

Yale New Haven Hospital High School Volunteer Program Information Guide

Thank you for your interest in the Yale New Haven Hospital 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.
- Students need to be available to commit to an entire session.
- Volunteers will be assigned to either the York Street Campus or the St. Raphael Campus.
- Students will be assigned to 1 shift a week minimum.



- **Academic Program (Fall, Spring)**: operates Monday – Friday. Shifts are 3pm – 5pm.
- **Summer Program**: operates Monday – Thursday. Shifts are 9am – 2pm.

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

Fall Session: Late September – Late November

Apply between June 15 – July 15

Spring Session: Late January– Early April

Apply between October 15 – November 15

Summer Session: Late June – Mid August

Apply between February 15 – March 15

Space is limited. We will stop accepting applications when we reach capacity.

Program Expectations

The following information outlines our YNHH High School 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.

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

Program Agreement

Volunteer Orientation

Health Screening

- Immunization History, TB Screening, and Flu vaccine (for Flu season)

Training (virtual group trainings are required for some roles)

Requirements will be reviewed in more detail during/following the interview.

Appearance:

As a representative of Yale New Haven Hospital, we expect a clean, neat, professional appearance. Volunteers are provided with 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.**

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

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.



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.

Our volunteer roles offer individuals an opportunity to experience various aspects of the healthcare environment. Volunteer roles are non-clinical. Roles are focused on enhancing the patient experience (either directly or indirectly).

****Please note, we do not offer opportunities to shadow physicians or other clinical staff.**

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.

Customer Service

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

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.

Intense Patient Support

Volunteers in an intensive patient contact assignment assist on a medical unit.

*Intense patient support positions require additional training.



***Some positions require additional group training.** Trainings are virtual via ZOOM. These trainings will take place approximately 2 weeks prior to the start of the program. 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, HighSchoolProgram@ynhh.org. 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) approximately 3 weeks before the start of the program. **Attendance is mandatory the first week.**

Parking:

Free parking is available for volunteers who will be driving to the hospital. 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 with advance notice.

Confirmation of Service Hours:

A report of your service hours that can be shared with your school will be emailed following the conclusion of the program session. If your school requires a specific form to be completed, please provide us with advance notice. We cannot access links to online applications such as MobileServe to confirm hours.

Important Information:

- To offer all volunteers an optimal experience, we ask you to be mindful of our deadlines. We may not be able to offer extensions or exceptions.
- You will be provided with a limited time to complete the onboarding requirements.
- We cannot accommodate volunteer assignments outside of the set dates and times of our program sessions.

Our Contact Information:

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