

## **Volunteering at CommunityHealth Frequently Asked Questions**

### **Q: What should I do when I arrive at the clinic?**

**A: West Town:** You will first need to enter the pin number into the key pad on the door leading to the main clinic. The Manager of Clinic Resources and Volunteer Services will provide this number to you. The number changes quarterly and will be emailed to you. Next, you can find your nametag in the lounge/kitchen. You are also welcome to place any personal items (coats, purses, etc.) in the closet. There are a limited number of lockers available in the closet, available on a first-come, first-serve basis. The lockers are similar to gym lockers – the key is attached to the locker until it is locked and then the key can be removed. In order to re-open the locker you must return the key to the lock. Lockers are not intended for long term use; they are only to be used while you are volunteering.

All volunteers except physicians are required to sign in/out at the beginning and end of their shift. Next, please check in with the Clinic Coordinator in the back clinic area. You should also check in with the Clinic Coordinator before you leave the clinic.

**Englewood:** Name badges and the sign in computer can be found in the Provider work room. All volunteers except physicians are required to sign in/out at the beginning and end of their shift. Next, please check in with the Clinic Coordinator.

### **Q: What is my volunteer pin number?**

**A:** Clinic (non-medical providers), pharmacist, nurse, counseling and dental volunteers are assigned a pin number to sign in and out when volunteering. If you have not received a pin number or do not know what it is please contact Kelly Tondini, Manager of Clinic Resources and Volunteer Services.

### **Q: What is the dress code?**

**A:** The volunteer dress code is business casual.

- Name tags must be worn at all times while volunteering
- No open toe shoes
- No artificial nails (for those working in the lab & nurses)
- No jeans (Monday-Thursday)
- Scrubs may only be worn by lab and flex sig staff/volunteers
- No skirts or dresses higher than mid-thigh
- No shorts
- No bare midriffs, bare backs or excessive cleavage
- No see-through clothing, halter tops, or tank tops
- No hats or caps
- No clothing or accessories that includes wording/graphics that can be considered offensive
- No campaign buttons or other items designed to support political candidates, etc.
- All tattoos must be covered to the volunteer's best ability
- All exposed body piercings must be small and tasteful

- Volunteer hair should be neat, well groomed, and professional in appearance. Hair should be of a natural human color and styled appropriate to the workplace (e.g no mohawks).

**Q: How do I get a volunteer name tag?**

A: Your picture will be taken when you begin volunteering. Once your name tag is made it will be placed in the staff lounge (West Town) or provider work space (Englewood). The name tags are in alphabetic order by last name. They are grouped under Clinic (non-medical provider) Volunteer and Medical Provider Volunteer. If you do not have a name tag please contact Kelly Tondini, Manager of Clinic Resources and Volunteer Services.

**Q: Who should I contact if I can not make it for a scheduled volunteer shift or if I am running late?**

A: Please contact Kelly Tondini, Manager of Clinic Resources and Volunteer Services, at (773) 969-5923 if you are running late or cannot make it into the clinic. If Kelly is unavailable, please leave a voicemail message on the Volunteer Evening and Weekend Line at (773) 969-5914.

**Q: Which volunteer roles require additional training?**

A: Training is required for the following volunteer roles: triage, lab, pharmacy technician, dental assistant, diabetes educator, and interpreter. Each training has a fee of \$25. The training fee can be paid online at [www.communityhealth.org/volunteers/](http://www.communityhealth.org/volunteers/) or with a check (made payable to CommunityHealth).

Training fees can only be refunded up to three days after they are paid. Volunteers may apply for a scholarship if, for extenuating circumstances, they can not afford the training fee.

Please contact **Kelly Tondini**, Manager of Clinic Resources and Volunteer Services for further questions about volunteer trainings. Trainings are held monthly; a schedule will be emailed to volunteers.

**Q: What is the policy for recommendation letters or references from CommunityHealth?**

A: For volunteers interested in receiving a letter of recommendation or having CommunityHealth serve as a reference, all requests must be sent to the Manager of Clinic Resources and Volunteer Services at least three weeks before they are due. Requests will only be considered for volunteers who have been active for at least six month and are in good standing.

**Q: If I know someone interested in volunteering, who should they contact?**

A: Interested volunteers can view volunteer opportunities at [www.communityhealth.org/volunteers/](http://www.communityhealth.org/volunteers/). They can also contact Kelly Tondini, Manager of Clinic Resources and Volunteer Services for more information.

Recruitment is ongoing for volunteer medical professionals and Polish and Spanish interpreters. If you know of organizations or groups that we can reach out to, please let Kelly Tondini, Manager of Clinic Resources and Volunteer Services know.

**Q: How will I be notified of an emergency closure?**

A: The Manager of Clinic Resources and Volunteer Services will notify all volunteers of an emergency closure as soon as information is available. Clinic closures will also be posted on the CommunityHealth website.

**Q: What is the procedure if I am no longer able to volunteer?**

A: Because we are relying on our volunteers to provide quality care to our patients, we appreciate being given as much notice as possible if you are no longer able to volunteer. We are also interested in your feedback regarding your volunteer experience and your reason for leaving, so please contact Kelly Tondini, Manager of Clinic Resources and Volunteer Services.

**Q: Who should I contact if I have a problem/concern in regards to volunteering, patients, CommunityHealth, etc?**

A: Please contact the Kelly Tondini, Manager of Clinic Resources and Volunteer Services at (773) 969- 5923. If your problem/concern is immediate and Kelly is not available, please contact the Clinic Coordinator or clinic staff member on duty.

**If you have any other questions please contact Kelly Tondini, Manager of Clinic Resources and Volunteer Services at (773) 969 – 5923 or [ktondini@communityhealth.org](mailto:ktondini@communityhealth.org).**