Putting a smile on a patient’s face has a delightful way of putting a smile on your face.

As a hospital volunteer, you may find the person who gains the most is YOU.
VOLUNTEER SNAPSHOT

2019

62,000 Hours Served

Opportunities in over 80 different areas around the organization

856 Volunteers

5 Scholarships awarded for student volunteers

5 Scholarships awarded for student volunteers
WHAT WE STAND FOR

• **MISSION:** We provide compassionate care without compromise, we educate scientists and health care professionals for the future, and we engage in research to advance knowledge and well-being.

• **INCLUSION:** We are committed to the fair and equitable treatment of all members of our community, irrespective of race, color, religion, national origin, sex, age, status as a disabled individual, sexual orientation, gender identity/expression, genetic information, or protected veteran’s status.

• **TRANSPARENCY:** We include all stakeholders when making decisions to ensure a fair, open, and transparent process.

• **PROMISE STANDARDS:** Our commitment to our patients and each other:

  - Patient Centered
  - Respect
  - Ownership
  - Making a Difference
  - Innovation
  - Safety
  - Excellence
BEHAVIOR STANDARDS

These PROMISE standards were created by employees, for our employees. They directly relate to our core values: compassion, trust, collaboration, innovation, responsibility, diversity, integrity and quality.

As you engage your role as a University of Utah Health academics employee, please remember the PROMISE standards and use them as your guide to appropriate behavior every day.
Who is the UNIVERSITY of Utah Health...
ORGANIZATIONAL STRUCTURE
The only academic medical center in the intermountain region
The University of Utah has trained more than 35,000 doctors, nurses, pharmacists, dentists, mid-level specialists, health providers, scientists and educators.

We train 2/3 of the doctors in Utah. More than 80% of our students are Utah residents or attended UT schools.

OVER HIS OR HER CAREER, A SPECIALIST PERFORMS ABOUT:

- 150,000 primary care visits
- 27,000 pediatric surgeries
- 25,000 general surgeries, or
- 13,000 newborn deliveries
REACHING OUR PATIENTS

University of Utah Health

Eastern Idaho Regional Medical Center
Caribou Memorial Hospital
Lost Rivers Medical Center
Valor Health Hospital
Saint Alphonsus Health Alliance
North Canyon Medical Center
Power County Hospital District
Portneuf Medical Center
Neil J. Redfield Memorial Hospital
Carson Tahoe Health
William Bee Ririe Hospital

St. Peter’s Health
Madison Memorial Hospital
Teton Valley Health Care
St. John’s Medical Center
Sublette County Rural Health Care District
Evanston Regional Hospital
Memorial Hospital of Sweetwater County
Mountain West Medical Center
Community Hospital
Blue Mountain Hospital
Utah Navajo Health System
Quorum Health Resources

Affiliate Partners
Outreach Clinics
TeleHealth Sites
Regional Network Member
DUTIES THAT FALL OUTSIDE THE SCOPE OF A VOLUNTEER

• Giving patients any form of medical or nursing care
• Giving patients medications of any kind
• Assisting in ambulating patients alone
• Giving food or drink to a patient without a nurse’s permission
• Handling controlled substances
• Entering patient rooms where PPE is required until training is completed with Infection Control Department
• Having any contact or interaction with patients who are prisoners
• Doing homework during a volunteer shift
• Using cell phones or electronic devices during shifts
SAMPLE OPPORTUNITIES

Connect2Health
NBICU Cuddler
Information Desk
Snack Cart
Surgery Waiting Room
Spanish Interpreters
Pet Therapy Animals
Emergency Dept.
Piano Players
BENEFITS OF VOLUNTEERING

• Experience in a medical setting – assists with graduate school applications
• Letter of Recommendation – if 100 minimum hours are completed
• Meal - $6 meal credit provided per 3-4 hour shift worked
• Free Vaccinations – flu shot each Fall
• Hospital Events – Be Well Utah, Food Drive, Volunteer Luncheon
• Volunteer Recognition

• Fulfill your passion of giving back
• Build leadership skills and interpersonal skills
• Connect with other volunteers and get to know staff
WHAT ARE THE REQUIREMENTS?

• Time - 4 hours per week
• Commitment - 100 hour minimum
• Empathy and Compassion
• Desire to interact with University of Utah Health patients
• Must be actively volunteering each month
WHY ARE THESE THE REQUIREMENTS?

Cost to University of Utah Health to onboard one volunteer:

TB Testing and immunizations, Background Check, ID Badge and staff time can be as much as

$700

Uniform Shirt (paid by volunteer) - $25 one time only
WHAT ARE THE EXPECTATIONS?

• Timely completion of on-boarding/training requirements within 1 week of welcome email receipt
• Proof of immunizations and completion of TB testing
• Adherence to dress code policy
• Desire to serve others
• Willingness to learn duties of the volunteer position
• Patient confidentiality
• Excellent Communication
• Minimum commitment of 100 hours in six months with 80% or greater attendance (one four hour shift weekly). Must volunteer monthly!
VOLUNTEER ATTENDANCE

• Any deviation from your normal schedule should be communicated to your area supervisor as well the Volunteer Office if the absence will span over 30 days to avoid inactivation.

• Volunteers may take a leave of absence for up to six months without having to start the onboarding process again. This must be communicated to Volunteer Services Office.
DRESS CODE

The quality of patient care is often judged by the appearance of staff and volunteers. It is essential that you dress in a professional manner when volunteering.

• Volunteers are required to wear a regulation polo shirt, dress pants / trousers as well as a volunteer identification badge

• Blue jeans, sweatpants, leggings, scrubs, ripped pants, shorts, mini skirts, hats and open toed shoes or sandals are NOT permitted.
WHAT’S NEXT?

INTERVIEW - Within two to five business days after Orientation, we will reach out to you to schedule an interview where we will also advise on the onboarding process to become a volunteer at the University of Utah Health.

BACKGROUND CHECK/AFFILIATE WITH UHEALTH

IMMUNIZATIONS

ONLINE LEARNING

SCHEDULE TO FINALIZE

WELCOME EMAIL

VOLUNTEER
TIPS FOR SUCCESS

• Embrace our PROMISE Standards
• Adhere to attendance policies
• Ask questions – learn from mistakes
• Seek to improve
• Stay informed - Read notices, e-mails, and information on Pulse – make sure you know what is going on in the organization
• Always be safe – for yourself and our patients
• Seek assistance when you need it – you are not alone

*Please note that failure to abide by the standards and requirements outlined within orientation may result in immediate volunteer termination.
Thank you!

Email: hospitalvolunteerservices@hsc.utah.edu