

# 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 youth volunteer programs.

### Important Information:

- Students must be 15 years of age by start of session.
- Students must commit to attending the entire program session.
- Students will be assigned to either York Street Campus or Saint Raphael Campus.
- Students are guaranteed 1 assignment per week for the 8-9 week program session (same unit/department and day every week).



**Academic Programs** (Fall and Spring): operate Monday through Friday. Shifts are 3 – 5 pm.

**Summer Program**: operates Monday through Thursday (no program Friday). Shifts are 9 am – 2 pm.

**NOTE:** All youth volunteers are expected to arrive and clock in on time for their scheduled shifts. Please note that make-up sessions and weekend opportunities are not available.

**This is a popular program with limited capacity. Please give serious consideration to all requirements and commitments required before applying.**

### Program Sessions Offered:

**Fall:** Applications accepted June 15 – July 15 (final deadline)  
Runs from late September – late November

**Spring:** Applications accepted October 15 – November 15 (final deadline)  
Runs from late January– late March

**Summer:** Applications accepted February 15 – March 15 (final deadline)  
Runs from late June – mid August

**We stop accepting applications when we reach our enrollment capacity or deadline, whichever comes first.**

# Program Expectations

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

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.

**To apply, go to our website:**

<https://www.ynhh.org/about/community/volunteers>. Scroll down to “High School.: Click on **High School Volunteer Program Application** and then **High School Volunteer Application** (at bottom of page).

## Youth Volunteer Requirements:

- ✓ Online Application
- ✓ Interview-Information Session
- ✓ Occupation Health Clearance Requirements: Immunization History, (2) Negative TB Screening results OR (1) QuantiFERON test (*Flu vaccine required for SPRING session ONLY*)
- ✓ Onboarding Requirements: Volunteer Orientation, Placement Preference Form, Student-Parent Agreement
- ✓ Training (virtual, required for some roles)

*Once your application is processed, you will be invited to a virtual Interview-Information session (up to 2 hours in length).*

**Program details and requirements will be reviewed in depth during the Interview-Information Session.**

## Appearance:

As a representative of Yale New Haven Hospital, we expect a clean, neat and professional appearance. Volunteers are provided with a red YNHH volunteer polo shirt to be worn with **khaki or tan pants ONLY** (jeans, shorts, capris, leggings, and athletic wear are not permitted). Volunteers are required to wear a Department ID badge. A Hospital-issued Photo ID badge may be required, depending on the placement.

## Attendance:

Your consistent attendance is important. Hospital staff expect their volunteers to be reliable. It is your responsibility to report all planned/unplanned absences to your Volunteer Services Coordinator. **More than TWO absences, or any no call/no show occurrence, will result in dismissal from the program.**

**NOTE:** Students are not expected to volunteer if a recognized holiday or (New Haven) school holiday falls on their scheduled shift. However, if students do not recognize the holiday and our office is open, your attendance on your regularly scheduled shift is greatly appreciated. **Communication is required, with advance notice, if/when 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. For an 8-week session, youth volunteers must complete 6 shifts, and for a 9-week session the requirement is 7 shifts.



# Youth Volunteer Opportunities

The Yale New Haven Hospital Volunteer Services Department offers a variety of volunteer opportunities on both York Street and Saint Raphael 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).

**IMPORTANT: Please note, we do not offer opportunities to shadow/observe physicians or other clinical staff. We also do not offer internships to High School students. Additionally, this experience cannot be used as a Capstone project as we are unable to provide students with a Mentor or the level of supervision required.**

**Below are some examples of the types of settings where volunteers are placed.**



## Behind the Scenes

Volunteers in a behind-the-scenes role assist staff with various tasks including clerical duties, deliveries, organizing materials and supplies, light computer work, etc.

## Customer Service

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

\* May require some type of training prior to the start of the session.

## Moderate Patient Support

Volunteers 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.

\* Most assignments require some type of training prior to the start of the session.

## Intense Patient Support

Volunteers in an intensive patient support role assist on a medical unit. Youth must be at least **16** years of age to be placed in these assignments.

\*Intense patient support assignments require training prior to the start of the session.

## Training:

**Some assignments require additional (virtual) group training or e-training.**

**Group training sessions are virtual through Microsoft TEAMS.** These sessions will take place approximately 3 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](mailto:HighSchoolProgram@ynhh.org). We strongly suggest saving this email address to your email contacts. If you overlook any important communication, you may potentially miss out on this opportunity. **NOTE: It is very important to check your Spam and Junk email folders, regularly.**

## Schedule:

You will receive an email with your assignment(s) approximately 4 weeks before the start of the program. **Attendance is mandatory the first week of the program session.**

## Parking:

Free parking is available for volunteers who will be driving to either hospital. Those who need parking should indicate this on their Placement Preference Form. The parking form, along with detailed instructions, will be emailed to volunteers approximately 3 to 4 weeks before the start of the program.

## Meals:

Volunteers may be eligible to receive a complimentary meal voucher while volunteering. The value and eligibility may vary by program, assignment, or volunteer session.

## Recommendations:

Youth volunteers can request a letter of recommendation for college and scholarship applications. We are pleased to provide a recommendation **if you have fulfilled your volunteer commitment to the hospital.** Attendance records and department feedback are considered when preparing references. Please give us a minimum of 2 weeks advance notice and email your request to [HighSchoolProgram@ynhh.org](mailto:HighSchoolProgram@ynhh.org).

## Confirmation of Service Hours:

A letter detailing all service hours will be emailed to all volunteers following the conclusion of the program session. If your school has additional documentation requirements, please provide your Volunteer Coordinator with the specific form 1-2 weeks before the end of the program session.

**NOTE:** We cannot access links to online applications such as MobileServe to confirm hours.

## Other Important Information:

- To offer all volunteers an optimal experience, student volunteers must adhere to our deadlines. **NOTE:** We may not be able to offer extensions or exceptions as our programs are very structured and operate on a tight schedule.
- New student volunteers are provided a limited amount of time to complete all Occupational Health Clearance and Onboarding requirements.
- We cannot accommodate volunteer assignments outside of the set dates, days and times of our program sessions. We also do not offer make-up shifts.

## Our Contact Information:

If you have questions, please contact us at: [HighSchoolProgram@ynhh.org](mailto:HighSchoolProgram@ynhh.org)