

CHKD Buddy Brigade Orientation



Important Buddy Brigade Contacts

Joy Parker	Volunteer Services Director	668-7125
Cynthia Mills	Virtual Buddy Brigade	668-7124
Joanne Somma	Monthly Calendar & Schedule Issues	668-7195
Child Life	Evening & Weekend Call-Out Line	668-8129

You are important to the mission of Children’s Hospital of The King’s Daughters Health System. Your understanding and knowledge of the following information will allow us to maintain a high quality environment.

Thank you for taking the steps to become a member of the CHKD Pet Therapy Program.



Buddy Brigade Mission

We are using highly trained certified therapy dogs to achieve the following benefits:

- Reduce stress and anxiety
- Decrease loneliness
- Increase patient social interaction
- Promote a general feeling of well-being
- Provide a source of comfort
- Promote a patient-friendly community image
- Boost staff morale



Celebrating Resident's Week

Buddy Brigade Handlers & Dogs

- Handlers must be 18 years of age or older
- Dog must be at least 1 year of age
- Dog must meet initial and continuing health screening requirements
- Must be able to volunteer a minimum once every month
- Required to meet all of CHKD volunteer screening and training requirements



Working with Kids

Buddy Brigade dogs must maintain current certification with one of the following organizations:

Alliance of Therapy Dogs

Therapy Dogs International

Pet Partners

Handlers submit new credentials annually showing active membership, vet records should be provided to volunteer office as vaccinations are updated

Buddy Brigade Training



- ▶ Handlers attend CHKD Volunteer Orientation & Buddy Brigade Orientation
- ▶ Each dog is evaluated by an animal behaviorist to make sure they are appropriate for a pediatric hospital setting
- ▶ Handler shadows existing team 2-3 times before volunteering alone

Buddy Brigade Visits



Dogs Visit in the following ways:

- Inpatient Units
 - 3rd Floor (PICU)
 - 5th Floor (Rehab and Oncology)
 - 7th Floor (Mental Health & Neuroscience)
 - 8th Floor (General Care)
- Outpatient Blood & Cancer (H/O)
- Virtual Buddy Brigade (Zoom)
- Child Advocacy Centers (returning soon)
 - Norfolk
 - Virginia Beach
 - Newport News

Scheduling & Sub Policy

Monthly Buddy Brigade group email sent by Joanne Somma to coordinate upcoming month's schedule

- ▶ Respond to Joanne with known personal schedule conflicts

Substitute Request Procedure:


- ▶ Always use the last group email from Joanne to request a sub during the month (it's the most current email distribution list)
- ▶ Always change the "SUBJECT" line to reflect your request. Include **date, shift time, shift location**
(Example: "Sub needed Sat 9/3 at 2pm for 7th/8th floor")
- ▶ Reply "all" and confirm sub offer to the first handler to respond. If no sub is obtained, inform volunteer services.

Visit Procedures



- Handlers pick up patient lists:
 - Volunteer Services Office: Monday - Friday @ 2pm
 - 8th Floor Playroom: Evenings & Weekends
- Nursing often puts a Paw Print on the door of patients with consent but this does not mean patient is medically clear
- Visits take place at the bedside
- Visits last between 5 -15 minutes
- Visits take place on a scheduled basis
- Currently you may NOT add a patient to your list while on the unit – ONLY child life staff can add patients

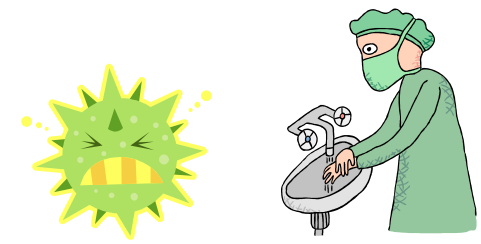
Visit Procedures

- ▶ Only visit patients on your list
 - ▶ Read staff notes prior to visit
 - ▶ Stop at doorway and introduce yourself & dog
 - ▶ Ask if patient would like a visit before approaching bed
 - ▶ Track “meaningful interactions” (include patients, visitors, staff)
Place total on list before returning list
 - ▶ Return list to either the playroom or volunteer services depending on shift day/time
 - ▶ STOP visiting if your dog is not longer interested or acting out of the ordinary. You know your dog best!
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Infection Control Issues

- ▶ Patient exclusion criteria has been established by infection control
- ▶ Patients allergic or fearful of dogs will be avoided. Put comment on patient list if patient is fearful.
- ▶ All patients and others touching dog will sanitize hands *before and after* contact
- ▶ Dogs are groomed within 24–48 hours of visit. If you are offering to sub without time to bathe dog, ensure dog is brushed and free of odors
- ▶ Annual veterinary screening including fecal test, up-to-date inoculations and year-round flea & tick protection required. **SUBMIT** updates to volunteer services as you have these done at your vet office

Infection Control



- ▶ Hand washing is #1 way to prevent the spread of infection. Use proper hand washing between every patient contact, after using restroom, before eating, before applying makeup or touching contacts. You may purell instead of using soap if you don't have visible dirt on your hands
- ▶ Procedure: Use very warm water, vigorously wash for 20 seconds, rinse and use clean towel to turn off faucet OR use one pump of sanitizer, rub all over hands and wait for hands to dry (do not wave or shake hands)
- ▶ Do not attempt to clean spills, etc. Notify staff for assistance. At no time should a volunteer touch anything "wet" from a patient without wearing gloves.
- ▶ **Dogs getting on patient bed:** check patient list to ensure patient doesn't have "sore" areas. Confirm with patient they want dog in bed. Obtain clean linen and put on bed. Place dog on clean linen. Remove dog and linen after visit and put linen in dirty linen receptacle. Obtain clean linen for each new room as needed.
- ▶ Do not allow dog to take toys, etc., from room to room.

Dress Code: Nails

Nail Policy For Volunteers with Patient Contact

- Child Life
- NICU
- Buddy Brigade



Our policies for nail hygiene are aligned with other children's hospitals. These policies are also compliant with the Association of periOperative Registered Nurses (AORN) standards.

Nail Protocol/Hygiene

- 1) Natural nails must be $\frac{1}{4}$ " or less in length.
- 2) No nail polish of any type, artificial nails or other artificial fingernail enhancements (e.g. shellac, acrylic, gel overlays, nail jewelry, wraps, gels, silks, fiberglass, bonding, powder dipped nails, glued/stick-on nails etc.) is permitted for any hospital personnel, including volunteers, with a patient contact assignment.

Patients *not* eligible for Pet Therapy

- Immunosuppressed or immunocompromised
 - Requires physician approval
- Extreme neutropenic
- Open wounds
- Isolation
- Dog allergies
- Neonates
- Fever of unknown origin
- Asthmatics with allergies to dogs
- Operating Room area



Incidents you might see:

- ▶ Scratches from rough paws
- ▶ Allergic reactions in patients not previously known to be allergic to dogs
- ▶ Any incident resulting from a visit with a dog must be reported...including “near miss” incidents



Trading Cards



- **Fun Dog Facts**
- **Keepsake**
- **Conversation Starter**
- **Collector Item**
- **Door Visit**
- **Development Tool**
- **Community Outreach**

Cards are primarily for patients & siblings
and are distributed at no charge!

Adopt A Buddy Program

- ▶ Online virtual “adoption” program allowing donors to make a donation in honor or memory of someone and specify a recipient to receive a copy of a trading card for \$75.
- ▶ 10 Buddy Brigade trading cards are featured on the hospital website and entire “litter” may be adopted for a \$500 donation