



## Everything You Need To Know About Volunteering for the College Summer Program

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### 1. Volunteer Resources Department

The 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 so your ideas and suggestions are always welcome.

### 2. Application Process

Volunteers attend an orientation, group interview, complete on-line training modules, submit a TB test and complete an authorization for criminal background check. Please remember this is a hospital and there are many health and security issues all volunteers are required to comply prior to being placed.

### 3. Commitment

College students volunteering during the summer are required to provide a three month commitment on a weekly basis; they volunteer 2 shifts per week (each shift is 3-4 hours long). Please think about this type of commitment and that it fits into your schedule, and when you will be returning to school in the Fall.

### 4. Absences

Your attendance as a volunteer must be consistent. We understand that some absences are unavoidable (family emergencies, illness, business trips, vacations, etc.), however, you are expected to notify your supervisor in advance of your absence when possible so that arrangements can be made to cover your shift. Inconsistent attendance may result in dismissal.

### 5. Parking

As a volunteer, you receive free parking in Parking Structure 4 (located off of Pasteur Drive) only on the 4<sup>th</sup> floor –we will provide you with a parking permit. Regular parking fees range

from \$6.00-\$12.00 per day. After receiving your badge, parking access will be provided using your badge. If you require special assistance, please contact the Volunteer Resources office at 650-723-7424. UNIVERSITY & HOSPITAL EMPLOYEES: FREE parking is ONLY available during your scheduled volunteer shift.

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 our insurance purposes and record verification. Please be sure to visit the Stanford University Medical Center Auxiliary office in Room H1130E to log in and out using the touch screen monitor. Off-site volunteers will log their hours via website.

7. ID Badges

Volunteers are required to obtain and wear their photo ID badge at all times while volunteering. The badge helps identify you to patients, families, visitors and staff. Volunteer Resources will provide you with the necessary form to get your ID badge after all requirements are completed.

8. Supervision / Training

Each department in the hospital that utilizes volunteers has a Volunteer Supervisor. Upon your placement as a volunteer, you will be given your Volunteer Supervisor's name and they will make initial contact with you in regards to your placement. If you are going to miss your scheduled time, have a question about the schedule, etc, your Volunteer Supervisor will be your point of contact.

Training will be provided to all volunteers when they are placed in a 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, feel free to let your supervisor know.

9. Conflicts of Interest

You may not solicit or 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, or 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 with parking permit.
- 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 from the dispensing machines and a snack in the cafeteria while volunteering.
- The Stanford Credit Union is also open to volunteers. When joining, the volunteers must show their picture ID badge.
- Volunteers have “access privileges” to Lane Medical Library (i.e. you can use materials in the library, but cannot check them out.) Volunteers will be required to show their photo ID badge.

#### 11. Problem Resolution

Stanford Hospital & Clinics is a complex, diverse place filled with highly motivated professionals committed to helping children and families through difficult situations. We recognize that occasionally, in such an environment, problems and conflicts may arise. Whenever possible, we attempt to use these situations as constructive opportunities to learn and improve.

The Volunteer Resources department is 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, you should talk with your supervisor first. If that does not work, or they are involved in the situation, the Volunteer Resources department is available to assist you.