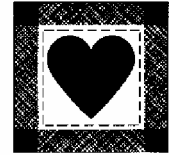




UNIVERSITY OF MICHIGAN HEALTH SYSTEM

VOLUNTEERS
Caring for Generations



Thank you for inquiring about the Volunteer Program at the University of Michigan Health System. We applaud your efforts to be of service to others and hope that you can find a *home* at the University of Michigan Hospitals or in one of our community outreach programs such as Ann Arbor Meals on Wheels.

Volunteers are valued members of the UMHS team who serve the hospitals in a year-round program, seven days a week, with most people contributing 2-4 hours per week. This generous commitment of time and effort is greatly appreciated by patients, visitors, hospital staff and faculty, and adds a unique, personal dimension to the provision of patient/client care.

Attached is a listing of areas in which volunteers serve. Please review the opportunities and circle the ones that are of most interest to you. To further explore these positions, schedule an interview with one of the Volunteer Coordinators. Staff will work carefully to match your interests to needed services. (University students should contact our office after they have registered for the term in which they wish to volunteer - August /Fall term; December/Winter term; April/Spring-Summer term.) To assist Coordinators with the placement process, please bring the following items to your interview:

- **Areas of Interest** (select 3 or 4 from the following pages)
- **Application form** (completed)
- **Reference Forms** (completed)
- **Documentation** of the health screening requirements (detailed on next page)
- **Confirmed Class Schedule** (college students only)
- **Driver's License or State Issued ID**
- **Work Permit** from your school (Applicable to teens 16-17 years of age & still in High School).

Note: **A parent or guardian must accompany** high school volunteers to their interview.

Once a satisfactory assignment has been arranged, you will be scheduled for orientation and training.

Thank you for choosing the University of Michigan Health System Volunteer Program. We look forward to meeting you and welcoming you to our volunteer organization. You are invited to visit our website at <http://www.med.umich.edu/volunteer>. To communicate with Volunteer Services, please call **(734) 936-4327 ext. 3** or e-mail UMHS.Volunteer@umich.edu. Please note: Volunteer Services office hours are Monday through Friday 8:00am-5:00pm. Volunteer Services closes for major holidays.

Sincerely,

UMHS Volunteer Services Department Staff

Revised 4/01/09

COMMITMENT, ORIENTATION and PROCESSING

Commitment is the foundation for success of any volunteer program; therefore, we ask for a minimum of six (6) months' commitment of time. There is a summer program for teens which requires a commitment of a minimum of 6 weeks. Please discuss scheduling concerns/exceptions with one of the Volunteer Coordinators.

Orientation and Training are provided for all new volunteers to familiarize them with the physical environment as well as introduce them to the policies and procedures governing our work at the Medical Center. Orientation/trainings range from 1-4 hours depending on the assignment selected.

Processing requirements are necessary for the safety and security of patients, visitors, staff and volunteers alike. All steps must be completed satisfactorily prior to the first day of volunteering & include:

Health Screening: New volunteers are required to bring written verification from a physician indicating that they have received a **tuberculin skin test** (demonstrating negative results) within the past 6 months or provide results of a **chest x-ray**, indicating that the lungs are clear. If documentation is not available, volunteers will be required to have a TB skin test performed free at our Employee Health Service at the time of the interview. This test will be updated on an annual basis free of charge. Volunteers born after 1956 must also provide acceptable documentation of **measles, mumps and rubella (MMR) and chicken pox (varicella) immunization/immunity**. If you have received the Heptavax series of 3 vaccinations (**Hepatitis B**), please bring documentation of this as well.

Security ID Badge: A photo ID badge is required for all volunteers and is issued upon completion of health screening requirements. Picture ID will need to be presented to obtain the University of Michigan ID.

Volunteer Uniform: The distinctive volunteer jacket/smock is required in most assignment areas. Courtesy of UMHS Administration, uniforms are loaned through the volunteer office and are issued upon return of the completed processing form. Uniforms must be returned upon completion of service.

Criminal Background Checks will be conducted on any person electing to work as a volunteer at the University of Michigan Health System.

Work Permit is required for any teen under the age of 18 who has not graduated from high school. A work permit can be obtained from your high school office or counselor.

INTRODUCTION

The **University of Michigan Health System (UMHS)** includes the University of Michigan Hospitals; A. Alfred Taubman Health Care Center; a growing network of community-based health centers; M-CARE; and the Michigan Health Corporation. The University of Michigan Medical School is organizationally distinct from the UMHS although its students receive medical training within the hospitals.

University Hospital is the adult inpatient facility and is the largest building on the medical center campus. It serves as the diagnostic, treatment and support base for all other hospitals in the complex and is home to the Emergency Department.

C.S. Mott Children's Hospital is a pediatric facility with patients ranging in age from birth to 19 years.

Women's Hospital is an obstetric facility for ante-partum and postpartum patients as well as newborns.

Cardiovascular Center (CVC) is the home of heart, vascular and stroke care, research and education at the University of Michigan.

Kellogg Eye Center (located on Wall Street between Maiden Lane and Broadway) provides outpatient service to both pediatric and adult patients experiencing eye problems.

Ambulatory Care Services includes the **Cancer Center** which offers onsite, outpatient care in the areas of hematology and oncology. **A. Alfred Taubman Health Care Center** is the on-site setting for most other outpatient services. Off-site centers include a number of clinics at the **Briarwood Complex**, for example outpatient physical medicine and rehabilitation; the **Spine Clinic** (Near Briarwood Mall); **MedSport**, the center for sports medicine, corporate fitness, and cardiac rehabilitation (located at both Domino's Farms and the Ann Arbor Ice Cube); **Turner Senior Resource Center** (located on Plymouth Road) home to the Housing Bureau for Seniors and the Silver Club; **East Ann Arbor Health and Geriatrics Center**, the center for primary care including Pediatrics, Obstetrics and Gynecology, Geriatrics and Family Practice and the **Rachel Upjohn Center** (located off Plymouth Road across the street from Domino's Farms) which houses pediatric and adult outpatient evaluation and treatment for patients experiencing depression or needing other psychiatric services; **Home Care Services**, (HomeMed, MedEQUIP, Michigan Visiting Care, Michigan Visiting Nurses, Wheelchair Seating Service) which is located on S. Industrial Highway.

Non-discrimination Policy Notice

The University of Michigan, as an equal opportunity/affirmative action employer, complies with all applicable federal and state laws regarding nondiscrimination and affirmative action, including Title IX of the Education Amendments of 1972 and Section 504 of the Rehabilitation Act of 1973. The University of Michigan is committed to a policy of nondiscrimination and equal opportunity for all persons regardless of race, sex, color, religion, creed, national origin or ancestry, age, marital status, sexual orientation, gender identity, gender expression, disability, or Vietnam-era veteran status in employment, educational programs and activities, and admissions. Inquiries or complaints may be addressed to the University's Director for Institutional Equity and Title IX/Section 504 Coordinator, Office of Institutional Equity, 2072 Administrative Services Building Ann Arbor, Michigan 49109-1432, 734-763-0235, TTY 734-647-1388. For other University of Michigan information call 734-764-1817.

VOLUNTEER PLACEMENT OPPORTUNITIES

PATIENT/FAMILY/VISITOR SUPPORT

Arts, Entertainment and other Amenity Services

Art Cart

Assist patients in choosing framed artwork for their rooms by exchanging prints/posters from an art cart.

- University Hospital
- C.S. Mott Children's Hospital

Library Cart

Assist with organization and distribution of patient reading materials in one of the following locations:

- C.S. Mott Children's Hospital – *Giving Library Cart*
- University Hospital - Patients' Library Cart

Therapaws

Therapeutic visits to patients by volunteers with their dogs. Must have own dog & be approved for visitation by Therapaws of Michigan, Inc.

- A. Alfred Taubman Health Care Center
- C.S. Mott Children's Hospital
- Cardiovascular Center
- University Hospital

FRIENDS Gift Shop

Serve as a cashier in the University Hospital Gift Shop or the Carousel Shop in Mott Hospital; or go room to room on the patient care units with a cart of merchandise ranging from magazines to toiletries. Proceeds benefit patient care programs such as Ronald McDonald House and Trail's Edge Camp for ventilator-dependent children.

Hospitality Services

Serve complimentary beverages to patients and guests in the outpatient or inpatient waiting rooms.

- A. Alfred Taubman Health Care Center and University Hospital (Hospitality Cart)
- Cancer Center (Care Ambassadors & Patient/Family Lounge)
- C.S. Mott Children's Hospital and Pediatric Clinics (Care Cart)

Information/Resource Services

Information Desks/Guides

Greet patients and visitors, provide directions, escort patients to their destinations, and distribute information as needed in one of the following locations:

- University Hospital - Alcove Information Desk
- C.S. Mott Children's Hospital
- Cancer Center - Courtesy Desk

Resource Centers

Assist patients and visitors seeking educational materials in the areas of oncology, women's health, cardiac and venous health. Assist staff with cataloging resources and special projects, such as the i-pod/Tech Squad*.

- Patient Education Resource Center (PERC) - Cancer Center*
- Women's Health Resource Center (WHRC) - Taubman Center
- Wellness Resource Center - Cardiovascular Center*
- Mott Family Resource Center - C.S. Mott Children's Hospital

Waiting Rooms

Visit with and support families of patients, assist staff, and escort patients/families in one of the following areas:

- University Hospital Surgery Family Waiting Room
- Mott Children's Hospital Surgery Family Waiting Room
- Cardiovascular Center Clinic & Intensive Care Unit Waiting
- Taubman Center Pediatric Multispecialty Clinic. Play with children waiting for medical appointments

PATIENT/CLIENT SUPPORT

Allied Health Services

Occupational Therapy

Observe and assist therapists, greet patients and escort them to the treatment area; help with clerical tasks as needed in one of the following locations:

- C.S. Mott Children's Hospital
- University Hospital (by special approval)
- Briarwood Complex – MedRehab

Physical Therapy

Observe and assist therapists, escort patients, clean equipment and visit with patients in the following areas:

- C.S. Mott Children's Hospital
- Briarwood Complex - MedRehab
- MedSport - at Domino's Farms and Ann Arbor Ice Cube
- University Hospital (Gym & Hydrotherapy/Wound Care)
- The Spine Program – located on Eisenhower Parkway

Spiritual Care

Minister to adult and pediatric patients and families through spiritual conversation, rituals and prayer. Interested volunteers are referred to Spiritual Care for screening.

Social Work

Under the direction of staff social workers, provide guidance to patients/clients in one of the following areas:

- Elder Life (located on adult units in University Hospital) – Help maintain cognitive, physical and emotional well-being in hospitalized older patients through therapeutic activities, friendly visits, feeding assistance and early mobilization.
- Housing Bureau for Seniors (located at the Turner Senior Resource Center on Plymouth Road)
 - Counseling - Help area seniors determine the most appropriate housing choices through counseling and follow-up.
 - Homeshare - Promote the shared housing concept and help interested seniors find compatible persons with whom to share housing.
 - Tax Foreclosure Prevention - Assist senior homeowners with property tax management and foreclosure prevention.
- The Silver Club - (located at the Turner Senior Resource Center on Plymouth Road in Ann Arbor Tuesdays & Saturdays and at Brown Chapel in Ypsilanti on Mondays and Wednesdays). Help maintain and increase the independence of adults with memory loss in a fun and active setting. Assist with meals, activities and set-up/clean-up.
- Turner Geriatric Clinic (East Ann Arbor Healthcare and Geriatric Center):
Special Projects

Clinical/Nursing Services

Pediatrics

Under the direction of teachers, activity therapists and/or Child Life specialists, assist patients with age-appropriate recreational, diversional and educational experiences in one of the following programs. (Volunteers must be 17 years of age or older.)

- C.S. Mott Children's Hospital Child Life
 - 5th Floor (Pediatric Cardiology; Baby Overflow)
 - 6th Floor (Pediatric Rehab; Kidney/Liver Disease and Transplant)
 - 7th Floor (Pediatric Hematology/Oncology Unit)
 - PACU (Pre-operative Ambulatory Care Unit)
 - Pediatric Intensive Care Unit
 - Sibling Program (summer only)
- Cancer Center Child Life
 - Pediatric Hematology/Oncology Clinic Playroom
- C.S. Mott Children's Hospital
 - Pediatric Cardiology - Assist with electrocardiograms
 - Pediatric Cardiothoracic and General Intensive Care Unit

Clinics

Greet and escort patients, provide directions and non-medical information, prepare examination rooms and assist with clerical/office tasks in clinics throughout the medical center.

- A. Alfred Taubman Health Care Center
- Trauma Burn Clinic
- General & Thoracic Surgery Clinic
- Cancer Center
- Cancer Center Infusion - Patient Visitor
- Briarwood Complex
- MedRehab MileStones (Pediatric Neurorehabilitation)
- University Hospital Radiology (Ultrasound and CT Scans)

Patient Care Units/Adult

Visit with patients, run errands for patients and staff, distribute water and juice, and stock carts on an adult inpatient unit. Volunteers must be 17 years of age or older, and a minimum of 18 where specified.

- University Hospital
 - 4A Neurology
 - 4C Thoracic and Cardiac Surgery
 - 4D Neurointensive Care
 - 5A Orthopedics/Trauma
 - 5B Acute Medicine (Dialysis, Multiple Diagnoses)
 - 5C Transplant/Urology/GI Surgery
 - 5D Surgical Intensive Care
 - 6A Rehabilitation/Spinal Cord Injury
 - 6B Acute Medicine (Gastroenterology, Liver Disease and Transplant)
 - 6C Pulmonary/Arthritis
 - 8A Hematology/Oncology
 - 8B Hematology/Oncology, Gynecology, Surgical Oncology
 - 8C General Medicine/Surgery
 - Medical Procedures Unit (Outpatient)
 - Recovery Room/PACU [Post Anesthesia Care Unit] - (Volunteers must be 18 years of age or older)
 - Trauma Burn Center (Volunteers must be 18 years of age or older)
- Cardiovascular Center
 - Cardiac Procedures Unit
 - Intensive Care Unit
 - Operating Room/Interventional Radiology/PACU [Post Anesthesia Care Unit] (Volunteers must be 18 years of age or older)
- Women's Hospital Birth Center (Volunteers must be 18 years of age or older)
- East Ann Arbor Healthcare Center Ambulatory Surgery PACU [Post Anesthesia Care Unit] (Volunteers must be 18 years of age or older)

Emergency Department

Assist nursing staff by distributing blankets, stocking carts and blanket warmers, and delivering laboratory results and specimens. (Volunteers must be 18 years of age or older)

STAFF SUPPORT

Office/Clerical Services

Office Assistants

Assist with clerical and receptionist tasks at clinics and offices throughout the Medical Center - answer telephones; assist with data entry; coordinate bulletin board postings; distribute magazines and directories; and/or help with mailings, deliveries and errands.

- Cancer Center Grief and Loss Program (data entry)
- Cancer Center Patient Support Services
- Cardiovascular Center Vascular Clinic
- Transplant Center
- Michigan Bowel Control Program
- Volunteer Office