



## Mercy Springfield Communities Volunteer Services

Our goal at Mercy is to provide an excellent patient experience. Our volunteers have the opportunity to reach the patient, their families and visitors alike. Mercy's Auxiliary has been a vital part of the hospital since 1953, so we thank you for your interest and desire to be a part of that.

We feel it is important to place our volunteers in areas where they are needed and will try to place you in an area that truly touches your heart.

### Areas of Service

- **Breast Center** – Greeting patients and escorting them to prepare for their exam and check on them while they wait
- **Departmental Support** – Volunteers will be placed in departments to assist with phones, clerical tasks, and special projects
- **Emergency Department** – Greet patients or visitors that need assistance, round and provide service recovery in the waiting room, and assist medical staff with various duties (*must be 18 or above*)
- **Endoscopy Transporter at Whiteside** – Assisting the department as needed as well as escorting patients by wheelchair to the pick-up area.
- **Food Service** – Volunteers assist the cafeteria and catering staff in the hospital cafeteria and Mercy Mocha.
- **Gift Shop** – Volunteers serve as cashiers, help stock items, and assist with inventory in the main Gift Shop, Catherine's Corner, and the Mercy Orthopedic Hospital Gift Shop
- **Greeter** – Greet visitors to the building, pass out masks, assist with way finding, and assist with securing wheelchairs for patients.
- **Greeter/Mail & Flower** – Process floral deliveries as they are received and deliver to them to the nursing floors as well as receiving and distributing mail to patients
- **Heart Pillows** – Volunteers create heart pillows for open heart surgery patients to use. We provide the stuffing, precut fabric, thread, and a large bag for storing and transporting. Must be able to sew neatly and keep pillows clean while working on them
- **MSU Care Clinic** – Assist with all aspects of patient care and escort patients to rooms, take vital signs and histories
- **NICU Cuddlers** – Assist in the NICU by answering the phone, admitting visitors, may include holding and rocking babies when the parents are not available (*must be 18 or above*) **Limited availability and requires 40 hours of service in another area prior to meeting with NICU clinical educator**
- **Oncology Infusion Center** – Volunteers will assist the nursing staff in the infusion center, check on patients, and assist with comfort needs and visit with them. They also help by wiping down chairs between patients
- **Pharmacy** – Must have good organizational skills and be able to handle stress and be willing to learn to use the tubing system to send items to the floors
- **Prayer Shawl** – Volunteers will create prayer shawls using a preferred knitting pattern
- **Resource Library** – Assist at the front desk by answering phones and greeting visitors
- **Patient Escort** – Volunteers escort by walking with or transporting patients in a wheelchair



- **Special Projects** – Assist with fundraisers, blood drives, Farmer’s Market and scheduled food trucks
- **Surgery Waiting** – Serve as a liaison between the surgery and recovery room staff and physicians.

### Areas of Service Outside the Main Hospital

- **Cancer Center, Mercy Clinic Fremont, Smith-Glynn-Callaway, Surgery Center and Whiteside Volunteers** –Greeters, Patient Liaison at Breast Center and Oncology Infusion Center
- **Mercy Orthopedic Hospital** –Greeters, Gift Shop, Pre and Post-Op
- **Mercy Rehabilitation Hospital**– Patient Liaison
- **Mercy Clinics in Branson and Bolivar**-Patient Liaison in Oncology Infusion

### Making Connections

- Annual Awards Banquet
- Mercy Day at Silver Dollar City
- General Business Meeting
- Christmas Brunch
- Volunteer Appreciation Reception

### Tangible Benefits

- Pharmacy Discount
- Membership to Mercy Credit Union
- 20% off Gift Shop
- \$7.50 toward a meal on the day of service.
- Annual Christmas Gift
- Access to Mercy Health and Wellness Center (HAWC)

### Philanthropy

- The Auxiliary was formed in 1953 and has donated \$9.4 million to Mercy since 1958.
- In 2022 Mercy Auxiliary pledged \$1 million to be paid over the next 4 years to restore the St. John’s Chapel on the 6th floor at Mercy Hospital Springfield.
- The Auxiliary awards two \$5,000 Scholarships each year for student volunteers that are enrolled in college. Other criteria will apply.
- Volunteer Crisis Fund

Go [www.mercy.net/volunteerspringfield](http://www.mercy.net/volunteerspringfield) to apply  
or call 417-820-2041 for more information.

*As the Sisters of Mercy before us, we bring to life the healing ministry of Jesus through our  
compassionate care and exceptional service.*