

## **Volunteer Opportunities**

Riverside Hospital, and our OhioHealth affiliated health care facilities throughout our community, have many opportunities for volunteers. We always need volunteer help on patient floors to visit patients, refresh ice water, answer call lights, pick up and deliver patient meal trays, restock supplies, discharge patients, assist nurses, greet visitors and to do clerical work. Volunteers who wish to have patient contact must take a special class that teaches what to do on patient floors and how to operate a wheelchair safely. All volunteer opportunities require that the volunteer is able to work independently, attend an orientation, and have a required yearly seasonal Flu shot and a yearly TB test (some areas require a Health Assessment). All college and high school students and those adults volunteering in a maternity area or the Emergency Room must provide proof of immunizations. All volunteers must consent to a background check.

### **Main Hospital                      3535 Olentangy River Road**

Department: **Behavioral Health**  
Task: Help lead groups/support  
Days needed: Daily  
Time: 1 hr anytime  
Duties: Help to lead Wellness and Recovery groups. Offer hope to those patients in troubling times. Must be an active member of AA or Al-anon.

Department: **Cookie Cart**  
Task: Customer Service  
Days: Daily  
Time: Morning, afternoon, and evening shifts. (2hrs each)  
Duties: Push cookie cart to many areas of the hospital serving visitors complimentary cookies, coffee, and tea.

Department: **Discharging**  
Task: Discharging patients, delivering flowers, and escorting customers to different areas of the hospital.  
Days: Daily  
Time: 9am – 5pm  
Duties: Discharging patients from the hospital to their car and delivering any messages, egreeting cards, flowers, sewing guild items, etc.

Department: **Dog Visitation**  
Task: Dog visitation  
Days needed: Daily  
Time: No more than 2 hours in one day  
Duties: Visit patients with your dog on pre-approved floors  
Requirements: Must be registered with Pet Partners, TDI, or Alliance of Therapy Dogs.

Department: **Emergency Room**  
Task: Patient Interaction / Assist Nurses  
Days needed: Daily  
Time: Any shift.  
Duties: Rounding on patients to see if they need anything. Help patients with pillows, blankets, ice, etc. Stocking forms and office supplies at nursing stations. Food prep and delivery to patients. Greeting family members and informing them of the Emergency Department procedures and directing them to patient rooms. Directing patients and/or families if not in the correct location. Must be 18 years or older. Health Assessment required.

Department: **Endoscopy**  
Task: clerical  
Days needed: Monday - Friday  
Time: 9am-11am  
Duties: Putting packets together, run copies, take patients to exam rooms

Department: **Fall Prevention/Safety Monitor**  
Task: Check patient rooms for fall hazards  
Days needed: Daily  
Time: Flexible Hours  
Duties: Check patient rooms for fall hazards by using a checklist

Department: **First Impressions Monitor**  
Task: Monitoring hospital public areas for cleanliness  
Days needed: Daily  
Time: Flexible shifts  
Duties: Round on Patient floor public areas to check for cleanliness issues

Department: **Floor Duty**  
Task: Patient / staff interaction  
Days needed: Daily

Time: Flexible shifts  
Duties: Talk with patients, attend to their requests, assist nursing staff where needed. Stock patient rooms, answer call lights, discharge patients, some clerical work

Department: **Greeter - Main Lobbies**  
Task: Greeting Patients and Visitors  
Days needed: Daily  
Time: 8 am – 8:30 pm Flexible shifts  
Duties: Greet visitors/patients at main entrances. Escort visitors to treatment areas, physician office's, patient rooms, and hospital administrative areas. Locate wheelchairs.

Department: **Histology**  
Task: Lab work and clerical work  
Days needed: Mon – Fri days & afternoons  
Time: 5am - 5pm  
Duties: Sort and file microscopic glass slides, assemble cardboard trays for storage, assist secretaries in clerical duties

Department: **Information Desk**  
Task: Information Desk Volunteer  
Location: At the Information Desks in hospital lobbies  
Days needed: Daily  
Time: 8 a – 8:30 p  
Duties: Answer and transfer incoming calls, direct people. Public contact. Good customer service skills, professional appearance, knowledge of computers, dependable, can commit to a schedule. Able to work in a busy environment Training provided.

Department: **Music Makers**  
Task: Entertaining patients and visitors with beautiful music.  
Days needed: Daily  
Time: 9am – 8:30pm  
Duties: Playing instruments on patient floors and in designated lobbies.

Department: **OhioHealth Heart and Vascular Unit**  
Task: Providing customer service on 6 Red.  
Days needed: Monday – Friday  
Time: 10am – 2pm

Duties: Greet patients, provide coffee, transport patients for discharge or to other departments, and any other duties assigned by the staff.

Department: **Outreach Labs**

Task: Greeting patients that are coming into the lab

Days needed: M-F

Time: 8am-4pm Suite 116 Green lab, 6:30am-1pm Suite 180 Yellow lab

Duties: Greeting patients, directing customers to different areas of the hospital, and other misc. tasks.

Department: **Tender Hearts**

Task: Providing customer service while sitting at the reception desk on the heart floor (2 Red).

Days needed: M-F

Time: 7am – 4pm (flexible shifts)

Duties: Escorting families, checking in patients, giving out parking stickers, and giving forms to registration.

Department: **Volunteer Advocate**

Task: Patient Services

Days needed: Daily

Time: Determined by consulting with your coordinator

Duties: Be a liaison between the patient and the nursing staff. Listen to patient concerns and try to solve or refer to appropriate staff. Visit patients and families on various patient floors, the Emergency Room, Surgery Waiting, and the Cardiac Diagnostic Care Unit. Document (in detail) their concerns/compliments, pass along the documented information to the appropriate staff. Alert appropriate staff immediately for priority issues. Volunteer training provided. Good listening and problem solving skills needed. Health Assessment required in ER and maternity floors.

Department: **Volunteer RN**

Task: Registered Nurses with an active Ohio license and at least 2 years of bedside care required. Not a current OhioHealth associate. Can do selected patient care duties assisting nursing staff.

Days needed: Daily

Duties: Take vital signs, perform ADL's, one on one observation, discharge calling and other duties.

Department: **Volunteer Veteran Visitation**

Task: Visit identified patients in the hospital who are veterans

Days needed: Daily

Duties: Visit with patients who are veterans and let them talk about their experiences while in service. Give some information about Veteran Benefits. Volunteer must be a veteran.

## **Sites other than Main Hospital**

### **Bing Cancer Center 500 Thomas Lane**

Department: **Infusion Center**

Task: Providing customer service to patients

Days: M-F

Time: 11am-2pm

Duties: Placing patients in rooms and offering them food, drinks, and warm blankets.

Department: **Look Good Feel Good**

Task: Assist cancer patients with makeup/wigs

Days: 2<sup>nd</sup> Wednesday of the Month

Time: 6-8 pm

Duties: Assist cosmetologist who helps cancer patients with make-up and wigs to make the patients feel better.

### **John J. Gerlach for Senior Health 3830 Olentangy River Road**

Department: **Senior Health**

Task: Greeter/Office Assistant/Computer tutoring, Intergenerational Program

Days needed: M-F

Time: 9 – 4 Flexible shifts

Duties: Direct Visitors and misc. office work. Teach computer classes. Assist with grant-funded programming with children of all ages.

### **McConnell Heart Health Center – 3773 Olentangy River Road**

Department: **Cafeteria, Records Department, offices, Rehab areas**

Task: Clerical, Food Service

Location: 3773 Olentangy River Road

Days needed: Daily

Time: flexible hours

Duties: cafeteria work, filing, office work. Rehab areas require previous rehab participation. Membership discount to volunteers

**RIVERSIDE OUTPATIENT SURGERY CENTER (ROSC)**

2240 North Bank Drive, Columbus, Ohio 43220

Department: ROSC reception desk and recovery room.

Task: Customer Service

Days needed: Monday - Friday

Time: 7:30am-12pm

Duties: Take care of family members and other duties as assigned by the nurse in the surgery area and at the front reception desk.