

THE Importance of . Caring

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my journey into volunteering



Doris Busse

FAMILY CARE SERVICES VOLUNTEER

Doris Busse believes there is no such thing as a stranger — there are only people she hasn't met yet. Her warm and inviting personality has served as a source of comfort for many over the years.

The Clarkson native taught kindergarten through eighth grade for seven years in a Nebraska country school serving Colfax and Stanton counties, before her husband's job brought her to North Bend and then Columbus. After moving to Columbus, Busse decided to leave the classroom and pursue an opportunity at Educational Service Unit (ESU) 7 — where she worked for more than 20 years. Busse helped coordinate training opportunities for local teachers. Often, her day-to-day work included coordinating speakers and preparing the training materials.

“I like it because I was still involved in the educational environment, and it kept me on my toes,” she said. **“I could relate to many teachers' problems because of my previous classroom experience.”**

In 2014, she joined Columbus Community Hospital as a volunteer in the hospital's surgical services department. However,

this was not her first time serving as a volunteer. Busse was heavily involved in scouting organizations for many years as a leader for a local Brownie troop and her son's Cub Scout pack.

As a volunteer in the hospital's surgery department, Busse would sit with friends and family members while they were waiting for their loved ones to get out of surgery. She would find a common topic of interest and start a conversation to help pass the time. She said it would make her feel good when visitors left the waiting area and thanked her for helping the time pass quickly. Busse enjoyed her time in the surgery waiting area because she could form personal connections with the visitors. She later switched positions to assist at the hospital's front information desk.

“I like working at the information desk because we are the first people someone sees when they visit the hospital,” she said.

As a volunteer at the information desk, she helps patients and visitors find their way around the hospital. Whether it's a patient's room number, clinic or department, she gives them the directions they need to get where they're

going. Busse said she always keeps a smile to help people feel comfortable while visiting the hospital.

“When people come into the hospital, they are all hyped up and nervous, so I try to be nice and relaxed for them,” she said. **“I like to smile, so if I can get people to smile back at me, it's an accomplishment.”**

Busse is thankful for the support she receives from the hospital as a volunteer. As a former educator, she said she constantly learns something new about the hospital and ways to improve the patient's experience.

“If someone were considering becoming a volunteer, I would tell them to do it because it is a very rewarding venture,” she said. **“You meet a lot of nice people, and to have someone come up and thank you for your work makes you feel good.”**

For more information on volunteering opportunities at the hospital, visit columbushosp.org.