

**SERVICE GUIDELINES AND COMPETENCIES**

***Volunteer Title: (L.O.L) Little Ones and Literacy Volunteer***

Last Updated: June 19, 2018

Department: Patient Academic Services

Reports To: Haley Hickock

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**DESCRIPTION:**

To provide patients between the ages of newborn to 3 years old with literacy engagement and an introduction to early language skills through reading aloud. L.O.L Volunteers read to hospitalized children at bedside, including in isolation rooms, while engaging the patients in early literacy experiences. Volunteers will work in a variety of patient care areas and will be required to work independently and comfortably around patients with complex medical conditions. Volunteers should be comfortable and experienced with holding infants, and comfortable engaging patients in a variety of stories.

**REQUIREMENTS:**

Must be 18 years or older.

Able to read to and with patients with excitement.

Able to lift and hold infants and toddlers with ease.

Ability to judge a situation and report back to staff

**COMPETENCIES:**

* Use a patient assignment list during shift to determine which patients to visit, making note of priorities provided by Patient Academic Services Teacher's Aide.
* On arrival to room, determine if it is a good time to work with patient (i.e. If patient and/or family is speaking with the physician, please check back at a later time when patient is available to interact).
* Use a variety of literacy techniques, such as: using fun and playful voices while reading to make stories as interactive as possible, helping patient follow along with story by pointing to each word as you read left to right, allowing patient to be the storyteller, asking questions to gauge comprehension, etc.
* Be willing to work with patients of a variety of ages, typically from newborn to 3 years old, and sometimes chronologically older patients who are developmentally delayed.
* Provide feedback to Patient Academics Teacher's Aide on patient interactions at the end of shift.
* When questions or concerns arise, volunteers should ask the Patient Academics Teacher's Aide or bedside nurse.
* Adapt to the changing needs of the patients and the patient unit.
* Follow volunteer policies at all times.

**ORIENTATION AND TRAINING:**

Complete an annual In-service review

Area specific orientation and training on the competencies above will be led by staff in the department listed at the top of this document. Both the volunteer trainee and staff trainer will sign the bottom of this document upon completion of training and a signed copy will be retained by the area.

General orientation is conducted by Volunteer Resources, which includes Service Excellence, Infection Control, Safety, Confidentiality, volunteer policies and procedures, and health screening prior to commencing their volunteer assignment**.**

**DAYS AND TIMES:**

Monday – Friday / 9:00 a.m. – 5:00 p.m. / 2-3 hours per week

**PATIENT CONTACT:**

Yes

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**Staff Designee or Department Director Date Volunteer Date**