

ANGELA D. BALL

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EDUCATION

Bachelor of Science in Human Development and Family Studies

Emphasis: Child Life

University of Missouri, Columbia, Missouri

Graduation Date: May 2006

FIELD EXPERIENCE

Child Life Coordinator, *MU Women's and Children's Hospital*, Columbia, MO.

Child Life Department (March 2011-Present)

- Ø Provide support and supervision to Child Life staff on a daily basis.
- Ø Order developmentally appropriate items for various units to keep play areas stocked.
- Ø Provide Child Life support and services to patients in inpatient and outpatient areas.
- Ø Keep log of Child Life budget
- Ø Continually update Child Life Stats of patient and family care provided.
- Ø Provide yearly evaluation of employee productivity and semi-annual coaching sessions.
- Ø Create monthly schedule for all Child Life employees
- Ø Coordinate group and Holiday events and hospital visitors.
- Ø Supervise, provide feedback and grade assignments for Practicum students, volunteers and Child Life interns.
- Ø Provide education to staff through presentations and inservices regarding working with children in the hospital setting.

Child Life Specialist, *MU Women's and Children's Hospital*, Columbia, MO.

Part Time (November 2009- February 2011)

- Ø Provided Child Life services to a variety of units within the hospital including: PICU, Pediatric unit, Adolescent unit, CBCU, Children's Hospital Procedure Suite, Radiology, Emergency Room, Surgery, BICU, and adult units.
- Ø Provided developmental and emotional support, preparation and distraction for procedures, explanation of new diagnosis, and other Child Life services as needed.
- Ø Prioritized and assess patients and provide Child Life services to meet the needs of the patient and family.
- Ø Assisted Child Life Coordinator with duties such as calculating and documenting Child Life statistics, contacting and recording information regarding volunteers, providing volunteers with completion certificates, and organizing Children's Hospital Halloween events.
- Ø Maintained a positive relationship with hospital staff and communicate information to multidisciplinary team to provide the best care possible for patients and families.
- Ø Gave presentations to educate staff and Child Life students about working with children who are hospitalized.

Child Life Specialist, *University of Missouri Children's Hospital, Columbia, MO.*

Adolescent Unit (September 2006-November 2009)

- Ø Introduced Child Life services to patients and families and provided interventions to help meet their individual needs.
- Ø Advocated for patients
- Ø Established good rapport with patients through interactions.
- Ø Provided supervision and evaluations to volunteers, practicum students, and Child Life Interns.
- Ø Implemented activities to assist in improving patients' self esteem.
- Ø Educated patients and families about new diagnosis, procedures and provide positive ways to cope with hospital stressors.
- Ø Collaborated with medical staff (Physical and Occupational Therapists, Nurses, Residents and Physicians) to achieve common goals for patients' wellbeing.
- Ø Assisted in interviewing, evaluating and hiring new Child Life staff members.
- Ø Documented interactions and assessments of patients throughout hospitalization.

Child Life Intern, *Children's Mercy Hospital, Kansas City, Missouri.*

(January 23, 2006-April 28, 2006) Completed 593 hours/480 required.

- Ø Completed 593 of 400 required hours of internship.
- Ø Completed a 5 week rotation in the inpatient Trauma and Burn units.
- Ø Completed a 5 week outpatient rotation in the Emergency Room, Care Clinic and Radiology.
- Ø Planned and implemented Child Life week activities for hospital-wide celebration.
- Ø Supervised volunteers and provided them with daily reports.
- Ø Provided age appropriate preparations for procedures.
- Ø Assisted in reducing the amount of sedations required by providing support and distraction during procedures.
- Ø Completed the inpatient units daily lists for school, evening programs, and volunteers.
- Ø Planned and supervised a daily play group of 2 to 11 patients of various ages and provided bedside play for patients who weren't able to attend.
- Ø Provided emotional support to patients and families.
- Ø Provided medical play to enhance patients' understanding of hospitalization.
- Ø Prioritized patients in multiple units to determine the order in which needs should be met.

Child Life Practicum, *University of Missouri Children's Hospital, Columbia, Missouri.*

(June-August 2005).

Children's Blood Disorder and Cancer Unit:

- Ø Educated patients and their families about Child Life Services.
- Ø Planned and administered developmentally appropriate activities.
- Ø Provided support and distraction during procedures.

Adolescent Unit:

- Ø Assessed children's developmental level and ability to cope with diagnosis and hospitalization; charted results and assigned a stress level.

- Ø Implemented group activities on a weekly basis to encourage peer interactions and normalization of environment.
- Ø Gathered patients and escorted them to the Cafe on Thursday evenings for dinner and opportunities to socialize with their peers.
- Ø Provided preparation, emotional support and distraction for procedures.

VOLUNTEER EXPERIENCE

University of Missouri Children's Hospital playroom. (May 2004-August 2005).

- Ø Supervised and participated in play with the patients.
- Ø Introduced and explained pet therapy to patients.
- Ø Responsible for patient safety by maintaining a clean and safe environment in the playroom.

EMPLOYMENT EXPERIENCE

Senior Customer Service Representative. *MBS Textbook Exchange*, Columbia, Missouri. (April 2000- September 2006).

- Ø Used problem solving skills to serve customers in a courteous and timely manner.
- Ø Provided co-workers with training and peer mentoring.
- Ø Demonstrated multi-tasking skills by completing a variety of assigned duties.
- Ø Completed and authorized monetary transactions on a daily basis.

HONORS AND ACTIVITIES

Bereavement Committee Member (2007-present)

Certified Child Life Specialist (November 2006 - present)

Member of Child Life Council (January 2006 - present)

Reach Member (2005-2006)

Charles L. and Thelma Ferrell Van Buren Scholarship recipient. (2005-2006)

Phi Upsilon Omicron, HES Honor Society (2005-2006)

University of Missouri Outstanding Senior of the Year Nominee (2006)

Dean's List 8 consecutive semesters (2004-2006)