

Volunteer Department Descriptions

- **Program Requirements:**
 - ▣ The minimum age for the 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 hour shift weekly for a year – 100 hours.
 - ▣ 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.
- **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.**
- **Orientation/Health Clearance**

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

Care Coordination

Emergency Department

Volunteer Service Information Desk

Department Unit Volunteers for:

- [Cardiac ICU \(CSICU\)](#)
- [Med/Surg ICU \(MSNICU\)](#)
- [Family Birth Center \(FBC\)](#)
- [Progressive Care Unit \(PCU\)](#)
- [Acute Surgical Unit \(ASU\)](#)
- [Oncology](#)
- [Post Anesthesia Care Unit \(PACU\)](#)
- [Neurology](#)
- [Medical Telemetry](#)
- [Cardiac Interventional Unit \(CIU\)](#)

Materials Management

Acute Rehab

Clinical Lab

Radiology

Human Resources

[Dignity Health Luchetti Anderson Cardiovascular Center](#)

Spiritual Care/Eucharistic Minister Service

Care Coordination

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 members who transport if necessary.
 - Make follow-up appointment with provider
 - Give appointment reminder card to patient and
 - Call the person responsible for patient transport to confirm the appointment day and time.
 - Additional duties may be assigned.
- **Qualifications**
 - Students 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, running errands, and other duties as assigned.

Main Objective: to assist 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 three hours.
- Must make themselves available to staff at all times during the 3 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:
(7 a.m. – 10 a.m.), (12 p.m. – 3 p.m.), (4 p.m. – 7 p.m.), & (8 p.m. – 11 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 Nurse Shift Manager/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 patients 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:**
 - 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 three 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

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.)
 - Weekend Hours**
 - (8:00 a.m. – 12:00 p.m.), (12:00 p.m. – 3:00 p.m.) Escorting patients
- **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 patients by using the 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.

Administration Volunteers

Main Objective: The Administration Volunteer provides administrative support to the staff.

- **Hours:** *Monday through Friday*
 - (8 a.m. – 12 p.m.), (12 p.m. – 4 p.m.),

Service Duties:

- Directs patients/visitors to appropriate doctors offices, quest lab, pharmacy etc. located in the medical plaza. Assist visitors to the hospital as needed.
- Answering the telephone.
- Assist Administration staff with special projects.
- Put away office supplies
- Make copies as needed
- Run errands
- Hang flyers as needed

Department Unit Volunteers

(Cardiac ICU, Med/Surg ICU, Family Birth Center, Progressive Care Unit, Acute Surgical Unit, Oncology, Post Anesthesia Care Unit, Neurology, Medical Telemetry, Cardiac Interventional Unit)

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

Commitment Required:

- 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.
- *Provide items to patients for 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 the Nurse Shift Manager before leaving the area.
- Return cart to designated area and make sure to re-organize and restock as needed.
- Check-in with the 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.

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.

Materials Management

Main Objective: Assist staff by sorting and distributing stock orders.

Commitment Required:

- 1 year of service - 100 hours

Hours: 7 days a week from 8am - 11am, 11am – 2pm, 4pm – 7pm or 7pm – 10pm

Service Duties:

- Check-in with the department Manager/Supervisor
- Put away stock picking orders
- Help stock patient care carts

Acute Rehab

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

Commitment Required:

- 1 year of service - 100 hours

Hours: 7 days a week from 8am - 11am, 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.
- *Provide items to patients for brushing teeth by obtaining:*
 - *Pink basin*
 - *Toothbrush & toothpaste*
 - *Water for rinsing*
 - *Clean up items*
- Wipe down ARU gym
- Organizing department items
- Faxing orders/making copies
- Cleaning department equipment
- Assist therapists in treatments
 - Pushing wheel chairs

Clinical Lab

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

Commitment Required:

- 1 year of service - 100 hours

Hours: 7 days a week from 8am - 11am, 11am – 2pm, 4pm – 7pm or 7pm – 10pm

Service Duties:

- Check-in with the department Manager/Supervisor
- Create/organize files
- Organize supplies
- Run specimens to and from different departments throughout the hospital
- Cleaning department equipment

Radiology

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

Commitment Required:

- 1 year of service - 100 hours

Hours: 7 days a week from 8am - 11am, 11am – 2pm, 4pm – 7pm or 7pm – 10pm

Service Duties:

- Check-in with the department Manager/Supervisor
- Create/organize files
- Organize supplies
- Answer phone calls
- Help with Environment of Care rounds with staff
- Opportunity to follow Ultrasound, X-Ray techs

Human Resources

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

Commitment Required:

- 1 year of service - 100 hours

Hours: 5 days a week from 8am - 11am, 11am – 2pm, 4pm – 7pm

Service Duties:

- Assisting with a multitude of clerical duties

Dignity Health Luchetti Anderson Cardiovascular Center

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

Commitment Required:

- 1 year of service - 100 hours

Hours: 5 days a week from 8am - 11am, 11am – 2pm, 4pm – 7pm

Service Duties:

- Assembling educational materials/packets
- Making copies/faxing items
- Disinfecting patient care areas
- Going to the mailroom to receive packages/mail for unit

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 the Chaplain's Office.
- Hang chapel keys on bulletin boards.
- Notify the Spiritual Care Office if unable to come on scheduled day.

- Direct questions or concerns to the 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: Spiritual Care Department at (916) 453-4552.