

# 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

#### **Therapaws**

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

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

#### **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:

- University Hospital - Welcome Center
- C.S. Mott Children's Hospital and Von Voigtlander Women's Hospital
- Comprehensive Cancer Center - Courtesy Desk

#### **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
- Get Well Network - C.S. Mott Children's Hospital and Von Voigtlander Women'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
- C.S. Mott Children's Hospital Surgery Family Waiting Room
- Cardiovascular Center Cardiac Procedures Clinic Waiting Room
- Cardiovascular Center Intensive Care Unit Waiting Room
- C.S. Mott Pediatric Infusion Clinic Waiting Room
- C.S. Mott Pediatric Clinic Waiting Room

## **PATIENT/CLIENT SUPPORT**

### **Physical Medicine and Rehabilitation**

#### **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 (Outpatient and Inpatient)
- 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 (Outpatient and Inpatient)
- 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

## 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)  
Friendly Visitor: Visit an older person in his/her home one hour per week.
- Turner Senior Resource Center (2401 Plymouth Rd.)  
Greeter/Receptionist  
Computer Teacher and Mentor  
Lunch Program Facilitator  
Librarian  
Special Events: Fundraisers, special celebrations and jewelry sales  
Art Gallery 55+ Committee: Interview artists, plan shows, prepare artists' receptions  
Osher Lifelong Learning Institute: Study group teachers, greeters and program planners

## 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
  - PACU (Pre-operative Ambulatory Care Unit)
  - Pediatric Intensive Care Unit
- C.S. Mott Children's Hospital/Pediatrics
  - Pediatric Emergency Department
  - 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.

- Taubman Health Care Center
  - General & Thoracic Surgery Clinic
  - Orthopedic Surgery Clinic
  - Trauma Burn 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. (Volunteers must be 18 years of age or older.)

- 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
  - 6A Rehabilitation/Spinal Cord Injury
  - 6B Acute Medicine (Gastroenterology, Liver Disease and Transplant)
  - 6C Pulmonary/Arthritis
  - 7A General Medicine & Cardiology
  - 7B General Medicine/Telemetry
  - 8B Hematology/Oncology, Gynecology, Surgical Oncology
  - 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]

## **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 Grief and Loss Program (data entry)
- Cancer Center Patient Support Services
- Cardiovascular Center Vascular Clinic
- Transplant Center
- 5D Surgical Intensive Care