hit an adult
- No adult shall hit a child
- No child shall hit an adult
- No child shall hit another child



# Patient Risk Prevention

**Volunteers should immediately notify a staff member:**

- If a patient makes statements about wanting to die, endorses thoughts of self-harm, or expresses suicidal ideation. Even if you don't think the patient means what they say!
- If a patient demonstrates any behavior you think might indicate the patient could be at increased risk for suicide such as intentionally hurts self: cutting, burning, taking too much medicine, etc.
- If a patient makes statements about wanting to kill another specified person or endorses thoughts of harming others.

The staff member will contact Psychology to conduct a risk assessment.

## Opioid Reporting

Tennessee law requires any entity that prescribes, dispenses, or handles opioids to provide the following notice to its employees and volunteers: **Please report any suspected abuse or diversion of opioids, or any other improper behavior with respect to opioids, to the Department of Health's Complaint Intake Line: 800-852-2187.**

At St. Jude, we want to do our part to help solve the current national opioid crisis. Opioids include such drugs as fentanyl, morphine and heroin. These pain relievers can be addictive when misused. Everyone at St. Jude has the responsibility to help protect our patients, employees and volunteers from the negative effects of opioids. It is your ethical and legal responsibility to report drug misuse, abuse or theft by anyone at St. Jude. You will not be punished for making a good-faith report.

**If you find out about drug misuse, abuse or theft, report it to:**

Your volunteer supervisor; A staff member of Volunteer Services at 901-595-4432 or 901-595-5293; EthicsPoint (an anonymous way to report) at 1-800-433-1847 or online <http://www.ethicspoint.com/>; or The Employee Confidential Hotline, 901-595-5555



# Inclement Weather

In the event of dangerous weather conditions near the St. Jude campus or downtown area, your safety is our priority! As a general rule, if Shelby County schools are closed due to weather conditions, we do not expect you to report for your regularly scheduled shift and you do not need to call; however, if it is safe to do so, you may come in. Updates will be sent to all volunteers via text messages in the event of an imminent threatening weather event in or near downtown Memphis.

## St. Jude Volunteer Holidays

The Family, Guest and Volunteer Services office is closed during the holidays listed below. You are **not expected** to report for your volunteer shift should it fall on a holiday. When a holiday occurs on Saturday, the preceding Friday is observed; when a holiday occurs on Sunday, the Monday following is observed.

### ST. JUDE VOLUNTEER HOLIDAYS

NEW YEAR'S EVE AND DAY  
MARTIN LUTHER KING DAY  
MEMORIAL DAY  
INDEPENDENCE DAY  
JUNETEENTH  
LABOR DAY  
THANKSGIVING DAY  
DAY AFTER THANKSGIVING  
CHRISTMAS EVE AND DAY

*Enjoy your holidays!*

# Vacation, Leave of Absence, and Resignation

## Vacation

Notify the Family, Guest and Volunteer Services office and your volunteer supervisor if you have a planned absence. While we understand that outside commitments arise, we are not able to hold your volunteer placement if you should miss more than six volunteer shifts at any time.

## Leave of Absence

You are able to take a Leave of Absence if you need to take an extended break. If at any time you feel that you are unable to fulfill your scheduled commitment and need to take a Leave of Absence, contact the office as soon as possible so that we may find a substitute for your position. When you are ready to return, contact the office. Leave of Absence can extend up to six months. If it's been more than one year since your last volunteer shift, you will need to complete the onboarding process again.

## Resignation

If you must resign from volunteering, notify Volunteer Services and turn in your ID badge and parking hangtag before leaving.

# Volunteer Termination

Any volunteer deemed unsuitable for continued volunteer service at St. Jude will be terminated and prohibited from further volunteer activity at the hospital.

Volunteers may be terminated from volunteer service for:

1. Breach of confidentiality
2. Disregard of Hospital and Family, Guest and Volunteer Services department policies
3. Inability to work well with others
4. Any concern the hospital may have for the safety and comfort of our patients and their families



## **GENERAL SAFETY AND EMERGENCY PREPAREDNESS**





Volunteers are expected to become familiar with hospital policies regarding general safety, fire safety, emergency procedures and much more. Please take time to become knowledgeable regarding these issues. Please also know that the General Safety Team periodically quizzes hospital employees and volunteers on these issues, so be prepared. For each of the following, always maintain awareness of your surroundings and report anything suspicious to the volunteer office, your supervisor or the security department at 901-595-4444.

## Hospital Access and Security

**Access to the St. Jude campus is strictly controlled.** As a St. Jude volunteer, I may only enter campus during scheduled volunteer shifts, scheduled blood donation, or with prior approval of my volunteer supervisor or Volunteer Services.

You will receive training for a specific shift in the hospital. During this training, you will be **given access to the appropriate areas** in the hospital to complete your shift successfully. You are not to enter any areas not approved by your supervisor or relevant to your volunteer role.

St. Jude offers **free parking** to all volunteers. You will be issued a new volunteer parking hangtag each year. Hangtags must be hung from the rear-view mirror and be clearly visible.

Volunteers parking in a designated disabled parking space on the St. Jude campus require a state-issued disabled parking hangtag, placard or license plate, which must be registered with the St. Jude Security Department. Vehicles not properly displaying the special decal or distinguishing license plate may be issued a citation from the Memphis Police Department and may be towed at the owner's expense.

Because security is important, electronically controlled entrance gates or doors should not be opened for people who do not have St. Jude identification badges. Visitors should be directed to the front entrance of St. Jude.

While you are on your shift, we encourage you to lock your belongings in one of the lockers in the Family, Guest and Volunteer Services office. St. Jude is not responsible for the loss of or damage to personal property or valuables. Please notify security of any missing items, suspicious people or packages on campus.

# Chemical Safety

When information is needed on certain chemical substances, Material Safety Data Sheets (MSDS) can provide the information. These sheets contain information on how to handle different substances. They are located on the St. Jude intranet and can be accessed by a St. Jude staff member upon request.

# Electrical Safety

Inspect all electronic equipment before using. Do not use if you notice an unusual smell coming from the item and do not handle electrical cords that look frayed or damaged. Report damaged equipment to Biomedical Engineering at 901-595-3392.

# Radiation Safety

Radiation safety personnel monitor the receipt, use and disposal of all radiation supplies to ensure a safe working environment and compliance with federal and state regulations. Signs are posted on laboratories using radioactive materials. Do not enter any such area without the permission and knowledge of the area's supervisor. Questions about radiation safety and/or radioactive materials should be directed to the Radiation Safety office at 901-595-2314.

# Facility Dogs: Paws at Play

Facility dogs are certified service dogs and are official hospital employees. Their job is to help patients achieve specific goals. These dogs wear green service vests and ID badges to work.

If the dog isn't performing a job, you may ask his handler if you can pet him. You will be asked to wash your hands before and after petting.



**Chocolate Chip (CC)**



**Rosalie**



**Rose**



**Snuggle**

**Learn more:** <https://www.stjude.org/treatment/services/clinics-and-services/child-life/paws-at-play.html>



**Okay to pet, with permission.**



# Service Dogs

- The Americans with Disabilities Act is a federal law that protects public access right to any disabled individual with a Service Animal.
- Service dogs are specially trained to perform specific tasks for a disabled person (hearing, seeing, retrieving, alerting to oncoming seizure or blood sugar imbalance).
- Service dogs are medical equipment like a wheelchair, crutches, or an oxygen tank. They are medically necessary.
- Service dogs come in all shapes, breeds, colors, coat types and specialties.
- NEVER pet, talk to, play with, feed, or distract the dog – they are working.
- Service dogs are permitted in the cafeteria, common spaces, certain patient care areas, shuttles, and in housing.
- Speak to the human – not the dog.
- Do not ask a service dog's handler questions about their purpose for having the dog; it is disrespectful and an invasion of privacy.
- When in doubt if it's a service dog or facility dog, read the vest.



**Do not pet!**

# Infection Control

## Sickness

Volunteers should not report when ill because of the risk of transmitting the infection to patients, families, staff, and other volunteers. Notify your volunteer supervisor if you are unable to work as scheduled and remove yourself from your scheduled shift online. Do not report to work if you have temperature of 38.0°C (100.4°F) or greater, have had diarrhea or vomited in the last 24 hours, or have an active infection with measles, mumps, chicken pox, shingles, boils, infected lesions of the hands, streptococcal pharyngitis ("strep throat") or conjunctivitis (pink eye) or have cold or flu-like symptoms (cough, runny nose, sneezing, chills, shortness of breath, body aches, or loss of sense of smell or taste).

If you have questions about your symptoms and your ability to volunteer, please call St. Jude Occupational Health at 901-595-2531.

## Hand Washing

Hand washing is the most effective method of preventing the spread of infection. The palms, backs of the hands, in between the fingers, and under the fingernails should be washed with antimicrobial soap used for at least 20 seconds while vigorously rubbing them under water. Clean your hands each time before and after you come in contact with a patient or his/her surroundings. Example: clean your hands before entering and after exiting a patient's room.

## Elevators

It is important to limit the number of persons to whom patients with a weakened immune system are exposed. Staff and volunteers should not ride an elevator with:

- a. Inpatients in wheelchairs being transported by a staff member.
- b. Patients who are in isolation, wearing personal protective equipment such as gowns and masks, and being transported to other appointments by a staff member.

If already on the elevator, you must exit to allow these patients and staff to enter. Wait for the next available elevator.

Volunteers may only escort visitors in visitor-only elevators.

## Spills

If there has been a spill or a patient has vomited, do not touch it. Call environmental services, (901) 293-1906.

## Toy Cleaning

As part of infection control, we use a particular cleaning process for toys and other materials. You will be trained on this process if it is part of your role. It is important to carefully follow product instructions when using disinfectant for cleaning, as well as follow departmental policies such as the use of gloves, rinsing, and hand washing.

## Entering Patient Rooms

Volunteers working on the inpatient floors and in the Medicine Room must always check with a nurse before entering any room. Once granted permission, the volunteer must then read and follow all directions on the signage located outside of each patient room. This signage will instruct the volunteer on how they should clean their hands (alcohol hand rub versus soap and water) as well as if the patient is on any type of isolation. Always clean hands according to the signage before entering and after exiting the patient's room.

## Isolation

If a patient is on isolation precautions, follow the instructions located outside of each patient door. You will be required to wear different types of Personal Protective Equipment (PPE). PPE consists of gloves, gowns, and masks. The digital signage, or the signage outside of the doors, will instruct you on which combination of the three you must wear.

There are several types of isolation precautions:

- Contact Precautions
- Droplet Precautions
- Airborne Precautions
- Protective Isolation
- Special Airborne Precautions. Volunteers **should not** enter any room labeled Special Airborne Precautions.

You will receive further training on following isolation precautions in your placement-specific training following orientation.





# Patient Wristbands

Patients wear a wristband for identification and to identify special circumstances surrounding their care. Below is a key to help you understand the meaning of the wristband worn by patients.

**White:** General wristband; all patients wear this wristband which gives information to correctly identify the patient.

**Yellow wristband or yellow “CHEMO” Sticker (on white wristband):**

Patient is under chemotherapy precautions. Use chemotherapy precautions when working with patients wearing these wristbands or stickers.

**Green “FALL RISK” Sticker (on white wristband):** Patient is under falls precautions. Care should be taken to help prevent them from falling.

If the patient is on isolation precautions, they will have a colored wristband in addition to their white patient band.

*Additional training will be provided to volunteers who interact with these patient populations.*

## Wristband Examples:

*Patient Name*  
(Airborne Precautions)

|  |
|--|
|  |
|  |
|  |

*Patient Name*  
(Droplet Precautions)

|  |
|--|
|  |
|  |
|  |

*Patient Name*  
(Contact Precautions)

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|  |
|  |

*Patient Name*  
(Sp. Airborne Precautions)

|  |
|--|
|  |
|  |
|  |

# Emergency Preparedness

## Important Emergency Phone Numbers

# 901-595-4444

For all on-campus emergencies or to report any suspicious persons or crimes, call **901-595-4444 (ext. 4444 from an internal phone)**. It is preferred to call from an internal, landline phone. This provides your exact location, ensuring a quicker response time. Report the type of emergency and the location. For medical emergencies, you will let the operator know if the person in crisis is a patient or a non-patient.

## St. Jude Alert! Emergency Notification System

As a volunteer, you are included in the **St. Jude Alert! Emergency Notification System** to stay informed when important events are happening that affect the institution. Throughout your time with St. Jude, you may receive phone calls, texts, and/or emails when an important event is happening, or an announcement is made.

## PA System Emergency Announcements

**DR. RED**: Fire Emergency, non evacuation. Avoid the location of the Dr. Red emergency. Listen for further instructions.

**DR. RED MAJOR**: Fire Emergency, evacuation. Listen to the location of evacuation. It may be a certain area or an entire building. If your area is being evacuated, follow directions from the Fire Response team on where to evacuate. If an entire building is ordered to evacuate, volunteers should walk to the first floor and exit to the outdoors. Use of elevators during a fire or evacuation is dangerous and is not allowed. Follow the instructions of the Fire Response Team at all times.

>> In the event of a Dr. Red or a Dr. Red Major, fire doors in the affected area will be automatically closed. Please do not open these doors unnecessarily.<<

## **DR. RED MAJOR (continued)**

### In Areas Not Affected by the Fire

- Keep calm and listen carefully to the PA system for further instructions.
- Keep off the telephones except for emergency calls. Unnecessary use may hamper communication and movement to the fire area.
- Know your fire duties, as well as your fire evacuation route.
- Unless absolutely necessary, do not travel from one area to the next.

**DR. GREEN, ALL CLEAR:** SAFE TO RETURN Resume all activities.

**DR. CHILD:** Abducted or missing child. If a child is missing or abducted, the operator will announce "Dr. Child," followed by a description of the child, over the PA system. If you have seen the child or can provide any information regarding the abduction, call Security at 901-595-4444. It is not your responsibility to go and look for the child, but you should look in your immediate area and keep an eye out as you move throughout the hospital.

**HARVEY TEAM:** A Harvey Team call occurs when a patient's heart has stopped beating or they have stopped breathing. You will hear "Harvey Team [Patient location]" as an overhead PA system announcement when a Harvey Team call is made. You must avoid the stated location to allow emergency medical personnel to address the situation.

## **St. Jude Emergency Announcement Codes**

**These codes are heard over the PA system  
throughout the hospital.**

***Dr. Red:*** Fire Emergency, non evacuation

***Dr. Red Major:*** Fire Emergency, evacuation

***Dr. Green, All Clear:*** Safe to return

***Dr. Child:*** Abducted or missing child

***Dr. Silver:*** Suspected or confirmed active  
shooter on campus

***Harvey Team:*** A patient is in distress

Continue reading for further details on each code.



**Dr. BERT:** A Behavioral Emergency Response Team (BERT) provides a rapid, coordinated response to behavioral emergencies involving patients, provides support for frontline staff, and promotes safety through critical assessment and interventions. If you feel a patient is having a behavioral emergency, contact a clinical staff member. When BERT clinicians arrive, exit the room or area and let them take over.

BERT promotes a hospital culture of safety and aids in a healthy work environment. BERT can be initiated by any clinical staff member when there is a concern: the patient's behavioral condition is escalating (agitated, threatening words or actions, yelling, destruction of property, attempts to elope, etc.) and may be a risk to themselves or others.

## **DR. SILVER: ACTIVE SHOOTER RESPONSE PLAN**

St. Jude will use the emergency code “Dr. Silver” to notify staff, patients and visitors of a suspected or confirmed active shooter on campus. The code “Dr. Silver” is the standard alert for an armed intruder. St. Jude’s mass notification system, St. Jude Alert!, will be utilized to communicate with employees and volunteers through email, texts, and recorded phone messages.

### **WHAT YOU DO MATTERS**

#### **AVOID** starts with your state of mind.

- Pay attention to your surroundings.
- Have an exit plan.
- Move away from the source of the threat as quickly as possible.
- The more distance and barriers between you and the threat, the better.

#### **DENY** when getting away is difficult or maybe even impossible.

- Keep distance between you and the source.
- Create barriers to prevent or slow down a threat from getting to you.
- Turn the lights off.
- Remain out of sight and quiet by hiding behind the large objects and silencing your phone.

#### **DEFEND** because you have the right to protect yourself.

- If you cannot Avoid or Deny be prepared to defend yourself.
- Be aggressive and committed to your actions.
- Do not fight fairly. THIS IS ABOUT SURVIVAL.

**CALL 911 when you are in a safe area. Inform the 911 operator that this is an active shooter situation.**

When Law Enforcement arrives,  
**SHOW YOUR HANDS AND FOLLOW COMMANDS.**

For more information: [www.AvoidDenyDefend.org](http://www.AvoidDenyDefend.org)  
Or get the free app: AvoidDenyDefend

# Fire Plan

*Always familiarize yourself with your surroundings and know where the nearest fire alarm box, fire extinguisher and exits are located.*

Use the **R.A.C.E.** and **P.A.S.S.** procedures described below for fire emergencies.

**If you discover fire or smoke or you are responding to the scene of the fire, follow the *R.A.C.E. acronym* (Rescue, Alarm, Contain, Extinguish or Evacuate):**

1. **Rescue** any patients, staff, or visitors who may be in danger. Do not rescue anyone if it puts you at risk.
2. Sound the **Alarm**: (1) pull the nearest fire alarm pull station to activate the fire alarm and (2) call the internal emergency number (901-595-3499). Describe the nature of the situation to the operator. The operator will then announce over the PA system “Dr. Red, [location of possible fire or smoke],” signifying that fire or smoke has been reported at the paged location.
3. **Contain** the fire or smoke by closing all doors and windows in your area.
4. **Extinguish** the fire or **Evacuate**. If the fire is small, select a correct type of fire extinguisher and follow the P.A.S.S. acronym (described below) when using the extinguisher. Once the fire is extinguished, stay at the site until the fire department arrives in the event that the fire re-lights itself. *Once the fire department determines that the fire hazard is eliminated, a member of the Fire Response Team calls the operator to give the “Dr. Green, all clear” signal. If an evacuation is necessary, the Fire Response Team coordinates the process.*

## How to Use the Fire Extinguisher: Follow the P.A.S.S. Plan

- P** PULL the pin.
- A** AIM the nozzle at the base of the fire.
- S** SQUEEZE the handle releasing the extinguishing agent.
- S** SWEEP the stream from side to side.



# Tornado

In case of a tornado or tornado warning, do not transport patients, as this is a staff responsibility to handle during dangerous weather and other emergencies. Volunteers should take stairs to the lowest level of the building; the safest place is the basement or plaza level if available. If evacuation to the lowest level isn't possible, proceed to an interior hallway or restroom, away from all glass and windows.

# Earthquake

## IF AN EARTHQUAKE OCCURS:

- If you are outdoors, stay there. Keep clear of utility poles, power lines, trees and multi-story buildings.
- If indoors, stay there. Do not try to exit the building during the shaking.
- Move away from windows, mirrors, unsecured bookcases, etc.
- Watch for falling objects such as light fixtures, ceiling tiles, etc.
- Seek shelter under the nearest heavy table, desk, counter or in a door frame without a door. "Drop, Cover, and Hold On".
- Sometimes these furnishings move, so be ready to move with them; hold on to the legs of the table, desk, etc.
- If with a patient, cover the patient with a blanket and their head with a pillow.
- If in an area where falling objects or crush hazards exist, try to sit against a wall while protecting your head/neck with your arms.



## CONFIDENTIALITY





# Confidentiality

At St. Jude, we take confidentiality, security and privacy of patient information seriously. All information acquired about patients, families or hospital personnel is considered confidential.

## HIPAA

HIPAA stands for the Health Insurance Portability and Accountability Act of 1996. This act requires that everyone, including volunteers, safeguard and protect patient information. This information can be oral, written or electronic. In 2009, The American Recovery and Reinvestment Act (ARRA) added new requirements to HIPAA. A HIPAA brochure that includes a summary of these policies is distributed at volunteer orientation.

We have a duty to protect and safeguard certain types of patient information known as Protected Health Information (PHI), which is any identifiable information that includes medical records, conversations, faxes, or e-mails and texts which include patient information. *Any* information that specifically identifies a patient is considered Protected Health Information.

Images, including photographs, are included as protected information. St. Jude Policy states that video, photography and/or audio recording a patient or family members (including taking pictures with a cell phone or other devices) is strictly prohibited, even with parental consent, unless it is preapproved by the authorized personnel of the hospital's Strategic Communication, Education and Outreach department (SCEO).

There are only three instances when information may be shared. They relate to what is referred to as “**TPO.**”

- a. Treatment** – providing care to patients
- b. Payment** – getting paid for caring for patients
- c. Operations** – normal business activities such as quality improvement, training, customer service and resolution of grievances.

## **If Personal Health Information is involved ... STOP!**

Ask yourself:

- 1) Does my sharing this information involve TPO; and
- 2) Is this part of my assigned volunteer duty? If the answer is NO ... DO NOT pass the information along unless you have been authorized to do so.

To assist you during your shift, you may receive a copy of a list of children whom your supervisor wants you to visit. Any printed or written material containing patient and/or family information is confidential and is the property of St. Jude. Immediately after use or at the end of your shift, please dispose of it in one of the shredder boxes located around the hospital or in the shredder box located in the volunteer services work room. Never dispose of patient information in any open area trash bin. If your supervisor asked you to make notes on this list, please leave it in the appropriate place in the volunteer services work room for them to pick up. You will be trained on this procedure.

If you find a wristband, patient schedule, or any type of patient information on the floor or left on a surface in a common space, take it to the nearest Patient Representative or staff at a nursing unit desk, as it contains confidential patient information. If you cannot find a staff person, bring it to the volunteer services office where we will assist in locating the appropriate place for the confidential information to go.

Providing security of patient information is of the utmost importance. It has always been against St. Jude policy to improperly share, use or dispose of patient information. We treat privacy seriously, which is why every volunteer and team member is required to sign a confidentiality form. A breach of privacy may result in termination. Under HIPAA, wrongful and willful disclosure of health information carries fines and can involve jail time.

Your responsibility is to understand HIPAA and confidentiality. Remember:

- Anything you see,
  - Anything you hear,
  - Anything you read,
  - Anything you observe with your five senses,
  - Anything you already know about a patient or family....
- Must Be Kept Confidential!

***If you have any questions, ask a member of Family, Guest and Volunteer Services or contact the St. Jude Privacy Officer at 901-595-2341 or the Confidential Hotline at 901-595-5555.***

# Information Management

Internet services are provided by St. Jude for business use only. Very limited or incidental use of Internet services for personal, non-business purposes is acceptable. Personal use must not involve any prohibited activity, interfere with productivity, consume system resources or involve large file transfers. Prohibited activities include illegal conduct, offensive material, sexual material, harassing individuals, obtaining unauthorized access and using another individual's identity or password. Persons using the Internet for illegal purposes are subject to civil liability and criminal prosecution.

## Social Networking Sites

Communicating via social networking and other online platforms with patients using sites such as Facebook, X (Twitter), Instagram, LinkedIn, TikTok, blog pages, etc. must follow all St. Jude policies.

St. Jude volunteers may not communicate with patients and families via such sites, even if requested by them. Any communication could be interpreted as disclosing or confirming protected health information in violation of St. Jude Privacy, Security, and Patient Rights Policies as well as federal laws such as HIPAA.

Examples:

- No “friending,” no posting, and no messaging
- Do not make comments on patient/parent sites (Instagram, Facebook, etc.). If a patient requests that you communicate on these websites, you may respond *“Unfortunately the Volunteer Services Office does not allow me to correspond with you outside my normal shift, but I look forward to seeing you the next time I’m here.”*
- Do not post patient or family photos, videos, comments or any other protected health information on any site.
- You are welcome to share any social media posts by an **official** St. Jude page. However, you may not acknowledge your connection to patients in the pictures.
- If you choose to identify yourself as a St. Jude volunteer on any online network, all content associated with you must be consistent with St. Jude’s values and professional standards.





## INTERACTING WITH PATIENTS AND FAMILIES





# For All Ages

Introduce yourself. Tell why you are there and wear your name tag.

Ask for names of patients and family members, then use them.

- Take emotions, feelings and ideas seriously.
- Maintain a positive attitude.
- Be honest.
- Be empathetic.
- Keep confidential information to yourself.
- Be creative—everyone loves to laugh and feel good.
- Respect and privacy are important.
- Recognize that all persons have equal value.

## For Children

- Play is a child's work—encourage and support it.
- Each child is an individual—comparisons to others can hurt.
- Staring, pointing or whispering about children who look or act different hurts their feelings.



**The following are tips on how to best interact with patients and family members based on age group. Please use these notes as a guide and refer to them as needed.**

| Age                                    | Major Fears   | Characteristics  | Tips for Interaction  |
|--|---|--|---|
| <b>Infants<br/>(birth – 12 months)</b> | Strangers and separation from parents or caregivers | <ul style="list-style-type: none"> <li>Babies express themselves with sounds, facial expressions, and crying.</li> <li>Babies do feel pain and discomfort.</li> </ul>        | <ul style="list-style-type: none"> <li>Speak softly.</li> <li>Touch gently.</li> <li>Encourage parents to stay close.</li> </ul>  |
| <b>Young Child<br/>(1-5 years old)</b> | Separation from or loss of parents or caregivers.   | <ul style="list-style-type: none"> <li>They think you mean exactly what you say.</li> <li>They like to imitate adults, so watch your actions and words carefully.</li> </ul> | <ul style="list-style-type: none"> <li>Keep all explanations very simple.</li> <li>You may need to repeat things several times.</li> <li>If the child's actions are inappropriate, show disappointment only about what the child is doing instead of making a general statement. Calling someone "lazy", "bad", or "crybaby" hurts.</li> <li>Reward good behavior with smiles and encouragement.</li> <li>Encourage parents to stay close.</li> <li>Get down on their eye level if possible.</li> </ul> |

| Age                                      | Major Fears   | Characteristics   | Tips for Interaction   |
|--|---|---|--|
| <b>School age<br/>(6-11 years old)</b>   | Loss of control, pain, injury to the body, separation from parents, caregivers or friends; disappointing their parents or caregivers and death. | <ul style="list-style-type: none"> <li>• Sometimes they nod to show they understand when they really don't. Ask them to tell you what they understand.</li> <li>• Reluctant to ask questions or reveal they don't know something.</li> <li>• Curious about everything.</li> </ul> | <ul style="list-style-type: none"> <li>• Offer choices, but only ones that can be granted.</li> <li>• Help the child feel useful and valued by including them in discussions and giving them responsibilities wherever possible.</li> </ul>  |
| <b>Adolescents<br/>(12-20 years old)</b> | Loss of control, changed appearance and separation from friends.  | <ul style="list-style-type: none"> <li>• They have a strong need for privacy.</li> <li>• Can be uncooperative, angry, shy, bored or lonely at times.</li> <li>• Unusual sleeping patterns are normal.</li> </ul>  | <ul style="list-style-type: none"> <li>• Recognize their concerns about how they look to others.</li> <li>• Encourage them to talk about their concerns.</li> <li>• Encourage involvement when making decisions.</li> <li>• Ask for the meanings of slang or other words you don't understand.</li> <li>• Share information with the teen as well as their parents.</li> </ul> |

## More Tips for Working with Children

All our interactions with children are guided by a respect for their feelings and concerns.

- It is important to remember that children are very aware of what is being said and done around them; therefore, be certain when discussing a patient or family that they are either included or that they cannot hear you. If parents or children ask you about another patient's diagnosis, simply tell them politely that you do not know or that it is confidential information.
- Accept each child as an individual with his or her own strengths, weaknesses, and needs. Realize that illness presents challenges for the patient and the entire family unit, and do not be judgmental.
- Encourage the children to be as independent as they are able to be, depending on their age and illness.
- When helping children with an activity, do not do the activity for them. Your role is to supervise, guide and provide encouragement. Never say anything negative about an activity in front of the children or their caregivers. Also, warn the child before it is time for the activity to end. Example: "In five minutes we will need to begin cleaning up."
- Set limits firmly and consistently. Children will test you, but if you expect appropriate behavior, you are more likely to get it. Remember, a child needs a combination of love, warmth and discipline.
- Praising a child is one of the best ways to help him feel good about himself and his accomplishments. A rule to keep in mind is to praise the child's act or accomplishment and not his personality or character. Instead of saying the child is "good" for something he has done, you might say, "You really helped me by cleaning up."
- Honesty is essential in dealing with children. Even very young children sense falsehoods and are aware if adults fail to keep their promises. Avoid making promises (for example, "I will be back later.") Our environment is dynamic, and it is difficult to always follow through on promises. We forget how seriously a child takes a promise, even a casual one like, "See you later." Consistency is one of the best ways to build trust and rapport with a child.



- Be sure to remember the siblings. Often, siblings do not get the same attention as the patient and consequently, feel neglected and perhaps less worthy than their brother or sister. Give equal attention to all the children in a family, regardless of whether they are in treatment or not.
- It is sometimes embarrassing to assume a child's age or gender identity. Some patients look much younger than they are due to their illness and often it is difficult to determine a child's gender due to side effects of treatment.
- Please don't kiss a patient. Ask before hugging.
- Never touch a "beeping" I.V. Make sure before moving an I.V. that it is battery operated. Please get a nurse immediately if the I.V. pole should beep.
- St. Jude does not discriminate against patients, their family, companions, or visitors based on sexual orientation, gender identity, identification as LGBTQ, or any sex stereotype.



# Working with Caregivers

| Major Fears  | Characteristics   | Tips for Interaction   |
|--|---|--|
| The unknown, loss of control, loss of values that are important to the family and death. | <ul style="list-style-type: none"> <li>• Concerned about the child's problems.</li> <li>• May feel overwhelmed and frightened or withdrawn and depressed.</li> <li>• Personal identity is established.</li> <li>• Responsible for financial and household matters.</li> </ul> | <ul style="list-style-type: none"> <li>• Use regular words instead of medical words or slang.</li> <li>• Too much information or advice is overwhelming.</li> <li>• Give recognition and praise for their strengths.</li> <li>• If a parent believes a problem exists, then it does.</li> <li>• Listen carefully to what they are saying.</li> <li>• Encourage questions.</li> </ul> |

## More Tips for Working with Caregivers

Greet the families. Often the focus is only on the child, and parents welcome an opportunity to think about themselves for a few minutes.

- Introduce participants to one another if you think they have not met.
- Be especially attentive to families who have come for the first time.
- Be available as a compassionate friend to listen when caregivers need to talk. This is the greatest gift you can give them. Do not recite your own stories of similar experiences; instead, keep the focus on them and simply acknowledge and validate their feelings.
- Avoid judging parents. They are under stress and are probably not at their best.

- Do realize that the topic of the child's hospital treatment is an emotionally charged one for the parents. Remain willing to listen if the parents wish to discuss their child's treatment, but never ask intrusive questions. The parents and caregivers may not be comfortable revealing their feelings. Strict confidentiality of our patients and families should always be maintained.
- Avoid negative wording, such as "What is wrong with your child?" Never ask if a child's condition is terminal. Be sure to monitor your casual language. Overhearing the phrases such as, "I could have died!" or "Scared to death" may be uncomfortable for those around you to hear.
- Do not express false optimism, saying for example, "I'm sure everything is going to be all right." The situation may or may not get better for this family. Allow the families to deal with their problems in their own ways. Avoid saying, "I hope your child gets well soon." Many children will never "get well" because they have a chronic illness. Instead, you can say, "I hope you feel better soon."
- Be sensitive to the fact that others may have religious beliefs that are different from your own. Do not offer your own religious faith in order to encourage others.
- If you observe something that is disturbing to you, you are required to share it with an appropriate staff person. It may be that what you observe is information that can be valuable to improving patient care. For example, you observe parents having a heated argument or a parent being unusually rough with a child. We may be able to intervene to improve or alleviate stress.

**Only volunteer positions that focus on respite care may sit with patients without caregivers present. If you are asked to sit with a patient and are not a respite care volunteer, you must politely decline. You'll learn about alternative options for the families during training.**

# Building Healthy Relationships

It is important for you to establish healthy relationships and to set firm boundaries of appropriate conduct when interacting with patients and families. This is for the protection of the patient, patient's family and you, the volunteer. It helps strengthen our patients' and families' ability to conduct their lives during a difficult time.

We operate under the premise that what we do for one, we must do for all. This will help guide you through some potentially difficult situations.

Examples of **inappropriate** activities are:

- ✗ Accepting personal gifts from patients or families. The only exception to the rule is if it is a handmade craft or drawing. Any gift purchased from a store or that is of value should be politely refused.
- ✗ Buying gifts for individual patients or families regardless of your relationship with them.
- ✗ Sharing personal information, personal contact information or personal problems with patients or families.
- ✗ Calling the staff or patients on your off days to check on how they are doing.
- ✗ Visiting campus when you are not scheduled for a shift or other activity. The only exception to this is if you are visiting the ALSAC Gift Shop or the Pavilion.
- ✗ Loaning money or personal belongings to patients or families.
- ✗ Taking photographs or videos of patients or families for personal use.
- ✗ Giving patients or families a ride in your vehicle.
- ✗ Inviting patients or families to off-campus activities or accepting an invitation to their personal residence, such as a housing facility.
- ✗ Using your time off to babysit or to sit with a family during a stressful surgery.
- ✗ Attending a worship service with patients and families or inviting them to your place of worship.
- ✗ Offering your family as a socialization option for a patient and/or patient's siblings.
- ✗ Giving patients or families non-prescription medication from your personal supply.
- ✗ Agreeing to plan a patient's funeral.
- ✗ Telling a patient that your time is more needed today with another patient who is having a difficult time.
- ✗ Bringing your spouse, children, grandchildren or friends to a hospital event for patients and families such as picnics or memorial services.
- ✗ Sharing information about one patient with another patient or family.
- ✗ Adding a patient name to a church prayer list (perhaps offer prayers for all patients of St. Jude).





# REMINDERS





# Reminders

In closing, here are a few things to remember while volunteering here at St. Jude:

- ✓ Be a good listener without being inquisitive.
- ✓ Have a good sense of humor.
- ✓ Be courteous, friendly and helpful. A calm manner communicates caring and a readiness to serve.
- ✓ Always smile and show everyone that we care.
- ✓ Be tolerant and understanding in all situations.
- ✓ Be aware of the feelings of others and allow patients and families to maintain their dignity.
- ✓ Report any unusual happenings, situation or important information to Volunteer Services.
- ✓ Do not discuss the merits of physicians, nurses, or other staff members.
- ✓ Do not seek free medical advice from doctors or nurses on the hospital staff.
- ✓ While on duty, you are responsible to both the supervisor in your work area and Volunteer Services.
- ✓ Always be aware of your surroundings and report anything unusual to your supervisor, Volunteer Services or Security at 901-595-4444.
- ✓ Have fun! We are glad you are here.

## Hospital Phone Instructions

When using an internal hospital phone, omit the “595” before the extension.

- From phones outside the hospital, dial 595 before the extension.
- To reach an outside line, dial 9 first.
- If dialing 911 from a hospital phone, *do not* dial 9 first.

# Helpful Phone Numbers to Remember

If calling from a St. Jude phone, only the extension (listed below) is necessary to call. If calling from a personal/non-St. Jude phone, the phone number must be dialed as 901-595-[extension].

**4856** – Transportation, Shuttle pickup

**4444** – Security, St. Jude Emergencies

**3327** – Volunteer Services Office

**2277** – Director of Family, Guest and Volunteer Services

**4432** – Program Manager, Volunteer Services

**5293 or 3328** – Program Coordinators, Volunteer Services – Hospital

**7560** – Manager – Patient & Family-Centered Care

**2531** – St. Jude Occupational Health

**3300** – General Operator

**5555** – Harassment Hotline

**4754** – HIPAA Privacy Officer/To Report a breach of HIPAA

**3300** – Hospital operator can page the Patient Abuse Officer

**2999** – Parent Hotline

**4999** – Hope Hotline

**4999** – Hope Hotline

**901-293-1906** – Environmental (Janitorial) Services (to report a spill)

**8241** – Volunteer & Special Events Coordinator – Tri-Delta Place

**545-0613** – Volunteer & Special Events Coordinator – Target House

*“Success has nothing to do with what you can gain in life or accomplish for yourself. It’s what you do for others.”*

—Danny Thomas, Founder

