Wayfinding Expectations

Congratulations on being accepted into the Wayfinding Scholarship Program at TIRR Memorial Hermann! These expectations are to ensure you are presenting your best self and best work ethic while you are here at the hospital. Your job is to help people find their way around. Looking alert and being proactive about helping people is a crucial element of the position for which you have been selected.

Schedule and Timeliness

- Wayfinders are expected to show up for their scheduled shift.
- If you are running late, please call 713.797.5225 to let the Volunteer Coordinator know. You will have to stay for four hours from the time you arrive.

Absence Policy

- If you cannot make it to a shift and you are aware of it ahead of time, please let us know as soon as possible so we can add it to the schedule and fill your spot.
- If you are sick and cannot come to work, please let us know as soon in advance as possible. You are only allowed three call-ins. No call no shows will result in automatic removal from the program.
- You are allowed to miss two weeks of your shifts for the entire semester. (This includes studying for finals, visiting family, etc.)
- You must attend only the shifts you have been assigned for, unless you have been approved for an extra shift.
- If you have missed more than the allotted number of shifts, you will be dismissed from the program and will be ineligible to receive the Wayfinding Scholarship disbursement.

Studying Policy

- You are more than welcome to study in the volunteer services office or break room before or after your shift.
- You will not be permitted to study at the information desks while you are on duty.
- You may however, work on assignments via Blackboard or other online classroom portal but please ensure you are remaining alert and proactive while on duty.
- If working on homework/studying while at the desk becomes an issue, we will start docking hours when we find you doing it.
    I. You will receive one verbal warning about studying while on the job
    II. After your verbal warning, you will start being docked five hours each time you are found studying on the job.
    III. A loss of 10 hours or more will result in automatic removal from the program.

Cell Phone Policy

- Cell phones may remain on your person while you are volunteering, but you may not have them out.
- If you need to take an emergency call while you are on the clock, please put the sign up and walk to a more private area.
- If we do see your cell phone out the consequences are as follows:
  I.   You will receive one verbal warning about having your phone out on the job.
  II. The second time your phone is out, it will be taken up for the remainder of your shift.
  III. After this point if it continues to be a problem we will ask to hold onto your phone for each of your shifts for the rest of the semester or consequences up to dismissal from the program.

Dress Code

- You are to dress professionally while you are here on scholarship.
- The volunteer vest or polo and ID badge must be worn at all times while on duty.
- If you are choosing to wear the vest, a nice, professional shirt or blouse must be worn underneath.
- T-Shirts, sweatshirts, hoodies, athletic wear, leggings, or colored denim are not permitted.

Payment of Scholarship

- Checks are mailed to each recipient's school and are made payable to the school for the student.
- It is the recipient's responsibility to research and provide the correct mailing address and contact person to receive the scholarship monies.
- Must be enrolled full-time during your Wayfinding semester. If recipient drops below full-time during the semester, Volunteer Services must be notified. The recipient is then ineligible for the scholarship monies and will be dismissed from the program.
- Once the scholarship monies are received by the recipient's school, TIRR Memorial Hermann
  – Assumes no responsibility for errors made by recipient's school.

I understand that it is my obligation to notify TIRR Memorial Hermann Volunteer Services of any changes in address, school enrollment, or other relevant information and to send a complete transcript when requested. TIRR Memorial Hermann reserves the right to review the conditions and procedures of this scholarship program and to make changes at any time including termination of the program. I have read and understand the above agreement.

_____   _____
Name   Date