



# Everything You Need To Know About Volunteering Junior Volunteers

---

## 1. **Stanford University Medical Center Auxiliary & Volunteer Resources Department**

The Stanford University Medical Center Auxiliary & Volunteer Resources Department is an important source of information, services and support for everything relating to your volunteer experience at Stanford Hospital & Clinics. We help you during the application process and support you after you have been placed. Please come by and see us or call us with any questions or comments. Our role is to help serve you, your ideas and suggestions are always welcome.

## 2. **Application Process**

We have tried to make this as simple as possible so you are able to volunteer in a quick and efficient manner; however, please remember this is a hospital and there are many health and security issues you must complete prior to starting your volunteer assignment.

## 3. **Commitment**

All of the volunteer opportunities require a minimum of 2-3 hours on a weekly basis. Ask yourself if a weekly commitment is manageable and fits your schedule.

## 4. **Attendance and Absences**

Your weekly attendance as a volunteer is essential. We understand some absences are unavoidable (family emergencies, illness, vacations, etc.); however, you are expected to notify your supervisor regarding absences (in advance) so arrangements can be made to cover your shift. '3 no show, no calls' or inconsistent attendance may result in dismissal of the program.

## 5. **Parking**

As a volunteer, you receive free parking in Parking Structure 4 (located off of Pasteur Drive) on the 4<sup>th</sup> floor – your badge will provide you with access to the gated area. We will provide you with a parking permit and information to activate your volunteer badge.

## 6. **Tracking your volunteer hours**

Volunteers are responsible for recording hours of service by logging in and out on in the Auxiliary office (at the main hospital). This is mandatory for insurance purposes and record verification. The Auxiliary office is located on the first floor, Guest Services, Room H1130E. Use the touch screen monitor to yourself in and out at the beginning and end of your shift. **Off-site volunteers will log their hours via website.**

## 7. **ID Badges**

Volunteers are required to wear a photo ID badge at all times while volunteering. The badge identifies volunteers to patients, families, visitors and staff. The Stanford University Medical Center Auxiliary will provide you with the necessary form to pick up your badge after all requirements are completed.

## 8. **Supervision / Training**

Each department in the hospital or clinic(s) will have a Volunteer Supervisor. Upon your placement as a volunteer, you will be given your Volunteer Supervisor's contact information. The staff in the Auxiliary office will make initial contact with you in regards to your placement. If you are going to miss your volunteer shift or have a question about the schedule, please contact your assigned Volunteer Supervisor directly.

Training will be provided to volunteers by the specific department. You should feel prepared to handle your new volunteer role before you are on your own shift. If you do not feel adequately prepared, please talk to your supervisor.

## **9. Conflicts of Interest**

You may not solicit; accept money or gifts of any kind (including travel, entertainment, unsecured loans or other favors) from a patient or patient's family or any other person or business supplying, wishing to supply, goods or services to the hospital.

The exceptional care and service provided by our volunteers may tempt patients and their families to offer tips, gifts and other gratuities. While you may not accept such an offer, you can suggest that the person contact the Guest Services department in the hospital (650-498-3333) and they can help the family identify the most appropriate way to express their appreciation. Gifts directed to the Office of Hospital Development are often allocated to a specific unit for a special purpose.

To avoid conflicts of interest, or the appearance of a conflict, you must notify the hospital if you or a relative have financial interest in any business providing, or seeking to provide, goods or services to the hospital. In addition, you may not use or disclose hospital information for personal profit or advantage, or to benefit a family member.

## **10. Privileges**

- Volunteers receive free parking in Parking Structure 4 (located off of Pasteur Drive) on the 4<sup>th</sup> floor (only during volunteer shift).
- Free lectures are presented by various departments in the medical center. Please visit Stanford Hospital and Clinics Health Library for more information at <http://healthlibrary.stanford.edu>.
- Volunteers receive a free cup of tea or coffee (not espresso) or a cold beverage and a snack from the cafeteria during volunteer shift (red coupon book).

## **11. Problem Resolution**

Stanford Hospital & Clinics is a complex, diverse organization with highly motivated professionals committed to helping patients and families through difficult situations. Occasionally, in such an environment, problems and/or conflicts may arise. Whenever possible, we attempt to use these situations as constructive opportunities to learn and improve. Volunteer Resources and the Stanford University Medical Center Auxiliary are always available to advise you on such matters.

- If you come to us with a problem, we will make every effort to handle it sensitively and with discretion.
- If you have a problem, please talk to your supervisor first.
- If you are unable to reach or communicate with your supervisor, contact the Auxiliary at 650-723-6636 or Volunteer Resources at 650-723-7424.