



**Norton Children's Hospital
Volunteer Department
presents our:**

Emergency Department

HUGS Volunteers

(Helping us Grow Together)



Norton Children's Emergency Department is one of a handful of emergency departments in the country screening for food insecurity and providing resources to families in need.

We focus on establishing long term solutions for our families through education and programming to further assist them in living a healthier life-style...
and that is where Emergency Department HUGS Volunteers was launched.

Explain your Impact program/service:

HUGS volunteer's work with our Emergency Department staff offering our patient families a bag full of groceries; along with providing them with resources that can help them procure food long-term in our community.



The ED food pantry is stocked with health-conscious items to assist them with living a healthier life-style.

Our mission statement:

Norton Healthcare's purpose is to provide quality health care to all those we serve, in a manner that responds to the needs of our communities and honors our faith heritage.

In the state of Kentucky we have one out of five children that are food insecure. Offering these healthy options is preferred for our patient's health and gives our providers/staff the opportunity to use as a teaching tool. In having volunteers helping to provide this service, we are responding to the needs of our community.

Volunteers to the rescue....



The Norton Children's Hospital Emergency Department saw a need for their families, and initiated the food pantry in early 2021, and reached out to the Norton Children's Volunteers for support.

Due to the pandemic, and many volunteers have not returned - but as all volunteer departments - we strive to meet all requests throughout our Hospitals... so with our "thinking out of the box" mindset our creativity shines.

Volunteers continued



Norton Children's partners with U of L medical school; and the Volunteer Department works with placing several groups in volunteer roles.

As this request requires volunteers being placed in our Level 1 pediatric trauma Emergency Department - what better placement than to have medical students volunteer in this role.



Orientation and Training

- Thanks to the support of our Emergency Department staff and physicians...
- They train all of the HUGS volunteers
 - They role play with the volunteers on how to approach our families
 - Room visits are also performed during the training.



Scheduling

We opened up two hour time frames for volunteers and required three (3) visits per month.

The schedule is set up in Volgistics and all volunteers self schedule for this assignment.

Volunteer Incentives



- Dr. Brit Anderson, MD who is very active with this program, is working with U of L Medical School to have all volunteer medical students who complete the HUGS training and the hour commitment to receive a **Food Insecurity Health Series Certificate** - currently, this benefit is in the final stages of approval.



NORTON Children's FOOD PANTRY

Our Data Tracking

- **Our Emergency Department has a food pantry and we offer a bag of groceries to every patient's family. *Would you like a bag of food to take home today?***
- _____ YES _____ NO _____/_____/_____ DATE
- _____ TOTAL PERSONS LIVING IN THE PATIENT'S HOME
- _____ AGES 0-5
- _____ AGES 6-17
- _____ AGES 18-59
- _____ AGES 60+
- _____ VETERANS
- ***Is anyone in the home allergic to peanut butter?*** _____ YES _____ NO
- Volunteers, Nurses, & PCA's, please use the spaces below to record any comments the patient or the patient's family makes about our food pantry (please use quotation marks) or anything else you would like to share with our Food Pantry Council:
- _____
- _____
- _____
- Name of Volunteer/Nurse/PCA: _____



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