

APPLICATION
For
VOLUNTEER SERVICES



PHYSICIANS REGIONAL
HEALTHCARE SYSTEM

VOLUNTEER SERVICES

"The world is hugged by the faithful arms of volunteers"

Dear Potential Volunteer,

Volunteers have played a critical role in hospitals for centuries. The volunteers at Physicians Regional Healthcare System graciously donate their time and energy into assisting our patients, visitors and staff. Becoming a volunteer will enrich your life. Whether you want to have direct contact with patients or work behind the scenes you will make new friends and make a difference in our community.

In order to qualify for the program and become a member of our team:

- **Commit** to at least 6 consecutive months from date of orientation (adjusted for seasonal residents) and work a minimum of four hours, once a week.
- **Apply**..... Please fill out application attached and return or mail to your preferred location:

Physicians Regional Healthcare System
Jane Fleming/Volunteer Coordinator
6101 Pine Ridge Rd
Naples, Florida 34119

Physicians Regional Healthcare System
Kim Myers/Volunteer Coordinator
8300 Collier Blvd.
Naples, Florida 34114

- **HealthCare Screening.** . Complete an Employee Health Department review (Includes Immunization Review/Tuberculosis Screening and a Substance Test)
- **Background Screening.** . All volunteers over 18 are required to have a Background Check.
- **Attend Orientation** Although you are not an employee you are required to attend a portion of the Hospital's New Employee Orientation and Volunteer Orientation.

Once your application is received we will contact you for an interview. If you have any questions or concerns please contact the applicable office: Pine Ridge 239-348-4087, Collier 239-354-6072

Thank you for your interest in becoming a member of the volunteer team at PRHS!

Sincerely,

Kim and Jane
Your Volunteer Coordinators

VOLUNTEER SERVICES APPLICATION

LAST NAME: _____ FIRST NAME: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____ BEST CONTACT PH#: _____

EMAIL: _____

Do you speak any foreign languages? No: Yes: If "Yes" please listSEASONAL FULL TIME (If seasonal check months available)

JAN	FEB	MARCH	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT
NOV	DEC								

PREFERRED ASSIGNMENT LOCATION: _____ 6101 Pine Ridge Rd _____ 8300 Collier Blvd **EMERGENCY INFORMATION:**

Emergency Contact Name: _____

Relationship to you: _____

Home Phone: _____

Work Phone: _____

Cell Phone: _____

QUESTIONNAIRE:

Why are you interested in volunteering?

Are you currently seeking volunteer experience to fulfill a community service obligation? (i.e church, school)

No: Yes: - If yes, briefly describe the service requirements:

Service Organization & Contact: _____

Phone Number: _____

How many volunteer hours do you require for school? _____

QUESTIONNAIRE cont'd

1) Is there anything that may adversely affect your ability to perform volunteer work?

No: Yes: If yes, please describe in detail: _____

2) Are there any accommodations needed in order for you to safely and competently perform

Volunteer work as requested? _____

3) Do you have any physical, visual or hearing needs we need to consider?
 No: Yes: If yes, please explain: _____

4) Are you physically able to transport patients in a wheelchair? Yes: No:

PLEASE REVIEW VOLUNTEER ASSIGNMENT DESCRIPTION EXAMPLES (attached):

WORK PREFERENCES (Please check all that apply):

Patient Contact: Non-Patient Contact: Informational / Clerical:

CIRCLE AREAS OF INTEREST IF NOT LISTED WRITE BELOW

Book/Serving Cart	Employee Health	Emergency Room
Employee Health	Food and Nutrition	Golf Cart Driver
Hospital Attendant	Human Resources	Infection Control
Information Desk	Lab & Radiology	Marketing
Materials Delivery	Medical Records	Pharmacy
Radiology/Mammography	Rehabilitation Services	Risk Management
Surgery Center-PACU	Volunteer Office	Volunteer Ambassador

PLEASE CIRCLE THE DAYS AND HOURS YOU WOULD BE AVAILABLE:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
6-10am	6-10am	6-10am	6-10am	6-10am	6-10am	6-10am
8am-12pm	8am-12pm	8am-12pm	8am-12pm	8am-12pm	8am-12pm	8am-12pm
12-4pm	12-4pm	12-4pm	12-4pm	12-4pm	12-4pm	12-4pm
4-8pm	4-8pm	4-8pm	4-8pm	4-8pm	4-8pm	4-8pm

EDUCATION AND EMPLOYMENT HISTORY (Please check all that apply):

Actively Working: Retired: Student:

Are you 18 years or older? Yes: No:

EDUCATION:

High School Graduate: Yes: No: College Degree: Yes: No: If yes, List Degree/Major: _____

EMPLOYMENT EXPERIENCE:

Have you ever worked at a hospital? Yes: No:

Last Place of Work - if any:

Business Name: _____

Address: _____ Phone: _____

Position: _____ Supervisor's Name: _____

Do you hold any special medical or clinical certifications or licenses, or had medical training of any type?

Yes: No: If yes, Please List: _____

VOLUNTEER EXPERIENCE:

Name of Organization: _____ Supervisor's Name: _____

Supervisor's Phone: _____ OK to Contact: Yes No

Duties Performed: _____

PLEASE LIST ANY SPECIAL SKILLS OR CERTIFICATIONS (ie: Previous employment positions or training, hobbies or interests, healthcare experience, patient care services etc. Complete on back if required):

REFERENCES:

Please complete references below and include any Letters of Reference for any current or former job supervisors, teachers or clergy. Family members, relatives and friends may not provide recommendations.

Reference 1 Name: _____ **Phone:** _____

Relationship to you: _____ **Business Name:** _____

Address: _____ **City:** _____ **State:** _____ **Zip:** _____

Reference 2 Name: _____ **Phone:** _____

Relationship to you: _____ **Business Name:** _____

Address: _____ **City:** _____ **State:** _____ **Zip:** _____

How did you hear about our volunteer program? _____

Have you ever been convicted of a felony? Yes: No:

Have you ever been convicted of a misdemeanor? Yes: No:

If yes, please explain details including dates: _____

CERTIFICATION AND AUTHORIZATION:

I certify that the information I have provided is true and complete to the best of my knowledge. I understand that misrepresentation, falsification, or omission of information may disqualify me from further consideration for volunteering, or may result in my termination as a volunteer.

If accepted as a volunteer, I understand that I must abide by all of the policies, rules and regulations of the Physicians Regional Healthcare System.

I authorize Physicians Regional Healthcare System to investigate all statements contained in this application and to make inquiries of my personal references and medical history, as well as other related matters as may be necessary for determining my eligibility as a volunteer. I hereby release physicians, employers, schools or individuals from all liability in responding to inquiries relating to my volunteer application.

Signature: _____

Printed Name: _____

Date: _____

VOLUNTEER ASSIGNMENTS DESCRIPTION

Too often we underestimate the power of touch, a smile, a kind word, a listening ear, an honest complaint, or the smallest act of caring, all of which have the potential to lighten the burdens of others.

The volunteer's at Physicians Regional Hospital System help lighten the burden of our patients, staff and visitors every day. They are very compassionate and caring individuals. The fact you are considering devoting your time and effort is the first step in becoming a valuable member of our team.

VOLUNTEER ROLE

People choose to volunteer for many reasons. It could be that they want to meet new friends, gain exposure to a future career, stay busy after retirement, obtain a sense of gratification or satisfaction, have a need to help or to offer their professional skills, want to make an impact in their community, or simply have fun.

Placement Overview:

Volunteering should provide a source of pride and enjoyment. Capturing your areas of interest before placement is important to us and we will try to do so through your volunteer application and your interview with the Director of Volunteer Services. You are not locked into any one department. Once you are accepted as a volunteer and would like to change your assignment just contact the Director of Volunteer Services and every effort will be made to accommodate you.

Volunteer Placement Description:

To assist staff throughout the hospital, adding a personal touch to help provide comfort to patients and family members, as well as provide service and support to hospital staff. Your Director of Volunteer Services will provide you with a volunteer placement description (competency-based), as well as training, for the department(s) where you will volunteer.

Volunteers should never be used to replace an employee, nor should they ever provide any medical services to patients. Volunteers are utilized to assist patients and staff members throughout the hospital. They should only perform services that constitute "extras" designed to help patients and their families.

VOLUNTEER APPLICATION - cont'd

GENERAL VOLUNTEER DUTIES

Miscellaneous Volunteer Duties:

Duties vary by department, however key duties often include:

- Answering phones, light filing and general office duties
- Assist with hospital tours and special events
- Deliveries to patients (i.e. magazines, menus, books, newspapers, flowers)
- Errands for units
- Foreign language translation
- Patient escort and/or transportation within hospital (with training)
- Patient floors: provide comfort, get water, etc. for patients; assist staff with errands
- Restock supplies where needed
- Sign language
- Greet, assist and comfort patients, family and visitors
- Assist with newsletters or mailings
- Assist with special projects
- Restock carts for patient floors

Definite " NO " for Volunteers:

This list can be large, but here are a few identified tasks that volunteers cannot do:

- Bathe patients
- Clean dentures
- Feed patients
- Handle soiled linens
- Transport soiled instruments
- Transfer patients from bed to chair and vice versa
- Transfer patient via wheelchair if patient is on IV
- Remove bedpans/urinals
- Transport narcotics
- Read patient's chart

ASSIGNMENT DESCRIPTIONS - EXAMPLES

Nearly every hospital department has opportunities for volunteers.

ASSIGNMENTS INVOLVING PATIENT CONTACT

Hospital Attendant: Refill Water Pitcher, Empty trash and pick up around room if needed, answer call light for non-clinical needs, bring extra pillows, comfort patient with warm blankets, help visitors get acquainted and answer questions, spend time with patient, assist staff with any filing or paperwork.

Same Day Surgery Recovery: Assisting staff when patients come out of surgery. Getting patients something to drink, warm blanket, restocking supplies, room turnover, assisting with discharging patients by wheelchair (wheelchair training will be required).

Emergency Department: Greet and escort patients and visitors and assist them in getting registered at Triage desk, keeping track of families in waiting room or work in the treatment area assisting staff with room turnover and restocking supplies.

ASSIGNMENTS INVOLVING NON PATIENT CONTACT

Customer Service: (available at different departments and desks in the hospital) Greeting and checking in families. Escorting patient and visitors, keeping track of families in waiting room, offer wheelchair service (wheelchair training will be required).

Customer Service Greeter / Escort: Greet patients and visitors at entrance. Open car doors, call for Golf cart service, escort patient and visitors, offer wheelchair service (wheelchair training will be required).

Food and Nutrition: Assist in cafeteria, cleaning tables wiping trays, restocking.

Golf Cart Driver: The responsible driver will have a valid Florida Drivers License, friendly individual to greet patients and visitors, assist with transport to and from the hospital entrance, direct patients and visitors to hospital entrances, report any issues in the parking area to security.

Courier: Transporting items to various locations throughout the hospital and assisting with discharging patients.

ASSIGNMENTS INVOLVING INFORMATIONAL /CLERICAL

Lobby Information Desks: Greet and escort patient and visitors, computer work, answer phones, look-up patient information for visitors.

Clerical Support: Assist in various departments with answering phones, greeting customers, filing, making copies and sorting paperwork.

Radiology: Pulling and filing x-ray jackets. File reports into patient charts, duplicating films in darkroom, assisting clerical staff with patient requests.

VOLUNTEER AMBASSADOR:

In addition we are recruiting individuals to join our Volunteer Ambassador Program. Volunteer Ambassadors are specifically trained to spend time with our patients, families and their visitors. They provide a very special service to Physicians Regional Healthcare System. . . . Volunteers who have the time to spend as an Ambassador will provide comfort, emotional support and a friendly smile when it really counts.

For those who volunteer in a specific department on a regular basis you will be provided with a Department Specific Assignment Description and the Department Manager or other designated employee of that department will conduct an initial training session. Know that your dedication can make a difference in people's lives, no matter where you serve. Each assignment has something that will make you feel positively proud.

RETURN YOUR APPLICATION TODAY

**WE WILL GET YOU
STARTED**