



## **CCRMC & HEALTH CLINCS VOLUNTEER SERVICES FREQUENTLY ASKED QUESTIONS (FAQs)**

### **Who may volunteer at the Contra Costa Regional Medical Center (CCRMC) & Health Clinics?**

Volunteers must be 16 or older, in good general and mental health, have no criminal record and be able to make a long-term commitment (minimum 1 year) including a weekly scheduled shift. Individuals who desire to be of service in a health care environment and successfully complete the volunteer process (see “How do I become a volunteer”) are encouraged to apply.

### **What is the volunteer commitment?**

A minimum of one (1), four-six (4-6 hour) shift per week, fulfills our **200 hour commitment** per calendar year.

### **How do I become a volunteer?**

If you seek to pursue a volunteer opportunity with CCRMC, please complete the on-line application ([http://cchealth.org/medical\\_center/volunteer.php](http://cchealth.org/medical_center/volunteer.php)) and return the application to the Volunteer Services Office via mail, email or call and schedule a time to drop it off at the office. Incomplete applications will not be considered. Applicants will be required to:

- ❖ submit an application,
- ❖ participate in a face-to-face interview,
- ❖ complete a background check,
- ❖ attend a mandatory orientation prior to placement.

### **I volunteered at CCRMC previously and would like to return. What do I need to do?**

If it has been less than 1 year since you last volunteered, call Volunteer Service to briefly complete a update form and ensure your TB test is current. If it has been more than one year, you will need to re-apply.

### **Are you able to provide me with a letter of reference?**

We provide references upon request for volunteers who have provided 200 hours or more of service.

### **Do I have to wear a uniform?**

In keeping with our commitment to professionalism and customer service, CCRMC/CCHS requires that volunteers be neat, clean and well-groomed while on duty. White pants/skirts; white tops, white closed in shoes and the uniform jacket/vest serve as the standard volunteer uniform. The uniform vest/jacket is available for purchase in the Volunteer Office for \$28.00.



### **What training do you provide?**

In addition to your orientation, volunteers are often teamed-up with experienced volunteers to shadow them and gain hands-on, real-time experience.

### **What if I don't like the role I am assigned?**

We do our very best in assessing your skills and interests and placing you in a suitable position but sometimes expectations do not match up to reality. We ask that our Volunteers try the role for at least 3 shifts (12 hours) before requesting a reassignment. If you then decide you don't like it, we will do our best to help you find an alternative.

### **What should I do if my availability changes?**

Life happens! We will do our best to work with you and your schedule. To find an alternative shift or role that works for us all. **Communication is key** please advise us as soon as you become aware of a possible change.

### **Will volunteering help me obtain a paid position with Contra Costa Regional Medical Center and Health Clinics?**

Becoming a volunteer **will not** guarantee you paid employment with CCRMC and Health Clinics. However, volunteering with us may provide you with opportunities and experiences in the healthcare environment which may assist you in your career aspirations and employment applications in the future.

The CCRMC Volunteer office does not provide shadowing, job training or internship opportunities.

### **May I fulfill my court appointed volunteer hours at the CCRMC or Health Centers?**

Unfortunately, CCRMC and Health Centers do not accept court-ordered community service volunteers; nor will the Volunteer Services Department verify volunteer hours for court-ordered community service.

### **If I have more questions, what should I do?**

If you have any questions, or need additional information, please feel free to contact the Volunteer Office at 925-370-5440. Our mailing address is Contra Costa Regional Medical Center, 2500 Alhambra Avenue, Martinez, CA 94553.