

NHRMC Volunteer Services

Benefits & incentives

| | |
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| Joy in serving others | Cafeteria discount |
| National Volunteer Week events | Educational in-service classes |
| AHA recognition award pins | Recommendation letters |
| Special events | Library resources |
| Scholarship opportunities | |

TYPES OF JUNIOR VOLUNTEER PROGRAMS

What is the Junior Volunteer Preceptor Program?

The JVPP is a program for selected, second-year volunteers between 15-18 years old that is designed to promote self-esteem, healthy lifestyles, character and knowledge of healthcare careers in a hospital setting. This program is offered during the summer months and is a great opportunity for Junior Volunteers to explore healthcare careers under the guidance of a preceptor. Preceptors, which are employees who agree to mentor eligible teens, include Certified Nursing Assistants, Registered Nurses, Unit Clerks, Physical Therapists, Speech Therapists and other professionals in areas throughout the hospital. Through JVPP, students take on challenging volunteer roles, participate in educational activities and interact with healthcare professionals in a real hospital setting.

What is the Schools to Work Transition Program?

The Volunteer Services Department and D.C. Virgo Middle School provide an educational partnership for eighth graders that meet certain requirements and are currently enrolled in the Business Explorer class. This program will give teens an opportunity to work with a mentor in the healthcare profession and help provide support to staff members with various duties (i.e., transport patients, read/talk to patients, perform miscellaneous errands and see the daily operations of the hospital setting). Healthcare professionals also provide educational sessions and hands-on activities one day of the week at the school as part of this STWT program. Students volunteer two days per week in 45- minute increments for three consecutive months. This is a great program that provides eighth graders an opportunity to learn job skills, responsibility and the opportunity to explore healthcare careers.

What is the Junior Advisory Council?

The JAC is composed of Junior Volunteers and includes chairpersons, secretaries and activity chairs. Certain criteria must be met to serve on this council: Six to 12 months of service, at least 100 hours served, as well as commitment and dedication to the Junior Volunteer program. They assist with orientation training classes, serve as trainers/mentors to cross-train new teens and help with various special projects throughout the fiscal year. JAC council members report to the volunteer specialist, attend monthly meetings and serve a one-year term.

Contact Michelle Hern at (910) 343-7704 or email at michelle.hern@nhhn.org

NHRMC Volunteer Services

Placement areas at a glance

| | | |
|-------------------------|--------------------------------|---------------------------------|
| Administrative/Clerical | Adult Health Divisions | Ambulatory Surgery |
| Auxiliary Services | Cardiac Telemetry Medical Unit | Coastal Rehabilitation Hospital |
| Guest Greeters | Gift Shop/Gift Garden | Health Information Management |
| Nursing Units | Radiology | Reception Desks |
| Special Projects | Transporters | Volunteer Services |

Primary Service Duties

- ◆ Greet visitors, staff and patients in a courteous, sensitive and respectful manner
- ◆ Answer telephone using proper telephone etiquette and positive communication skills
- ◆ Maintain patient confidentiality according to HIPAA standards
- ◆ Provide accurate information to staff, visitors, and patients utilizing the appropriate resources
- ◆ Assist with performing delegated clerical activities
- ◆ Assist with escorting/transporting patients to appropriate areas of the medical center
- ◆ Deliver and retrieve medical records from various departments
- ◆ Assist the patient with meals by opening containers, placing meal within reach and filling pitchers (no feeding)
- ◆ Visit and provide social stimulation to the patient (offer to read, engage in conversation with patients, retrieve newspapers, etc.)
- ◆ Refill the personal protection equipment (PPE) supplies in the equipment boxes at nursing units
- ◆ Promptly communicate the patient's or family member's request to the appropriate person
- ◆ Perform errands as delegated (additional departmental training required)

Specifications

- ◆ The ability to interact positively with team members and customers at the medical center
- ◆ The ability to move throughout the facility
- ◆ Follow oral and written instructions
- ◆ Work independently and as a team member
- ◆ Visual acuity and hearing ability
- ◆ Juniors will NOT be assigned to high-risk areas or activities. (i.e., Emergency Department, Intensive Care Units)
- ◆ Juniors do NOT transport specimens, enter isolation rooms, provide assistance to patients with oxygen tanks, patients requiring isolation or patients who are potentially violent or combative
- ◆ Advanced scheduling is required
- ◆ Schedules must be flexible to accommodate departments
- ◆ Juniors serve all age populations

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REFERRAL FORM

JUNIOR VOLUNTEERS

If you are interested in the Junior Volunteer Programs at New Hanover Regional Medical Center, and are 14-18 years old, please complete the following:

Date _____

Name _____

E-mail _____ School _____

Contact number _____ Home/Cell _____

Address _____

City _____ St _____ Zip _____

Please check appropriate box(es)

I am interested in volunteering at

- NHRMC Cape Fear Campus New Hanover Regional Medical Center Main Campus
 Other

Upon completion, mail to:

NHRMC Volunteer Services Department
 PO Box 9000
 Wilmington, NC 28402-9000

Or call Michelle Hern, Volunteer Specialist, Junior & College Programs at (910) 343-7704 or e-mail at michelle.hern@nhhn.org.

Please visit the volunteer web page at www.nhhn.org

Thank you for your interest in the Junior Volunteer Programs!



Be part of a caring crowd... become a Junior Volunteer.

Do you care about others? Are you between the ages of 14-18? Do you want to add meaning to your life and someone else's? Then there's room in our crowd for you!

The Junior Volunteer Programs at New Hanover Regional Medical Center are designed to offer teens a meaningful and valuable learning experience by volunteering in a thriving hospital environment. You will have the opportunity to explore various healthcare careers and participate in educational opportunities. You can meet new friends, gain leadership and job skills, and you can learn about the daily operations of the hospital.

NHRMC is proud to offer a year-round junior volunteer program, averaging 100-150 students each year. Junior Volunteers support a Saturday Auxiliary program from 9 a.m. - 4 p.m., and they can volunteer during school holidays, evenings and weekends (schedule depends on placement areas). Tasks include transporting patients, making florist deliveries, running medical record errands and many other duties with additional training. Training sessions and orientations are scheduled quarterly. An active volunteer is defined as working 30 hours per fiscal year (October 1 - September 30).

Junior Volunteer service description

Junior Volunteers work under the direct supervision of the volunteer specialist and a manager or coordinator in his or her assigned placement area(s). Volunteers perform delegated errands from the staff members within the scope of the description for the service area such as providing clerical support, assisting with errands and escorting and transporting patients. Teens care for all ages of patients. All volunteers are expected to communicate in a respectful and courteous manner and provide assistance to all visitors, patients and staff members.

Steps to become a Junior Volunteer

- ◆ Interview & placement process
- ◆ Application packet (includes photo for identification purposes)
- ◆ Orientation session
- ◆ Tuberculosis / PPD screening
- ◆ Service training
- ◆ Six month volunteer commitment