

There are many opportunities for you to make a difference as a volunteer at Lakes Regional Healthcare. You choose how often you volunteer and the opportunity that best fits your talents and interests.

### *Patient Reception*

This position is headquartered inside the west ER/Patient Registration entrance. Here, you greet and help visitors and patients, and direct and occasionally transport them via wheelchair. You also pick up and deliver hospital paperwork and offer coffee to visitors.

Shifts are Monday-Friday: 8:00 am until 12:00 pm and 12:00 pm until 4:00 pm. There are also weekend shifts from 10:00 am until 2:00 pm and 2:00 pm until 6:00 pm from Memorial Day through October.

### *Messengers/Outpatient Center*

This position is headquartered in LRH's Outpatient Center. As a Messenger/Outpatient Center volunteer, you welcome and help patients and visitors, direct them to hospital locations, and perform clerical duties. You also pick up and deliver hospital paperwork, meal trays, wheelchairs, lab work, and medications, and restock kitchenettes throughout the facility. It is also common to transport patients via wheelchair and/or accompany patients and visitors to departments within the hospital.

Shifts are Monday-Friday: 8:00 am until 12:00 pm.

### *Visitor Reception*

Visitor Reception volunteers are stationed just inside the east atrium by the Surgery Center. You greet and direct visitors and patients, help patients register for surgery, and deliver patient mail, flowers, and gifts to patient rooms.

Shifts are Monday-Saturday: 8:00 am until 12:00 pm and 12:00 pm until 4:00 pm. There is also a Sunday shift from 12:00 pm until 4:00 pm.

### *Gift Shop*

Gift Shop volunteers greet and assist customers and ring up sales using the transaction system. An added incentive to volunteer, Gift Shop volunteers get 20% off their purchase in the shop during their shift.

Shifts are Monday-Friday: 9:00 am until 1:00 pm and 1:00 pm until 5:00 pm. There is also a Saturday shift from 9:00 am until 12:00 pm.

### *Home Based Volunteering*

Lakes Regional Healthcare Volunteers also volunteer their time and talents from the comfort of their own home. You can sew stuffed bears that are provided to pediatric patients in the ER, knit newborn caps for new babies born in the Birth Center, or call area home-bound residents to check on their safety and provide some friendly conversation through the Telecare program.

### *Becoming an LRH Volunteer*

LRH Volunteers have these characteristics:

- Mature, positive, service-oriented
- Good communicators
- Physically able to walk, stand, and push a wheelchair for long periods
- Understand and follow directions
- Work effectively with others
- Recognize and respect the needs of patients and their families and friend
- Maintain patient confidentiality

The process to become an LRH Volunteer includes the following, which are provided at no charge:

- Completion of an orientation assessment
- TB test
- Health assessment
- HIPAA privacy education

### *Sign Up Today*

Complete the information below and return it and your \$5 membership fee to Lakes Regional Healthcare Volunteers at Hwy 71 South, Spirit Lake, IA 51360 (or drop it off inside the east or west entrances).

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

#### **Volunteer Areas of Interest:**

- Patient Reception     Visitor Reception  
 Gift Shop             Messenger/Outpatient  
 Sewing/Knitting     Telecare

## Welcome!

We're glad you're interested in learning about volunteering at Lakes Regional Healthcare (LRH). Here at LRH, our staff, patients, and visitors appreciate each volunteer and strive to make volunteering a fun, rewarding experience. Lakes Regional Healthcare Volunteers enjoy the following:

- Personal satisfaction from assisting others and offering a respite to many people
- Social interactions with others, with the possibility of expanded friendships
- Enjoyment of sharing and creating new ideas about ways to help Lakes Regional Healthcare and its patients
- Free meal in the hospital cafeteria with each shift worked
- Volunteer celebrations and other hospital events
- First-to-know information about Lakes Regional Healthcare



Lakes Regional Healthcare Volunteers  
Highway 71 South  
Spirit Lake, IA 51360  
[www.lakeshealth.org](http://www.lakeshealth.org)

President  
Marilyn Miller, 712-336-3900

Vice President  
Janet Staver, 712-336-4241

Membership Chairperson  
Willy Moeller, 712-332-5042

## Volunteering at



An Avera Partner



*"We make a living by what we get, but we make a life by what we give."*