



Volunteer Opportunities

at **The Jode Cancer Center**





WHAT VOLUNTEERS DO

As a volunteer, you are a compassionate, non-clinical member of the care team. You help create a welcoming, calm, and safe environment by:

- Greeting patients and families when they arrive.
- Offering directions and escorting patients to clinic areas.
- Providing simple comfort items like blankets, water, or reading materials (as allowed).
- Keeping waiting areas neat, tidy, and safe.
- Offering friendly conversation and emotional support within clear boundaries.
- Supporting staff with basic, non-clinical tasks.
- You will never be asked to perform medical procedures or make medical decisions.



Ready to become a Volunteer?
Scan the QR code to apply!



For a paper application or additional questions, please call the Volunteer Services offices at **419-468-0727**.



Training & Support

All volunteers receive:

- Orientation to the cancer center and your specific role.
- Training on safety, infection control, and privacy (including HIPAA).
- Ongoing support and supervision from volunteer services and clinical staff.

We are committed to making sure you feel prepared, supported, and valued in your volunteer service.

How to Apply

If you're interested in becoming a volunteer, you must:

1. Complete our online application form at **avitahealth.org/services/volunteer/#application**
2. Attend an information session or interview.
3. Complete required health screenings, background checks, and orientation.
4. Begin your volunteer placement with support from our team.



Expectations & Guidelines for Volunteers

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General Conduct & Safety

We rely on volunteers to uphold high standards of professionalism and safety:

- Complete all required orientation and training before starting.
- Wear your ID badge and appropriate clothing at all times.
- Arrive on time and sign in and out according to facility policy.
- Protect patient privacy and confidentiality in line with HIPAA.
- Never discuss patient information outside the clinic.
- Use respectful, non-judgmental language with everyone.
- Follow all infection control procedures (hand hygiene, masks, etc.).
- Know the location of emergency exits, codes, and basic emergency procedures.
- Report any safety hazards to staff immediately.
- Refrain from giving medical advice or personal medical opinions.

2

Supporting Patients & Families (Non-Clinical)

Volunteers help patients and families feel more comfortable and less alone:

- Greet patients and families warmly on arrival.
- Offer directions to registration, waiting areas, restrooms, and other services.
- Escort patients to clinic areas when needed.
- Provide comfort items (blankets, water, tissues, reading materials) as allowed.
- Offer to alert staff if a patient appears unwell or distressed.
- Sit and talk with patients who request company, when appropriate.
- Respect when patients prefer quiet rather than conversation.
- Help caregivers by pointing out waiting areas and available informational materials.
- Notify staff promptly if a patient expresses suicidal thoughts, severe emotional distress, or confusion.

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Waiting Room & Environment

A calm, orderly environment helps reduce stress for patients and families:

- Keep waiting and public areas tidy (pick up trash, straighten chairs and reading materials).
- Wipe down shared surfaces and chairs as directed by staff and infection control policies.
- Restock supplies (masks, hand sanitizer, tissues) as allowed.
- Ensure hallways and exits are clear of obstacles.
- Watch for patients who seem confused, lost, or distressed and alert staff.
- Manage TV volume and content according to clinic guidelines.
- Help maintain a calm and quiet atmosphere.

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Reception & Administrative Support (as assigned)

Some volunteers assist with the flow of the front desk and administrative areas:

- Assist with patient check-in flow (directing to front desk, helping with kiosks if trained).
- Answer phones only if you are trained and authorized.
- Provide general, non-clinical information (clinic hours, parking instructions, etc.).
- Help patients with non-medical forms if requested and permitted.
- Deliver messages or documents between departments when asked.
- Protect the confidentiality of any documents you handle.

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Escorting & Transport (if part of your role)

If your assignment includes escorting:

- Escort patients to exam rooms, treatment rooms, or other departments as directed.
- Use wheelchairs safely only if you have received training and are authorized.
- Allow extra time for patients with limited mobility.
- Never lift or physically support patients beyond your training—ask staff for help.
- Ensure patients are not left alone in unsafe locations (such as unattended hallways) while waiting.



Expectations & Guidelines for Volunteers

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Support in Infusion/Treatment Areas

Volunteers may be present in treatment areas under staff guidance:

- Check with nursing staff before entering treatment areas.
- Greet patients quietly and respectfully; ask permission before approaching.
- Offer blankets, drinks, snacks (if permitted), and simple entertainment (books, puzzles, etc.).
- Assist with non-clinical comfort measures (e.g., helping with a call bell, adjusting a chair if allowed).
- Alert nursing staff immediately if a patient appears uncomfortable, in pain, or unwell.
- Do not touch IV lines, pumps, or any medical equipment.
- Step out promptly if staff need to provide clinical care.

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Emotional Support & Communication Boundaries

Your presence and listening ear can make a real difference, within clear boundaries:

- Listen actively and compassionately without interrupting.
- Avoid giving personal medical opinions or comparing to other patients' experiences.
- Do not discuss prognosis, treatment options, or test results.
- Keep conversations focused on the patient and remain respectful.
- Maintain appropriate physical boundaries at all times.
- Know how to connect patients with spiritual care, social work, or other support resources (per facility policy).
- Seek staff assistance if a conversation becomes emotionally overwhelming or beyond your comfort level.

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Working with the Care Team

Volunteers are an important part of the broader care team:

- Follow directions from nurses, physicians, social workers, and other staff.
- Ask questions and clarify duties when unsure—never guess.
- Report any patient or family concerns you notice to staff.
- Let staff know when you are leaving your assigned area or ending your shift.
- Participate in debriefings or check-ins if offered, especially after challenging situations.

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What Volunteers Do Not Do

To keep patients safe and protect you as a volunteer, there are clear limits:

- You do not provide medical advice, interpret test results, or explain treatments.
- You do not handle medications, syringes, or medical devices.
- You do not access electronic medical records or charts unless specifically trained and authorized.
- You do not transport blood products or controlled substances.
- You do not accept money or gifts on behalf of staff or the facility unless permitted by policy.
- You do not drive patients in your personal vehicle as part of volunteer duties.
- You do not promise outcomes or timelines related to care.

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Self-Care & Professionalism

Caring for others can be emotionally demanding; we support you in caring for yourself too:

- Recognize and communicate if you feel overwhelmed, triggered, or distressed.
- Use support resources provided by volunteer services when difficult situations arise.
- Maintain professional boundaries, even if you develop ongoing connections with patients.
- Seek feedback from staff and supervisors to grow in your role.
- Honor your schedule commitments; notify your coordinator if you must be absent.
- Participate in refresher trainings as required.