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 12-week program and volunteer a minimum of 20 hours to the hospital. Students will be assigned 1-2 shifts during the week at either the York Street Campus or St. Raphael Campus and volunteer a total of 2-4 hours per week (3:00 p.m.-5:00 p.m.)

This is a popular program with limited capacity, please give serious consideration to the commitment required before submitting an application.

The following information outlines 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 complete and submit an application (available on our website: [https://www.ynhh.org/about/community/volunteers](https://www.ynhh.org/about/community/volunteers)). Upon receipt of your application, you will be invited to a virtual informational interview.

**Fall 2023 Program Dates:**

**September 25, 2023 – December 15, 2023**

**Deadline for application to be submitted is July 28, 2023.**

*Space is limited. Registration will close when full.*
Program Expectations

At Yale New Haven Hospital, we hold our volunteers to the highest standard to ensure an exceptional patient experience.

Requirements:
Application
Interview
Health Requirements (Immunization History, TB Screening, COVID Vaccine and Booster, and Flu)
Orientation
Program Agreement
Placement Preference Form
Training (group trainings are required for some roles)

Additional information will be provided during/following the interview.

Appearance:
As a representative of Yale New Haven Hospital, we expect a clean, neat, professional appearance. Volunteers are provided a red YNHH volunteer polo shirt to be worn with khaki pants ONLY (jeans, shorts, capris, leggings, and athletic wear are not permitted). Volunteers are required to wear a hospital issued ID badge.

Attendance:
Your presence is important. Hospital staff rely on their volunteers. It is your responsibility to report all absences to your department supervisor, and the Volunteer Services Department. Two unexcused no call/no show absences will result in dismissal from the program.

Commitment:
Due to the application, compliance, and training process, Yale New Haven Hospital requires a minimum length of time and/or volunteer hours of service from our volunteers.

- The Fall Volunteer Program is 12 weeks and students will be scheduled to volunteer 1-2 days a week, 2 hours per day.

- On days when school is not in session you are not expected to volunteer, however, you are welcome to come if our office is open. Communication is required if you will be absent.
Program Opportunities

The Yale New Haven Hospital, Volunteer Services Department offers a variety of volunteer opportunities on both the York Street and Saint Raphael’s campuses. Below are some examples of the types of settings in which volunteers are placed.

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, Infection Prevention, Sterile Supply, Material Services.

Customer Service
Volunteers in a customer service role assist patients, visitors, and staff in a non-clinical environment.

Examples of Customer Service assignments: Ambulatory Registration Support, Pharmacy, Gift Shop.

Moderate Patient Support
Volunteers placed in a moderate patient support role assist patients and visitors with navigating the hospital and/or provide support to patients and staff on inpatient units. Additional training may be required*.

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

*Some positions require additional group training. These trainings will take place during the weeks of September 11 and September 18. Specific dates to be determined.
Youth Volunteer Program Logistics

Communication: When filling out your application please list a working email that you check on a regular basis. Our primary form of communication is email, and if you miss important email communication you may miss out on this opportunity (please also check your spam and junk mail).

Schedule:
You will receive an email with your assignment 2 weeks before the start of the program. Attendance is mandatory the first week.

Parking:
Free parking is available. Additional information will be provided at a later date.

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

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. Please provide us advance notice.

Confirmation of Service Hours:
A report of your service hours will be available following the conclusion of the program session. If you require a form to be completed for your school, please provide advance notice.

Important Dates:
• July 28: Deadline for application to be submitted
• July 24 – August 4: Interview sessions will be held
• August 25: Final Deadline to complete compliance (exceptions will not be made)
• Training sessions will be scheduled during the weeks of Sept 11 & Sept 18 (TBD)
• Week of September 25: Fall program begins (mandatory participation)
• Week of December 11: Fall program ends

Our Contact Information:
If you have questions, please contact us at: HighSchoolProgram@ynhh.org