



**ST. CHARLES HEALTH SYSTEM**  
**Bend Campus Volunteer Opportunities**  
**Kara Magee, Volunteer Coordinator: (541) 706-2657**

### St. Charles Cancer Center

#### **Patient Ambassadors & Greeters**

Greet and direct patients, families and visitors entering the Cancer Center of the Cascades to appropriate areas and traffic control. Assist nurses and staff with escorting of patients to treatment rooms and infusion area. Maintain integrity of lobby. Update patients in waiting areas on delays. Retrieve relief items for patients such as warm blankets, juice, and hot or cold beverages.

#### **Integrative Therapies Volunteer**

Licensed Reiki Practitioners are welcome to assist the cancer patients with complimentary therapies. Please note that special certifications are required for these positions.

#### **Off-Site Program/Clinic Assistance**

Get involved with Harvest of Hope! St. Charles will purchase and deliver healthy groceries to cancer patients that aid in the healing process due to their treatments. Or join the High Risk Breast Cancer Clinic and work with patients actively attempting to learn more about the seriousness of breast cancer and their journey through it.

### Patient and Family Liaison

#### **\*Emergency Department Volunteer**

Greet and direct patients, families and visitors. Assist nurses and ED staff with escorting visitors (excludes patients) to treatment rooms. Report problems in waiting areas to triage nurse and/or assistant unit manager. Inform patients about delays. Retrieve relief items for patients in waiting areas such as warm blankets or ice bags as directed by triage nurse.

#### **\*General Service Volunteer**

Transport patients, deliver items throughout the hospital and complete miscellaneous errands. Continuous walking required. Additional information given to be 'certified' in blood transport from our laboratory to patient rooms. Must be able to move patients of varying sizes in wheelchairs.

#### **Guest Escort**

Assist with escorting of patients from south entrance to designated areas of hospital. Must be able to walk continuously throughout shift and be capable of pushing patients in wheelchairs. This shift is early mornings prior to main front desk volunteers' arrival. Works directly with Guest Services department.

#### **Information Desk**

Answer phones, greet guests and give directions. Is in control of assignments given to General Service Volunteers. Requires sitting for the duration of your shift(s). Familiarity with hospital and community recommended. Computer skills highly recommended, but not required.

### **\*Intensive Care Unit (ICU)**

Acts as a liaison between staff and visitors. The volunteer's presence is designed to reduce the anxiety of families and assist the staff in providing information and support. Empathy, excellent communication and interpersonal skills required.

### **\*Patient Visitors**

Some of our patients on the upper floors get bored and lonely throughout the day. Sometimes a smiling face and a helping hand are all that separates them from depression and a recovery-focused demeanor. Spend some time talking with them, reading to kids, playing a game or two, or just watching television. The mere presence, at times, can have amazing healing properties. Patients push a cart containing supplies like newspapers, books, coloring items, puzzle books, magazines and more to assist in the recovery of our patients awaiting discharge or further medical treatment.

### **Clerical Services**

#### **Data Entry & Admitting/Pre-Surgery**

Perform clerical projects as requested (i.e. compile packets, adhere labels, fold and stuff envelopes). Data entry positions also needed: perform data entry projects as requested. Ability to learn and apply basic computer skills including locating documents, completing forms and sending email.

#### **Additional Areas Utilizing Clerical Volunteers**

St. Charles uses volunteers in multiple areas including Cardiac Rehab, Education, Cancer Center, Utilization Review, Foundation, Heart Center, Nutritional Services and more! The specific nature of these tasks are determined by the specific department. Inquire as to what departments are currently seeking clerical volunteers. This position is generally the most flexible on our roster.

### **Retail Services:**

#### **Gift Store**

Greet customers and ring up sales in Point-of-Sales cash register. Provide a friendly caring atmosphere to all our customers. Be knowledgeable about store inventory and merchandise available. Assist customers with purchases and phone orders. Help Gift Store employees with cleaning and pricing.

### **St. Charles Hospice**

#### **Hospice Volunteer**

Visit patients and families in their home providing companionship, friendly visits, or respite for caregivers. Assist with administrative tasks in the office. Work with hospice bereavement coordinator to co-facilitate support groups or provide bereavement check-in visits or phone calls. Contact Hospice Volunteer Supervisor, Carol Pfeil at 541-706-6700 or [cepfeil@stcharleshealthcare.org](mailto:cepfeil@stcharleshealthcare.org).

### **Atmospheric Support:**

#### **Musicians**

Create a healing environment for guests and staff by playing quiet, background music in our lobby. Generally looking for talented piano players and guitarists. Additional instruments considered on a case-by-case basis. Eligibility based upon simple audition and education. Music may be played on the floors

where patients stay pending a request to the floor manager.

### **Art in the Hospital**

Our dedicated teams of volunteers help organize, hang, straighten and keep tabs on the beautiful pieces of art that you see throughout our hospitals. Whether it's in a hallway, a waiting room, or a patient room, our teams support local artists by proudly showcasing their work for the enjoyment of our patients and their families! This task is randomly scheduled based on the artist and availability of our volunteers.

### **Family Birthing Center (FBC) and Neonatal Intensive Care Unit (NICU):**

#### **Childbirth Education, Mommy & Me Courses, NICU Development Clinic**

Come down and share your experience and your love for children by volunteering to help with our Childbirth Education classes or our Mommy and Me instructional labs! We're always looking for new mothers, seasoned moms and honorary aunts to come support and help foster the newest generation of our society. Please note: Childbirth Education generally occur on weekends and Mommy and Me classes take place off site through a third-party location. NICU Development Clinics help families experiencing complications from premature birth and birth defects cope, learn and move forward.

#### **FBC: Newborn Auditory Screeners**

Help usher our newest arrivals into the world of hearing by assessing their ear function! Computer skills are required in addition to a two-hour online course to become certified by the state. This position is the most 'clinical' volunteer role that we offer. Great communication skills are a must in order to put new parents at ease.

#### **NICU Cuddler and Staff Support (This position currently has a waiting list.)**

Soothe and relax infants that are suffering from NAS – Neonatal Abstinence Syndrome – as they attempt to bounce back from pregnancies with problems. Most of these babies are withdrawing from addiction to methamphetamine, nicotine, alcohol or other opioids. This position will require patience and a calm demeanor and continued competency screening from the NICU staff to assure the safety of the child and its recovery. Additional responsibilities include laundry and linen folding, clerical assistance, answering phones and unit clean-up and organization.

### **Pet Therapy:**

#### **Dog Therapy Team**

Come help soothe patients, families and staff using our four-legged friends! Take your dog through multiple floors on special visits using dog's natural calmness healing energy promote a speedy and comfortable recovery from even the most intense of procedures. Please note registration with ATD, TDI or Pet Partners is required. We have Pet Partners Certified Evaluators on staff to assist you. In addition, annual exams, vaccinations and tests are required for participation in this program.

### **Miscellaneous:**

#### **Hair Therapy**

Are you a certified hair stylist in the state of Oregon? Do you take pride in making people who may be feeling their worst look their ultimate best? We have long-term patients who request some assistance in getting their hair styled, cut, etc. Sign up to be an on-call stylist seeking to boost a patient's spirits!

**Knitting and Sewing**

Are you an avid seamstress? Can you crochet, knit or turn yarn into amazing pieces of clothing or other objects? We have a group of people who are constantly hitting their machines and making newborn baby blankets, jumpers, hats, etc. Our pediatric patients love a cozy blanket and our elderly patients enjoy soothing their chill! And, as a benefit, it's on your own time as you see fit! Please note that this position is expected to work at home on these projects. No reimbursement available.

**Got Your Own Idea?**

We're always looking to grow and expand our program! There are several steps one must take in order to create a new position within our hospitals, but we're willing to look into anything! Restrictions may apply based on state and federal guidelines. Ultimate authority to approve a new position comes from hospital administration. Reach out to us if you have something you'd like to do for us that isn't on the above list!

**Substitutes are needed in all areas.**

**\*Areas with late afternoon, evening or weekend shifts available.**