

What to Expect?

And our community in innumerable ways. They comfort patients and guests who are alone, deliver cards and flowers, welcome and escort visitors, staff information desks and provide clerical help to hospital staff. Volunteers offer smiles, helping hands, caring words and thoughtful services. They give comfort and compassion to patients and families. They help at events such as health screenings, blood drives and anything else that is needed around the hospital.

What Anderson Expects

We ask our volunteers to contribute a minimum of 96 hours within six consecutive months — that comes out to about four hours of service a week. Hospital volunteers are on the premises during daytime, evening and weekend hours. Our Volunteer Services Department takes great care to match a volunteer's interests and skills to a specific Anderson Regional Health System assignment. All volunteers attend a special orientation session and receive personal training within the department to which they are assigned. In addition, each volunteer receives a volunteer jacket and an Anderson Regional Health System identification badge to wear while volunteering.

Applicants must take a TB skin test, submit to a background check and attend orientation before he or she can serve — all at no cost to the applicant.

Volunteer Benefits

Some of the benefits of being a volunteer include:

- Fulfillment from helping others
- Fellowship with other volunteers
- Learning new skills
- A cafeteria "free meal" coupon on the day of volunteer work
- Discounts on meals purchased in the cafeteria
- Complimentary membership to our Health & Fitness Center after 30 hours of service
- Annual National Volunteer Week Celebration
- Annual Volunteer Christmas Luncheon
- Annual Volunteer Summer Outing/Event

Volunteer Opportunities

Volunteers serve in many roles, including:

Guest Services/Patient Greeters

Volunteers greet patients and visitors and help escort them to various areas within the hospital. They also deliver mail, flowers and gift baskets. On occasion, the patient may ask the volunteer to read mail to them.

Information Desk

Volunteers provide information/directions to our patients and guests. They answer the telephone and take accurate messages, respond to questions and maintain a clean working area.

ICU/CCU/Surgery Waiting Area

The volunteer in the Waiting Area needs to be sensitive, understanding and caring. He or she will serve as a supportive liaison between patients' families, doctors and nursing staff. This volunteer provides assistance to the doctors, nursing staff, case managers, patients' families and visitors by answering the telephone, taking accurate messages, responding to questions and maintaining a clean working area. The volunteer who serves as host/hostess in the ICU/CCU/Surgery Waiting Area must be level-headed and be capable of facing some difficult situations.

Office Support

Office Support volunteers provide assistance in various departments of the hospital. This volunteer is an integral part of the hospital team and works closely with the assigned departmental staff. Good organizational skills are helpful, as well

as the ability to file in alphabetical and numerical order. Office volunteers must be accurate, tactful and maintain strict confidentiality. Volunteers should be outgoing, friendly and work well with staff in these areas.

Reader-to-Patient Program

Volunteers spend time reading to pediatric patients as requested.

Patient Rounding — "Angels on the Move" Program

Volunteers in this program visit patients in the hospital to offer assistance with filling water containers and getting coffee or juice. These volunteers may also — at the patient's request — have a short visit. This is great for the patient, as it helps pass the time for them. This program is suggested for all students interested in the medical field. Patient rounding helps college volunteers gain valuable patient service experience that will follow them throughout a medical career.

Anderson Regional Cancer Center

Volunteers assist in the Cancer Center waiting area by visiting with patients, getting coffee or water and keeping the waiting area tidy. They also assist patients with trying on wigs and scarves in the Resource Room.

Volunteers provide crucial support services vital to our system and the well-being of our patients and their families. Every day, willing volunteers

donate their talents, time and energy to help us provide great care.

If you would like to be part of our team, contact our Patient Advocate/Volunteer Coordinator at 601.553.6392.

