MAYO CLINIC
VOLUNTEER PROGRAMS

“... uniting for the good of the patient ...”
— Dr. Will Mayo
Our Mission Statement

Volunteer Programs provide compassionate, supportive volunteers who respond to the needs of those we serve.

“You are ... the face, the heart and the soul of Mayo Clinic.”

— Dr. John Noseworthy
Volunteering at Mayo Clinic is an exciting and rewarding opportunity that matches caring people with services that provide help and comfort to the patients and their families who come to Mayo Clinic and Mayo Clinic Hospitals — Rochester.

People of all ages and from all walks of life volunteer at Mayo Clinic where they can find fellowship and fulfillment helping others while honoring Mayo Clinic’s primary value “the needs of the patient come first.”

Volunteers can learn new skills, use existing talents and meet new people while providing important services to patients and their families.

**Volunteer opportunities are available at three campuses:**
Mayo Clinic Hospital – Methodist Campus
Mayo Clinic Hospital – Saint Marys Campus
Mayo Clinic Campus (outpatient clinic areas)

**Contact**
For more information about volunteering at Mayo Clinic Rochester, contact:
Mayo Clinic Volunteer Programs (MCVP)
Phone: 507-255-9912
Email: rstvolunteermanagers@mayo.edu
www.mayoclinic.org/about-mayo-clinic/volunteers/minnesota

Night and weekend volunteer opportunities available.
Walking and standing is involved.
Requirements

- Friendly, approachable and professional
- A good listener
- Treat everyone with kindness, courtesy, and respect
- Dependable and punctual
- Fluent in the English language
- Valid email address

Some service areas may require the following:

- Ability to stand and walk for entire shift
- Light lifting, pushing and pulling
- Reaching, repetitive hand movements, bending and stooping
- Ability to safely handle hot liquids or prepare snacks
Potential volunteers must successfully complete the following:

- Application
- Interview
- Nurse immunization review
- Background checks

**Training**

Volunteers are required to attend a general orientation session and complete training specific to their service area.

General orientation and annual training include:

- Safety and security
- HIPAA (patient confidentiality)
- Emergency preparedness
- Infection control
Volunteer Opportunities

Guided Art, Heritage and Historical Tours

Art Tours
Art is an important part of the Mayo Clinic healing environment. Works of art, reflecting a wide variety of artists, time periods and cultures, are displayed throughout the Mayo Clinic campus. Volunteers lead interpretive tours of art exhibits located in the interiors of Mayo Clinic buildings. A script is provided.

Mayo Clinic Heritage Hall
Mayo Clinic Heritage Hall is a 3,000-square-foot museum with photos, graphics, films and artifacts showcasing Mayo Clinic’s history, current activities and plans for the future. Volunteers greet visitors and answer questions.

Mayo Clinic Historical Suite
The Historical Suite, located in the Plummer Building, houses photos and memorabilia of Mayo Clinic history. Volunteers welcome visitors, provide information about exhibit items and answer questions.
Information/Directional Assistance

Admissions and Business Services and Desk C
Volunteers greet patients at Admissions and Business Services and Desk C, answer questions, provide basic information, and help with directions. Friendly conversation can help patients feel welcome and at ease.

Elevators, Greeters, and Wayfinding
Volunteers greet patients and visitors, answer questions, give information and provide directions in Mayo Clinic patient care areas. Volunteers may assist patients and guests as they enter or exit the elevators.

Welcome Desk
Welcome desks are located throughout Mayo Clinic’s campuses. Volunteers provide information, room numbers and directions to help patients and visitors reach their destinations. They may also provide helpful, reassuring answers to questions covering many subjects.
Integrative Healing Enhancement

Caring Canines

Caring Canines seeks specially trained and registered dogs to enhance social interaction and provide companionship and comfort to hospitalized patients at Mayo Clinic. A therapy dog training course is required. For questions about requirements or for the next available Mayo Clinic therapy dog course please contact 507-538-1407.

Caring Hands

Caring Hands provides a non-therapeutic, light hand massage. It is offered to patients, caregivers, family members or staff that could benefit from a warm caring touch to decrease stress and anxiety.
Reiki and Healing Touch

Level two-certified providers of Reiki or healing touch offer services to patients at Mayo Clinic Hospital campuses and outpatient areas. These are provided in conjunction with Mayo Clinic’s Integrative Medicine and Health.

Library/Educational

Cancer Education Center
Patients with cancer have important questions about the disease and its treatments. Volunteers help them find the answers among the wealth of information available in books, brochures, videos, web sites and special classes. Volunteers also assist with stocking and assembling patient information.

Patient Communication Center
Volunteers greet patients and visitors who enter the Patient Communication Center. They also answer questions and offer technical assistance while guests use the computers to keep in touch with family and business, access patient portals, print boarding passes, or access medical information.

Patient Education Center
Visitors to Mayo Clinic often have an understandable appetite for medical information. A medical reference library helps to satisfy this need, and volunteers play a role in its operation. They greet visitors, sort and stock pamphlets, and assemble information packets, mail out materials, and catalog information.

Patient Libraries
Volunteers assist patients and family members who visit the library with reference questions, help select materials and assist with computer use. Volunteers help check materials in and out and take phone orders for items that are delivered to patient rooms. Additional duties may include taking the library cart to patient rooms providing patients with a selection of reading material.
Patient and Visitor Services

Baldwin Patient Assistance
Volunteers assist patients waiting in the Baldwin Building patient rooms. They help improve patient satisfaction by providing accurate waiting information as well as offering magazines and conversation.

Blood Donor Center Assistance
Volunteers offer a variety of refreshments and friendly conversation to individuals who have donated blood. Volunteers may assist in supervising children while their parents are giving blood.

Caring Families
Volunteers provide an afternoon break for families with patients on the transplant, oncology and nursery units. Family members are invited for coffee, snacks and conversation in the family lounges.

Emergency Department
Volunteers serve as liaisons in the Emergency Department lobby, greeting family members or patients, responding to needs as they arise and communicating with triage staff.

Handicrafts
This service area is ideal for volunteers interested in creative activities such as sewing or knitting items for patients. There are on-site and off-site options available.
Hospitality Services

Volunteers enhance the patient experience by visiting designated hospital units offering conversation and a variety of comfort items.

No One Dies Alone (NODA)

Volunteers act as compassionate companions to patients who are in the last 48 to 72 hours of life, and have no family or friends present at the hospital to comfort them. Since this is on an as-needed basis, NODA volunteers must be Mayo Clinic employees or volunteer in another Mayo Clinic Volunteer Programs’ service area.

Patient and Visitor Cafeterias

Volunteers aid patients and visitors who need assistance getting through the serving line and to their tables. They help with many things, such as food selection, pushing trays through the line, getting condiments, carrying trays, wiping tables and calling for an escort.
Patient and Visitor Support
Volunteers visit rooms and lounges in the outpatient area, greeting relatives and friends and offering them a beverage while they wait for the patient to return from surgery. When the patient has returned from surgery, the volunteer serves refreshments as directed by a nurse.

Pediatrics
Volunteers assist in several pediatrics-related areas across the Mayo Clinic Rochester campus under the direction of Child Life staff.

Perianesthesia Support
Volunteers accompany individuals from the admitting care area to the assigned patient care floor, introducing them to the Health Unit Coordinator and then taking them to the patient’s room. They also provide directional guidance around the campus and additional information as necessary.

Pharmacy
Volunteers greet patients at the pharmacy, answer questions, provide basic information, and help with directions.
Picture Cart 🏥
Volunteers visit designated rooms on the Saint Marys Campus to offer patients a variety of framed art for display in their hospital room.

Pink Ribbon Mentorship Program
Breast cancer survivors who are trained volunteers provide one-on-one emotional and informational support to patients diagnosed with breast cancer during their treatment and recovery.

Wheelchair Roundup 🚴
Young Volunteers assist staff by rounding up wheelchairs at various locations across Mayo Clinic Rochester campuses and returning them back to proper storage areas.

Patient Treatment Areas

Chemotherapy 🏥
Volunteers provide support to patients while they are receiving cancer treatment by offering refreshments, reading material and conversation.

Infusion Therapy 🏥
Volunteers visit with patients, offer refreshments, and provide reading material and conversation to patients receiving treatments.

Outpatient Dialysis 🏥
Volunteers engage patients in conversation providing a pleasant distraction from treatment.

Proton Beam Therapy 🏥
Volunteers provide support to patient and visitors in the waiting room area offering refreshments, reading material and conversation.
Radiation Therapy
Volunteers provide support to patients and visitors in the waiting area by offering refreshments, reading material and conversation.

Surgical Messenger
Under the direction of nurse communicators, volunteers deliver messages to families and guide them to their surgical consultation.

Stores
Mayo Clinic volunteers have opportunities to work in several retail environments designed to serve the needs of patients, families and visitors.

Hope and Healing Boutique
Volunteers greet patients, assist patients in the retail area, may answer the telephone, schedule patient consults and provide support to the staff.

Hospital Gift Shops
Volunteers provide customer service and assistance to patients and guests at our two hospital gift shops. Responsibilities include operation of the cash register, taking phone orders, and delivering flowers, balloons and gift baskets to patient rooms. A portion of our proceeds directly benefits our patients.

Mayo Clinic Store
Volunteers greet and assist customers in locating medical supplies and other retail items.