# VOLUNTEER SERVICE AREAS

Our Mission as a Trinity-Health Oakland Volunteer is to serve together in the spirit of the Gospel as a compassionate and transforming healing presence. To improve the health of our communities and to be stewards of resources entrusted to us. Our goal is to provide “service excellence” in all volunteer areas.

**ADMITTING & REGISTRATION:**

➽Assists guests with checking in for testing.

➽Provides directions to testing areas and has familiarity with the Hospitals overall campus layout. Monday-Friday.

**AMBULATORY SURGICAL CENTER (ASC) OUT-PATIENT SURGERY:**

➽ Assist nursing staff in the care of the post-surgical patient undergoing and recovering from outpatient surgery.

➽Acts as a liaison between patient, families, and staff.

➽Escorts and/or discharges post-surgical patients when ready to go home.

➽Runs errands as directed by the staff

➽Offers refreshments, magazines to families/guests in the Surgical Lobby.

 Monday-Friday 6am-4pm. **NO WEEKENDS**

**CANCER RESOURCE AND /OR INFUSION CENTER (Location is Ambulatory Surgical Center ASC):**

➽ Provides information and services that are available through the Cancer Resource Center (CRC).

➽Assists with providing patient comfort needs, such as offering refreshments, snacks, pillows, blankets, magazines, cards etc.

➽Escorts patients and families to various locations within the Alice Gustafson Building and main hospital campus as needed.

➽Escorts patients and families from Lobby to Infusion Center. Discharges patients via wheelchair when Infusion treatment is completed.

➽Performs simple general office duties as needed/directed by the staff.

➽Cleans Infusion chairs when patient is discharged

➽Stocks rooms with necessary supplies as directed by staff

Monday- Thursdays 8am-4pm. **NO WEEKENDS**

**CUDDLER PROGRAM:**

➽Provides a comfort and nurturing touch to Neonatal Abstinence Syndrome (NAS) infants in the NICU and Mother Baby Unit.

➽Assists the unit with specific (non-staff) duties.

**This program requires special training. Must be 18 years+**

**EMERGENCY ROOM DEPARTMENT:**

➽Visit with the emergency and waiting room patients and families.

➽Distribute warm blankets to patients to provide comfort

➽Assist nursing staff with transporting patients within the emergency room.

➽Restock necessary supplies in patient rooms as directed by staff

➽Provide patients with refreshments when allowed (must check with staff)

➽Remove food trays

➽Assist in escorting patients when discharged.

➽Act as a liaison between patients and family in the Waiting Room to ER

➽Run errands as needed for staff

**7 days a week 8a-8p**

**ENDOSCOPY:**

➽Discharge post procedure patients in wheelchairs to the Front Lobby

➽Offer refreshments (drinks and crackers) to patients in recovery under the direction of the staff

➽Offer and provide warm blankets to patients awaiting and recovering from procedure

➽Run errands as needed for staff.

Monday- Friday 8a-5p **NO WEEKENDS**

**CATH LAB:**

➽Discharge post procedure patients in wheelchairs to the Front Lobby

➽Offer refreshments (drinks and crackers) to patients in recovery under the direction of the staff

➽Offer and provide warm blankets to patients awaiting and recovering from procedure

➽Run errands as needed for staff.

Monday- Friday 8a-4p **NO WEEKENDS**

**FARM:**

➽Assists with a wide range of tasks related to growing and harvesting flowers/vegetables which are used for community education and enjoyment.

**Monday-Friday NO WEEKENDS**

**FOOD PANTRY:**

➽Assist our community food pantry shoppers with signing-in and gathering their food orders, answering questions, stocking/restocking shelves with food items and doing food inventory as directed by the Food Pantry staff.

Wednesdays 3p-6p and Thursday afternoon/evening.

**GREETERS (South Tower Lobby):**

➽Greet and assist patients and visitors with directions and wayfinding

➽Utilize campus maps and /or provide helpful directions to patients and visitors

➽Escort patients and visitors to their destination

➽Assist with discharges from outpatient areas (this may include Cath lab, Endoscopy, Surgery, Radiology testing areas, Logistics)

➽Sort, distribute and deliver patient mail

➽ Deliver flowers/gifts to patients

➽Answer phones

➽Assist Admitting/Registration staff with errands

➽Ensure Lobby furniture is in its proper place and inviting for visitors and guests to enjoy

➽Ensure there are enough wheelchairs available at all South Tower Lobby entrances for guests and visitors to use. This includes available electric modes of transportation – Ensure all are accounted for, charged and ready for the next guest to use.

**7 days a week 8a-12 noon or 1pm-5pm**

**MOTHER/BABY UNIT:**

➽Visit and offer support to patients, their family members, and guest to help provide an atmosphere of wellness, companionship, and support.

➽Collect water pitchers and refill with fresh water

➽Remove food trays from rooms

➽Provide refreshments as directed by the staff

➽Stock patient rooms with needed supplies and linens

➽Tidy up patient rooms

➽Escort patients and/or carry belonging out during discharge

➽Assist staff with other duties as directed.

**7 days a week 8a-8pm. This will be an area you can work in pairs**

**MUSICIAN:**

➽Visit patient units to play your own instrument in the hallway or on special request to play for a patient in need of relaxation.

➽Instrument must played in a soft, comforting, and relaxing manner, that creates a sacred space to support our Faith Based Mission.

**Must Bring Own Instrument**

**MY CHART ASSISTANT**:

➽Visiting admitted first day patients to assist them in signing up for their Electronic Medical Record (EMR) access MyChart

➽Able to explain the benefits to utilizing My Chart while hospitalized.

➽Must be comfortable/knowledgeable with technology and have good communication skills.

**Special training needed 7 days a week 8a-8pm**

**NO ONE DIES ALONE/COMFORT CARE PROGRAM:**

➽This is a as needed position as we never know when a dying patient will need our care and comfort

➽ Assists in providing spiritual/emotional support through prayer, music and active listening to the person and/or family members.

➽Creates a sacred space of comfort which may include life reviews, prayer, reading and touch (hold a hand). **Requires Special Training Must be 18+**

**NURSING UNITS:**

➽Visit and Introduce self to patients on the unit. Offer support to patients, their family members, and guests to help provide an atmosphere of compassion, companionship, and support.

➽Collect water pitchers and refill with fresh water

➽Remove food trays from rooms

➽Provide refreshments as directed by the staff

➽Stock patient rooms with needed supplies and linens as directed by staff

➽Tidy up patient rooms

➽Escort patients and/or carry belongings out during discharge

➽Assist patients and families with signing up with their Electronic Medical Record called MyChart

➽Assist staff with other duties as directed.

**7 days a week 8a-8pm. This will be an area we highly recommend you work in pairs**

**PATIENT HOSPITALITY CART:**

➽Obtain cart from Volunteer Office and offer/provide the free items on the cart to patients, families, and guests on any of the nursing unit(s) in the hospital.

\*\*Carts are supplied with throw blankets (when available), ChapStick, hair brushes and combs, word puzzles, adult coloring books, cards, pen and paper, children’s books and games, teddy bears, and many other items to bring comfort to our patients, families, and guests.

**Monday-Friday 8a-12noon or 1pm-5pm \*\*Highly recommend you work in pairs**

**SIMULATION LAB:**

➽Assist with a wide range of tasks related to education and engagement of the Hospital Staff including Physicians, Residents, Nursing staff and other members of the Health Care Team.

➽ Will involve role playing scenarios.

**Dates and times are made available a few weeks in advance and are typically 4-8 hour blocks of time**

**SPIRITUAL CARE:**

**MINISTERS OF CARE:**

➽Visit all newly admitted patients to confirm their stated religion listed on the assignment sheet.

➽Inquire/Confirm the type of Spiritual Care services they would be interested in receiving (communion, prayer, anointing of the sick, priest/chaplain)

➽ offer information about spiritual care services available and report back to chaplains.

**EUCHARSTIC MINISTER:**

➽Visit Catholic patients in the hospital and distribute communion

➽Offer Information about Spiritual Care Services that are available and report back to the chaplains

**To participate in this position, you must have received training in your Parish and/or are currently serving as a Eucharistic Minister in your Parish. (Hours)**

**SURGICAL LOUNGE:**

➽Provides authorized information from the health care team that can be shared with family or caregivers of patients undergoing surgery and/or recovering from surgery.

➽Notifies family or caregivers when Physician will provide update on surgery and recovery of the patient

➽Coordinates with the Recovery Room as to when the patient is ready to visit with family or caregivers after surgery

➽Ensures the Surgical waiting room is tidy and well stocked with refreshments for family and caregivers.

Monday-Friday 7a-4p **NO WEEKENDS**

**VOLUNTEER OFFICE SUPPORT:**

➽Performs a wide variety of clerical duties including answering phones, filing, making copies, compiling orientation materials and/ or putting together materials for special projects, mailings. Could include some typing/computer work as needed. **Monday-Friday 7a-5:30p**

**PHARMACY: (Inpatient)**

➽Assist with clerical functions as directed by staff

➽Checks medication expiration dates

➽Sorts and organizes returned medication

➽Stocks medications

➽Assists with medication inventory

➽Assists with medication delivery

**Monday-Friday 8a-6pm NO WEEKENDS**

 **PLEASE INDICATE THE SERVICE AREA(S) OF YOUR CHOICE ON THE NEXT FORM, ALONG WITH DAYS AND HOURS YOU ARE AVAILABLE TO VOLUNTEER.**

**PAY CLOSE ATTENTION TO THE SERVICE AREA HOURS, DAYS/TIMES AVAILABLE AND ANY SPECIAL TRAINING REQUIRED BEFORE MAKING YOUR CHOICE**