

Q: What difference will my volunteer service at the Women's Clinic make?

A: You will help a woman feel comfortable with us as she is seeking a good health outcome. She may be a victim of abuse. She may have lost her job and insurance benefits. She may be working and not have health benefits. She may not speak English. She may not know how to navigate our healthcare system. She may have serious health issues because she prioritized other family needs over her health. You will have the opportunity to demonstrate the love of Christ by showing respect and kindness to every person who steps through the front door no matter your assignment. You may see a smile as the woman before you experiences that respect, kindness, and compassion. You will make a significant difference through your volunteer service.

Q: Where is the Women's Clinic located?

A: [4360 Montebello Dr, Colorado Springs, 80918](#)

Q: When is the Women's Clinic open?

A: Hours of operation: Mon, Wed, Thurs 9am-4pm; Tues 12pm-7pm

Q: Do you give tours?

A: Yes, there is a monthly tour, usually on the first Monday of the month, from Noon-1pm. [Tour Registration](#)

Q: How long and when are the shifts?

A: Shifts are usually between 3.5 to 4 hours in length.

First Impressions (Reception Desk): Mon, Wed, Thurs 8:45am-12:30pm or 12:30pm-4:30pm. Tues 11:45am-4pm or 4pm-7pm

Medical Assistants: Mon, Wed, Thurs 9am-12:30pm or 12:30-4pm. Tues 12pm-3:30pm or 3:30pm-7pm

Medical Providers (DO, MD, NP, PA): Mon, Wed, Thurs 8:45am-12pm or 1pm-4pm. Tues 12pm-3pm or 4pm-7pm

Specialty care: Chiropractors, Counseling, Life Coach, Massage Therapist, Physical Therapy, Sonographer, Resource Advocacy, Prayer, and Translation are flexible within hours of operation for frequency and duration. Members of these teams tend to serve at the same time weekly or every other week depending on their availability. Shifts may be 1.5 hours or more.

Q: Can you provide preceptorships?

A: We have only one paid staff provider and do not have capacity to provide preceptorships at this time.

Q: Do you offer internships?

A: We do offer [counseling internships](#) to students in a master's level CACREP program.

Q: How often do you expect me to volunteer?

A: Learning the assignment is best done through weekly service, however some positions allow for twice a month service. Serving weekly while in training allows for better retention of information.

Q: To what length of service do you expect me to commit?

A: We ask for a nine month commitment as positions are training intensive and it will take several months for you to feel comfortable in your assignment.

Q: Can I take a vacation? What happens if I am sick?

A: Yes! You can take vacation, and of course we care very much about your health and do not want you to come in while sick. We believe in practicing good self-care and you are always in control of your schedule.

Q: What about inclement weather?

A: The Women's Clinic follows the District 11 School Weather closures and delays. If D11 is closed, the Clinic is closed. If D11 is on a two hour delay the Clinic will open at 10am. Your oversight will also inform you of a clinic closure or delay. Whether D11 is closed or not, weather conditions can vary widely in the Pikes Peak region. We do not expect volunteers to report for service if they think it is unsafe to travel.

Q: Is there a volunteer application process?

A: Yes. There is an online application, references are gathered, an interview conducted, a background check completed, and you must agree to abide by organizational policies and specific assignment training.

Q: Can I volunteer without going through the volunteer application process? Why is it that extensive?

A: All volunteers at the Women's Clinic go through the same volunteer application process. Every volunteer position is a high impact position and could in fact be a paid position in the marketplace. Because of direct interaction with clients, we are thorough in our application process.

Q: I'm not a clinician, how comfortable should I be with technology?

A: Comfort with phone conversations while working on a computer is important. All scheduling, charting, and much communication is done by computer. Our staff and experienced volunteers will provide the training and support you need to succeed in your role.

Q: What key traits do you value?

A: We highly value an individual's faith journey with Jesus as this will impact all they do at the Clinic. A teachable and humble spirit are prized as is the commitment to serve faithfully. Our clients come to know and love those who care for them (from the reception desk to the back office) and they are blessed by the consistency of relationship.

Q: Who do you treat at the Clinic?

A: We see women ages 13-64 who are uninsured or underinsured. If a woman is over 64 and is without Medicare and meets our criteria, we can see her. We specialize in women's health and see women for issues pertaining to women's health. Immigration status is not a barrier to treatment.

Q: How do you care for non-English speaking patients?

A: We have volunteers and staff who speak Spanish, and we have a translation service for other languages.

Q: How many volunteers serve at the Women's Clinic?

A: There are over 70 active volunteers and only 5 paid staff positions at the Women's Clinic. We rely heavily on the wonderful volunteers serving with us!

Q: What is the dress code?

A: Dream Centers Women's Clinic Scrubs are provided for our medical assistants and Dream Centers Women's Clinic lab coats are supplied for providers. Business casual is preferred for all other assignments or nice jeans (not ripped or torn) and top.

Q: Can men serve at the Women's Clinic?

A: Yes, men can serve in select positions: as a Chiropractor, Counselor, Life Coach, or Radiologist. Because our focus is women's health and some of our clients have experienced trauma, they may prefer to receive services from women.

Q: Is there an age requirement for volunteering?

A: Yes, the minimum age requirement is 21. Exceptions for First Impressions (Reception desk) might be made for those with exceptional skills and experience.

Q: How long does the application process take?

A: Several days to several weeks on average. It depends on how quickly references come in, the volunteer handbook is read, the interview conducted, and the background check report is completed.

Q: How does orientation and training work?

A: Once you are through the administrative side of the volunteer application process (application, references, interview, background check, handbook receipt/agreement) you will be connected with your oversight at the Women's Clinic who will schedule orientation and training with you.

Q: How does scheduling work? Do people usually work the same shift all the time?

A: Most volunteers do work the same regular shift whether it is weekly or twice a month. Medical Assistants and First Impressions volunteers schedule and un-schedule themselves through our Volgistics volunteer software. Specialty care is scheduled through Athena, our EHR software within the parameters our volunteers provide.

Q: Will I be working alone or with others?

A: Sometimes you may be working alone, depending on your position i.e., rooming a patient or counseling with a client, but the work atmosphere is one of camaraderie and enjoying each other. We are careful to be

aware of our surroundings as we offer kindness, encouragement, and compassion to everyone, especially those in very difficult situations. Medical Assistants and Providers chart in the same room. Two volunteers serve together on the First Impressions Team (Reception desk) and a staff member is always nearby.

Q: What do you mean by saying you provide trauma informed care?

A: Trauma-informed care at Dream Centers is a **strengths-focused approach** grounded in an understanding of and responsiveness to the impact trauma plays on the health and behavior of each client. Our programs strive to be trauma-informed in everything we do from our emphasis on **physical, psychological, and emotional safety** for providers and clients, to the **policies and procedures** implemented as an organization. Even the **physical environment** of our programs is designed with trauma-informed principles in mind.

Q: What if I am not trained in trauma-informed care?

A: Dream Centers will provide the training you need to feel comfortable performing your assignment, and we are always learning along the way! A kind and non-judgmental attitude coupled with compassion go a long way in the healing process of someone who has experienced trauma. You may always ask a staff member or more seasoned volunteer for help as you navigate an unfamiliar situation.

Q: What if I don't know the answer to a question?

A: That will happen, and it's ok. You can say something along the lines of, "I don't know the answer to that (or how to help in this situation) but let me find someone who can help us." Any staff member will be happy to help, and there may be a more experienced volunteer nearby who can provide assistance.

Q: What is considered confidential at the Women's Clinic?

A: Everything! You will be privileged to hear many interesting stories, all of which are classified as confidential and must remain at the Clinic.

Q: I don't see what I want to do as a listed volunteer opportunity, how can I offer my service?

A: Please reach out to Sue Harrelson, 719.247.2009 or sue.harrelson@dreamcenters.com to discuss your idea. Acupuncture, Life Coaching, Nutritional Counseling, and Physical Therapy came about because practitioners asked if it would be a valuable service at the Women's Clinic.

Q: Can I eat or drink while at the Women's Clinic?

A: There is a break room with full sized refrigerator, table and chairs, and microwave. Coffee, tea, and light snacks are provided. You are welcome to store a lunch or drink in the refrigerator. Your oversight will explain what is appropriate to consume at your workstation.

Q: I am currently without work, can I volunteer while I'm job hunting?

A: While we truly enjoy providing the opportunity for enhancing marketplace skills, we prefer you secure your place of employment first as that schedule will affect your ability to keep the nine-month commitment we ask of you. It is training intensive to onboard volunteers, just as it is with a paid position, and we appreciate your consideration of limited staff resources.

Q: Where do I park?

A: The Women's Clinic is in a small shopping center and unless mobility is an issue, we ask that you park in the middle rows or at the outer edges to allow our patients and other business patrons the easiest access to their destination. Women's Clinic staff can answer any questions you may have about parking.

Q: I have mobility challenges; do I have access to all areas of the Clinic?

A: While some volunteer activity takes place on the upper level of the Women's Clinic, accessed by stairs, most of our volunteer services take place on the ground floor of the Clinic. There is one step from the parking lot to the sidewalk outside of the clinic. Please let us know of any concerns you may have.

Q: Can you accommodate group service?

A: We are a small facility and are not able to support group service at this time. Groups might consider doing a drive to collect [needed supplies](#).

Q: Can I fulfill court ordered community service requirements with the Women's Clinic?

A: We are not able to accommodate court ordered community service at the Women's Clinic.

Q: Who can I call or email with questions?

A: Sue Harrelson, 719.247.2009 or sue.harrelson@dreamcenters.com