Position Title: Book Buddy
Location: GCH Inpatient
Reports To: OVP Staff, Child Life Specialist
Schedule: Monday through Sunday, flexible schedule (morning, afternoon, evening)
Commitment of two hours per week
One volunteer per shift
Physical Demands: See Attached
Uniform: Badge, choice of official OVP issued uniforms

Purpose:
To provide companionship to pediatric patients and their families by using developmentally appropriate book selections and reading services. The volunteer will bring a meaningful literary experience that is both recreational and therapeutic.

Qualifications:
- Understanding of and ability to maintain patient confidentiality
- Committed to the Mission of Upstate University Hospital
- Sensitivity and respect for the diversity of the people we serve
- Abide by all infection control standards
- Conduct oneself in a mature and responsible manner
- Positive and approachable attitude
- Good communications skills
- Able to communicate clearly in English; bilingual skills are helpful
- Understanding and ability to use good customer service skills
- Understand scope and limitations of the volunteer role assigned
- Adhere to the Volunteer Code of Conduct
- Adhere to the Volunteer Dress Code expectations
- Desire to support the Patient Experience and support enhancing patient satisfaction within the scope of your role
- Honor the commitment you have made to your role

Role Specific Qualifications:
- Minimum age 18 years
- Experience working with and supervising children
- Ability to read aloud in a way that engages pediatric patients
- Ability to work independently
- Life experience and/or training in working with people in a health care setting, especially children and their family members

Training:
- Completion of New Volunteer Orientation through OVP
- Maintaining compliance with annual and any additional, mandatory trainings
- Completion of Department specific orientation - Book Buddy Training and Orientation by Child life Specialist

Duties:
- Provide and supervise age-appropriate reading activities to pediatric patients and/or siblings bedside, in the playroom, or in a waiting area.
- Select developmentally appropriate books for pediatric patients to choose from
- Support the emerging literacy skills of pediatric patients and their siblings
## Service Description - Volunteer

- Relay observations of children and family behaviors to the Child Life Specialist
- Assist Book Buddy Coordinator with book inventory, materials management and data collection
- Participate in meetings and special projects with staff and other volunteers as requested.

### Restrictions:

- Must Not assume any nursing duties, such as giving patients food or drinks unless directed by a staff person
- Must Not assume any direct Child Life duties, such as accompanying a child to the treatment room
- Must Not give personal phone numbers, address or email or ask for patient’s phone number, address or email information
- Must not contact/connect with families or patients on social media
- Must Not give any personal gifts to patients or their families

I agree that I have read and understand the scope of my role that I have been assigned. I agree to follow the description set out above. If I need further qualification, I will return to the OVP staff with questions.

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<tr>
<th>Volunteer Signature</th>
<th>Date</th>
<th>OVP Staff Signature</th>
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Created: 11/08
Revised: 2/09, 5/15, 8/18