

Dear Prospective Volunteer:

We are pleased that you are interested in volunteering with the Rogue Valley Medical Center Auxiliary. Included is an application for membership and position descriptions of the Auxiliary services.

We accept new members throughout the year. Once your application is returned, the Orientation Chairperson will call you and schedule a personal interview. Please be aware that you must have personal medical insurance in order to volunteer.

All new Auxilians must attend a 4 hour orientation conducted by the RVMC staff and Auxiliary. At the orientation, you will receive a handbook and have the Auxiliary Policy and Procedures explained.

We are looking forward to meeting you and introducing you to our 275 active member Auxiliary! Our volunteers are proud of the service they provide RVMC. Volunteering is truly a rewarding experience and we hope you will join us.

If you have any other questions please call Volunteer Services at (541) 789-5875.

Sincerely,

Karin Guy
Director of Volunteer & Spiritual Care Service

**ROGUE VALLEY MEDICAL CENTER
AUXILIARY APPLICATION**

2825 E. Barnett Road
Medford, OR 97504
(541) 789-5875

Name _____ Date _____

Mailing Address _____ City _____ Zip _____

Home Phone _____ Cell Phone _____

E-Mail Address _____

Please check one: Between 15-18 yrs of age 19 yrs of age & older

How did you hear about the Auxiliary? _____

I prefer to volunteer (circle) **AM** **PM** MON TUES WED THURS FRI SAT SUN

1st Contact in Case of Emergency _____ Relationship _____

Phone _____ Alternate Phone _____

2nd Contact in Case of Emergency _____ Relationship _____

Phone _____ Alternate Phone _____

Do you have personal medical insurance coverage (**required**)? _____ YES _____ NO

Have you ever been convicted of a felony? _____ YES _____ NO

If "yes" please explain (Felony conviction will not necessarily disqualify you from being accepted as a volunteer): _____

Please check services of interest:

_____ Bartels Health InfoCenter
_____ Blood Pressure Screening
_____ Cardiovascular Institute
_____ Cardiovascular Recovery
_____ Critical Care Unit
_____ Cuddlers
_____ Emergency Dept

_____ Escort Service
_____ Gift Shop
_____ Information Desk
_____ NICU Greeter
_____ Radiation Oncology
_____ Specialty Sewing
_____ Short Stay/Endoscopy

Support Services:

_____ Cheney Family Place
_____ Clerical
_____ Magazines & Mail
_____ Spiritual Care
_____ Asante Senior Transportation Van Drivers
_____ Women's Imaging
_____ Other Departments

Please check any committees that may interest you:

_____ Nominating _____ Orientation _____ Recruitment _____ Review _____ Scholarship
_____ Scrapbook / Historian _____ Social and Decorating _____ Special Events _____ Wish List

DUES

Dues are accepted following your interview

\$ 10 - Active member (works 50 hours/year or more)

\$ 15 - Associate member (inactive)

\$ 125 - Life member (active or inactive)

CONSENT TO RELEASE INFORMATION

I hereby authorize and request that you make available to any duly authorized representative of Asante Health System any information relevant to employment history, background and criminal history and personal character. I hereby waive any right I may have in regards to release of this information to Asante Health System.

Applicant Signature Date

OVER

Read and complete both sides of this application and return it to Crystal Estremado, Volunteer Services Assistant, at 2825 E. Barnett Rd, Medford, OR 97504. If you have questions, call Crystal at 789-5875.

CC: Orientation Chair - Original
Crystal Estremado - Received _____

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Volunteer Commitment and Agreement

- I shall hold as *absolutely confidential* all information that I may obtain directly or indirectly concerning patients, doctors or personnel, and *not seek* to obtain confidential information from a patient.
- My services are donated to the hospital without contemplation, compensation or future employment, and given with humanitarian and charitable reasons.
- I may not solicit any business for attorneys or insurance companies “for compensation,” both on or off of Medical Center property, or act as a runner or capper for an attorney in the solicitation of business. I shall report all known occurrences of solicitation for attorneys to the Director of Volunteer Services.
- I may not sell or attempt to sell goods or services, request contributions, or solicit persons to sign or distribute political petitions on hospital premises, unless I receive the express authorization of the Director of Volunteer Services to engage in these activities.
- I shall submit to examinations, which may include chest x-rays, skin tests, appropriate laboratory tests and/or immunizations that may be necessary as part of my volunteer service.
- I shall be punctual and conscientious, conduct myself with dignity, courtesy and consideration of others, and endeavor to make my work professional in quality.
- I shall attempt to resolve any problems related with my volunteer activities with my supervisor, service chair and/or committee chair and, if unsuccessful, attempt to resolve any such problems with the Auxiliary President.
- I shall make my best effort to fulfill my commitment to the Medical Center by completing all assignments that I accept.
- I shall at all times uphold the philosophy, values and standards of the Medical Center.
- I understand that the Volunteer Services Department reserves the right to terminate any volunteer status as a result of (a) failure to comply with Medical Center policies, rules and regulations; (b) Auxiliary bylaws, policies-procedures/standing rules; (c) or any other circumstances which, in the judgment of the Auxiliary Executive Board and Director of Volunteer Services, would make my continued services as a volunteer contrary to the best interests of the Medical Center.
- I understand that the Medical Center assumes no responsibility for any contact, visits or services provided by me outside of the responsibilities assigned through the volunteer program of the Medical Center.
- Volunteers are not covered under Asante's Medical Insurance should an injury or illness occur while on duty. I also acknowledge the risks associated with working in a hospital environment, where community acquired conditions are possible. **Volunteers MUST have their own personal medical insurance during their volunteer service.**

I have read and understood each of the above conditions, and I agree to abide by them

Applicant Signature

Date



VOLUNTEER OPPORTUNITIES RVMC AUXILIARY

Bartels Health Information Center – *work alone*

Auxilians assist patrons in locating health-related information from available resources. Utilized are books, magazines, newsletters, clipping files, and a computerized medical index. Training is provided on all resources and procedures. Shifts are three hours, once per week. Located in the South lobby of the hospital.

**Low*

Hours: *Mondays, Tuesdays, and Fridays 10 a.m. to 1 p.m.
Wednesdays and Thursdays 10 a.m. to 4 p.m.*

Blood Pressure – *work with partner or alone*

This program offers free blood pressure readings to the public. Auxilians are trained in the proper procedure for taking blood pressures. **Low*

Hours: *Monday – Friday 9 a.m. to 12 p.m. and 1 to 3 p.m.*

Cardiovascular Recovery – *work alone*

Auxilians maintain contact with families of patients having procedures. They act as liaisons between hospital staff, family members, and visitors. Duties include making out schedules, meeting family members and bringing them to the waiting room, and communicating with areas that need information regarding the status of patients. **Low*

Hours: *Monday – Friday, 7a.m. to 12 p.m. and 12 p.m. to 4 p.m.*

Critical Care Unit – *work alone*

Auxilians in this service are trained to respond to the needs of families whose loved ones are in either the Intensive Care Unit or the Critical Care Unit. They assist all families of Open Heart surgery patients, as well as keep current information as to patient's condition, which is relayed to family and friends. The auxiliary desk is located in the Critical Care waiting room and is staffed by a volunteer five days a week.

**Moderate*

Hours: *Monday – Friday, 7 a.m. to 12 p.m. and 12 to 4 p.m.*

Cheney Family Place – *work alone*

Auxilians interact with guests, make baby gift bags, help with laundry, bake cookies, sort magazines, organize cupboards, clean storage room, re-stock supplies, dust, vacuum and misc office work. **Moderate*

Hours: *Flexible*

Clerical – *work alone*

Auxilians will assist various Asante departments with clerical tasks such as stuffing and labeling envelopes, filing or other clerical type duties. **Low*

Hours: *Varies*

****Activity Level:***

Low: Mostly sitting; may have more occasional periods of low customer contact.

Moderate: Both standing/walking and sitting may be involved; possibly some periods of low customer contact.

High: Mostly standing/walking; working a lot with visitors, staff and/or families.

Cuddlers - *work alone*

The Cuddler Program offers supplemental support to nursing staff in the Neonatal Intensive Care Unit (NICU) by holding, rocking, and human contact for babies. Individuals interested in becoming a Cuddler must attend specialized orientation and training which takes place once a year. It is expected that Cuddlers (accepted into the program) will remain in the program for no less than 12 months; assignment expectations are for a minimum of two hours per week (8 hours per month) due to the intensity of the assignment and training involved. Authorization to participate in this program is through the NICU Cuddler Program. Annual enrollment is limited. *Low

Emergency Department - *work alone*

Auxilians greet and direct patients, families and hospital staff at the intersection of the Emergency waiting room, elevator and hallways. Volunteers act as liaisons between patients and family, answering questions or interfacing with staff to obtain patient status reports. *Moderate

Hours: Monday – Friday, 9 a.m. to 1 p.m., 1 to 5 p.m., and 5 to 9 p.m.

Weekend hours are also available

Escort - *work with partner*

Auxilians respond to calls from the hospital staff to use wheelchairs to discharge patients. They may also be required to accompany patients and family to various locations in the hospital. They will be trained in proper use of wheelchairs. *High

Hours: Monday – Friday, 9 a.m. to 12:30 p.m. and 12:30 to 4 p.m.

Gift Shop - *work with partner*

Profits from the gift shop are used by the Auxiliary to help support various programs in the hospital, such as the “Wish List” and nursing scholarships, among others. Auxilians provide the majority of the sales staff in their gift shop. *The Gift Shop at RVMC* is located in the North lobby. This shop is filled with gifts, flowers, balloons, sundries, newspapers, and many items that make it easier to be in a hospital situation. Auxilians are trained to operate the cash register. *High

Hours: Monday – Friday, 8 a.m. to 12:00 p.m. and 12:00 to 4:00 p.m.

Information Desk - *work with partner*

Auxilians on this service provide in-house assistance to families and visitors. Duties include minimal use of computer, answering telephones, tracking surgery patients, and sorting patient mail. Due to the variety of inquiries, knowledge of the hospital and its routine are essential. *Moderate

Hours: Monday – Friday, 8 a.m. to 12 p.m. and 12 to 4 p.m.

Magazines & Mail - *work alone*

Auxilians distribute magazines throughout the waiting areas within the hospital and also will deliver the patients mail to various floors. *Moderate

Hours: Monday – Friday, 10 a.m. to 1 p.m.

****Activity Level:***

Low: Mostly sitting; may have more occasional periods of low customer contact.

Moderate: Both standing/walking and sitting may be involved; possibly some periods of low customer contact.

High: Mostly standing/walking; working a lot with visitors, staff and/or families.

NICU Greeter - work alone

Auxilians on this service provide a positive, professional and cheerful environment at all times for all parents, visitors and staff. Duties involve answering the telephone and taking messages. Instruct parents and visitors on the correct procedure to wash up before visiting the babies. Assist unit secretary with clerical duties when needed. *Low

Hours: *Everyday 24 hours a day in 3 to 4 hour shifts*

Pre-Surgery - work alone

Auxilians assist staff with patients who will be having surgery in the future. Auxilians assist the patients in the completion of the forms and sometimes escort patients for EKG. Patients are seen by both an RN and an anesthesiologist. *Moderate

Hours: *Monday - Friday, 12 to 4 or less, depending on the last patients to be seen.*

Radiation Oncology - work alone

This service is located in the Dubs Cancer Center. Auxilians assist in office procedures such as alphabetizing, filing, copying, pulling charts and creating folders for patients receiving treatment. Escort patients to x-ray and other areas of the hospital. Auxilians may help with phones and relay interdepartmental messages. Perform yearly record retention and purging. Make up packets for each patient with pertinent information regarding cancer treatment. *Low

Hours: *Monday - Friday, 10 a.m. to 2 p.m. (flexible)*

Specialty Sewing - work with group

Auxilians make a variety of items in the hospital, such as 1) puppets for children admitted to the hospital; 2) Christmas stockings for newborns arriving during the holidays; 3) layettes for needy babies; 4) turbans and scarves for cancer patients; and 5) neck pillows for patients recovering from surgery. Other specialty items are provided as needed. Enrollment is limited to space available. *Low

Hours: *Monday only, 9 a.m. to 12 p.m.*

Surgical Services (Short Stay/Endoscopy) - work with partner at front desk, alone at "T" desk

Auxilians are assigned to the desk in the Surgical/Short Stay waiting room. They provide assistance to the families, assist the nursing staff as needed, and answer visitor inquiries. Duties include minimal use of computer, answering phones, and wheelchair transport for patients being discharged. Another auxilian called the "T" lady (or telephone lady) is located near the recovery room to enable monitoring of the patient's progress through the nursing staff. *High (Walking and Sitting)

Hours: *Monday - Friday, 7 a.m. to 11:45 a.m. and 11:45 a.m. to 4 p.m.*

Women's Imaging - work alone

Auxilians will direct or escort patients to and from various areas of Rogue Valleys Women's Imaging. Assists female patients in dressing areas with questions regarding their exams, how to dress for exam. *Moderate

Hours: *Monday - Thursday 7:30 am to 8:00 pm, Friday 7:30 am to 5:00 pm and the second Saturday of the month from 8:30 am to 4:30 pm (Very Flexible)*

****Activity Level:***

Low: Mostly sitting; may have more occasional periods of low customer contact.

Moderate: Both standing/walking and sitting may be involved; possibly some periods of low customer contact.

High: Mostly standing/walking; working a lot with visitors, staff and/or families.

Van Drivers - *work alone*

Auxilians in this service provide transportation to seniors (55+) who have no other transportation to medical appointments. Areas covered include Medford and Central Point; Town areas only in Jacksonville, Phoenix, Talent, White City and Eagle Point. *High

Hours: *Monday - Friday, 8 a.m. to 4 p.m.*

****Activity Level:***

Low: Mostly sitting; may have more occasional periods of low customer contact.

Moderate: Both standing/walking and sitting may be involved; possibly some periods of low customer contact.

High: Mostly standing/walking; working a lot with visitors, staff and/or families.

COMMITTEE DESCRIPTIONS:

Nominating - Help in the selection and recruitment of leadership nominees. Meets approximately 2-3 times per year.

Orientation - Interview, Orient and complete paperwork for incoming volunteers. Orientation training held once per month. Present Auxiliary Policies and Procedures/Processes at this orientation.

Recruitment - Organize recruitment opportunities in order to enroll new members into the Auxiliary from the public. Occasionally attends recruitment events. Meets approximately 3-4 times per year.

Review - Reviews the Auxiliary Policies & Procedures on an annual basis or when required for ammendment. Also reviews the Auxiliary By-laws on occasion, usually every two years. Meets approximately 2-3 times per year.

Scholarship - One of the areas that the Auxiliary is proud to support is the educational growth of RVMC employees and their dependents. This committee meets with the Executive Team members quarterly to review applications. The tips that are received at the RVMC Espresso bar are the major contributor to this fund. Also, when an Auxiliary member passes away, donations are made to the fund in their name. Qualified applicants are able to receive up to \$1,500 per year for their educational goals. They may receive up to three grants from the Auxiliary over the years if they continue to meet the standards and grade point averages set forth in the application.

Scrapbook/Historian - These Auxilians take pictures during meetings and special events and then use them to assemble a scrapbook showing the years activities.

Social and Decorating - Organize and/or assist in decorating for Auxiliary special functions such as Annual Luncheon and Holiday Social. Events occur approximately 3-4 times per year.

Special Events - Auxilians will assist various Asante departments with tasks such as greeting and registering people, cutting and providing cake or stuffing gift bags or envelopes. Auxilian in charge of this committee finds volunteers to participate in these events by creating sign-up sheets. Events happen approximately 5-6 times per year.

Wish List - Departments of the hospital fill out applications requesting funds for items/equipment that they are unable to purchase through their budget. This committee then reviews the applications and determines which departments will receive the funds requested. The Wish List committee grants a total of approximately \$20,000 each year. The money for these grants comes from sales in our gift shops. One meeting per year.