

How to become a Mercy General Hospital Volunteer

Thank you for your interest in the Mercy General Hospital Volunteer Program. The information below explains the process for becoming a volunteer. The process can take up to 3 months to complete. Please carefully read below the program requirements before deciding if Mercy General Hospital Volunteer Program is suited for you.

Step 1: Application

- ✦ Applications will be accepted on a first-come, first-serve basis and by recruitment criteria. Interested candidates can submit their applications electronically via email at Yolanda.Frazier@CommonSpirit.org, by mailing the application to the following address: 4001 J Street, Sacramento, CA 95819 Attn: Volunteer Office or by clicking the link at the bottom of the page to complete the application.
 - ✦ Selection is based on **open volunteer positions**, skill level and if you meet position requirements/ availability. If you are selected, you will be invited to an interview with the Volunteer Staff via e-mail. **Please remember to add e-mail address for contact.**
 - ✦ If you can commit to the volunteer requirements listed below, please complete the application and return via email to Yolanda.Frazier@CommonSpirit.org or mail to 4001 J Street, Sacramento, CA 95819.
- **Program Requirements:**
- ✦ Minimum age for Junior Volunteer Program is 15 years old. Junior Volunteers must include two recommendation letters from a teacher or counselor during the school year, other during school breaks – no family members or minors.
 - ✦ Must be able to commit to at least one 3-4 hour shift weekly for a year – 100 hours. **NO SUMMER PROGRAM.**
 - ✦ Must be able to communicate clearly with persons of the same or different nationalities and/or cultures.
 - ✦ Must be able to speak, read and understand English.
 - ✦ Must have/receive the COVID-19 vaccine + booster.

Step 2: All potential volunteers 18 + must submit to a background check in order to volunteer. A misdemeanor or felony within seven years may result in the application being denied.

Step 3: Orientation/Health Clearance

- ✦ Orientation is scheduled on a monthly basis for 2 hours. The dates for orientation will be given after you have been interviewed and accepted into the Volunteer Program.
- ✦ Potential volunteers are required to receive two TB test (Tuberculosis) or chest X-ray for clearance to volunteer.

- ✚ Must verify immunity to Measles, Mumps, Rubella, and Chicken Pox.
- ✚ The Hepatitis B shot series will be offered by employee health, but can be declined

Step 4: Get Started Meeting

- ✚ After the health clearance is completed, the volunteer will need to contact the Volunteer Office to schedule a “**Get Started**” meeting to finalize assignment, schedule and training.

To apply, please click the link at the bottom of the page.

For more information about some of our opportunities, please read below.

Care Coordination/ Case Management

Department Unit Volunteer

Emergency Department

Guild Volunteer

Information Desk

Junior Volunteer Program

Gift Shop

Spiritual Care

Eucharistic Minister

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.

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 General's 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.

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 1st and 3rd Mondays from 9 A.M. – 12 P.M.

The phone number is 916-453-4699 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 15 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.

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, make packets and some special projects. Most volunteer duties for Junior Volunteers are repetitive and tedious.

Qualifications for Junior Volunteers:

- Must be at least 15 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. during the school year.

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 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.

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

Please click the link to apply. <https://www.volgistics.com/appform/790830172>

Contact Volunteer Services @ Yolanda.frazier@commonspirit.org for any questions.