



THE VOLUNTEER SERVICES DEPARTMENT

Wyckoff Heights Medical Center's Volunteer Services department is designed to assist the Medical Center with its mission of providing quality health care to the patients of the communities served.

Volunteers consist of male and female students, homemakers, working and retired people of all ages, backgrounds, and academic levels. They perform various and sundry services within the clerical and nursing helper job descriptions throughout the hospital on a daily basis.

At Wyckoff Heights Medical Center, volunteers provide a welcomed service and receive the opportunity to meet new friends, learn new skills, enhance old skills and enjoy helping others in the process.

PROCEDURES

1. The application is completed by the potential Volunteer.
 - ❖ Two letters of recommendation (one personal and one professional) are required.
2. Interview with the Volunteer Coordinator, **Ms. Allison Smith**.
 - ❖ *Call* to schedule the interview. The number is (718) 963-7345.
3. Complete the Medical Evaluation.
 - ❖ The Urine Drug Screening Test is done at *Wyckoff Hospital*.
 - ❖ The Medical Physical must be completed by *your private doctor*.
4. Mandatory Orientation.
5. Volunteer is given uniform (after making a \$10.00 refundable deposit) and Identification Badge.
6. Volunteer is introduced to supervisor in assigned area, who instructs volunteer on-the-job.
7. Each working day, Volunteer signs in the Volunteer Book located in the Volunteer office, and a record of hours is kept.

GUIDELINES FOR JUNIOR VOLUNTEERS / MEDICAL EXPLORERS

1. Submit your working papers as required by law. Minimum age - 14 years old.
2. Check with the Volunteer Coordinator for floor assignments. DO NOT change without permission.
3. Sign in the Volunteer Book located in the Volunteer office on weekdays.

PLEASE PHONE IF SOMETHING PREVENTS YOU FROM COMING IN.

4. Keep the Volunteer Jacket clean and pressed.

NEVER LEND OUT / REPORT IF LOST

5. Wear I.D. Badge at all times.
6. Discuss any problems with volunteer office staff before approaching anyone else.
7. Do not stay in the hospital past 7:00 PM.
8. Free lunch will be provided, up to \$4.50, if you work 4 hours or more during one day. Otherwise, a short coffee break will be allowed.
9. If you are unsure about your duties ask the Nursing Supervisor or consult with the staff of the Volunteer department.

The Volunteer Department reserves the right to TERMINATE your service as a volunteer, if, in its opinion, the action is in the best interest of the hospital. Such termination could result from:

1. Failure to comply with hospital rules and ethics.
2. Frequent absences - attendance notices without contacting the Volunteer Department.

The above action will be construed to mean a lack of interest on your part. This could seriously impair the standing and efficiency of the Volunteer Services Department, and ultimately the Medical Center.

PRINT Name: _____

Signature: _____ **DATE:** _____

JUNIOR

WYCKOFF HEIGHTS MEDICAL CENTER

VOLUNTEER APPLICATION

Please print.

Date _____

Name _____
Last First

Phone Home () _____ Cell _____

Address _____ Apt# _____

City/State/Zip _____ Email Address _____

Date of Birth _____ Social Security # _____

Emergency Contact _____ Relationship _____

Emergency Contact's Phone () _____ Male _____ Female _____

School currently attending _____

Highest grade completed _____ Most recent academic average _____

Educational/Career Goal _____

Are you volunteering at WHMC through a school program? Yes No

If yes: Program _____ Coordinator _____

Languages (other than English, spoken fluently) _____

Any work experiences: _____

Any volunteer experiences: _____

List the name of one teacher and your guidance counselor as a reference:

Teacher _____ Subject _____

Guidance Counselor _____

AVAILABILITY

Please write the times under the corresponding days you are available to volunteer.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday

We realize our volunteers are often motivated by the desire to help others. How do you feel this experience will benefit you? (i.e. skills, preparation for future career goals, experiential learning)

I hereby affirm that all information I have provided on this application is true and may be verified by WHMC.

Signature: _____ Date: _____

DEPARTMENT USE ONLY

Date: _____ Interviewer: _____

Comments:

Area assigned _____

TO WHOM IT MAY CONCERN:

Miss/Ms./Mr. _____ would like to be a volunteer in this hospital and has given your name as a personal reference. Your prompt reply to the following questions will be appreciated and will be confidential. Please return this form to us as soon as possible.

How long have you know the applicant? _____

In what capacity? _____

Do you believe the applicant would be a serious, responsible, and reliable Volunteer?

_____ if yes please explain: _____
(Yes/No)

In your opinion, would the applicant work well with and be helpful to the patients and Staff?

Additional Comments: _____

Thank you for your cooperation.

Respectfully,
Allison Smith
Volunteer's Services Coordinator

Signature

Please Print

Tele. No.: _____

Address: _____

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(Yes/No)

In your opinion, would the applicant work well with and be helpful to the patients and Staff?

Additional Comments: _____

Thank you for your cooperation.

Respectfully,
Allison Smith
Volunteer's Services Coordinator

Signature _____

_____ Please Print

Tele. No.: _____

Address: _____

Ms. Allison Smith, Volunteer Services Coordinator

Date _____

I, _____ (Parent/Legal Guardian) hereby give son/daughter, _____ permission to serve as a volunteer at Wyckoff Heights Medical Center. I understand that before anyone can serve as a hospital volunteer they must receive and pass a physical exam which includes blood and urine testing for illness and drug use. I consent to my son/daughter having said exams testing.

I further consent to Wyckoff Heights Medical Center taking the necessary steps to safeguard my child in the event of a minor injury incurred while serving as a Junior Volunteer.

Please be advised that my son/daughter is at or past the acceptable age of 14 years and is a reliable person who will be responsible in the performance of appointed duties.

Parent/Legal Guardian Signature

Date

WYCKOFF HEIGHTS MEDICAL CENTER

Confidentiality and Safeguarding of Information

Every attempt must be made to safeguard the confidentiality of patient information. Care must also be taken to guard against invading the privacy of our employees. Access to information regarding individuals should be limited to those persons with a need to know the information. Any employee or agent of the hospital who engages in unauthorized access to or disclosure of information in violation of the privacy rights of our patients may be subject to discipline, up to and including immediate termination, in addition to possible civil or criminal sanctions. Special confidentiality rules apply to medical information pertaining to mental health, substance abuse and HIV/AIDS. Reading or discussion of a patient or employee record for other than job-related reasons is prohibited.

Hospital business information also must be safeguarded. No employee shall use Hospital business information for his or her own benefit or the benefit of others during the term of his or her employment or thereafter. This information includes the hospital's methods, processes, techniques, computer software or passwords, copyrights, research data, clinical information in possession of the Hospital which has not been published or disclosed to the general public.

Many of the Hospital's records serve as a basis for treatment decisions for its patients, or as documentation for billing purposes. Consequently, the proper and timely creation of accurate and complete records is a duty of each member of the Hospital community.

The Hospital is required to maintain certain types of medical and business documents for specific periods of time. Employees are expected to comply with the records retention and destruction schedules for their departments.

I acknowledge that I have received and read Wyckoff Heights Medical Center's policy on confidentiality and safeguarding information.

Signature

Date

Print Name

Wyckoff Heights Medical Center

Dress Code

Attention All Volunteers

The Dress Code is business casual for all volunteers/interns at Wyckoff Heights Medical Center.

*Examples of Business Casual attire are:
Slacks, trousers, dressy pants, casual skirts, button down/polo shirts*

When volunteering at Wyckoff please adhere to the dress code, including the following:

- 1. No shorts or skirts above your knees;*
- 2. No jeans, sweatpants, or leggings;*
- 3. No sneakers, flip flops, sandals, or open toed shoes;*
- 4. No halter tops, tank tops, or shirts with oversized logos;*
- 5. No caps, hats, or sunglasses;*
- 6. No skin-tight, body-hugging, or revealing clothing;*
- 7. No Ipods or CD players;*
- 8. No chewing gum;*
- 9. No smoking;*
- 10. No extremely long nails (1" from basic cuticle);*

*We appreciate your cooperation.
Volunteers/Interns who are not appropriately attired will be sent home.*

YOUR APPEARANCE IS VERY IMPORTANT!!!!!!

Name ----- Signature-----