



Volunteering with **CHRISTUS** Good Shepherd



Your health. Your life. Our purpose.

A Message from Todd Hancock

Having a heart for service is an invaluable quality all our volunteers bring to our organization.

The interest you've shown by picking up this packet shows that you are among those who want to make a difference in our community. In the information that follows, you will learn about the many opportunities for volunteering within our ministries. Hopefully, you will find one that speaks to your unique gifts and talents.

We are so honored that you are considering sharing these gifts with our patients and our Associates.

I encourage you to reach out to our Volunteer Services Manager should you have any questions.

And again, on behalf of CHRISTUS Good Shepherd, thank you, and I look forward to seeing you in our facilities.

Thank you for considering joining the volunteers at CHRISTUS Good Shepherd Health System.



Todd Hancock

President





Table of Contents

History	4
Mission and Living Our Values	5
Volunteer Onboarding.....	6
Volunteer Service Areas.....	8
Benefits of Volunteering	10
Why Volunteer at CHRISTUS Health?.....	11

History

We deliver a complete healing experience that respects the individual. We serve our communities with dignity and a great deal of admiration.

CHRISTUS Health is a Catholic, not-for-profit system made up of more than 600 centers, including long-term care facilities, community hospitals, walk-in clinics and health ministries.

We are a community 45,000 strong, with over 15,000 physicians providing individualized care.

CHRISTUS is Latin for “Christ,” and proclaims publicly the core of our mission.

The Congregations of the Sisters of the Holy Family of Nazareth and the Sisters of Charity of the Incarnate Word of Houston and San Antonio sponsor CHRISTUS Health. They are united in their commitment to create communities of love and hope which foster and celebrate the oneness of the human family.



Our symbol reflects the healing ministry of Jesus Christ—a combination of

a medical cross and a religious cross. The flowing banner on the cross is a common symbol of the risen Christ, while the royal purple signifies Christ. The flowing banner also conveys a sense of motion as we move forward into a new era of service to our communities.

Mission and Living Our Values

Our mission at CHRISTUS Health is to extend the healing ministry of Jesus Christ.

CHRISTUS Health will be a leader, a partner and an advocate in the creation of innovative health and wellness solutions that improve the lives of individuals and communities so that all may experience God's healing presence and love.

Our Core Values

The core values of CHRISTUS Health specify our core beliefs and the way in which we are called to live our values every day to deliver high quality and compassionate care to all we serve.

- **Dignity** - Respect for the worth of every person, recognition and commitment to the value of diverse individuals and perspectives, and special concern for the poor and underserved
- **Integrity** - Honesty, justice, and consistency in all relationships
- **Excellence** - High standards of service and performance
- **Compassion** - Service in a spirit of empathy, love and concern
- **Stewardship** - Wise and just use of talents and resources in a collaborative manner

Volunteer Onboarding



The CHRISTUS Good Shepherd Volunteer Office will walk you through the onboarding process. They can be reached at 903.315.4158 or cgsvolunteers@christushealth.org.

Onboarding Process

1. Application and Interview

Once you have completed the Volunteer Application, contact the Volunteer Office to schedule your in-person interview.

2. Group1

Your personal information will be submitted to Group1 for a national background screening, at the expense of CHRISTUS Good Shepherd.

3. ReadySet Account

You will be given an online link to follow and instructions on how to set up an account in ReadySet (our online health screening portal). This portal is used to manage required immunizations and health screenings for all volunteers and Associates. There are several health surveys to complete.

4. Health Screening

On a date and time that is convenient for you, you will meet with someone from our Associate Health Department for a health screening.

- Bring your vaccination records with you for verification. This includes your most recent flu shot. If you have not had your flu shot, you can get your flu shot as part of onboarding, free of charge. Please make a reasonable effort to find records for other major immunizations. If immunization records are not available, Associate Health will do a blood draw to check for titers, at the expense of CHRISTUS Good Shepherd.
- Required immunizations: MMR, Varicella, Hepatitis B, Tdap, TB, and Flu.

5. CGS Orientation

Our volunteers are valued at the same level as our hospital Associates, therefore, you are required to complete orientation. As a volunteer, you may complete that orientation online. You will be given an online link with instructions for completing your orientation. This can be completed at your convenience using the online link provided, or you can use the computers in the HR office to complete online orientation. These computers will be available the same day as your Health Screening.

6. ID Badge

After your health screening and online orientation are complete, HR will take your picture for your CHRISTUS ID badge. You will receive your ID badge the same day.

7. Uniform

The Volunteer Office will give you a CGS-branded smock or button polo as your volunteer uniform.



Volunteer Service Areas

There are many areas within CGS where volunteers work, based on the needs of CGS and the interests of the volunteer.

Current areas, mostly with set schedules, include:

1. Emergency Department

- **Flexible 2 – 4-hour shifts, Monday – Friday**

Support staff, patients and visitors by visiting with loved ones waiting in the lobby. Take warm blankets to patients, coffee and snacks to family in the treatment area and provide a calm, helpful presence.

2. Gift Shop Salesclerk

- **8 a.m.– noon or noon to 4 p.m., Monday – Friday,
10 a.m. – 2 p.m., Saturday and Sunday**

Run the register, stock snacks and drinks, help Associates, patients, and visitors make selections, help with merchandising and pricing.

3. Information Desks

- **8 a.m.– noon or noon to 4 p.m., Monday – Friday,
10 a.m. – 2 p.m., Saturday and Sunday**

Answer incoming calls for patient room information, use CGS's computer system to provide information to patients and visitors, escort patients and visitors to various hospital locations, deliver flowers and gifts to patients.

4. Office Work

- **Flexible 2 - 4-hour shifts, Monday – Sunday**

Help with administrative tasks in various non-clinical offices.

5. Pianist

- **Flexible schedule, Monday – Sunday**

Play (quietly) in the main lobby providing comfort for patients and visitors to distract them from worry and anxiety.

6. Pet Therapy

- **2-hour shifts, Monday – Friday**

Certified Therapy Pets and their handlers are scheduled to spend two hours once a week visiting our rehabilitation unit. Additional volunteer requirements must be met for the therapy pet in addition to the handler's volunteer requirements.

7. Registration

- **Mornings starting at 7 a.m. or earlier, Monday – Friday**

Escort patients from registration to clinical departments throughout CGS.

8. Special Events

Assist with immunization clinics or occasional events.

9. Spiritual Care

- **Flexible schedule, Monday – Sunday**

Make patient visits, in collaboration with Staff Chaplains, to extend the healing ministry of Jesus Christ. Additional criteria is required in addition to the volunteer requirements.

10. Surgery/SICU Waiting Room

- **7:30 a.m. – noon or noon – 4 p.m., Monday – Friday**

Provide information and comfort to families and friends of patients undergoing surgery. Help doctors and nurses locate waiting family members for updates. Direct waiting family members to the appropriate patient room/areas during designated visiting hours.



Benefits of Volunteering



As a CHRISTUS Good Shepherd Volunteer, you will be rewarded with the opportunity to touch lives every day, make friends and provide a valuable service to your community.

Other Benefits Include:

- 1.** Free flu shots.
- 2.** Free membership to the Institute for Healthy Living while an active volunteer.
- 3.** A coupon for up to \$10 worth of food at the cafeteria per shift.
- 4.** Luncheons and banquets to celebrate you and your service.
- 5.** Designated “Volunteer Only” parking spaces in convenient locations.
- 6.** Monthly **Lunch & Learn** opportunities on topics relevant to your volunteerism.
- 7.** Free CHRISTUS Health branded apparel.

Why Volunteer at CHRISTUS Health?

Volunteering your skills, time and resources is one of the most potent ways to make a difference in your community.

There are multiple benefits of volunteering.

1. Builds Strong Communities

When you volunteer, you make connections that help tackle challenges facing the community. Even helping with small tasks can make a big difference in the lives of others.

2. Increases Socialization

Loneliness and isolation can lead to significant health risks. Volunteering connects people and helps strengthen our sense of community and connection.

3. Improves Physical and Mental Health

Research shows that volunteers are healthier, happier and have a lower mortality rate than those who do not. Volunteering can reduce chronic pain, reduce risks of dementia and heart disease, increase the feel-good chemicals in the brain, relieve stress and more.

4. Advances Your Career

Volunteering provides opportunities to build and practice valuable skills used in the workplace – teamwork, communication, problem-solving, planning and task management.

5. Improves High School and College Experience

Through volunteering, young adults still in school obtain skills that can boost college admissions and improve job search outcomes post-graduation.

