



Volunteer Services

736 Irving Avenue
Syracuse, NY 13210
(315) 470-2757

Dear Volunteer Applicant,

Thank you for your interest in volunteering at Crouse Hospital! The procedure to process and clear all volunteers is:

- Fill out an application form and medical documentation form, email, bring in, fax, or mail to: Dick Scott, Volunteer Services, Room 2447 Memorial, Crouse Hospital, 736 Irving Ave., Syracuse, NY. 13210. Email address: richardscott@crouse.org . My FAX number is 315-470-5721. **The deadline for fall semester is September 30, for spring semester, January 15 and for summer, June 1.**
- **Once you have submitted the application and medical documents, email Dick** to make an appointment to come in for an interview and initial orientation. This will take about one hour. Dick's office is located in room 2447 in the Memorial section of the hospital. Stop at the information desk and they will direct you.
- Before you are cleared, you will need to have documentation of a physical dated within one year of your date of application and a record of your immunizations, two mmr's and if you have not had chicken pox, two varicellas. If you have a history of chicken pox, please indicate on the form. If you have had a TB test done within the past year send that in with your documentation as well. Records for college students should be on file at your University Health Office. **They can be faxed to Dick at: 315-470-5721.** Don't be concerned if you don't have your immunization records, as a blood test that we do here will be sufficient. There is no charge for the blood work. As soon as I receive the required medical documents I will email you to schedule an appointment for an hour long interview.
- Our health office will give you two PPD (TB) tests, free of charge, if you have not had them. These are done at least 10 days apart. We will take you up for the first one. That has to be checked within two – three days of placement. These tests can also be done at your doctor's office or the university's health clinic. Make sure you have documentation of each test that includes dates of placement and reading. At the time of the second test reading, the health office will administer a flu shot. If you have already had such a shot for this season, send that documentation as well.
- When the health office requirements are complete, we will notify you and take you to get your photo ID done.

You are ready to begin!

Please email Dick at the address printed above. I look forward to meeting you soon.

Thank you!

Sincerely yours.

DICK SCOTT
Coordinator, Student Volunteers



COLLEGE VOLUNTEER APPLICATION

DATE _____

LAST NAME _____ FIRST NAME _____ DOB _____

LOCAL ADDRESS _____

CITY _____ STATE _____ ZIP CODE _____

PHONE _____ EMAIL ADDRESS _____

HOME ADDRESS _____

CITY _____ STATE _____ ZIP CODE _____

EMERGENCY CONTACT _____ RELATIONSHIP _____

PHONE _____

COLLEGE _____ YEAR (Please Circle) 1 2 3 4 Grad

MAJOR _____ MINOR _____

Do you have any school/work related required hours of service? Yes No

If yes, how many? _____

WHY DO YOU WANT TO VOLUNTEER AT CROUSE HOSPITAL?

PREVIOUS VOLUNTEER EXPERIENCE (MOST RECENT FIRST):

SITE _____ ADDRESS _____

DUTIES _____ DATES _____

SITE _____ ADDRESS _____

DUTIES _____ DATES _____

Are you a year round resident? Yes No

If not, what months are you available? FROM _____ TO _____

Have you ever been convicted of any felony? Include a plea of guilty or no contest. NOTE: Conviction for a felony is not necessarily grounds for disqualification.

Yes No

If yes, please explain. _____

REFERENCES: Please list complete names, including titles, and email addresses for two references (NOT RELATIVES). If these are business addresses, please list the name of the business as well as the reference's name.

NAME _____ RELATIONSHIP _____

BUSINESS _____ EMAIL _____

NAME _____ RELATIONSHIP _____

BUSINESS _____ EMAIL _____

THANK YOU FOR YOUR INTEREST

Dick Scott
Crouse Hospital
Room 2447 Memorial
736 Irving Avenue
Syracuse, NY 13210
PHONE – 315 470-2757
FAX – 315-470-5721

CROUSE HOSPITAL VOLUNTEER SERVICES VOLUNTEER HEALTH REQUIREMENTS

Prospective Volunteers,

Medical clearance is required in order to be eligible to volunteer. Documentation of the following should be submitted to Dick Scott, Coordinator of Student Volunteers, Room 2447 Memorial, Crouse Hospital, 736 Irving Avenue, Syracuse, NY 13210. Phone 315-470-2757 with questions. **If you choose to fax, please use a fax cover addressed to "DICK SCOTT". The fax number is 315-470-5721.** Be sure that any reports that you send have your name and "VOLUNTEER APPLICANT" printed on the bottom of the form.

1. The following is a statement that a physical exam has been completed **within the last twelve months** and must be signed by a medical professional.

I have completed a physical examination for _____
and I have determined that he/she is free from any health impairment which is of potential risk to patients or which might interfere with the performance of his/her volunteer activities, including the habituation or addiction to depressants, stimulants, narcotics, alcohol, or other drugs or substances, which may alter the individual's behavior.

_____ Provider's Signature	_____ Date of Examination
_____ Print Name	

2. **Two PPD Mantoux skin tests for Tuberculosis are required.** Both can be given free of charge at Employee Health Services nine days apart from each other. You need to return in 48-72 hours to have your test read. If you have had a PPD skin test done within the past year, you will then only have to receive one.
3. Rubella (German Measles) must have one of the following: **Persons born prior to January 1, 1957 are exempt for the rubella requirement.**
Date of 1 live vaccine after 12 months of age: _____ **OR**
Date of rubella titer: _____ results of titer: _____
4. Rubeola (Measles) **Persons born prior to January 1, 1957 are exempt for the rubeola requirement.**
Date of 2 live vaccines: _____ and _____ **OR**
Date of rubeola titer: _____ results of titer: _____
5. Mumps **Persons born prior to January 1, 1957 are exempt for the mumps requirement.**
Date of 2 live vaccines: _____ and _____ **OR**
Date of mumps titer: _____ results of titer: _____
6. Varicella (Chicken Pox) History of Disease: Yes ___ No ___ **OR**
Date of 2 vaccines: _____ and _____ **OR**
Date of varicella titer: _____ results of titer: _____

VOLUNTEER NAME: _____ **DOB:** _____

THE FOLLOWING IS A DESCRIPTION OF THE VARIOUS VOLUNTEER AREAS AND ASSOCIATED TASKS.
2013

LOBBY AMBASSADOR - MON - FRI

The ambassador's is the first face a patient or visitor may see as they enter the hospital. We need four ambassadors each day. This position is best for those with friendly, outgoing personalities. The shifts run from 8:00 - 12:00 and 12:00 to 4:00. The ambassadors are stationed at the main lobby information desk, the tunnel entrance to the hospital and the Surgical Waiting Room on the first floor and perform the following duties:

Greet visitors with a smile
Escort patients and visitors to their destinations - Irving lobby
Direct patients to their destinations - First floor
Wheelchair patients in need
Deliver flowers
Run errands
Use initiative to make the visitors and patients feel comfortable and welcome

CARDIAC CARE CENTER - MON - FRI

The Cardiac Care Center is located on the first floor of the Memorial Building. This office sees clients on an out-patient basis. It is a testing and treatment center for cardiac patients. In this department, EKG's, stress tests, angioplasty's, etc. are performed.

Wheelchair transport	Direct or escort patients and families
Assist nurses with gurneys	
Turn over rooms	
Socialize with patients	Clerical tasks
Watch procedures	Receptionist duties
Direct or escort patients and families	
Assist with relevant patient care	
Run errands	

CROUSE PACU - MON - FRI

In this assignment, you would work in the main surgical suite recovery room. You would:

Answer phones	Help with clerical tasks
Run errands	Update and enter patient data in the computer

CROUSE OR RECEPTION AREA

This is a clerical assignment assisting the Crouse OR receptionist.

CROUSE LIBRARY - MON - FRI

This assignment is located on the fourth floor of the Marley Education Center. Here you would:

- Shelve books
- Complete research tasks on the computer
- Create videos and other training materials
- Other clerical tasks

CROUSE TESTING CENTER - MON - FRI

This office is located on the first floor of the Physicians Office Building. In this assignment you would:

- Act as receptionist
- Complete clerical tasks
- Direct or escort visitors to their next location
- Wheelchair patients when needed
- Distribute charts throughout the hospital

EMERGENCY DEPARTMENT - SUN - SAT

The Crouse Emergency Department was the busiest in the city over the past years. It is the area where all sorts of cases are triaged, treated, and transferred. The duties in this area include:

- | | |
|------------------------------------|-----------------------|
| Wheelchair transport | Computer entry |
| Assist staff with gurneys | Filing |
| Socialize with patients | Working with charts |
| Answer call bells | Faxing |
| Direct or escort | Copying |
| Watch procedures | Answering phones |
| Watch procedures | Reception |
| Run errands | Stock rooms as needed |
| Clean and organize rooms as needed | |

EMPLOYEE HEALTH

This office is located on the 8th floor of the Memorial Building. This is a clerical position and requires a knowledge of computer as well as well developed organizational skills.

FOUNDATION

The Foundation is the money raising office serving the hospital. This office coordinates fund-raisers, maintains accounts for every department in the hospital, and distributes monies from those accounts as needed. The volunteer in this department will have a variety of tasks depending upon the latest project of the department. Clerical skills are a must along with a certain amount of creativity.

HEALTH INFORMATION - MON - FRI

This is a strictly clerical position. The health information office, also known as medical records, is located in the basement of the Memorial Building. The staff working in this office is extremely friendly and appreciative of volunteers. The purpose of the office is to record and file patient information sent to it from floors or offices. The duties of those working in this office are:

- Computer skills - Data entry and power point
- Retrieving needed information
- Filing
- Faxing and copying
- Printing reports
- Acting as receptionist

MEDICAL IMAGING - MON - FRI

The medical imaging department conducts CAT scans, MRI's, X-Rays, Interventional Radiology, and any other procedure in the nuclear medicine/imaging field. This assignment would only involve the CAT Scan units.

- Wheelchair transport
- Assisting staff with gurneys
- Socializing with patients
- Directing or escorting patients and families
- Lab runs
- Observation of procedures

MEDICAL FLOORS

4 NORTH - TELEMETRY (CARDIAC) - SUN - SAT

On this floor, patients with heart problems are treated and monitored. Your duties on this floor would be primarily patient care related. They may include:

ROUNDING

- Wheelchair transport or discharges
- Answer call bells and phones
- Stock rooms
- Make and straighten beds
- Assist with food tray preparation
- Turn over rooms

- Computer work
- File, fax, & copy
- Direct or escort patients and families
- Run errands
- Watch procedures
- Walk with patients

4 SOUTH - ONCOLOGY - SUN - SAT

The oncology unit treats patients with cancer. On this floor you will meet patients who are here for chemotherapy or other cancer related treatments. This is an area where positive patient contact is essential. You will be asked to:

ROUNDING

Wheelchair transport or discharges
Work directly with mentor
Pass waters and linens
Tray preparation
Work with charts
File
Assist patients with personal hygiene
Reception

Direct or escort families
Watch procedures
Run errands
Turn over rooms
Computer work
Assist staff with stretchers
Answer phones
Answer call bells

5 NORTH - RECOVERY CARE CENTER - MON - SAT

On this floor you will meet patients who have "minor" surgery and are required to stay overnight for observation. These patients are usually not sick so the patient care needs are a bit different from other units.

Discharges using the premise system
Pass waters and linens
Tray preparation
Assist nurses to help patients in and out of bed
Walk with patients

ROUNDING

Computer work
Lab & chart runs
Make & straighten beds

5 SOUTH - MEDICAL/SURGICAL - SUN - SAT

On this floor you will find patients with a variety of medical problems or those who are recovering from surgeries requiring a longer stay. The duties may include:

ROUNDING

Assisting staff with stretchers
Passing waters and linens
Tray preparation
Assisting nurses to help patients in and out of bed
Holding patients while nurses bathe them
Straightening or making beds
Wheelchair transport or discharge
Walk with patients
Direct or escort patients or families

Watch procedures
Running errands
Stocking rooms as needed
Cleaning and organizing as needed
Computer work
Filing
Working with charts
Answering phones and call bells
Reception

6 NORTH - MEDICINE - SUN - SAT

This is a medicine floor with many geriatric (elderly) patients. Here you may:

ROUNDING

Assist the staff with gurneys

Assist with meals

Assist nurses in helping patients

Pass waters and linens

Straighten or make beds

Direct or transport visitors

Wheelchair transport or discharge

Assist the receptionist with clerical work

Answer phones and call bells

Work with charts

Lab and chart runs

Computer tasks

Clean and organize as needed

Run errands

KFMC 7 IRVING - SUN - SAT

This is always a popular assignment for women volunteers. Pregnant women are admitted to this floor prior to and after giving birth. The floor has patient rooms and two nurseries. The patients on this floor do not need the same kind of care as those on previous medical floors. Here our volunteers help with:

Wheelchair transport

Assisting staff with gurneys

Stocking rooms, etc

Assisting with trays

Offering snacks through FAVORS

Assist patients with personal hygiene

ROUNDING

Answer phones and call bells

Direct or escort patients and families

Run errands

Turn over rooms

Work with charts and packets

File

Reception

LABOR AND DELIVERY - 8 IRVING - SUN - SAT

This is the floor where babies are actually born. There is little patient contact on this floor and most duties are clerical in nature. This assignment is limited to girls and is a very popular assignment every year. Here you may:

Transport moms

Lab runs

Deliver and remove trays

Answer phones and call bells

Assist receptionists with clerical tasks

Assemble charts and poison control packets

Fold baby linen

Deliver flowers

Stock nursery bassinets

NICU - SUN - SAT

This is the intensive care unit for infants. Here you will find babies that are born prematurely or have serious medical conditions that require 24 hour care. Due to the severity of the medical problems, there is very little patient contact in this assignment. Our volunteers serve as support for the nurses. Last summer we had three volunteers on this floor. They:

Manned reception area and greeted visitors

as they checked in

Put together admission and discharge packets

Cleaned and set up warmers

Washed, folded, and handed out diapers

Made chart runs

Held infants without oxygen

Any other tasks designated by

7 MEMORIAL (MRSA UNIT) - MON - FRI

Last year we had three volunteers on this floor. Despite the fear of MRSA infection, it was judged that this floor was one of the safest to work on due to the extra training given and precautions taken. On this floor you would:

ROUNDING

Work with nurse's assistants in patient care	File or fax as needed
Assist staff with gurneys	Computer work
Assist with meals	
Stock rooms	
Answer phones and call bells	

NEUROLOGY

This is a clerical position and includes filing, answering phone calls, mailings and general office work.

PATIENT AND GUEST RELATIONS

This department handles all customer compliments and complaints. This would require a good deal of movement throughout the hospital along with clerical and organizational skills. A second position would be to answer the "Hot Line." This is the line dedicated for those who have complaints, compliments, or questions. Good phone skills and an ability to screen and appropriately direct calls are necessary.

PHARMACY - MON - FRI

This department handles all patient prescriptions. We have volunteers in the pharmacy proper and the warehouse. They:

WAREHOUSE

Helped unpack and put away supplies
Filed and deliver floor stock
Assist with nursing unit inspections
Computer - data entry
File

PHARMACY

Worked with robot
Delivered prescriptions

PHYSICAL THERAPY

We have three PT offices, and it would be possible to volunteer in any of the three. They are located in the CNY Building at 739 Irving Avenue, Widewaters Parkway in DeWitt, and on route 57 in Liverpool. In these assignments you would do the following:

Laundry - folding and stocking	Wipe down equipment
Work with therapists as they assist patients	Clerical or reception duties.

SPIRITUAL CARE

This office takes care of the spiritual needs of our patients. Volunteers in this office work primarily with data entry on the computer. There are also opportunities to shadow chaplains as they visit patients.

ONE DAY SURGERY CENTERS - MON - FRI

MISC

The Madison Irving Surgery Center is located on the 5th floor of 475 Irving Avenue. This is one of the two one day surgery centers associated with the hospital. Here patients are admitted in the morning, operated on and after completing recovery, are discharged the same day. We have volunteers working in both the recovery room (PACU) and the operating rooms (OR). Their tasks were:

OR - MUST WEAR SCRUBS

Clean stretchers

Run errands

Assist with trash

Assist with instruments

MISC PACU

Answer patient lights

Make and serve toast and beverages

Clean and remake beds

Transfer beds to prep area

Lab runs

Discharge patients

Make charts

Fill blanket warmer

Restock bedside supplies

Help restocking in prep area

Cut respiratory tubing

Restock recovery room kitchen

POB SC

This surgery center operates the same as the MISC. It is located on the 7th floor of the Physicians Office Building (POB) located directly across the street from the hospital. The duties are the same as the MISC.

VOLUNTEER AND STAFF TRANSPORT

These offices are located on the 2nd floor of the Memorial Building. The volunteer transport office is open 8:00 - 4:00 Monday through Friday, while the paid transport office is open seven days a week, around the clock. This is always one of the most popular assignments of the summer. In this position you would:

VOLUNTEER TRANSPORT - MON - FRI

Wheelchair transport

Lab and chart runs

Pick up prescriptions

STAFF TRANSPORT - SUN - SAT

Wheelchair and gurney transports

Lab and chart runs

Pick up prescriptions

Deliver flowers and greeting cards
Assist with FAVORS program as needed

Pick up oxygen tank, defibrillator, and stretchers
Deliver flowers and greeting cards