

# GUNDERSEN HEALTH SYSTEM®

## Volunteer Intake Process

Thank you for your interest in the Gundersen Health System Volunteer Program. Volunteers are fundamental to our healthcare team. They offer exceptional attention and understanding by taking the time to give patients and their families that special touch during a hospital stay or clinic visit. We are grateful to our volunteers for the talents and experience they bring to those we serve.

### Initial Interview

The first intake step is a 30-minute interview with a Volunteer Services staff member. Acceptance and placement into the program is based on the individual's personal interest, availability for assignments, ability to perform an assignment and demonstration of appropriate customer service and interpersonal communication skills.

During this interview, you will complete the following forms prior to joining the team:

- Application/Interest Form
- Health questionnaire
- Photo consent for teen/high school volunteers
- Fair Credit Reporting Act notice
- Criminal background check

### Health Screening requirements for volunteers

For your protection and for the protection of our patients, you will be required to:

- Be tested for tuberculosis (TB), a bacterial disease that can be spread through the air from one person to another through coughing, sneezing or talking. Gundersen administers this test at Volunteer Orientation. You must return to Gundersen Employee Health within two to four days to have the test read (see location information below). Note: If you are a volunteer in our Hospice area, you are required to have a TB test annually. The cost of this is covered by Gundersen Health System.
- Provide immunization records to prove immunity from MMR (Mumps, Measles and Rubella).
- Receive an annual flu shot during flu season – October through March – unless otherwise specified. The cost of this is also covered by Gundersen Health System.

### Orientation

This morning-long session will cover important topics such as infection control, safety, privacy and security of information, customer service and compliance. The expectations, responsibilities and benefits of volunteering will also be discussed. There is generally one volunteer orientation session offered per month, 8:30 a.m. to 12:30 p.m. Pre-registration is required and volunteers must attend the entire session.

### Rubella Immunization

The State of Wisconsin requires proof of the Rubella immunization. You will need to submit a record to Volunteer Services prior to volunteering to indicate full immunization (two specific dates). This record can be MMR vaccination dates or immunity lab results. If you have no record or do not know your history for this vaccination, check childhood records, school records or with your county public health office.

### *In general*

If you were born **before** 1957 Gundersen's Employee Health Service will draw a Rubella titer at no charge.

If you were born **on or after** 1957 you will need to provide a blood test or get the Rubella vaccine from your primary care physician, the public health department or at a Gundersen Express Care clinic at your expense. The La Crosse ExpressCare Clinic is located inside Festival Foods in the Village Shopping Center, 2500 State Road 33. The Onalaska ExpressCare Clinic is location inside Festival Foods in the Crossing Meadows Shopping Center, 1260 Crossing Meadows Drive. Please call (608) 782-7300 to confirm hours and availability.

Please note: A TB skin test and MMR can be done at the same time. However, if the MMR is declined for some reason (getting records, lab titers drawn) and it is later determined one is needed, it must be after the TB skin test is resulted (which is at least two days after the TB skin test placement). If an MMR inoculation was given elsewhere, volunteer must wait at least 30 days AFTER the MMR to have the TB skin test given.

If you have any additional questions or would like to join our volunteer team, please contact the Volunteer Services Department We'd be happy to assist you!

**High School Students** contact Karol Fox at (608) 775-6755 or [kjfox@gundersenhealth.org](mailto:kjfox@gundersenhealth.org)

**College Students** contact Donna Niedfeldt at (608) 775-3294 or [DLNiedfe@gundersenhealth.org](mailto:DLNiedfe@gundersenhealth.org)

**Adults** contact Lori Van Lin at (608) 775-3697 or [lavanlin@gundersenhealth.org](mailto:lavanlin@gundersenhealth.org)

Employee Health Services - 608-775-3747

Third Floor, Gundersen Clinic (use Elevator C)

Walk-in hours: Monday – Friday, 7:00 a.m. to 4:15 p.m.

Closed Saturday and Sunday.