

# Junior Volunteer Policy

## **Purpose/Desired Outcomes of Program:**

The purpose of the Junior Volunteer Program at Duke Hospital is to provide a prestigious opportunity for high school students between the ages of 14 and 18 years old to learn and develop skills unique to our health system. This experience provides a positive environment to the students involved in hopes to encourage a future in a health related field. The desired outcomes of this program are that the students will learn life skills including leadership, responsibility, promptness, professionalism, dependability, and initiative as it pertains to working in a hospital setting.

Note: Please be aware that placements for students under the age of 16 years old are very limited!

## **Benefits to being a Junior Volunteer:**

Becoming a Junior Volunteer at Duke Hospital provides a number of benefits. These benefits include reference letters from Duke Employees, leadership and development opportunities, resume building, service hours, growth opportunities through educational seminars, and many specific skills related to the placement a student receives. Students often build a great networking community along with developing communication skills while making lasting relationships.

## **Application Process:**

The application process includes the following forms and activities:

- Enrollment Form – Each student must complete an enrollment form in order to be a part of the program. The enrollment form must contain honest information and must be signed by the student as well as the parent/guardian. Dishonesty will disqualify the student to participate in the Junior Volunteer Program at Duke University Hospital.
- Reference letters – Each student is to submit two reference letters. The reference forms are provided by the Volunteer Services Office and are included in the application packet. One reference form must be completed by a faculty member of the school that the student attends and the other one must be completed by a community leader of the students' choosing, i.e. minister, coach, etc. If a student is home schooled and does not have access to a faculty member, the student must note this on the enrollment form turned in and must have two community references. This notation can be made on the enrollment form under "Background Verification". Also, any returning student must have a Duke Employee, preferably their previous Junior Volunteer supervisor as the community and reference.
- Health Screening/Review – Each student must submit a copy of their immunization records as well as a copy of their updated TB screening results to the Volunteer Services Office. If a TB screening has not been performed within the past 3 months before completing the application, the student must receive an updated screening. Please refer to and complete the Health Review Sheet located in the application packet.

- Consent Form – Each student as well as each parent/guardian must review and agree to the information given on the Consent Form included in the application packet. Each party must sign their designated line in order for the student to participate in the program. If either line is not signed, the student will not be considered for a junior volunteer position.
- Student Counselor Form – Each student will be responsible for providing their information regarding Grade Point average, tardies, absences, and suspensions, (if any) from their school counselor. Each student will need to have this form signed by their parents/guardians and then deliver it to their school counselor who will submit the above information as well as their input into the student's eligibility as a Junior Volunteer for Duke Hospital.
- Essay – Each student must complete one out of two essay options provided. Each category of student has two options to choose from. The categories of students include student who are new to the program and student who are returning to the program from a previous year. Each essay must be between 400-500 words, typed (Times New Roman or Arial, Size 12 font) and double spaced.
- Policy Agreement Form – Each student and their parent/guardian are required to read and agree to the policy set forth. Each student and parent/guardian must sign the agreement form attached to this document. Each parent attending the interview session with their child will have the opportunity to ask questions and learn more about each of these policies while their child is being interviewed.
- Interview Process – Each student must complete a group interview during one of the scheduled interview times made available by the Volunteer Service Office. Each student will be accompanied by 3-5 other students in the group interview. Each interview takes approximately 40 minutes to complete. The interviews will be facilitated by a panel of three judges ranging in age and ethnicity to ensure fairness among the participants. A series of questions will be asked of each student and each student will be evaluated on the same criteria as the other students applying for the Junior Volunteer Program. A parent/guardian must accompany their child to the interview. During the interview process, each parent/guardian will participate in a Q&A session with the Manager of Volunteer Services to ensure complete understanding of the policies and expectations set forth for their child during the summer program.

### **Parent/Guardian Involvement:**

Parent/Guardian involvement is considered to be very important to the Duke Hospital Volunteer Services Office. We expect parents/guardians to participate and be present at each child's interview session as well as the orientation session held in May provided that the child is accepted into the program. Also it is very important for the parent(s)/guardian(s) to be encouraging and supportive of their children while participating in the program as well as throughout the application process. Parents/Guardians are asked to sign all forms that require a parent signature. If parent/guardian permission is not received on the required forms, the applicant will not be eligible to participate in the program.

### **Acceptance Requirements/Qualifications:**

In order for a student to be accepted into the Junior Volunteer Program, they must meet the following requirements:

- Turn in all required paperwork including:
  - Enrollment Form
  - Junior Volunteer Reference Forms
  - Junior Volunteer Essay
  - Volunteer Health Review Sheet
  - Copy of Immunization Records
  - Copy of updated TB screening Results
  - Junior Volunteer Consent Form
  - Junior Volunteer Student Counselor Form
  - Junior Volunteer Program Policy Agreement Form

**Note:** If the application is incomplete in any way, the student will not be considered for the Junior Volunteer Program.

- Schedule and Attend a group interview session accompanied by a parent/guardian
- Be able to meet the commitment requirements set for the program (please review the “Commitment Requirements” section of this policy for more information)
- Meet the standards set for Junior Volunteers as stated below:
  - Kind and Courteous – Must have a pleasant personality and an interest in people, is tactful and diplomatic, accepts direction and cooperates with staff.
  - Dependable – Dependability in all things; attendance, punctuality and performance of duties. It is important to do what you agree to do and not make promises that cannot be kept.
  - Loyal – Loyalty to the hospital, its administration and staff. A loyal Junior Volunteer creates goodwill for the hospital in the community.
  - Poised – Calm and dignified at all times, maintain composure even in moments of crisis or unusual circumstances, never permitting him/her to be overcome with emotion.
  - Tolerant – Thoughtful and considerate of others.
  - Willing – Sees no task as so small that it is unimportant. Serves cheerfully, efficiently and capably in any job to which assigned; never forgetting that others are depending on them.
- Meet the 2.75 grade point average requirement along with being in good standing with their current school.
- If accepted, attend the Junior Volunteer Orientation accompanied by a parent/guardian.
- Practice the rules of Etiquette listed below:
  - Be polite, natural and friendly... SMILE!
  - Introduce yourself, using your first and last name when you speak to someone.
  - Be a good listener.
  - Always show sincere interest in patients without becoming too inquisitive.
  - Be gracious, kind, thoughtful, complimentary and positive.
- Meet the other policies and procedures set forth in this policy as well as the policies of the hospital.

### **Duke Employee Benefits:**

Applications for children of Duke Employees are reviewed in the same manner as every other student. Being the child of a Duke Employee does not automatically warrant acceptance into the Junior Volunteer program.

Children of Duke Employees do however receive priority on placement options once they have been accepted into the program and have attended the Junior Volunteer training session held in May each year.

### **Dress Code:**

All Junior Volunteers must adhere to the following guidelines. If a student does not adhere to the following guidelines, the Duke Hospital Volunteer Services Office has the right to terminate their placement as a Junior Volunteer. These standards are set for identification and safety purposes and must be followed at all times.

- Uniforms – All Junior Volunteers are required to purchase at least (1) polo shirt (at \$15.00 each). This shirt identifies you to employees, visitors, and patients as one of our Junior Volunteers. This shirt is required to be worn during all times you are volunteering here. Shirts must be kept neat, clean, tucked in and well-pressed. Each student is required to wear their shirts with pants (Khaki, Black or White) or Capri's. Blue jeans are not permitted unless you are placed in a department that allows this as part of their dress code, however very few departments permit wearing blue jeans. Shorts of any type or style, tank tops, hats, short skirts, holes in pants or tops, visible tattoos.
- ID badges – Junior Volunteers are expected to wear their ID badge at all times while performing duties as a Junior Volunteer at Duke Hospital. Badges are to be clearly displayed at all times and should be worn on a person's clothing between their waist and shoulders.
- Shoes – Low heeled or flat shoes are required. Tennis shoes are permitted as long as they are well maintained and clean. No sandals or flip flops are permitted to be worn as they do not provide adequate protection. No open-toed shoes are permitted.
- Hair – Hair should be kept neat and clean and pulled neatly away from the face.
- Make-up – Please keep make-up to a minimum. No sparkles please.
- Jewelry – Keep it Simple! No large hoop earrings or any jewelry that could cause possible injury to your person.
- Nails – nails are required to be short, neat and clean.
- Cologne/Perfume – any use of perfumes or colognes should be extremely modest and not overpowering. Keep these to a minimum.

It is important to present a neat image to the other volunteers, employees, patients and families in the Duke community.

### **Parking:**

Students who are accepted into the program and are of legal age to drive receive free parking in either Parking Garage I or Parking Garage II (both located at the front entrances of Duke North Hospital and Duke South Outpatient Clinics). Parking forms and decals are given out during the Junior Volunteer Orientation.

### **Lunch Break:**

Lunch breaks and other breaks are determined with the supervisor assigned to each Junior Volunteer. Each Junior Volunteer will receive at least one 15 minute break each 4 hour block as well as a 30 minute – 1 hour lunch break during the day. Students are permitted to bring their lunch with them or they may purchase lunch on Duke Hospital/Duke University Campus. Students are not permitted to leave the Duke Hospital/Duke University Campus for lunch or any other reason during their volunteer time, unless written permission by a parent/guardian has been given to the Manager of Volunteer Services as well as the current Supervisor of the Junior Volunteer(s) leaving.

### **Volunteering with Friends:**

Each applicant is selected as an individual. The Duke Hospital Volunteer Services Office is not obligated to place friends in the same department for volunteering. It is encouraged to create lasting relationships with all Junior Volunteers involved in the program, while maintaining current friendships during lunch breaks, etc.

### **Accidents/Injuries:**

Duke Medicine does not provide insurance coverage for volunteers if personally injured or if damage occurs to personal property while acting as a volunteer. Junior Volunteers are not entitled for Workers Compensation benefits, health insurance benefits, or any other benefit available to employees of Duke Medicine.

Parents/Guardians assume responsibility for medical treatment associated with any accidental injury that happens while their child is volunteering. Accidents/Injuries are to be reported immediately to the assigned supervisor of the injured volunteer so that proper care is provided. Each volunteer is required to agree to and sign a consent form before acceptance in to the program is permitted.

### **Confidentiality:**

Respect of patient rights and privacy are required at all times. Discussion of a patient's condition or any personal information is strictly prohibited.

### **Harassment/Discrimination:**

The Duke Harassment Policy prohibits harassment of any kind and applies to all persons enrolled at, volunteering at or employed by Duke University or Duke University Health System. The Duke Harassment Policy prohibits retaliation against you for reporting a concern, filing a complaint or participating in an investigation of harassment. If you have concerns or questions, address them as soon as possible by speaking with your supervisor, the Manager of Volunteer Services or contact the Office for Institutional Equity (OIE) directly at 919-684-8222 or <http://www.duke.edu/web/equity>.

Every effort is made on behalf of the Duke Hospital Volunteer Services office to ensure that each applicant has equal opportunity to be involved in the Junior Volunteer Program.

### **Diciplinary Action:**

It is the Volunteer Services philosophy to have our volunteers assist in providing the highest quality of care to the patients and families who visit us. In order to maintain this sense of care, the Volunteer Services Office along with the Volunteer Coordinator/supervisor will work to identify and correct inappropriate volunteer behavior or performance, including attendance and dress code, through the use of mentorship and progressive disciplinary actions if necessary. However, when serious or multiple minor infractions occur, it is the right of the Volunteer Services Office to discharge a volunteer from their assigned duties.

### **Junior Volunteer Orientation:**

Each student accepted into the program is required to attend the mandatory training session held each year in the month of May. Each accepted student will receive training in Compliance, HIPAA, Fire and Safety, Service Recovery, Communication skills, etc. This training is required before participation is permitted. Each student must be accompanied by a parent/guardian during the training session. Any student who is unable to attend the Junior Volunteer orientation will be unable to volunteer in the Junior Volunteer Program.

### **Commitment Requirements:**

Each student is required to meet the following minimum requirements:

- Summer Sessions:
  - Each student must commit to full participation in at least one of the two summer sessions provided. Each summer session is approximately 3 weeks long.
  - If a student decides to participate in both summer sessions, the student must be able to commit to 5 out of the 6 weeks provided.
  - If a student is unable to commit to one of the two summer sessions, they will not be able to participate in the program for that year and will be required to re-apply the following year.
- Hours:
  - Students must commit to volunteering a minimum of 12 hours per week during their selected summer session.
  - Shift times are dependent on the different departments available in the Junior Volunteer Program each year. Normal shift times are 8am to 12pm and 12pm to 4pm.
  - Students are not permitted to work over 8 hours in a day or 32 hours in a week.
  - Students are scheduled on specific days and times depending on placement in one of the available departments.
- Conflicting Schedules:
  - Students are required to meet the minimum time commitment listed above. Students are required to meet the minimum time commitment requirements listed above. Unfortunately If a student is unable to meet these requirements, the student will not be accepted into the program.

Each student is responsible for keeping track of their own volunteer hours as well as their time sheet that is provided on the first day of their volunteer experience. Students are also responsible for providing the Volunteer Services Office with a copy of the completed time sheet at the end of their volunteer experience. The Volunteer Services Office is not obligated to produce a certificate of completion unless the Junior Volunteer provides a copy of the completed time sheet to the office.

### **Assignments:**

Each student accepted into the Junior Volunteer program will have the opportunity to review and select their top three choices of assignments that most interest them. This process is completed during the Junior Volunteer Orientation. Every effort is made to place each student within one of their top three choices. If a student is unable to be placed in one of their top three choices, the placement coordinator and student will discuss the other options available to them at that time.

Each department is asked to submit a position description and complete an application in order to be considered as a possible area for Junior Volunteers to volunteer in.

### **Supervisors:**

Each student accepted into the Junior Volunteer Program will be assigned to a site supervisor. The site-supervisor is the primary contact for whatever department a student has been assigned to. Sign/in and sign/out procedures, lunch breaks, departmental orientation, and other daily activities will all be handled by each site-supervisor. Each site-supervisor is responsible for the students assigned to their area and should be respected by each Junior Volunteer assigned to them. If there are problems that arise between a student and a site-supervisor, both parties are to try to solve the problem respectfully and cordially. If the problem cannot be solved through these means, the problem should be taken to the Manager of Volunteer Services for further review.

### **Seminars:**

The Duke Volunteer Services Office believes that it is extremely important to provide extra learning opportunities for the students involved in the Junior Volunteer Program. Each student is encouraged to attend at least one of the three seminars scheduled for their selected volunteer session. Each summer session will have these seminars at different times in order to provide the opportunity for each student to attend at least one. Students have the opportunity to sign up for their desired seminars at the Junior Volunteer Orientation. The seminars will include a wide range of interesting information, tips and opportunity for discussion. Some examples of topics include “smart financial planning, tips for saving for college” and “going green at the hospital...how this saves energy, money and more”. Each seminar will be evaluated by the students who attend. Parents are welcome to attend the seminars if desired.

### **Talent Show:**

Along with educational opportunities, the Volunteer Services Office provides a yearly opportunity to support a health related organization by becoming a sponsor for a particular cause. In recent years, the Junior Volunteers have shared their talents and skills with the Duke Community by hosting and performing in a talent show in order to raise money for the yearly cause. In past years they have raised hundred's of dollars to support the Asthma Walk (American Lung Association) as well as the Heart Walk (American Heart Association). Each student is required to participate in the preparation for, the set up, tear down, performance, etc. There are many ways that students can be involved each year. It is encouraged that each student supports their fellow Junior Volunteers who perform in the talent show as well as help to sell tickets and raise money for the cause. Any student who is unable to or unwilling to participate in this effort will not be able to participate in the Junior Volunteer Program. The talent show is held, this year, on Tuesday, August 4<sup>th</sup>, 2009 from 6pm to 8:30pm.

### **Mayor's Award:**

The Mayor's Award is an award given to students who serve 100 + hours over the course of a summer. It is an award that is offered through The Volunteer Center of Durham, not Duke Hospital. Any student interested in this award is fully responsible for completing and turning in the application components required. The Volunteer Services Office has no obligation to keep record of the required forms. The Volunteer Center of Durham and the Duke Hospital Volunteer Services Office partner together in order to help provide the needed information to the students accepted into the Junior Volunteer Program. Applications for the Mayor's Award will be given out at the Junior Volunteer Orientation. Directions for how to receive the Mayor's Award will be on the forms provided and will be discussed at the orientation.

It is the sole responsibility of the student and their parent/guardian to turn in the necessary paperwork as well as provide the necessary paperwork to their site-supervisors for verification of hours and for evaluation. It is not the responsibility of the Volunteer Services Office to have part in this process outside of each site-supervisor filling out the required evaluation form and verification. Each student is responsible for obtaining these forms from their site-supervisor to turn in with the rest of the paperwork sent to The Volunteer Center of Durham.

If there are questions or concerns about this process, each student or parent/guardian is to contact The Volunteer Center of Durham at 919-688-8977 or on their website at [www.thevolunteercenter.org](http://www.thevolunteercenter.org).

### **End of Summer Celebration:**

At the end of each summer, Junior Volunteers are recognized for their hours of service given to Duke Hospital. This event promotes and encourages each participant to continue to give to their community by offering evidence of the impact each participant has made during their time as a Junior Volunteer. Certificates of Achievement (a statement of the hours accomplished) will be given out to each student who submits a copy of their completed hours to the Volunteer Services Office at the end of their volunteer time. Attendees will receive their certificates at the event. If a participant is unable to attend the event, a certificate will be mailed to the Junior Volunteer. Parents/Guardians are welcome and encouraged to attend. The 2009 End of Summer Celebration is currently scheduled for Thursday, August 6<sup>th</sup>, 2009 from 11:30am to 1:00pm.

### **Junior Volunteer Leaders (JVLs):**

One leadership opportunity available to Junior Volunteers is our Junior Volunteer Leader (JVL) position. Any student has the opportunity to apply to be a JVL once the student has completed one full year in the Junior Volunteer summer program. This opportunity provides great leadership training while earning service hours in the community. This opportunity is limited to a select group of students. Each student who would like to participate as a JVL must undergo an extensive application and interview process with the Manager of Volunteer Services as well as other key administrative leaders at Duke Hospital. Each student accepted as a JVL is expected to commit to at least one Saturday a month of volunteer service as well as serving specific shifts over holidays and after school which are TBD. JVLs assist the Manager of Volunteer Services in the planning and execution of the Junior Volunteer Program for the upcoming year as well as serve in various departments throughout the hospital to continue their growth as future leaders. Applications for this position will be available beginning the first week of the second summer session. The deadline for completing the written portion of the JVL application is Friday, August 7<sup>th</sup>, 2009.

### **Re-enrollment:**

In order to re-enroll in the Junior Volunteer program each year, all returning students must complete each of the qualification requirements stated above according to their category as returning students. This process is subject to change as the Junior Volunteer Program develops further each year.