

Yale New Haven Hospital 2022 Youth Volunteer Program Application

Thank you for your interest in the Yale New Haven Hospital Youth Volunteer Program! Yale New Haven Hospital (YNHH) is one of the top hospitals in the United States and is proud to have one of the most established volunteer programs.

Students must be 15 years of age and be fully vaccinated for COVID-19, including the booster. Students need to be available to commit to the 10-week program and volunteer a minimum of 20 hours to the hospital. You will be assigned 1 day during the week at either the York Street Campus or St. Raphael Campus and volunteering a total of 2 hours per week (3:00 p.m.- 5:00 p.m.)



Please give serious consideration to the commitment required to have a great volunteering experience at YNHH. The popularity of this program cannot be overstated. We hold our volunteers to the highest standard in order to ensure an excellent patient experience.

This information details the YNHH Fall Youth Volunteer Program. Please carefully review this information with your parent/guardian. If you are ready to commit to becoming a part of the YNHH team please be sure to follow all steps necessary to become a youth volunteer. Upon receipt of your application, you will be invited to an informational ZOOM interview.

Fall 2022 Program Dates:

September 26, 2022 - December 9, 2022

Deadline for application to be submitted is August 19, 2022.
Space is limited. Registration will close when full.

Program Expectations

Appearance:

You represent Yale New Haven Hospital, and your appearance reflects on the hospital. A clean, neat, professional appearance is important to promote the professionalism expected by patients and visitors. We have a standards of appearance policy that you will be expected to follow. You will be given a red YNHH volunteer polo shirt to be worn with **khaki pants** ONLY. Jeans, shorts, capris, tights are not permitted. All volunteers are required to wear hospital issued ID badges, masks, and possibly additional required PPE (personal protective equipment) for your specific role.

Attendance:

Your presence is important, and we depend on you to report for duty as scheduled. It is your responsibility to report all absences to your department supervisor, as well as the Volunteer Services Department. Repeated unexcused absences will be considered a lack of interest, and will result in termination of your volunteer status. You will be required to sign in and out each time you come to volunteer.

Cellular Phones:

You may not use your personal cell phone while on duty as a volunteer. You will be allowed to carry your phone for emergency use only.

Commitment:

Commitment for a minimum length of time and/or volunteer hours of service is required for Yale New Haven Hospital volunteers. This is due to the application and training requirements and the need for consistency of volunteer attendance.

- The Fall Volunteer Program is 10 weeks and students are expected to volunteer for 1 day a week, 2 hours per day = 20 hours commitment. **Due to the Thanksgiving holiday, you will not be expected to volunteer the week of November 21- 25, 2022.**
- Upon receipt of your application, you will be invited to an informational ZOOM interview.
- As this is a professional work environment and the hospital staff rely on their volunteers, you are expected to notify us in advance if you will be missing a shift. Two unexcused no call/no show absences will result in dismissal from the program.



Program Opportunities

The Yale New Haven Hospital, Volunteer Services Department offers a number of volunteer opportunities. Below are some examples of the types of settings in which volunteers are placed. Some positions require additional group training. Positions are available on both campuses.



Behind the Scenes

Volunteers who are placed in a behind the scenes assignment assist staff with clerical duties, deliveries, and light computer work.

Examples of Behind the Scenes assignments: *Office support, Lab Medicine, Pathology, Material Services.*

Customer Service

Volunteers in a customer service position assist patients, visitors and staff navigate throughout the hospital.

Examples of Customer Service assignments: *Visitor Reception Desk, Family Lounges, Gift Shop.*

Moderate Patient Support

Volunteers placed in a moderate patient support assignment provide assistance to patients and staff in inpatient units.

Examples of Moderate Patient Support assignments: *Ambassador, Book Cart, Smilow Cancer Hospital Amenities Cart.*

Intense Patient Support

Volunteers in an intensive patient contact assignment assist on a medical unit. Intense patient support positions require additional training.

Examples of Intense Patient Contact assignments: *Patient Aide, Short Term Surgery, Pediatrics.*



Youth Volunteer Program Logistics

Volunteer Services Department Directions:

York Street Campus: The office is located in Room EP 1-612 in the main Atrium

Saint Raphael Campus: The office is located in Room 128 Main Building



Meals:

Youth volunteers are entitled to a \$7.00 complimentary meal allowance each time they volunteer.

Parking:

Free parking is available, and you will receive further information after application is received.

References:

Many youth volunteers request references for college and scholarship applications. We are pleased to provide a reference for you if you have fulfilled your commitment to the hospital. Attendance records and evaluations are considered when preparing

references. Reference requests require three weeks' advance notice.

Schedule:

Fall volunteers are required to volunteer for 1 day for 2 hours per week, from 3:00 p.m.- 5:00 p.m. includes a 15-minute snack break. Youth volunteers are not assigned to the same area where their parents/relatives are employed.

Training:

Training will be provided for your specific assignment. Some assignments require attendance at a group training session prior to the start of the program. Training for the other assignments will be done on the volunteer's first day. Once assigned, we will advise you of your training schedule.

Valuables:

We strongly encourage that you not bring valuables with you to volunteer. Yale New Haven Hospital is not responsible for lost or stolen belongings.

Paperless Program:

When filling out your application please list a working email that you check on a regular basis. Our office will contact you primarily by email.

York Street Campus
Volunteer Services Office
20 York Street
New Haven, CT 06510
Phone: 203-688-2297
Fax: 203-688-4363

Saint Raphael Campus
Volunteer Services Office
1450 Chapel Street
New Haven, CT 06511
Phone: 203-789-3480
Fax: 203-867-5225