

**** Artificial nails, gel nail polish, nail jewelry, chipped polish and nails longer than ¼ inch for patient care areas are prohibited due to infection control concerns.**

Ambulatory Care Unit (ACU) Volunteer

Service: The ACU department provides monitoring and nursing care to patients before operative procedures and to those who will have invasive or special procedures such as MRI, CT, or radiation treatments that require post-procedure monitoring. Quality nursing care includes continuous monitoring, individualized family centered care, prevention of complications, early detection, treatment of emergencies, and effective pain management.

Objective: The main priority of the volunteer is to assist the staff with providing comfort measures to patients, families, and visitors through the utilization of "rounding" with the patients and assisting staff with routine duties of the department. Providing the volunteers with opportunities for learning professional and social interaction in a medical setting and to experience hands on (either directly or indirectly) educational and real-life learning experiences.

Hours: Monday-Friday, 10am-8pm, NO weekends or holidays

Qualifications

- Friendly, positive and professional attitude.
- Works well with patients, staff and visitors.
- Does not have an aversion to procedures and blood.
- Ability to display compassion and caring in a non-judgmental way.
- Artificial nails and gel nail polish for patient care areas are prohibited due to infection control concerns.

Responsibilities:

- Assist staff with discharges
- Answer patient call lights
- Stock patient areas with supplies as directed
- Pick up and deliver lab specimens
- Assist with wheelchair/gurney transport
- Answer phones and distribute mail
- Make unoccupied beds
- Assist staff with patient needs prior to discharge as directed
- Assist patients with meals with direct supervision of staff
- Assist patient's family to Waiting Room
- Observation of IV placement per RN approval
- Round with patients

Acute Surgical & Bariatric Unit Volunteer

Service: The Surgical Acute & Bariatric Unit is a busy 35-bed unit with an emphasis in providing post-operative care to the following surgery patients: bariatric, cancer, renal, urology, and other general surgery patients. We also care for patients with diabetes, those needing wound care, and patients with pneumonia.

Objective: The main priority of the volunteer is to assist the staff with providing comfort measures to patients, families, and visitors through the utilization of "rounding" with the patients and assisting staff with routine duties of the department.

Provide the volunteer opportunities for learning professional and social interaction in a medical setting and to experience hands on (either directly or indirectly) educational and real-life learning experiences.

Hours: 7 days a week. Shift times are 9am-1pm, 1pm-5pm, or 5pm-9pm.

Qualifications:

- Friendly, positive and professional attitude.
- Works well with patients, staff and visitors.
- Does not have an aversion to procedures and blood.
- Ability to display compassion and caring in a non-judgmental way.
- Artificial nails and gel nail polish for patient care areas are prohibited due to infection control concerns.

Responsibilities:

- Round with patients
- Answer call lights
- Visit with patients for company and comfort
- Check supplies, advise Charge Nurse if low
- Assist staff with patient transports
- Re-stock gloves in rooms
- Assist with meal trays
- Pass water to patients with RN permission
- Assist Nursing Assistants with patient care
- Prepare clean rooms for incoming patients
- Disinfect equipment as needed per staff member
- Wheelchair discharge patients (or assist staff) per request of RN (written competency required)
- May observe patient rounds with RN or MD permission
- NO feeding of patients

Isolation rules: Volunteers are NOT allowed to enter the rooms

Clerical duties:

- Answer phones
- Empty Pneumatic tubes
- Update 'call light monitor'

Once trained to department, volunteer is encouraged to ask questions and let the staff know what they would like to do

Antenatal Testing Unit Volunteer (ATU)

Services: This Outpatient department is located offsite and provides approximately 60 non-stress test (NST) and Amniotic Fluid Index (AFI) procedures per day to mothers who are at risk during their pregnancy. Patients come twice weekly for fetal monitoring. Appointment lasts anywhere from 30 – 60 minutes. Volunteers assist the busy staff with daily duties of the clinic.

Objective: The main priority of the volunteer is to assist the staff with providing comfort measures to patients, families, and visitors through the utilization of "rounding" with the patients and assisting staff with routine duties of the department.

Provide the volunteer opportunities for learning professional and social interaction in a medical setting and to experience hands on (either directly or indirectly) educational and real-life learning experiences.

Hours: Mon, Tues, Thurs, Fri 8:30am-5:00pm

Qualifications:

- Friendly, positive, and professional attitude.
- Works well with patients, staff and visitors.
- Does not have an aversion to procedures and blood.
- Ability to display compassion and caring in a non-judgmental way.
- Artificial nails for patient care areas are prohibited due to infection control concerns.

Responsibilities:

- Round with patients
- Provide comfort measures to patients and visitors as requested by RN
- Assist staff with making pre-visit phone calls
- Answer phones
- Clean chairs, monitor parts, ultrasound probe
- Make ultrasound bed
- Assisting the RN as needed with monitoring of the difficult pt
- Stock unit with supplies (i.e. Carts)
- Disinfect wheelchairs, gurneys and other equipment as needed by staff member
- Upon satisfactory performance and at the discretion of the supervisor, volunteers may be taught how to assist with fetal monitors (competency required)

Cardiac Care Unit (CCU) Volunteer

Service: The Cardiac Care Unit is a busy unit with high acuity patients. Common diagnoses/procedures are chest pain, acute coronary syndrome (ACS), heart failure, arrhythmias, heart catheterization (pre and post), pneumonia, respiratory failure, and various non-cardiac medical diagnoses. Objective:

To provide comfort measures to the patient and family members either directly or indirectly and to provide an educational experience for the volunteer.

Hours: Tuesday – Friday, 1000-1800 (1000-1400, 1400-1800)

Initial training with designated trainer as pre-scheduled with department

Qualifications:

- Friendly, positive, and professional attitude.
- Ability to demonstrate compassion and caring in a non-judgmental way.
- Works well with patients, staff and visitors.
- Eager to participate in a variety of medical situations

Responsibilities:

- Answer patient call lights. Notify RN or NA of patient needs if unable to provide.
- Purposeful Rounding
- Provide food/drink to patients only after checking with the nurse each time.
- Discharge patients in wheelchair.
- ASSIST staff with any care/procedure with direct supervision only.
- ASSIST staff with bathing.
- ASSIST staff with patient transport.
- ASSIST staff with patient transfers (chair, commode, bed).
- OBSERVE evaluation and therapy sessions (PT, OT, ST) with approval.
- Set up patient trays (may NOT deliver).
- Assist patients with accessing Video On Demand education system.
- Clean cardiac monitors.
- Answer phones.
- Assist secretary with clerical tasks.
- Stock supplies, carts, and blanket warmers.
- Run errands to the Lab and Central Supply (includes picking up blood products and delivering lab specimens).
- Direct visitors.
- Call EVS when laundry hamper (remove when $\frac{3}{4}$ full) /garbage needs emptying, or if equipment is needed.
- Perform Zone 5S as assigned by charge RN or unit secretary.

Cardiac Cath Lab Volunteer

Service: Heart Cath Holding Area (HCHA) is the Pre-Op and Post Recovery Area for Cath Lab procedures. Patients come through the HCHA in preparation for a specific cardiac procedure. Prep includes Nursing Admission (paper work), I.V. start, blood work, EKG, Physical Assessment, and Medication Reconciliation.

Post recovery includes an Arterial Line pull, bed rest -groin management, monitor VS, discharge instructions and follow-up phone call. If patient is stable they will go home the same day after completing bed rest for a few hours, but if they need to be admitted, they will be transferred to a cardiac unit.

Objective: The main priority of the volunteer is to assist the staff with providing comfort measures to patients, families, and visitors through the utilization of "rounding" with the patients and assisting staff with routine duties of the department.

Provide the volunteer opportunities for learning professional and social interaction in a medical setting and to experience hands on (either directly or indirectly) educational and real-life learning experiences.

Volunteers will have the opportunity (as appropriate) to observe a procedure and to meet with an M.D. prior to the case to discuss in detail what will happen during the procedure.

Hours: Monday through Friday, 8am-12pm or 12pm-4pm

Qualifications:

- Friendly, positive and professional attitude.
- Works well with patients, staff and visitors.
- Does not have an aversion to procedures and blood.
- Ability to display compassion and caring in a non-judgmental way.
- Artificial nails for patient care areas are prohibited due to infection control concerns

Responsibilities:

Duties: Cath Lab Holding Area

- Round with patients (blankets, water, etc.) as instructed by R.N.
- Round in waiting room
- Escort visitors to various parts of the Hospital (Heart Cath waiting room, cardiac floors, ICU's, cafeteria, etc.)
- Act as a liaison between department staff and families
- Assist with stocking supplies
- Assist staff with meal tray preparation and removal of trays
- Assist staff with disinfecting wheelchairs, gurneys and other equipment
- Pick up items for Cath Lab from Central Supply when directed by staff
- Assist staff with patient gurney transports
- Wheelchair discharge (competency required)
- Other miscellaneous tasks as assigned
- Upon arrival write name on white board and erase when departing
- Meet with MD before a procedure and have the opportunity to observe a procedure

Duties: Cath Lab

- Volunteers will wear scrubs upon arrival
- Assist with stocking supplies
- Stocking procedure rooms
- Runner for operating rooms
- Wednesday volunteers will act as a liaison for the TAVR patients and their family and visitors. They will also assist the staff in the TAVR clinic on the 7th floor of the Buhler Specialty Pavilion as needed.

Cardiac Rehabilitation Volunteer

Location: Offsite

Service: Provide monitored exercise and education classes for patients recovering from cardiac procedures or trying to prevent a cardiac event.

Objective: The main priority of the volunteer is to assist the staff with providing comfort measures to patients through the utilization of "rounding" with them and assisting staff with routine duties of the department. Provide the volunteer opportunities for learning professional and social interaction in a medical setting and to experience hands on (either directly or indirectly) educational and real-life learning experiences.

Hours: Monday-Friday, 7am-11am or 11am-3pm

Qualifications:

- Friendly positive attitude.
- Works well with patients, staff and visitors.
- Artificial nails for patient care areas are prohibited due to infection control concerns.

Responsibilities:

- Round with the patients
- Lead group exercise, i.e. strength training, stretching, balance
- Assist with making educational packets for our coronary patients
- Copy materials to give to patients
- Assist staff with data entry
- Assist patient with exercise equipment
- Assist staff with taking pulses and blood pressures from the BP machine
- Assist with supervising patient safety
- Clean equipment
- Disinfect wheelchairs and other equipment as needed per staff member
- Miscellaneous duties as assigned

Child Life Volunteer

Services: The Pediatric Department provides inpatient care to infants and children ages 0-18, with up to 60 patients per day. The Child Life Program provides developmental, educational and emotional support to children and their families, striving to minimize stress and support positive coping.

Objective: The main priority of the volunteer is to assist the staff with providing comfort measures to patients, families, and visitors. Provide the volunteer opportunities for learning professional and social interaction in a medical setting and to experience hands on (either directly or indirectly) educational and real-life learning experiences. To provide support and companionship to pediatric patients and their families. To assist in providing a safe, clean child friendly environment.

Hours: Mon – Thurs 9:00 am – 8:30 pm; Fri, Sat, Sun 9:00 am – 5:00 pm

Volunteer shifts are at least 3 hours long

Qualifications:

- Experience with children preferred.
- Desire to support pediatric patients of all ages and their families.
- Artificial nails for patient care areas are prohibited due to infection control concerns

Responsibilities:

- Spending time individually with patients at bedside.
- Assisting during group activities in the playroom.
- Communicating with Child Life and Nursing staff regarding patient needs.
- Assisting with cleaning toys and playroom.
- Can lift up to 25lbs.
- Some volunteers may assist the hospital schoolteacher in providing educational services to pediatric patients.

Emergency Services Volunteer

Service: SMCS Emergency Services department provides care to over 100,000 patients per year. The department provides services to a wide range of patients from adults, pediatrics, geriatrics, OB/GYN, as well as behavioral health with varying degrees of acuities.

Objective: The main priority of the volunteer is to assist the staff with providing comfort measures to patients, families, and visitors. In assisting staff with routine duties of the department, the volunteer is provided opportunities to learn professional and social interactions in a medical setting and to experience hands on (either directly or indirectly) educational and real-life learning experiences.

Hours: 7 days a week, 6am-10am, 10am-2pm, 2pm-6pm, 6pm-10pm, 10pm-2am

Qualifications:

- Friendly, positive and professional attitude.
- Works well with patients, staff and visitors.
- Does not have an aversion to procedures and blood.
- Ability to display compassion, and caring in a non-judgmental way. Extroverted, mature, and service oriented attitude.
- Artificial nails and gel nail polish for patient care areas are prohibited due to infection control concerns.

Responsibilities:

Waiting Room:

- Escort visitors/family to the main area or fast track after they receive a badge from security.
- Assist with locating wheelchairs for patient use.
- Main area and Fast track:
- "Round" with patients to keep them informed, answer call lights and provide comfort measures (pillows, blankets) as instructed by the RN.
- Escort family/visitors to the cafeteria, gift shop or other areas in the hospital.
- Assist staff in cleaning and preparing rooms for new patients.
- Assist in rooming new patients.
- Run errands as requested by staff (lab, central supply...).
- Assist staff in stocking the department.
- Assist staff with transporting patients.
- Assist with EKG's, blood pressure and pulse ox placement.
- Disinfect wheelchairs, gurneys, and other equipment as needed.
- May help with discharges.

Volunteers DO NOT:

- Transport or empty any patient fluids (i.e. urinals, bedpans, suction canisters)
- Do not stock IV Carts.
- Do not change or move oxygen tanks.
- Enter a patient room when physician is present without consent.
- Transport patients alone to procedures or admissions.

High Risk Maternity Volunteer

Service: This service cares for the pregnant high-risk patient, her fetus and newborn infant and her family. The range of patients includes antepartum and delivered patients who have complications to the pregnancy including patients who have experienced a pregnancy loss. Overflow care is also provided to healthy delivered moms and their well newborn infants. The unit can also care for women requiring inpatient gynecological procedures. Patients in this unit may remain in the hospital for long period of time. Creating a home-like atmosphere and meeting extended stay needs are an important part of the patient care plan.

Objective: The main priority of the volunteer is to assist the staff with providing comfort measures to patients, families, and visitors through the utilization of "rounding" with the patients and assisting staff with routine duties of the department. Provide the volunteer opportunities for learning professional and social interaction in a medical setting and to experience hands on (either directly or indirectly) educational and real-life learning experiences.

Hours: 7 days/week, 8am-12pm or 12pm-4pm

Qualifications:

- Friendly, positive and professional attitude.
- Works well with patients, staff and visitors.
- Does not have an aversion to procedures and blood.
- Ability to display compassion, and caring in a non-judgmental way.
- Artificial nails for patient care areas are prohibited due to infection control concerns.

Responsibilities:

- Round with patients.
- Provide comfort measures to patients and visitors as requested by RN.
- Check in with the supervisor at start of shift.
- Answer patient call lights.
- Visit with patients - read or talk with them.
- Stock supplies, carts, blanket warmers.
- Run errands to the Lab and Central Supply.
- Pass water to patients.
- Can assist RN with discharge of patients.
- Assist staff with patient transports.
- Can disinfect wheelchairs and other equipment as needed per staff member.
- Isolation rules: volunteer must check with nursing staff to receive clear direction and use of proper PPE.

ICU, Cardiac, Neuro & Surgical Volunteer

Service: Patients admitted to the intensive care are provided interdisciplinary support and interventions as well as close monitoring while they are critically ill.

Objective: The main priority of the volunteer is to assist the staff with providing comfort measures to patients, families, and visitors through the utilization of "rounding" with the patients and assisting staff with routine duties of the department. Provide the volunteer opportunities for learning professional and social interaction in a medical setting and to experience hands on (either directly or indirectly) educational and real-life learning experiences.

Hours: 7 days a week. Shift times are 9am-1pm, 1pm-5pm or 5pm-9pm.

Qualifications:

- Friendly, positive and professional attitude.

- Works well with patients, staff and visitors.
- Does not have an aversion to procedures and blood.
- Ability to display compassion, and caring in a non-judgmental way.
- Artificial nails for patient care areas are prohibited due to infection control concerns.

Responsibilities:

- Round with patients
- Act as a liaison between staff and family
- Equipment and inventory support: stock med carts, stock patient rooms
- Run errands throughout the hospital (lab, central supply...)
- Answer phones
- Assist staff with patient care (bathing, ambulating...)
- Disinfect wheelchairs and other equipment as needed per staff member
- May observe procedures with R.N. approval
- Answer call lights
- Help with transporting and discharges

ICU, Cardiovascular Surgery (CVSICU) Volunteer

Service: Patients admitted to the intensive care are provided interdisciplinary support and interventions as well as close monitoring while they are critically ill.

Objective: The main priority of the volunteer is to assist the staff with providing comfort measures to patients, families, and visitors through the utilization of "rounding" with the patients and assisting staff with routine duties of the department. Provide the volunteer opportunities for learning professional and social interaction in a medical setting and to experience hands on (either directly or indirectly) educational and real-life learning experiences.

Hours: 7 days a week. Shift times are 9am-1pm, 1pm-5pm or 5pm-9pm

Qualifications:

- Friendly, positive and professional attitude.
- Works well with patients, staff and visitors.
- Does not have an aversion to procedures and blood.
- Ability to display compassion, and caring in a non-judgmental way.
- Artificial nails for patient care areas are prohibited due to infection control concerns

Responsibilities:

- Round with patients
- Act as a liaison between staff and family
- Equipment and inventory support: stock med carts, stock patient rooms
- Run errands throughout the hospital (lab, central supply...)
- Answer phones

- Assist staff with patient care (bathing, ambulating...)
- Disinfect wheelchairs and other equipment as needed per staff member
- May observe procedures with R.N. approval
- Answer call lights
- Help with transporting and discharges

ICU, Medical Volunteer

Service: Patients admitted to the intensive care are provided interdisciplinary support and interventions as well as close monitoring since they are critically ill.

Objective: The main priority of the volunteer is to assist the staff with providing comfort measures to patients, families, and visitors through the utilization of "rounding" with the patients and assisting staff with routine duties of the department. Provide the volunteer opportunities for learning professional and social interaction in a medical setting and to experience hands on (either directly or indirectly) educational and real-life learning experiences.

Hours: 7 days a week. Shift times are 9am-1pm, 1pm-5pm or 5pm-9pm.

Qualifications:

- Friendly, positive and professional attitude.
- Works well with patients, staff and visitors.
- Does not have an aversion to procedures and blood.
- Ability to display compassion, and caring in a non-judgmental way.
- Artificial nails for patient care areas are prohibited due to infection control concerns

Responsibilities:

- Round with patients
- Act as a liaison between staff and family
- Answer call lights
- Equipment and inventory support: stock med carts, stock patient rooms
- Run errands throughout the hospital (central supply...)
- Run labs or pick up blood products (competency required)
- Assist staff with patient care (bathing...)
- Disinfect wheelchairs and other equipment as needed per staff member
- May observe procedures with R.N. approval
- Help with transporting and discharges (after wheelchair training)

Infusion Therapy Volunteers

Service: The Infusion Centers are located on the 2nd and 3rd floors of the Buhler Specialty Pavilion. The centers provide outpatient IV and injection therapies. Suite 215 has 14 stations and treats patients with infections, hyperemesis and chronic conditions including but not limited to MS, RA, Crohns disease and immunodeficiency. Suite 320 has 15 stations and treats patients with a cancer diagnosis.

Objective: The main priority of the volunteer is to assist the staff with providing comfort measures to the patients while they are receiving treatment.

Hours: Monday-Sunday 8am-6:30pm (Thurs & Friday are busiest days)

Qualifications:

- Friendly positive attitude.
- Works well with patients, staff and visitors.

Responsibilities:

- Routinely visit with patients (staff to train)
- Greet patients
- Assist staff with waiting room duties
- Can seat/room patients as instructed by R.N.
- Distribute/remove lunch items between noon-1pm
- Provide snacks/lunch/fluids to patients as instructed by R.N.
- Provide warm blankets
- Stock supplies
- Wipe down counters in med room, back counters, nurses station, and nutrition counter
- Inventory nutrition area re-stock snacks and refrigerator
- Assist staff with light clerical duties
- Assist staff with preparation and cleaning of rooms
- Answer phones
- Wipe down patient chairs
- Take specimens to lab or pick up blood products
- Escort patients to lobby, other infusion centers

Labor and Delivery Volunteer

Services: The Labor & Delivery unit is a very busy, fast-paced unit focused on providing care to the mother who is in labor and giving birth. We deliver approximately 550 babies per month by both vaginal and cesarean (surgical) means. In addition, we also triage over 800 mothers per month who come to the hospital for a variety of issues. We care for well mothers and babies and mothers whose pregnancies are very high risk for themselves or their unborn infants.

Objective: The main priority of the volunteer is to assist the staff with providing comfort measures to patients, families, and visitors through the utilization of "rounding" with the patients and assisting staff with routine duties of the department. Provide the volunteer opportunities for learning professional

and social interaction in a medical setting and to experience hands on (either directly or indirectly) educational and real-life learning experiences.

Hours: 7 days a week. Shift times are 9am-1pm, 1pm-5pm or 5pm-9pm.

Qualifications:

- Friendly, positive and professional attitude.
- Works well with patients, staff and visitors.
- Does not have an aversion to procedures and blood.
- Ability to display compassion, and caring in a non-judgmental way.
- Artificial nails including gel polish is prohibited for staff and volunteers working in direct patient care areas due to infection control concerns. When possible, body art should be covered by appropriate clothing.

Responsibilities:

- Round with patients
- Stock patient rooms
- Stock patient rooms after delivery
- Stock blanket warmers and weighing stations
- Assist with room set up for new admissions
- Transport labs (after completing competency)
- Assist with transporting of patients
- Wheelchair discharge (written competency required)
- Provide comfort measures to patients and visitors as requested by RN
- Disinfect wheelchairs, gurneys, and other equipment
- Make pre-admit phone calls to scheduled patients
- Various clerical duties as assigned
- May observe procedures/delivery/surgery at the discretion of RN/MD

Maternal Newborn Volunteer

Service: The Maternal Newborn Unit is a unit that provides quality patient-family centered nursing care for low-risk postpartum mothers and babies who have delivered by cesarean birth or vaginal birth. We also care for newborns undergoing phototherapy, and newborns requiring additional observation or treatment after their mother's discharge.

Objective: The main priority of the volunteer is to assist the staff with providing comfort measures to patients, families, and visitors through the utilization of "rounding" with the patients and assisting staff with routine duties of the department. Provide the volunteer opportunities for learning professional and social interaction in a medical setting and to experience hands on (either directly or indirectly) educational and real-life learning experiences.

Hours: 7 days a week. Shift times are 8am-12pm, 12pm-4pm, 4pm-8pm or 6pm-9pm.

Qualifications:

- Friendly, positive and professional attitude.
- Works well with patients, staff and visitors.
- Does not have an aversion to procedures and blood.
- Ability to display compassion and caring in non-judgmental way.
- Artificial nails for patient care areas are prohibited due to infection control concerns.

Responsibilities:

Nursery:

- Set up cribs
- Add baby blankets and T-shirts to warmer
- Fold linen and puddle pads and place in cupboard
- Make Nursery chart packs
- Ask nursery staff if needed
- Add "labels" to plastic immunization sleeves
- Put bands on clean transmitters

Floor Duties:

- Answer phones
- Answer call lights
- Restock patient rooms
- Check meal trays using the Diet Sheet
- Set-up rooms for new admits
- Assist with room transfers
- Assist with discharges as needed (Blue Baby Class is required to actually discharge mom/baby)
- Add blankets to warmer on as needed
- Straighten kitchen drawers, sink area, wipe counters
- Make coffee if needed
- Take Vag-C/S admit packets, postpartum booklets, and gift packs to the supply room
- Look for wheelchairs and discharge carts. (If they are missing from our floor)
- Disinfect Breast Pumps and other equipment as needed by staff member

Clerical:

- Make 20 to 25 Vag-C/S admit packets on your shift as needed
- Re-stock forms at the Secretary's desk
- Refill form drawers at the Nurses Stations
- Check Teaching Sheets, Breast Feeding handouts, etc.

Xerox forms as needed:

- Car seat safety brochure, postpartum depression flyer, Mother's Helper flyer
- Vital Sign Sheet (purple), etc.

Medical and GYN Unit Volunteer

Service: This is a 37 bed nursing unit providing care to patients with Medical, Surgical and Gynecological healthcare conditions. Care is provided 24 hours a day. The nursing staff work 12 hour shifts – day shift, and night shift.

Objective: The main priority of the volunteer is to assist the staff with providing comfort measures to patients, families, and visitors through the utilization of "rounding" with the patients and assisting staff with routine duties of the department. Provide the volunteer opportunities for learning professional and social interaction in a medical setting and to experience hands on (either directly or indirectly) educational and real-life learning experiences.

Hours: 7 days a week. Shift times are 9am-1pm, 1pm-5pm or 5pm-9pm.

Qualifications:

- Friendly, positive and professional attitude.
- Works well with patients, staff, and visitors.
- Does not have an aversion to procedures and blood.
- Ability to display compassion, and caring in a non-judgmental way.
- Artificial nails for patient care areas are prohibited due to infection control concerns.

Responsibilities:

- Answer patient call lights (AIDET)
- Assist staff with "rounding " duties (see "rounding" log)
- Provide comfort measures for patients, such as: warm blankets, fresh water, etc. as instructed by R.N.
- Visit with patients - read or talk with them
- Assist staff with ADL (assistance of daily living)
- Assist staff with meal tray prep and removal
- Provide snacks to patients as directed by the R.N.
- Stock supplies, carts, blanket warmers
- Run errands to the Lab and Central Supply
- Can assist RN with discharge of patients
- Assist staff with patient transports
- Isolation rules: volunteer must check with nursing staff to receive clear direction and use of proper PPE
- Disinfect wheelchairs and other equipment as needed per staff member
- Volunteer should ask questions whenever needed
- Volunteers should let staff know if there are additional duties/tasks they would like to perform if they see a need in the department

Neuroscience and Neuro Monitoring Unit Volunteer

Services: Neuroscience and Neuro Monitoring is an inpatient acute nursing department that provides services to spine, stroke, neurological disorders and med/surgical patients. We consist of 30 Neuroscience beds and 9 Neuro Monitoring beds.

Objectives: Assist the staff with providing comfort measures to patients, families, and visitors through the utilization of rounding. Provide the volunteer opportunities for learning professional and social interaction in a medical setting and to experience hands on (either directly or indirectly) educational and real-life learning experiences.

Hours: 7 days a week. Shift times are 8am-12pm, 12pm-4pm or 4pm-8pm.

(Note: Nursing shift change is at 0645/1845.)

Qualifications:

- Friendly, positive and professional attitude.
- Good communication skills.
- Works well with patients, staff and visitors.
- Does not have an aversion to medical procedures and blood.
- Have ability to display compassion, and caring in a non-judgmental way.

Responsibilities:

- Report to Nursing Unit on time and in uniform.
- Rounding with patients/staff and visitors (staff will provide a script).
- Assist family and visitors with way finding.
- Keeping patient rooms clean and tidy.
- Assist nursing assistants with passing out meal trays
- Restock patient room supplies.
- Pass water and snacks to patients when appropriate.
- Run errands to the lab and other areas of the hospital.
- Answer phones with specific script.
- Answer call lights and communicate needs to nurses and nursing assistants.
- Disinfect medical equipment such as wheelchairs, lift devices, etc.
- Keep hallways clean and clear of clutter maintaining a safe environment.
- Setting up rooms for post ops, admissions and transfers.
- Assist with the discharge of patients.
- Learn from the nursing staff and seek opportunities for learning and experiences.

Neonatal Intensive Care Unit (NICU) Volunteer

Service: The Neonatal Intensive Care Unit is a 60 bed unit that provides quality patient-family centered nursing care for high-risk infants. We also care for newborns undergoing phototherapy, and/or requiring additional observation or treatment.

Objective: The main priority of the volunteer is to assist the staff with providing comfort measures to patients, families, and visitors through the utilization of "rounding" with the patients and assisting staff with routine duties of the department. Provide the volunteer opportunities for learning professional and social interaction in a medical setting and to experience hands on (either directly or indirectly) educational and real-life learning experiences.

Hours: 7 days/week, 24 hours/day

Qualifications:

- Friendly, positive and professional attitude.
- Works well with patients, staff and visitors.
- Artificial nails in patient care areas are prohibited due to infection control policies.

Responsibilities:

- Report to Charge Nurse at start of shift
- Check infant crib mobile, visual attachment toys, and soothing glider and swing chairs in need of battery replacement
- Engage brothers and sisters of NICU babies in therapeutic activities using activities in locker in the classroom, provided by CLS
- Clean infant toys from the dirty toy bin
- Return toys to appropriate unit storage space once cleaned
- Clean toys in NICU waiting room (when vacant)
- Stock bottles/formula in nurseries
- Create transport packs
- Assist parents upon discharge with carrying belongings, etc. Volunteers do not handle the baby.
- Organize and store developmental supplies (IE snuggle-ups, bendy covers, prone pillows, etc)
- Rock babies with nurse's permission and engage mature and/or alert babies in play and social time as appropriate with Child Life Specialist (CLS) and RN guidance
- Feed low risk babies only upon RN approval
- Change diapers with RN approval
- ***Volunteers do not handle infants in isolation or stock in isolation rooms or bed spaces.

Oncology/Blood & Marrow Transplant (BMT) Volunteer

Service: This 32 bed inpatient department is unique as the patient mix consists of medical oncology, surgical oncology and BMT. Several of these patients have a longer than normal length of stay.

Objective: The main priority of the volunteer is to assist the staff with providing comfort measures to patients, families, and visitors through the utilization of "rounding" with the patients and assisting staff with routine duties of the department. Provide the volunteer opportunities for learning professional and social interaction in a medical setting and to experience hands on (either directly or indirectly) educational and real-life learning experiences.

Hours: 7 days a week. Shift times are 9am-1pm, 1pm-5pm or 5pm-9pm.

Qualifications:

- Friendly, positive and professional attitude.
- Works well with patients, staff and visitors
- Be able to carry up to 20 lbs. without problems (not required)
- Artificial nails in patient care areas are prohibited due to infection control concerns

Responsibilities:

Upon arrival:

- Write name on white board and erase upon leaving & get Cisco Phone
- Check in with Charge Nurse at beginning of shift and to find out specific priorities of the day
- Round with patients
- Answer call lights
- Provide patient comfort measures: keep patients company by reading to them, writing letters, watch TV, talk with family members
- Ambulate (low risk) patients in the halls for exercise per RN instruction
- May give water to patient if not NPO or snack- check with RN about patient diet.
- Assist staff with meals: pass warm wash cloths, clean over-bed trays, pick up trays. May assist patient with opening juice, etc. or cutting food as instructed by RN
- Stock supplies, carts and blanket warmers
- Wheelchair discharges (written competency required)
- Accompany staff to Recovery to pick up post-op patients
- Run errands to other departments in the hospital
- Send labs or pick up blood in the Lab (competency required).
- Assist with new admits to make sure they have water, blankets, pillows, etc.
- Assist with relocating patients into new room/bed
- Help keep nursing area clean
- Can update the patient board at shift change or as directed by staff
- Assist with HS (hour of sleep) care
- Disinfect wheelchairs or other equipment as needed
- Work closely with the unit secretary/nurse to keep up with admits/transfers/discharges

Volunteers "Do Not":

- (Do Not) Silence alarms. Report alarms to RN immediately
- (Do Not) Enter Isolation rooms without permission and proper PPE

Orthopedics Volunteer

Service: This 28 bed inpatient unit provides care for patients who have had a total hip, total knee, total shoulder and total ankle replacements. We also provide care for patients who have had various types of bone fractures. Along with the orthopedic population, we also provide care for patients with various medical issues.

Objective: The main priority of the volunteer is to assist the staff with providing comfort measures to patients, families, and visitors through the utilization of "rounding" with the patients and assisting staff with routine duties of the department. Provide the volunteer opportunities for learning professional and social interaction in a medical setting and to experience hands on (either directly or indirectly) educational and real-life learning experiences.

Hours: 7 days a week. Shift times are 9am-1pm, 1pm-5pm or 5pm-9pm.

Qualifications:

- Friendly, positive and professional attitude.
- Works well with patients, staff and visitors.
- Does not have an aversion to procedures and blood.
- Ability to display compassion, and caring in a non-judgmental way.
- Artificial nails in patient care areas are prohibited due to infection control policy.

Responsibilities:

- Volunteer to check in with charge nurse at the start and end of their shift.
- Answer phones.
- Round with patients
- Answer patient call lights
- Set up patient trays
- Assist patients with hand hygiene during meal time, pass warm washcloths
- Pass water to patients as directed by RN
- Stock supplies, carts, and blanket warmers
- Run errands to the Lab and Central Supply
- Can assist staff with discharge of patients
- Conduct follow-up discharge phone calls
- May observe rehabilitative therapy sessions
- Errands to cafeteria to assist staff with patient trays
- Copy Pneumococcal/Influenza protocol and put together
- Assist patients with closed circuit training system
- Assist with room prep and set up
- Volunteers are encouraged to let staff know what they would like to do and learn after they have been initially trained

Outpatient Surgery (Capitol Pavilion) Volunteer

Service: This department provides outpatient services to adult and pediatric patients. The procedures are simple and patients are released to go home approximately one hour post surgery. The surgery center provides different services, such as: ENT, Plastics, Orthopedics, Breast Cancer, GI Endoscopy, and Urology. Approximately 250-350 patients are seen every month. Volunteers will assist the staff with daily duties in the pre-op and post-op areas.

Objective: The main priority of the volunteer is to assist the staff with providing comfort measures to patients, families, and visitors through the utilization of "rounding" with the patients and assisting staff with routine duties of the department. Provide the volunteer opportunities for learning professional and social interaction in a medical setting and to experience hands on (either directly or indirectly) educational and real-life learning experiences.

Hours: Monday-Friday. Shifts times are 8am-12pm or 11am-3pm. NO weekends or Holidays

Qualifications:

- Friendly, positive, and professional attitude.
- Works well with patients, staff and visitors.
- Does not have an aversion to procedures and blood.
- Ability to display compassion, and caring in a non-judgmental way.
- Artificial nails for patient care areas are prohibited due to infection control concerns.

Responsibilities:

Surgery Recovery waiting:

- Retrieve surgery "shortlist" from surgery office
- Check to ensure that family members/visitors are located in the waiting room
- Visit with family members/visitors in waiting room; keep family informed of patient location and estimated schedule.
- Show family members how to check the Navi Care screen to check on patient's status (if they want to)
- Assist physicians in locating family members/visitors. (Certain doctors like to talk in private waiting room , others come to family members in waiting room.)
- Stock blanket warmers
- Run errands as requested by staff (lab, central supply)
- Assist staff in answering phones in recovery room and the waiting room
- Escort family members to PACU
- At end of shift, the "Shortlist" is to be shredded (HIPAA)
- Assist staff with discharging patients

Pre-Op:

- Assist staff with discharging patients
- Assist staff with hooking up Blood Pressure monitors

- Assist patient's family members to waiting room
- Shadowing Staff and rounding with patients as directed
- Take temperature under RN supervision
- Assist with maintaining/allocating gurneys

PACU:

- Assist RN with placing of monitors
- Assist with transporting patients with licensed staff
- Stock blanket warmers
- Stock bedside bins
- Assist in stocking store room
- Assist with maintaining Log Book
- Answer phones
- Run errands to lab, etc.
- Escort family/friends to patient
- ENDO:
- Assist RN with placing of monitors
- Assist with transporting patients with licensed staff
- Stock blanket warmers
- Stock bedside bins
- Assist in stocking store room
- Assist staff with hooking up Blood Pressure monitors
- Assist patient's family members to waiting room
- Shadowing Staff and rounding with patients as directed

Pathology Lab Volunteer

Service: Pathology is the branch of medicine that focuses on the study and examination of the disease process in human tissues and fluids, including but not limited to cancer, infection and cell degeneration.

Objective: The main priority of the volunteer is to assist the staff with the department duties that will help expedite the services the department delivers in a timely and efficient manner. They will assist with daily slide and report filing in the department, and will pick up and deliver pathology specimens.

The volunteer will be provided opportunities to learn professional and social interaction in a medical setting working closely with Pathologists, PAs, OR staff and surgeons. The volunteer will learn and observe the Pathology process including accessioning, gross examination, fixation, and both stat (intra-operative consultation) and routine processing to the point where a diagnosis is rendered.

Hours: Monday - Friday, 8 a.m. to 5 p.m. (hours can be flexible based on volunteer's availability). Prefer at least 4 hours per day.

Qualifications:

- Does not have an aversion to sight or smell of pathology specimens (biopsies, limbs, organs, etc.).
- Friendly, positive and professional demeanor.
- Works well with physicians, patients, staff and visitors.

Responsibilities:

- Accurately file autopsy, cytology and surgical slides and reports in chronological order
- Bag Specimens
- Pick up pathology specimens from Capitol Pavilion
- Deliver specimens to the Clinical Laboratory and Flow Cytometry Laboratory
- Other miscellaneous duties as assigned

Pediatrics Volunteer

Service: The Pediatrics Department is located on the 2nd and 3rd floors of the WCC. The department cares for children and their families from newborn to 21 years of age. The department serves medical, surgical and critical care patients.

Objective: The main priority of the volunteer is to assist the staff with providing comfort measures to patients, families, and visitors through the utilization of "rounding" with the patients and assisting staff with routine duties of the department. Provide the volunteer opportunities for learning professional and social interaction in a medical setting and to experience hands on (either directly or indirectly) educational and real-life learning experiences.

Hours: Monday-Sunday, 6 a.m. to 10 p.m.

Qualifications:

- Friendly, positive and professional attitude.
- Works well with patients, staff and visitors.
- Preferably does not have an aversion to procedures and blood.
- Ability to display compassion and caring in a non-judgmental way.
- Artificial nails for patient care areas are prohibited due to infection control policies.

Responsibilities:

- Round in patient rooms
- Answer call lights
- Answer phones
- Collect patient food trays, check with RN first
- Assist patient with meals (cutting food, opening cartons) per RN direction
- Retrieve snacks
- Hold babies
- Support siblings during parent teaching or conferences
- Support patients while parents get food or showers (NOT EMU)

- PATIENTS)
- Update patient board as needed
- Greet visitors and patients
- Accompany guests to cafe or other destinations in the hospital
- Wheelchair discharge (written competency required)
- Address call back envelopes
- Set up rooms for admits
- Change beds
- Stock syringes carts
- Run labs & pick up blood products (competency required)
- Tidy nurse's station and kitchen area
- Clean equipment, disinfect breast pumps as needed
- Add blankets to warmers
- Clean toys
- Stock rooms and isolation carts
- Empty trash
- Additional tasks as deemed appropriate by supervisor

Pharmacy (Infusion Center) Volunteer

Service: The Infusion Center Pharmacy is located on the 7th Floor of the Buhler Specialty Pavilion. The department processes patient orders daily and prepares both oral and intravenous, including antibiotics, fluids, and chemotherapy.

Objective: The main priority of the volunteer is to assist the staff with providing measures that will ultimately benefit the deliverance of patient care. The volunteer supports the staff in a variety of ways: equipment and clerical support, running errands within the hospital, and assisting with daily routine duties as assigned.

Hours: Volunteer shifts will be in shifts between 7 a.m. and 5 p.m., Monday through Sunday.

Qualifications:

- Friendly, positive and professional attitude.
- Works well with patients, staff and visitors.
- Can take directions willingly.

Responsibilities:

- Assist pharmacy staff with non-controlled non-hazardous medication deliveries
- Deliver STAT meds to Nursing Unit or patient rooms as instructed
- Volunteer MAY NOT deliver chemotherapy or narcotic medications
- Answer phones as trained
- Assist pharmacy staff with answering door
- Check printer and restock with paper if needed

- Cleaning and wipe down work area counters, meds and med supplies for the IV room as instructed
- Applying stickers to meds as instructed
- Unpack and separate deliveries

Pharmacy (WCC) Volunteer

Service: The main pharmacy processes patient orders daily and prepares both oral and intravenous, including antibiotics, fluids, and chemotherapy.

Objective: The main priority of the volunteer is to assist the staff with providing measures that will ultimately benefit the deliverance of patient care. The volunteer supports the staff in a variety of ways: equipment and clerical support, running errands within the hospital, and assisting with daily routine duties as assigned.

Hours: Volunteer shifts will be in shifts between 6 a.m. and 2 a.m., Monday through Sunday.

Qualifications:

- Friendly, positive and professional attitude.
- Works well with patients, staff and visitors.
- Can take directions willingly.

Responsibilities:

- Assist pharmacy staff with non-controlled non-hazardous medication deliveries
- Deliver STAT meds to Nursing Unit or patient rooms as instructed
- Volunteer MAY NOT deliver chemotherapy or narcotic medications
- Answer phones as trained
- Assist pharmacy staff with answering door
- Check printer and restock with paper if needed
- Cleaning and wipe down work area counters, meds and med supplies for the IV room as instructed
- Applying stickers to meds as instructed
- Unpack and separate deliveries
- Assist with ensuring adequate pneumatic tube supply

Physical Rehabilitation, Speech Therapy and Wound Care Volunteer

Service: The Rehabilitation Services department includes inpatient Physical Therapy, Occupational Therapy, Speech-Language Pathology, the Outpatient Wound Care Clinic and Pediatric Audiology.

Objective: The main priority of a volunteer is to assist staff with providing measures that will ultimately benefit efficient delivery of patient care by creating a welcoming and caring environment that is responsive to the needs of the patient, visitors and staff. This non-hands-on position allows the volunteer to observe the daily responsibilities of the clinicians and clerical staff within the department. The volunteer will observe the therapist providing activities outlined in the plan of care with both inpatients and outpatients.

Hours: Monday-Friday, 8 a.m. to 4 p.m.

Qualifications:

- Friendly, positive attitude.
- Works well with patients, staff and visitors.
- Artificial nails for patient care areas are prohibited due to infection control concerns.

This position is an educational/learning position. Volunteers should have a pre-physical therapy or occupational therapy major.

Responsibilities:

- Support staff with everyday departmental tasks
- Clean and prepare treatment area
- Photocopy/phones
- Re-stock supplies and forms
- Run errands to other areas of the hospital
- Round with patients/family
- Assistance and observation of therapist

Post Anesthesia Care Unit (PACU) Volunteer

Service: The PACU department provides monitoring and nursing care to patients following operative procedures and to those who have had invasive or special procedures such as MRI, CT, or radiation treatments that require post-procedure monitoring. Quality nursing care includes continuous monitoring, individualized family centered care, prevention of complications, early detection, treatment of emergencies, and effective pain management.

Objective: The main priority of the volunteer is to assist the staff with providing comfort measures to patients, families, and visitors through the utilization of "rounding" with the patients and assisting staff with routine duties of the department. Provide the volunteer opportunities for learning professional and social interaction in a medical setting and to experience hands on (either directly or indirectly) educational and real-life learning experiences.

Hours: Monday-Friday. Shift times are 8am-12pm, 1pm-5pm or 4pm-8pm. NO weekends or Holidays

Qualifications:

- Friendly, positive and professional attitude.
- Works well with patients, staff and visitors.

- Does not have an aversion to procedures and blood.
- Ability to display compassion, and caring in a non-judgmental way.
- Artificial nails in patient care areas are prohibited per infection control policy.

Responsibilities:

- Assist RN with placing of monitors
- Assist with transporting patients with licensed staff
- Stock blanket warmers
- Stock bedside bins, equipment, refrigerator
- Assist in stocking of supply rooms
- Run errands to lab, etc.
- Assist with maintaining/allocating gurneys
- Take temperature with RN supervision
- Assist staff with patient needs prior to discharge per direction of RN
- Assist patient's family to waiting room

Progressive Care Unit (PCU) and Cardiovascular Interventional Unit (CVIU) Volunteer

Service: The PCU/CVIU are busy units with high acuity patients. Common diagnoses/procedures are chest pain, acute coronary syndrome (ACS), heart failure, arrhythmias, heart catheterization (pre and post), open heart surgery, heart transplant, VAD (ventricular assist device) implantation.

Objective: To provide comfort measures to the patient and family members either directly or indirectly and to provide an educational experience for the volunteer.

Hours: Monday-Sunday 1300-2100 (1300-1700, 1700-2100)

Initial training with designated trainer as pre-scheduled with department

Qualifications:

- Friendly, positive, and professional attitude.
- Ability to demonstrate compassion and caring in a non-judgmental way.
- Works well with patients, staff and visitors.
- Eager to participate in a variety of medical situations

Responsibilities: ** indicates your primary responsibilities**

- Answer patient call lights in person (not from station). Notify RN or NA of patient needs if unable to provide.

**** Purposeful Rounding (see handout)**

- Provide food/drink to patients only after checking with the nurse each time.
- Discharge patients in wheelchair.
- ASSIST staff with any care/procedure with direct supervision only.

- ASSIST staff with bathing.
- ASSIST staff with patient transport.
- ASSIST staff with patient transfers (chair, commode, bed).
- OBSERVE evaluation and therapy sessions (PT, OT, ST) with approval.
- Set up patient trays (may NOT deliver).
- Clean cardiac monitors.
- Assist secretary with clerical tasks (only when patient rounding is complete)
- Stock supplies, carts, and blanket warmers.
- Run errands to the Lab and Central Supply (includes picking up blood products and delivering lab specimens).
- Direct visitors.
- Call EVS when laundry hamper or trash needs emptying (remove when ¾ full)
- Perform 5S Zone checks as assigned by charge RN or unit secretary.

Surgery Waiting Area Volunteer

Service: The surgery waiting area provides a comfortable and caring environment for the families and friends of patients while they are in surgery. The surgery department serves inpatients and outpatients. The types of surgeries performed are orthopedics, neurology, oncology, cardiology, general surgery and pediatrics.

Objective: The main priority of the volunteer is to assist the staff with providing comfort measures to patients, families and visitors through the utilization of “rounding”. They will provide up to date information to the friends and families of patients that are in surgery. They will work independently and in collaboration with the PACU, ACU, Cath Lab holding area, and Patient Registration staff with disseminating information, escorting families to meet with the physician, and general assistance to provide that extra touch of customer service.

Hours: Monday-Friday, 8 a.m. to 7 p.m. NO weekends or holidays

Qualifications:

- Communicate effectively and compassionately
- Friendly, positive and professional attitude
- Works well with patients, staff and visitors
- Ability to be self-directed
- Must be able to stand and walk for long periods (during shift)

Responsibilities:

- Retrieve “short” surgery list from registration staff
- Check to see if there are delays or cancellations
- Escort patient to ACU or Cath Lab bays per instruction of staff
- Check to ensure that family members/visitors are located in the correct waiting room
- Visit with family members/visitors

- Keep family informed of patient location and estimated schedule
- Show family members how to read the EPIC screen to check on patient's status
- Assist physicians and staff in locating family members/visitors
- Escort family members to PACU, ACU, Cath Holding, Peds or conference room
- Round in waiting room
- Use Cisco phones to assist staff
- Monitor water
- At end of afternoon shift, the 'Short List' is to be shredded (HIPAA)
- Volunteers can assist staff with training of new volunteers

Sutter Institute for Medical Research (SIMR) - Emergency Services Volunteer

Service: The Sutter Medical Center Emergency Department provides emergency care to adults and children. The department conducts research in conjunction with the Sutter Institute for Medical Research (SIMR).

Objective: The main priority of the volunteer is to assist the clinical and research staff with implementation of research being conducted in the Emergency Department. The volunteer will have the opportunity to participate in many aspects of the research process including collaboration on peer-reviewed manuscripts. Provide the volunteer opportunities for learning professional and social interaction in a medical setting.

Hours: Commitment of 400 hours in 4 hour shifts during any 24-hour period Sunday through Saturday

Qualifications:

- Enrolled or graduated from college or university.
- Aspire to attend medical school.
- Detail oriented.
- Friendly positive attitude.
- Works well with patients and staff.
- Takes direction well.

Responsibilities:

- Assist with making submission packets for study review
- Assist coordinators with conduct of research
- Assist with data entry
- Assist with putting together research binders
- Make copies and scan material as needed
- Assist staff with Word, Power Point, Excel, Outlook office programs
- Assist staff with laboratory preparation (stocking, cleaning, etc.)
- Assist with special projects