



# South Miami Hospital

## Frequently Asked Questions (FAQs) related to Volunteer Services in South Miami Hospital

### **1 - How many hours do I have to work?**

Volunteers are asked to work a minimum of 3 to 4 consecutive hours per week (one morning or one afternoon). College students are required to work approximately 50 hours each semester and adults 100 hours of service each calendar year.

### **6 - May I select the department where I want to work?**

Volunteer's assignment will be made in accordance to the needs of the hospital and volunteer's interest and skills.

### **3 - Which language must I speak to volunteer?**

All volunteers are required to be able to speak, read, and understand basic English. Spanish is not required in order to volunteer. Orientation and interview are conducted in English.

### **4 - What type of volunteer work might I do?**

- Assist with clerical tasks in different offices
- Welcome patients, families and visitors
- Take books and magazines to patients and waiting rooms
- Participate in the Dog Therapy (dogs must be certified through a recognized organization)
- Information Desk, Gift Shop, Nursing Units, etc.

### **5 - If I am pursuing a career in healthcare, will I be able to practice these skills while I volunteer?**

Even if the volunteers have received training or certification, they may not put into practice any of these skills with patients. At South Miami Hospital clinical duties are performed only by licensed employees.

## **6 - Will I receive any benefits for volunteering?**

- Free Parking
- Complimentary meal for every day of four hours of service
- Free coffee/tea in the cafeteria
- Flu shot annually
- PPD Testing annually
- Annual Awards Luncheon
- Annual Holiday Celebration
- Discount on gift items purchased in the Gift Shop (10%)
- Discount of 50% on balance of hospital costs after insurance and deductibles, limited to \$5,000 annually (for the ones who volunteer regularly more than 100 hours a year)
- Discount on tickets for special events (i.e. plays, shows)

## **7 - What should I wear to volunteer?**

When on duty, volunteers must use uniform and ID badge.

For men, college students: burgundy polo shirt (\*), khaki or tan slacks, and closed rubber soled shoes.

For women: burgundy vest (\*) and white or ivory long or short sleeve shirt, khaki or tan pants (full length), and closed rubber soled shoes.

For teens: cobalt polo shirt (\*), khaki or tan slacks, and closed rubber soled shoes.

(\*) The polo shirts and the burgundy vest are to be purchased at SMH Gift Shop.

## **8 - Can I volunteer if my schedule is always changing?**

Since volunteering requires a firm dedication, we ask each prospective volunteer to carefully consider his/her work, school, and family responsibilities before committing to a volunteer schedule. Keep in mind that you will be assigned to work in a specific department, always on the same day and time.

For the college students who change schedule every semester, we will accommodate the situation assigning the student to another department/day of the week/ shift.