

Dear Friend,

Thank you for your interest in becoming a volunteer member of the Auxiliary. The Auxiliary currently has approximately 450 members who serve in 32 different committees (service areas) throughout the hospital. All of our members consider it a privilege to serve their community through our hospital.

Membership in the Auxiliary is a commitment and volunteers are expected to serve a minimum of 75 hours per year. This is usually divided into four (4) hour shifts, one day per week. New members are assigned to a committee for training. Enclosed is an application for membership as requested, along with a list describing our committees (service areas). Please mark on your application the three committees that most interest you.

Upon your completion of the application, please return it to: Emilie Brady-Membership Chair, Auxiliary of IRMC, 1000 36<sup>TH</sup> St, Vero Beach, Fl 32960. One of our interviewers will call you to set up an appointment. When we interview you, we will advise you of the benefits of volunteering and help to place you properly.

Prior to beginning volunteer service, all new members need to attend an orientation to inform them about the Hospital and the Auxiliary. Policies and procedures are discussed along with safety and confidentiality issues. The orientation is usually held on the third Wednesday of each month. In order to attend, your interview must be completed the week before the date of orientation.

We look forward to having you join us.

Sincerely,

*Emilie Brady*

Emile Brady-Chairman

Enclosures  
eb:ms

Application for Membership

Name \_\_\_\_\_ Date \_\_\_\_\_  
Last First

Mailing address \_\_\_\_\_ ZIP \_\_\_\_\_

Home Phone \_\_\_\_\_ Cell \_\_\_\_\_

Birth date \_\_\_\_\_ E-mail \_\_\_\_\_  
(Month/Day)

Summer address \_\_\_\_\_

Emergency contact: \_\_\_\_\_

Relationship Address Phone number

References: (Name, address, phone number, relationship)-cannot be a relative.

1. \_\_\_\_\_

2. \_\_\_\_\_

What skills, interests and volunteer experience do you have \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

How were you introduced to CCIRH volunteer program? \_\_\_\_\_

Do you speak a foreign language fluently? Y N If yes, what language? \_\_\_\_\_

Do you have any physical limitations prohibiting you from:

A) Pushing a wheelchair  yes  no

B) Being on your feet 2 - 3 hours  yes  no

C) Answering phones  yes  no

Please circle the months of the year that you are able to work as a volunteer.

Jan Feb Mar Apr May June July Aug Sept Oct Nov Dec

A volunteer is expected to work at least one 4 hour shift each week.

What is your preferred **day** to work? 1<sup>st</sup> choice \_\_\_\_\_ 2<sup>nd</sup> choice \_\_\_\_\_

What is your preferred **shift** to work?  Morning  Afternoon  Evening

Please indicate those activities which interest you and number your first three choices. Refer to the Service Committee List below to help you, assignment depends on availability of the committee.

<b><u>CLERICAL/OFFICE WORK</u></b>	<b><u>PATIENT/VISITOR SERVICES</u></b>	<b><u>SUPPORT SERVICES</u></b>
<input type="checkbox"/> Auxiliary Office Desk  <b><u>FUND RAISING</u></b>  <input type="checkbox"/> Pink Corner -Gift Shop # <input type="checkbox"/> Thrift Shop(14th Avenue) <input type="checkbox"/> Florence Booms' Celebration of Lights	<input type="checkbox"/> Scully-Welsh Cancer Center* <input type="checkbox"/> Patient Visitation <input type="checkbox"/> Pet Therapy <input type="checkbox"/> Cancer Center Desk <input type="checkbox"/> Courtesy Cart <input type="checkbox"/> Emergency Department * # <input type="checkbox"/> Floor Services * <input type="checkbox"/> Health & Wellness Center Reception Desk <input type="checkbox"/> Hospitality Rooms <input type="checkbox"/> Cardiology/Radiology <input type="checkbox"/> Critical Care <input type="checkbox"/> Surgery <input type="checkbox"/> Magazine Corner <input type="checkbox"/> Outpatient Endoscopy <input type="checkbox"/> Pastoral Care <input type="checkbox"/> Patient Access Office <input type="checkbox"/> Patient Registration-ASC <input type="checkbox"/> Patient Representative <input type="checkbox"/> PreAdmit <input type="checkbox"/> Reception/Escort/Courier * <input type="checkbox"/> R/D - Evenings-Weekends* <input type="checkbox"/> Stork Club * # <input type="checkbox"/> Surgical Services - PACU #	<input type="checkbox"/> Collating Medical Forms <input type="checkbox"/> Knitters/Crocheters <input type="checkbox"/> Special Projects
* Must be able to push a wheelchair	#Requires 12 month residency	

I understand that before I begin my volunteer services I will be interviewed and will attend orientation and training. I agree to train until I am competent to perform the required duties in my assigned service area. I understand and agree that in the performance of my duties as a volunteer of Cleveland Clinic Indian River Hospital, I must hold in strictest confidence anything I may observe or hear regarding patients, patient families, or staff. I understand that any violation of confidentiality will result in termination of my volunteer services at Cleveland Clinic Indian River Hospital.

Have you ever been convicted of, pled guilty, nolo contendere or no contest, or had any type of adjudication to a misdemeanor or felony? YES \_\_\_\_\_ NO \_\_\_\_\_

CCIRH conducts criminal record checks. Falsification of this or any other information on this application is grounds for dismissal. A conviction does not necessarily disqualify you from volunteering; however, omissions, falsifications or misrepresentations may be grounds for disqualifying you for consideration for volunteering.

Signature \_\_\_\_\_ Date \_\_\_\_\_

## **The Auxiliary of Indian River Medical Center Join One of These Service Committees**

**Scully-Welsh Cancer Center:** To be eligible for volunteering at the Scully-Welsh Cancer Center, individual must be a cancer survivor or caregiver of a cancer patient. The only exception to this requirement is Pet Therapy.

- **Patient Visitation** - Baldwin Infusion Center - Volunteers interact with infusion patients to offer comfort, coffee, tea, drinks, snacks, hot towels and blankets. Infusion chair preparation before and after patient treatment. Assist nurses with assignments as needed. Goal is to make patient comfortable.
- **Pet Therapy** - Pet therapy offers pet therapy interactions to patients. Pet therapy dogs are specially trained as pet therapy animals. Pet therapy is proven to help reduce stress and lower blood pressure. Dogs must be certified pet therapy animals through approved pet training organizations.
- **Cancer Center Desk** - A volunteer acts as a receptionist for cancer radiation patients arriving for treatment. Duty requirements include assisting patients with the registration process and providing waiting room comfort. Warm hot towels, refreshments, etc. Basic computer skills are needed as well as the ability to assist with wheelchairs.

**Courtesy Cart:** Volunteer drivers routinely transport lab work from the Ambulatory Services Center and Cancer Center to the hospital's main lobby and also transport passengers to and from various parking lots as well as several other buildings on the hospital campus.

**Emergency Department:** Volunteers assigned to the Emergency Department assist staff in the waiting room, registration, minor care and acute care areas. Volunteers greet and direct incoming patients and their families.

**Floor Services:** The volunteer acts as an assistant for nurses and for the clerks located on each floor. Typical duties include deliveries and pickups from the clerks, errands to the Laboratory and wheelchair service for discharged patients.

**Health and Wellness Center:** The volunteer will function at the front reception desk. He/She will greet visitors, assist patients, perform necessary paperwork and assist the staff by performing errands which are within the limits of the Health and Wellness Center training. Must be able to push wheelchairs.

### **Hospitality Rooms:**

**Cardiology and Radiology Hospitality Room:** Volunteers direct outpatients to the appropriate imaging area and assist patients and families as requested in the Cardiology area. They also assist patients requesting their medical films.

**Critical Care and Cardiovascular Hospitality Room:** Volunteers serve as liaisons between the Critical Care Units and the patients' families. They work under the supervision of the CCU Staff, provide support for the families and regulate visits to the units.

**Surgery Hospitality Room:** Volunteers serve as liaisons between the Recovery Room and the patient's family. The waiting family is advised by the volunteer when the physician is available for consultation and informed of the patient's room assignment.

**Magazine Corner:** Volunteers are responsible for distributing magazines throughout the hospital. They must be able to push the library cart and tolerate walking and standing. Volunteers assist patients in selecting reading materials.

**Outpatient Endoscopy:** The volunteer will greet patients, family and visitors. Act as liaison for communication between physician and/or staff and patients. Log patient's arrival time and time they are received by the registration and the pre-op departments. Provide an escort as needed. Must be able to push wheelchairs.

**Pastoral Care:** Volunteer Chaplain (ordained and on-call for emergencies): Visitation Volunteer (visit the newly admitted patients): Office Volunteer (assist with paperwork, computer changes of religion codes): BHC Volunteer (conduct weekly spirituality group): ICU/SICU Volunteer (visit patients and families)

**Patient Access Office:** The volunteer will escort or transport (via wheelchair) patients and visitors, assist staff with compiling patient information, folders, and perform other duties as required by staff.

**Patient Registration: Ambulatory Services Center:** Volunteers serve as receptionists for patients coming into the Center for treatment. They verify appointments, notify the proper department that the patient has arrived and direct the patient to that department. The Center is located diagonally across the street from the main entrance to the hospital.

**Patient Representatives:** Volunteers make daily visits to the patients to assist with needs and concerns. They help resolve issues and also report compliments to the hospital staff. Committee members should possess sensitivity, good listening skills and oral and written communication skills while practicing the strictest confidentiality.

**Pink Corner:** This is the Auxiliary's gift shop. It is a major fund-raising committee and members must be able to operate the cash register (with on-site training) and possess excellent customer service skills.

**Pre-Admit:** Members check with ACC clerks to obtain empty patient record files; assemble patient record files as noted on instruction sheets. Compile patient joint replacement bags and heart patient bags; deliver files to 2 East; escort patients when necessary. Restock nurse's station with tubes, etc.

**Reception/Escort/Courier Services:** Members rotate between the Lobby Reception Desk and the Auxiliary Office. Duties include providing information, transporting admitted and discharged patients, escorting visitors and patients, delivering flowers and running errands to various areas of the hospital campus. They also assist the hospital staff with mailing, collating and other projects. Members must be able to push wheelchairs, have good

hearing and possess excellent customer relations skills. Limited use of the computer is required, with training provided.

**Auxiliary Office Desk:** The Auxiliary Office Desk is the center of activity and communications. Good telephone skills are required. Members answer the phone, act as dispatchers and maintain a log of all calls. They are also responsible for ordering office, coffee and refreshment supplies.

**Reception/Escort/Courier Services/Evenings/Weekends:** Duties include providing information, transporting admitted and discharged patients, escorting visitors as needed, perform whatever errands are required for the hospital staff within the limits of training. Members must have good hearing and possess excellent customer relations skills. Limited use of the computer is required, with training provided. Year round residency is required.

**Stork Club:** Volunteers provide support to the Women's Health Care staff by welcoming new mothers with gifts, photographing newborns, offering help and assistance to patients (including cuddling, feeding and diapering newborns) as needed, discharging patients, and various other tasks associated with the patients in this Unit. Members can be trained to perform the state mandated hearing screenings for all newborns. Year round residency is required and members must be able to push wheelchairs and be at ease with newborns.

**Surgical Services (PACU):** Volunteers act as liaisons between the Recovery Room (PACU) and the Hospitality Rooms. They keep a log of patients arriving and departing the Recovery Room, answer the phone and run errands for the staff.

**Thrift Shop:** Volunteers sort, price and sell items donated for resale. The Hospital Auxiliary Thrift Shop has its own building at 1855 14<sup>th</sup> Avenue. This service is a major source of fund-raising. New and used auxiliary uniforms are sold here.

### **Support Services:**

Support Services usually have a few volunteers working in the unit. The individuals report to the staff for duties and guidance. Support Services have no chairman.

**Collating Medical Forms:** The volunteers work in the Auxiliary Services Office collating forms. Each room in the hospital has it's own folder of forms that need replacing weekly. The packets are delivered weekly to each wing in the hospital.

**Knitters/Crocheters:** Auxiliary volunteers and others donate handmade hats and booties for newborns. They also sometimes donate afghans and other handmade items for the babies and adults. Auxiliary volunteers receive hour credits for their donations.

**Special Projects:** Some departments may need a volunteer to help with clerical or other duties but do not need full-time assistance.