

Volunteer Service Areas (What Volunteers Do) – March 4, 2023

Volunteers are placed into specific work assignments and are given regularly scheduled shifts. Volunteer placements are based on availability and appropriateness of the applicant to the volunteer program which will be determined by the Floor Service Chair based on the application information, a personal interview, and a criminal background check. Each volunteer is limited to no more than two shifts per week and a maximum of four hours per shift. Volunteers are expected to work assigned shifts, may be dismissed for excessive absenteeism, and commit to one year of Service.

| <u>Service</u> | <u>Responsibilities</u> | <u>Requirements</u> | <u>Location</u> |
|--------------------------------------|--|---|---|
| Cardiac & Pulmonary Rehab | Assist Staff with checking patients in; clean equipment; assemble patient education information; coordinate patient mailers; other administrative tasks. | 50% standing and walking; 50% sitting good people and social skills | MOB 2, Level 2 |
| Charts | Assemble chart packets: Replenish office supplies at nurses' stations; photocopying; other clerical assignments as directed by Staff. | Standing for 2-4 hours; walking short distances; light bending and lifting; work independently. | Sutter Auxiliary Office, MOB 1 Level 2 |
| Gift Shop | Sell merchandise; take telephone orders; restock/arrange/dust merchandise; some computer skills required; use cash register. | 95% standing; lifting boxes weighing up to 10 pounds; good people and social skills | MOB 1, Level 1 |
| Infusion/Cancer Services | Assist Staff with waiting room duties; stocking and cleaning patient rooms; round with patients to offer support and a listening ear; provide snacks/ Lunch/fluids and warm blankets; assist with patients per Staff direction. Under guidance and training, prepare wigs for patient selection and meet one-on-one with patients for wig fitting. | Good people and social skills; Enjoy working in a busy environment; 90% walking and standing; 10% sitting | MOB 8, Level 2 |

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| Outpatient Surgery Recovery | Assist staff as directed. Clean and sanitize in-patient area/recovery area patient rooms; restock supplies; clean patient gurneys; remake gurneys with clean linen and position gurneys for patients coming out of surgery in recovery area. | Good people skills; able to maintain a fast pace. 90% walking and standing; 10% sitting Artificial nails are not permitted | MOB 4 |
| Outpatient Therapy and Wound Care | Greet patients; monitor & clean waiting area; administrative tasks; assist Staff with cleaning gym equipment & mats. | Good people and social skills; 70% walking and standing; 30% sitting | MOB 1, Level 1 |
| Outpatient Trauma Clinic | Escort patients to exam rooms; prepare the exam rooms between patients; Administrative tasks; take patients to Imaging Department; other tasks as assigned by Staff. | Good people and social skills; 50% walking and standing; 50% sitting | MOB 1, Level 1 |
| Sutter Rehabilitation Institute (SRI) | Assist Staff in gym; clean dining room tables, gym mats, tools and equipment; administrative tasks; other tasks as assigned by Staff; round to Patients rooms to provide comfort and support. | Good people skills; 80% walking and standing; 20% sitting Artificial nails are not permitted | MOB 6, Level 1 |

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|----------------------------|---|---|-----------------------------------|
| Women's & Children's | | | |
| Post-Partum/ Pediatrics | Prepare baby cribs; assemble mother and baby paperwork for Staff; stock refrigerator with juices and soda; Prepare ice packs; escort baby to and from Nursery; provide clean towels, gowns and warm blankets to mothers; pick up breakfast/lunch trays; restock supplies and linens in Nursery; escort moms and babies to cars at discharge; clean items used in playroom; assist parents and Staff as requested. | Good people and social skills; 80% walking and standing; 20% sitting; walking up and down stairs; pushing/pulling baby cribs; ability to bend, twist push and lift up to 10 pounds; Artificial nails are not permitted. | MOB 1, Level 1 and Lower Level |
| Doulas | Go to the Sutter Roseville Volunteering Website and click on "Doula Program" under Volunteering Opportunities. | Good people skills; 90% sitting and 10% walking and standing. Artificial nails are not permitted | MOB 1, Level 1 and Lower Level |

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|--------------------------------|--|---|--|
| Welcome and Information | | | |
| Main Entrance | Welcome visitors and patients to the hospital; Escort people to their destinations; deliver patient’s personal items that are delivered to the hospital; direct surgery patients to second floor. round to patients and visitors in patient waiting areas | 90% standing and walking; 10% sitting; good customer service and interpersonal skills; comfortable with navigating the hospital; ability to push visitors in a wheelchair to destination; adaptable to a busy atmosphere; ability to work as a team. | MOB 1, Level 1 Main Lobby |
| Emergency Department | Welcome visitors and patients to the hospital; Escort patients and visitors to Their destinations; deliver patient’s personal items that are delivered to hospital. Round to patients and visitors in ED lobby. | 90% standing and walking; 10% sitting; good customer service and interpersonal skills; comfortable with navigating the hospital; ability to push visitors in a wheelchair to destination; adaptable to a busy atmosphere; ability to work as a team. | Emergency Department MOB 1, Level 1 |