



VOLUNTEER FAQ

1. Can I volunteer in more than one area/department?

Initially, you will be assigned one job description for volunteering in a single area. After orientation and assignments are distributed to all volunteers, please contact us to discuss volunteering in multiple areas.

2. How do I clock-in and out?

You will be required to come to the Volunteer Office to clock-in and out. Our office is located on the first floor, in the main lobby across from the South elevators.

3. Is there a minimum or maximum amount of hours required?

Student volunteers should commit to at least 3-8 hours per week. We require a minimum 1 semester, but strongly prefer a minimum two semesters. Community volunteers have more flexibility, but 4-12 hours per week is the norm. Volunteers should not work more than 30 hours per week.

4. Where do I park to volunteer?

Volunteers should park in staff parking lots. Do not park in Seniors or Special parking (unless you are a member of this group).

5. Who do I contact for absences or schedule changes?

Notify the Point of Contact in your area. You will receive a Job Description with the contact name and number for your department. Any extenuating circumstances (extended absences etc.) should also be communicated to the Volunteer Services department.

6. Is there a dress code for volunteers?

Yes. All volunteers must wear a UMC Volunteer Polo, with dress pants in khaki, black, grey, blue, or white. (no jeans or leggings) The polos will be provided upon admittance into the program. If your area requires a separate dress code (scrubs, or professional dress) that will supersede this requirement and you should dress according to the department's guidelines.

7. I forgot my name badge, can I still volunteer?

No, you must always have your name badge on while volunteering at UMC. If you lost your badge, you should purchase a new one for \$5 in the Volunteer Services Office.

8. If I see someone that I know in the hospital can I tell all my family/friends?

No, when you sign the HIPPA form you are agreeing that you will not talk about who or what you see in the hospital outside of that department. Patient information is strictly confidential. You should not discuss patient information in the hallways, elevators or other common areas. Failure to follow this law will result in termination and potential criminal charges.

9. Does the Volunteer Services office provide reference letters?

Yes, we can provide a reference letter, copy of your time sheet, and copy of your TB or flu record upon request. Please submit a request to the Volunteer Services office.



Volunteer Application

Important Items

TB Screening

All Volunteers are required to complete the Tuberculosis Questionnaire **before** volunteering. If the questionnaire indicates you need a formal Tuberculosis test, you will be directed to have this completed at Employee Health **before** volunteering. You must submit the questionnaire to the Volunteer Services office at least 1 week before your scheduled hours and receive confirmation of your clearance to begin volunteering.

Influenza Vaccine

All Volunteers are required to obtain an Influenza vaccine at the beginning of the flu season (September). Volunteers are responsible for obtaining the flu vaccine on their own. You can contact your physician's office, a UMC clinic, the campus medical center, or other retail or walk-in clinic for this vaccine. You cannot obtain the vaccine from UMC Employee Health. Volunteers will be notified by the Volunteer Services office when it is time to complete the flu vaccine and will be provided with a deadline for submitting documentation. If you have a documented reason for denial of the influenza vaccine, this documentation should be submitted and approved **before** you can begin volunteering. Failure to submit vaccine documentation or denial of vaccine documentation will result in a suspension.

Name Badge

All Volunteers are required to wear their name badge at all times while on campus. You will not be allowed to volunteer if you do not have your badge. Badges must be worn on the collar or near the neck/chest area and must be visible at all times. If you lose your badge, notify the Volunteer Services office for a replacement. (\$17 cost applies). All name badges must be submitted back to the Volunteer Services office on final day of volunteering.

Attendance and Tardy

Volunteers must work all scheduled shifts and arrive on-time. Repeated absences or tardiness may result in suspension or termination of your volunteering position.

Volunteering at UMC

We are grateful to you for volunteering your time and energy at UMC. Volunteers are an important part of our organization. Similar to our staff, we have very high expectations for our volunteers. Those expectations include adhering to our culture, values and mission. UMC expects that our volunteers will maintain a positive attitude, servant mindset, effective teamwork and communication, an eagerness to help in anyway possible, and a focus on making our patients and visitors have an exceptional experience at UMC. It is an honor and a privilege to wear the UMC badge, and we expect that you'll experience great satisfaction knowing that you're making a positive difference in people's lives.

Download the UMC Mobile app for shuttle pickup, wayfinding around hospital, phone directory, and to "Manage Up" a fellow volunteer or employee

