



## VOLUNTEER OPPORTUNITIES

**Gift Shop Attendant** – The Hudson Hospital gift shop features fair-trade, eco-friendly, and locally-sourced merchandise with a philosophy of giving back to the hospital and our patients! Volunteers are responsible for opening and closing the shop, greeting and assisting customers with their purchases, and maintaining a clean and organized shop. Volunteers are trained to operate the cash register and credit card machine, price merchandise, straighten and organize merchandise and displays, restock merchandise, and maintain general care of the appearance of the shop. Our customer service-oriented gift shop volunteers receive work direction from the Gift Shop Coordinator and enjoy interacting with a variety of people throughout the day including visitors, patients, employees, and community members.

**Information Desk Attendant / Greeter** – Volunteers at our two information desks provide a warm welcome, friendly greeting, and navigational guidance to patients, visitors, and guests entering our campus. Information desk volunteers are often the first friendly face a visitor encounters and are an important part of the patient's experience. Beyond welcoming and greeting guests, other responsibilities include distributing mail, escorting patients to their destination, straightening up lobby areas, collecting misplaced wheelchairs, as well as small project and tasks as assigned. Information Desk Volunteers receive guidance from the Information Specialists

**Cardiac Rehab** – Volunteers working in Cardiac Rehab provide support and assistance under the direction of the Cardiac Rehab Therapist and Rehab Manager for outpatient cardiac rehab within scope of current accepted practices.

**Community Education** – Community Education Volunteers assist staff to assure that the community education classes are organized, welcoming and very customer friendly. Most classes take place in the evenings and are 2 - 3 hours in duration. Volunteers help set up for the classes and greet participants as they arrive, assist during the class sessions, and stay through class to collect evaluations and close the event.

**Family Education** – Family Education Volunteers assist the Family Resources Education Coordinator with classes offered to community members, such as Childbirth Preparation classes, Big Brother Big Sister classes, Grandparent classes, Babysitting Training classes, and New Parent Support Groups. Volunteers help set-up the room for the classes, greet participants and get them signed in, assist the teacher during the class sessions, and spend one-on-one time with siblings as they prepare for a new member of their family, etc. Classes primarily take place in the evenings and are 2 - 3 hours in duration. Volunteers receive work direction from the Family Resources Education Coordinator.

**Gardening** – Gardening Volunteers assist groundskeeper with maintenance of the labyrinth, healing garden, and building entrances. This work is seasonal and allows for flexible hours.

**H.E.L.P.** – Volunteers in our Hospital Elder Life Program (H.E.L.P) spend time visiting with patients that are staying with us who might be at a higher risk of experiencing delirium while they are here, based on factors such as their age, surgery / anesthesia, length of stay, etc. Volunteers engage patients in activities proven to prevent delirium, including orientation, sensory and therapeutic interactions. Volunteers in this program receive a specialized full-day of training on the program and spend time shadowing other volunteers in this role before being scheduled.

**Healing Arts Program** – Volunteers who work with our Healing Arts program typically volunteer 1-2 days per month, transitioning artwork into or out of the hospital under the direction of our Healing Arts Coordinator. The coordinator provides clear direction and instruction on what needs to be put up or taken down, displayed, or hung, as well as any tools needed for the job. Volunteers may also put up artwork title plates, and attend a quarterly Artists' reception. The schedule for Healing Arts volunteers is managed by the Healing Arts Coordinator.

**Honoring Choices** - Volunteers meet with patients and their family members on a 1:1 basis to discuss Advance Care Planning. Volunteers are provided training on this process through the Advance Care Planning facilitation course and are able to educate patients about the process and assist them in completing forms. Upon completion of the Advance Care plan, volunteers assist the patients in filing the documents appropriately. They utilize the hospital social workers or other hospital volunteers to witness the documents. Volunteers must demonstrate appropriate respect and boundaries for having sensitive conversations about End of Life Care planning and decision making. Social Services oversees the operation of this work, but volunteers work independently with patients and families once trained. Volunteers are scheduled through an on-call process. We typically have 2-4 patients in need of this service per month, and a staff member facilitates the scheduling between the patient and the volunteer.

**Housekeeping** – Volunteers in housekeeping assist with the general upkeep of our hospital, completing light dusting, cleaning, and polishing of surfaces including stairway banisters, common seating areas, and public spaces.

**Music Appreciation** – Volunteers play a quiet instrument such as piano, keyboard, guitar or harp near hospital main entrance and common seating areas. Hudson Hospital owns a Piano keyboard and Reverie Harp, which are available for use by music appreciation volunteers.

**Patient Befriender** - The Chemotherapy & Infusion Center offers outpatient infusion therapy for short- or long-term treatment, including: chemotherapy, antibiotics, blood transfusions, osteoporosis medications, arthritis medications, steroids, and magnesium injections. Volunteer Patient Befrienders in this area visit with patients, keep them company while they receive infusion therapy, and may offer to read to them, play a game or complete a puzzle. Volunteers offer the patients a warm blanket, magazine to read, cup of coffee or water, or a snack. In addition to serving the patients, volunteers assist staff with light duty organization, and restocking of supplies.

**Pet Therapy** – Volunteers with trained and certified Therapy Dogs visit with patients, staff, and visitors in common areas. Volunteers commit to a minimum of two visits per month, typically visiting weekly. Therapy Dogs must be bathed / groomed within 24 hours prior to visit and must keep vaccinations current. Paperwork indicating Therapy Dog International certification is kept on file.

**Programs for Change Surveyor** – Volunteers in this role are responsible for completing follow-up survey calls and entering the survey data into the appropriate electronic files. The survey calls are completed quarterly according to a pre-arranged schedule. The volunteer will call each individual specified and gather the survey information. That survey information will then be entered into appropriate spreadsheets according to the quarter in which it was gathered. Volunteers in this role must exhibit an understanding of and respect for patient privacy and confidentiality. The Programs for Change Director provides direction to volunteers in this area.

**Rehabilitation** – Volunteers who work in the Rehab department help with cleaning and restocking of rooms, assist with various department projects, wipe down equipment and assist with simple office tasks such as copying, mailings, etc.

**Surgery & Procedure Center** – Volunteers in the Surgery and Procedure Center help with room turn-around, patient updates, patient transport, hourly rounding, and tending to the needs of patients and families in the waiting room.