

Hi! I am Vivi, and I've been a volunteer at White Plains Hospital for over two years, logging about 230 hours of service. Every week, I volunteer at the front desk, checking in patients and visitors, answering their questions, and guiding them to where they need to go. Hospitals can be stressful places, and I do my best to make sure people feel welcomed and supported from the moment they walk in.

One of the most meaningful parts of my role is talking to the visitors that come in. Often, they do not have a support system and need someone to talk to, which I always provide.

This volunteer job also has aspects that I did not expect, such as building a close relationship with the security guards there. Knowing these hard-working people like Dave and Major that wake up at 4:30am every day or Francis who has 3 kids, or Charley, who also supports his mother. This enforces the respect and compassion that St. Vincent's values, as they remind me every week that everyone's lives are different, even if they work the same job, and to hear everyone's story.

Through my time at the hospital, I have gained valuable skills, like staying calm under pressure, thinking on my feet, and communicating clearly with people from all walks of life. More than anything, volunteering at White Plains Hospital has shown me the impact of kindness and service. It is more than just giving directions; it is about creating a comforting environment for those who need it most. This experience has shaped the way I see healthcare, strengthened my commitment to helping others, and will continue to influence me for years to come.