



We Treat Kids Better

Third Thursday Volunteer Orientation

Thank You!

Thank you for your interest in volunteering for the Third Thursday program. Hospitalization can take an emotional, physical and financial toll on patients and families. Through designated special activities with patients, such as arts & crafts, music and reading, as well as delivering coffee and “comfort kits” to parents, volunteers like you have the ability to make a positive impact when our families need it most.

To ensure a meaningful and appropriate experience for everyone, the following slides will cover important aspects of volunteering at the hospital, including:

- About Children's Hospital Los Angeles
- Who we serve
- Patient Privacy
- Patient safety
- Tips for Interacting with Patient and Families



About Us

Children's Hospital Los Angeles (CHLA) is a non-profit, freestanding pediatric hospital that has served the LA community since 1901. We are proud to be ranked* #5 in the nation and #1 in California among children's hospitals, as well as a premier teaching hospital and home to The Saban Research Institute, one of the largest and most productive medical research centers dedicated to ending devastating pediatric disorders.



**According to 2013 U.S. News & World Report Children's Hospital National Rankings*

<http://health.usnews.com/health-news/best-childrens-hospitals/articles/2013/06/11/best-childrens-hospitals-2013-14-overview-of-the-rankings-and-honor-roll>

Who We Serve

Children's Hospital Los Angeles (CHLA) is a non-profit, freestanding pediatric hospital that treats more than 104,000 children every year from South California and around the globe.

CHLA serves children of all ages, from before birth (in utero) to young adults in their 20's, with a wide variety of diagnoses, from colds and broken bones to some of the most complex and rare disorders. As a family-centered care facility, we also partner with patients and families to ensure that their experiences and feedback shape hospital policy and processes. We understand that the family is the constant in a child's life, and that excellent care supports the entire family.



Patient Privacy

The federal Health Insurance Portability and Accountability Act (HIPAA) protects the private information of the patients and families in our care.



As a Third Thursday volunteer, you may be exposed to private information, such as names, ages, diagnosis, prognosis, and other information. Families have every right to assume that you will keep their information confidential, and as a Third Thursday volunteer, you have a legal and ethical duty to do so.



Patient Privacy (HIPAA) Guidelines:

- **Don't Ask, Don't Tell.** Please do not ask patients or parents personal details of their illness, such as why or how long they've been in the hospital. If the child or a family volunteers the information, that is up to them, and that information must remain confidential.
- **Photos are No-No's.** Photographs, videos or other recordings with your mobile devices or cameras are strictly prohibited.
- **Information Exchange.** If you strike a bond with a family, feel free to stay connected to them through a hospital representative. If you would like to share your contact information, please check with a hospital representative first—this is for your security as well.

Patient Privacy (HIPAA) Guidelines:

- **Posting is ok...with Parameters.** We encourage you to post, tweet and Instagram your experience AFTER your visit and in GENERAL TERMS (be sure to tag @ChildrensLA!) Avoid sharing any information that could identify a patient. Examples include:



Had a great day today @ChildrensLA hanging with some awesome kids. Visit CHLA.org to see how you can help!



Had a great day today @ChildrensLA hanging with some awesome kids! Inspired by a vivacious little girl who is fighting cancer like a champ. Stay strong!



Had a great day today @ChildrensLA. Totally inspired by an 8-year-old girl with cancer. Stay strong @AshleyJones!



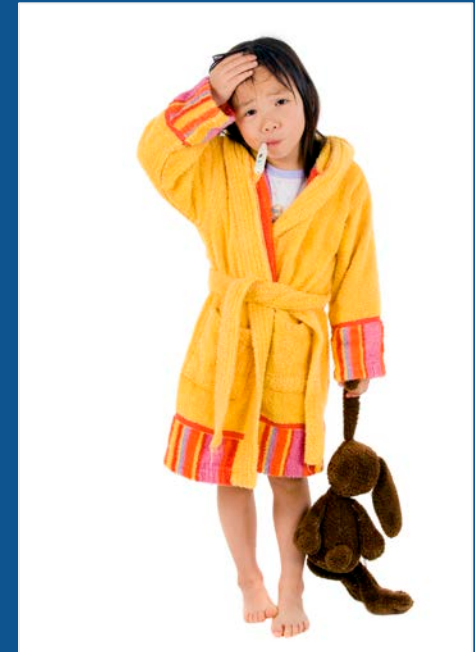
Had a great day today @ChildrensLA. Totally inspired by 8-year-old Ashley from Long Beach who's been fighting neuroblastoma for 2 years. Stay strong!

Patient Safety

For your safety, Thursday volunteers will not be asked to participate in activities for patients who current have or are highly susceptible to infectious illness. Regardless, many of our patients—particularly infants and those recovering from surgery, an organ transplant or undergoing chemotherapy—may still have weak or compromised immune systems. For their safety, all volunteers must adhere at all times to the following requirements.

Please do not attend your designated day of service if:

- You are experiencing flu or virus symptoms, such as headache, nausea, cough, sore throat, runny nose or achy muscles.
- You are living with or have recently been exposed to someone with flu or virus symptoms, such as headache, nausea, cough, sore throat, runny nose, diarrhea, fever or achy muscles.



Hand Hygiene

The #1 way to protect our patients is hand hygiene. Hand sanitizing stations are placed around the hospital. Be sure to use these:

- Anytime you touch your face, sneeze or cough
- Between shaking hands or contact with patients, siblings, parents and caregivers
- Before and after participating in activities or sharing items with a patient
- Between patient contacts if more than one patient is in a room
- When entering and leaving a patient room
 - before touching a patient
 - after touching a patient and/or anything in the patient's environment
- Before putting on and after taking off gloves
- Before handling food



Tips for Interacting with Patients and Families

During your Third Thursday volunteers, you will meet patients of all ages, physical abilities and developmental levels. Some patients may be in wheelchairs, some may be on medications that inhibit their ability to interact, or have physical injuries that may be difficult to see. The following are tips to guide you as to the best way to ensure a meaningful visit. Remember, they want to feel special, but more importantly, they need to feel normal!

- **Don't Assume.**
Patient Name & Age: Always ask a patient's name and age. Some illnesses can make a patient seem older or younger than they really are, or may be hard to determine their gender.
Patient's Guardians: Biological parent's may not be the legal guardians. Be mindful about diverse family structures.
- **Get on Their Level.** When interacting with children, it's helpful to kneel down or pull up a chair at their eye level and be an active listener.
- **Take it Slow.** Some children need time to adjust. Keep energy high, but speak in a quiet, pleasant tone of voice.



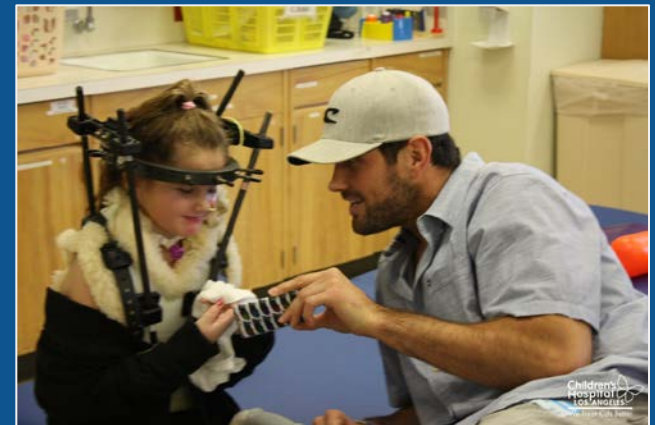
Tips for Interacting with Patients and Families

- **Laughter is the best medicine!** Patients may be shy or temporarily overwhelmed when meeting a new person. Break the ice with a (appropriate!) joke.
- **Treat them like people, not patients.** Focus on positive subjects outside the hospital, like school, family, interests and hobbies.
- **Focus on the kids.** Avoid texting or side conversations that aren't relevant to your visit.
- **Keep Conversations Appropriate.** CHLA serves a very diverse patient population. As such, we ask that you please refrain from discussion of religious, political, adult themes, or other sensitive topics with any of our hospital patrons or staff.
- **Beware of Boundaries.** Be respectful of the child's personal boundaries - please do not initiate hugs, sit on beds, etc. If you strike a bond with a family, feel free to stay connected to them through a hospital representative. If you would like to share your contact information, please check with a hospital representative first.



Tips for Interacting with Patients and Families

- **Give them Control.** Prior to entering a patient's room, always knock and ask permission to enter.
- **Engage.** Invite kids to participate in simple activities with you. Offer to help them draw a picture or play an instrument.
- **Be aware.** Patients may sometimes feel uncomfortable, tired or sick. Watch for signs that they are feeling overwhelmed, sad or in pain.
- **Don't Promise.** It's easy to get caught up in the moment, but don't make promises ever, even if you are sure you will be able to keep them. It's better to surprise than disappoint!
- **Keep Emotions in Check.** Should you become emotional during your visit, please leave the area temporarily, as children are very sensitive to others' reactions.



Thank you for taking the time to review the Third Thursday Volunteer Orientation. We look forward to seeing you soon!

Questions? Contact HollywoodCaresForKids@chla.usc.edu or call

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