

## Volunteer Requirements

**Minimum Age:** 18 yrs old

**Number of hours required:** Volunteers must commit to a minimum of 100 hours of service and complete a 4-hour weekly shift.

**Application Processing required:** Prospective volunteers must complete a volunteer application which contains a letter of recommendation and the phone numbers of two references.

**Health Related Documentation:** Candidates must provide the Manager of Patient Experience and Volunteers with the following documents:

- A copy of immunization records (measles, mumps, rubella & varicella)
- All volunteers must be screened for tuberculosis and must be determined to be free of active infection before beginning service at the hospital.
- Flu vaccination during flu season.

**Interview:** After completing the application process, a screening interview must be scheduled with the Manager of Patient Experience and Volunteers. Candidates must ***bring a government-issued ID*** (such as a California ID, driver's license or passport) to their interview. Candidates will be selected based on assessed skills, interests, availability of volunteer positions and contributions to our facility. The candidate will also need to meet the department of Human Resources and Employee Health screening requirements for candidacy. Following these steps, if the candidate is selected, the Manager of Patient Experience & Volunteers will contact the volunteer, provide them with a welcome packet, schedule them for a Human Resources/Employee Health appointment and a volunteer orientation.

**Orientation and Training:** Selected candidates will need to attend a mandatory orientation which will include an overview of the volunteer program, review of the hospitals missions, vision and values as well as, infection control policies, environmental safety, standardized emergency codes, liability, patient confidentiality, patient rights, and other hospital policies.

Volunteers must be adequately trained by the Department Managers and/or site supervisors, to ensure that they will be able to execute their assigned tasks.

**Attendance:** Volunteers are expected to regularly attend their scheduled service hours. Supervisors and the Manager of Patient Experience and Volunteers must be notified of any absences in advance or as soon as possible. After 3 consecutive unexcused absences without notification, the supervisor and/or Manager of Patient Experience and Volunteers reserve the right to terminate a volunteer.

All volunteers must sign-in and out on the day of their scheduled volunteer shift at the front desk.

**Evaluation:** All volunteers will be assessed on their competency to perform tasks by their site supervisor, after 90 days of service and on an annual basis.

