

**RAINBOW UNIT VOLUNTEER ORIENTATION – REVIEW**

**Name:**  **Assigned Unit/Area:** **Date:**

1. **True or False …**

* Since I am a Rainbow Unit Volunteer (*ex. Mac 6, Prentiss Waiting Room, CSDU/PICU, R3, R4/NICU, R5, R6, R8)*. I need to sign in The RBC Lobby Volunteer Kiosk *(or the Kiosk outside Volunteer Services)* **AND** the Volunteer Sign-In Sign-Out Clipboard in my unit’s Activity Center.
* Because I am not a Rainbow Unit Volunteer, *(ex. Book Cart, Smiles with Styles, Project Sunshine, Family Resource Center, Angie’s Garden, etc)*, I only need to sign in one place. I can sign in on the Kiosk in the RBC Lobby **OR** by the Volunteer Services Department.
* I don’t need to sign in because my supervisor knows I am coming.

1. **Who is your Rainbow Supervisor(s)?** … and … **What is(are) their contact information?**

* **Name(s) …**
* **Contact Information …**

(Weekend Volunteers – please use the email [fcls.weekends@uhhospitals.org](mailto:fcls.weekends@uhhospitals.org) to communicate your absences)

1. **When would you contact your Rainbow Supervisor?** *(Circle all that apply)*
   1. When I’m sick and/or I won’t be able to make my volunteer shift
   2. When I’ve had an experience during my shift that I want to talk more about
   3. When I’m going to be on vacation or taking a break from volunteering
2. **When you arrive to your assigned unit, what do you do?** *(Circle all that apply)*
   1. Sign-In on the Volunteer Sign-In and Sign-Out Clipboard in the Activity Center
   2. Make sure the Activity Center is clean, safe and presentable for kids to come in to play (ex. pick up items, wash toys, etc.)
   3. Check the census or notes the CLS or CLA might have prepared for you (if applicable to your shift and unit)
   4. Notify the nurses that you are here and ask which kids or families need a volunteer
   5. Flip the sign on the Activity Center door to OPEN
3. **How do you walk into a patient’s room** … and … **what do you say?**

* **What do you do if the door is closed?**

1. **What do you do if you have been asked to check on a child and you see a precautions sign on the door?** (ex. Contact Precautions, Droplet Precautions, Special Precautions, etc.)*(Circle all that apply)*
   1. Read the Precautions sign and follow directions before enter the room
   2. Always follow precautions directions even if the staff does not
   3. Do not follow the precautions directions because I’m just going to go quickly into his room and not touch anything.
   4. Always wash hand before entering and after leaving a patient’s room even if gloves are required (“go in clean, come out clean”)
2. **Family Centered Care …**
   1. Recognizes family strengths
   2. Recognizes a patient and family members individuality
   3. Respects different methods of coping
   4. All of the above
3. **Name 2 characteristics for each age group …**

* **Infants (birth – 1 year old)**
* **Toddler (1 year old – 3 years old)**
* **Preschool (3 years old – 5 years old)**
* **School Age (6 years old – 12 years old)**
* **Adolescent (13 years old – 18 years old)**
* **Young Adult (18 years old +)**

1. **According to a patient’s chronological age, briefly describe an activity you might do with …**

* **An infant …**
* **A 2-year old …**
* **A 5-year old …**
* **A 10-year old …**

* **A 15-year old …**

1. **The Unit is very quiet during your volunteer shift. You’ve checked in with kids you’ve been asked to and with the nurses and there are no volunteer needs. Give 3 examples of things you could do that would be very helpful.**
2. **What is the process for cleaning and disinfecting toys?**

* **When using Purple-Top Wipes, how long does an item need to stay wet?** mins
* **When using Orange-Top Wipes, how long does an item need to stay wet?** mins

1. **You and another volunteer are supervising the Activity Center and suddenly you realize that there are too many kids in the room for 2 people to safely supervise. What should or could you do?**
2. **A patient asks you if you could take her to Angie’s Garden. What are your next few steps?**
3. **A patient that you are playing with says they are hungry and asks if you can get them some cookies. What do you do?**
4. **What should you do and/or say if a doctor or a staff member asks you to hold a child during something that may be stressful?** (ex. heel stick, blood test, dressing change, etc.)
5. **How do you handle a child throwing toys, using inappropriate language and/or hitting another child?**
6. **You observe a parent yelling at or spanking their child in the Activity Center. What do you do?**
7. **You’ve probably crossed a Professional Boundary if you …** *(Circle all that apply)*
   1. Say to a child or parent they could “friend” you on Facebook even though you don’t plan on accepting their friend request
   2. Say to a parent “Oh I live there too! Have you ever been to …”
   3. Call a child “sweetheart” instead of their name
   4. Ask a child for a hug or a smile. You had such a good time playing together … and she’s so cute?
   5. Use a bit of sarcasm with a child even though you were really only joking around
   6. Plan to bring a child a stuffed animal next time you volunteer because she really likes giraffes
   7. Spend time with Johnny every time you volunteer even though his parents are usually here and other kids may need your services. Johnny is just so much fun to be with!

1. **What do you do at the end of your shift?**
   1. Bring kids back to their room and let their nurse know that the Activity Center is closing … or … if you are playing/holding a child at bedside, get the child settled to be by themselves and notify the nurse that you are leaving
   2. Make sure the Activity Center is presentable for the next volunteer shift (ex. clean, toys put away, etc.)
   3. Complete the Volunteer Communication Log in the Volunteer Binder
   4. Lock the Activity Center cabinets and door and return the key to the proper place
   5. Let the Charge Nurse, CLS or CLA know that your volunteer shift has ended, the Activity Center is closed and you are leaving
   6. All of the above
2. **What is the single most important thing you can do to prevent the spread of germs?** (and you should be doing this A LOT during your volunteer shift)