

Dear Guild:

Thank you for your interest in Mercy San Juan Medical Center Guild. We have attached the following information for your review:

Information Sheet: This sheet provides basic information regarding our Guild and information about what we require from our Guild members. Please be sure to read this before completing your application.

Guild Process: This information is so you have an idea of what we require of our Guild members and an estimated time of how long this process will take.

Questionnaire: The questionnaire is for you to think about what you are looking for when applying to volunteer. Please return with your application.

Guild Application: Please complete the application and return it to volunteer services. A Guild member will be contacting you for an interview via phone.

Reference Forms (2): Please have both forms completed by anyone other than family members. You may attach the referrals to your application or have them mailed in separately by your contact.

If after reviewing this information you have any questions, please feel free to contact the Volunteer office at (916) 537-5298. Our office hours are Monday – Friday from 7:30 AM-4:00. If we are out of the office, please leave a number where we may contact you.

Once again, thank you for your interest in our program.

Sincerely,

Mercy San Juan Medical Center
Guild

Mercy San Juan Medical Center Guild

PURPOSE:

The primary purpose of our Guild is to provide volunteer service to patients and assist trained personnel. The fundraising activities of our organization enable us to provide resources for specialized equipment to be donated to Mercy San Juan Medical Center.

Requirements to volunteer

You are required to serve a minimum of two four-hour shifts each month, equaling ninety-six hours per year, in a Primary Service to remain in good standing with the Guild.

All prospective members must attend a Mandatory interview, orientation, and health screening and training during certain weekday business hours, before beginning volunteer duties. These dates will be given later.

TB test and orientation is Mandatory annually.

UNIFORM:

While on duty, volunteers must wear an approved Guild uniform, which is as follows. FEMALE: wear burgundy smock and white slacks. MALE: a burgundy polo shirt with white or khaki slacks. Shoes for Guild members are to be white tennis shoes. Uniform tops will be available for purchase (\$15.00) after you have completed orientation and health clearance from the volunteer office. **All volunteers must wear ID security badges on their uniform at all times above the waist.** Information on how to get the badge will be given after orientation and health clearance.

HEALTH SCREENING:

A TB Screening is **mandatory** to comply with the California Administrative Code, with reference to hospital volunteers. **Two**-TB skin test (PPD Mantoux) will have to be completed before you may work in the hospital. In addition, if you do not have immunity to Measles, Mumps, German measles, or Chicken Pox, you will be sent to your doctor to have an MMR or Varicella (Chicken Pox) immunization shot. This is mandatory. If you are not immune to Hepatitis B, we will offer you the (3) shot series given by the employee health office, or you may decline.

QUALIFICATIONS:

- Must be able to communicate clearly
- Must be at least 21 years old before applying
- Must be able to volunteer at least 2-4 hr. shifts a month
- Must be able to follow directions and learn

Physical Factors:

- Have stamina to move quickly and be on feet for up to four hours
- Be mobile enough to carry out errands around the hospital
- Have 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 persons of same or different nationalities and/or cultures.
- Must be able to use computers to look up patients at the Escort/Information desk.

Guild Process at Mercy San Juan Medical Center

The process can take from 4 – 8 weeks depending on the amount of volunteer applications we have.

Application - Complete and submit Guild application to MSJ Volunteer Services office at 6401 Coyle Ave., suite 310. If we are out of the office, you may slide them under the door. Applications are available in the volunteer office and at the information desk in the main lobby; you may also print application and (2) reference sheets from our web site, **mercysanjuan.org**.

Interview - Once the application is turned in to our office, we will contact you to set up an interview date. At the time of the interview, we like to discuss your interest, skills, abilities, and availability. We will attempt to place you in an area that is comfortable and interesting to you, and meet the needs of the hospital as well. We will invite you to attend an orientation if you have been accepted into the Guild. You will be asked to complete a background check before you attend the orientation.

Orientation – Orientation provides information about the hospital and the volunteer role. Privacy laws, safety codes, volunteer benefits, volunteer resources, dress code, and service agreement are all discussed. Orientation is conducted once a month. During the interview, you will be told of the orientation date.

Health Clearance – Once you have completed the interview and the background check, you may call employee health for an appointment to have your TB test and blood test to see if you have immunity for Rubella, Rubeola, Mumps, and Chicken Pox. All of the lab work and TB test is free through the hospital's employee health department. If you need immunizations, you will need to cover the cost yourself.

Name badge – After you have completed all of the above requirements, you may come to the volunteer office and pick up the form to have your badge picture taken and to purchase your uniform (\$15). When you come to pick up the badge form, you may also set up your schedule.

Assignments – We try our best to make sure that your interest is met as well as the needs of Mercy San Juan Medical Center. Volunteers are expected to volunteer two – 4hr. shifts a month. If you are unable to make your shift, you will need to find a replacement or call the chairperson for that service.

Training –the chairperson of the individual services provides the training for each new volunteer.

VOLUNTEER SERVICES AVAILABLE

ESCORT-INFORMATION

Volunteers are stationed in the main lobby of the hospital to escort and answer questions from incoming patients, visitors, and employees. Volunteers accompany patients to their rooms upon admittance; also accompany patients, and visitors to various departments throughout the hospital. You will be trained on the computer and wheelchair usage; **these are a must**. Other duties are sorting, delivering mail and documents throughout the hospital and delivering floral arrangements. This service requires a lot of walking. The most important requirement at this station is a pleasant, cheerful disposition, and ability to meet people. In order to give satisfactory directions, knowing where each department is located in the hospital is an important part of this position. This applies to all shifts.

GIFT SHOP

Duties consist of providing customer service to visitors, patients and hospital employees, knowing the merchandise and restocking the shelves. There is a Gift Shop buyer on the premises during the mornings. You will be trained on the register and must be able to make change quickly and accurately. This service welcomes evening and weekend volunteers.

HEART BEARS

This service provides a "Bear" for heart surgery patients in our Cardiac Surgery Intensive Care unit (CSICU). The "Bear" helps to stabilize the patients' chest when coughing, sneezing and other discomforts after surgery. The "Bear" goes home with each patient. Under the guidance of the Chairperson, volunteers do the sewing at home. A pattern and all materials are provided.

SNOOPY & WHALE SERVICE

If you enjoy sewing, we would be delighted if you would work with us putting together some Snoopy's and Whales for our Pediatric patients. A snoopy or whale is given to each apprehensive young patient. Volunteers meet twice a month, on the second and fourth Tuesday mornings. Four hours a month are required. Volunteers may work more... even at home under the Chair's supervision. All materials are supplied.

SURGERY INFORMATION DESK

The surgery Information desk Volunteer is the link between the Surgery patient (both pre & post-op) and the waiting family. Volunteers must have the ability to meet people, but most important, to be understanding, helpful and sensitive to the anxieties of the concerned family.

SPECIAL PROJECTS

Volunteers are requested to assist various departments of the hospital for a one-time project. Various hospital sponsored activities and social events need the assistance of our volunteers. These duties may be in conjunction with another primary service.

SURGERY CENTER

The object is to perform specific tasks under the direction and leadership of the nursing staff and hereby promote quality health care to patients at the Mercy San Juan Surgery Center located at Dewey and Coyle Street. Preparing gurneys and moving them from recovery to pre-op, check gowns and bag with cap, keep blanket warmer filled, cases on pillows and other duties. Must be able to be on feet for 4-hours at a time.

PERSONAL SERVICES

This is patient contact. We offer special care for the patients and their families. We straighten or make their beds, deliver food trays and assist with their meals if needed.

We answer call lights; provide coffee, water or soda to the patients and their families. However, there is always time to sit with someone who needs an ear to listen or a hand to hold. We help in any way that is needed. This also means help for the Staff or at the nurses' desk when required.

I acknowledge that the above information is true and correct.

Signature: _____

Circle day of the week and time of day desired:

Monday

Tuesday

Wednesday

Thursday

Friday

Morning

Afternoon

Hour's available

9-1 _____ 1-5 _____

Please give any other information you feel would be pertinent to your application:
