

## Mercy General Volunteer Services Department

Thank you for your interest in the Mercy General Hospital Volunteer Program. We have several volunteer opportunities available. Volunteer placement is based on availability in the department or program, your hours of availability, and if you meet the minimum requirements and qualifications for the volunteer opportunity. After you turn in your application it can take two to four months before your first day of volunteering.

For more information on our Volunteer Programs, please click on the link below.

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## Care Coordination Majoring in Health Care Administration

Students will participate in activities that support a Readmission Reduction Program at Mercy General Hospital (MGH) in the Case Management Department (CM). Specific activities include analyzing reports, data collection, patient interviews, data-entry, coordination of patient follow-up appointments and any other needs that support patient wellness. Students will have the opportunity to work with Case Managers and other support staff while contributing to Mercy General's Readmission Reduction Program.

**Field Work:**

[MGH Readmission Reduction Program](#)

- Using a list identify priority patients based on previous readmit
  - ◆ Using major diagnoses and risk scores
- Visit Case Managers on unit and determine discharge level of care.
  - Patients discharging to home
    - ◆ Visit appropriate patients to verify provider and possible appointment dates and times
    - ◆ Communicate with family member who transports if necessary.
    - ◆ Make follow-up appointment with provider
    - ◆ Give appointment reminder card to patient and
    - ◆ Call person responsible for patient transport to confirm appointment day and time.

Additional duties maybe assigned.

### Qualifications

- Student that are senior status
- Excellent oral and written communication skills
- Excellent interpersonal skills
- Basic computer skills, including Microsoft Word and Excel
- Follow MGH policy and procedure including TB screening, HIPAA training, flu mandate, and uniform requirements.

Please click the link to apply. <https://www.volgistics.com/ex/portal.dll/ap?ap=1388743518>

Contact Volunteer Services @ [mghvolunteerservices@dignityhealth.org](mailto:mghvolunteerservices@dignityhealth.org) for any questions.

## Emergency Department Volunteer Opportunities

Mercy General Hospital's Emergency Department Volunteers are responsible for stocking supplies, getting rooms ready for patients, run errands, and other duties as assigned.

**Main Objective:** to assists staff in providing quality and compassionate indirect patient care to reinforce the perception of MGH as receptive and responsive to the needs of the patients and their family. This is a patient care oriented service position that also helps support the nursing staff.

### Qualifications and Competencies Required:

- Commit to volunteering for 1 year.

- Ability to stand and walk for four hours.
- Must make themselves available to staff at all times during the 3-4 hour shift.
- Must be able to commit to a consistent schedule:
  - Volunteers are scheduled 7 days a week in the Emergency Department.  
The hours are:
    - (8 a.m. – 12 p.m.), (12 p.m. – 4 p.m.), (4 p.m. – 8 p.m.), & (8 p.m. – 12 a.m.)
- Adhere to Mercy Generals code of conduct and dress code. (Required to wear the Mercy General Volunteer purple polo shirt, tan or black pants, pants may not be tight fitting, no shorts, and no jeans and wear the Mercy General Badge while volunteering.)
  - Excellent communication and judgment skills are required.
  - Your personal phone may not be used while volunteering.
  - Maintain confidentiality at all times, not discussing any information, learned while on-site, with anyone outside of the hospital (HIPAA).
  - Maintain and use knowledge of age-related psychosocial development to interact appropriately with patients and visitors of all age groups.
  - Work effectively with persons of diverse cultures and ideologies.
  - Always knock, sanitize, and introduce yourself when entering a patient room. Remember to show Humankindness, make eye contact, listen to the patient, and learn by clarifying what you heard from the patient and offer assistance before leaving the room, (H.E.L.L.O.).

#### **Assist with Indirect Patient Care Duties:**

- Check in with the Clinical Coordinator/Charge Nurse
- Use the “ED Expiration List for the Day” to assist with rounding and properly disposing of expired items on shelves and rooms
- Stock supply rooms and carts
- Offer hospitality services by offering patients or visitors warm blankets, pillows, reading material, crossword puzzles, and coloring books and crayons.
  - Inform visitors where things are such as the cafeteria (Café/Bistro)
  - You can relay a message to the patient's nurse
  - Sit and keep them company
- Please use wipes to clean ED Lobby/Waiting Room chairs, blood pressure machine
- Assist Lobby RN
- Help find gurneys and wheelchairs for the ED.
- Assist with cleaning gurneys and cords
  - Assist with putting new linen on beds
  - Place a clean gown and clothes bag on bed for the new patient
- Run x-rays and errands for the ED

#### **Qualifications:**

- Over 18 years of age.
- Complete MGH background check, orientation and health clearance.
- Willingness and ability to adhere to the MGH ethics and confidentiality policies.
- Excellent communication skills

- Dependable
- Positive attitude
- Must be working towards a career in the medical field.

**Physical Factors:**

- Have stamina to move quickly and be on your feet for up to four hours
- Be mobile enough to carry out errands around the hospital.
- See and hear well enough to communicate with persons of same or different nationalities and/or cultures.
- Push and pull at least 25 pounds

**Requirements/Training:**

- Annual TB Screening.
- Annual Safety Training.
- HIPAA Training.
- Follow Dignity Health Policies.
- Wear uniform and badge at all times when volunteering.

For additional questions please contact the Volunteer Service office at:  
mghvolunteerservices@dignityhealth.org

If you are interested in volunteering, please click on the link below.

<https://www.volgistics.com/ex/portal.dll/ap?ap-1388743518>

## **Mercy General Guild Volunteers**

The primary purpose of the Mercy General Hospital Guild is to provide volunteer services to the patients and their families at Mercy General Hospital, and to assist trained personnel in the hospital and related agencies. Mercy Guild members serve in the Gift Shop, Hospital Information Desk, Surgery Waiting Area, and the Medical Plaza Information Desk.

In addition, the Mercy General Hospital Guild fundraises to purchase state of the art equipment for the hospital. The Mercy Guild provides teddy bears to young patients, pillow cases for heart surgery patients, heart pillows for breast cancer patients, and award scholarships to the junior volunteers.

Guild Office hours are Monday and Tuesday from 10 a.m. to 2 p.m.

The phone number is 916-731-7189 and you are welcome to leave a message.

## Volunteer Service Information Desk

### Main Objective:

The Information Desk Volunteer provides information to patients, families, visitors, physicians and vendors.

### Hours: Monday through Friday

(7 a.m. – 9 a.m.), (9 a.m. – 12:30 p.m.), (12:30 p.m. – 4 p.m.), (4 p.m. – 7 p.m.)

### Weekend Hours

(8:00 a.m. – 12:00 p.m.), (12:00 p.m. – 3:00 p.m.),

### Service Duties:

- Escorts and directs patients/visitors to appropriate registration areas, service areas, patient's room and waiting areas.
- Answering the Information Desk telephone.
- Direct visitors to the correct location of patient by using the computer or paper census.
- Accompanying visitors or patients to different areas of the hospital if necessary.
- Make sure to keep the lobby and information desk neat.
- Assist with mail pick up for patients and delivery of mail.
- Assist with items dropped off at the main entrance for delivery to patients.

### Qualifications:

- Must be at least 16 years of age.
- Have strong public/guest relations skills.
- Must be respectful of diversity.
- Must be able to remain calm during emergency situations.
- Maintain confidentiality.
- Keep a consistent schedule

### Requirements/Training:

- Annual TB Screening.
- Annual Safety Training.
- HIPAA Training.
- Follow Dignity Health Policies.
- Wear uniform and badge.

For additional questions please contact the Volunteer Service Office at:  
mghvolunteerservices@dignityhealth.org

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# Junior Volunteer Program

## Main Objective:

The Junior Volunteer Program provides the hospital an opportunity to mentor our young students that are interested in pursuing a career in the medical field.

There are restrictions on where Junior Volunteers are allowed to serve in the hospital.

## Some Service Duties:

Junior Volunteers serve at the Information Desks, take the Hospitality Cart to waiting areas, make packets and some special projects. Most volunteer duties for Junior Volunteers are repetitive and tedious.

## Qualifications for Junior Volunteers:

- Must be at least 16 years of age.
- Must commit to a year of service, 100 hours.
- Must submit **two letters** of recommendations with your application. Letters of recommendation from a family member will not be accepted.
- Must be able to commit to three hours of volunteering each week on a **consistent day and time**. For example, every Monday from 4 p.m. to 7 p.m.
- Adhere to Mercy General's code of conduct and dress code.
  - Good communication skills and judgment are required.
  - Homework may not be completed while volunteering.
  - Your personal phone may not be used while volunteering.

## Requirements/Training:

- Annual TB Screening.
- Annual Safety Training.
- HIPAA Training.
- Follow Dignity Health Policies.
- Wear uniform and badge.
- Minors may not work past 7 p.m.

For additional questions please contact the Volunteer Service office at:  
mghvolunteerservices@dignityhealth.org

If you are interested in volunteering, please click on the link below.

<https://www.volgistics.com/ex/portal.dll/ap?ap=1388743518>

## Department Unit Volunteers

**Main Objective:** Assist staff by providing quality and compassionate indirect patient care.

**Commitment Required:**

1. 1 year of service - 100 hours

**Hours:** 7 days a week from 6:45 am to 9:45 am, 11am – 2pm, 4pm – 7pm or 7pm – 10pm

**Service Duties:**

- Check-in with the Charge Nurse of the unit
- Stock supply room as needed.
- Help clear tray tables and prepare patients for breakfast/dinner.
- Help distribute the meal trays as needed.
- Help clear tray tables out of the rooms.
- Answer call lights as needed
- As you check on patients or their family members ask them if you can offer any amenities from the Rise and Shine/Tuck in cart or any ice water to drink.
- Distribute warm washcloths to the patients.
- Assist patients with brushing teeth by obtaining:
  - Pink basin
  - Toothbrush & toothpaste
  - Water for rinsing
  - Clean up items
- Talk with those patients who may need the extra company.
- Offer Books, Magazines and coloring books to patients and their families located in the Volunteer office.
- Check-in with Charge Nurse before leaving the area.
- Return cart to designated area and make sure to re-organize and restock as needed.
- Check-in with other volunteer office if you have any questions or concerns.
- Maintain confidentiality at all times (abide by HIPAA rules).
- Use AIDET Script when entering the room. Always knock, introduce yourself and use your script.

**Qualifications:**

- Complete MGH background check, orientation and health clearance.
- Willingness and ability to adhere to the MGH ethics and confidentiality policies.
- Dependable.
- Positive attitude.
- Must complete Annual Education, Compliance Training and TB.

**Physical Factors:**

- Have the stamina to move quickly and be on your feet for up to four hours.
- Be mobile enough to carry out errands around the hospital.
- Have the strength to transport a patient by wheelchair and assist staff when deemed safe and appropriate by staff.

- See and hear well enough to communicate with people of same or different nationalities and/or cultures.
- Push and pull at least 25 pounds.

For additional questions please contact the Volunteer Service office at:  
 mghvolunteerservices@dignityhealth.org

If you are interested in volunteering, please click link below for application.  
<https://www.volgistics.com/ex/portal.dll/ap?ap=1388743518>

## Spiritual Care Eucharistic Minister Service Description

**Main Objective:** Responsible for bringing Holy Communion to patients, families and staff. Make referrals to the staff. Leaving approved religious literature or sacramental with patients as needed. Praying with patients as requested.

**Time Commitment:** Minimum of one 2 hour shift per week and a minimum 6 months is requested

### Responsibilities:

- Bring Holy Communion to patients, family and staff.
- Inform the patient/resident/client and family of the services available through the Department of Pastoral Care.
- Provide religious literature, previously approved by the Director of Spiritual Care.
- Praying with patients, residents, and clients on request in a manner respectful of their tradition.
- Informing the appropriate staff chaplain of patient, family and staff spiritual needs (requests).
- Volunteers will record the number of visits and the patients, residents, or clients they see in the Spiritual Care Office.
- Volunteers may not evangelize, “sell” or proselytize their religious tradition.
- Ordinarily, volunteers will not accept “confidential” information from the patient, resident or client.
- Volunteers will not have access to a patient, resident, or client’s medical record.

### Qualifications:

- Volunteers must be trained as a Eucharistic Minister either in the hospital or parish. Must have appropriate scriptural and ecclesiastical (church) knowledge of the Eucharist.
- Volunteers have the ability to present themselves as warm, caring persons who are concerned about religious and spiritual needs and who listen in an active, non-judgmental way.



- Volunteers have knowledge of the mission and philosophy of Mercy Healthcare Sacramento and are willing to uphold its values.
- Volunteers have current TB test, or evidence certifying absence of that disease, in order to comply with the California Administrative Code.
- Volunteers have proof of immunity for Rubella and Rubeola. This is mandated by the National Center for Disease Control.
- Volunteers wear a hospital badge for identification. This is worn on the right shoulder, approximately five inches from the face.
- Volunteers dress professionally while on duty.
- Listen actively and empathetically.
- Work compassionately with the ill, disabled, elderly, and dying.
- Function with confidence, and exercise discretion with individual patients and family members.
- Provide spiritual support in keeping with the patients' belief systems.
- Maintain confidentiality of patient information.

**Administrative Procedures:**

- Pick up printouts and visitation cards in the office.
- Obtain Blessed Sacrament in the Chapel.
- Mark the printouts, following the directions.
- When finished, leave printouts in Chaplains Office.
- Hang chapel keys on bulletin board.
- Notify Spiritual Care Office if unable to come on scheduled day.
- Direct questions or concerns to Spiritual Care Office at 453-4655.
- Make referrals to staff chaplain and/or priest as needed; be respectful of the diversity of others beliefs.

**Training Provided:**

- New Volunteer Orientation.
- A minimum of one initial training shift in your specified area of work.
- Attendance of monthly EM meeting.
- Other necessary training as specified by the Volunteer Coordinator or Spiritual Care Manager.

**Grounds for Reassignment or Termination:**

- Not adhering to confidentiality and safety policies
- Not adhering to Standards of Conduct
- Any reason found by the Volunteer Coordinator or Department Manager to be detrimental to the department

**Contact person(s):** Chap. William Ferguson, Spiritual Care Department (916) 453-4552 or email: [william.ferguson@dignityhealth.org](mailto:william.ferguson@dignityhealth.org)

## Spiritual Care No One Dies Alone Volunteer Program (NODA)

Mercy General Hospital respects the dignity of each and every person during their hospital stay. With the support of the interdisciplinary care team, the specially trained No One Dies Alone Volunteers provide compassionate companionship and comforting support to dying patients who would otherwise be alone.

The primary responsibility of the volunteer is to act as a “Compassionate Companion” by sitting with the patient, perhaps holding their hand, reading to them, and assisting in comfort measures as directed by the nurse.

We are looking for two types of volunteers to help make this program successful, Compassionate Companions and Vigil Coordinators.

### Qualifications and Competencies:

- Volunteer with Hospice experience or experience with a dying patient preferred.
- Volunteer may qualify if they are already an active volunteer at Mercy General.
- Mercy General Employees may volunteer for this program.
- Sensitivity, concern, and empathy for the spiritual needs of patients.
- Ability to sit for long periods of time (a minimum of two hours).
- Attended the Volunteer Orientations.
- Meet Health Clearance requirements (details listed on the volunteer application).
- Must be able to work cooperatively with others as well as independently.
- Follow Mercy General Hospital confidentiality and Infection Control guidelines.
- Interact in a non-judgmental manner with persons of all faiths.
- Understand and follow directions.
- Must be able to commit to a period of “on call hours”. Volunteers will be notified when the need for a companion occurs.
- Volunteers are required to complete Annual Education, Compliance Training and TB.

### Training Provided:

- After you have attended general orientation and received your health clearances, you will attend a NODA specific Orientation Day.
- Quarterly support group meetings will be held for the volunteers. This is an opportunity to share your experiences, learn from each other’s experiences, ask questions, and offer solutions to enrich the program for our patients.

If you are interested in applying for this program, please click on the application link below.  
<https://www.volgistics.com/ex/portal.dll/ap?ap=1388743518>

If you have any additional questions about the program, please email  
[mghvolunteerservices@dignityhealth.org](mailto:mghvolunteerservices@dignityhealth.org)