



Volunteer Services
736 Irving Avenue
Syracuse, New York 13210

Dear Student,

Every summer, Crouse Hospital sponsors a volunteer program for high school students. Positions in this program are highly sought and each year we put about 130 students to work in nearly every area of the hospital.

The program is for **students who will reach their 15th birthday by June 1** of the year they intend to volunteer and requires a minimum of 60 volunteer hours over a minimum of six weeks of the summer. Most volunteers do many more hours and more weeks.

In order to volunteer, you must also attend two days of orientation scheduled for the last week in June.

Because of the popularity of the program, it has been necessary to develop a priority system.

1. The first students considered will be those have volunteered and wish to return.
2. The second students considered will be those who were unable to volunteer last summer and were guaranteed a spot this year.
3. The third students considered will be those who have attended at least five CHOICES sessions this year.
4. Fourth, students who have relatives working at Crouse Hospital.
5. All others

Applications for positions in this program will be disseminated by email in December with a deadline of March 1. Applications will be considered in each category in a first come, first served order.

I look forward to hearing from you in 2017.

Sincerely yours,

DICK SCOTT
Coordinator, Student Volunteers

**THE FOLLOWING IS A DESCRIPTION OF THE VARIOUS VOLUNTEER OPPORTUNITIES AVAILABLE.
2016 - 2017**

ADMITTING

The admitting office is located on the 2nd floor of the Irving Building just beyond the elevators. The office gathers necessary patient information and assigns patients to rooms. The office is open 24 hours a day, seven days a week. In this office you will:

Do clerical work including:
Computer work - data entry, scanning
File
Fax
Make copies

Wheelchair patients to their assigned rooms
Direct or escort patients or families
Patient Provisioning
Floor work
Answer phones or act as receptionist.

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
Assist visitors in preparation for security check
Escort patients and visitors to their destinations
Wheelchair patients in need
Deliver flowers
Run errands
Use initiative to make the visitors and patients feel comfortable and welcome
Learn and be able to take over the desk when a receptionist or security officer is unavailable

CARE COORDINATION

This office takes care of discharge planning and psychosocial support for patients once they are home. You will visit patients to have forms signed prior to discharge, handle transportation requests, deliver and explain important messages from Medicare, mail pre-surgical paperwork, and assist with any other necessary tasks in the area of discharge and home care planning.

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. The duties on this assignment may include:

Wheelchair transport
Assist nurses with gurneys
Run errands
Socialize with patients
Assist with relevant patient care

Direct or escort patients and families
Turn over rooms
Clerical tasks
Receptionist duties upon request
Watch procedures

CLINICAL NUTRITION - COLLEGE STUDENT PRIORITY

The clinical nutrition office is located in the basement of the Memorial Building. Because of our close ties with the Syracuse University School of Nutrition, positions in this office are usually reserved for SU students or nutrition majors from other schools. In order to accommodate as many students as we can, each student is limited to one semester of work in this office. The assignments are mornings only, Monday through Friday from 8:00 - Noon. Duties would include visiting patients and introducing them to the full room service, helping with menu selections, assisting with trays as they are delivered. Additional tasks may be added.

CROUSE PACU - MON - FRI

In this assignment, you would work in the main surgical suite recovery room and are required to wear scrubs which will be provided. You would:

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

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 MEDICAL PRACTICES

This assignment is clerical in nature. Crouse Medical Practices covers two floors of the CNY Building and is a medical practice affiliated with Crouse Hospital. Duties here include scanning, filing, faxing, etc.

CROUSE SCHOOL OF NURSING

This assignment is located in the School of Nursing offices on the third floor of the Marley Education Center. This position is clerical in nature.

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 - filing, making charts, faxing, copying, scanning
- Escort visitors to their next location
- Wheelchair patients when needed
- Distribute charts throughout the hospital
- Pick up stock from the pharmacy
- Other errands as needed

EDUCATIONAL SERVICES - SPIRIT OF WOMEN

The Educational Services Office is located on the second floor of the Marley Education Center. In this position you would:

Assist in the completion of various power point presentations
Put together packets for programs such as HospitalLand, Spirit of Women, and HeartCaring
Mass mailings
Assist with clerical tasks as needed.

EMERGENCY DEPARTMENT - SUN - SAT

The Crouse Emergency Department has been the busiest in the city over the past few years. It is the area where all sorts of cases are triaged, treated, and transferred. This position requires special training before starting. The duties in this area include:

Check on and socialize with patients	Computer entry
Wheelchair transport	Clerical duties - filing, faxing, copying
Assist staff with gurneys	Working with charts
Answer call bells	Answering phones
Direct or escort patients and visitors	Stock rooms as needed
Watch procedures	Clean and organize rooms as needed
Run errands	

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. This may offer two possibilities, working directly in the health office reception area or working in the Health and Wellness component of the office.

FOUNDATION

The mission of the Crouse Health Foundation is to support Crouse Hospital in providing the best in patient care and promoting community health. Donations to the Foundation are used to fund the "margins of excellence" at Crouse, the difference between basic healthcare and the best healthcare for the Central New York community. Contributions support the purchase of equipment, new programs and services, educational initiatives for staff as well as scholarships for students of the Pomeroy College of Nursing at Crouse Hospital. Funds are acquired by the Foundation through personal, corporate and memorial gifts; grants; and special event fundraisers.

GIFT SHOP

The gift shop is located in the main lobby of the hospital. Here you will work the cash register, answer phones and take orders, prepare orders for delivery, and serve customer. People and computer skills are a must in this position.

GLOW AS YOU GROW

On occasion it is necessary for expectant mothers to be admitted to the hospital for extended periods of time prior to giving birth. Our hospital has developed the "Glow As You Grow" program to help these women get through these difficult times. In this position you would:

Circulate a cart with books, magazines, and activities	Provide companionship and conversation to these patients.
Work on fun projects (arts, crafts) with patients	

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, scanning and copying

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 all clinical floors will be primarily patient care related. These duties are the same for all clinical floors and may include:

ROUNDING

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

Computer work
File, fax, & copy
Direct or escort patients and families
Run errands
Assist staff with patients
Walk with stable 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. The duties are listed in the 4 North section above.

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 stable 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 are the same as those listed under 4 North.

6 NORTH - NEUROSCIENCE - SUN - SAT

This is a medical/surgical floor. Again the duties would be the same as listed under 4 north.

6 SOUTH - ORTHOPEDICS

See 4 North.

7 MEMORIAL (MRSA UNIT) - 8-12 ONLY - 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 will often work hand in hand with a nurse or nurse's assistant and help them give direct patient care. You would also:

VISIT PATIENTS - play cards, chat, keep them company
Serve as a receptionist
Lab and chart runs

Assist staff with transport
Clerical tasks as needed
Clean out isolation carts in corridors

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:

ROUNDING

Wheelchair transport
Assisting staff with gurneys
Stock rooms
Assisting with food trays
Clerical - Charts, filing, faxing, copying

Reception
Answer call bells
Escort patients and families
Run errands - Lab & Charts
Turn over rooms
Assist nurses with patients upon request

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. 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

NEUROLOGY

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

ON CALL

In this position you will be trained in a variety of locations so that when someone is absent, you will be able to fill in. Here are some of the areas you would be asked to man:

Irving Lobby Reception desk
Ambassador
Transporter

Surgical Service Waiting Room Reception Desk
Dispatcher in volunteer transport
Endoscopy

PATIENT AND GUEST RELATIONS INFORMATION DESK

This department handles all customer compliments and complaints. In this position you would act as a receptionist. You would screen phone calls and direct the caller to the correct person, listen to problems that walk in clients relate and call the appropriate service agent, give hospital information and directions. Good people skills and an ability to screen and appropriately direct clients 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

PHYSICAL THERAPY

Our outpatient PT office is located at 5000 Brittonfield Place in East Syracuse. You would need your own transportation and would sign in by phoning the volunteer coordinator. In these assignments you would do the following:

Laundry - folding and stocking	Wipe down equipment
Work with therapists as they assist clients upon their request	Clerical or reception duties.

PROMPTCARE

Promptcare is an adjunct of the emergency room and is located across the street from the hospital in the CNY Medical Building. Promptcare sees patients who do not require urgent care. The work in this department is primarily clerical in nature. In the past, our volunteers have helped with:

Wheelchair transport	Filing, faxing, copying, scanning
Packing charts	Stocking exam rooms
Escorting patients	Pharmacy runs

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:

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

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

VOLUNTEER AND STAFF TRANSPORT

Both of these transport teams work out of the same office located on the 2nd floor of the Memorial Building. The volunteer transporters work from 8:00 Monday through Friday, while the paid transport office is open around the clock, seven days a week.

In this position you would:

VOLUNTEER TRANSPORT - MON - FRI

Wheelchair transport
Lab and chart runs
Pick up prescriptions
Deliver flowers and greeting cards
Assist with FAVORS program as needed

STAFF TRANSPORT - SUN - SAT

Wheelchair and gurney transports
Lab and chart runs
Pick up prescriptions
Pick up oxygen tank, defibrillator, and stretchers
Deliver flowers and greeting cards

JVP APPLICATION CHECKLIST

PLEASE USE THE FOLLOWING CHECKLIST AS YOU COMPILE REQUIRED DOCUMENTATION FOR THE APPLICATION. DO NOT SEND IN YOUR APPLICATION UNLESS YOU HAVE CHECKED OFF ALL ITEMS AND THEY ARE IN YOUR PACKET.

COMPLETED APPLICATION INCLUDING EMAIL ADDRESSES FOR YOUR REFERENCES. MAKE SURE YOU ASK YOUR REFERENCE FOR PERMISSION TO USE THEIR NAMES. NO RELATIVES ARE ACCEPTED AS A REFERENCE. _____

EXAMINATION _____ - YOU ARE REQUIRED BY OUR HEALTH OFFICE TO PROVIDE EVIDENCE OF A PHYSICAL EXAMINATION DATED WITHIN ONE YEAR OF THE DATE OF APPLICATION. IF YOU HAVE AN EXAMINATION SCHEDULED IN THE SPRING OF 2017, PLEASE INCLUDE THAT DATE HERE _____.

SHOT RECORD _____ - TWO MMR'S AND TWO VARICELLA INOCULATIONS. IF YOU HAVE HAD CHICKEN POX PLEASE INDICATE HERE _____.

MINOR AUTHORIZATION FORM INCLUDED IN PACKET _____

RECENT PHOTOGRAPH _____

PHOTO CONSENT FORM INCLUDED IN PACKET _____

VOLUNTEER COMMITMENT FORM INCLUDED IN PACKET _____

INTERVIEW APPOINTMENT SHEET INCLUDED IN PACKET _____

Mail or fax completed packet to:

DICK SCOTT
VOLUNTEER SERVICES OFFICE
CROUSE HOSPITAL
736 IRVING AVENUE
SYRACUSE, NEW YORK 13210
315-470-5721



CROUSE HOSPITAL

JUNIOR VOLUNTEER PROGRAM APPLICATION

PLEASE PRINT LEGIBLY AND COMPLETE THE ENTIRE APPLICATION. NO INCOMPLETE APPLICATIONS WILL BE ACCEPTED. DEADLINE MARCH 1, 2017.

TODAY'S DATE _____ CHOICES MEMBER: YES NO YEAR _____

NAME _____
Last First MI

DATE OF BIRTH ____/____/____

ADDRESS _____
Street

City Zip Code

PHONE _____ E-MAIL ADDRESS _____

PRESENT SCHOOL & GRADE _____

SHIRT SIZE: S M L XL XXL

PARENT CONTACT INFORMATION (Note this information **MUST** be fully completed by a parent or guardian. Please provide those numbers at which we could contact you in case of emergency.)

Name (First and Last) Relationship

Home Phone Work Phone Cell or Beeper (Please circle)

EDUCATION:

What is your favorite subject? _____

What extracurriculars do you participate in? _____

What honors have you received? _____

EXPERIENCE:

Describe any previous volunteer experience _____

If you have a job, where do you work? _____

What kind of work do you do and what are your hours? _____

INTEREST:

Where would you like to work in the hospital? **(Refer to assignment descriptions and be as specific as possible)**

A. Patient care _____

B. Medical technology _____

C. Office management _____

AVAILABILITY: Place an X in the time slots you would be available to volunteer.

TIME	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Morning 8:00-12:00							
Afternoon 12:00-4:00							
Evening 4:00-8:00							

ARE YOU RELATED TO ANYONE CURRENTLY AFFILIATED WITH CROUSE HOSPITAL? IF YES, PLEASE COMPLETE THE INFORMATION BELOW:

NAME _____ RELATIONSHIP _____
POSITION _____



EMPLOYEE HEALTH SERVICES

736 IRVING AVENUE

SYRACUSE, NEW YORK 13210

(315) 470-7424

AUTHORIZATION OF MINOR

As parent/guardian of _____, born on _____, a minor who is a future volunteer of Crouse Hospital of Syracuse, New York, I give my permission to receive a job-related physical examination, a tuberculin skin test (Mantoux test) or chest X-ray (if previously positive), lab tests and any immunizations or any emergency treatment deemed necessary.

Signed _____

Relationship _____

Date _____

PHOTOGRAPH/VIDEOTAPE NEWS RELEASE CONSENT FORM

Name _____
Print name of subject

Date _____

Place CROUSE HOSPITAL

Time SUMMER

Occasion of photograph/videotaping: During volunteer service in Crouse Hospital

I hereby consent that photographs or visual images taken of the above-named person may be used by Crouse Hospital for publication, illustration, display or other marketing/promotional purposes (including the Crouse Hospital website) without restriction of any kind at the sole discretion of Crouse Hospital.

I release and discharge Crouse Hospital, its legal representatives, licensees and assigns, and all parties or entities acting with its authority, from any liability arising out of or in connection with the use of these photographs or visual images.

I acknowledge that this consent and release is of perpetual duration and will remain in effect unless revoked in writing.

Parent/Guardian Signature

Witness Signature

Parent/Guardian Name Printed

Witness Name Printed

**(If subject is a minor, this consent form must be executed by a parent or guardian.)*

Internal (i.e., performance improvement or staff education)

External (i.e., commercial filming, television programs, marketing, news media)

INTERVIEW APPOINTMENT

I will be interviewing prospective volunteers Monday through Friday in two periods. The first will be from March 6th to March 24. The second session will run from May 3 to May 24. No interviews will be scheduled on a weekend. Each interview of new volunteers will be held in an office on the first floor of the hospital and will last for thirty minutes. Please bring a check to cover the cost of your volunteer shirt. That price will be sent to you prior to your appointment. If you are driving or riding in with your parents, park in the hospital garage located directly across from the hospital. I will validate the parking ticket when you arrive. The first appointment will begin at 3:30 and the last appointment will start at 7:00. **Please indicate on the spaces below a date and time that would be convenient for you and return it with your application.** I will confirm your appointment upon receipt of the request by email. For returnees, I will interview by telephone on the day and time indicated. Please indicate below the dates and times you will be available.

NAME_____

EMAIL_____

PHONE_____

INTERVIEW DATE_____

TIME_____

Junior Volunteer Program

JUNIOR VOLUNTEER COMMITMENT

I, _____ (print) will participate in the mandatory two full day orientation to be a junior volunteer at Crouse Hospital scheduled the last week of June. **I understand that I must attend all of both sessions in order to volunteer**

I will learn that there are 6 key elements to be a good volunteer and I agree to accept them.

- ❖ Patient confidentiality is a cornerstone of good medical care. I will be especially careful not to discuss patient business outside the hospital or even in public places in the hospital where it might be overheard.
- ❖ I realize that I must learn many new procedures and hospital policies to guarantee the safety, security and confidence of patients, their family members and fellow volunteers. I will listen carefully, ask questions, follow directions and consult my mentor or the Junior Volunteer Coordinator whenever I am unsure.
- ❖ My attendance is very important. The hospital must be able to count on me and I in turn, will learn a great deal if I honor the schedule I have agreed to, and eagerly take on any and all tasks assigned to me. In return I can count on my mentor to guide me, give me the support I need to do a good job, and offer me first hand understanding of health care careers.
- ❖ I understand that I must inform my area of assignment and the student volunteer coordinator of all absences, vacations, and change of availability or contact information as soon as possible.
- ❖ I understand that a hospital setting necessitates high standards, so I will dress and act accordingly.
- ❖ I understand that I may not leave the unit/department without first informing my mentor. I also understand that I may not leave the building without the permission of my mentor, or a volunteer services representative.

Crouse Hospital is very interested in providing me with a meaningful volunteer experience. At any time I am free to discuss any matter related to my volunteer service with my mentor, Dick Scott, (Student Volunteer Coordinator) or Nancy Williams (Director of Volunteer Services).

Signature _____

Date: _____