

## Volunteering at Halton Healthcare: Frequently Asked Questions



### **What is the minimum and maximum age to volunteer?**

Volunteers must be at least 14 years of age to volunteer. There is no set “retirement” age.

### **How will I know that you have received my application?**

There is a small pop up green box that appears at the top of your screen. A red box appears if anything is missing. If you take a very long time to complete the application it may time out and not go through. You can always check with us.

### **How long after submitting my application will I hear about volunteering?**

If we have a volunteer opportunity we think you would be interested in that matches your skills and availability, we will contact you by email or telephone to book a personal interview. However, we receive many high quality applicants. If you do not hear from us within six months of applying you will be invited to remain an applicant for the next application cycle. If your email address changes, you need to let us know.

### **Is a police check required?**

A Criminal Record and Judicial Matters Check is required for everyone 18 and older. Vulnerable Sector Checks are required for certain volunteer placements. Volunteer Services staff will let you know if and when a police check should be initiated.

### **How long does it take before I can start volunteering?**

A 2-step TB skin test and immunization history is required once you have been offered a volunteer position. Completion of this form usually takes 2-4 weeks. A police check can take an average of a month. The length of time before starting depends on how quickly you get through these steps. After you are offered an interview, when you include time for references, general orientation and on-the-job training, it can take 2-3 months, on average, before you will be volunteering on your own.

### **How often are the volunteer shifts?**

Most volunteer shifts are once per week, between 2 and 4 hours each. They range from early morning to early evening, Monday through Sunday. Volunteers are usually placed on a regular schedule. The majority of placements are weekday hours.

### **What if I don't have a regular schedule?**

There are a few positions that may not require you to be available the same day or time each week. If you are invited for an interview we can discuss potential options.

### **Can I volunteer for part of the year?**

Most of our positions are year-round, however, there may be opportunities to volunteer seasonally. If you are invited to an interview we can discuss possible positions or times that might be suitable.

### **Can I volunteer more than once a week?**

We recommend that you begin with one shift per week until you are comfortable in your position and the hospital overall. Volunteer Services staff would be happy to discuss additional shifts with you, although volunteers are discouraged from volunteering more than three shifts per week.

**Can I choose where I volunteer?**

We will discuss your interests and wherever possible place you in a desired position, as long as your availability and suitability match an available position in the hospital.

**I'm professionally trained; may I practice my profession as a volunteer?**

If you have a health care background or are training in a medical career, you are welcome to apply. However, volunteers are not able to practice or develop clinical or technical skills outside of the scope of the volunteer role.

**Could I shadow a doctor or other health professional?**

The volunteer office does not coordinate shadowing opportunities.

**Can I volunteer with my friend or family member?**

If you are both selected, we will try to accommodate this if possible but we cannot guarantee that you will be placed in the same shift or area.

**Can I use this volunteer experience for my 40 hour high school graduation requirement?**

You may use your hospital volunteer hours towards your graduation requirement, but the hospital requires a minimum of 50 hours or 6 months of continuous service to qualify for a confirmation letter.

**Is there a volunteer uniform?**

Volunteers will be provided with a volunteer uniform (vest) to wear while on duty. A fully-refundable deposit of \$25-30 will be collected on your first day.

**Do I need to pay for parking when I volunteer?**

Volunteers are entitled to complimentary parking during their shifts.

**Can I take short-term holidays?**

Vacation time is to be expected. Volunteers are asked to let their departments know when they will be away, and if possible, find another trained volunteer to substitute.

**Does volunteering lead to employment at Halton Healthcare?**

Volunteering may provide you with experience or exposure that will later assist you in finding employment, at Halton Healthcare or elsewhere. However, Volunteer Services is not involved in the hospital's hiring process. Volunteers are welcome to apply through the Human Resources department and are considered external applicants.

**Will the hospital provide me with a reference?**

The Volunteer Department and/or your service area staff would be able to provide you with an hours confirmation letter once you have completed 50 hours or 6 months of continuous service. Reference letters are dependent on the relationships you develop in your placement.

**Do you have an Education program?**

Volunteer Services coordinates a High School Cooperative Education program with local high schools and specific hospital departments. Contact your school's guidance counsellor for more information. The volunteer office is not involved in post-secondary school placements.

**Should I apply to all three hospitals of Halton Healthcare to increase my chances of a position?**

We are unable to accept multiple applications. Please choose your preferred hospital location carefully as all other applications will be declined.