

THE Importance of . Caring

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my journey into volunteering



Frances Steinbrook

VOLUNTEER

For the past several years, Frances Steinbrook has had a smiling face for all as she delivers afternoon refreshments for patients, staff and volunteers.

“When I retired from teaching, I knew that I wanted to do some volunteering,” she said. **“A friend of mine thought I would be a good fit for the hospital volunteer program.”**

As a new volunteer, she completed a general training covering patient confidentiality, attendance, safety and weather emergencies to help her prepare for her new adventure. CCH also provides role-specific training and monthly meetings to keep her informed as a volunteer.

Steinbrook has been volunteering with Columbus Community Hospital since 2007, and over the years, she has found joy interacting with and helping the patients.

“When I first started volunteering at the hospital, I went to each room and helped the patients with their menu selections for the day; I also delivered their mail to them at that time,” she said.

Currently, her responsibilities include taking afternoon beverages to patient rooms. **“I start my afternoon by picking up the cart from the kitchen that is filled with all of the supplies I need,”** she said. **“We offer coffee, tea, lemonade and water to the patients, visitors, nurses and other volunteers.”**

Steinbrook says the best part about volunteering at CCH is the people she gets to work with. **“During the COVID-19 pandemic, when we were unable to volunteer, CCH reached out to us each month with a note or gesture to make sure we understood how important we are to the hospital team,”** she said. **“Each time I work, one of the nurses will let us know how much they appreciate us and the work that we do; it makes a person feel good.”**

In addition to running the beverage cart, she has also assisted with several volunteer fundraising events, including the jewelry sale, holiday open house and butterfly release.

Steinbrook encourages anyone interested in becoming a volunteer to take a leap and **“go for it!”**

“There is such a variety of opportunities available that you’re bound to find something that interests you,” she said. **“Everyone is so great to work with, and they make you feel so welcome and like you’re an important part of the team.”**

For more information on volunteer services at CCH, visit columbushosp.org.