



MedStar Georgetown University Hospital

FREQUENTLY ASKED QUESTIONS

Q: How do I apply to volunteer at MedStar Georgetown?

- Submit an online application
- Submit two recommendation forms
- Complete an interview with Volunteer Services
- Provide a complete Health Clearance Form
- Complete Orientation Session and Assessments
- Schedule and take Drug Test (18+ years)
- Schedule and take second TB (PPD) test (18+ years)
- Complete Background Check online (18+ years)

Q: At what age can I volunteer?

- The minimum age requirement for the Year Round program is 17 years of age.
- The minimum age requirement for the Summer program is 16 years of age.

Q: How many hours are required to volunteer?

- Year Round volunteers must commit to a total of 100 hours (4 hours per week).
- Summer volunteers must commit to a total of 64 hours (4 hours per week).

Q: What areas are available to volunteer at MedStar Georgetown?

- Inpatient clinical units
- Outpatient clinical departments
- Emergency Department
- Administrative offices
- Waiting Rooms
- Wayfinding



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Q: Am I allowed to work with patients as a volunteer?

- Yes, you are allowed to work with patients. The extent to which you work with patients depends upon the unit or department you are assigned to.

Q: How do I submit my application materials?

- All application materials should be submitted online and/or via email to the Volunteer Services Department at VolunteerServices@gunet.georgetown.edu. You should keep copies of all materials submitted to Volunteer Services for your personal records, especially all health related documents. Volunteer Services will not provide copies of submitted materials upon request.

Q: I volunteered at MedStar Georgetown previously and would like to return. What do I need to do?

- Former volunteers should contact the Volunteer Services Department via email (VolunteerServices@gunet.georgetown.edu) informing the department of their plans to return. The volunteer will be contacted by a Volunteer Services representative to discuss scheduling and inform them of any outstanding vaccinations that are needed prior to returning. Volunteers that want to return after two years of being inactive will need to re-apply online and complete all of the application materials.

Q: Do I have to perform office work?

- No matter what service area you are assigned to, you may be required to perform a clerical work to some degree. This may include filing, organizing patient records, data entry, using the computer, answering phones, etc.

Q: Do I need to receive a flu shot in order to volunteer?

- Yes. All volunteers who serve from October 1st to April 1st are required to receive the flu vaccination. This procedure can be completed at MedStar Georgetown's Occupational Health Office or at another location of your choice. Volunteers that are unable to receive the flu vaccine due to medical or religious reasons must provide documentation from their physician or religious leader stating the reason for not getting the vaccine.



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Q: What is the dress code for volunteers at MedStar Georgetown?

- The dress code is business casual. All volunteers are required to wear their volunteer ID badge and uniform jacket at all times during service. If you show up to an assignment wearing inappropriate attire, you may be dismissed from your assignment for the day.
- Appropriate: slacks, skirts, blouses, polos, closed toe shoes, etc.
- Inappropriate: sandals, jeans, shorts, t-shirts, etc. (Reference Volunteering 101 for a complete list of what not wear)

Q: How will I be notified of my assignment?

- Once the application process is complete and you are cleared for service, you and department coordinator will be notified via email that you are able to begin.

Q: What are the duties of the volunteers at MedStar Georgetown?

- Duties of a volunteer are to assist employees, patients, and visitors in inpatient and outpatient areas by providing support to include clerical duties, assisting patients and visitors in finding their way throughout the hospital and running errands as needed.

Q: I can't sign in, what should I do?

- If you are unable to sign in for any reason, there are white binders marked "Volunteers" for you to sign in and out manually. The binders are at each information desk, located in the Main building on the first floor, the Pasquerilla Health Center building on the Ground floor and the Lombardi Cancer Center building on the first floor. These sign in sheets are collected every two weeks and entered into the volunteer database by a volunteer team member so you can get credit for hours served.
- If you forget to sign in and out in one of the binders, please send an email to the Volunteer Services Department stating the date and time in and out for your assignment.
- If you have issues signing in repeatedly, notify Volunteer Services via email so a team member can help resolve the issue.



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Q: Am I allowed to volunteer more than my original commitment of hours?

- Yes, you are allowed to continue volunteering beyond the standard commitment time for your designated program and we encourage you to do so. We have many volunteers who currently serve MedStar Georgetown and have done so for years.
- If you decide to continue serving as a volunteer, the Volunteer Services Coordinator must be informed of your intent to ensure accurate tracking for each department, unit and office.

Q: Do I need to tell someone if I cannot make it to an assignment?

- Yes. As a volunteer, you have made a commitment of service and you are expected to be at your assignment and ready to work at the start of your scheduled shift. If you are unable to attend, you should notify your department/unit coordinator via email and phone letting him/her know you will be out. You must also contact the Volunteer Services Department via email or phone to inform them that you will not be in for an assignment so your records can be updated.
- We understand emergencies arise so we recognize there will be instances where you must cancel or be late to a shift. You should treat your assignment(s) as you would a job and provide sufficient notice of schedule changes, tardiness and/or cancellations, wherever possible. If you are found to have missed three or more assignments without providing notice, you may be subject to dismissal from your volunteer assignment. Habitual last minute cancellations can also lead to dismissal from the program.

Q: Do I still have to come in for my shift during bad weather?

As our volunteer's safety is a priority, we do not expect you to show for an assignment in inclement weather such as heavy snowing, icy road conditions, tornado warnings...etc. You should notify the Volunteer Services Department via phone call or email as well as your department coordinator that you will not be in for that day's assignment due to the weather.



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Q: What should I do if I'm sick?

In the event that you become ill, we would ask that you do not attend an assignment for the health and well-being of patients, visitors and associates. Please notify the Volunteer Services Department and your department coordinator that you will not be in due to illness. Return to your regular assignments only if you are feeling well.

Q: What if I have to work, have classes, or if I am going on vacation and need to miss an assignment?

- We understand that people have jobs, attend school and go on vacations. Volunteers should maintain contact with the Volunteer Services Department and their department coordinators if they need to miss any assignments for any reason. Work, vacations and school exams are typically planned ahead of time. It is your responsibility to review your schedule for the upcoming weeks to determine if you will need to cancel a shift due to scheduling conflicts. Please keep in mind that missing three consecutive assignments can be cause for dismissal from your assignment at the Volunteer Services Coordinator's discretion.

Q: What if I feel uncomfortable in my unit/department? I don't want to cause trouble, but will I be able to change assignments?

- We encourage all volunteers to stay on their assignments for at least three months before being transferred to another assignment; however, if you should experience any issues with staff or have difficulty functioning in your assigned unit/department, we want you to feel free to contact a member of the Volunteer Services Department immediately. Harassment of any kind, bullying or disrespect will not be tolerated and will be addressed with the unit/department administrator or clinical manager.



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Q: Do I have to volunteer on holidays?

- Volunteer Services recognizes legal holidays and is closed for the following: New Year's Day, Martin Luther King, Jr. Holiday, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas. Please keep in mind that inpatient units are open 24/7 and unless you have discussed being off from your assignment with the Volunteer Services Coordinator and the department coordinator, you are expected to be at your assignment. Please discuss holiday schedules in advance with your department if you will not be available.

Q: How will I know what to do on my assigned unit/department?

- Each unit/department has a coordinator that provides duties for the volunteer. If you have completed tasks given and have nothing to do, be proactive and ask the coordinator or whoever is supervising you, if there is anything else for you to assist with.
- You should listen carefully to instructions provided by MedStar Georgetown associates, as not following directions on an inpatient unit can be harmful to patients as well as yourself, staff and visitors.

Q: Can I go home if I have completed my assigned tasks.

- If you have completed your assigned duties in your unit/department, you should not leave unless it is the end of your shift. If the unit/department has dismissed you before the end of your shift, you should report to the Volunteer Services Office to see if your services can be utilized elsewhere. Early dismissal will be at the discretion of the Volunteer Services Coordinator. If you leave your shift early, be sure to sign out at one of the workstations.

Q: If I have completed my commitment of hours, can I keep my jacket and badge to remember my volunteering experience at MedStar Georgetown?

- No. If you have completed your volunteer hours and will no longer be volunteering, you must return the ID badge and jacket as they are the property of MedStar Georgetown University Hospital. If the jacket is not returned, you will be billed \$35 to cover the cost of a replacement jacket.



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Q: Can I keep the jacket and badge if I completed my hours for this year but plan to return as a volunteer next year?

- No. If you have completed your volunteer hours you must return the ID badge and jacket to the Volunteer Services office. The Volunteer Services office will keep your ID badge on file until you return. All jackets are professionally cleaned prior to redistribution. When you are ready to return to service, a Volunteer Services team member will return your badge and provide you with another volunteer jacket.

Q: Can I keep my volunteer jacket and ID badge if I pay for it?

- No. Volunteer jackets and id badges are the property of MedStar Georgetown University Hospital and are not for sale. Having a volunteer jacket and badge when you are not volunteering can pose a security risk to the hospital; therefore these items should be returned upon completion of service.

Q: I want to put on my resume for a job or school that I volunteered at MedStar Georgetown. Will I be provided documentation of my service and service hours?

- Yes. Upon email request, a letter that states your volunteer time and hours can be submitted to you.

Q: Can I get a copy of my PPD test to use for a job that I applied for?

- Volunteer Services no longer provides records upon request; therefore we recommend you keep copies of all materials and documents submitted to the Volunteer Services Office by either submitting them electronically via email or making copies prior to submission.