



AdventHealth Areas of Volunteer Service

At most any given time AdventHealth has over 2000 active volunteers, just in the Orlando metro area! We have found that most volunteers tend to give their time in one or more of the five following departments.

It is important to note that there are many more areas in which to serve in addition to the ones below, such as the lab, pharmacy, simulation lab, rehabilitation, imaging, outpatient surgery, pediatrics, and clerical support roles, just to name a few. Each of our 9 hospital facilities in Orlando have different volunteering needs and accordingly, volunteer opportunities will vary from location to location.

Emergency Department

AdventHealth's Emergency Departments care for high-volumes of patients at each of our hospitals and in our free-standing ED's in the community. Volunteers in this role perform a variety of tasks that help our staff care for patients more efficiently while enhancing the Patient Experience. Volunteers in this department ensure ED rooms are ready for the next patient – Turning rooms over between patients; stocking patient rooms with supplies. Volunteers also round on patients offering comfort such as a warm blankets, smiles, and conversation, both while in the waiting room and in patient rooms following triage. Volunteers also assist the nursing staff with clerical tasks, making pickups from other departments, and other activities to supports the patients and staff. This is an excellent role for students hoping to attend medical school, EMT students, and others interested in a high-paced stimulating environment. Volunteers must be 18 years of age or older. A Tuberculosis (TB) screening is required, and flu shots are HIGHLY encouraged. **If you plan to volunteer in a Pediatric Emergency Department, you must provide proof of immunization against Measles, Mumps, Rubella (MMR) and Varicella (Chicken Pox).**

Guest Services/Information Desk

Volunteers serving in Guest Services and our information desks are often the first persons that our patients and visitors encounter when they walk through our front doors. The role of Guest Services is integral to the patient experience. It's said, "there is no second opportunity to make a first impression", and volunteers in this role warmly greet every visitor as they arrive, offering assistance to each guest, and setting the stage for the warm and friendly care they will receive during their visit at our facilities. Volunteers assist in looking up room numbers of loved ones in our care, and assisting the guest to the destination, walking them all the way there if necessary. Guest Services volunteers deliver newspapers to waiting rooms and flowers to patient rooms and run errands for nearby registration staff members. Concierge-level customer service will continue to

grow in importance in the healthcare industry, so bring your biggest smile and helping hands. The main information desks are fast paced and enjoy busy phones and multiple guest inquiries simultaneously. This is a great opportunity for “people-persons” and those with a passion for service who prefer a non-clinical environment.

Nursing Units

AdventHealth Volunteers serving in our nursing units are able to affect our patient's experiences in the most direct way with significant patient interaction and attention to their comfort. These volunteers assist the nursing staff in a variety of ways: ensuring the patient rooms are properly stocked with supplies such as gloves, masks and gowns; answer call lights; cover the phone at nurses' station during breaks, and other tasks as directed. Nursing unit volunteers provide comfort and companionship through patient comfort rounding - engaging the patients in conversation, seeing to the comfort of their room and often just by being a compassionate listener. This is an excellent role for students wanting to pursue a career in nursing, or those wanting to see if a patient-care environment is to their liking. **A Tuberculosis (TB) screening is required, and flu shots are HIGHLY encouraged.**

Patient Transportation

Do love to stay busy? Are you passionate about customer service and teamwork? If you said yes then patient transportation might be the volunteer role for you!. Our patient transportation team welcomes dedicated volunteer candidates to their team, to help with patient flow through the hospital. Volunteers in this department routinely bring patients to the front of the hospital for pick up following their discharge from in-hospital care, making sure the patients have all their belongings as they depart. Transportation volunteers are the last “face of AdventHealth” our patients will see, and it is important that volunteers in this role be cheerful, dedicated and caring in order to make a lasting positive impression of the overall care they have received. **A Tuberculosis (TB) screening is required, and flu shots are HIGHLY encouraged.**

Marketplace Gift Shop

AdventHealth Volunteers provide outstanding retail-focused customer service to both patients and visitors. Always offering courteous greetings and fond farewells to customers. Volunteers assist with stocking merchandise, helping arrange visual displays of new items for sale, routine inventory, and shopping with guests to help make selections. Marketplace Gift Shop volunteers must be reliable, team-oriented, and have a passion for making outstanding shopping experiences.



Hello! And thank you for your interest in becoming a volunteer with AdventHealth!

We are excited about the possibility of having you join our volunteer family. Before you begin the required on-line orientation, here is some information to keep in mind:

- You must be at least 16 years old to enroll in our program.
- Volunteers are required to commit to volunteering for a term of at least 6 months – with a minimum of one 4-hour shift each week.
 - *Weekly time Commitments time for Pet Therapy, Pastoral Care, For-Credit College Interns and AdventHealth University students will vary*
- We have a variety of service areas where volunteers are regularly needed, in both clinical (Nursing Units, Emergency Department, Patient Transportation, Imaging, Outpatient Surgery) and non-clinical settings (Physical Therapy, Information Desks, Clerical support in business offices, etc.) A description of the five most common departments where our volunteers serve is attached.

The first step is to register for and complete our new online orientation for New Volunteers. Orientation is approximately 2 hours and you will be able to exit the course and return when you are ready to continue. Our orientation is designed to prepare you for your volunteer interview, things you need to know about safety, infection prevention, privacy and information about our healthcare setting. **The link is below.** When you have completed all the modules in the orientation and completed the final quiz, you will be prompted to print a Certificate of Completion to bring with you to your interview.

Once you have completed orientation you will need to gather the following items for your interview:

- A volunteer program application packet filled out (Please print single-paged)
- Your original Social Security card (**copies are not accepted**)
- A state-issued ID (Driver's license, State ID, Passport)
- Your original birth certificate (**ONLY if you are under 18 years old**)
- ***If you wish to volunteer with pediatric patients or with the Mother/Infant Unit***
– Provide documentation of vaccinations against Measles, Mumps & Rubella (MMR), Chicken Pox (Varicella)

- 2 letters of recommendation made out DIRECTLY to AdventHealth Volunteer services, **no more than 45 days old.**
- \$20 Cash **ONLY**, for the purchase of your volunteer uniform polo
- Certificate of Completion for your online orientation experience

After a successful interview, you will be able to begin volunteering after you have completed a TB test (for clinical areas only) and we have obtained your clear background check. Both of these items are paid for by the AdventHealth volunteer program*. *if doing an internship for class credit, these items will be your financial responsibility.

Please click on this link to register and begin our New Volunteer On-Line Orientation course:

<https://www.adventhealth.com/community-benefit/central-florida/volunteer>

If you are not able to access our online orientation or need alternative options for orientation, please do not hesitate to contact me. If you have any questions, or require additional information, please do not hesitate to ask.

Kindest regards,
Julie

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Florida Hospital is now AdventHealth