What you need to know before you apply

Thank you for your interest in volunteering with Kaiser Permanente. Each year more than 400 compassionate individuals from our community volunteer to make a difference in the lives of our members and visitors. Volunteers are a vital part of the Kaiser Permanente team. We are always looking for new volunteers who are enthusiastic, qualified and committed individuals who can uphold our value for providing world class service.

Volunteer Requirements

- Must be at least 16 years old
- Commit to a 4-hour shift per week for a minimum of 1 year
- Able to pass a background clearance (if over 18 years old)
- Complete required health screenings
- Willing to attend all training sessions

Volunteer Commitment:

Comprehensive testing, training and orientations are provided for each volunteer. We ask that you commit to completing a minimum of 1 year or 100 hours in a regular weekly assignment and schedule, usually 4 hours per week.

Background Clearance - A background clearance will be emailed to you once you submit your Online Application. Incomplete forms cannot be processed and will delay your consideration for a volunteer position.

Health Clearance - Once your background check is successfully completed, you will receive the necessary information to obtain your health screening. This process will include a two-step TB test, flu immunization or declination and blood draw (unless you have current immunization records) to check immunization levels for measles, mumps, rubella and chicken pox. This testing may take up to 14 days to complete and may require up to 3 visits to Employee Health at Kaiser Zion Hospital. The testing is free of charge.

Volunteer Uniform - You will be required to adhere to specific policies regarding volunteer work attire, including wearing a volunteer jacket or polo and name badge. Details will be reviewed at New Volunteer Orientation.

Exclusions:

Internships, job shadowing, or special summer projects with Physicians are not available through the Volunteer Guest Services Department. Please contact Education and Consulting for further information: 619-641-4133.

We are unable to accommodate court ordered volunteer hours.
Before you become a volunteer:

The Volunteer Services Department will work with you to schedule the completion of:
  ▪ Personal interview (please bring picture identification)
  ▪ Health clearance through our Employee Health Services
  ▪ A New Volunteer Orientation
  ▪ Obtain uniform and name badge
  ▪ Hospital or Medical Office Building (MOB) specific training
  ▪ Developing your schedule

Please note: There are 2 different volunteer settings available: Hospital setting or a Medical Office Building (MOB) setting. The hospital settings are located at 4647 Zion Ave, San Diego, and 9455 Clairemont Mesa Blvd, San Diego. The MOBs are located throughout San Diego County. When you fill out your application, you will be asked to select only one location (Hospital or Medical Office Building) for your volunteer experience. Please review the Volunteer Opportunities information for more information.

How to become a volunteer:

Please fill out the online application indicating your interest in volunteering. Once we receive your Online application we will send you an email asking for further information. After we receive the information we will contact you for an interview. At the interview, we will review your application and talk about the position you are interested in, as well as a schedule. Volunteer placement is based on your current schedule, your interests and fit to the position, and hospital or medical office building needs. Please be advised that while we are currently accepting applications, it can take up to 8 weeks to complete the process before you begin volunteering.

*Thank you for your interest in our volunteer program and we look forward to having you join our incredible team of dedicated volunteers!*

Sincerely,

Pamela Brewer    Renee Cibulka    Stacie Scheet
Director, Volunteer Guest Services    Director, Medical Office Volunteers    Admin Assistant
619-528-5191    619-641-4949    619-528-5845
Pamela.Brewer@kp.org    Renee.X.Cibulka@kp.org    Stacie.M.Scheet@kp.org
Questions:

1. Have I carefully considered my schedule and know that I can commit to a weekly four-hour volunteer shift for 1 full year or 100 hours?

2. Do I have a positive attitude and a sincere interest in serving at Kaiser Permanente?

3. Will I treat my volunteer responsibilities with the same respect I do work obligations, committing to serve on a regular shift and time?

4. Do I enjoy working in new situations, taking on different duties, or helping in additional ways based on the needs of the people around me?

5. Am I comfortable making repeated trips to Kaiser Permanente hospital to complete the volunteer orientation, medical checks and training before my volunteer assignment begins?

6. If over 18 years old, do I willingly agree to submit to a criminal background check and understand Kaiser does not accept volunteers performing court-ordered volunteer service?

IF YOU ANSWERED YES TO THE QUESTIONS ABOVE, WE WELCOME YOU TO CONTINUE PURSUING A VOLUNTEER POSITION AT KAISER PERMANENTE.

TO EXPLORE FURTHER, PLEASE READ THE FOLLOWING STATEMENTS:

1. Am I looking for a short term shadowing opportunity with a member of the medical staff?

2. Am I counting on my volunteer position leading to a job at Kaiser?

IF YOU ANSWERED YES TO THE ABOVE TWO STATEMENTS, THE KAISER VOLUNTEER PROGRAM MAY NOT BE A GOOD FIT FOR YOU.
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ZION HOSPITAL VOLUNTEER OPPORTUNITIES
Following are a list of volunteer opportunities at Kaiser Permanente Hospital located at 4647 Zion Avenue in San Diego. The description listed for each volunteer opportunity is a general overview and does not include all duties or tasks of the assignment. Not all opportunities have availability at all times.

**Guest Services/Relations:**

**Information Desk/Welcome Center**
Utilize tools such as computer and desk reference guides to greet and provide information, including department and room locations to those entering the facility. Assist patients with questions at kiosks. Escort or transport those needing extra help.

**Guest Guide**
Guest Guides are stationed at entrances/exits to greet members as they enter and exit the facility. Provide wheelchair assistance to those in need, escort members and their family and deliver flowers to members in the hospital.

**Pharmacy Greeter**
Greet members in the Pharmacy and assist with the process of picking up prescribed medications and with finding over-the-counter medications.

**Surgery Waiting**
Greet and log-in family members to waiting room. Provide status information to family members regarding patient who is in surgery. Track patients through surgery and recovery. Relay information to family members. Escort family members to recovery room.

**Patient Support:**

**Chemo Room**
Provide patients receiving chemotherapy with blankets, pillows, and beverages. Escort patients to the restroom. Assist in discharging patients by wheelchair and provide general visiting.

**Patient Visitor**
Visit with patients and their families, provide blankets, pillows, beverages, magazines and other support items. Assist in discharging patients.

**Pediatrics**
Assist in providing recreational activities to patients and parents. Organize, set-up and clean-up activities, keep playroom and toys neat.

**Post-Partum**
Visit with patients and their families, provide blankets, pillows, beverages, magazines and other support items. Assist in discharging patients. Assist in providing recreational activities to siblings.

**Pre-Post Operative**
Discharge patients by wheelchair. Meet and greet members as they arrive or leave the surgery department. Ensure waiting rooms are clean and neat. Visit with visitors and patients assuring their needs are met.
**Healing – Specialized Programs Requiring Specialized Skills:**

**Tune Time/Music Program**
Play soft soothing musical instruments for patients in the hospital. **Must provide own instrument and must audition for Volunteer Director.**

**Chemo Care Companion**
Volunteers who themselves have received chemotherapy help to guide new chemotherapy patients through treatment. **Requires an additional interview with the Oncology Department.**

**Ostomy Mentor**
Volunteers who have received an ileostomy or colostomy help guide new ostomy patients through treatment with support and education. (Zion and various other locations)

**Pet Visitation**
Visit patients and make hospital rounds with own certified dog. Must first show: current Therapy Dog Inc. proof of membership; proof of liability insurance; and provide medical records for pet. **Must first meet with Kaiser Permanente Volunteer Pet Therapy Trainer to pass pre-test and post-test.**

**Spiritual Care**
Provide daily spiritual visits to patients. Assess the spiritual needs of patients and family members. **Requires an additional interview and training with a Kaiser Permanente Chaplain.**

**SAN DIEGO MEDICAL CENTER VOLUNTEER OPPORTUNITIES**

**Guest Services/Relations:**

**Information Desk/Welcome Center**
Utilize tools such as computer and desk reference guides to greet and provide information, including department and room locations to those entering the facility. Assist patients with questions at kiosks. Escort or transport those needing extra help.

**Guest Guide**
Guest Guides are stationed at entrances/exits to greet members as they enter and exit the facility. Provide wheelchair assistance to those in need, escort members and their family and deliver flowers to members in the hospital.

**Surgery Waiting**
Greet and log-in family members to waiting room. Provide status information to family members regarding patient who is in surgery. Track patients through surgery and recovery. Relay information to family members. Escort family members to recovery room.
MEDICAL OFFICE VOLUNTEER OPPORTUNITIES

Following are a list of volunteer opportunities at Kaiser Permanente Medical Office locations throughout the county including Bonita, Bostonia, Carlsbad, Carmel Valley, Clairemont Mesa, El Cajon, Escondido, Garfield Specialty Center, Kearny Mesa, La Mesa, Oceanside, Otay Mesa, Point Loma, Rancho Bernardo, Rancho San Diego, San Diego Mission Road, Vandever, Viewridge and Vista. The description listed for each volunteer opportunity is a general overview, and does not include all duties or tasks of the assignment. Not all opportunities are available at all times and at all locations.

**Guest Services/Relations:**

**Information Desk/Welcome Center**
Utilize tools such as computer and desk reference guides to greet and provide information, including department, physician, and appointment locations to those entering the facility. Assist patients with questions at kiosks. Escort or transport those needing extra help. (All locations)

**Mobile Health Vehicle**
Greet members, provide information, wheelchair transport, assist with wheelchair lift (Ramona, Alpine)

**Pharmacy Greeter**
Greet members in the Pharmacy and assist with the process of picking up prescribed medications and with finding over-the-counter medications. (Eighteen locations)

**Outpatient Surgery**
Greet and log in family members to waiting room. Track patients through surgery and recovery; provide status information to family members. Escort family members to recovery room. Transport discharged patients. (Otay Mesa, Garfield and San Marcos)

**GI Procedure Clinic**
Greet and log in members’ transportation providers. Track patients through procedures, provide status information updates to family members, transport discharged patients. (Garfield)

**Patient Support:**

**Chemo Room**
Provide patients receiving chemotherapy with blankets, pillows, and drinks. Escort patients to the restroom. Assist in discharging patients by wheelchair. Provide companionship. (San Marcos)

**Pre/Post Op**
Discharge patients by wheelchair, meet and greet members as they arrive or leave the surgery department, ensure waiting rooms are clean and neat, and visit with visitors and patients to assure their needs are met. (Otay Mesa, San Marcos, Garfield)

**Physical and Occupational Therapy**
Meet and greet members as they arrive or leave the department, assist with wheelchair transport. (PT/OT: Kearny Mesa, Otay Mesa, San Marcos) (PT only: El Cajon, Pt. Loma)

**Radiology**
Answer the phones, answer member questions, give patients dressing instructions, help stock gowns/supplies escort patients to other locations. (Various locations)

**Patient Support (continued):**
Nurse’s Clinic
Assist members in waiting area of clinic, transport patients needing wheelchair assistance, escort patients. (Escondido)

Anti-Coagulation Pharmacy Service
Promote KP.org through phone calls to members. Prepare introduction and orientation packets for members who have been referred. Fold/stuff letters when necessary and as special communication projects arise for the pharmacy department. (La Mesa)

Patient Education Support
Assist members who are attending patient education classes in areas of Health Education, Healthy Living, OB-GYN, Home Health, Senior Advantage and Continuing Care. (San Diego Mission Road, Otay Mesa)

Urgent Care
Round on patients in waiting room and in treatment areas to assure excellent customer service, escort patients to Radiology and Lab when needed, transport patients within facility and upon discharge. (Otay Mesa, San Marcos, La Mesa)

Healing – Specialized Programs Requiring Specialized Skills:

Chemo Care Companion
Volunteers who themselves have received chemotherapy help to guide new chemotherapy patients through treatment. Requires an additional interview with the Oncology Department. (San Marcos)

R.O.S.E. = Resources Options Support and Encouragement
Volunteers who are breast cancer survivors and at least one-year post-treatment for breast cancer dedicate themselves to helping guide newly diagnosed patients through the initial stages of treatment for breast cancer. Requires an additional interview with R.O.S.E. Volunteer representative.