

**Volunteers at Baptist Hospital have a unique opportunity to provide the “little extras” which can make our hospital guests, staff and patients more comfortable and satisfied with their hospital experience.**

**Whether it is assisting at a nurses’ station or attending to patient needs on the floors, performing clerical duties in department offices, or serving as a friendly greeter, welcoming and escorting visitors around the hospital, we have something for everyone! There are three different categories of volunteer services from which to choose, based on interest and abilities: Guest Relations, Patient Care and Clerical Support. Please note that some shift may be currently filled, but availability changes daily!**

## **GUEST RELATIONS**

At Baptist, we want to be remembered for our outstanding customer service and ability to put patients and visitors first! This includes greeting each guest in a warm and friendly manner and making sure they can find their way to their destination. Volunteers in this service area must be outgoing, good with directions to show visitors around the hospital and have good communication skills to interact with many different kinds of people. Examples are:

**Candy Cart** (Shifts can work to fit your schedule)

Volunteers are a sight for sore eyes, and candy craving employees, when they bring around the Candy Cart! This is a fun volunteer opportunity that allows you to take a rolling cart out, filled with candy, and brings incredible joy to the staff and visitors at the hospital. If you like to interact with people and add a sweet treat to their day, then this opportunity is for you.

**Information Desk** (Shifts: Monday – Friday any time between 9 a.m. and 4 p.m.)

Volunteers serve as one of the “front line” personnel at Baptist by welcoming guests and providing them with information as well as answering phone calls and directing callers to appropriate extensions. This is typically the first stop that all our visitors make when coming to Baptist so volunteers here provide a priceless service by being the first friendly faces of Baptist!

**Let’s Pretend Hospital** (Annual Event that is scheduled in late February each year)

Let’s Pretend Hospital is a unique community service project that Baptist has organized and run for the past 28 years. The number one goal is to provide first graders with a hospital environment where they can see and learn what happens in a hospital, with out the fear associated with being in a hospital. Baptist averages 2,500 first graders that tour the Let’s Pretend Hospital from schools in Montgomery and surrounding areas. This is one of those volunteer opportunities that doesn’t take a lot of your time but is so rewarding. There are a variety of non clinical and clinical opportunities for this program, all are welcomed!

**Waiting Rooms** (Shifts: Monday – Friday any time between 9 a.m. and 4 p.m.)

Volunteers serve the patient’s families and visitors in waiting rooms. They are a comforting presence for them while their loved ones are in surgery, recovery, Cath Lab or various floors in ICU’s. In addition, the volunteers serve as the communication link between these departments and the families.

## PATIENT CARE

Hospitals exist solely to support the patients we serve each and every day. At Baptist, we have positions available that target this type of need.

### **Centering Pregnancy Volunteer** (Shift time is coordinated with department, varies)

Volunteers serving in this area can range of the types of services they can do, depending on their background. Nurses or retired nurses are able to assist prenatal mothers with Health Assessment as well as Education and Support. But you don't have to be a nurse to volunteer here for there are many ways to help the expecting mothers as well as the department. Centering Pregnancy provides Pre-Natal Care to expecting mothers in a unified program within a group setting.

### **Emergency Room Volunteer** (Shift time is coordinated with department, varies)

Volunteers who work in the ER have the ability to "jump in and get their feet wet" if this is their career choice. Services performed will depend on the ER and what is needed at the time.

### **Feed Patients** (Shift time is coordinated with departments)

Volunteers, who are retired nurses or those in nursing school, are needed to help departments feed patients who have had strokes or through some other condition, can not feed themselves.

### **Hospitality Cart** (Shifts: Monday – Friday/ time will vary around volunteers)

Volunteers go from floor to floor and room to room offering goodies from our Hospitality Cart to patients and their families, at no cost to our guest. This is a great opportunity to provide a kind service as well as to meet new people. Items on the Hospitality cart include things as Hot Towels, puzzle books, magazines, deck of cards and coloring books and crayons. This cart provides a way that Baptist can give back to our patients and bring a smile to their day.

### **PACU Volunteer** (Shift varies between department and volunteers)

Volunteers in the PACU, Surgery Recovery Room, will provide assistance to the staff and patients by taking ice to patients, providing blankets to patients, moving stretchers when needed as well as other task the department needs. This is a wonderful opportunity for someone who is looking to pursue a career in the medical field in general or focused on Trauma and Surgery or who like to help staff and patients after surgery.

### **Patient Advocate** (Shifts: Monday – Friday/ time will vary around volunteers)

Volunteers serving in this area are providing the hospital and our patients with a very important service – listening to the patients. Walking into a room and seeing how their time with us has been so far is so beneficial to the patient. Having volunteers serve in this role allows the hospital "eyes and ears" to what is really going on with our patients. By checking on them we are able to know (while they are still here) if there is an issue we need to look at and resolve and send a Hospital Representative to them to talk with them and follow up. Baptist is committed to customer care and customer service and this volunteer opportunity allows management to know if there is something they need to address in an appropriate time

### **Pediatrics (Days and time will vary between department and volunteers)**

If you have a desire to read to children, then we have the opportunity for you. Volunteers that help out in the Pediatric Department read to children for 30 minutes to an hour a visit. This is one service that can be done on someone's lunch time or in-between school classes or just a way to spend time with children that are here in the hospital and reach out in a special way to brighten their day – and yours!

**Pet Therapy Volunteer** (Shifts available are Monday Nights and Wednesday Afternoons)

Baptist is head over heels with our Therapy Dogs and what joy and encouragement they provide for our patients, guest and staff. Words can not describe what it is like to see a patient who is in pain and despair come alive when they have a visit from one of our special therapy dogs or for that matter the joy they bring to our Doctors, Nurses and Staff. A Pet Therapy Volunteer assist the Volunteer Director by obtaining consent forms from the patients who want to see the Therapy Dogs then lead the dogs and their handlers from floor to floor to visit with the patients. This service is one that tugs at the heart and brings smiles to everyone's face.

**Visiting Patients** (This can be molded to fit anyone's schedule, no set time or day)

Volunteers serve the Patient Care part of the hospital by making rounds and visiting with patients who want some company. Most patients are either here without family/friends or are alone during the day. Visiting Patients is a way to just stop in and say hello or take a few minutes and have a nice conversation with someone. Volunteers are also able to monitor the patient's room to see if housekeeping needs to attend to their room.

## CLERICAL SUPPORT

In each area of the hospital that serves patients, there is always a need to help in their office. Filing, copying, sorting mail, making charts, and phone calls are some of the things needed from department to department. For volunteers who have a particular interest in one of these areas, there are opportunities to observe procedures or have interaction with patients, but much of the work is clerical in nature, to help the staff get caught up on a daily basis. Service options that support clinical and non-clinical areas are:

**Bed Control/Patient Discharge** (Shifts: Monday – Friday)

Assist in the Patient Discharge process by helping out with patient charts and following hospital procedures for discharging a patient. This is a great opportunity for college students looking at a Medical Records degree or anyone who like to serve in a medical office setting.

**Human Resources Department** (Shifts: Monday – Friday)

Assist the Human Resources with assembling packages for Employee Orientation and Training as well as assemble Birthday Cards for staff and volunteers. Other duties will be general office work like sorting paperwork, making copies, keeping lobby neat and wherever needs are at the moment.

**Physical Therapy Department** (Shifts: Monday – Friday)

Assist their office with general clerical duties such as sorting paperwork, making copies, helping with mail and whatever else is needed.

**Volunteer Services** (Shifts: Monday – Friday)

Greet volunteers and other visitors that come into the department, help maintain volunteers' file, prepare documents on the computer, prepare mailings for volunteers, and assemble packets and other clerical duties as needed.

**Other.....**

If you want to serve, but do not see an area that grabs you, then just let us know. That's how a lot of these opportunities came to be!