



## Emergency Care Ambassador Volunteer Program

### What is an Emergency Care volunteer?

This is a volunteer who has been trained by staff to perform a variety of duties to support the emergency room patients & visitors. This volunteer will communicate needs and concerns of the patient to the charge nurse, coordinator or unit manager.

### What duties can an Emergency Care volunteer provide?

Only Covenant HealthCare provides extraordinary emergency and trauma care for every generation, from babies to grandparents. Whether your emergency is a heart attack or stroke, traumatic accident, a broken bone or serious illness, you will receive the highest level of care at Covenant. The Emergency Care volunteer provides staff support and assistance for our patients and is part of the team.

- Visit with patients and their family and friends as they wait
- Assist at the Greeter Desk
- Assist with transport
- Sort mail
- File papers in office if needed
- Keep areas stocked and cleaned
- Maintain pleasant and comfortable atmosphere by offering assistance
- Be courteous, helpful, friendly
- Help in Pediatric ER with watching and holding babies
- Update patient's families on wait times
- Maintain confidentiality
- Provide excellent customer service and emotional support to the patient.
- Bring questions and concerns to nursing care team.

### Time Commitment:

Volunteers are scheduled for 3-4 hour shifts (Sunday-Saturday, 8a-8p.) Volunteers must be able to make a six-month commitment to volunteering. A minimum of 40 hours is required prior to receiving verification of volunteer work.

### For more information:

Interested individuals can apply online, <https://www.covenanthealthcare.com/ch/communityinvolvementvolunteer>. If there are questions, contact Volunteer Services, 989.583.6040, [volunteering@chs-mi.com](mailto:volunteering@chs-mi.com).