

Mercy General Hospital Volunteer Services Department

Thank you for your interest in the Mercy General Hospital Volunteer Program. We have several volunteer opportunities available. Volunteer placement is based on availability in the department or program, your hours of availability, and if you meet the minimum requirements and qualifications for the volunteer opportunity. After you turn in your application it can take two to four months before your first day of volunteering.

For more information on our Volunteer Programs, please click on the links below:

For additional questions please contact mercygeneralvolunteerservices@dignityhealth.org

If you are interested in volunteering, click on the link: [Mercy General Hospital Volunteer Application](#)

No One Dies Alone Volunteer Program (NODA)

Mercy General Hospital respects the dignity of each and every person during their hospital stay. With the support of the interdisciplinary care team, the specially trained No One Dies Alone Volunteers provide compassionate companionship and comforting support to dying patients who would otherwise be alone.

The primary responsibility of the volunteer is to act as a “Compassionate Companion” by sitting with the patient, perhaps holding their hand, reading to them, and assisting in comfort measures as directed by the nurse.

We are looking for two types of volunteers to help make this program successful, Compassionate Companions and Vigil Coordinators.

Qualifications and Competencies:

- Volunteer with Hospice experience or experience with a dying patient preferred.
- Volunteer may qualify if they are already an active volunteer at Mercy General.
- Mercy General Employees may volunteer for this program.
- Sensitivity, concern, and empathy for the spiritual needs of patients.
- Ability to sit for long periods of time (a minimum of two hours).
- Attended the Volunteer Orientations.
- Meet Health Clearance requirements (details listed on the volunteer application).
- Must be able to work cooperatively with others as well as independently.
- Follow Mercy General Hospital confidentiality and Infection Control guidelines.
- Interact in a non-judgmental manner with persons of all faiths.
- Understand and follow directions.
- Must be able to commit to a period of “on call hours”. Volunteers will be notified when the need for a companion occurs.

- Volunteers are required to complete Annual Education/Compliance Training provided:
- After you have attended general orientation and received your health clearances, you will attend a NODA specific Orientation Day.
- Quarterly support group meetings will be held for the volunteers. This is an opportunity to share your experiences, learn from each other's experiences, ask questions, and offer solutions to enrich the program for our patients.

Eucharistic Minister Service Description

Main Objective: Responsible for bringing Holy Communion to patients, families and staff. Make referrals to the staff. Leaving approved religious literature or sacramental with patients as needed. Praying with patients as requested.

Time Commitment: Minimum of one two hour shift per week and a minimum six months is requested

Responsibilities:

- Push and pull at least 25 pounds.
- Bring Holy Communion to patients, family and staff.
- Inform the patient/resident/client and family of the services available through the Department of Pastoral Care.
- Provide religious literature, previously approved by the Director of Spiritual Care.
- Praying with patients, residents, and clients on request in a manner respectful of their tradition.
- Informing the appropriate staff chaplain of patient, family and staff spiritual needs (requests).
- Volunteers will record the number of visits and the patients, residents, or clients they see in the Spiritual Care Office.
- Volunteers may not evangelize, "sell" or proselytize their religious tradition.
- Ordinarily, volunteers will not accept "confidential" information from the patient, resident or client.
- Volunteers will not have access to a patient, resident, or client's medical record.

Qualifications:

- Volunteers must be trained as a Eucharistic Minister either in the hospital or parish. Must have appropriate scriptural and ecclesiastical (church) knowledge of the Eucharist.
- Volunteers have the ability to present themselves as warm, caring persons who are concerned about religious and spiritual needs and who listen in an active, non-judgmental way.
- Volunteers have knowledge of the mission and philosophy of Dignity Health and are willing to uphold its values.
- Volunteers have current TB test, or evidence certifying absence of that disease, in order to comply with the California Administrative Code.
- Volunteers have proof of immunity for Rubella and Rubeola. This is mandated by the National Center for Disease Control.

Volunteers wear a hospital badge for identification. This is worn on the right shoulder,

approximately five inches from the face.

- Volunteers dress professionally while on duty.
- Listen actively and empathetically.
- Work compassionately with the ill, disabled, elderly, and dying.
- Function with confidence, and exercise discretion with individual patients and family members.
- Provide spiritual support in keeping with the patients' belief systems.
- Maintain confidentiality of patient information.

Administrative Procedures:

- Pick up printouts and visitation cards in the office.
- Obtain Blessed Sacrament in the Chapel.
- Mark the printouts, following the directions.
- When finished, leave printouts in Chaplains Office.
- Hang chapel keys on bulletin board.
- Notify Spiritual Care Office if unable to come on scheduled day.
- Direct questions or concerns to Spiritual Care Office at 453-4655.
- Make referrals to staff chaplain and/or priest as needed; be respectful of the diversity of others beliefs.

Training Provided:

- New Volunteer Orientation.
- A minimum of one initial training shift in your specified area of work.
- Attendance of monthly EM meeting.
- Other necessary training as specified by the Volunteer Coordinator or Spiritual Care Manager.

Grounds for Reassignment or Termination:

- Not adhering to confidentiality and safety policies
- Not adhering to Standards of Conduct

Any reason found by the Volunteer Coordinator or Department Manager to be detrimental to the department

Contact person(s): Chap. William Ferguson, Spiritual Care Department (916) 453-4552 or william.ferguson@dignityhealth.org.