



## WHY VOLUNTEER?

Does one or more of these situations describe you?

- I have a few hours to spare each week and would like to give back to the community.
- I am a retiree, and I want to share my knowledge and experience.
- I am new to the community and would like to meet people and learn about the area while performing a worthwhile service.
- I am a student who is interested in a career in health care.
- I am a former patient and would like to help others going through a similar situation.

If so, we hope you will consider the many rewards of volunteering. As a Kaleida Health volunteer, your service will make a difference to our patients, patient families and staff.

Thank you for your interest in volunteering with us!

Every minute you spend helping us is one more minute we can spend providing care and services for our patients.

## FOR MORE INFORMATION

### BUFFALO GENERAL MEDICAL CENTER

100 High Street | Buffalo, NY 14203  
(716) 859-5600

### GATES VASCULAR INSTITUTE

875 Ellicott Street | Buffalo, NY 14203  
(716) 748-2000

### DEGRAFF MEMORIAL HOSPITAL

445 Tremont Street | North Tonawanda, NY 14120  
(716) 694-4500

### HIGHPOINTE ON MICHIGAN

1031 Michigan Avenue | Buffalo, NY 14203  
(716) 748-3100

### MILLARD FILLMORE SUBURBAN HOSPITAL

1540 Maple Road | Williamsville, NY 14221  
(716) 568-3600

### JOHN R. OISHEI CHILDREN'S HOSPITAL

818 Ellicott Street | Buffalo, NY 14203  
(716) 323-2000



ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Please ask your care team.

#### Spanish

ATENCIÓN: Si habla español, los servicios de asistencia lingüística están disponibles, de forma gratuita, para usted. Por favor, pregunte a su equipo de atención.

#### Arabic/Sudanese

تنبيه: إذا كنت تتحدث العربية، فسوف تتوفر لك خدمات مساعدة لغوية مجاناً. يرجى أن تسأل فريق العناية الخاص بك.

Kaleida Health does not discriminate on the basis of race, color, religion, sex, national origin, disability, sexual orientation, gender identity or expression, physical appearance, source of payment, or age.



Kaleida Health

## KALEIDA HEALTH

# Volunteers



[kaleidahealth.org](http://kaleidahealth.org)



Kaleida Health



## THE HEALING POWER OF PEOPLE

People don't choose to return to a particular hospital only for medical treatment these days. What makes the greatest impact on that decision is how the people who work in that hospital make patients and family feel while they are there.

Volunteers at Kaleida Health positively impact the hospital experience for patients, families and staff through simple kindness and by spending precious time with someone who needs it. They ease patient and family anxiety by offering a friendly smile, comforting conversation or direction when they are lost.

Volunteers also complete tasks for hospital staff that allow staff to provide more one-on-one patient care.

Whether someone is injured, ill or on the road to recovery, there is no greater medicine with the power to heal than people caring about people. *We need more people like you.*

## HOW DO YOU GET STARTED?

- Complete an application form and background check online at [www.kaleidahealth.org](http://www.kaleidahealth.org)
- Meet personally with manager of volunteer services
- Receive an assignment based on your availability
- Attend required hospital orientation

## PLACEMENT

Assignments may involve direct patient contact, indirect patient contact or no patient contact. Some assignments do not require computer skills—all require a friendly, smiling face and the desire to help others.

Placement depends upon the volunteer's interests and skills and the needs of the hospital. Assignments may require serving alongside other volunteers, staff or working independently. The following are samples of volunteer opportunities:

- Assist staff on nursing units
- Emergency Department
- Errands
- Gift Shop
- Hospitality Cart
- Information Desks
- Office/clerical support
- Pastoral Care
- Patient Registration
- Patient Transport
- Physical Therapy
- Public Relations
- Surgery Waiting Area



## BENEFITS OF VOLUNTEERING

- Satisfaction in helping others
- Sharing skills and learning new skills
- Making new friends
- A free seasonal flu shot
- Complimentary parking
- Complimentary meal (if volunteering at least three hours)
- Kaleida Perks (Kaleida Health employees and volunteers receive discounts for various businesses throughout the community)

## LEADING WITH CARE

At Kaleida Health, all employees, volunteers and physicians participate in an educational session titled, "Leading with CARE." It



is designed to positively impact patient satisfaction, improve employee and physician engagement, and enhance quality.

CARE refers to Kaleida Health's behavioral values:

- C** – Remain **centered** around the patient and family
- A** – Be **accountable** to patients and each other
- R** – Show **respect** and integrity
- E** – Provide **excellence** in all we do

Our expectation is that all individuals that represent Kaleida Health will demonstrate the CARE values, contribute to the organization's success and show their passion for caring in all their tasks.

Kaleida Health volunteers have been an essential part of our team for more than 150 years, and we would be honored to add your name to our volunteer family.