

Volunteering with Woodlands Hospital



Hello

Welcome to Volunteering with Woodlands Hospital

Thank you for your interest in volunteering with Woodlands Hospital. Your willingness to support our patients, families, and healthcare teams is truly appreciated.

Our volunteers play a vital role in creating a warm, caring environment for everyone who walks through our doors. Whether you're interested in patient and caregiver support, community outreach, or administrative assistance, your contribution will make a meaningful difference.

We're excited about the possibility of having you join our dedicated volunteer team. Please read through this document, which outlines the various opportunities available.

Thank you for considering Woodlands Hospital as the place to make a positive impact.

We look forward to welcoming you to our volunteer family and working together to serve our Northern community.

Warm regards,
Volunteer Services Team

Navigation & Digital Support Buddy

Enhancing patient and visitor experience

Create a welcoming environment for patients and visitors by guiding them around Woodlands Hospital (WH) and assisting them with our digital services.



Your role:

- Be a warm and friendly face welcoming patients and visitors to WH.
- Help patients and visitors find their way around the hospital.
- Provide wheelchair assistance, where required.
- Assist with digital services, such as the Patient Services Station.
- Encourage the use of healthcare apps like HealthHub and NHG Health for appointments, payments, and medical certificates.
- Support staff during busy periods.

Requirements:

- Minimum age of 18 years.
- Friendly and enjoy assisting people from all walks of life.
- No prior experience needed, training will be provided.

Commitment:

- 3-hour shifts between 8.30am to 9pm (Monday to Sunday).
- Minimum commitment of once a month.

Emergency Department Guardian

Providing comfort in critical moments

Offer reassurance and practical assistance to patients and their caregivers at the Emergency Department (ED).



Your role:

- Assist patients with registration in Priority 3 (P3) area.
- Check in with patients and caregivers and offer comfort measures, such as blankets.
- Provide wheelchair assistance, where required.
- Help patients and caregivers navigate the different areas within the ED and provide basic information.
- Support patients in the Extended Diagnostic Treatment Unit (EDTU) by chatting with them, responding to call bells, reporting hazards, and referring patient concerns to the care team.

Requirements:

- Minimum age of 18 years.
- Compassionate and comfortable working in a busy environment.
- Vaccinations required:
 - Measles, Mumps, and Rubella (MMR)
 - Tetanus, Diphtheria, and Pertussis (Tdap)
 - Varicella (Chickenpox)

Commitment:

- 3-hour shifts between 8.30am and 9pm (Monday to Sunday).
- Minimum commitment of once a month.

Patient Pal

Being a friendly face and helping hand in our wards

Offer companionship and support to patients in our community hospital wards, helping to make their stay more welcoming and comfortable.

Your role:

- Engage patients in conversations and simple activities.
- Provide companionship to patients with limited social support.
- Offer respite for caregivers during mealtimes or when they need to rest.
- Support our nursing team as an extra pair of eyes.
- Teach patients to use their Patient Bedside Terminals (PBT) for meal ordering, medical chart viewing, and entertainment.

Requirements:

- Minimum age of 18 years.
- Caring and attentive to diverse patient needs and preferences.
- Ability to speak mother tongues or dialects would be helpful.
- Required vaccinations:
 - Measles, Mumps, and Rubella (MMR)
 - Tetanus, Diphtheria, and Pertussis (Tdap)
 - Varicella (Chickenpox)

Commitment:

- 3-hour shifts between 11am and 9pm (Monday to Sunday).
- Minimum commitment of once a month.

Bedside Befriender

Companionship for patients with cognitive challenges

Provide companionship and support to patients experiencing delirium or cognitive impairment in our community hospital wards.

Your role:

- Accompany patients to help ensure their safety and well-being.
- Engage patients in conversation about their lives and interests.
- Engage patients in simple activities to support their mental well-being.
- Maintain a calm and reassuring presence.

Requirements:

- Minimum age of 18 years.
- Caring and attentive to diverse patient needs and preferences.
- Ability to speak mother tongues or dialects would be helpful.
- Required vaccinations:
 - Measles, Mumps, and Rubella (MMR)
 - Tetanus, Diphtheria, and Pertussis (Tdap)
 - Varicella (Chickenpox)

Commitment:

- 3-hour shifts between 11am and 9pm (Monday to Sunday).
- Minimum commitment of once a month.

Programme Facilitator

Bringing joy and creative fun to our wards through engaging activities

Lead or support different monthly activities that enhance patients' well-being and experience in our community hospital wards.

Programme and roles:

1. Game On!

- Once a month on Sundays, 10.30am - 11.30am
- Facilitate or support small group game sessions.
- Encourage patients to participate in games such as bean bag toss or card games.
- Create a friendly and social atmosphere for patients.



2. Sing & Strum

- Once a month on Sundays, 2.30pm - 4pm
- Facilitate music-related activities on the wards (e.g. karaoke).
- Encourage patients to participate and use the music instruments provided.
- Create a soothing and uplifting environment through music.
- Instrumental skills are welcome (e.g. guitar, keyboard, violin).



3. Hey Good Lookin'

- Once a month on Sundays, 9am - 12pm
- Hairstylist:
 - Provide haircuts and basic grooming for male and female patients.
- Volunteer support:
 - Help ensure the activity area is tidy and hairstyling tools are clean.
 - Assist in bringing patients from the wards to the activity area.
 - Chat with patients while they wait for their turn.



4. Let's Make Art

- Once a month on Sundays, 10.30am - 11.30am
- Facilitate small group art and craft sessions using different materials.
- Create a relaxed space for creative expression.
- Encourage social interaction through art and craft.



Requirements:

- Minimum age of 18 years.
- Enjoy planning ward activities and liaising with staff to ensure activities run smoothly.
- Caring and attentive to diverse patient needs and preferences.
- Ability to speak mother tongues or dialects would be helpful.
- Required vaccinations:
 - Measles, Mumps, and Rubella (MMR)
 - Tetanus, Diphtheria, and Pertussis (Tdap)
 - Varicella (Chickenpox)

Commitment:

- Timing depends on when the programme is held.
- Minimum commitment of once a month.

Therapy Pal

Supporting patients on their rehabilitation journey

Help create an encouraging environment where patients can achieve their recovery goals with confidence and support.



Your role:

- Create a welcoming atmosphere for patients during their weekly group therapy sessions.
- Motivate patients to participate actively in their rehabilitation journey.
- Assist with the set-up and cleaning of equipment before and after each session.
- Accompany patients to and from their therapy sessions.

Requirements:

- Minimum age of 18 years.
- No prior experience needed. Training will be provided by our occupational therapists.
- Physically able to assist with basic equipment handling.
- Required vaccinations:
 - Measles, Mumps, and Rubella (MMR)
 - Tetanus, Diphtheria, and Pertussis (Tdap)
 - Varicella (Chickenpox)

Commitment:

- Choose from weekly sessions:
 - Morning session: Thursdays, 9am - 10.30am
 - Afternoon session: Thursdays, 2pm - 3.30pm

Advance Care Planning Advocate

Empowering patients and caregivers through personalised support.

Engage WH patients and members of the public in conversations about Advance Care Planning (ACP), empowering them to plan their future care by understanding their options and accessing supportive community resources.



Your role:

- Engage WH patients in meaningful conversations about ACP.
- Support ACP-related art activities by assisting with planning and delivery on the wards.
- Participate in public roadshows by representing ACP efforts at community events, raising public awareness, distribute informational materials, and answering basic questions about ACP.

Requirements:

- Minimum age of 18 years.
- Good communication and interpersonal skills. Comfortable with sensitive topics.
- Required vaccinations on the wards:
 - Measles, Mumps, and Rubella (MMR)
 - Tetanus, Diphtheria, and Pertussis (Tdap)
 - Varicella (Chickenpox)

Commitment:

- Minimum commitment: Once a month (every first Friday of the month).

Connectors

Connecting people to care

Engage patients through one-to-one conversations, building meaningful and trusting relationships, and connecting them to relevant community resources and support services.



Your role:

- Engage patients through one-to-one conversations.
- Connect patients with relevant community resources to support their well-being beyond the hospital.
- Collaborate with a team of like-minded volunteers, offering peer support, shared learning, and encouragement.

Requirements:

- Minimum age of 18 years.
- Genuine interest in people and culturally sensitive.
- Enjoy listening and learning from patients of diverse backgrounds.
- Attend compulsory training to equip you with social prescribing basics and communication skills.
- Basic IT skills for surveys and documentation (e.g. FormSG).
- Required vaccinations:
 - Measles, Mumps, and Rubella (MMR)
 - Tetanus, Diphtheria, and Pertussis (Tdap)
 - Varicella (Chickenpox)

Commitment:

- Minimum commitment of once a week.
- Flexible days.

Administration Support Volunteer

Help our volunteer programme run smoothly

Assist with administrative tasks to support the smooth running of our volunteer programmes and ensure volunteers are well-supported in their roles.



Your role:

- Assist with roster management and volunteer deployment on weekdays or weekends.
- Support the day-to-day operations of the Volunteer Hub.
- Respond to volunteer enquiries via our WhatsApp group chat.
- Help build a strong and engaged volunteer community.

Requirements:

- Minimum age of 18 years.
- Good communication and time management skills.
- Access to a reliable internet connection for remote volunteering.

Commitment:

- Minimum commitment of once a week.
- Option to volunteer from home or at our Volunteer Hub.

Knitted Knockers Volunteer

Supporting women with breast cancer

Make a difference for women with breast cancer by crafting soft, comfortable prostheses. Your handmade pieces offer comfort and help restore confidence after mastectomy (breast removal).



Your role:

- Create soft, lightweight knitted prostheses using approved patterns and materials.
- Ensure each piece meets quality and comfort standards.
- Be part of a supportive community of crafters who share knowledge and experiences.

Requirements:

- Minimum age of 18 years.
- Basic knitting skills are preferred but not required. Training will be provided.

Commitment:

- Ad hoc, approximately once every three months.

Care Kit Crew

Supporting the WH@Home programme

Help stock care kits with essential items for WH@Home patients, ensuring they have what they need for home care.

Your contributions support the care team delivering seamless, timely, and reliable care.



Your role:

- Pack care kits according to standard checklists.
- Restock and organise inventory to ensure sufficient quantities for each kit.
- Receive hands-on training on proper packing workflows and stock-checking procedures.

Requirements:

- Minimum age of 18 years.
- Organised and meticulous, with strong attention to detail.
- Comfortable following checklists and SOPs to ensure accuracy.
- Able to work independently or as part of a small team.

Commitment:

- Minimum commitment of once a month (every Friday, 1.30pm - 4.30pm).

Training and Development

Personal Growth and Development

- Opportunities for professional and personal growth through training and workshops.
- Sense of fulfillment in supporting others.
- Develop communication and leadership skills.
- Better understanding of Singapore's healthcare environment.
- Practical experience working with healthcare professionals.

Community and Support

- Regular volunteer engagement activities.
- Ongoing support from our volunteer management team.
- Opportunity to make meaningful connections with like-minded individuals.

Flexible Commitment

- Various roles to match your interests and skills.
- Flexible scheduling.
- Options for both on-site and remote volunteering.
- Opportunity to try different volunteering roles.

Benefits and Recognition

- Annual appreciation event.
- Volunteer get-togethers.
- Discounts at retail and food outlets at Woodlands Hospital.
- Provision of references for academic or professional applications (subject to minimum service period).
- Letters outlining volunteer service hours.

Training Roadmap

Our objective is to develop and support our volunteers' personal and professional growth.

Growing with us

- Discover Service 101
- Verbal de-escalation & communication
- Engagement sessions
- Support from staff & other volunteers

Learning your roles

Role-specific training:

- PSS training
- Ward tour
- EDTU walkabout
- Occupational therapy training & more!

Getting started

- Orientation
- Volunteer handbook
- Buddy system
- Onsite staff briefing

Volunteers can cross-train across different roles over time!

Join us as a volunteer today!

Register your interest:



<https://for.sg/wh-volunteer-eoi>



wh.volunteer@nhghealth.com.sg



<https://for.sg/volunteerwithwh>