



## Steps to Volunteer at Clara's House

### What you do

1. Find out what we do by reading our brochure or visiting our web site, [www.clarashouse.org](http://www.clarashouse.org). Visits to the clinic may also be arranged by emailing Debbie at [dclingingsmith@clarashouse.org](mailto:dclingingsmith@clarashouse.org)
2. Get an application either online at our web site on the "Volunteer" page or by picking one up at the clinic.
3. Fill out the application packet AND have your medical provider complete the Health Form. If you need a health check up and do not have a medical provider, the St. Vincent de Paul Clinic in Roseville will complete the Health Form for you. If you are a student, the campus health center often will complete the form for you.
4. Attend Volunteer Orientation. All prospective volunteers must complete a 1.5 hour orientation class. Volunteer Orientation is scheduled monthly on the second Tuesday by RSVP only. Call Debbie at 916.448.3976 or email [dclingingsmith@clarashouse.org](mailto:dclingingsmith@clarashouse.org) to reserve a spot. By special arrangement, other times may be available. You must have a completed application in order to attend.

### What we do:

1. Once we receive your application and documents, we contact your references and verify any licensure prior to your first day at the clinic.

2. We try to match clinic needs with your interests and talents/gifts/training in finding a niche for your volunteering gift to us.
3. We ask that you volunteer 4 hours a week within 6 months for a total of 100 hours minimum commitment if you are an on-site staff member.
4. We provide lots of training and mentoring to make your time at the clinic a mutually positive, growth experience.
5. If you need a letter of recommendation, you need to complete at least 100 hours and 6 months of volunteering first so that we may do a good, fair job in writing your letter.



## Once You Begin Volunteering

### How we organize activities at Clara's House

- ◆ We divide the on-site clinic roles into *Front Office* and *Back Office*.
- ◆ In the *Front Office*, we utilize an online medical records system, Practice Fusion, to schedule, check-in and check-out, make appointments for, and keep records of patients and their charts. We answer phones, send and receive faxes, and manage email communiques.
- ◆ In the *Back Office*, licensed medical providers give hands-on primary patient care. All *Back Office* staff members must have a certification (such as Medical Assistant, CNA, EMT, phlebomist) or license (such as FNP, RN, LVN, CRLN, RD, RT, MD).

- ◆ We also have volunteers who are language translators and social workers providing both *Front Office* and *Back Office* expertise.
- ◆ We do some of our own lab tests on-site. *Back Office* volunteers may be trained to do some of this testing. Tests include EKGs, spirometry, audiometry, plus A1c and lipids lab tests.
- ◆ All *Back Office* volunteers must learn *Front Office* basics before being trained for *Back Office* activities.
- ◆ If you are volunteering for *Front Office* or *Back Office* activities, you begin your experience at the clinic by being paired with a mentor to learn the basics of Practice Fusion and the front desk.



## Special Projects Volunteers

- ◆ Many Clara's House volunteers help from home by calling patients or working online.
- ◆ We have volunteers who fundraise, give talks on behalf of the clinic, file, maintain our inventory, write grants, and work on accounting projects.
- ◆ We have staff members, called case managers, who facilitate obtaining access to specialty medical services for patients.
- ◆ We need volunteers to drop off lab specimens, maintain our computers and web site, address and write thank you notes, help us with social media such as Facebook and Twitter, write, and edit for our newsletter, and a myriad of other activities!
- ◆ If you have a desire to help the voiceless and vulnerable in our area, we can find a way for you to help at Clara's House!



*You can make a difference!*

We are open weekdays from 9:00 AM to 5:00 PM, and need volunteers during those hours to help us make a difference!

- Specialty Physicians
- Nurse Practitioners
- Nurses/LVNs
- Registered Dieticians
- Nutritionists
- Medical Assistants
- EMTs and CNAs
- Phlebotomists
- Social Workers/Counselors
- Front Desk Receptionists
- Language Interpreters
- Newsletter contributors
- Janitorial helpers
- Patient Advocates
- Fund Developers
- Grant Writers
- Web and IT Support
- Drivers to drop off labs to Sacramento County
- Handy Persons (we need shelving installed and pictures hung occasionally)



*We are making a difference!*



Clara's House  
2700 L Street  
Sacramento, CA 95816

## *Volunteering At Clara's House*

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Clara's House!*



*Making A Difference!*

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