

1) How many hours do I have to work?

Adult and college volunteers are asked to serve a minimum of four hours per week.

A minimum requirement is 50 hours of total service each semester for college students and 100 hours of service each calendar year for adult volunteers.

Volunteers are not placed in areas where relatives are employed or are patients.

2) My Schedule is always changing, can I still volunteer?

Volunteering requires a firm commitment. At Doctors Hospital, we ask each volunteer to agree to at least four hours a week of volunteer services. Please do not accept an assignment unless you have given serious thought to the demands it may place on you.

- Please do not commit yourself to a schedule without first considering your work, school and family obligations.
- When you have a regular schedule, you will have a better work experience.
- Call your work area or the Volunteer office if you will be out.
- Inform the Volunteer Office of any changes in your schedule.
- Notify the Volunteer Office if you will be absent for an extended period time.
- Minimum 50 hours must be completed per semester for Service Learning Hours to be credited.
- **Return** your ID badge when you stop volunteering.

2) Must I speak English to volunteer? / Do I have to understand Spanish?

All volunteers are required to be able to speak, read, and understand basic English. Orientation and interview are conducted in English. Spanish is not required in order to volunteer.

3) What type of volunteer work might I do?

- Office and clerical duties
- Patient interaction
- Patient/Family interaction
- Patient transportation

4) Do I have to pay for parking?

- First and second floor of the parking garage is off limits to all employees and volunteers.
- Preferred parking for volunteers is on the 5th and 6th floors of the parking garage
- You may park on the other floors but not in a space designated for patients or visitors.
- Free valet parking is available if you cannot park in the garage.

5) Are there any benefits I will receive for volunteering?

- Free meal for every day of four hours of service
- Complimentary coffee/ tea in the cafeteria between the hours of 7–10 a.m. and 2–4 p.m.
- Discount of uninsured portion of hospital costs: After 100 hours of volunteer service, a 20 percent discount on inpatient and outpatient services available. Please advise the Admitting Department, Emergency Department or Outpatient desk at the time of admittance that you are a volunteer. Members will be given a 20 percent discount on the balance after insurance and deductibles. If there is no insurance, 10 percent of the total bill will be discounted.
- Flu Shot
- PPD Testing annually
- Annual chest x-ray upon written permission of personal physician or following a Positive PPD, and presentation at the Employee Health office
- Annual Awards
- Access to hospital educational programs, in-services and workshops
- Discount tickets for community activities (i.e. movies, stores)

7) I only want to work in one department. Will you accommodate me?

Volunteer assignment will be made in accordance with your interest, abilities, and vocational goals and in accordance with the needs of the hospital, which will be the ultimate determining factor. All volunteer assignments will be made upon the request and agreement of the individual hospital departments.

8) What do I wear to volunteer?

Volunteers are required to be in uniform when they are on duty. You may chose to wear either khaki slacks with dark blue volunteer polo shirt or white slacks with pink jacket. First volunteer polo shirt or pink jacket will be provided to you at no charge.

9) I am in school working for my certificate / degree in healthcare; will I be able to practice these skills while I volunteer?

Volunteers do not perform any clinical duties while they are volunteering. Even if they have received training or certification, they may not practice any of these skills as a volunteer.