VOLUNTEER PLACEMENT OPPORTUNITIES

PATIENT/FAMILY/VISITOR SUPPORT

Arts, Entertainment and other Amenity Services

Art Cart
Assist hospitalized adult patients in choosing framed artwork for their rooms and by exchanging prints/posters from an art cart.

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

FRIENDS Gift Shop
Serve as a cashier in the gift shops in the University Hospital, C.S. Mott Children’s Hospital and Von Voigtlander Women’s Hospital, the Cardiovascular Center and the East Ann Arbor Health Center. Volunteers take the Gift Cart from room to room on the patient care units with merchandise ranging from magazines to toiletries. Proceeds benefit patient care programs such as The Ronald McDonald House and Trail's Edge Camp for ventilator-dependent children.

Hospitality Services
Serve complimentary beverages to patients and guests in the waiting rooms.
• Taubman Health Care Center and University Hospital (Hospitality Cart)
• Comprehensive Cancer Center (Care Ambassadors)

Information/Guest Services

Information Desks/Guest Services
Greet patients and visitors, provide directions, escort patients to their destinations, and distribute information as needed in one of the following locations:
• Taubman Center - Welcome Desk
• University Hospital – Welcome Desk
• Comprehensive Cancer Center - Courtesy Desk
• Rachel Upjohn Center – Outpatient Psychiatry

Ambassadors/Greeters and Guides
Direct and escort patients and visitors throughout the Health System campus, including the Domino’s Farms clinics. Assist patients who are being discharged.

Resource Centers and Technical Assistance
Assist patients and visitors seeking educational materials and other resources in a variety of health areas. Assist staff with cataloging resources and special projects. Tech Squad* volunteers assist patients by providing, and explaining the use of, computers and iPods.
• Patient Education Resource Center (PERC) - Comprehensive Cancer Center*
• Women's Health Resource Center (WHRC) - Taubman Center
• Mardigian Wellness Resource Center - Cardiovascular Center*
• Family Resource Center - C.S. Mott Children’s Hospital and Von Voigtlander Women’s Hospital
• Rachel Upjohn Center – Friends Depression Education Resource Center
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
• Cardiovascular Center Cardiac Procedures Clinic
• Cardiovascular Center Intensive Care Unit
• C.S. Mott Pediatric Infusion Clinic
• C.S. Mott Pediatric Hematology/Oncology Bone Marrow Transplant Clinic
• C.S. Mott Radiology

PATIENT/CLIENT SUPPORT

Physical Medicine and Rehabilitation

Occupational Therapy
Observe and assist therapists, greet patients and escort them to the treatment area; clean equipment; help with clerical tasks as needed in one of the following locations:
• C.S. Mott Children's Hospital (Inpatient)
• Commonwealth Blvd. (Pediatric Outpatient)
• University Hospital (by special approval)
• Briarwood Complex – MedRehab (Outpatient)

Physical Therapy
Observe and assist therapists, escort patients, clean equipment and visit with patients in the following areas:
• C.S. Mott Children's Hospital (Inpatient)
• Commonwealth Blvd. (Pediatric Outpatient)
• Briarwood Complex – MedRehab (Outpatient)
• MedSport - at Domino's Farms and Ann Arbor Ice Cube (Outpatient)
• University Hospital – Gym (Inpatient & Outpatient)
• The Spine Program – located on Eisenhower Parkway (Outpatient)
• Domino's Farms - Hydrotherapy/Wound Care (Outpatient)

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. This requires a one-year commitment. Volunteer opportunities are very limited.
• The Silver Club - (located at the Turner Senior Resource Center on Plymouth Road in Ann Arbor). 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.
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.

C.S. Mott Children's Hospital Child Life
• Inpatient Units on levels 7, 11 and 12
• Pediatric Cardiothoracic and General Intensive Care Units
• Michigan Game Day Experience – patient and family playroom
• Sibling Program – activity program for siblings of patients

Clinics

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

• Taubman Health Care Center - Orthopedic Surgery Clinic
• Briarwood Complex - MileStones (Pediatric Neurorehabilitation)

Adult Patient Care Units

Visit with patients, run errands for patients and staff, distribute water and juice, and stock carts.

• University Hospital
  • 4A Neurology
  • 4B Otorhinolaryngology, head and neck
  • 4C Thoracic and Cardiac Surgery
  • 4D Neurointensive Care
  • 5A Orthopedics/Trauma
  • 5B Medical/Surgical Unit
  • 5C Transplant/Urology/GI Surgery
  • 6A Rehabilitation/Spinal Cord Injury
  • 6B Acute Medicine (Dialysis, Multiple Diagnoses)
  • 7A General Medicine & Cardiology
  • 7B General Medicine/Telemetry
  • 8A Hematology/Oncology & Gynecology Oncology
  • 8B General Medicine/Telemetry
  • 8C General Medicine/Surgery
  • 8D Intermediate Care
  • 9C Inpatient Psychiatry
  • Medical Procedures Unit (Outpatient)
  • Recovery Room/PACU [Post Anesthesia Care Unit]
  • Trauma Burn Center
  • Emergency Department

• Cardiovascular Center
  • Cardiac Procedures Unit
  • Operating Room/Interventional Radiology/PACU [Post Anesthesia Care Unit]

• Von Voigtlander Women’s Hospital - Birth Center
• East Ann Arbor Healthcare Center
  Ambulatory Surgery PACU [Post-Anesthesia Care Unit]
  • Medical Procedures Unit

**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; distribute magazines; and/or help with mailings, deliveries and errands.
  • Cancer Center Patient Support Services
  • Cardiovascular Center Vascular Clinic