



Volunteer Services Department  
Hilton Head Regional Healthcare  
25 Hospital Center Blvd.  
Hilton Head Island, SC 29926

Tel: 843.689.8201  
Fax: 843.689.8257  
Email: Terrilyn.Sassman@tenethealth.com

Dear Volunteer Applicant,

Thank you for your interest in the Volunteer Services offered at our Bluffton Medical Campus, Bluffton-Okatie Outpatient Center, Coastal Carolina Hospital and Hilton Head Hospital. It's my hope that we find a good "fit" for you, as well as for the patients and guests you will serve.

Before beginning as a volunteer, you are asked to:

- a) Complete & return the attached application
- b) Meet with me for an interview
- c) Complete a health screening (includes TB test and other testing as required)
- d) Undergo a criminal background check
- e) Attend a volunteer orientation session (see below)
- f) Participate in training for the department in which you'll volunteer

Volunteer Orientation provides information to help you understand the nature of volunteer service in the health care setting. This session is completed prior to beginning as a volunteer.

Orientation is offered monthly and includes a review of policies and practices, a tour of our facility, wheelchair transport training, safety, infection prevention and customer relations.

Training for the department(s) in which you serve is provided by an experienced volunteer in that department, and is handled on an individually scheduled basis.

After reviewing the enclosed materials and considering areas of interest, *please return your completed application to the address above. You will be contacted to discuss the application and possibly set an interview date.* We look forward to having you join our team of caring volunteers who make our hospitals very special places!

Sincerely yours,

Terri Sassman  
Volunteer Services Manager

# **Volunteer Application**

I am applying to volunteer my services at  Bluffton Medical Campus  Coastal Carolina Hospital  
 Bluffton-Okatie Outpatient Center  Hilton Head Hospital

Mr.  Mrs.  Miss  Ms.

Last Name _____	Address: Street _____
First Name _____	City _____
Middle Initial _____	Zip _____
Birth Date _____ (month/day)	Community _____
Telephone _____	E-mail Address _____
Cell Phone _____	Spouse Name _____ (if applicable)

Do you care to help w/ Auxiliary projects? Fundraising Events  Board / Committees  Community Health

Why do you wish to volunteer? \_\_\_\_\_

Were you referred by someone?  No  Yes - If Yes, by whom? \_\_\_\_\_

Work Experience: \_\_\_\_\_

Volunteer Experience: \_\_\_\_\_

Interests, hobbies, special skills: \_\_\_\_\_

Two references (not relatives):	Name _____	Phone Number _____
	Name _____	Phone Number _____

Any physical / developmental concerns that might keep you from performing Volunteer tasks?  No  Yes - If Yes, please explain: \_\_\_\_\_

Permanent Resident?  Part-Time?

If part-time, what months are you available?  
 Jan  Feb  Mar  Apr  May  Jun  Jul  Aug  Sep  Oct  Nov  Dec

Would you like assignment as a Regular?  Substitute?

<p><b>I'm available these days/times of day:</b></p> <table border="0" style="width: 100%;"> <tr> <td></td> <td style="text-align: center;"><u><b>A.M.</b></u></td> <td style="text-align: center;"><u><b>Aft.</b></u></td> <td style="text-align: center;"><u><b>Eve.</b></u></td> </tr> <tr> <td>Monday</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Tuesday</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Wednesday</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Thursday</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Friday</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Saturday</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Sunday</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table>		<u><b>A.M.</b></u>	<u><b>Aft.</b></u>	<u><b>Eve.</b></u>	Monday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Tuesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Wednesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Thursday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Friday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Saturday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Sunday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p><b>Would you prefer to:</b></p> <p style="text-align: right;">Serve with patients <input type="checkbox"/></p> <p style="text-align: right;">Serve with public <input type="checkbox"/></p> <p style="text-align: right;">Serve "behind the scenes" <input type="checkbox"/></p> <p style="text-align: right;">Serve with the Auxiliary <input type="checkbox"/></p> <p><b>In case of emergency notify:</b></p> <p>Name _____</p> <p>Telephone Number _____</p>
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**By volunteering, I intend to donate my time without expectation or promise of remuneration or compensation.**

Signed: Volunteer Applicant \_\_\_\_\_ Date \_\_\_\_\_

Signed: Director of Volunteers \_\_\_\_\_ Date \_\_\_\_\_

## **Addendum to Volunteer Application**

Hilton Head Regional Healthcare is committed to providing our guests with the level of service they expect and deserve. As a volunteer, you are to practice the service standards listed below and in the TEAM Handbook (provided at orientation).

1. Demonstrate courteous, polite, friendly and cooperative behavior toward others.
2. Recognize guests immediately, introduce yourself and give the person your full attention. If occupied, acknowledge those entering the department and tell them you will be with them as soon as possible.
3. Answer the telephone with the department name, your name, and state that you are a volunteer.
4. Personally escort our guests to their destination whenever possible.
5. Exhibit good communication and listening skills.
6. Maintain good relationships within your own and other departments. Display initiative and offer assistance.
7. Maintain appropriate and professional relationships with physicians. *Do not solicit medical advice and/or prescriptions from staff physicians.*
8. Do not discuss confidential information except on a "need to know" basis.
9. Take an active role in problem solving. Actively assist with the achievement of hospital and departmental goals.
10. Think and act responsibly, logically and appropriately in both normal and stressful situations.
11. Demonstrate the ability to work with co-workers, setting aside personal differences to support the team.
12. Respond positively to constructive suggestions.
13. Do not discriminate against patients, visitors, co-workers or members of the hospital staff on the basis of race, religion, color, national origin, disability or age.
14. Assist in the maintenance of a neat, clean and attractive environment.

By signing below, I acknowledge that as a condition of volunteering, I will uphold these standards. I understand that if I do not uphold the standards, I will be subject to corrective action, up to and including termination.

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Applicant Name (Please Print Clearly)

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Date

## **A Note to Prospective Volunteers**

Before beginning your volunteer service, a **health assessment** (health history, TB skin test, additional tests as required) is performed by our Employee Health staff.

There is no charge for this health assessment. It is repeated annually, as long as you volunteer with our hospital.

There are two Employee Health sites you may choose to visit:

Hilton Head Hospital:	(843) 682-7345	Mon – Fri	7:00am - 3:30pm
Coastal Carolina Hospital:	(843) 784-8218	Tue, Thur & Fri	7:30am - 4:00pm

**For first-time volunteers, the Tuberculosis test is given in two parts**, a requirement of SC DHEC (Dept of Health and Environmental Control):

1. Receive Skin Test #1. Return 2-3 days later, to have test “read” for positive or negative reaction.
2. Wait 1 - 3 weeks following the reading of Test #1
3. Receive Skin Test #2. Return 2-3 days later, as you did the first time.

TB tests are repeated in the autumn season each year (provided at the time of flu vaccination) and are just “one-part.”

[Note: volunteers living near Sun City may have the “reading” done at the Primary Care office at our Bluffton-Okatie Outpatient Center; the TB test/s must be placed at one of the hospitals.]

### ***NOTES:***

Persons who test positive for TB: Employee Health will review symptoms with you and, if needed, arrange for you to receive a chest x-ray (no charge).

Persons who have TB tests done elsewhere: Employee Health will discuss your status relative to the SC law; in some cases, that may suffice, or at least count as Test #1.

Persons who are absent from our program for one year or longer will be asked to begin anew with their TB test and health assessment.

**Hilton Head Regional Healthcare**

**VOLUNTEER  
BACKGROUND INFORMATION SHEET**

**For All Positions:**

Name as it appears on Social Security card: \_\_\_\_\_  
Social Security Number: \_\_\_\_\_ Date of Birth \_\_\_\_\_ Phone: \_\_\_\_\_  
Current Address: Street / City / State / Zip \_\_\_\_\_  
\_\_\_\_\_

**BACKGROUND & CREDIT CHECK DISCLOSURE AND AUTHORIZATION FORM**

DISCLOSURE

This form, which you should read carefully, has been provided to you because a Tenet Healthcare facility (the "Company") may request consumer reports on you from a consumer reporting agency. The Company will use any such report(s) solely for employment purposes, including those associated with contractors, students, volunteers, physicians and others performing work for the Company.

Consumer reports on you will be obtained by the Company from HireRight, Inc., ("HireRight") located at 2100 Main Street, Suite 400, Irvine, CA 92614. They can be contacted at I 800-400-2761. Information that may be obtained includes social security number verification, criminal records, public court records, educational records, verification of employment positions held and verification of licensing and certifications. The information contained in these reports may be obtained by HireRight from private and/or public record sources including sources identified by you in your job application.

- A credit history will be procured only if the position you are applying for has fiduciary or cash handling responsibility, you would be issued a corporate credit card once employed, or if you will be entering into a relocation agreement.
- A driving records check will be procured only if the position you are applying for requires a valid driver's license.

AUTHORIZATION

By signing your name below you:

- Indicate you have carefully read and understand this Disclosure and Authorization form
- Consent to the release of consumer reports to the Company in conjunction with your application
- Understand that if the Company hires you, your consent will apply throughout your employment unless you revoke or cancel your consent in writing by sending a signed letter or statement to the company
- Authorize the disclosure to HireRight of information concerning your employment history, earning history, education, criminal history, credit history (when pertinent to the position being applied for) and motor vehicle history (when pertinent to the position being applied for).

This Disclosure and Authorization form, in original, faxed, photocopied or electronic form, will be valid for any reports that may be requested by the Company.

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

PRINTED NAME: \_\_\_\_\_

				<b>VOLUNTEER SERVICES POSITION NEEDS AND REQUIREMENTS</b>	
<b>Bluffton Medical Campus</b>	<b>Bluffton Okatie Outpatient Center</b>	<b>Coastal Carolina Hospital</b>	<b>Hilton Head Hospital</b>	<b>DEPARTMENT AND DUTIES</b>	<b>QUALIFICATIONS</b>
		■	■	<b>Auxiliary Gift Shop</b> Assist customers with gift and sundry selections; run cash register; maintain shop appearance; inventory assistance	Excellent customer service skills; able to stand, lift up to 5 pounds, use computer-based cash register system
■	■	■	■	<b>“Behind the Scenes”</b> Occurs in various departments; some clerical, telephone or special project assistance	Able to follow instructions; attention to detail
		■	■	<b>Emergency Department</b> Non-medical assistance to patient, family and staff; visitation as appropriate; maintain room readiness between patients; patient transport; waiting room liaison	Able to learn department and stock locations; stand, walk, push wheelchair; able to respond quickly when requested Limitation: must be at least 18 years old
		■		<b>Food &amp; Nutrition</b> Assist staff w/ nourishment orders; data entry; patient visitation and meal surveys; menu selection	Able to stand, walk, lift up to 10 pounds; able to follow instructions; attention to detail
■		■	■	<b>Greeter / Information Desk / Welcome Desk / Patient Reception</b> Greet patients and visitors; escort or transport patients to correct destination; telephone assistance; some mail and flower delivery; visitor log-in	Able to learn department locations; stand, walk, push wheelchair; excellent customer service skills; attentive to activity in lobbies; able to respond quickly
■	■	■	■	<b>Hospital Auxiliary</b> <i>Board and Committee Members:</i> special project leaders; board officers and committee chairpersons; fundraising events; computer and graphics work <i>Current Initiatives:</i> golf tournaments; women’s breast health support; prescription assistance to local free clinic and low income hospital patients; scholarships; Trolley (golf cart) maintenance; Staxi (wheelchairs owned by Auxiliary) maintenance; fund raising; publicity	
		■	■	<b>Inpatient Departments</b> ( <i>Medical Surgical, Telemetry, Intensive Care</i> ) Mealtime help; wheelchair transport; patient and family visitation; maintain visitor lounge; stock nourishments; lab and supply errands	Able to stand, walk, push wheelchair; operate tray stands; good listening skills

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	■	■	■	<b>Outpatient Departments</b> <i>(Surgery, GI/Endoscopy)</i> Assist w/ patient arrival and discharge; liaison to families and staff; change linens; monitor dressing rooms; wheelchair transport as requested	Able to stand, walk, push wheelchair and stretcher; able to respond quickly
			■	<b>Patient Relations</b> Liaison to in-patients and staff regarding satisfaction levels; liaison to clergy regarding religious preference listings; visitor and listener; distribute reading materials	Able to stand, walk, push magazine cart; good listening and communication skills
	■		■	<b>Physical Rehabilitation</b> Assist staff with equipment sanitizing, clerical needs, patient reception, as requested	Able to follow instructions; attention to detail
■			■	<b>Radiology</b> Maintain patient flow in women's services area: mammogram, bone density, ultrasound; maintain dressing rooms; wheelchair transport as requested	Able to stand, walk, push wheelchair; follow staff directives; attention to detail
			■	<b>Registration / Swiftie</b> Greet and escort patients at Patient Access department; respond to pages from all departments for errands and assistance	Able to stand, walk, push wheelchair; learn department locations; respond quickly; work pager
	■		■	<b>Surgery / Family Waiting Area</b> Liaison with staff, physicians and companions of surgery patients; visitor and listener	Able to stand, walk; learn department locations; good listening and communication skills
			■	<b>Trolley</b> Golf cart transport for patients and visitors throughout hospital campus	Able to stand, walk, safely drive golf cart; learn appropriate office locations on campus; respond quickly Limitation: must be at least 18 years old; must have valid driver's license