

Volunteer Services

Frequently Ask Questions

How old do I have to be to volunteer at IU Health Ball Memorial Hospital?

At IU Health Ball Memorial Hospital, our volunteer program is primarily made of adults, 19 years or older. If you are currently enrolled in college, we classify you as a college volunteer. Our teen volunteers must be currently enrolled in high school or a home schooling program and be 14 years or older to be eligible to participate in the volunteer program. Once a teen graduates from high school, he or she may be classified as either an adult or college volunteer, depending on his or her enrollment in higher education.

Do I need special skills and where can I volunteer at the hospital?

Volunteers are found in nearly all hospital departments and they do a variety of different tasks from helping our patients, their families, our visitors and support our staff with behind the scenes activities and simple tasks of support. Our volunteer program is comprised of individuals from varying socio economic backgrounds and they have a variety of education levels. Individuals representing all cultures, races and sexual orientation help represent the diversity of our community in o an all-inclusive program.

Our popular areas include volunteering in the front lines, rounding on patients and families waiting in the Emergency Department or being with our Guest Relations team where volunteers greet visitors and help patients and visitors with way finding. Other volunteers like clerking in the Gift Shop or in our Cancer Boutique. Volunteers are needed to help with transporting patients in wheelchairs to their destination within the hospital or to take supplies to various nursing units. Specialty programs like cuddling special care babies and being that extra set of hands for the NICU staff is reserved for the adult volunteer who has been a volunteer in another hospital department for 6 months or more.

What are the requirements for becoming a volunteer?

Application Process:

All interested candidates must apply to become a hospital volunteer. [Click here](#) to add your personal information in to our database to become a hospital volunteer or visit: iuhealth.org/ball-memorial/about/volunteer-opportunities/

Individuals needing assistance with the online application process should reach out to the staff of volunteer resources by calling 765.747.3274.

Once we receive your application and accept it, you will receive further instructions on the next steps and any additional paperwork given to you needs to be completed and returned to us at your earliest convenience.



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Orientation Program & Health Requirements:

All volunteers must attend a special orientation program before being placed in a volunteer area. This orientation includes important things for you to know as a volunteer that help keep both you and our patients safe. For instance, did you know that frequent handwashing or using hand sanitizer is key to the prevention of spreading germs? We will tell you all about this and give you additional information that will help you be successful in your role as a hospital volunteer. In addition to the orientation program, you must also meet the following health requirements:

- Two TB skin tests with negative results.
- Provide a current list of your immunization history.
- Provide a copy of your most recent influenza vaccine and be willing to update this vaccine annually for as long as you are a hospital volunteer.
- Participate as required in health testing.

You will be expected to update your annual education requirements annually by attending mandatory education sessions. If you are not able to provide a current copy of your immunization history, you will be given information at Orientation on how to complete the health requirement process.

Limited History Background Screening & Letter of Reference:

Other requirements include completing the authorization papers for approved background screenings and providing a letter of personal/professional reference. Your letter of reference should be from a friend or professional acquaintance like a co-worker, supervisor, guidance counselor, teacher, or a coach who can talk about your values and the skills you bring to volunteering. We do not accept letters of reference from family members.

How often do I volunteer?

It is an expectation that volunteers will accept a 2 to 4 hour shift each week and be scheduled the same day and time of the week. We prefer that all volunteers work on a regular weekly basis. We ask that all individuals considering volunteering make a 1 year commitment to the volunteer program. Our employees and areas of assignment invest in specific training and partnering with the volunteers that we assign, we want your involvement to benefit both you and the area of assignment. We do understand when you need the time off due to scheduled vacations or unscheduled absences related to illness or family emergencies. We provide information about how to report these occurrences at our Orientation program. Our departments and staff appreciate the presence of volunteers in their department and they appreciate our volunteers being punctual and reliable in their commitment to the program. Leaves of Absences are granted for volunteers who want to do seasonal volunteer work, just discuss these needs with the Director of Volunteer Resources for special accommodation.



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How do I get started?

After you have attended the orientation, been cleared by Employee Health Services, a limited history background check and office of inspector general search has been completed, and your references checked, you will be contacted by the Volunteer Office to have a personal meeting with the staff. At this 30 minute meeting, we will discuss your area of interest, availability and place you in a volunteer area on a specific day and time. We will also make arrangements for specific training as needed. Please note that this may be done at a different time and day. It is always our goal to find a mutual match between your interests and our available positions. Please note that some volunteer programs like Cuddling NICU babies requires that you participate in another volunteer area for a minimum of 6 months before you can request an interview and screening for this position.

How does the review process work?

In 30 to 60 days, you will be scheduled to meet in person with the volunteer staff for the purpose of reviewing your current assignment and doing a preliminary evaluation with regard to your current assignment and the information you learned at orientation. At this meeting, it is your chance to offer the volunteer office staff direct feedback on what is working well in your volunteer role and assignment area and to share what is not working well. The feedback you offer allows the staff to leverage your voice as a volunteer with suggestions for improvements. It is your fresh set of eyes that often helps us look at our departments and processes with a fresh perspective.

How can I job shadow or join the Medical Explorer program?

Teen and college volunteers may also join the Medical Explorer Post by contacting the Boy Scouts of America for local information or visiting this website. scouting.org

Job shadowing experiences, non-paid internships and externships for academic course requirements are handled by each hospital department. If you need this opportunity, please contact the general information number for the hospital and ask for the department manager of the area that interests you. Each department manages this process independent from the volunteer program. Departments are limited to the number of participants that they take



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