

# CHKD Buddy Brigade Orientation



# Important Buddy Brigade Contacts

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

**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





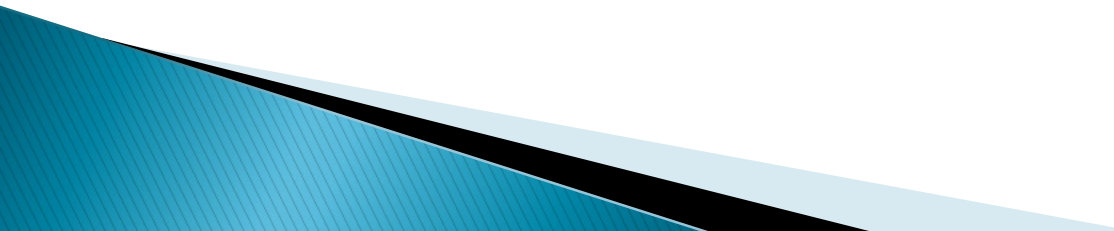
# Working with Kids

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

Alliance of Therapy Dogs

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
  - 3<sup>rd</sup> Floor (PICU)
  - 5<sup>th</sup> Floor (Rehab and Oncology)
  - 7<sup>th</sup> Floor (Mental Health & Neuroscience)
  - 8<sup>th</sup> Floor (General Care)
- Outpatient Blood & Cancer (H/O)
- Children's Pavilion – Mental Health Hospital (Partial Hospitalization Program & Inpatient Units)
- Child Advocacy Centers
  - Norfolk
  - Virginia Beach
  - Newport News

# Scheduling & Sub Policy

Monthly, a Buddy Brigade group email will be 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 7<sup>th</sup>/8<sup>th</sup> floor**” )
- ▶ Reply “all” and confirm sub offer to the first handler to respond. If no sub is obtained, inform volunteer services or the playroom call out line if last minute (757) 668-8129




# Visit Procedures



- Handlers pick up patient lists:
  - Volunteer Services Office: 2<sup>nd</sup> Floor, Joanne's desk
- Visits take place at the bedside
- Visits last between 5 -15 minutes
- Visits take place on a scheduled basis
- You may NOT allow nursing or another staff member to add a patient to your – ONLY child life staff can add patients

# Visit Procedures

- ▶ Only visit patients written 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 volunteer services when you are finished with your visits
  - ▶ 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 expresses fear about your dog.
- ▶ All patients and others touching dog must sanitize hands *before and after* contact
- ▶ Dogs must be groomed within 24–48 hours of visit. If you are offering to sub without time to bathe your dog, ensure he/she is brushed well and free of odors
- ▶ Annual veterinary screening including fecal test, up-to-date inoculations (DHPP or DAPP & Rabies) and year-round flea & tick protection are required. SUBMIT updates to volunteer services as you have these administered 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 any "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 to nursing...including “near miss” incidents



# Trading Cards



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

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



# THANK YOU



**Buddy**   
**Brigade**