

# Guidelines for Donating and Volunteering with Pediatric Patients

Regular/ongoing volunteer and donation opportunities as well as one-time donation and event opportunities are available for persons wishing to help pediatric patients and their families. These events and donations are coordinated through the Child Life Office. Volunteers can provide special events, provision of gifts and play items, activity development, or toy cleaning individually or as a small group. Below are general guidelines regarding volunteering and donation opportunities.

**For more information or to arrange an opportunity, please contact the Shannon Child Life Office at 325-747-6196 or [HannahHernandez@ShannonHealth.org](mailto:HannahHernandez@ShannonHealth.org).**

## GUIDELINES

- All events, activities, items, and person(s) associated with events must be pre-approved by the Child Life department.
- For all in-person volunteer opportunities, individuals must be at least 18 years old and no longer attend high school. We greatly appreciate that youth wish to contribute; however, to provide emotional safety for our adolescent population, individuals younger than 18 can participate in provision of items with an adult sponsor, but cannot participate in events where they could have interaction with patients or their families.
- For planning purposes, information should be shared and plans made with the child life office several weeks in advance.
- Any donated items must be in their original package and free of latex.
- Drop-off of items and events are typically scheduled during the weekday and workday hours. Upon arrival to the hospital, persons should check in with the security desk.
- Individuals within a volunteer group will need to be pre-approved prior to attending.
- Due to the immunocompromised nature of our patients, infection control regulations, and for privacy reasons, volunteers are unable to go into rooms to visit our patients.
- Unless previous arrangements are made, pictures and videos should not be taken in patient care areas, even when families give verbal consent. Any notification of media will need to be coordinated with both the Child Life and Marketing departments at Shannon.
- The volunteer person(s) are responsible for providing for the majority of the activity/event specific supplies. The hospital has basic supplies like tables. Hot glue guns and latex items are not allowed. Specific questions regarding supplies can be addressed when your event is being coordinated with the Child Life Office.
- Events and donations related to race, ethnicity, native language, economic status, age, gender, handicapping conditions, etc., are expected to uphold values of diversity and inclusion and treat all people with dignity and respect.
- Donations and content related to sexuality and sexual issues is inappropriate for our pediatric population setting.
- Patriotic material is acceptable, but may not solicit support for a particular party, platform or viewpoint.
- We strive to offer inclusive content respectful of all persons and their individual belief system. Events or donations may include references to “God’s love and care,” with families having free choice in receiving the item or participating in an event; but events and items may not solicit toward a particular religion.

Sometimes opportunities are not approved because they are not compatible with our environment, patient census, patient needs, or with our scheduling. We are grateful for the consideration to support families at Shannon Medical Center and for the spirit of giving behind all the opportunities suggested for families. We look forward to working with you!

