



New Adult Volunteer Frequently Asked Questions

*Thank you for your interest in becoming a Baptist Hospital Volunteer.
Below you will find answers to some frequently asked questions.*

- 1. What are the requirements to become an adult volunteer?** Adult volunteers are required to abide by Baptist Hospital Service Excellence standards and agree to a background check which they must pass. All volunteers must be able to work independently, with minimal supervision. Adult volunteers who need additional support while volunteering must provide their own support person (for example a family member, job coach, companion, etc.) In addition to these requirements, volunteers must commit to upholding the service, confidentiality and professional standards of Baptist Hospital and serve with a friendly, cooperative and professional attitude.
- 2. Must I be able to speak English in order to become an adult volunteer?** We welcome individuals of any background, religion or nationality to become a volunteer. All volunteers, however, are required to be able to speak, read and understand basic English, as English is the official language of business at Baptist Hospital. Adult Volunteer Orientation and selection interviews are conducted in English.
- 3. What is the first step to becoming an adult volunteer?** The first step to becoming an adult volunteer is completing an adult volunteer application, after your application is reviewed, a member of our staff will contact you to schedule an interview with the Manager of Volunteer Services. During the interview, you may be invited to attend an adult volunteer orientation and be provided with date and time for the upcoming orientation. **The adult volunteer orientation is mandatory. You will not be able to volunteer unless you attend orientation.**
- 4. What happens after I attend orientation?** At the orientation class you will receive your assignment form and schedule as agreed to during your interview with the Manager of Volunteer Services. Adult volunteers begin serving within one week of the orientation. All new adult volunteers will serve their first 12 hours in our Errand Services department. This department serves as an internal courier service for the hospital and is ideal to help new volunteers become familiar with the hospital. After completing these 8 hours of training, volunteers will report to their assigned departments.
- 5. How many hours must I serve?** Our program requires a commitment of 4-16 hours per week. We also require that adult volunteers commit to a minimum of 200 hours of service per year.
- 6. What will my schedule be like?** Our program requires that volunteers commit to a regular schedule of serving at the same time and on the same days each week. Departments depend on their volunteers to come when they are scheduled. Placements *are* available seven days per week, although weekend and evening volunteers are usually restricted to working on a patient care unit or in our Errand Services Department. Other types of placements such as office environments or the Gift Shop are available during traditional business hours (Monday-Friday, 9 a.m.-5 p.m.).
- 7. What will I wear?** Adult volunteers are required to wear an approved adult volunteer uniform while they are on duty. Specifics will be provided during the interview and orientation. All volunteers are expected to have a clean and professional appearance. All volunteers are required to adhere to the Baptist Hospital Dress Code policy which prohibits excessive jewelry, visible body piercing or tattoos, fragrances or artificial or long natural nails.
- 8. Does it cost anything to become an adult volunteer?** Yes. Before they begin serving, all adult volunteers are required to purchase a uniform polo shirt or jacket and white scrub pants, socks and white shoes, if the volunteer does not already own them.



- 9. What benefits do I receive for being a volunteer?** In addition to knowing that they are serving the community and helping others, volunteers are eligible for other benefits. All volunteers receive a complimentary meal in the hospital cafeteria on the days that they serve. Volunteers also receive a discount on certain items in the hospital Gift Shop and are invited to several special events and Volunteer Team Meetings throughout the year. Current volunteers who have completed at least 100 hours of service are entitled to a percentage off of hospital charges if they are a patient. The specifics of each benefit are covered during Adult Volunteer Orientation.
- 10. Will volunteering at Baptist Hospital help me get a job with Baptist Hospital or Baptist Health?** There is no guarantee that a volunteer will get a paid position in the hospital. Volunteers have been hired into paid positions within the hospital and have received references from staff members. These volunteers also possessed the education and background that were required for the position. Volunteer service hours are not viewed by employers as the same as paid work experience.
- 11. Who will I work with as an adult volunteer?** Adult volunteers sometimes assist patients and guests, but usually work most closely with a staff member. The type of staff member varies depending on the work area. For example, volunteers might work with a department secretary, a nurse, or a technician. Volunteers do not assist physicians directly.
- 12. I am in school working toward certification as a healthcare professional. Will I be able to practice the skills I am learning in school while I am volunteering?** Volunteers perform supplementary and complementary work for the departments with which they serve. *Volunteers do not perform any clinical duties even if they have received training or possess certification.* Volunteers serving in patient care units assist staff by helping with paperwork, visiting patients, delivering specimens to the lab and other tasks.
- 13. Will I be able to shadow a nurse, physician or other healthcare professional while I am volunteering?** Volunteers who are interested in shadowing should contact the BHSF Graduate Medical Education Office at (786)-467-2633.
- 14. I am only interested in volunteering in one particular department. Is that possible?** Volunteers are encouraged to have several areas in mind that they are interested in serving with as particular areas may or may not be available at the time of the interview. A list of available job placements will be provided during the interview. These are the volunteer positions the hospital trying to fill first. Popular areas of service, such as pediatrics, oncology, and surgery have limited availability of placements. Assignments are made during the selection interview, based on the volunteer's schedule, skills and the needs of the hospital.