



Dear Prospective Ronald McDonald Family Room Volunteer,

Thank you for your interest in volunteering at the Ronald McDonald Family Room. As a volunteer, you are an important member of a team that works to provide rest and respite to the families whose infants are receiving medical treatment in the Neonatal Intensive Care Unit (NICU). Our volunteers help us to meet and greet our families as well as respond to their questions and needs. A variety of activities require the assistance of our valued volunteers (a list is included with this application). Without the love and devotion of volunteers, the Family Room could not function and many families would have no place to go for comfort during one of the most difficult times of their lives.

Volunteer opportunities are available seven days a week in three hour shifts: 9 a.m. – 12 p.m., 12 p.m. – 3 p.m. and 3 p.m. – 6 p.m. Please find the attached volunteer job description and application. Once I receive your completed application, I will call you to schedule your orientation. During orientation, you will learn more about how Ronald McDonald Family Room and Norton Suburban Hospital function, and have the opportunity to ask any questions that you may have.

If you have any questions as you go review the enclosed application, please feel free to contact me at [jana@rmhc-kentuckiana.org](mailto:jana@rmhc-kentuckiana.org) or 502-561-7654. I look forward to meeting you soon.

Sincerely,

Jana Goemmer  
Director of Programs and Facilities

# Ronald McDonald Family Room at Norton Suburban Hospital

## Volunteer Description

### Shifts (available 7 days a week):

- 9:00 am – 12:00 pm
- 12:00 pm – 3:00 pm
- 3:00 pm – 6:00 pm

### Application Process:

- Complete the Family Room application
- Complete the Norton Suburban application
- Complete an orientation of the Family Room with LuAnn Galbraith
- Receive a TB test (provided free of charge by Norton Suburban)
- Pass the background check (provided free of charge by Norton Suburban)

### Qualifications:

- Must be 18 years of age or older
- Must be in good mental and physical health
- Self-directed & dependable

### Requirements:

- Complete the application
- Work at least one three hour shift per month
- Adhere to Ronald McDonald Family Room and Norton Healthcare policies and procedures
- Keep all information regarding Family Room guests confidential
- Report to volunteer shift on time, notifying the Family Room Coordinator if unable to attend a shift

### Typical Tasks:

- Help create a hospitable atmosphere for guests
- Inventory supplies
- Answer phones
- General housekeeping
- Change the bed linens
- Assist families with general questions



Ronald McDonald Family Room  
At Norton Suburban Hospital

**VOLUNTEER SERVICE APPLICATION**

**CONFIDENTIAL INFORMATION**

(PLEASE PRINT CLEARLY)

Date: \_\_\_\_\_

**PERSONAL INFORMATION:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Email: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Current Employer: \_\_\_\_\_

Work Phone: \_\_\_\_\_ Occupation: \_\_\_\_\_

May We Call You At Work? Yes \_\_\_ No \_\_\_ Work/Days/Hours: \_\_\_\_\_

**PREVIOUS WORK AND VOLUNTEER EXPERIENCE:**

Volunteer:

| Dates: | Location: | Position |
|--------|-----------|----------|
|        |           |          |
|        |           |          |

Work/Other:

| Dates: | Location: | Position: | Reason for Leaving: |
|--------|-----------|-----------|---------------------|
|        |           |           |                     |
|        |           |           |                     |

# Confidential Information

How did you hear about the Ronald McDonald Family Room Volunteer Program? \_\_\_\_\_

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Can you make a commitment to the RMFR for at least one year? Yes \_\_\_\_\_ No \_\_\_\_\_

If no, please explain \_\_\_\_\_

Our Volunteers shifts are daily: 9A-12P                      12P-3P                      3P-6P  
Please circle the frequency of your preferred shift:    weekly    every two weeks    monthly    or    FLEX  
(the FLEX Volunteer calls the Family Room monthly when they know their personal/work schedule and fills in on a needed shift).

My first choice (day and time): \_\_\_\_\_

My second choice (day and time): \_\_\_\_\_

## PLEDGE OF CONFIDENTIALITY

I hereby pledge that I shall safeguard and treat as CONFIDENTIAL all information (whether acquired through verbal communication, written record, or observation) pertaining to any resident, staff member, or Volunteer of the Ronald McDonald Family Room, which I may, through my affiliation with the Family Room, so acquire. I have read and do understand the foregoing pledge of confidentiality.

\_\_\_\_\_  
Signature of Applicant

\_\_\_\_\_  
Date

## Please Return to:

Jana Goemmer  
Director of Programs and Facilities  
Attn. Family Room  
550 South First Street  
Louisville, KY 40202