



ASPEN VALLEY HOSPITAL

Dear Prospective Volunteer:

Thank you for expressing interest in volunteering at Aspen Valley Hospital! 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@aspenhospital.org
970-544-1367



ASPEN VALLEY HOSPITAL

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:

AVH Historical Committee _____
Emergency Department (ED) _____
Gift Shop _____
Hospitality _____
Inpatient _____
Same Day Surgery _____
Whitcomb Terrace Assisted Living _____
Rehabilitation Services _____

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@aspenhospital.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
- Drug Test

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@aspenhospital.org.



ASPEN VALLEY HOSPITAL

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 Hospital performs are confidential;
2. To enable Aspen Valley Hospital to 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 Hospital 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 Hospital, the Volunteer will not, at any time during or after his/her service at Aspen Valley Hospital, 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



ASPEN VALLEY HOSPITAL

BACKGROUND CHECK DISCLOSURE & AUTHORIZATION

Disclosure

As an applicant for volunteership of Aspen Valley Hospital, you are a consumer with rights under the Fair Credit Reporting Act. When any of the following circumstances exist, Aspen Valley Hospital 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: _____



ASPEN VALLEY HOSPITAL

Position Descriptions

Volunteer Team Leader: The Volunteer Team Leader will maintain communication with the Volunteer Department Leaders, assist with the gift shop as needed, assist in planning the volunteer luncheons and orientations, update the PET therapy pictures, and coordinate with Security to obtain volunteer badges. The Volunteer Team Leader will be a second point of contact for questions and concerns the Volunteer Department Leaders are unable to address.

Volunteer Department Leader: The Department Leader will serve as the primary point of contact for the volunteers within their department. They will create the volunteer schedules and train the new volunteers within their department, as well as be the first point of contact to address questions, concerns and shift changes within their departments. This person will be the main point of contact for the Hospital Department Directors to convey information to other volunteers within their department.

AVH Historical Committee: This is a brand-new opportunity to electronically file, organize and back up AVH historical documents, so that we can capture the rich history of this Hospital.

Hours: Flexible

Position Requirements: light lifting, sitting and computer skills to scan and save files.

Emergency Department (ED):

Volunteers assist the staff in the ED in many capacities under the direction of the R.N. Volunteers will have direct interaction with patients, family members, visitors, health care staff and other hospital departments. Duties may include greeting patients as they arrive, transporting patients to various departments such as physical therapy or Patient Care Unit as requested, providing comfort measures such as warm blankets, refreshments and snacks, connecting family members to patients, crowd control, relaying information on patient condition to visitors, helping to stock kitchenette, restocking bedside drawers, helping with discharge process (getting wheelchairs, making ice packs, gathering belongings, taking patients to the check-out desk upon release), directing family members to the cafeteria & waiting room, keeping unit orderly and clean (clearing rooms, making beds) and providing a supportive and positive experience for the patient and family members.

Hours:

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

Position Requirements: Lifting, standing and walking.

Gift Shop:

Volunteers sell items from the gift shop and replace what they sell from the storeroom. They also notify the Hospital's purchasing department when there are special requests or an item is out of stock.

Volunteers are also asked to participate in the annual Holiday Bazaar in November each year.

Hours:

Year-round weekly hours are in two shifts:

10:00 AM – 1:30 PM *and* 1:30 PM – 5:00 PM, Monday through Friday

Position Requirements: Lifting up to 30 pounds, standing, sitting, walking, computer skills to be able to run a cash register, track and purchase inventory and email access.

Hospitality:

Volunteers operate from the front desk to greet patients and visitors as they arrive at the hospital. They escort those who are not familiar with the Hospital, as well as those who need assistance to the various departments, and give directional advice. The volunteers tidy the Main Lobby, ER Lobby, and the Same Day Surgery Lobby as needed. Often, the volunteers will serve water, coffee and fresh-baked chocolate chip cookies. Distribute incoming mail, meter and sort all of the Hospital's outgoing mail.

Hours:

Year-round: 10:30 AM – 2:30 PM, Monday through Friday

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

Inpatient Care:

Volunteers work with the nursing staff in the Patient Care Unit (PCU), Aspen Birth Center (ABC), Intensive Care Unit (ICU) and Nutritional Services. They have an opportunity to interact with patients. Duties include distributing newspapers, refilling water containers, providing nourishment as requested, helping with meal selections (ask OB staff if appropriate), watering plants and restocking bedside drawers. Volunteers replenish refrigerators located in the PCU, ICU and ABC kitchens (ask RN staff first) and assist the kitchen staff when needed.

Hours:

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

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

Same Day Surgery (SDS):

Volunteers assist the nurses in the Same Day Surgery in many capacities under the direction of the R.N. Volunteers will have direct interaction with patients, family members, visitors, health care staff and other hospital departments. Duties may include escorting patients to Same Day Surgery from the front desk, helping to discharge patients to the car, providing comfort measures such as warm blankets, fluids and snacks, connecting family members to patients, helping to update family members on patient progress, helping to stock kitchenette and unit, helping with discharge process (getting wheelchairs, making ice packs, gathering belongings), directing family members to the cafeteria & waiting room, keeping unit orderly and clean (clearing rooms, making beds) and providing a warm comfortable positive experience for the patient and family members.

Hours:

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

Position Requirements: Light lifting, sitting, walking, ability to assist people.

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.

Rehabilitation Services:

Rehab Services volunteers help with day-to-day tasks as needed. Daily needs in Rehab Services include: wiping down equipment with “dirty” signs, return used equipment to original location; wiping down mat tables and pillows after use with isopropyl alcohol or purple top wipes; placing sheets on mat tables and pillow cases on pillows; picking up and placing dirty linens in dirty linen basket; returning cold packs to refrigeration unit; returning hot packs to heating unit and hanging moist heat covers; making sure each treatment room and hand room is stocked adequately with linens (towels, face towel, pillow cases and sheets); stocking pool room with towels; taking lost individuals to their appropriate location; if time available, clean hydrocollators (we have detailed instructions).

Hours:

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

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

Health Careers Club Volunteer Program: Aspen Valley Hospital has partnered with Aspen High School in order to give students opportunities to observe and learn potential career paths within the healthcare industry. Health Careers Club members will have opportunities as a volunteer to be introduced to a wide variety of career paths throughout the various departments within Aspen Valley Hospital. They will be able to shadow physicians, physician assistants, registered nurses and technicians in the ER, PCU, ICU, ABC, and SDS. They will have opportunities to shadow in physical therapy, diagnostic imaging, and the laboratory. They will have opportunities to learn CPR, attend first aid trainings, stop the bleed trainings and participate in ambulance scenario simulations through Aspen Ambulance. Many Health Careers Club Members have gone on to pursue a career in healthcare as physicians, physician assistants, surgeons in the military and many specialties within AVH. Open to Aspen High School sophomores, juniors and seniors.

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

REQUIREMENTS FOR ALL UNITS

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 Celebrations:** Aspen Valley Hospital strives to recognize its volunteers for their hard work and commitment with several programs and events throughout the year. Aspen Valley Hospital hosts an Annual Volunteer Appreciation Luncheon(s). 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.
- COVID immunizations and boosters.

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.