



**John Muir Medical Center**  
Walnut Creek Campus

1601 Ygnacio Valley Road  
Walnut Creek, CA 94598

T. (925) 939-3000

Volunteer Office (925) 947-5358

*A not-for-profit organization*

Dear Prospective Volunteer,

Thank you for your interest in becoming a Volunteer with John Muir Medical Center, Walnut Creek campus.

With our new state-of-the-art building scheduled to open Spring 2011 expanding our patient occupancy and services, there is no better time to become a Volunteer with us, and be part of this exciting time! We have a wonderful program, and the participation of compassionate and quality individuals is vital.

Volunteers provide a variety of services throughout John Muir Medical Center; some volunteers are directly involved with patients, while others perform non-patient related services.

In order to become a Volunteer at John Muir Medical Center, we ask that you complete and return the enclosed application form and background screening approval form to us at the above address.

Please note: John Muir Health does not accept applications for volunteering to fulfill court appointed community service hours.

Should you wish to volunteer at multiple locations, please submit your application to one location, and we will take care of the necessary arrangements to enable you to volunteer at the different John Muir Health locations.

We are pleased to enclose further information on our program here at Walnut Creek, and an FAQ sheet which should be able to answer most questions that you may have about Volunteering with us.

The Volunteer Services Department has a long-term special relationship with the John Muir Medical Center Auxiliary. The Auxiliary is a membership organization with many opportunities for involvement, such as organizing fundraising events, and providing specialized Volunteer services and more. You will receive more information on the Auxiliary and how to become a member once you become a Volunteer.

Thank you again for your interest in Volunteer Services, and we look forward to receiving your application soon.

Please do not hesitate to contact us at (925) 947-5358 if you have further questions about being a Volunteer with us.

Sincerely,  
Volunteer Services Department  
John Muir Health

## Frequently Asked Questions

### **How can I help?**

There are many ways individuals can serve as a volunteer. Some people volunteer within the medical centers and others volunteer at off-site locations. Some are involved behind the scenes, assisting with special projects and office tasks, and others have direct interaction with patients, visitors, and staff. We have physically active opportunities and sitting-only services, some of which are involved in fundraising activities through the Walnut Creek Auxiliary and Concord Volunteers. Some provide services to seniors in our community through Caring Hands, and others are involved at the Garret Thrift Shop or the Gift Shops on our Concord and Walnut Creek campuses.

We will always try to match you to an area you have expressed an interest in, based on that department's need, schedule openings and your availability. We will only place a volunteer in a desired service if there is no conflict with personal or professional experience, or physical ability. For instance, if you are a licensed nurse, you would not be able to volunteer in clinical areas, as there is often the temptation to do nursing duties when it is not appropriate for you to do so, as a volunteer. Additionally, if you have a bad back, it is probably not wise for you to push a wheelchair as an escort volunteer.

### **What kind of commitment do you need from me?**

If you have 3-4 hours each or every other week to be involved in rewarding activities giving back to your community, come join John Muir Health Volunteer Services! We ask that all adult volunteers provide a minimum of 6 months service or 100 hours, whichever comes first. If you are unable to provide a commitment for this long, or are looking to volunteer only during the summer months, we will be unable to process your application.

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

We provide references upon request for Volunteers who have provided 100 hours of service or more.

### **Where can I park while I volunteer?**

We provide free parking to our volunteers, provided you display your Volunteer Parking Placard (which we also provide free of charge).

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

The Volunteer Dress Code states that you should wear light colored pants or skirt, tan, khaki, beige or white flat shoes (which has enclosed toes and heels), in addition to the Uniform top that we provide at no cost to you at your orientation.

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

In addition to the half day orientation, we may also ask you to attend additional general training. This will help you to become more familiar with your volunteer location. Once you have been assigned a regular role, you will be given specific training by an existing Volunteer or staff member in that area. We may also ask you to attend wheelchair training if it is appropriate for your service area.

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

We understand that sometimes expectations do not match up to reality. We ask that our Volunteers try the role for a few shifts, which will give you an opportunity to really see if it is the role that you don't like, or something else. 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?**

We understand that 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.

**When can I start?**

Once we have received your completed application (hard copy or online), we will be able to discuss a start date with you following acceptable completion of:

- Satisfactory background check through Pre-Employ, completed online or hard copy
- Receipt of two acceptable references
- Proof of two negative TB tests (PPD tests/ Chest X-Ray) which you can have taken free-of-charge at one of our Medical Centers
- Attend a group interview, a 3 hour orientation, and other training in your desired area.

The process can take 6-8 weeks from the time of receipt of your application in our office.

**What benefits are there in volunteering at John Muir Health?**

In addition to giving back to your community, our medical center cafés provide discounts on items purchased to our volunteers wearing their badge. You also are eligible to participate in discounts to ski resorts, amusements parks, etc, and our Volunteer Incentive Program (VIP).

We provide flu shots free of charge, provide your uniform top to you, and provide you with free preferred parking while you are on duty. After 100 hours of service we would also be happy to provide you with a reference, should you request it.

**Will volunteering help me obtain a paid position with John Muir Health?**

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

**I have more questions. What should I do?**

We would be happy to talk with you if you have any questions, concerns, thoughts or feedback. Please contact us at the location of interest to you.



APPLICATION TO BECOME AN ADULT VOLUNTEER
(Must be 18 years old)

LAST NAME: FIRST NAME:

IF YOU ARE A COLLEGE STUDENT PLEASE ALSO COMPLETE AND RETURN THE COLLEGE CRITERIA FORM

PREFERRED LOCATIONS (PLEASE CHECK ALL THAT APPLY):

- John Muir Medical Center – Walnut Creek Campus
John Muir Medical Center – Concord Campus
John Muir Outpatient Center – Brentwood Campus
John Muir Outpatient Center–Tice Valley/Rossmoor Campus

I AM INTERESTED IN VOLUNTEERING IN A CAPACITY WHERE I HAVE:

- Patient contact
Supervisory responsibilities for the student volunteers
No or little patient contact
No preference

PERSONAL INFORMATION:

Gender: Female Male Date of Birth (MM/DD):

Address: Street City / State Zip code

Email:

Cell Phone: Home Phone:

EMERGENCY CONTACT INFORMATION:

Last Name: First name:

Phone:(Cell) (Home) How you know this person:

CURRENT EMPLOYMENT (IF APPLICABLE):

Organization: Location of work :

Position held in organization: Hours worked per week:

CURRENT SCHOOL/ MEDICAL PROFESSIONAL EXPERIENCE / VOLUNTEER EXPERIENCE (IF APPLICABLE):

School: Major/Program:

Are you a licensed medical professional? If so please state in what field:

Current / Prior Volunteer Experience:

**OTHER INFORMATION:**

How did you hear about the John Muir Health volunteer program?

<input type="checkbox"/> From a current / former volunteer	<input type="checkbox"/> Former Patient	<input type="checkbox"/> Staff Member
<input type="checkbox"/> Advertisements	<input type="checkbox"/> Newspaper articles	<input type="checkbox"/> Phone book

Are you a relative of a current John Muir Health employee? If so, who? \_\_\_\_\_

Please list any languages you speak fluently, besides English: \_\_\_\_\_

**EQUAL OPPORTUNITY INFORMATION:**

**Opportunities for volunteers are provided without regard to religion, creed, race, national origin, age, gender or sexual orientation.**

Ethnicity:	<input type="checkbox"/> Asian	<input type="checkbox"/> Black or African American	<input type="checkbox"/> American Indian or Alaskan Native
<input type="checkbox"/> Native Hawaiian or other Pacific Islander	<input type="checkbox"/> Two or more Races	<input type="checkbox"/> White	<input type="checkbox"/> Hispanic or Latino
		<input type="checkbox"/> Other	<input type="checkbox"/> Choose not to declare

**REFERENCES:**

**In order to process your application, it is essential that all information requested below is provided. References should not be from relatives. References from current or past supervisors are preferred.**

**Reference 1.**

Last Name: \_\_\_\_\_ First name: \_\_\_\_\_

Address: \_\_\_\_\_  
Street City / State Zip code

Email: \_\_\_\_\_

Phone: \_\_\_\_\_ How you know this person: \_\_\_\_\_

**Reference 2.**

Last Name: \_\_\_\_\_ First name: \_\_\_\_\_

Address: \_\_\_\_\_  
Street City / State Zip code

Email: \_\_\_\_\_

Phone: \_\_\_\_\_ How you know this person: \_\_\_\_\_

**By providing your signature and date below, you are confirming that the above information is accurate and correct to the best of your knowledge, and that you are providing your permission for your references to be contacted. The Volunteer Services Department is not obligated to provide a placement, nor are you obligated to accept the position offered.**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**In order for us to process your application, we require your permission to perform a background check through Pre-Employ. Please complete the attached form with the required information, and return it to our office with this application form.**

**JOHN MUIR MEDICAL CENTER**  
**COLLEGE VOLUNTEER PROGRAM CRITERIA**

1. Must be a high school graduate 18+ years old.
2. Enrolled in a two/four year college or university or technical school
3. Complete and turn in application and other requested materials to the JMMC Volunteer Department
4. Commit to and complete 6 months of service and/or a minimum of 100 hours of volunteer service to JMMC (in order to receive a recommendation letter or verification of hours for school or other entities requesting this information)
5. Commit to serving a minimum of every other week for a 3 hour shift
6. Commit to substituting for fellow volunteers when available
7. Interview with the Director of Volunteer Services or a staff member
8. Complete entire Orientation Process (videos, tour, TB testing, ID picture, Safety Form)
9. Purchase and wear uniform
10. Complete entire training process (includes General Training)
11. Follow all medical center, volunteer manual and service department guidelines/policies
12. Meet expectations and complete all duties within the service description(s) for assigned service

***By signing this document I am acknowledging that I understand and agree to fulfill the above criteria in order to be accepted into the JMMC Volunteer Program:***

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print name legibly