

Volunteer and Guest Services

602 Indiana Avenue Lubbock, Texas 79415

Phone: 806-775-8238

Volunteer FAQ

1.) Can I Volunteer in more than on area/department?

Initially, you will be assigned one job description for volunteering in a single area. After orientation and assignments are distributed to all volunteers, please contact us to discuss volunteering in multiple areas.

2.) How do I clock in and out?

You will be required to come to the Volunteer Office to clock in and out. Our office is located on the first floor, in the Main Lobby, across from the South Elevators.

3.) Is there a minimum or maximum of hours required?

Student Volunteers should commit to at least 3-8 hours per week. We require a minimum 1 semester, but strongly prefer a minimum of 2 semesters. Community volunteers have more flexibility, but 4-12 hours per week is the norm. Volunteers should not work more than 20 hours per week.

4.) Where do I park to volunteer?

You will be given a windshield marker that lets security know you are here to volunteer. If you should be given a ticket, please bring it to the Volunteer Office and we can help you with it.

5.) Who do I contact for absences or schedule changes?

Notify the Leadership Contact in your area. You will receive a Job Description with the contact name and number for your area. Any extenuating circumstances (extended absences etc.) should be communicated to the Volunteer Services department.

6.) Is there a dress code for volunteers?

Yes. All Volunteers must wear a UMC Volunteer Polo, with dress pants in khaki, black or grey, blue or white (no jeans and no leggings). The volunteers will purchase a volunteer polo for \$15 upon admittance into the volunteer program. If your area requires a separate dress code (scrubs, or professional dress) that will supersede this requirement and you should dress according to that department's guidelines.

7.) I forgot my badge, can I still volunteer?

You must always have your name badge on while volunteering at UMC. If you lost your badge, you must purchase a new one for \$10 in the Volunteer Office. Badges must be worn at chest height and always be visible while in the hospital.

8.) If I see someone that I know in the hospital, can I tell my family/friends?

No, when you sign the HIPPA form you are agreeing that you will not talk about who or what you see in the hospital outside of that department/area. Patient information is strictly confidential. You should not discuss patient information in the hallways, elevators or other common areas. Failure to follow this law will result in termination and potential criminal charges. Those criminal charges might include payment of up to \$250,000 and 10 years in prison.

9.) Does the Volunteer Office provide reference letters?

Yes, we can provide a reference letter and speak only to the number of hours you have served, a copy of your hours or time sheet and a copy of your TB or Flu record upon request.

Important Items

TB Screening

All volunteers are required to complete the Tuberculosis Questionnaire BEFORE volunteering. If the questionnaire indicates that you need formal Tuberculosis testing, you will be directed to have this completed with Employee Health BEFORE volunteering. You must submit the questionnaire to the Volunteer Office at least 1 week before your scheduled hours and receive confirmation of your clearance to begin volunteering.

Influenza Vaccine

All volunteers are required to obtain an Influenza vaccine at the beginning of flu season (September). Volunteers are responsible for obtaining the flu vaccine on their own. You can contact your physicians' office, a UMC Clinic, the campus medical center or other retail or walk-in clinic for this vaccine. You cannot obtain the vaccine from UMC Employee Health. Volunteers will be notified by the Volunteer Office when it is time to complete the flu vaccine and will be provided with a deadline for submitting documentation. If you have a documented reason for denial of the influenza vaccine, this documentation should be submitted and approved BEFORE you can begin volunteering. Failure to submit vaccine documentation or denial of the vaccine documentation will result in suspension.

Name Badge

All Volunteers are required to wear their name badge at all times while inside of the hospital. You will not be allowed to volunteer if you do not have your badge. Badges must worn at chest level and be always seen. All name badges must be returned to the Volunteer Office on your final day of Volunteering.

Attendance and Tardy

Volunteers must work all scheduled shifts and arrive on time. Repeated absences or tardiness may result in suspension or termination of your volunteer position.

Volunteering at UMC

We are grateful to you for volunteering your time and energy at UMC. Volunteers are an important part of our organization. Similar to our staff, we have high expectations for our volunteers. Those expectations include adhering to our culture, values and mission. UMC expects that our volunteers will maintain a positive attitude, servant mindset, effective teamwork and communication, an eagerness to help in any way possible, and a focus on making our patients and visitors have an exceptional experience at UMC. It is an honor and a privilege to wear the UMC badge, and we expect that you'll experience great satisfaction knowing that you're making a positive difference in people's lives.