



4601 66th Street, Suite D
Lubbock, TX 79414
(806) 793-3900

Volunteer Responsibilities & Procedures

- A six week commitment is required unless other accommodations are made. The children become used to seeing you and we prefer that the environment be as stable as possible for the kids.
- Assist the therapists with treatments as requested: Moving/adjusting equipment, therapeutic play, etc.
- **Please limit the amount of volunteers observing, one therapist to one (1:1 ratio).**
- Assist with keeping treatment area organized: Picking up toys between patients, place toys and equipment in appropriate labeled containers
- Light cleaning and disinfecting as needed: Disinfect treatment surfaces, tools, and toys after each patient.
- Please remain seated during the session so the child is not intimidated.
- Please give parents and caregivers priority to seating.
- If you will be unable to come at your regular time, please call in advance. Therapists are sometimes counting on you to be here and they need to be notified if you are unable to make it.
- Be advised that you will be observing private billed, timed therapy sessions. The therapists' main responsibility is to provide optimum therapy intervention and documentation of sessions. Volunteers may not interfere in any way. Please wait for direction for any action by the therapist.
- Volunteering at PTI for required professional school observation hours is intended only to introduce you to the environment and pediatric therapy services. It is not our intention to provide education or advanced therapy knowledge.
- Therapists may or may not have the time or opportunity to discuss therapy and/or patients with volunteers. Please do not ask medical information questions when parents are present.
- **Do not engage in personal conversations with other volunteers in the therapy areas.**
- Remember that everything you see and hear while volunteering is confidential and must remain that way.
- You need to check in with the front office receptionist each time you come in to track your hours here. You will sign-in and out in the conference room (volunteer headquarters), you will need to obtain a nametag each time you volunteer.
- **All of the offices can become very congested and the office staff and therapists need that area to remain quiet. Please avoid hanging out in any office. There is always something that can be done in the gyms between patients or during patient cancellation. If you are interested in discussing a patient with the therapist or observing documentation, that should be done somewhere besides the offices.**
- **When parents are observing their child's session, volunteers must introduce themselves and allow the parents to use the headphones. Please no personal conversations around these parents.**

- **Cell phone use and possession is prohibited** in treatment areas. Disciplinary actions will be taken if a volunteer violates this policy
- **Any employee may send any volunteer home due to infractions against policies.**

Signature: _____

Date: _____