



VOLUNTEER HANDBOOK

Thank you for your interest in volunteering at Vista Health System!

Volunteers have played a critical role in hospitals for centuries. They supplement the services hospital staff provides to patients, their families, and guests. Additionally, they play an important role in patient satisfaction and add a special dimension of personal service and care. Volunteering can provide new friendships, as well as a source of pride, enjoyment and challenge.

We appreciate, respect and believe in the need for volunteer services. You're an invaluable asset and are kind to generously give your time and talent for no financial gain.

PROGRAM GOALS & OBJECTIVES

Goals:

To offer individuals in our communities a variety of opportunities to interact with patients and guests, provide clerical or administrative support, or assist hospital employees in other ways that support and reinforce the hospital's mission of delivering extraordinary patient care.

Objectives:

- To support hospital staff in order to extend the best patient care possible.
- To encourage volunteers to reach their individual goals.
- To promote community service by providing volunteer opportunities.
- To foster and promote interest in health care.
- To continually train, monitor and evaluate volunteers to improve hospital services.
- To enhance the atmosphere and environment of the hospital. Volunteers can create comfort, support and calm for the visitors, patients, employees and physicians.

VOLUNTEER ROLE

People choose to volunteer for many reasons. It could be that they want to meet new friends, gain exposure to a future career (Teen volunteers), stay busy after retirement, obtain a sense of gratification or satisfaction, have a need to help or to offer their professional skills, want to make an impact in their community, or simply have fun.

Placement Overview:

Volunteering should provide a source of pride and enjoyment. Capturing your areas of interest before placement is important to us and we will try to do so through your volunteer application and your interview with the Volunteer Services Manager.

Volunteer Placement Description:

To assist staff throughout the hospital, adding a personal touch to help provide comfort to patients and family members, as well as provide service and support to hospital staff. Your Volunteer Services Director will provide you with a volunteer placement description. Training will be provided in the department(s) where you will volunteer.

Volunteer Opportunities:

Nearly every hospital department has opportunities for volunteers. For example:

- Admitting
- Marketing
- Patient Units
- Rehabilitation Services
- Radiology
- Waiting Rooms/Visitor Areas
- Greeter

Miscellaneous Volunteer Duties:

Duties vary by department, however key duties often include:

- Answering phones, light filing and general office duties
- Assist with hospital tours and special events
- Deliveries to patients (i.e. newspapers, flowers)
- Errands for units
- Patient escort and/or transportation within hospital (with training)
- Patient floors: provide comfort, get water, etc. for patients; assist staff with errands
- Restock supplies where needed
- Greet, assist and comfort patients, family and visitors
- Assist with newsletters or mailings
- Assist with special projects
- Restock carts for patient floors
- Checking for expired supplies

APPLICATION, INTERVIEW & REQUIREMENTS

After you fill out your application, you will call for an interview. The Volunteer Services Director will find out your areas of interest, activities and previous volunteer experience, as well as your preference for a particular assignment or area.

During this time you may receive a guided tour of the department you're interested in to ensure that you feel comfortable. You may also meet the department manager who will be responsible for your training and supervision.

Basic Requirements for both Adult & Teen Volunteers:

Before placement can begin:

- Complete an application.
- Submit a letter of recommendation.
- Have a personal interview with Volunteer Services Director.
- Submit a copy of your immunization records (Teens) or have a titer drawn (Adults).
The required immunizations are the same that the hospital requires for employees, including a PPD (TB) test or equivalent.
- Complete an Assessment of Physical Capabilities as outlined in volunteer placement description.
- Complete the Hospital Orientation packet
- Complete the Volunteer Orientation.
- Read, sign and adhere to: the Code of Conduct and the Confidentiality Agreement
- Read this handbook and sign the back page.
- Agree not to directly participate in or observe patient care without patient and supervisor's consent.
- Have specific departmental training in the area where you will be volunteering.
- Adhere to uniform or dress standards.
- Be punctual, reliable, and accepting of supervision.
- Have respect for patient privacy.
- Display dignity, courtesy and consideration for others.

Additional Requirement for Adult Volunteers

Background Check:

All adult volunteers (age 18+) must have a **background check** (criminal check only) and sanction check, paid for by the hospital, prior to volunteer placement at the hospital. It is for the safety of our hospital, employees, patients, visitors, and other volunteers that we must conduct these checks. No one with a felony in the previous 7 years is allowed to volunteer. Felony convictions prior to 7 years in some cases may also disqualify a prospective volunteer.

Additional Requirement for All Volunteers

Drug Screen:

All adult and teen volunteers must have a drug screen prior to beginning the volunteer program. Teens must obtain parental consent for the drug screening. If a drug screen test returns positive on a potential teen volunteer, the parent/guardian will be notified. Additionally, if there is ever a “just cause” or reasonable suspicion that a volunteer may be under the influence of a substance a drug or alcohol test may be administered. The volunteer will be required to provide a urine sample immediately. If there is “cause” and the volunteer does not consent to the drug test, he/she will be immediately dismissed from the volunteer program.

REPORTING

All volunteers report directly to the Volunteer Services Director unless otherwise informed.

Scheduling & Staffing:

The Volunteer Services Director has a staffing plan by shift of where volunteers are needed.

- Volunteers must sign in and out for each shift volunteered.
- Volunteers are not allowed to sign for another volunteer.

Evaluation:

An evaluation will be conducted approximately every 3 years by the Volunteer Services Director and is based, in part, on the department manager’s evaluation, also given at the same time.

Documentation:

Files are maintained on each volunteer and will include the volunteer application, performance evaluation, signed confidentiality agreement, drug test results, background check papers and copies of any complaints or compliments. It may also note any health concerns or limitations.

Volunteer Injury Plan:

Report all injuries to the supervisor of the unit you are assigned to and to the Volunteer Services Director.

Volunteers are not covered by Workers' Compensation.

BENEFITS

Benefits and courtesies extended to volunteers are at the discretion of the hospital. A few of these may include:

- A volunteer blazer and badge. Free of charge to the volunteer.
- Employee discount in the cafeteria (Volunteer must be wearing ID badge to receive benefit)
- Free flu shot once a year.
- If age 50+ will receive a hospital paid membership to the Our Healthy Circle program.
- Educational sessions that are offered.
- Annual Volunteer Awards Banquet.

RULES OF CONDUCT

- Volunteers are responsible for the same standards expected of employees: to be prompt, dependable, efficient, accountable for actions, and accepting of supervision.
- Volunteers are responsible for adherence to the guidelines of the department where assigned, as well as reading, signing and adhering to the *Quorum Code of Conduct*.
- Any volunteer who displays disruptive conduct, major personality conflicts, theft, drug abuse or any other unacceptable behavior as outlined in the *Quorum Code of Conduct* will be released from the volunteer program.

General Rules:

1. No cell phones, backpacks or large purses allowed in assigned areas.
2. No gum, drinks, or food while in your assigned area.
3. No smoking.
4. No visitors while on duty.
5. Take personal belongings or anything of value to the volunteer office. There are lockers for you to use, bring your own lock. No large sums of cash should be with you at any time.
6. Do NOT enter "Isolation" rooms.
7. Do NOT enter a patient's room, unless instructed to do so.

8. Never read a patient's chart.
9. Always knock and wait for an answer before entering a patient's room.
10. Accept instructions and constructive criticism gracefully.
11. Do not change shifts with another volunteer without permission from the Department Manager or Volunteer Director.
12. Volunteers who do not call their Department Manager or Volunteer Services Director to be excused from an assigned volunteer shift may be marked with an unexcused absence. Three consecutive unexcused absences may result in dismissal from the volunteer program.
13. Name badges must be worn at all times while on duty. A lost name tag must be replaced immediately.
14. Do not accept money or gifts from patients or visitors. If a patient wants to donate money to the hospital, contact the Volunteer Service Director.

Grounds for Dismissal:

- Use of any alcohol or illegal drugs
- Disregarding a supervisor's instructions
- Three consecutive unexcused absences
- Smoking anywhere on hospital grounds
- Unprofessional relations with patients, staff, or other volunteers
- Continued disrespectful conduct or attitude
- Breach of confidentiality
- Gossiping
- Inappropriate uniform and identification
- Failure to follow hospital policies

DRESS CODE & PERSONAL APPEARANCE

For the safety of volunteers, patients and guests, all volunteers should be easily identifiable while volunteering in the hospital.

Name Badge: left side

While on duty, volunteers must wear a name badge with their name and photograph that identifies them as a volunteer facing forward. Wear on the left side on your collar.

Dress Code:

Royal Blue Volunteer Jacket, ID Badge, Shirt and Pants or Skirt. NO T-Shirts with writing on it, NO Jeans, NO Sweat Pants and NO leggings.

To promote a professional image to patients, visitors and co-workers, volunteers must be properly groomed and appropriately dressed while volunteering.

- All clothes should be clean, pressed and of proper fit.
- Hair must be clean and well groomed. No excessive or unconventional hairstyles are allowed. Hair must be secured so that it does not touch patients or interfere with volunteer performance. Nets or caps must be worn according to certain departmental policy.
- Sideburns, beards and mustaches shall be trimmed and neatly maintained.
- Moderate make-up and nail polish only. No heavy eye shadow, lipstick, or artificial nails. Volunteers who assist in patient care areas should not wear nail polish.
- No perfume or cologne is permitted.
- Minimal jewelry is acceptable. Any jewelry that presents a safety hazard must not be worn. Facial jewelry, with the exception of pierced earrings, and a small nose stud may not be worn. Any tattoo that is visible and offensive by hospital standards, as determined by the respective Department Manager, must be completely covered at all times.
- For the area where you are volunteering, check the department's policy regarding wearing open toe or backless shoes.
- Athletic style shoes may be worn as part of the uniform provided they are clean and in good condition.

These guidelines are not all-inclusive and each department may formulate whatever dress code is necessary to maintain a professional and safe environment.

TRAINING & ORIENTATION

Once the drug screen and background check (for adults) is cleared, volunteer placement, training and orientation can begin. The Volunteer Services Director will place a volunteer according to his/her preferences and/or career goals and appropriate competencies.

Before volunteering begins, all volunteers are required to complete both the hospital's New Employee Orientation and a Volunteer Orientation.

New Employee/Hospital Orientation:

The Volunteer Services Department is committed to providing all volunteers with the highest caliber orientation that will result in professional volunteers who will exhibit a positive image for the hospital and a commitment to our patients and their families we serve. It's important that ALL volunteers complete the hospital orientation to include HIPAA training. They do not need to attend the employee benefit section of the orientation.

This orientation should be reviewed at a minimum of once per year. Training and orientation topics include:

- √ Fire Safety
- √ Hospital Mission and Vision
- √ Patient Safety
- √ Patient Confidentiality/HIPAA Training
- √ Infection Control
- √ Patient Rights and Responsibilities
- √ Receive Code of Conduct booklet
- √ Risk Management

Volunteer Orientation:

The Volunteer Services Director will also cover specifics that pertain solely to volunteers. This orientation should be reviewed once a year. These topics include:

- √ The Volunteer Handbook
- √ Confidentiality Agreement
- √ Outline of Volunteer Benefits & Recognitions Program
- √ Patient Rights and Responsibilities
- √ Dress Code and ID Badge
- √ Protocol for signing in and out for a volunteer shift

Department-Specific Training:

For those who volunteer in a specific department on a regular basis, the Department Manager or other designated employee of that department will conduct an initial training session. This ensures that the volunteer understands the needs for the department, the volunteer role in that department, and who to go to for questions.

Volunteers who will transport patients within the hospital must be physically able and have special training by their assigned department. For certain departments, a physical (bending, lifting, etc.) and/or a competency test may be given.

RECOGNITION PROGRAM

Volunteers accumulate earned hours for their service. There is a recognition program to formally acknowledge each volunteer's hours and years of service. A Volunteer Awards Banquet (luncheon or dinner) is hosted annually, usually during National Hospital Week or National Volunteer Appreciation Week. At that time, hospital administration recognizes and honors all adult and teen volunteers and presents awards.

TEEN VOLUNTEER PROGRAM (AGES 16-17)

There are varying opportunities for students who want volunteer experience. Our teen volunteer program offers opportunities for career exposure in the health care profession, as well as provides opportunities for high school students who are required to perform community service. The Volunteer Services Director will interview and place students according to noted career goals and interests. There is no compensation for any teen volunteer programs. Basic requirements, as well as the requirement for a drug screening are listed on previous pages. Adherence to the aforementioned rules of conduct all apply to teen volunteers.

This hospital does not discriminate on race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, genetic information, citizenship, veteran status, military or uniformed services or other protected classifications, in any way including admissions, treatment, programs, services, activities or employment.

General Information

Volunteer Services is located on the lower level in the west wing.

Phone: 847-360-4228

Please call for an appointment

Thank you! Volunteers are truly an asset to the hospital. We will strive to make your volunteer experience both enjoyable and beneficial. If at any time you need to discuss your role, please see the Volunteer Services Director.

Having the support of a strong volunteer force enables the hospital to provide the best service and care to our community. Thank you for being a part of our team – you are appreciated.

ACKNOWLEDGEMENT

I have received the Volunteer Services Handbook on _____
[DATE]

I have read it, fully understand it, and agree to comply with the standards outlined in the handbook.

I understand that if I do not follow the rules set forth, that it will be immediate grounds for dismissal.

[Volunteer Printed Name]

[Volunteer Signature]

[Date signed]

[Volunteer Manager Signature]