

Yale New Haven Hospital 2024 Youth Volunteer Program Information

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 Flu and COVID-19, including a booster.**
- Students need to be available to commit to the 11-week program.
- Students will be assigned 1 or 2 shifts during the week (Monday to Friday) at either the York Street Campus or St. Raphael Campus.
- Students will volunteer a total of 2 hours per shift (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 applying.

The following information outlines the YNHH Spring 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>). Upon receipt of your application, you will be invited to a virtual informational interview.

Spring 2024 Program Dates:

February 5, 2024 – April 19, 2024

Deadline for application to be submitted is November 17, 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

Placement Preference Form

Health Requirements (Immunization History, TB Screening, COVID Vaccine and Booster, and Flu)

Volunteer Orientation

Program Agreement

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 Spring Volunteer Program is 11 weeks and students will be scheduled to volunteer 1 or 2 days a week, 2 hours per day (3:00pm – 5:00pm).
- 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: *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, Recreation Therapy Support*

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 January 22 and January 29, 2024. 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. If you miss any important email communication, you may miss out on this opportunity (please check your spam and junk mail, too).



Schedule:

You will receive an email with your assignment(s) about 2 weeks before the start of the program. Attendance is mandatory the first week.

Parking:

Free parking is available. Details will be provided with your welcome letter.

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:

- November 17: Deadline to apply.
- November 20 through December 9: Interview sessions will be held.
- January 5: **Deadline** to complete compliance requirements (exceptions may not be made).
- Training sessions will be scheduled during the weeks of January 22 & January 29 (TBD).
- Week of February 5: Spring program begins (mandatory participation).
- Week of April 15: Fall program ends.

Our Contact Information:

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