

## **Ronald McDonald House at Children's Memorial Hermann Hospital Volunteer Job Description**

**Reports To:** The House Manager on duty at Ronald McDonald House inside CMHH or to the Hospital Programs Director

**Purpose:** To directly serve families whose children are patients in the Neonatal Intensive Care and Pediatric Intensive Care Units of Children's Memorial Hermann Hospital through support of the Ronald McDonald House at Children's Memorial Hermann Hospital.

### **Qualifications:**

- Ability to take instruction and direction from the Ronald McDonald House Manager or Director
- Ability to perform organizational and housekeeping tasks
- Ability to comply with Children's Memorial Hermann Hospital HIPPA policies
- Is in good physical, mental, and emotional health
- Someone with a pleasant personality and a caring nature who is genuinely interested in making a patient's family stay more comfortable and easier
- Someone who demonstrates good judgement, flexibility, and dependability.
- Ability to occasionally interact and converse with families on a one-on-one basis, understanding that families may have critically ill children
- Ability to relate to families of various ages and cultural backgrounds

### **Physical Demands:**

The physical demands described here are representative of those that must be met by a volunteer to successfully perform the essential functions of this volunteer role. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While on duty, the volunteer is regularly required to walk all four floors of the Ronald McDonald House facilities in CMHH.
- Ability to stand for periods of time to perform tasks is necessary.
- The volunteer must be able to push a lightweight cart and lift items up to ten pounds.

### **Duties and Responsibilities:**

- Uphold the policies of the Ronald McDonald House and Children's Memorial Hermann Hospital.
- Report to scheduled shift in a timely and reliable manner.
- Keep House neat and clean.
- Provide warm, friendly atmosphere for guests.
- Answer telephones, direct calls, and take messages.
- Register guests for overnight or nap room stays
- Provide orientation and tours to first time guests.
- Inform families of the House policies and enforce when needed.
- Prepare rooms for overnight guests/nappers.
- Keep food areas restocked and notify House Manager of supply needs.

## Requirements:

- The position of a Ronald McDonald House volunteer at Children’s Memorial Hermann Hospital requires a minimum commitment of two, three-hour shifts per month – preferably once a week. This volunteer must have completed the prescribed training and agree to follow the volunteer guidelines of both Ronald McDonald House and Children’s Memorial Hermann Hospital.
- The volunteer must have certain medical requirements met that include:
  - Proof of full COVID vaccination (boosters not required)
  - Proof of a flu shot (if volunteering during flu season)
  - Proof of the following vaccinations or antibodies for each disease:
    - Hepatitis B
    - Varicella
    - Mumps, Measles, Rubella
    - Dyptheria, Tetanus, and Pertussis
    - A negative TB test taken and read at Children’s Memorial Hermann Hospital
- The volunteer must also successfully pass a background check.

## Job Description by Shift

### 9am – 12pm VOLUNTEER CHECKLIST CMHH Ronald McDonald House

#### Every Morning:

- ❑ Open Lounges on 7<sup>th</sup>, 8<sup>th</sup>, & 9<sup>th</sup> floors
  - Empty dishwashers on 7<sup>th</sup> & 9<sup>th</sup> floors, place coffee pot on the burner, and turn on coffee machine.
- ❑ Gather fruit and pastry delivery from 7<sup>th</sup> floor front desk and distribute to both 7<sup>th</sup> and 9<sup>th</sup> floor lounges.
- ❑ Make sure each lounge has adequate napkins and utensils setting out.
- ❑ Check refrigerators to ensure that there are family labels and correct dates on all food
- ❑ Ensure microwaves and refrigerators have been cleaned on the inside – this is NOT a part of the hospital’s housekeeping
- ❑ Make sure there are at least 6 cups of laundry detergent in the 9<sup>th</sup> floor Laundry Room
- ❑ At 11am - Check Outs
  - Ensure all families have been checked out. (**This does not include Care By Parent families in a 7<sup>th</sup> floor bedroom**) If families have not checked out, notify the House Manager. (**NOTE:** Due to patient safety reasons, there are not any locks on the 7<sup>th</sup> Floor NICU bedrooms. Therefore, you will not be collecting keys from the families upon check-out.)
  - Collect keys from 3<sup>rd</sup> & 9<sup>th</sup> floor bedrooms
  - Mark used Overnight rooms as “Dirty”
- ❑ Check linen supply in storage room and notify the House Manager of what needs to be ordered

- ❑ Make new linen packets for the rooms that were used the night before

**To be completed if there is time:**

- ❑ Organize the storage closet
- ❑ Wipe out/clean drawers in lounges
- ❑ Straighten lounge area
- ❑ Refill laundry cups in plastic container in the storage room

**12pm – 3pm VOLUNTEER CHECKLIST  
CMHH Ronald McDonald House**

**Every Shift:**

- ❑ Reset rooms with clean linen packet and fresh toiletries before 1pm.
  - *Please make sure all furniture is straightened and in its appropriate place*
- ❑ Check families in/out for naptime as necessary. (**Only doing nap rooms on the 7<sup>th</sup> floor currently**)
  - Have new families fill out RMH registration paperwork and give them a quick tour of our facilities
  - Write down nap/shower room usage on Nap List
  - *We do not give out keys on the 9<sup>th</sup> floor for nap rooms*
- ❑ Check lounges:
  - Make fresh coffee if necessary
  - Make sure there are 6 water bottles setting out
  - Restock snack bowls/family pantry as necessary
  - Restock coffee drawers with sugar, creamer, tea, etc..
  - Wipe down tables and counter
  - Spot sweep
- ❑ Make sure there are at least 6 laundry cups in the 9<sup>th</sup> floor laundry room
- ❑ Organize storage room
- ❑ Backstock all lounges
  - Snack bins should be at least half full
  - Water cabinet should be full
  - Meal replacement cabinet should be full
  - Ensure the paper goods cabinets have the following:
    - 2 rolls paper towels
    - 4 sleeves of cups
    - Napkins
    - A stack of plates and bowls
    - 1 full bag of forks, spoons, and knives
- ❑ Wash any dirty volunteer vests

**To be completed if there is time:**

- ❑ Bake cookies and deliver to both Ronald McDonald House lounges

**3pm – 6pm VOLUNTEER CHECKLIST**  
**CMHH Ronald McDonald House**

**Every Shift**

- Restock lounges for 3:00 pm hour
- Assist families with naptime check-outs at 4pm
- Set up bedrooms for overnight use (linen packets and toiletries)
- Greet and welcome families throughout shift
- Answer telephones/direct calls/take messages
- Maintain neat and clean lounges
- Bake Cookies as needed
- Back stock supplies as needed
- Sort and organize linen deliveries
- Make linen packets as needed

### 3pm – 6pm VOLUNTEER CHECKLIST CMHH Ronald McDonald House

#### Every Evening:

- Over Night Check-In:
  - Pull registration cards for overnight guests and place them in the proper bedroom file. (**NOTE:** Due to the Care By Parent program, there may be some days when some 7<sup>th</sup> floor rooms will be occupied by Care By Parent families. Check with your manager at the beginning of your shift for overnight check-in status.)
  - After manager has assigned all overnight rooms, you may begin assisting families with check in. (**Note: ALL families should come to the 7<sup>th</sup> floor office for overnight check-ins.**)
  - For new families, please have them fill out RMH registration paperwork, walk the family to their room, and give them a tour of our facilities.
- Complete backstock in all lounges if it has not already been done:
  - Snack bins should be at least half full
  - Water cabinet should be full
  - Meal replacement cabinet should be full
  - Ensure the paper goods cabinets have the following:
    - 2 rolls paper towels
    - 4 sleeves of cups
    - Napkins
    - A stack of plates and bowls
    - 1 full bag of forks, spoons, and knives
- Closing Lounges:
  - (7<sup>th</sup> & 9<sup>th</sup> only) Empty coffee pot and place in dishwasher along with pastry trays and microwave covers. Start dishwasher.
  - Reset coffee machine
  - Set out new snacks, water, and make sure family cabinets are stocked
  - Ensure napkin and utensil holders are full
  - Check fridge for pink labels and throw away anything older than 48 hours
  - Wipe down all tables, counters, furniture, fridges, and microwaves
  - Spot sweep
  - Throw away uneaten pastries and fruit
  - Shut off all lights
  - Shut and lock all lounge doors