

## **In-Hospital Volunteers FAQs**

### **When I tried to register for an in-person Volunteer Information Session, I received a message saying the session is full. Can I still attend?**

If you would like to come to the Hospital for the in-person session, walk-ins are always welcome and you can register at the event. Oftentimes, a few people who have registered are unable to attend. (Please note the location for the session.) The Session is conducted in a building adjacent to the Hospital. The entrance and parking are different from visiting the Hospital. The location is off Cambridge Avenue, not Thomas Road.

### **I have never worked in a hospital. Is that OK?**

Yes, we provide training to familiarize you with a pediatric hospital environment.

### **What is the dress code?**

Volunteers are required to wear business casual attire. Shorts, sleeveless shirts and open-toed shoes are not permitted. Artificial nails or visible tattoos are also not permitted. The dress code will be reviewed in more detail at the training.

### **Are uniforms provided?**

Yes, volunteer aprons and shirt are provided.

### **Do I need a health screening before I can volunteer?**

Yes, a health screen is required for In-Hospital and Summer Volunteers.

At your health screen appointment you'll need to:

- Show proof of having a flu shot in the last twelve months
- Start the two step tuberculosis (TB) skin test process
- Bring proof of vaccines for Measles, Mumps, German measles (Rubella), Chickenpox (Varicella)

OR

- Physician documentation you had the disease

Please note, if the immunization records are not satisfactory you may need a blood test to check for immunity to the diseases, or possibly obtain the immunizations. Blood tests and obtaining immunizations would be at your expense.

### **I don't know which immunizations I've had. What do I do?**

You will be required to show immunity to measles, mumps, German measles and chicken pox. It is best if you have your immunization records, or physician records, documenting you had those illnesses. Without them you will need a blood test, at your expense, to see if you are immune. If the bloodwork shows you are not immune, you will need to get the vaccinations at your physician's office and provide proof to our Occupational Health Office before you can volunteer.

### **If I just had a Tuberculosis (TB) test, can I use that?**

Volunteers are required to have two TB tests before they are cleared to volunteer. Phoenix Children's Occupational Health will accept TB test results from within the last 30 days. A second TB test would be conducted at the time of your appointment.

**Do I have to pay for parking? The uniform?**

You do not have to pay for parking. To attend the Volunteer Information Session you can park in the Cambridge Visitor Parking Lot on Cambridge Avenue, at no charge. You will be instructed where to park for your training visits and when you become a volunteer – all at no charge.

There is a suggested \$20 donation for your uniform (apron and shirt), and it can be collected at the time you pick it up.

**What are the different volunteer programs available?**

Please visit the Volunteer pages on this website. You will find there is a lot of information on the types of programs available. Also, you will learn more when you attend the Volunteer Information Session.

**I really only want to hold and rock babies. Is there a program like that?**

Phoenix Children's has patients of all ages in all of our care areas. Many volunteer positions include patient contact either in groups or one-on-one. We have limited opportunities for experienced Phoenix Children's volunteers in our Neonatal Intensive Care Unit (NICU), but currently we do not have a separate *Baby Cuddler Program*.

**My schedule seems to change regularly. Can I change my shift schedule?**

Volunteers are assigned to shifts the same day and time of day each week. Changes can be made periodically (i.e. you had a job change or a change in your school schedule) However, frequent and/or weekly changes are not available.

**Is there a time limit to complete my minimum 100 hours of service?**

Volunteers are asked to complete a minimum of 100 hours. Most volunteers continue their service reaching milestones of 500, 1000 ... 5000 hours or more!

**Can I volunteer more than once a week, in more than one place?**

When a volunteer first starts their service, we typically assign them to one shift. Additional shifts can be added as you get comfortable with your current volunteer position and know your way around the Hospital.

**Can I take vacations or do I have to complete 100 hours in a row?**

Volunteers take vacations just like staff! You would inform your immediate supervisor of any time away, much like at your job. If you will be gone more than 30 days you will need to return your badge and uniform, and they will be given back to you when you return.

**How long after attending the Volunteer Information Session do I have to apply to become a volunteer?**

You have up to one year to submit an application after attending a Session. After a year, you will be required to attend another Session in order to hear the most up-to-date application and onboarding program information.

**How soon can I start?**

From the date you're interviewed and placed in a volunteer position, the average time to complete all training, the tour and health screen appointments is about four to five weeks. Trainings are offered weekly so it is possible, if your schedule allows, to shorten that time!