

VOLUNTEER SERVICES ORIENTATION HANDBOOK: WHAT YOU NEED TO KNOW

Welcome!

Welcome to _____ Hospital! Our Volunteer Services Staff is an integral part of the patient care services at our hospital. We thank you for your time and commitment to our hospital and community.

Every member of our healthcare team, including our volunteers, has the responsibility to meet the needs of all patients, our customers.

- The following are goals of our hospital:
 - To treat each person with respect and dignity; this includes patients, families, visitors and staff
 - Honesty is demonstrated at all times
 - Sensitivity is always maintained
 - Patients are our top priority
 - All staff work as a team
 - Each individual is valued for his/her contribution to the hospital and community
 - All staff strives to meet the mission, vision and values of _____ Hospital.

All activities, services, interactions and policies and procedures, are based upon _____ Hospital's mission, vision and values.



Volunteer Services:

The Volunteer Services Department provides assistance to hospital departments and staff as requested. Volunteer Services consists of volunteers who have been trained and educated in each area of the facility where assistance from volunteers have been requested and scheduled to provide assistance.

Qualities of a _____ Hospital volunteer are: understanding, sensitive, motivated, discreet, maintains confidentiality, dependable and punctual.

Each department manager or specific individual requesting volunteer assistance has the responsibility to orient and educate the volunteer to the job requirements to be performed.

Every effort will be made to place you in a volunteer position that is best for you.

You are directly responsible to the Director of Volunteer Services. You are also responsible to the department manager of your assigned area for the satisfactory performance of your volunteer duties.

An evaluation of your job performance will be completed _____. This gives us a chance to assess aspects of your volunteer duties that you do well and to see if there are any areas that could be improved.

_____ Hospital's Volunteer Services is coordinated by the Director of Volunteer Services. The Volunteer Services Office is open Monday through Friday, 9:00 AM to 5:00 PM.

Volunteer Services Office Phone Number: _____

Information Desk Phone Number: _____

Gift Shop Phone Number: _____

- If fire or water threatens your area, initiate the following procedures:
 - If in Gift Shop or Volunteer Services Office:
 - Turn off all equipment; however, leave the lights on.
 - Keep telephone lines clear.
 - Close all doors and windows.
 - Notify the Operations Center when you are in readiness for evacuation.
 - Evacuate to area of safety.

If you are in an area that is identified as having an emergency, report to the nearest nurse's station for instructions.

If the fire is not in your area, stay and wait for instructions of the nearest area fire marshal or department manager.

Evacuation:

Always be observant no matter where you are in the hospital. Make sure you know where the exits are located throughout the hospital. Be aware of the evacuation route maps located on every patient care unit and throughout the hospital.

If a specific unit or the entire hospital needs to be evacuated, report to your department supervisor. You may be needed to help relocate or evacuate patients.

Evacuations and relocations will be determined by the Operations Center and will be communicated to each unit/department.



Infection Control:

All staff members of _____ Hospital should do everything they can to prevent the spread of infection. One of the most important ways you can do this is to always follow Standard Precautions and wash your hands.



- Please wash your hands:
 - Before coming on duty
 - At the end of your shift
 - When hands are soiled
 - Before each patient encounter
 - After coming in contact with bodily fluids, dressings, mucous membranes, etc., and hands are not visibly soiled (i.e., handling sputum containers, bedpans, urinals)
 - After contact with medical equipment/supplies in patient areas
 - Always after removing gloves
 - After toileting
 - After smoking
 - After blowing or wiping your nose
 - Before and after eating