

# SEATTLE/KING COUNTY CLINIC 2025

## What All Volunteers Need to Know

Thank you for your generous contribution of time, compassion, and expertise. Volunteers are the heart of Seattle/King County Clinic – without you it could not happen. We are most appreciative!

Read this document carefully. It contains important information about the Clinic that will answer many frequently asked questions by volunteers.

- Parking, Check-In & Orientation
- Your Assignment(s)
- Health Safety
- What to Wear
- Breaks & Meals
- Cell Phones & Photos
- Code of Conduct
- Patient Flow
- What to Expect

**Even if you have volunteered before, procedures have changed!** Don't assume past practices are still being used. Additional reference materials including a map, check-in and orientation times, job aids, assignment training videos and other area-specific details can be found at: [seattlecenter.org/skcclinic/orientation](https://seattlecenter.org/skcclinic/orientation).

If you are unable to participate, please update your registration at [seattlecenter.org/volunteers](https://seattlecenter.org/volunteers) or contact Clinic staff at 206-615-1835 or [SKCClinic@seattlecenter.org](mailto:SKCClinic@seattlecenter.org).

### Parking, Check In & Onsite Orientation

Free volunteer parking is available in the [Mercer Street Garage](#). Tell the parking attendant that you are a **volunteer with Seattle/King County Clinic**. If an attendant is not present, take a ticket and you will receive parking validation at Volunteer Check-In.

**DO NOT LEAVE VALUABLES IN YOUR CAR. KEEP ALL PERSONAL ITEMS OUT OF SIGHT.**

**IMPORTANT:** Volunteers in assignments for Overnight Patient Line who start at **12:05 AM** as well as **5:00 AM Community Tables** should check in at Fisher Pavilion.

**All other 5:00 AM assignments check in at Nesholm Family Lecture Hall** – part of Seattle Center McCaw Hall. The entrance is on Mercer Street directly under the skybridge.

Volunteers need to **check in each day** by having their badge scanned and must wear their badge to gain access to Clinic facilities. When you check in you will also be **given a meal ticket for that day**. The check in and orientation times specific to your assignment can be found at [seattlecenter.org/skcclinic/orientation](https://seattlecenter.org/skcclinic/orientation).

Once you have checked in, please pay attention to the **volunteer entrances/exits for McCaw Hall and the Exhibition Hall (dental)** to help avoid congestion in patient areas.

- Volunteers entering/exiting **McCaw Hall are encouraged to use the Nesholm Family Lecture Hall doors, or the exterior Volunteer Breakroom doors (by the mammogram van)**. Unless you are helping patients, please try to avoid using the McCaw Hall Lobby doors on the west side of McCaw Hall so we don't add to the traffic and noise by Patient Intake and Patient Registration.
- Volunteers entering/exiting the **Exhibition Hall should use the east doors** across from the big glass wall of McCaw Hall. The only exception is for volunteers who cannot manage going up or down stairs, they may use the ADA ramp and enter/exit through the north doors.

Remember to **stop and look around** for Clinic and facility signs to help you find what you need and/or grab a volunteer map when you check in.

The Clinic operates until 6:00 PM Thursday through Saturday and 5:00 PM on Sunday. Please be sure to **notify your lead before you leave for the day**, so they can continue to monitor workflow and capacity.

### Your Assignment(s)

While we will do our best to honor the assignment(s) you selected, adaptability is critical to the success of the Clinic. At times we may need to move you, relative to your expertise, to other assignments where there is a greater need.

Please visit the **Volunteer Reassignment** table by Volunteer Check In for general questions and/or if you have been released from an assignment and are without something to do.

### Health Safety

Volunteers should closely monitor their health in the days leading up to the Clinic and **cancel their participation if they become sick**.

Masks are optional for all participants but are strongly encouraged in crowded areas.

Hand sanitizer will be available throughout the Clinic for all participants. Regular hand hygiene (washing or sanitizing) is encouraged.

The Clinic has procedures to keep each area appropriately clean, sanitized and disinfected. Volunteers are asked to assist in these procedures. They will be trained by their lead on proper steps and products to use in their given area.

All Clinic facilities meet or exceed CDC/ASHRAE standards for ventilation and use MERV 13 filters.

### What to Wear

We recommend you **wear clean, comfortable clothing that allows you to move freely. Scrubs are acceptable for healthcare professionals**. Some areas can feel cool, so long sleeve shirts or layers are helpful. If your assignment has the potential for working outside, please come prepared for the weather.

Unless you are wearing scrubs, we encourage you to wear a Clinic t-shirt to differentiate you from the patients, but it is not required. T-shirts will be available at Volunteer Check-In. If you already have a Clinic t-shirt, you are welcome to wear it.

**Wear comfortable, supportive, closed-toed shoes.** Volunteers have found compression socks can lessen leg-weariness. Don't forget eyeglasses or readers if needed for reading or computer use!

**A self-check for coats and other non-valuable items is available** where volunteers work. We do not have lockers for personal belongings. Consider using a small backpack or shoulder satchel to keep items on your person. Keep your belongings safe by labeling them with your name and keeping track of them throughout the day. We are not responsible for articles that are damaged, lost or stolen.

## **Breaks & Meals**

Breaks to eat and rest will be coordinated by leadership in your area to ensure volunteers have time to rejuvenate while also maintaining enough staffing to serve patients. Water bottle filling stations are available in Clinic facilities. **Please let your lead know before you go on a break.**

Food and beverage will be available in Fisher Pavilion for Overnight volunteers. A continental breakfast will be offered in **Prelude Café in McCaw Hall**. Prelude also **serves as the primary volunteer break room** where a variety of snacks and beverages will be available throughout the day. Volunteers based in the Exhibition Hall or Playhouse who have a difficult time getting over to McCaw Hall may instead get snacks and water from the patient snack stands in those buildings.

You will receive a meal voucher when you check in each day at the Nesholm Family Lecture Hall. **The meal voucher is redeemable at participating Seattle Center Armory merchants and seating for volunteers is available in the Armory Lofts, located on the 3<sup>rd</sup> floor** (a volunteer badge is also required).

- 1<sup>st</sup> Shift volunteers **should get their meal after their shift**
- 2<sup>nd</sup> Shift & Full Day volunteers **will have a meal break scheduled by their Leads**. 2<sup>nd</sup> Shift volunteers should note that their meal break may come after the traditional "lunch hour" to maintain staffing levels and operational flow.

If you have special dietary needs, you may want to bring your own food as we may not be able to meet those needs.

**Please do not eat in the immediate patient care areas.**

## **Code of Conduct**

While most frequently seen by patients, the **code of conduct is applicable to ALL participants**.

*I agree:*

1. *To be respectful of others - volunteers, patients, patient guests and staff.*
2. *To follow behavioral and procedural expectations determined by the Seattle/King County Clinic Directors.*
3. *That aggressive behavior, or threats of aggressive behavior, and/or violence will not be tolerated and are grounds for immediate removal.*
4. *To not bring alcohol, illegal drugs, or weapons on the premises.*

**Clinical volunteers also agree to adhere to professional standards of care and Clinic policies.**

## Cell Phones & Photos

Cell phones can be a **handy tool** at the Clinic, but they can also be an unwelcome distraction.

- Please **refrain from using your cell phone for personal reasons** until you are on a scheduled break.
- Use of your cell phone as part of Clinic work should primarily be for communication with your lead or to assist with translation and interpretation.
- Interpreters are asked to bring cell phones to aid in their work.

**This is a healthcare clinic, please be mindful of patient privacy when sharing or posting photos or videos.** We want you to have an enjoyable experience and for you to be able to share that with your friends and colleagues, but we don't want to sacrifice the privacy of others. Hold off posting until you can review the images to ensure they don't include unknown/unsuspecting individuals or private information.

## Patient Flow

A patient flow diagram is available at [seattlecenter.org/skcclinic/orientation](https://seattlecenter.org/skcclinic/orientation) but the general information is outlined below:

- Patients will undergo a health screening and receive their tickets in Fisher Pavilion.
- Patients and their companions/guests who have undergone the health screening can be identified by a patterned wristband.
- Patients begin receiving tickets at 5:30 AM and entering the Clinic at 6:30 AM.
- Patients with tickets will be escorted in groups to McCaw Hall for registration.
- Patients with Finish Service wristbands will be admitted directly to the service facility at 6:30 AM.
- Once patients have been admitted to the Clinic, they can be identified by a colored wristband with the date printed on it.
- Patient companions/guests will receive a white wristband with the date printed on it. This indicates they are not to receive healthcare services. They can receive resource services such as social work and health insurance assistance.
- The patient and guest wristbands allow the person wearing them to come and go from the Clinic on that day only.
- After a patient is registered, it is important that the patient **always begin receiving services at the Start/Triage point and always conclude at the Checkout station.**
- Free snacks and water are available for patients and their guests in Fisher Pavilion and at concession stands in the Exhibition Hall, McCaw Hall Grand Lobby, and Cornish Playhouse 2<sup>nd</sup> Floor. **Please do not take food from the volunteer area and distribute to patients.**

## What to Expect

Please make patients feel welcomed and respected. **Warm smiles (even behind a mask), introductions, eye contact, and a calm manner will put patients at ease** and make their experience exceptional. The Clinic subscribes to the principles of **visible fairness, no judgements, and no assumptions.**

Remember, we are all volunteers working together – **please be flexible, patient, and understanding.**

We anticipate a diverse patient population. Please review the section **Learn More About Serving Our Patients** at [seattlecenter.org/skcclinic/orientation](https://seattlecenter.org/skcclinic/orientation) to help you best assist those who attend.

**While we do not believe an immigration enforcement action is likely to occur at the Clinic, we do have a protocol for it.** Please review it at [seattlecenter.org/skcclinic/orientation](https://seattlecenter.org/skcclinic/orientation) especially the steps you should take or avoid so as not to jeopardize yourself or others.

**Interpretation services will be available** either through onsite interpreters or by using AMN Healthcare devices. Any volunteer who fluently speaks a language other than English will have the language(s) identified on their badge.

Space for **nursing/lactation, prayer or sensory needs** is available in the Seattle Center Armory, McCaw Hall and the Exhibition Hall. In the Armory, go to the Customer Service/Information Desk on the 2<sup>nd</sup> floor where the eateries are located to ask for directions and access. In McCaw Hall the prayer area is in the Grand Lobby and the nursing/lactation area is on the 2<sup>nd</sup> Tier. In the Exhibition Hall, the space is located near the restrooms.

For liability reasons, we do not offer childcare services. For everyone's protection, if you choose to assist a person with their child, **DO NOT take the child out of the person's sightline/immediate proximity** (even if they say it is okay).

**Notify a member of leadership (green or orange t-shirt) if:**

- **An emergency occurs.**
- **You need help managing behavioral problems or require security.**
- **In the event of any injury or accident.**

**Please help us to secure and protect patient records.** If you find or are handed a patient record of any type, whether complete or incomplete, please turn it in immediately to a Checkout station.

**Be sure to respect patient privacy.** Please do not share:

- Individually identifiable information about a patient's health status or treatment.
- Any personal information you see or hear.
- That a person/patient sought treatment at Seattle/King County Clinic.

**Volunteers are not allowed to receive healthcare services while working at the Clinic.** If you are interested in seeking services, please come back on a different day and follow the same process as all other patients. Do not wear your volunteer t-shirt or badge or you will not be provided service.

Know that the leadership team has done their best to consider all aspects of the Clinic, from start to finish, when designing operations. **Our processes and procedures exist for a reason.** If you have questions or feedback about any of them, please find a private opportunity to share your thoughts with a member of the leadership team, but **do not implement your own processes and procedures.**

### [Where to Direct Questions](#)

Prior to the Clinic your questions can be answered by reviewing additional orientation and reference materials at [seattlecenter.org/skccclinic/orientation](http://seattlecenter.org/skccclinic/orientation) or by contacting [SKCClinic@seattlecenter.org](mailto:SKCClinic@seattlecenter.org) or 206-615-1835.

When you are onsite, if you have a question or are asked a question you don't know the answer to, please contact a member of the leadership wearing a green or orange SKCC t-shirt.

### [THANK YOU!](#)

Thank you again for volunteering. Your contribution will make healthcare possible for many underserved members of the community. Remember to enjoy yourself and we'll see you soon!