

Personal Touch Volunteer Program

**Palmetto Health Baptist
Taylor at Marion Street
Columbia, SC 29220**

The following information is taken from the Palmetto Health website:
www.PalmettoHealth.org,
where you also can access the Personal Touch application.

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Do you remember when someone's kind words or gentle touch provided solace to you?

Do you feel gratified by comforting others?

Do you enjoy bringing a smile to someone's face?



Then becoming a Personal Touch Volunteer may be the perfect choice for you. Personal Touch Volunteers provide hands-on care and comfort to the patients of Palmetto Health Baptist. As valued members of the nursing team, they also provide assistance and support to staff. This unique program allows volunteers to go beyond the usual duties of hospital volunteers. Personal Touch Volunteers receive special training that enables them to provide emotional and physical support for patients who may need a little extra tender loving care. Our Personal Touch Volunteers work with patients throughout the hospital, and truly make a difference in the lives of others.

Overview of Personal Touch Volunteer Program

Responsibilities and duties include...

- Support patients during medical and nursing procedures.
- Visit with patients, listen, and provide emotional support.
- Feed patients; distribute and retrieve meal trays.
- Assist patients in walking.
- Offer relaxing backrubs to patients, as trained.
- Assist with or give bed-baths.
- Assist patients with personal care.
- Offer additional assistance as indicated on unit-specific skills checklist.
- Transport patients in wheelchairs within the hospital and to their vehicles at discharge.
- Distribute and retrieve patient-specific snacks or juices as directed.
- Assist staff with errands (take specimens to lab, pick up medical records and supplies, etc.).
- Provide patients with diversion and companionship.



Requirements:

- Reliably fulfill a minimum commitment of **one 4-hour shift each week for one year**. Shifts are available 24/7.
- Ability to maintain confidentiality.
- Ability to maintain a professional appearance and manner, and a positive attitude.
- Ability to express and effectively transmit compassion.
- Ability to perform duties without constant or direct supervision and to exercise initiative.
- Ability to physically assist patients and staff in the Personal Touch Volunteer role.
- Applicants must be 16 years or older with the abilities listed above.

Benefits:

Personal Touch Volunteers receive generous benefits and privileges, including:

- Opportunity to be a part of a patient care team
- Direct patient contact / Hands on patient care
- Choice of several patient care areas
- Long-term volunteer relationships
- Formal and informal recognition
- Structured opportunity for service
- Accountability
- Flexible schedule
- Continuing Education opportunities
- Opportunity to grow and develop new skills



On what units do Personal Touch Volunteers serve?

- 3rd Surgical
- 8th Medical
- Emergency Department
- Medical Telemetry Unit (MTU)
- Intensive Care Unit (ICU)
- Neonatal Intensive Care Unit (NICU)
- Nursery
- Obstetrics and Gynecology
- Oncology
- Orthopaedics
- Outpatient Surgical Recovery
- SubAcute Rehab

Do Personal Touch Volunteers wear a uniform?

Yes, all Personal Touch Volunteers wear a uniform. Most choose to wear the navy blue scrub suits. While some prefer the other options described in the Personal Touch Volunteer Manual.

Becoming a Personal Touch Volunteer

Is training required for Personal Touch Volunteers?

Yes. Training is offered 4 times each year in a 21-hour course session. (February, June, September, and November) * College students will be considered for June and September sessions training only. There are application deadlines, so be sure to check the website, or call the Personal Touch Department for specifics.

What are the steps in becoming a Personal Touch Volunteer?

- Complete and submit an application.
- References listed on the application are contacted by Personal Touch.
- Upon receipt of two reference questionnaires, an interview is scheduled with the applicant.
- Volunteers accepted for training attend the Personal Touch Training Course (offered 4 or 5 times per year) and complete required health work.
- Applicants accepted into the program are interviewed by the nurse manager of the unit in which they choose to serve.
- An appointment is scheduled to have a photo identification badge made and to purchase a uniform.
- New volunteers are oriented to their units by experienced volunteers for one or two shifts.
- New Personal Touch Volunteers begin their weekly shift!