



Volunteers: Special People Caring for Special People

The University of North Carolina Health Care system is a public academic medical center operated by and for the people of North Carolina. Our mission is to provide high quality patient care, to educate health care professionals, to advance health care research and to provide community service.

The success of our mission relies on the integral role which volunteers provide in the delivery of our services. Therefore, UNC Health Care not only thanks you in advance for your willingness to fulfill a vital role in the delivery of our services, but also invites you to review some of the opportunities available in which you might wish to volunteer.

Volunteer Opportunities:

Administrative/Clerical: Assist clinics and various departments with answering phones, computer data entry and look up, filing, mailing, making packets and running errands. (Many of these areas are off-site in the Chapel Hill area, such as Hendrick Building located close to Meadowmont on Hwy 54, Timberlyne, and the ACC building)

Admitting/Registration areas – Several hubs located in the hospital to assist the staff with checking patients in for surgeries.

Adult Hematology/Oncology Clinic: Assist the clinic staff with clerical and other duties.

Art Cart (Pediatric & Adult): To provide art supplies, craft kits and other activities to help keep patient occupied during their hospital stay. This is provided to adult oncology, Cystic Fibrosis units and Pediatric units.

Baker Volunteer/Rehab Unit: To provide a source of pleasure, comfort and familiarity with a homelike atmosphere. The volunteer baker will bake breads, muffins, cookies as provided by the Food and Nutrition Department.

Breast Imagery Clinic: To assist women who are receiving care in mammography with educational materials and emotional support.

Burn Center: To assist the Burn Center personnel in the duties which have direct or indirect bearing on patient care. An excellent opportunity to observe the management of a critical care nursing unit.

Burn Center/SOAR: Burn survivors provide one on one support for patients and their family members through the recovery process.

Cardiac Rehab @ Meadowmont Wellness Center: To assist rehab staff in providing exercise therapy and education to patients who are recovering from cardiovascular disease.

Chaplain:

- **Hispanic** – To provide support to the Hispanic patient and their family members.
- **On – Call** – Provide evening and weekend support to the staff of Pastoral Care, patients and family members.

Clinic Waiting Rooms – Volunteer is a liaison between staff and visitors of patient families in the Waiting Area of various clinics throughout the hospital.

Community Labyrinth Enthusiast: To support the labyrinth program under the supervision of the Department of Pastoral Care.

Compassionate Companions: Volunteers are requested from Nursing staff/Pastoral Care to sit with dying patients who have no family or that cannot be with their loved ones. Training classes bi-annually.

Dental Clinic: Mature volunteers interested in a career in dentistry are encouraged to apply. Volunteers will provide clerical support for the staff and chaperone patients.

Door to Door: Volunteers provide entertainment for patients and visitors.

Doula/Birth Partner: The doula provides support and comfort to laboring women which supplements the care given by her medical providers and her support system.

Emergency Department: Serve as a liaison between the waiting families or friends in the Emergency Department Waiting area the Emergency Department staff.

Emergency Department Aide: To perform supplemental services for the ED staff. Act as a patient advocate to provide support during their stressful time. Opportunities to learn from health career personnel.

Geriatric Psychiatry: (4th Floor, Neurosciences Hospital) Volunteers will visit patients offering various forms of fluids to help the nurses provide a therapeutic environment and general supportive nursing care to meet the patients' basic hydration needs.

Gift Shop: Assist staff with the operation of retail business. This includes but is not limited to assisting customers with gift selections, running cash register, stocking, pricing and display.

Hospice Volunteers: Help UNC Hospice to provide support to in-home patients receiving care. Volunteers can read to patients, provide companionship, and do light duty errands. Volunteers can also work with Hospice to provide clerical assistance.

ICU Waiting Room: Serves as a liaison between the staff of the Intensive Care Units and the patient's family.

Interpreter: Assist Interpretive Services, Patient Relations or the Emergency Department by translating for patients, their families and caregivers.

Labor & Delivery/Tour Guide: Maternity Care Center: Provide information about and a walking tour of Labor and Delivery and the Maternity Care Center for expectant women and their families and Sibling Classes for children of families planning to give birth at NC Women's Hospital. **Spanish speaking volunteer positions are available.**

Lending Library: Help sort, collect and deliver magazines and books to waiting rooms, clinics and patient rooms.

Magic Hat Reader: Specially trained volunteers provide stories with interactive play to patients in the Children's Hospital and clinic.

Medical Information Management: For students in the medical information management program. Volunteers will help with office support.

NCCC Parent Resource Center: To serve as a contact for parents of babies in the Newborn Critical Care Center to facilitate using the computer, and other resources to facilitate researching clinical issues, and parenting/care information based on their child's needs. Also help parents use the digital camera to take pictures of their baby to download to the Internet to send to family and friends. This area will also serve as a quiet place parents to escape the noise and busy-ness of the unit.

Newspaper Delivery: To provide a complimentary local newspaper to each patient in designated nursing units as well as waiting rooms and other public areas.

Nursing Units: Various duties include clerical/general duties that are pertinent to the specialty of the floor. Examples are Geriatric, Women's, Cardiac, Medicine Acute Care, and others.

Occupational Therapy: Volunteers will assist the staff with clerical duties, transporting patients to the gym and other duties as assigned.

Office Assistant (Volunteer Services Office/Hedrick Building): To assist the office staff with varied jobs. Stuffing envelopes, delivering, picking up, copying, making special packets, etc.

PACU (Post Anesthesia Care Unit): To assist the staff in the PACU with clerical duties to allow the professional staff the time needed to provide the best care possible for the patients.

Patient Relations: Assist the Patient Relations Department in visiting inpatients and informing patients of advocacy services should they have questions, concerns or unmet needs during their stay.

Patient Relations/Non English Speaking: To assist the Patient Relations Department in visiting with hospital in-patients who have English as a second language and informing them of the availability of advocacy services should they have any questions, concerns or unmet needs during their stay.

Pediatric Emergency Department: Performs supplemental services for the staff. The volunteer has the opportunity to determine if a medical or nursing career may be appropriate.

Pediatrics: Volunteers assist the Pediatric Units in a variety of ways.

- **Pediatric Art Care:** Distribute art supplies to children helping them to do creative projects.
- **Pediatric Cuddler:** Cuddle, hold, rock, read to, and/or play with children of all ages.
- **Pediatric Inpatient Playroom:** Supervise, interact and assist Recreational Therapist with children in the inpatient playroom.
- **Pediatric Parents Night Out Dinner:** To assist with serving a hot meal and interacting with Pediatric parents during their hospital stay each Tuesday evening of each week.
- **Pediatric Parent to Parent Support Brunch:** To assist with serving the brunch and lunch on Tuesday of each week.
- **Pediatric Reader:** To read to the children while their parents are having dinner on Tuesday evenings.

Personal Response Installers: Volunteers install response units into the home (Philips Lifeline Emergency Response system). Appointment calls are conducted on an “as needed” basis as work orders are processed. Volunteers can choose their coverage areas.

Pet Therapy: Adult volunteers and their dogs (must be Delta Society Certified) come to visit patients as requested.

Physical Therapy: Will support professional staff in providing physical therapy services to designated patients. Includes Inpatient Rehab, Outpatient PT, and Occupational Therapies. UNC Hospital patient floors as well as offsite areas include (Hillsborough and UNC Spine Center).

Public Affairs Office: Volunteers will provide clerical assistance to the staff of Public Affairs and Marketing such as working on special projects, and planning events.

Radiology: Assist personnel by preparing patients for treatment, take film to be processed and read, transport patients, and obtain radiographic interpretations for outpatient clinics.

Ronald McDonald House Resource Room: Assist families in the new Ronald McDonald Resource Room on the 7th floor of the Children’s Hospital. The room has a lounge and kitchen area for adult parents to socialize, grab a snack, or just relax. Volunteers are positioned at the front desk in the room. Please contact Ronald McDonald House before submitting your application if you’re interested in this position. Jill Wright is the contact – jill.wright@chapelhillrmh.net

Sewing Project/Sock Monkeys: Volunteers sew sock monkeys for pediatric inpatients and they are distributed by Recreational Therapist. This sewing project is designed to bring joy, comfort and caring to the inpatient children.

Stroke Team: Volunteers who have had a stroke or family members of stroke victims provide assistance in the resource library, lead a support groups and give care and compassion in assisting the stroke patient and their family members on their road to recovery.

Surgical Pathology: This service is for premed, nursing, science majors or those interested in a career change. Volunteers will index cross-files, file slides, pull reports for consults and other clerical duties.

Surgery Waiting Rooms: (4th Floor - Anderson, Children’s hospital, Main OR Surgery WR A, MICU-MPCU – Bedtower, Ambulatory Care Center – ACC 2nd floor). Serve as a liaison between hospital staff and families and friends of patients. Keep families informed about the status of their loved ones.

Women's Health Information Center: Assist staff during special events in the Women's Health Information Center as needed. Some clerical duties.

Worship Service: Provide organ accompaniment or help televise the 10:30am chapel service on Sundays in the All Faith Chapel.

Revised: 9/17/2011