



WEST HOUSTON MEDICAL CENTER

Dear Volunteer Applicant,

Thank you for your interest in our volunteer program at West Houston Medical Center. Volunteers are an important part of our healthcare team and it is imperative that they understand, agree with and adhere to our mission, vision and values.

Our Mission Statement

- We are a family of dedicated healthcare professionals committed to providing exceptional healthcare and service by exceeding the expectations of every patient, every day.

Our Value Statement

- To be one of the best hospitals in the country based on quality and satisfaction indicators.

Our Values Statements

- Put patients first and foremost.
- Treat each other with respect and dignity.
- Create an atmosphere of teamwork.

We – the staff, physicians and volunteers – are what people see when they arrive here at our hospital. We are West Houston Medical Center. We have a stake in our attitude and the collective attitudes of our colleagues. We are judged by each and every performance. It is our expectation that our volunteers will agree with and abide by the mission, values and service principles of West Houston Medical Center. If you like what you see and would like to be considered to be a part of our journey - please complete the attached application and return it to me.

It is very important for you to provide up-to-date and complete information on the application so we have everything we need for processing it. If any area does not apply to you, please write N/A in the space – do not leave it blank.

Please be aware that volunteering at West Houston Medical Center is not a stepping stone to paid employment. If you are seeking employment, we encourage you to continue on that path through our Human Resources Department since that is your ultimate goal.

Completion of the application does not indicate that you will be accepted as a volunteer with West Houston Medical Center. We will review the application to determine if there is an opportunity available that is appropriate for you. Our goal is to meet the needs of both the hospital and the applicant when assigning volunteers. We will not place a

volunteer into a “make do” position. Please remember that English is our primary language. Applicants must be able to fully UNDERSTAND and SPEAK the English language.

Because of the safety and confidentiality issues regarding our business, we conduct a criminal background check and check all personal references on all our applicants. To avoid delays in processing your application, you might want to contact your personal references and let them know that they will be receiving a form to complete and return to us. When we have clearance to proceed, we will contact you to come in for your interview. After the interview you will be notified if you are being considered for acceptance as a volunteer. At this point you will be required to complete a TB test and orientation. We will give you more information about this at the appropriate time. All steps must be completed prior to beginning your volunteer work. The entire application process takes approximately 3-4 weeks depending on how long the background and reference clearance takes and your ability to complete all the steps in a timely manner.

Due to the extensive application process, we are unable to accept short-term volunteers. Our adult day program requires a minimum of 100 hours or one year of service and the evening and weekend program requires a minimum of 75 hours or one year. There are no exceptions to this requirement except our annual summer junior volunteer program. We do not have a program for court ordered community service.

Please be aware that West Houston Medical Center is a Smoke Free Campus. WHMC is committed to providing clean and safe environments in which to deliver health services and to promoting the health of this community. Smoking is prohibited within the property lines at all WHMC facilities and in all areas within the parameters of the campus. This includes the Professional Office Building, Medical Office Building, Sugar Land Diagnostic Center, Sugar Land Cancer Center, HealthOne 24 Hour Emergency Care|West Campus and in any WHMC owned or lease vehicles, and parking garage/lots.

We look forward to hearing from you and we appreciate your inquiry about our program. I have included your volunteer service application. If you have any questions please don't hesitate to call me at 281-588-8261.

Sincerely,

Shabana Qureshi

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