

MONUMENT HEALTH CUSTER HOSPITAL AND CLINIC

VOLUNTEER PROGRAM



ABOUT CUSTER HOSPITAL AND CLINIC

Thank you for your interest in volunteering within our organization. We are excited to offer this amazing opportunity for you to impact health care right here in our local community. The Monument Health Custer Campus is in one location, with three different settings for volunteering.

Monument Health Custer Clinic is a primary care, family medicine clinic that provides comprehensive care for the entire family through all phases of life, from childhood to senior years. Board certified physicians and advanced practice providers deliver individualized care for patients at this clinic.

Monument Health Custer Hospital is a critical access hospital located in the Southern Black Hills. The hospital offers inpatient and outpatient care, and 24-hour emergency service. Custer Hospital is co-located with Monument Health Medical Clinic. Custer Hospital and Clinic were renovated and expanded in 2018 to meet the current and future needs of the Southern Hills. Monument Health Care Center and Assisted

Living are in close proximity to the hospital and clinic.

The Monument Health Custer Care Center is a licensed, 76-bed skilled-nursing environment for long-term care and rehabilitation needs. The 24-hour staff's goal is for each resident to reach and maintain the highest level of independence while providing them the assistance they need.

Monument Health Assisted Living in Custer offers a cost-effective housing alternative for people who need some assistance with remaining independent. Caregivers at Assisted Living provide personalized, quality care for each resident. The environment, located just minutes from Monument Health Custer Hospital and Clinic, offers 16 private rooms equipped with private bathrooms. Monument Health Assisted Living is licensed to provide care for residents who are cognitively or physically impaired, dependent on supplemental oxygen, require a special diet, and/or need medication administration or management.

ABOUT THE VOLUNTEER PROGRAM

Volunteers provide vital services we simply could not do without. We are excited to offer volunteer opportunities for our community members in all three of our health care settings. These volunteer positions will fall under five different job descriptions, but may vary slightly based on your talents, skills and preferences, as well as individual department needs.

Volunteers in our organization are different from visitors. As a visitor you are acting on your own behalf. Visitors are invited in by or on behalf of a patient or resident. Visitors may also come to a public area where patients or visitors may choose to visit them or not. In contrast, a volunteer provides services that will either directly or indirectly benefit one or more patient or resident, and you are acting on behalf of Monument Health rather than the individual.

Due to the nature of our business, we offer certain protections to our patients and residents. In addition, we want to ensure that you are also knowledgeable and prepared for your volunteer role. This means that all volunteers will need to complete an application and meet the following requirements. There is no charge to you for these required services.

1. Reference checks.
2. An interview.
3. A background check.
4. A routine health screening to ensure that your health is protected.
5. Review of Monument Health orientation materials including privacy/confidentiality practices, safety practices, infection prevention, patient care guidelines and code of conduct.
6. A confidentiality agreement must be signed.
7. Job specific training as required.
8. Ongoing annual educational updates.

We want the experience to be meaningful for you, and do ask that applicants be committed to working regularly in our health care environment. The requirement is flexible, but generally would be for at least 8 hours a month, and at least 2 hours each shift with a 3 month minimum commitment. Please discuss any questions that you have about any of the requirements with the volunteer coordinator who may be reached at 605-673-9424.

The Custer Volunteer Program and any associated activities are managed by a designated program coordinator. This may include but is not limited to applicant screening, interviewing, job assignments, setting up needed training, monitoring and tracking of volunteer requirements, scheduling and volunteer hours tracking. In addition, leadership from all of our departments assist with all these duties and more.

- Help patients rehabilitating in swing bed program
- Take patients to the garden
- Bring reading materials or other items to help patients pass time
- Help maintain, weed, plant, mulch and prune the Healing Garden
- Play cards with Assisted Living residents or those at Care Center
- Become a Patient and Family Advisory Council member
- Sew items for patients and residents

***Other opportunities available as they arise**

NEXT STEPS

If you are ready to start the journey to becoming a volunteer at the Custer Hospital, Clinic or Care Center, please complete and return your application. After receiving your application, forms will be sent to your references. It usually takes 1 to 3 weeks for the reference forms to be returned to us, and we do not process your application until at least 2 references have been received. At that time, we will contact you for a personal interview that begins the placement process.

Making a good placement may take time. We will carefully match your interests, skills and availability with the organization's needs. It may be possible that there are not openings in your desired area or in one that it is a good fit. Your time and talent is valuable and we want to put both to good use.

Once a job is identified that matches your desires, needs and abilities, the background check will be started and health

screenings scheduled. You will also need to complete the volunteer education online and attend our facility's orientation. The entire on-boarding process can take up to a full month to complete.

Thank you again for your interest in volunteering with us. We look forward to getting to know you, and finding a volunteer position that serves our community and that you will find rewarding and fulfilling. Please do not hesitate to reach out with any questions that you have.

If you have any questions, please do not hesitate to call 605-673-9400 or email lburnham@monument.health.

Sincerely,

LORI BURNHAM

**Patient Access Specialist I - SD
Monument Health Custer Clinic**

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