

**Welcome to  
VOLUNTEERS AND CUSTOMER CARE**



**Information for Youth Volunteers and their Parents/Guardians**

Bryan Health is pleased to offer this opportunity to the youth in our community who meet our requirements. Not only does the program offer value-added service to our patients, families, visitors and staff and help carry out our core values, but it also instills a sense of giving to the community in our youth.

We hope to provide you with a positive experience, as well as skills for young adulthood, whether you will be simply giving of your time for your own sake, for a requirement, or in exploring a career in the healthcare field. The opportunities to serve and the experiences you will gain here also come with expectations of responsibility, dependability, trustworthiness, professionalism and respect on your part.

**Youth Program Commitment**

- Bryan Health asks that you make a minimum three month weekly commitment of one shift per week. A shift is one-and-a-quarter (1¼) hours each week.
- Shifts are offered Monday through Friday, from 3:45 p.m. through 5:00 p.m. Openings are limited and placements are offered based on selective interviews. If you are offered a position, you will choose one day a week.
- You are expected to be here every week on time, clocked-in between 3:30 - 3:45 p.m., and expected to stay for the entire shift, until 5:00 p.m. We understand there are many important things that require your time; however as a young person who wishes to make this type of commitment, we empower you to make choices and prioritize your activities.

**Absences / Absence Notification**

- Notifications of absences must come from you, or from a parent or guardian.
- The accepted methods of notification are:
  - In person or by a handwritten note to a staff member in Volunteers and Customer Care.
  - By calling 402-481-3032 and talking with someone or leaving a message.
  - By emailing [volunteers@bryanhealth.org](mailto:volunteers@bryanhealth.org)
- If LPS makes a weather-related cancellation, you are excused from volunteering that day. Otherwise you are expected on your scheduled day, regardless if school is in session or not.
- **⊘** A “no-call, no-show” is never acceptable. This shows disrespect for others and towards the commitment you have made.

**Dress Code**

- Uniform (vest or polo shirt) and name badge will be provided, and are required to be worn while you are on duty. Your name badge must be worn in the upper chest area.
- Closed-toe shoes are required due to the nature of your service. (**⊘ No flip-flops, sandals, or anything with open toes. UGG-like boots are also not allowed.**)

- To complement your uniform you may wear a shirt, blouse, sweater, khakis, dress slacks, colored denim, capris, a skirt or a dress. (No shorter than three inches above your knee.) (🚫 No blue denim jeans, leggings, shorts, sweatpants, hooded sweatshirts, t-shirts, halters, tanks, midriff tops, or hats.)
- Facial piercings are not seen as professional and must be removed while volunteering.
- The full dress code requirement is found in the Volunteers and Customer Care Guide.
- Volunteers and Customer Care staff reserves the right to ask any volunteer who, in their opinion, fails to abide by any of the dress code guidelines, or whose appearance is deemed inappropriate, to return home to improve his/her appearance.

### **Personal Cell Phones**

- 🚫 You are not allowed to have your cell phone with you while you are on duty. You are to lock it in a locker in the Volunteers and Customer Care office each day before you sign-in to volunteer, along with all other belongings, and retrieve it only after signing-out.

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