Dear Prospective Volunteer:

Thank you for expressing interest in volunteering at Aspen Valley Health! Our volunteers provide a variety of essential services to our patients and staff and are an integral part of our team, interacting with patients and helping behind the scenes. Volunteering your time is an invaluable gift that helps support our mission to provide the highest level of care for our patients in an environment of excellence, compassion and trust.

Enclosed please find an application, a confidentiality agreement and authorization for a standard background check.

Also enclosed is a list of the departments in the hospital where our volunteers work. Although we ask you to share with us which units interest you most, if there is a greater need in another department, we may ask you to consider a commitment in a department other than one of your top choices.

Becoming a volunteer is truly a rewarding and fulfilling experience and one that we want you to thoroughly enjoy. After we receive your application and contact your references, you may be called for an interview.

Thank you for your interest, and we look forward to hearing from you.

Sincerely,

Tom McCauley
Chief Human Resource Officer
tmccauley@aspenvalleyhealth.org
970-544-1367

Aspen Valley Health

VOLUNTEER APPLICATION

Name: _____ Date: _____

Mailing Address: _____

Email Address: _____

Telephone: [Home] _____ [Mobile] _____ [Work] _____

List languages in which you are fluent: _____

Are you at least 16 years old? Yes _____ No _____

List Work Experience:

Date(s)	Where	Your Position/Responsibilities
_____	_____	_____
_____	_____	_____
_____	_____	_____

List any previous Volunteer Positions:

Date(s)	Where	Your Position/Responsibilities
_____	_____	_____
_____	_____	_____

List a few of your interests, skills, etc., which may be of value as an AVH Volunteer:

_____

_____

_____

_____

Please indicate your top 3 units in the hospital where you would prefer to work? (Descriptions for each department can be found on pages 7 - 10 of this application.)

Additional Positions:

Volunteer Team Leader **yes** _____ **no** _____
Volunteer Department Leader **yes** _____ **no** _____

Departments:

Emergency Department (ED) _____
Hospitality _____
Inpatient _____
Whitcomb Terrace Assisted Living _____
Rehabilitation Services _____
Cardiac Rehab Services _____
Tender Knots Knitting Group _____
Healing Notes _____

Please indicate what days you are available to volunteer

Sunday	**Monday**	**Tuesday**	**Wednesday**	**Thursday**	**Friday**	**Saturday**
☐	☐	☐	☐	☐	☐	☐

Please list times that you are available to volunteer for each day selected:

_____

_____

Are you available year-round? Yes _____ No (please explain) _____

_____

Can you make yourself available to attend a half-day hospital orientation session or completing the hospital orientation packet as required by the Hospital? Yes _____ No _____

Health Requirements for Volunteers:

If you are accepted into the Hospital's volunteer program, part of your orientation includes meeting with our employee health practitioner. Because you are volunteering in a hospital setting, we are required by the Colorado State Department of Health to screen anyone who spends time in our facility as staff, physicians or volunteers. The following items will be reviewed with employee health during your onboarding process and are required before your first volunteer shift**. Please provide any immunization records that you have on file via email to Amy Behrhorst in Employee Health at abehrhorst@aspenvalleyhealth.org.**

- Test for Tuberculosis
- Annual influenza vaccine

- COVID vaccine completion of initial series; boosters recommended
- Current Tdap (combined tetanus plus pertussis vaccine)
- MMR (measles, mumps, German measles) vaccine x 2, or blood test to prove immunity
- Hepatitis B vaccine x 3, or blood test to prove immunity (recommended)
- Varicella (chickenpox) known disease, or blood test to prove immunity

REFERENCES

Please list, as references, two people who know you in a working or volunteer situation:

Name:_____ Phone: _____ Work Relationship: _____

Name: _____Phone: _____ Work Relationship: _____

*Please complete and email your Volunteer Application, Confidentiality Agreement and Background Check Consent to Andrea Shaffran at ashaffran@aspenvalleyhealth.org.

AVH VOLUNTEER CONFIDENTIALITY AGREEMENT

IMPORTANT: Please read all sections below. If you have any questions regarding this Agreement, please discuss with Human Resources. The Volunteer recognizes and acknowledges that:

1. The services Aspen Valley Health performs are confidential;

2. To enable Aspen Valley Healthto perform these services, its patients, employees and physicians furnish us confidential information concerning their affairs;

3. The goodwill of the hospital depends, among other things, upon its keeping such services and information confidential;

4. By reason of the Volunteer's duties, the Volunteer may come into possession of information concerning the services performed by Aspen Valley Health even though the Volunteer may not take any direct part in or furnish the services performed.

The Volunteer accordingly agrees that, except as directed by Aspen Valley Health the Volunteer will not, at any time during or after his/her service at Aspen Valley Health, disclose any of such services or information to any person whatsoever. Nor shall the Volunteer permit any person whatsoever to examine, take pictures of or make copies of any reports or other documents coming into his/her possession or under his/her control, recognizing that the disclosure of information may give rise to irreparable injury to the patient or to the owner of such information, and that accordingly, the patient or owner of such information may seek any legal remedies against the Volunteer which may be available.

I have read all of the above Sections of this Agreement, and I understand them.

_____

Name (please print)

_____ _____

Signature Date

BACKGROUND CHECK DISCLOSURE & AUTHORIZATION

Disclosure

As an applicant for volunteership of Aspen Valley Health, you are a consumer with rights under the Fair Credit Reporting Act. When any of the following circumstances exist, Aspen Valley Health may choose to obtain and use information contained in either a consumer report or an investigative consumer report from a consumer reporting agency about you: (1) when considering your application for volunteership, (2) when making a decision whether to offer you volunteership, (3) when deciding whether to continue your volunteership (if you are hired), or (4) when making other employment-related decisions directly affecting you.

For explanation purposes, a "consumer reporting agency" is a person or business, which, for monetary fees, dues or on a cooperative nonprofit basis, regularly assembles or evaluates consumer credit information or other information on consumers for the purpose of furnishing consumer reports to others, such as this organization.

A "consumer report" means any written, oral or other communication of any information by a consumer reporting agency bearing on your character, general reputation, personal characteristics or mode of living which is used or expected to be used or collected in whole or in part for the purpose of serving as a factor in establishing your eligibility for employment purposes.

An "investigative consumer report" means a consumer report or portion thereof in which information on your character, general reputation, personal characteristics or mode of living is obtained through personal interviews with your neighbors, friends, or associates reported on or with others with whom you are acquainted or who may have knowledge concerning any such items of information.

In the event an investigative consumer report is prepared, you may request additional disclosures regarding the nature and scope of the investigation requested as well as a written summary of your rights under the Fair Credit Reporting Act.

Authorization

By signing below, I hereby authorize all entities having information about me, including present and former employers, criminal justice agencies, schools and credit reporting agencies (for residency verification only), to release such information to Universal Background Screening.

Authorized Signature _____ Date: _____

Full Name: _____ Maiden Name: _____

For Identification Purposes Only

Date of Birth: _____ Social Security Number: _____

Current Resident Address:

_____ Telephone Number: _____

Position Descriptions

Volunteer Team Leader:
Support the volunteer program by coordinating communication and logistics. Responsibilities include:

- Serving as a liaison between volunteer department leaders and the hospital system.
- Planning events, such as volunteer luncheons and orientations.
- Updating PET Therapy photos and coordinating with Security for volunteer badges.
- Acting as a secondary point of contact for volunteer questions and concerns not addressed by department leaders.

Volunteer Department Leader:
Serve as the main point of contact for volunteers within your department. Responsibilities include:

- Creating and managing volunteer schedules.
- Training new volunteers and providing guidance on department procedures.
- Addressing questions, concerns, and shift changes within the department.
- Communicating important information from Hospital Department Directors to volunteers.

Emergency Department (ED):
Join our dynamic team in the Emergency Department, providing crucial support to staff, patients, and families, under the guidance of the R.N. As a volunteer you will have direct interaction with patients, family members, and healthcare professionals to make a difference by enhancing the care and comfort of our Emergency Department for patients and their families. Responsibilities include:

- Greeting and assisting arriving patients and visitors
- Transporting patients to various departments (e.g., physical therapy and Patient Care Units).
- Providing comfort items like warm blankets, snacks and refreshments.
- Connecting families with patients and relaying patient updates.
- Assisting with discharge (wheelchairs, belongings, escorting patients)
- Stocking supplies and maintaining a clean, orderly environment.
- Supporting a positive and compassionate experience for everyone.

Hours:
Year-round: 11:00 AM – 4:00 PM, Sunday through Saturday

Position Requirements: Lifting, standing and walking.

Hospitality:

Be the welcoming face of our hospital! Greet and guide patients and visitors throughout the hospital. Maintain tidy lobby areas and assist with distributing and sorting mail.

Hours:

Year-round: 8:00 AM – 12:00 PM, Monday through Friday

Position Requirements: Lifting, stairs, sitting, walking, ability to assist people in elevators.

Inpatient Care:

Assist nursing staff across various patient care units to enhance the patient experience. Responsibilities include:

- Distributing newspapers and refilling water containers.
- Assisting with meal selections and providing nourishment as requested.
- Restocking bedside drawers.
- Replenishing refrigerators and kitchen areas in the PCU, ICU, and ABC units (with RN approval).
- Supporting kitchen staff and maintaining a clean, organized environment.

Hours:

Year-round: 10:30 AM – 3:00 PM, Sunday through Saturday

Position Requirements: Lifting, stairs, sitting, walking, ability to assist people in elevators.

Rehabilitation Services:

Let your skills and personality shine in the rehabilitation department! You will spend time alongside our therapy team helping to keep our space clean and workflow efficient by cleaning equipment, restocking supplies and changing linens between patient arrivals. Additional responsibilities may include walking patients to their correct location or preparing crutches/walkers for therapists to issue. This role is ideal for those who want to be actively involved in supporting the rehabilitation team.

Hours:

Year-round: 9:00 AM – 2:30 PM, Monday through Friday

Position Requirements: Lifting, stairs, sitting, walking, ability to assist people in elevators.

Cardiac Rehab Clinic

Assist the Cardiac Rehab Team of RNs and Exercise Physiologists in welcoming, checking in and visiting with patients during exercise class. This may involve ensuring oxygen cannulas are attached, checking pulse oximeter readings, or simply accompanying a patient moving from one piece of equipment to another. On occasion we have patients who many need extra assistance in this capacity. On occasion there arises a need for patient orientation and education materials to be copied and collated.

Hours:

Year-Round: 12:30 – 3:00 pm, Monday, Wednesday, & Friday

Whitcomb Terrace Assisted Living:

Share your time and special talents with the residents of Whitcomb Terrace Assisted Living. We

welcome singers, musicians of all types including pianists, dancers, actors, storytellers, artists of all types and ages, as well as those who would like to play a game or puzzle, take a walk or provide a kind listening ear and companionship. Participate in programmed activities or coordinate your own activities for our residents with Whitcomb Terrace supervision. Volunteers provide accompaniment to appointments as well as local events like ballet, theatre and musical concerts. One-on-one chaperones to summer symphony concerts receive valuable complimentary tickets. Assist with decorations and spirit-lifting during any holiday season. Enjoy simple conversation and companionship with a resident over a cup of tea.

Hours:

Year-round: By appointment, based on activity

Position Requirements: Lifting, stairs, sitting, walking, ability to assist people in elevators.

Tender Knots Knitting Group Volunteer:

Use your knitting skills to provide comfort and care by creating handmade items for those in need. This is a great opportunity to make a heartfelt impact with your knitting talents! Responsibilities include:

- Knitting baby hats and booties for newborns in the Aspen Birth Center.
- Creating adult scarves for oncology patients.
- Contributing to a warm and supportive environment through your handcrafted gifts.

Hours: Flexible

Healing Notes:

A music program dedicated to enhancing the healing environment of Aspen Valley Health. Volunteer musicians play soothing and uplifting music in hospital halls and communal spaces to create a calming and positive atmosphere for patients, families, and staff. This role is ideal for community members passionate about using their musical talents to support the well-being of others.

Hours: Flexible

Position Requirements: Proficient in playing an instrument with experience performing in public or private settings. Comfortable performing a variety of music genres that promote relaxation and healing.

<u>REQUIREMENTS FOR ALL UNITS</u>

Each volunteer is responsible for:

- Respecting the **confidentiality** of anything that may be seen or heard while on duty at the hospital. Violations of confidentiality could be subject to dismissal.
- Attending a mandatory half-day hospital orientation session or completing hospital orientation packet.
- Wearing a uniform and badge. Volunteers are provided with their choice of either a volunteer smock or an AVH Volunteer polo shirt that should be worn with slacks during their volunteer shift.
- Training by the unit head in the department in which the volunteer is working.
- Working as scheduled or finding a replacement in a timely manner.
- Completing all **health requirements,** including submitting immunization records and/or

working with our Employee Health Director to obtain the proper immunizations before first volunteer shift.

Volunteer Recognition

- **Volunteer Celebration*:*** Aspen Valley Health strives to recognize its volunteers for their hard work and commitment. Aspen Valley Health hosts an Annual Volunteer Appreciation Luncheon. For more information on AVH rewards, please contact the Volunteer Team Leader.

Volunteer Benefits

For all current volunteers:

- Free lunch on the days you volunteer.
- Smock/Shirt for use on workdays.
- Health screening regarding immunizations and TB skin testing. Contact the Employee Health Manager at 970.544.1279.
- Annual flu shots.

For volunteers who meet the following criteria:

- At least one year of service
- No less than 12 working days, minimum of 48 hours, in the previous year with no more than a 3-month (12-week) gap between volunteer hours. If there is a gap in volunteer hours greater than 3 months, the accrual period starts over.
- All volunteers who met these benefit requirements in 2019 pre-COVID will keep their tenure and qualify for benefits upon their return.
- Volunteers with Medicare coverage will NOT be eligible for any hospital discount, due to Medicare regulations.

Volunteers with insurance coverage receive a 25% discount applied to the self-pay portion (the portion not paid by the insurance company) of medically necessary AVH charges. This credit will be applied to your outstanding hospital billings only after the charges have been processed for payment.

Volunteers without any insurance coverage:

- Receive a 20% discount for medically necessary hospital services.

Contact Stacy Paczos at 970.544.7690 with individual questions.

Please contact your Volunteer Department Leader or the Volunteer Team Leader if you have any questions about these benefits or how they apply to you.