

Support Saddleback Memorial Medical Center

Volunteer Service Department -Service Areas Description Matrix

Key:	LPC	Limited Patient Contact
	NPC	No Patient Contact
	PC	Patient Contact
	W/C	Wheelchair pushing required
	No W/C	Wheelchair pushing not required
	L/W/C	Limited wheelchair pushing

ALL SHIFTS ARE 4 HOURS UNLESS OTHERWISE NOTED

Volunteer Services/Scheduling

PC	Acute Rehab (W/C)	Daily
<p>The volunteers, under the direction of the ARU staff, will assist with setting up meals, visit with patients, transport patients to and from therapies and assist with some clerical duties.</p> <p>Shifts are 7:30am - 11:30 am and 3pm - 7pm</p>		
NPC	Clerical Support	Monday - Friday
<p>Various departments. Assist staff with filing, photocopying, and collating educational materials/correspondence. Run errands for staff as needed.</p> <p>One shift of 4 hours (times are flexible)</p>		
PC	Clowns - (Leisure World)	Once a week
<p>Must be a member of the Leisure World Clown Club.</p>		
PC	Compassionate Listener	Daily
<p>Provides patient/family with support via active listening and keep staff informed of needs and concerns that the patient/family may be expressing to ensure follow up and patient satisfaction.</p> <p>One shift of 4 hours (times are flexible)</p>		
PC	Emergency Caller Program	Daily
<p>The volunteers work under Staff direction. Make follow up calls to discharged patients and verbally ask scripted questions to complete a patient survey.</p> <p>One shift of 4 hours (times are flexible)</p>		
PC	Emergency Department (W/C) (Must be 18 years or older)	Daily
<p>The volunteers work under Staff direction. Volunteers help maintain a calm and sympathetic atmosphere in the waiting area and assist staff with stocking supplies and running errands.</p> <p>Shifts are 9am - 1pm, 1pm - 5:00 p.m., 5 p.m.-9:00 p.m.</p>		
PC	Escort & Messenger (W/C)	Daily
<p>Volunteer operate delivery service and run errands for all departments of the medical center; such as transporting patients in wheel chairs, delivering flowers and specimens.</p> <p>Shifts are 8am -12 noon, 12 noon - 4pm, 4pm - 8pm</p>		

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NPC	Gift Shop (No W/C)	Daily
<p>This service is maintained for the convenience of patients, visitors and Staff. Volunteers are needed to assist with sales using a “Point of Sale” (computerized) system.</p> <p>Shifts are 9am - 1pm, 1pm - 5pm, 5pm - 8pm</p>		
PC	Greeter	Daily
<p>Volunteer must be outgoing and friendly. Volunteers greet patients and visitors at the entrances to the facility and, if needed, escort them to their destination.</p>		
LPC	Intensive Care Unit (ICU) Nursing Unit (Must be over 18)	Daily
<p>Volunteer in this service area act a liaison between the waiting family members and the Intensive Care staff while maintaining a calm waiting room and assisting ICU personnel as needed. They also re-stock supplies in patient’s rooms and kitchen areas.</p> <p>One shift a day and hours are flexible</p>		
LPC	Information Desks (W/C)	Daily
<p>Volunteers must greet all visitors and staff and have an outgoing and friendly disposition. Volunteer serve as receptionists at information desks locations throughout the facility, directing visitors to areas in the hospital, answering telephones, giving information, receiving and coordinating deliveries for patients. Volunteers will also answer questions regarding medical center services, call for wheelchairs for patients when needed, and perform minor clerical duties when appropriate.</p> <p>Shifts are 8am-12 noon, 12 noon-4pm, 4pm-8pm</p>		
NPC	Meals On Wheels (Office Support)	Monday - Friday
<p>Doctors who approve this service and prescribe diets for their patients transmit this information to the volunteers who work in the Meals On Wheels Office. The MOW volunteers coordinate the drivers and friendly visitors to the homes of people unable to prepare their own food.</p> <p>Shift is 9am - 1pm</p>		
NPC	Meal On Wheels (Drivers)	Daily
<p>Once a week drivers furnishes their own car and drive the Friendly Visitor to client’s homes to deliver meals. Must show proof of Driver’s license and car insurance every 6 months.</p> <p>Shifts are from 11am - 12:30pm</p>		
PC	Meals On Wheels (Friendly Visitor)	Daily
<p>Once a week delivers food to clients of Meals On Wheels Program.</p> <p>Shifts are from 11am - 12:30pm</p>		
NPC	Meals On Wheels (Chairperson of the Day)	Daily
<p>Act as coordinator for the day from a dispatch area located in the main lobby of the hospital. Have delivery teams’ sign in and out, count meals in Food/Nutrition kitchen. Maintain phone watch in case a team encounters a problem.</p> <p>10:30 - until drivers return (approx. 12:30pm)</p>		

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LPC	Media/Graphics	
Assist staff with video-taping events, training footage etc.		
Times are flexible		
NPC	Medical Library	Monday - Friday
Assist staff with filing, photocopying, collating educational materials /correspondence. Run errands for staff as needed.		
One shift of 4 hours (times are flexible)		
PC	Nursing Units	(W/C) Daily
Assist nursing staff with supplementary services that are not vital to the patient's treatment. Services include making beds, passing food trays, answering phones, clerical support, re-stocking of supplies, staff errands, and patient discharges.		
Shifts are 8am - 12 noon, 12 noon - 4pm, 4pm - 8pm		
also 9am - 1pm, 1pm - 5 p.m., 5 p.m.-8 p.m.		
NPC	Radiology (off site)	Monday - Friday
Assist staff with filing, photocopying, collating educational materials /correspondence. Run errands for staff as needed.		
One shift of 4 hours (times are flexible)		
PC	Outpatient Rehabilitation (off site)	Monday - Friday
Volunteers assist with therapy & exercise classes, stock rooms, change linen, provide hot / cold packs to staff & clerical duties such as filing, faxing, copying etc.		
Shifts are 8am - 12 noon or 12 noon - 4pm.		
PC	Pet Therapy	Daily
Provide room visits or assist therapist/ staff with therapeutic activities integrating the dog into the patient's treatment plan. Volunteers & dogs must meet SMMC's criteria to be accepted.		
4 hour shifts		
PC	Spiritual Care Program	Monday - Friday
Assist the Chaplain in visiting and listening to patients and their families and provide comfort. Also assist the staff with clerical duties, such as preparing educational materials, and record keeping / filing.		
<i>(Candidates will be selected by the Chaplain)</i>		
One (4) hour shift		
LPC	Surgery Waiting Area	Monday - Friday
Volunteers serve as a liaison between families in the waiting area and clinical staff in the patient recovery room.		
Shifts are 8am - 12 noon, 12 noon - 4pm, 4pm - 8pm.		

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NPC	Thrift Store (off site*)	Cashier	Daily
<p>*Thrift Store is located off-campus at 23024 Lake Forest, Laguna Hills. (Behind Cocos). Volunteers work as cashier accepting cash, checks and credit card payments. Shifts are 9:30am - 1pm, 1pm - 4:30pm and 4:30pm - 7:30pm</p>			
NPC	Thrift Store (off site*)	Floor Assistant	Daily
<p>*Thrift Store is located off-campus at 23024 Lake Forest, Laguna Hills. (Behind Cocos). Assist customers, stock floor, keep merchandize and displays organized.</p>			
NPC	Thrift Store (off site*)	Pricer and Sorter	Daily
<p>*Thrift Store is located off-campus at 23024 Lake Forest, Laguna Hills. (Behind Cocos). Sort and price incoming merchandise.</p>			