



**“V-WOW”**

*Volunteering for a Healthy Community*

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**West County  
Health Centers**

*Caring for our Communities*

[www.wchealth.org](http://www.wchealth.org)



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Health Centers**

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## Volunteer Program Mission

**To create healthy communities by improving access to affordable, quality health services and promoting healthy lifestyles and behaviors.**

## Volunteer Program Vision

**Individuals living in west Sonoma County communities live healthy lifestyles and have access to affordable, quality healthcare and a medical home.**

Welcome to **West County Health Centers**! WCHC recognizes that our **Volunteers** are valuable members of our health care team. Our volunteers are members of the community who freely give their time and energy to support WCHC's mission and values. They play a key role in making a difference in our communities by educating others about our sites, services and programs, and helping to improve the health of our communities. Our volunteers reach out to the far corners of west Sonoma County, connecting individuals with much needed medical, dental, mental health and wellness services.

This Volunteer Handbook and Resource Manual will provide you with the information and resources you will need in your role as a volunteer with WCHC. We hope it will also answer your questions concerning your responsibilities as a volunteer with our agency. It is our intent to make your volunteer experience with us as meaningful and satisfying for you as possible. If you have comments or questions about any aspect of your volunteer experience, please feel free to contact our Volunteer Program Manager, Marty Dekay-Bemis at 869-5977, ext. 3312.

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## **Waiting Room Host**

### **“Director of First Impressions”**

The waiting room host serves a vital role at West County Health Centers and is often the first impression for patients walking through our doors. We want our patients and their families to feel welcome and comfortable during their visit to our health centers. Your job as a waiting room host is to greet patients with a smile, make them feel welcome, and help create a warm and comfortable environment in the waiting room.

It is important to be sensitive to individual patient needs for privacy and know that not everyone will be open to interaction with those around them. Offering a friendly face, a glass of water, or knowing when not to approach someone are all keys to being a successful waiting room host.

Below are ways you can help make our waiting rooms a warm and welcoming place:

- Offer a friendly, welcoming smile
- Being sensitive to body language – knowing when to and not to approach someone
- Assisting with completing paperwork
- Offering a glass of water
- Resource guide introduction
- Voter registration and advocacy
- Keep the waiting room neat
- Update & straighten bulletin boards
- Keep educational pamphlets stocked
- Read to children



## WEST COUNTY HEALTH CENTERS, INC.

**POSITION TITLE:** Waiting Room Host

**REPORTS TO:** Volunteer Program Manager

**WEST COUNTY HEALTH CENTERS MISSION:** To provide comprehensive, quality, and accessible health care services to the communities of western Sonoma County.

**Volunteer Program Mission:** To create healthy communities by improving access to affordable, quality health services and promoting healthy lifestyles and behaviors.

**Volunteer Program Vision:** Individuals living in west Sonoma County communities live healthy lifestyles and have access to affordable, quality healthcare and a medical home.

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### **Volunteer Area of Focus: Improving the Patient Experience**

**Goal:** Work with existing patients to improve their experience at WCHC

#### **Activities and responsibilities:**

**A variety of activities help WCHC carry out the goal as outlined above. These may include but are not limited to:**

- Waiting room host – welcome patients to the health center; assist patients with paperwork, provide information about community resources and WCHC services.

#### **Qualities and Expectations:**

**WCHC Volunteers are a valued part of our team. We welcome volunteers who embrace WCHC's mission and represent us in the following ways:**

- Represent WCHC in a professional manner at all times
- Be friendly and outgoing
- Be non-judgmental
- Have the ability to work with diverse populations

#### **Requirements:**

**Our volunteers are members of the communities of west Sonoma County. No experience is required and training is provided. Volunteers must be able to:**

- Physically carry out the duties assigned
- Have reliable means of getting to volunteer activities on time
- Pass a background check

#### **Time commitment:**

- Volunteers are asked to commit to at least six months of volunteer work and six activities per year.
- Volunteers are required to attend an eight hour orientation and training.