

# 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 the best experience possible 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 For
- Criminal background check
- Fair Credit Reporting Act notice
- Health questionnaire

### Orientation

The orientation 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. Pre-registration is required, and volunteers must attend the entire session.

### 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). TB is a bacterial disease and 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 Services 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 test is covered by Gundersen Health System.
- Provide immunization records to prove immunity from MMR (Mumps, Measles and Rubella).
- Provide immunization records for COVID-19, or receive a full vaccine series prior to volunteering.
- 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.

### 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 your childhood records, school records or with your county public health department in the county you went to school. Another option is to search the state of Wisconsin Immunization Registry at [www.dhfs.wisconsin.gov/immunization](http://www.dhfs.wisconsin.gov/immunization). In general, if you are an adult volunteer and do not have this information, Gundersen's Employee Health Service will draw a Measles, Mumps and Rubella blood test.

### Apply Online

Apply using our online application at <https://www.gundersenhealth.org/careers/volunteer-services/>.

### Contact Us

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!

**Student Volunteer Opportunities:** Erica Borde (608) 775-3294 or [elborde@gundersenhealth.org](mailto:elborde@gundersenhealth.org)

**Adult Volunteer Opportunities:** Rachel Miller (608) 775-3697 or [rmiller@gundersenhealth.org](mailto:rmiller@gundersenhealth.org)