

# Ronald McDonald House Charities St. Louis

Thank you for your interest serving as a **Family Room Volunteer**.

To provide an oasis for families and visitors of inpatient patients in one of three St. Louis area Children's Hospital's in order to provide break from the hospital environment without leaving the hospital. The Ronald McDonald Family Room is equipped with a small kitchen, quiet room, bathrooms, showers, fully-equipped laundry facilities, and computers with internet access.



<b>BEFORE you start:</b>	<b>What YOU bring to us:</b>
<ul style="list-style-type: none"> <li>• You will need to be 21 years or older</li> <li>• Complete a volunteer application</li> <li>• Complete an interview with the Family Room Coordinator</li> <li>• Attend a hospital orientation session and one-hour Family Room training session.</li> <li>• TB tests and flu shots are required.</li> <li>• HIPAA/Confidentiality Agreement on file.</li> <li>• Shadowing Shift with a current volunteer</li> <li>• Review of Family Room Handbook and Guidelines</li> <li>• Complete background check application</li> </ul>	<p>Good interpersonal skills</p> <p>An outgoing, helpful and friendly personality</p> <p>Ability to handle different and unusual situations with minimal to no supervision.</p> <p>Dependability (your absence in a time slot means some services will not be fulfilled for our families)</p> <p>Caring and compassion</p> <p>Confidentiality with regard to all patient information</p>
<b>What you will GIVE:</b>	<b>What you will DO:</b>
<p>Your time:</p> <ul style="list-style-type: none"> <li>• Weekly</li> <li>• Bi-Weekly</li> <li>• Substitute positions available.</li> </ul> <p>Volunteer time slots: 7 days a week</p> <ul style="list-style-type: none"> <li>• 9AM- 12 PM</li> <li>• 12 PM- 3 PM</li> <li>• 3 PM- 6 PM</li> <li>• 6 PM- 9 PM</li> </ul> <p>Your commitment to a time slot or substitute time slots is essential to smooth delivery of services for our families</p>	<p>You will:</p> <ul style="list-style-type: none"> <li>• Report to your scheduled shift in a timely and reliable manner.</li> <li>• Greet each and every family with a warm and friendly smile.</li> <li>• Answer telephones.</li> <li>• Register guests via a computer registration program.</li> <li>• Provide orientation and tours to first time guests and provide them with Rules and Guidelines.</li> <li>• Keep simple statistical records via a computer tracking program.</li> <li>• Enforce Rules and Guidelines when needed.</li> <li>• Clearly communicate with Ronald McDonald House and St. Louis Children's Hospital staff when needed.</li> <li>• Keep the Family Room neat and tidy.</li> <li>• Volunteers are expected to demonstrate concern for families by being good listeners</li> <li>• Your most important duty during your shift is to be available to the families who may need you. Help provide a warm and friendly atmosphere for guests.</li> </ul>
<b>What you will GET:</b>	
<p>Appreciation, friendships and an opportunity to make a difference in someone's life.</p>	

**Sign up TODAY!**