

# **Shriners Hospitals for Children – Salt Lake City**

## **Volunteer Service**

### **Information on the Volunteer Program**

Thank you for your interest in the volunteer program at Shriners Hospital. The Volunteer Service Corps consists of volunteers from the community who are willing to dedicate their time to assist the Hospital staff in serving patients and their families.

You must be at least 16 years of age, be willing to volunteer on a consistent basis (usually once a week), and agree to commit to a minimum of 75 hours of volunteer service (50 hours if you are a high school or college student). Students under 18 years of age must meet one of the following conditions: 1) be enrolled in a formal volunteer monitoring program established at the student's school, 2) have a representative from the school support the student's intent on volunteering, or 3) be formally enrolled in a humanitarian program such as Youthline. For each of the options, some form of formal agreement or similar documentation must be executed between the student, a parent/guardian, a school representative, and a representative from the hospital.

Volunteers must be willing to meet certain health requirements and to comply with requirements set forth in the hospital's Volunteer Handbook, such as compliance with the dress code while volunteering.

#### **Information on the Types of Volunteer Positions**

##### **Positions Open to Individuals 16 Years of Age and Older**

- Front Lobby Reception Desk – Up to two volunteers staff the front desk from 8:30 a.m. to 4:00 p.m. in two shifts Monday through Friday. Long-term volunteers preferred.
- Security Desk – One volunteer assists the Security staff at the front desk Monday through Friday from 4:00 p.m. to 8:00 p.m.
- Greeters – Volunteers greet incoming patients and their families and assist them with the preliminary steps of registration. They also escort the families to the location for their appointments if possible. The positions are for one volunteer on every day except Fridays and weekends with two shifts: 8:00 to 11:00 a.m. and 11:00 to 2:00 p.m.
- Interpreters – Volunteers assist the entire hospital staff with interpreter needs. There are morning (8:00 to 12:00) and afternoon (12:00 to 3:00) positions for one volunteer on Mondays, Tuesdays and Thursdays. In addition, the hospital will maintain an on-call list of those individuals who would like to volunteer in such a capacity. Passing of a verbal and written test before initiating the actual application/orientation process will be required.
- Inpatient Nursing – One volunteer assists the nursing staff from 7:00 or 8:00 a.m. to 11:00 a.m. The staff would prefer a 7:00 a.m. start so that the volunteer would be able to assist with taking patients to surgery and to radiology. One volunteer assists the staff from 11:00 a.m. to 3:00 p.m. Two volunteers assist the staff from 3:00 p.m. to 6:00 p.m. The days for this program are Mondays through Fridays.
- Recreational Therapy – There is an a.m. program from 9:00 to 11:00 a.m. consisting of one volunteer who will visit with the patients throughout the hospital, provide a small gift or game to the patient and any siblings, and monitor the patients in the activity area. The program from 1:00 to 3:00 p.m. is exactly the same except there will be two volunteers and a short activity

in the activity area will also be conducted after their tour of the hospital has been completed. The days for this program are Mondays through Thursdays.

- Transportation (Drivers) – One volunteer drives hospital vehicles transporting patients and their families Monday through Thursday from 8:00 a.m. to 12:00 p.m. or from 1:00 p.m. to 4:00 p.m. Volunteers must be 21 years of age or older and willing to commit to more than the 75-hour commitment because of the additional training involved, etc.
- Sewing – There are three groups of volunteers that sew at the hospital on Mondays, Wednesdays and Thursdays from 9:00 a.m. to 2:00 p.m.
- Paper Recycling – Two to three volunteers assist the housekeeping staff doing paper/cardboard recycling and shredding of confidential papers. The days and hours are flexible but the work must be completed during regular working hours on a weekday. Long-term volunteers are preferred.

#### Restricted Positions Open to Individuals Who Qualify

- Physical Therapy – This program is restricted to individuals who are majoring in physical therapy. One volunteer assists the physical therapy staff from 1:00 p.m. to 4:00 p.m. Mondays through Thursdays.
- Prosthetics and Orthotics – This program is restricted to individuals who are majoring in P&O or intend to go to school and major in P&O. Positions are available from 9:00 a.m. to 12:00 p.m. and from 1:00 p.m. to 4:00 p.m. Mondays through Fridays except for Friday afternoons.
- Child Life – This program is restricted to individuals who are majoring in the field of Child Life or intend to go to school and major in Child Life (i.e. helping the patients cope with the hospital environment and the medical procedures/treatments they may be exposed to). The days and hours the volunteer would work is determined between the individual and the Child Life staff.
- Pet Therapy – An individuals interested in volunteering at this hospital as pet therapy volunteer must be a member of a formal therapy animal program. If a member of a program, an individual may apply to become a volunteer at Shriner and must meet the same requirements as regular volunteers. Training and health information on the pet must also be provided at the time of application.

#### Non-routine Volunteer Positions

There are a number of positions that are filled depending on the needs of the Hospital and the skills of individuals who are applying to be volunteers. They include such program areas as: clerical (appointment reminder calls, fiscal services, office receptionists, etc.), medical records, managing the souvenir shop, the motion analysis laboratory, kitchen/cafeteria, hospital grounds, and hospital maintenance.

#### Volunteer Positions/Programs that are **not** Available in this Hospital

- Reading to the patients.
- Holding and/or feeding infants.
- One-time visits by individuals or groups to visit/entertain the patients.

**Inquiry/Appointment** – If you are interested in volunteering, call the Volunteer Coordinator at 801-536-3711. The purpose of the call is to determine what your interests are with regard to volunteering and also to determine whether there are any volunteer positions available that would meet your interests and availability. Inquiries about the volunteer program can also be sent to [jbiddiscombe@shrinenet.org](mailto:jbiddiscombe@shrinenet.org). If you are interested in a particular program and there currently are no positions available, you can request to go on the waiting list for a particular program, day and time.

**Interview/Orientation** – You need to allow at least 2 hours for the interview/orientation. The days and hours are Tuesdays from 10:00 a.m. to 3:30 p.m. and Thursdays from 1:00 p.m. to 6:00 p.m. Other times can be arranged if absolutely necessary. If you are under the age of 18, it is strongly recommended that a parent/legal guardian accompany you to the interview/orientation. The process consists of: 1) a briefing on the various types of volunteer work available at the Hospital and the availability of volunteer positions in each area, 2) a discussion of the policies and procedures governing the volunteer program, 3) completion of the various forms required as part of the application process, and 4) a tour of the Hospital. You will be given a handbook on the volunteer program that must be read before you will be permitted to start volunteering. You will need to bring the following items with you to the orientation:

- The completed application form if one was mailed to you in advance. With regard to the two references, be sure that they are 21 years old and are not a relative, that you identify what their relationship is to you, and that you list their telephone number.
- Your social security card if you do not know your social security number.
- For those individuals 18 or over, a list of addresses of additional locations where you have lived for the past seven years. As a minimum, information on the city, state and zip code are required. College students need to include the locations stayed while attending college. Addresses while serving on missions or with the military services are not needed.
- Your driver's license **only** if you are going to volunteer as a driver.
- Your immunization shot record.

**Required Tests, Background Checks and Training** – After the initial orientation, the following procedures, tests, background checks and training will be conducted, most at no cost to you. However, you should be aware that such procedures, tests, checks, and training are time-consuming and costly to the hospital. Therefore, **before** undertaking the tests, etc., you should be sure that you are committed to the volunteer program, will be able to serve the minimum number of hours of service requested (50 or 75 hours), and will be able to volunteer on a consistent and dependable basis.

- **Reference Checks** – The Volunteer Coordinator will conduct two reference checks based on the information provided in your application.
- **Health Insurance Portability and Accountability Act (HIPAA)** – You will be required to complete training concerning patient privacy and security of patient information. You will also be required to sign an acknowledgement form indicating that you have read and understand the material. This is an annual requirement.
- **Drug Test** – You will be required to: 1) read the Hospital's policy on alcohol and drug abuse, 2) sign an agreement form indicating your commitment to abide by the policy, 3) sign a consent form for a urine drug test, and 4) take the drug test at a local testing facility. A parent

or legal guardian will need to accompany you to the testing facility if you are under the age of 18.

- **Background Check (not applicable to applicants under 18)** – You will be required to sign an authorization form permitting the Hospital to conduct a background check on you. As noted earlier, be sure to bring with you the names of all locations where you have lived for the past seven years (minimum requirement is the city, state and zip).
- **Student Contract (applicants under 18)** – High school students under 18 years of age must be willing to execute an agreement between his/her parent, a school official and this hospital indicating that, in the opinion of all involved, that the student has the time to dedicate to volunteer work.

**Health Requirements** – There are a number of health requirements that must be met before you will be authorized to volunteer.

- **Tuberculosis Test** – You will be required to take a tuberculosis (TB) test. It consists of a two-step process; one test will be administered and then a follow-up booster test approximately two weeks later. Evidence of a current TB test (within the past few months) from another health agency will be accepted as satisfying the first step; however, the second step will need to be completed at Shriners Hospital. Any follow-up testing, such as a chest x-ray, will be at your expense. If you are under the age of 18, you will need to have a parent/legal guardian accompany you for the test.
- **Mumps, Pertussis and Chicken Pox Immunizations** – The hospital requires volunteers to meet immunization requirements for mumps, pertussis, and chicken pox. You must either provide documentation showing that you meet the immunizations requirements or be administered the immunizations (MMR, Tdap, Varicella) by a facility of your choice and **at your cost.**
- **Annual Flu Immunization** – During the flu season, all volunteers and volunteer applicants must satisfy the flu shot immunization requirements. Documentation that the vaccine has been administered elsewhere will be accepted. Declinations will be accepted only for good reason. If you are under the age of 18, you will need to have a parent/legal guardian accompany you for a flu shot administered at this hospital.
- **Artificial Nails** – Artificial nails or attachments to nails are not permitted for any volunteer assignments that include involvement or contact with the patients.

**Unit Training** – You must be trained by the staff of the unit(s) to which you are assigned before you will be authorized to begin volunteer work.

**Security ID Badge** – You will need to have your picture taken for an ID badge.

**Approval to Begin Volunteering** – After all phases of the application process have been satisfactorily completed and the Volunteer Coordinator has reviewed all the information received, you will be notified and authorized to begin volunteer work. **You may not begin volunteering until such notification has been given.**