



Banner Estrella
Medical Center

Volunteer Resources

Banner Estrella Medical Center volunteers come from all walks of life, ranging from high school students to adults, to retirees, and those who work part-time and full-time jobs. Our volunteers make significant contributions of time and talent to the hospital everyday. Each year, more than 20,000 hours are donated to our medical center. Additionally, through the volunteer-staffed Gift Shop, funds are generated that support many of the medical programs and services at Banner Estrella that the community has come to rely on.

Where can I volunteer?

You don't need medical experience to be a Banner Estrella volunteer. Our goal is to match your interests with opportunities at our medical facilities and through our community programs. Potential volunteers may choose from many rewarding positions, including:

- **Patient Care:** Volunteers work in the Emergency area, Surgery departments, and in nursing units. An extension of the patient care staff, volunteers lend assistance by nurturing family and visitors when needed, and providing assistance to the health care providers in any way that is needed.
- **Reception Services:** Greets patients and visitors at lobby information desks, and greets and escorts visitors to various areas of the hospital.
- **Departmental Support Services:** Work in non-clinical departments, such as Food Services, or assisting in the hospital's Gift Shop, helping customers and stocking merchandise.
- **Clerical Support:** Provides clerical help in various departments in the hospital.
- **Patient and Family Services:** Visits patients to ensure patients' needs are being met, writes personal stories for patients and family members.
- **Dog Therapy:** Volunteers and their therapy dogs make visits to patients. Dogs must be certified by Therapy Dogs Inc., Delta Society, or Therapy Dogs International.

- **Reiki Therapy:** Volunteer Reiki therapists provide Reiki sessions to patients, visitors, and staff. Reiki therapists must be certified at Level II or higher.

"Volunteers are the heart of Banner Health. They are an essential extra pair of hands and Banner Estrella would not be the same without their support," said Dina Steinberg, chief human resources officer. "We appreciate their presence, their smiles, their care, and their commitment to our hospital. They can truly aid in the care and healing of patients."

Service from the Heart

The rewards of volunteering are many:

- Volunteers working in a health care environment can develop an interest in a medical profession or in a particular skill.
- Volunteers can gain valuable work experience that may be needed to apply for a job.
- Volunteers join a network of other volunteers and health care staff with similar interests.
- Volunteers receive intangible rewards of contributing to patient care and recovery.
- Volunteers can make a difference and contribute to society by giving back to the community.



Eileen Corba,
Emergency department
volunteer, 5 years of
service



No medical experience is needed to volunteer at Banner Estrella. Our goal is to match your interests with the many opportunities available within the hospital. Bring your kind smile and compassionate heart, and we'll take care of the rest.

- Volunteers can make lifelong friends.
- Volunteers make a difference in people's lives. Being in the hospital can be a very stressful time for patients and their families. Volunteers help to create a welcoming and positive patient experience by supporting the needs of our patients, families and staff.

When can I volunteer?

One of the best parts of volunteering with Banner Health is the flexibility offered in scheduling volunteer time. We ask volunteers for a commitment of at least one shift per week, four hours in length, for six months to one year. Positions are available mornings, afternoons and evenings, seven days a week. We'll be glad to work with you to develop a schedule that meets your needs. The Volunteer Resources department also operates an active Teen Volunteer program. The minimum age for teen volunteers is 16.

How do I become a volunteer?

To serve as a volunteer at Banner Estrella, please fill out an application online. Visit www.BannerHealth.com/Estrella, and click on "Be a Volunteer." You may also call the Volunteer Resources office at (623) 327-4011.

Gift Shop gives back

Proceeds from purchases made at Banner Estrella's Gift Shop and a portion of the proceeds made from special fund-raising events are donated directly back to the hospital, making it possible to fund programs and services that directly benefit our patients and the community. Some donations made by volunteers include:

- New wheelchairs for the facility to safely transport patients.

- A dedicated walker in every patient room to decrease patient falls and increase safety for patients and staff.
- Providing yarn and other materials for volunteers to crochet handmade baby hats for all newborns at Banner Estrella.
- Two newly-remodeled family waiting rooms for guests to relax in.

In focus: "Why I volunteer..."

"As a volunteer, I am treated like a valued addition to the staff and made to feel that my work is always appreciated. There is no better feeling than knowing you have made a positive difference in someone's day. Believe me, you can't do anything else with your time that will give you more of a sense of accomplishment."

—Linda Beechler, Women and Infants Services volunteer

"I have been so blessed in my life, and now I have more time to give back. There are so many special and rewarding moments that enrich my experience volunteering at Banner Estrella."

—Eileen Corba, first Banner Estrella volunteer

"I volunteer because of the feeling of well-being that I get when I am able to provide a patient or staff member a few minutes of total relaxation from stresses of a hospitalization or a trying day at work through Reiki Therapy."

—Don Allen, Reiki Therapist volunteer

"I am simply blessed to be able to volunteer, and equally blessed to work with such wonderful people."

—Craig Van Kessel, Puppet Therapist, Emergency department volunteer

"My motivation came from seeing my husband get such great care at Banner Estrella. I feel that I am making a difference working at the Gift Shop. I work there as if it is my own."

—Tanya Burres Miller, Gift Shop volunteer

"The treatment and care I received at Banner Estrella went above and beyond the call of duty. I was made to feel as if I were the most important person on the floor. How could I not give back? To put a smile on someone's face, to calm a confused patient, to offer a tissue to a scared child, to get a wheelchair for someone on crutches... Thank you for the privilege!"

—Joyce Tuck, Information Desk volunteer