

## 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 our volunteer areas.

### **ADMITTING & RADIOLOGY:**

- ▶▶ Directs all visitors to sign to be registered for all outpatient diagnostic testing and/or hospital direct admission. (Can utilize a prepared written script).
- ▶▶ Provides directions to testing areas and may need to escort visitors either in person or utilizing a wheelchair to these designated areas.
- ▶▶ Has familiarity with the Hospitals overall campus layout (maps are available for reference)

**Monday-Friday**

**Hours: 8a-8p**

### **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**

**Hours: 6a-4p**

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

- ▶▶ Assists with offering/providing patient refreshments, snacks, pillows, blankets, magazines, cards etc.
- ▶▶ 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.
- ▶▶ Assists staff with cleaning of Infusion chairs when patient is discharged
- ▶▶ Stocks rooms with necessary supplies as directed by staff
- ▶▶ May participate in activities with patients such as playing cards, reading, music, coloring, puzzles, games.

**Monday-Friday**

**Hours: 8a-6p**

**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.
- ▶▶ Assists staff with cleaning of stretchers when patients are discharged
- ▶▶ Stock rooms with necessary supplies as directed by staff

**Monday- Thursday****Hours: 1-6pm****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 21 years+  
24 hour coverage**

**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
- ▶▶ Assists staff with cleaning of stretchers when patients are discharged
- ▶▶ Stock rooms with necessary supplies as directed by staff

**Monday-Friday****Hours: 10a-2pm****HOSPITALITY CART:**

- ▶▶ Provide patients, family and staff **FREE** items that are brought around to your designated service area of choice via a cart.
  - ▶▶ Stock and restock items on the cart at the end of your shift
  - ▶▶ Briefly talk with patients before moving on to the next room.
- \*\*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****Hours: 8a-12noon or 1pm-5pm**

## **GREETERS – 4 LOCATIONS**

### **South Tower Lobby:**

- ▶▶ Greet and assist patients and visitors with directions and campus wayfinding
- ▶▶ Utilizes campus maps and /or provide helpful directions to patients and visitors
- ▶▶ Escort patients and visitors to their destination as needed
- ▶▶ 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. Ensure they are organized and ready for visitors to use. This includes available electric modes of transportation
- ▶▶ Ensure all electric modes of transportation are accounted for, charged and ready for the next guest to use.
- ▶▶ Clean/Disinfect all wheelchairs after use

**7 days a week**

**Hours: 8a-12noon/ 1-5pm or  
4-8pm**

### **GREETERS (Ambulatory Surgical Center)**

- ▶▶ Greet and assist patients and visitors with directions and campus wayfinding
- ▶▶ Utilize campus maps and /or provide helpful directions to patients and visitors
- ▶▶ Escort patients and visitors to their destination as needed
- ▶▶ Ensure there are enough wheelchairs available in Lobby entrance for guests and visitors to use. Ensure all are accounted for, clean and ready for the next guest to use.
- ▶▶ Clean/Disinfect all wheelchairs after use

**Monday-Friday**

**Hours: 8a-12noon or 1-5pm**

### **GREETERS (Woodward Professional Building)**

- ▶▶ Greet and assist patients and visitors with directions and campus wayfinding
- ▶▶ Utilize campus maps and /or provide helpful directions to patients and visitors
- ▶▶ Escort patients and visitors to their destination as needed
- ▶▶ Ensure there are enough wheelchairs available in Lobby entrance for guests and visitors to use. Ensure all are accounted for, clean and ready for the next guest to use.
- ▶▶ Clean/Disinfect all wheelchairs after use

**Monday-Thursday**

**Hours: 9a-12noon/1-4pm**

**GREETERS (Medical Office Building)**

- ▶▶ Greet and assist patients and visitors with directions and campus wayfinding
- ▶▶ Utilize campus maps and /or provide helpful directions to patients and visitors
- ▶▶ Escort patients and visitors to their destination as needed
- ▶▶ Ensure there are enough wheelchairs available in Lobby entrance for guests and visitors to use. Ensure all are accounted for, clean and ready for the next guest to use.
- ▶▶ Clean/Disinfect all wheelchairs after use

**Monday-Friday****Hours: 8a-12noon/1-5pm****MUSICIANS:**

- ▶▶ Plays own instrument in the chapel and/or designated hospital area assigned.
- ▶▶ Provides a variety of music repertoire to comfort patients, visitors, and caregivers
- ▶▶ May play in conjunction with other musicians

**7 days a week (Must Bring Your Own Instrument)****Hours: Variable****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 21+**

**PRE/POST OPERATIVE AREA (RECOVERY)**

- ▶▶ Discharge post procedure patients in wheelchairs to the Front Lobby. Sanitize wheelchairs/stretchers after each use
- ▶▶ Offer refreshments (drinks and crackers) to patients in recovery under the direction of the staff
- ▶▶ Offer and provide warm blankets, pillows to patients awaiting and recovering from procedure
- ▶▶ Stock rooms with linen, supplies as directed by the staff
- ▶▶ Provide directions to waiting areas, bathrooms, parking, eating spaces to patients' family/visitors
- ▶▶ Run errands and other duties as needed for staff.

**Monday-Thursday****Hours: 2-8pm****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.

**EUCCHARSTIC 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.**

**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 (21 and over preferred)**

**Hours: 7a-4pm**

**TRAUMA CART:**

- ▶▶ Receives a printed list of patients to see each week
- ▶▶ Special training (After care information/resources)
- ▶▶ Rounds on each patient on list with the Trauma Hospitality Cart
- ▶▶ Reports back to Trauma Team
- ▶▶ Attends Trauma Huddles (only if available. Not mandatory).

**Tuesdays and/or Thursdays**

**Hours: Variable**

**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**

**Hours: 7a-5:30p**

Please indicate the (3) Service areas of your choice on **THE SERVICE AREA CHOICE FORM** along with the 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**