

## FREQUENTLY ASKED QUESTIONS - VOLUNTEER

### Paperwork:

- Turn in all required documents/forms to the Office Manager (or other designated Administrative staff member) for clearance.
  - You may not interact with clients until all clinic requirements are complete.
- After being cleared by the front office, complete the orientation PowerPoint presentation located on the Shared Server on the computer at the Resource Station. A staff person will direct you to where you will view this.
- The Volunteer Coordinator (or other designee) will then meet and orient you further. Then you are on your way as a volunteer.

### Dress Code:

- Casual professional (e.g., khaki pants, polo shirt, blouse, button down shirt, sweater).
  - No jeans of any kind or cotton pants that are designed to simulate the jean look, short shorts (summer), skirts, dresses, sweatpants or athletic pants, low waist band pants that may be revealing (e.g., when bending, sitting, kneeling).
  - No shirts with large commercial logos, visible undergarments, tops with straps less than 1" in width, low neck lines, tops that show mid-torso skin.
- Close toed shoes. You will see that therapists remove their "street shoes" and change into "clinic shoes" during treatment sessions, especially when walking on the padded mats and carpeted areas. You are not required to have "clinic shoes" but must at least wipe down the bottom of your shoes (e.g., Clorox wipes) when you enter for your shift. This is to minimize dust, dirt, and debris.
- "Volunteer" badge located in the volunteer mailbox found in the therapist's office. Use a dry erase marker and write-in your name so as to better identify yourself to others; clean/erase before leaving for the next person to use.

### General Appearance:

- Well-trimmed facial hair.
- Short, well trimmed finger nails.
- Tattoos or other body art (e.g., piercings) covered.
- No excessive perfume or other scents (e.g., deodorant, hair products).
- No excessively unnatural hair color, make-up, or nails.
- No large, sharp, and/or dangling jewelry (e.g., hoop earrings, rings, necklaces).

### Parking:

- Park on the street. Parking in the lower structure is restricted, and the upper structure is limited to building employees with a permit and visitors in 1-hour designated spaces.
  - Lock your doors and do not leave valuables (e.g., GPS, iPod) or items that may appear of value (e.g., gym bag, shopping bags) visible inside the car in order to prevent theft.

### Lunch:

- Bring a lunch, if you want, if your scheduled for an extended period of time that overlaps our lunch time (12:00-1:00 pm). There is a refrigerator, microwave, and toaster oven available for your use in the kitchen. There is also a sitting area, dishware, and utensils. You must clean-up after yourself by washing your own dishes or placing them in the dishwasher.
- Bring money or credit/debit card. There are several businesses within a short walking distance where you can purchase food (e.g., Subway, McDonald's, Fresh 'n Easy, Thai restaurant, Ralphs).

### Volunteer Hours:

- To be determined by you and the Volunteer Coordinator.
- Volunteers must have a Time Sheet signed-off at the end of each shift.

### Volunteer Expectations, Duties, Responsibilities:

- By wanting to be an occupational therapy volunteer, it presumably means that you are interested in the profession and want to know more about it. You will be allowed to observe and participate on a limited basis the daily operations of a pediatric occupational therapy clinic, including assisting therapists and office staff. Due to HIPAA (i.e., confidentiality law), liability, and safety, you will not be allowed to treat a client, but may be asked to assist in a limited manner at the discretion of the therapist.
- Duties will vary on a daily basis, depending on the therapist, office staff, and/or needs. Your assistance may be requested to: file charts, make copies, re-stock therapy supplies, clean soiled items, put away or set-up equipment, assist with therapy session. See the ‘Daily OT Duties Check-Off List’ for more information.
  - NO hanging out (e.g., therapist’s office, volunteer desk area), especially when there are treatment sessions in progress. Therapists should not have to look for you. Learn to anticipate and be readily available.
  - NO cell phone use (e.g., Facebook, texting, talking), especially in treatment areas, unless it is an emergency or are expecting a very important call; must alert/notify therapists that you need to be excused for a moment.
  - NO computer use (e.g., checking email, Facebook, searching address to restaurant after you shift), unless it is an emergency. You must ask permission before its use and need to alert/notify therapists that you need to be excused for a moment.
  - NO use of company resources (e.g., copy machine, printer, fax machine), unless it is an emergency. You must ask permission before its use and need to alert/notify therapists that you need to be excused for a moment.
- When observing treatment sessions, be discrete (e.g., do not hover over the therapist and/or client, sit/stand an appropriate distance away unless permitted otherwise) and do not interrupt the therapist. Refrain from asking any questions until the treatment session is over or by asking the therapist if you may ask a simple question at an opportune moment.
- If you are seeking volunteer hours as part of the requirements for applying to an occupational therapy program in the immediate/near future and will be requesting a recommendation from us, we require a **minimum of 40 hours** of volunteer service before being able to oblige. Also, listed below are the criteria by which we appraise your performance as a volunteer and potential candidate for an occupational therapy program; correlates with the electronic form most universities requests of us to use to rate your potential as a candidate to their program.
  - Attitude – maintain a positive attitude throughout entire volunteer experience
  - Flexibility – being ready and willing to help with all needs/situations that arise
  - Cooperation – work well with all therapists and staff
  - Initiation – quick to anticipate a therapist’s need or start cleaning without being asked
  - Interest in the OT profession – eager to learn, ask appropriate questions
  - Professionalism – arrive on time, dress appropriately, call ahead if you need to cancel scheduled volunteer hours
  - Critical thinking, written communication skills, oral communication skills, initiative, adaptability, team skills, dependability, conflict resolution, interpersonal skills, awareness of limitations

\* General clinic hours are Monday-Thursday 8:00 am-5:00 pm (till 6:00 pm Tues & Thurs) and Friday 8:00 am-12:00 pm. Additional hours and/or days are subject to change.

\* For additional information about Dynamic Therapies, Inc., please see clinic pamphlet, website at [www.dynamic-therapies.com](http://www.dynamic-therapies.com), and/or on Facebook.

I hereby have read and acknowledge the information above and agree to abide by them to the best of my ability. Print, complete, and turn-in to the Volunteer Coordinator on your first day.

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Print Name of Volunteer

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Signature of Volunteer

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Date Signed