

# Volunteering at the North Bay Regional Health Centre

## FREQUENTLY ASKED QUESTIONS

### **What is the minimum age required to volunteer at the NBRHC?**

Volunteers must be at least 16 years of age, and some positions require volunteers to be at least 18 years of age. We have limited evening and weekend volunteer positions, so it may be difficult to accommodate high school students during the academic year.

### **What is the minimum commitment required to volunteer at the NBRHC?**

Due to the nature of our programs and services, it is necessary for volunteers to make a long-term commitment and maintain a consistent schedule. There are two commitment options available to volunteers:

- At least seven months (80+ hours) of continuous volunteer service
- At least two months (50+ hours) of continuous volunteer service during the summer (for youth aged 16-29)

### **How long does it take to become a volunteer?**

To ensure the best quality of volunteers and services offered, we have a thorough application and intake process. If your volunteer application is accepted, it can take **4 to 6 weeks** to become a volunteer.

### **When should I submit my volunteer application? When can I expect to hear back?**

Applications can be submitted to the Volunteer Department at any time throughout the year. If you are a youth interested in applying for our summer program, **please take note of application deadlines on our website.**

You will receive a reply acknowledging receipt of your application by email or mail. We strive to accept as many applicants as possible, however, due to the volume of applications we receive we are not able to guarantee a placement for everyone and only those applicants selected for an interview will be contacted.

### **Will I be guaranteed a volunteer placement if I submit a volunteer application?**

The volunteer application process does not guarantee a volunteer placement at the NBRHC. Volunteers are accepted and placed according to hospital needs, position availability and volunteer skills, interests and suitability.

### **What are the requirements for providing a reference form?**

We accept references from anyone you have known for over a year and not a member of your family. Examples of suitable people to provide references for you include: instructors, supervisors, co-workers, coordinators of volunteers, teachers, employers or coaches.

### **Can I complete my secondary school community hours at the NBRHC?**

You may apply the volunteer hours accumulated at the NBRHC to your secondary school requirement; however, we can only provide confirmation of hours to those who have completed at least 50 hours of volunteer service.

The Volunteer Department cannot provide performance-based references (written or verbal) for volunteers; we encourage volunteers to seek references from staff in the areas where they volunteer.

### **Is it possible for me to complete a placement for school or shadow a healthcare professional?**

Placements and shadowing opportunities are not provided through the Volunteer Department. For more information on student placements and shadowing experiences at the Health Centre, please contact the Human Resources Department.

### **Can I use my professional training as a volunteer?**

While we welcome volunteers with professional experience, all volunteers are restricted to performing the duties outlined in their volunteer position description and are not permitted to practice within a specific profession when volunteering.

### **Do volunteers have to pay for parking?**

Volunteers receive complimentary parking during volunteer shifts. Other modes of transportation to and from the hospital such as city bus or taxi are the responsibility of the volunteer.

### **Is there a dress code?**

Volunteers are asked to wear 'business casual' attire, with an emphasis on professionalism and safety. Volunteers are also required to wear a volunteer uniform and photo identification card while on duty. A refundable deposit of \$10 will be collected on the first day to receive a volunteer uniform.

### **What is the process if I am interested in returning to volunteer at NBHRC?**

If you have previously volunteered with NBRHC and would like to return, please contact the Volunteer Department to discuss your interests.

