

C.O.M.I.

011: Kaiser Permanente

For one lab credit, students involved community service activities can create a community outreach map.

To help other students learn more about how to become involved in this organization, please complete the following Community Outreach Map (COM): We may post your map (anonymously) in the future as a link on our website so others can learn about the organization to which you are affiliated.

What is the name of your organization?

Kaiser Permanente

Who is a good contact person in this organization?

Shannon C. Frank – Site Coordinator

What is the address, phone number, e-mail and website (URL) of this organization?

700 Lawrence Expressway #110
Santa Clara, CA 95051
Direct: (408) 851-5235
Office: (408) 851-1717
E-mail: Shannon.c.frank@kp.org
URL: www.kpschvolunteers.org

What is the purpose (or mission statement) of this organization?

The Volunteers Services Department is an integral partner in achieving member satisfaction. Volunteers are dedicated to providing caring and compassionate assistance to our members, guests and staff.

What was your role in this organization?

Welcomed and escorted patients being admitted to and discharged from the hospital as well as from one location to another in the facility.

Summarize your experience and how you think you benefitted from your involvement.

As an active volunteer at Kaiser Permanente, each day is never the same. I meet all sorts of people and have seen things that you might not see on any average day. My experience has been terrific. As a hospital escort guide, I've given patients the comfort and help they needed to feel more at ease during their stay and/or visit at Kaiser. I've made great friends and reconnected with old ones, gained professional experience and training and have learned new skills. I feel wonderful knowing that I can make a difference in peoples' lives just by donating a little of my time.

Your name: _____

Date: 3/3/09