

**MERCY MEDICAL CENTER MT. SHASTA**

**VOLUNTEER ORIENTATION HANDBOOK**

## **TABLE OF CONTENTS**

### **Vital Information**

Volunteer Department Goals	4
Mercy Auxiliary Pledge	5
Volunteers Make A Difference	6
Mercy Medical Center Mt. Shasta Auxiliary	8
Swing Into Spring Golf Tournament	9

### **General Data for Volunteers**

Abbreviations	10
Absences/Vacations/Illness	12
Accidents/Injuries	13
AIDET	14
Assignment Change/Alteration	15
Attendance	16
Benefits	17
Body Mechanics	18
Change of Name or Address	19
Complaints	20
Confidentiality	21
Conversations	22
Disaster	23

Expectations	24
Guidelines For Meeting People With Disabilities	25
Hazardous Materials	26
Health Screening for Volunteers	28
Identification Badges	29
Infection Control	30
“Need To Know” Items	31
Parking Policy	32
Sexual Harassment	33
Sign-In Procedure	34
Telephone Procedures and Techniques	35
Uniforms and Personal Appearance	36
Witnessing Documents	38
Exit	39
Acknowledgement/Signature	40

## **VOLUNTEER DEPARTMENT GOALS**

### **What is a Mercy Medical Center Mt. Shasta Volunteer?**

A Mercy Medical Center Mt. Shasta Volunteer is a member of a team of individuals who serve without salary under hospital supervision and direction. Volunteer attention adds an extremely important ingredient to health care – love and concern for people. It improves the department's service and lightens its burden, allowing the professional staff more time for care of patients. An MMCMS volunteer can create the time and opportunity to initiate an atmosphere of friendliness and good will.

### **The goals for each volunteer are to ...**

- Assist Medical Center staff, thus releasing them for essential medical duties.
- Understand it is a privilege to volunteer in a professional health care environment.
- Offer sympathetic compassion in order to lessen emotional stress for patients and their families.
- Adhere to the mission of MMCMS which is to provide the highest quality compassionate care to everyone who needs us.

### **The goals for the Volunteer Department are to ...**

- Continually improve communication, training and education for volunteers and Medical Center staff regarding the volunteer program.
- Integrate volunteers into the customer service system of the Medical Center in such a way that they can take an active part in meeting the goals.
- Effectively utilize the skills and knowledge of each volunteer.
- Develop and /or create new programs to meet the needs of individual hospital departments.
- Recognize the efforts and contributions of volunteers.

## **MERCY MT. SHASTA AUXILIARY PLEDGE**

Believing that Mercy Medical Center Mt. Shasta has a real need for my services as a volunteer worker

- I will be punctual and conscientious in the fulfillment of my duties and accept supervision graciously.
- I will conduct myself with dignity, courtesy and consideration.
- I will hold in confidence any information that I may hear, directly or indirectly, concerning a patient, physician, or any member of the hospital personnel.
- I will take any suggestions or concerns to the Leadership of the Auxiliary or the Manager of Volunteer Services.
- I will endeavor to make my work professional in its quality.

And I will uphold the traditions and standards of Mercy Medical Center Mt. Shasta and this Auxiliary, and will interpret them to the community at large.

## **VOLUNTEERS MAKE A DIFFERENCE**

Volunteers are often the first people a visitor/patient sees, and the first impression received from the service we offer is very important. Listed below are initial suggestions for each volunteer to keep in mind to show that they care about our patients, their families, and one another.

### **Responsiveness**

- If you are not interacting with someone at the moment a visitor/patient approaches you, drop whatever you may be doing to offer assistance.
- Face the person directly and maintain eye contact.
- Follow-up, if needed, to ensure satisfaction.
- When meeting someone in the hallway, always acknowledge them with a smile or a greeting – whether you know them or not. Whether people acknowledge you or not, you are offering your personal assurance that you care.

### **Respect**

- Preserve the dignity and privacy of others at all times.
- Assure the person of confidentiality.
- Use everyday courtesies: “Please”, “Thank you,” “Excuse me.”
- Treat people as individuals – and as you would like to be treated.

### **Pride**

- Show your professionalism.
- Dress and act with pride.
- Remember that positive actions receive positive responses.
- Make only complimentary comments about other staff.
- From a practical standpoint, should you have free moments, consider whether your “home away from home” (our hospital) is as neat and inviting as it could be. Our patients/visitors deserve to be in a warm, hospitable, clean atmosphere; i.e., No clutter on the floor or tables, magazines are straight, books are in order – and anything else that you would dislike should it occur in your home.
- You also are empowered to report something that needs adjusting, repair or general upgrading to the head of the department in which you are working; once again using the “home atmosphere” concept as your guide.

### **Thank You**

- Use praise more than criticism.
- Share positive comments from others.
- When on the telephone, thank the individual for calling.
- Say “Thanks” – for a quick response, for assistance of any kind, for visiting our facility.

### **Listen with Empathy**

- Let others talk; show a sincere interest.
- Listen eagerly and with an open mind.
- Be receptive to comments, suggestions, questions, and complaints.
- Ask good questions in order to learn more about the situation.



## MERCY MEDICAL CENTER MT. SHASTA AUXILIARY

In 1970 the Mt. Shasta Healthcare Center Auxiliary was formed. Its purpose was to render service to the hospital, its patients and community, and assist in promoting the health and welfare of the community. In 1972 the newly named Eskaton Mount Shasta Healthcare Center Auxiliary became a member of the California Hospital Association. In 1989 Eskaton Mt. Shasta became part of the Catholic Healthcare West Hospital System and we experienced another name change. Mercy Medical Center Mt. Shasta Auxiliary was born. We have gone through several name changes but the mission of service has remained the same.

The Auxiliary represents a broad cross section of the community without discrimination regarding economic status, sex, race, color, national origin, ancestry, religion, marital status, disability or age. The members are persons who demonstrate support of the mission of Catholic Healthcare West and of Mercy Medical Center Mt. Shasta. They are willing to give time and effort without remuneration and have the ability and desire to carry on the service programs of the Auxiliary for the benefit of the patients and Mercy Mt. Shasta. They have the welfare of the community at heart and are willing to represent Mercy Mt. Shasta to the community.

From the very beginning the Auxiliary was committed to serving the hospital in addition to raising funds for needed projects. The Gift Shop started with a display case in the lobby and has now grown to raising the majority of the operating funds for Auxiliary activities and projects. In 1971, 350 pounds of crab were consumed to raise money for the purchase of a transport isolette – the Auxiliaries very first hospital project! Mercy Auxiliary continues to be the major philanthropic donor to the hospital. We are proud of our history and are excited about our future.

We are so pleased that you have decided to join us in our mission of service and in promoting the mission of the Sisters of Mercy in the north state.

***“In collaboration with others, we advocate for the poor and promote healing and wellness through the delivery of compassionate, quality health care to the people of the communities we serve.”***



Sister Catherine McAuley

## SWING INTO SPRING

The Mercy Auxiliary holds an annual *Swing Into Spring* Golf Tournament each May. All proceeds from the tournament go toward the operating costs of the Mercy Auxiliary Van Transportation System.

The tournament is held at the Mt. Shasta Resort and has been a wonderfully successful fund raiser for the Auxiliary. In addition to the tournament a Community Opportunity Drawing allows for members of our county to participate and support the system even if they don't golf.

It takes many volunteers to put on this exciting event and everyone is invited and encouraged to help out.



## MERCY MEDICAL CENTER MT. SHASTA

### Abbreviations

ACUTE	Short, severe illness
AMBULATORY	Able to walk about (patient not confined to bed)
B.P.	Blood pressure
C.A.T. Scan	Computerized Axial Tomography
CARDIAC	Pertaining to the heart
CC	Mercy Care Center
Cent. Purch.	Central Supply/Purchasing
CHRONIC	Disease of slow progress and long duration
C.N.A.	Certified Nurse Assistant
E.K.G.	Electrocardiogram
E.R.	Emergency Room
Endo.	Endoscopy
GERIATRIC	Pertaining to the treatment of the aged
GURNEY	Stretcher or cart on wheels
HIM	Health Information Management
HR	Human Resources – Personnel
I & O	Intake & Output
I.C.U.	Intensive Care Unit
I.V.	Within a vein
JCAHO	Joint Commission on Accreditation of Healthcare Orgs.
ISOLATE	To separate from others (usually infectious)
L & D	Labor & Delivery – OB – Maternity
L.V.N.	Licensed Vocational Nurse
M.R.I.	Magnetic Resonance Imaging
MEDICAL STAFF	Physicians qualified to admit patients
MED/SURG	Medical Surgical Department

N.P.O.	Nothing by mouth
O.B.	Obstetrics/Maternity
O.T.	Occupational Therapy
ONCOLOGY	Pertaining to diagnosis and treatment of cancer
OPS	Outpatient Surgery
OR	Operating Room
ORTHOPEDICS	Concerns diseases and injuries to bone or muscle
P.T.	Physical Therapy
PARAMEDICS	Specially trained ambulance drivers who can give emergency care
PATHOLOGY	Study of tissues and organs of the body
PEDS	Pertaining to diseases of children
POST PARTUM	After birth
PREEMIE	Baby born before term
R.N.	Registered Nurse
RAD. THER.	Radiation Therapy – Cancer Center
RECOVERY	In OPS Unit
REHAB	Rehabilitation
RESPIRATORY	Respiratory Therapy – Pulmonary
STAT	Immediately
STATION	Work assigned area for patient care
VITAL SIGNS	Temperature, pulse, respiration and blood pressure
X-RAY	Radiology – CT Scan – Nuclear Med – MRI



## **ABSENCES / VACATIONS / ILLNESS**

Mercy Medical Center understands and respects that all volunteers will need to take time off for vacation and personal business. We count on you and appreciate consistent and reliable service from our volunteers. Volunteer dependability is essential to the efficient operation of the various departments within the Center.

### **Responsibility**

In case of necessary absence due to illness, emergency or scheduled vacation, each volunteer is expected to first, try and locate a responsible substitute. If you are unable to secure someone to replace you, please contact the Chairperson of your Service as far in advance of the absence as possible.

### **Inactive**

If a volunteer needs to be absent or on leave for more than three months (or to resign), his/her badge must be returned to the Manager of Volunteer Services. If the absence is three months or less a Leave of Absence Form must be completed and filed in volunteers file.

### **Hospitalizations**

We would appreciate knowing if you, a family member, or loved one becomes a patient at MMCMS. Your co-workers will be interested in and sympathetic to your plight, and will wish to do whatever possible to make your stay here a comfortable one. However, we will understand if you wish to maintain your own privacy.

### **Holidays**

The official holidays observed by Mercy Medical Center Mt. Shasta are posted on the volunteer bulletin board in the volunteer office.

## **ACCIDENTS / INJURIES**

Injuries sustained by a volunteer while on duty at Mercy Medical Center Mt. Shasta are covered by the hospital. If an accident or injury occurs while on duty, it must be reported to the Manager of Volunteer Services. If the Manager of Volunteer Services is not on campus report the injury to the House Supervisor. Remember that exposure to blood and body fluids need IMMEDIATE follow-up.

You will be asked to complete an Injury Investigation Report with your Manager or the House Supervisor. Remember to sign and date it. Describe the incident as clearly and completely as possible. The completed report must be turned in to the Workers Compensation Coordinator as quickly as possible.

Report any injury/exposure whether or not you wish medical care. Should you feel you do not need medical care, please write "refusing medical care" on the Injury Investigation Report. Give the report to the Manager of Volunteer Services who will complete the accident investigation section and forward it to the Workers Compensation Coordinator.

NOTE: It is imperative that you always sign your time sheet before you go to your assignment as a volunteer. Otherwise, your presence in MMCMS cannot be regarded as authorized for appropriate insurance coverage.

## AIDET

AIDET is an acronym for key words for patient/customer contact as we interact with the public. We have expanded on each of the letters below. Each volunteer is expected to adhere to these five fundamentals of service.

### **Acknowledge**

- Eye Contact
- Make the visitor feel that you expected them.
- Stop what you are doing, make eye contact, smile and say “hello.”
- Introduce yourself first.
- Use people’s preferred names.
- When on the telephone, use a friendly greeting with a smile.

### **Introduce**

- Name
- Department
- Take the initiative and offer to help – whether asked or not.
- Respond quickly; speed of service is the key to satisfaction.

### **Duration/Destination**

- Explain how long the visitor might have to wait before service.
- Explain where to go or accompany visitor to required destination.

### **Explanation**

- What will happen and what you might expect.
- What questions do you have?
- Always respond to the patient/visitor or his/her family in a positive way without providing advice or counsel of a professional nature.
- Explain in the listener’s words.
- Commit – without promising more than you can deliver.

### **Thank You**

- Thank them for choosing Mercy Medical Center Mt. Shasta.
- For allowing you, as an individual, to be of service.

## **ASSIGNMENT CHANGE / ALTERATION**

The health care environment is ever changing, which requires a volunteer be flexible and adaptable to change. The successful volunteer is someone who is receptive to new ideas and realizes that change means progress. In order to be a part of our team, each volunteer must be ready to adjust to whatever variance in procedure may come up, and encourage their peers to be equally adaptable. Changes are bound to occur within the various hospital departments, and as volunteers, we are here to support any required new hospital policies. Even what appear to be minor adjustments within our Volunteer Department itself may originate as a way for us to offer more support somewhere or somehow within the facility.

Volunteers may ask for clarification from the Manager of Volunteer Services for the reasons for changes. Sometimes a volunteer may not be qualified to follow through on the required new duties, and if so, working with the Chairperson and the Manager of Volunteer Services, reassignment can be considered. However, should the volunteer resist necessary changes, he/she may be reassigned. It is understandable that unexpected changes can be difficult. Your Manager of Volunteer Services will assist you in adjusting to any changes. Please do not hesitate to contact her for support through what may be a difficult transition period.



## ATTENDANCE

Accepting a volunteer position is a serious commitment to Mercy Medical Center Mt. Shasta. Each volunteer is asked to determine his/her level of volunteering and availability. MMCMS depends on their volunteers to meet the responsibility they have agreed to.

Regular attendance is a requisite for a quality program and good working relationships. If a volunteer must be absent because of personal circumstances, your Chairperson is the only one to whom you should report a prospective absence. Timeliness is important. Unexcused absences may be cause for dismissal from the program. Please adhere to your scheduled hours.

However, we are aware that many of you have other responsibilities and interests. The Volunteer Department has various ways of adjusting to an individual's need or desire to have time away from the assignment at MMCMS. Please check with your Chairperson whenever you may need an extended leave of absence, and something can be worked out so that your duties are covered until your return.



## **BENEFITS**

There are both tangible and intangible rewards for volunteers who give their time and energy to MMCMS. Following is a list of some of the benefits offered to volunteers:

- Volunteers receive T.B. screenings required annually.
- Volunteers are eligible for flu vaccine, when available.
- Volunteers are eligible for staff education classes, when appropriate and as available.
- Volunteers are eligible for a special pin after one hundred hours of volunteering, and then earn additional pins with every five hundred hours of volunteering. Volunteers are honored and presented with such pins at the annual Auxiliary Luncheon each June.
- Volunteers are included in many MMCMS social functions.
- The hospital hosts a special Christmas party just for the volunteers and their guests.
- Volunteers are eligible for a 10% discount in our Gift Shop.
- Volunteers are specially honored throughout the year, but particularly during National Volunteer Week in April.

## BODY MECHANICS

Volunteers do not usually become involved in lifting heavy items. Environmental Services (Housekeeping) should be called to do any lifting of heavy items. Keep the following information in mind:

- Most back injuries result from improper lifting. According to the principles of biomechanics, the worst lifting situation occurs when the body is extended over the load. Also, twisting in that position invites injury. Keep your back upright in order to shift weight on the powerful leg muscles and reduce the lever effect.
- Get a firm footing. Spread your feet apart for a wide base of support and to improve balance; point toes out.
- **BEND YOUR KNEES!** Don't bend at the waist. Keep the principles of leverage in mind at all times.
- Tighten stomach muscles. Abdominal muscles support your spine when you lift, offsetting the force of the load. Train muscle groups to work together.
- Lift with your legs.
- Keep load close to your body; don't hold it away from your body.
- Keep your back upright and avoid twisting.

### CHANGE OF NAME OR ADDRESS

Notify the Manager of Volunteer Services or your Chairperson whenever there is a change in your name, address, telephone, or emergency information. The department endeavors to keep the records as current and accurate as possible.

A Mercy Auxiliary Roster is published annually, which contains the name, address and telephone number of each volunteer. Should you wish to have your phone number and/or address omitted when the Roster is next published, please notify the Manager of Volunteer Services immediately, so this request can be fulfilled.

This Roster is published for use by Mercy Auxiliary members *only* and *is not* to be used for any other purposes. Information contained therein *is not* to be given to any person who is not an Auxiliary member, nor is it to be used for anything other than Mercy Auxiliary business.



## COMPLAINTS

If a patient or visitor complains about something, don't argue or offer excuses; simply say, "I'm sorry you have had difficulty. I will report that to the proper person" – **and do so**. Comments regarding direct patient care should be directed to the appropriate Manager of Volunteer Services or Administration.

A Patient Survey is mailed to the patient shortly after discharge from the hospital. This is the appropriate vehicle for commenting on all aspects of their stay at the hospital. Encourage patients to complete and return this survey. It is a valuable resource for our hospital to understand the satisfaction level of our customers.

Should a visitor wish to make any comments, you may assist him/her to Administration. Our hospital chooses to address complaints or concerns immediately, and you, the volunteer, are expected to follow through. We encourage the patient to fill out the Patient Survey when it is mailed to them after their visit here, but we want to address any concerns immediately.

If you, the volunteer, have a complaint or problem, report it immediately to the Manager of Volunteer Services. Your "MVS" has an "open door" policy. She can be reached at 530-926-7179. You are always welcome to speak with her by phone or in person. However, it might be necessary to arrange an appointment if her schedule cannot allow her to meet personally with you on that same day. Your Manager of Volunteer Services is very interested in what you have to say.

Be a team player. Complaints are sometimes used as subjects for gossip. Be a professional. Direct your concerns to the Manager of Volunteer Services.

## **CONFIDENTIALITY**

All Mercy Medical Center Mt. Shasta Volunteers should be committed to a professional code of ethics. You have received a booklet entitled Privacy & Data Security Training Handbook with regards to HIPAA (Health Insurance Portability and Accountability Act of 1996) and should become very familiar with its contents.

Information concerning the care of a patient is always personal in nature; therefore, any information about the patient's condition, care, treatment or personal data must not be discussed with anyone other than those directly responsible for the patient's care and treatment. Additionally, patient charts and medical records are confidential and may not be read by volunteers. Unauthorized release of information about patients, due to carelessness or thoughtlessness, is unethical. We urge you to be discreet in your conversations.

### **ONLY DESIGNATED EMPLOYEES OF MERCY MEDICAL CENTER MT. SHASTA MAY RELEASE INFORMATION ABOUT PATIENTS.**

Confidential computerized information is password-protected. Passwords may not be shared. Computer hacking or attempting to enter an additional system cannot be tolerated.

A violation of confidential information is a violation of hospital ethics. A volunteer may be dismissed immediately by the Manager of Volunteer Services for such a violation.

## **CONVERSATIONS**

### **Conversations with Employees**

Your friendly, professional conversation encourages employees. The employee team values what you have to say. However, while on duty, it is best to limit your conversations with employees to Medical Center business. Your professional discretion on when and what to say helps the employee staff focus on the needs of our patients and guests.

### **Conversations with Patients**

Conversations with patients should be limited to cheerful, non-controversial subjects. Patients may divulge information that is highly personal. If this is the case, volunteers should listen with compassion and understanding, but should not invite confidences. Volunteers should never offer opinions on personal affairs, medical treatment, administering of medication, choice of physicians, or referral of services.

When visiting patients, do not discuss their illness or your own. Do not discuss patients with others outside their rooms. Remember even a patient who appears asleep (or unconscious) may hear. Each patient is an individual; respect their privacy. Patients who seem unhappy or angry may well be masking fear, worry or loneliness.

### **Conversations with Visitors**

Visitors are also our guests within MMCMS. They should be treated with warmth and respect. Listen with compassion and understanding. Answer their questions professionally and with competence. Treat visitors as you would like to be treated. Treat everyone the same, regardless of age, race, color, creed, financial condition, appearance or disability.

Visitors are usually unfamiliar with the hospital surroundings. Make every effort to assist them in locating rooms, departments, cafeteria, vending machines, etc. Keep in mind the “two-turn” concept. If you need to explain to a visitor more than two turns he has to make to get to where he is going, take him at least to the first turn.

For example: A visitor needs to go to a department which can be found only after making a right turn and then a left turn down a hallway. Treat him as a special guest by walking with him to the first turn. This simple courtesy can avoid confusion and lessen the visitor’s anxiety.

## DISASTER

- Volunteers are free to leave the premises when the Evacuation Code is announced (Code Green.) Volunteers must notify a staff person in their department that they are leaving, to insure accountability, but they are not required to sign out on their sign-in sheet.
- Volunteers may report to the Volunteer Office to offer their assistance, if they are not already on campus when the Code is announced. Your Photo Identification Badge will allow you to cross fire and/or police lines in the case of a community disaster within the hospital.
- Individual departments may utilize the volunteers on assignment for their service in the functions of their disaster plan, if the volunteer chooses to stay and help.
- Volunteers who are not needed in their assigned service may report to the Volunteer Office for direction, if they choose to stay and assist during the Code.
- The Manager of Volunteer Services will coordinate utilization of volunteers with other departments of the hospital.
- The Manager of Volunteer Services will notify and reassure families of volunteers who remain to assist or who may be receiving treatment for injury.



## EXPECTATIONS

### **As a volunteer, you have the right to expect to:**

- Be treated as a team member.
- Be given sufficient information, orientation and training for the assignment.
- Have supervision, a written Service Description, and a safe place to volunteer.
- Be free to discuss service-related concerns, suggestions or changes with staff.
- Receive recognition.

### **MMCMS staff has the right to expect you, the volunteer, to:**

- Be amenable to the assignment and request clarification, if needed.
- Honor your commitment and inform your Chairperson ahead of time if unable to be there when scheduled.
- Be punctual.
- Maintain a satisfactory standard of service performance.
- Behave in a professional manner, maintaining confidentiality at all times.

### **The Manager of Volunteer Services has the right to expect the volunteer to:**

- Abide by the mutually agreed-upon service commitment.
- Bring any concern related to the assignment to her attention.
- Cooperate with the staff.
- Record volunteer hours worked.

## **GUIDELINES FOR MEETING PEOPLE WITH DISABILITIES**

### **People Who Use Wheelchairs or Crutches**

- Allow a person who uses a wheelchair or crutches to keep them within reach.
- Push a wheelchair only after asking the occupant if you may do so.
- If conversation continues for more than a few minutes, sit down to share eye level. It is uncomfortable for a person who is seated to look up for a long period.
- Be sure to set wheelchair brakes prior to the individual entering or leaving the wheelchair.

### **In General**

- See the person who has a disability as a person – like anyone else.
- Give whole, unhurried attention to the person who has difficulty.
- Keep your manner encouraging rather than correcting.
- Rather than speak for the person, allow extra time and give help when needed.
- If you have difficulty understanding, don't pretend. Repeat as much as you do understand. The person's reaction will guide you and clue you in.
- Understand that, although a disability may be caused by a disease, the disability is not the disease itself and cannot be contagious.
- Appreciate what the person can do. Remember that difficulties may stem from society's attitudes and environmental barriers rather than from the disability itself.
- Speak directly to the person who has the disability rather than through a third person.



## HAZARDOUS MATERIALS CONTINUED

6. Notify department staff and/or Environmental Services of any spill or release.
7. Report any hazardous material exposure to department staff, Manager of Volunteer Services, as well as noting it on the Medical Center's Investigative Injury Report.

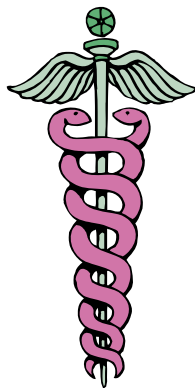


## **HEALTH SCREENING FOR VOLUNTEERS**

All employees and volunteers are required to be screened annually for tuberculosis. The volunteer may have this tuberculin skin test, at no cost, through the Emergency Department when they initially are accepted, and annually thereafter.

Initially, if the volunteer has had a positive Tuberculosis Skin Test, they may be required to have a chest X-ray done at no cost to them here at the hospital. Annually thereafter, the volunteer must complete a specific form entitled “Mandatory Questionnaire For: Positive Tuberculin Testers.” The completed form is to be turned in to the Manager of Volunteer Services.

Without timely proper health screening, volunteers cannot continue their service activities.



## IDENTIFICATION BADGES

All on-duty volunteers are required to wear their official volunteer identification badge above the waist. **The badge is to be visible at all times while volunteering.** No person may borrow or loan an identification badge, nor is to be defaced in any way.

The identification badge is the property of the hospital and should be returned to the Manager of Volunteer Services when you resign as a volunteer, or if you need to take a leave-of-absence lasting more than three months.



## INFECTION CONTROL

Volunteers are an integral part of hospital operations. They are involved with staff, patients and visitors. Volunteers provide direction, information and assistance. They may assist transportation of patients in wheelchairs in and out of cars and hospital rooms. Volunteers may transport specimens to the Laboratory at the request and direction of Nursing. It is essential that volunteers have an understanding of hospital policies and procedures related to Infection Control; i.e., the use of rubber gloves and hand washing. Volunteers receive orientation to hospital infection control policies during initial hospital general orientation.

### **Hand Washing**

Hand washing is the single most important and most effective way of preventing the spread of infection. **Procedure to be followed must be to wash with soap and water for at least fifteen seconds.** Hand washing should be done at the following times:

1. Upon arrival to work.
2. Before entering and after leaving a patient room.
3. Before and after serving food.
4. After using the bathroom.
5. Before eating.
6. After removing Personal Protective Equipment; i.e., gloves (carrying specimens.)
7. Before leaving work area for home.

### **Universal/Standard Precautions**

All patients' blood/body fluids will be treated as if infectious. Appropriate Personal Protective Equipment will be worn as needed: i.e., mask, eye protection, gloves, gowns, etc. If a volunteer has a question as to what is the appropriate protective equipment needed, they are always to ask the patient care person.

### **Alert Systems that Require Additional Precautions**

An "*Isolation*" sign will be posted outside a patient's room if there is the suspected presence of a disease that can be transmitted. **A volunteer should not enter such a room.**

## “NEED TO KNOW” ITEMS

Know location of Sign-In sheets and Bulletin Board where important notices are posted.

If unable to report at assigned time, attempt to locate a substitute in ways suggested by your Chairperson at time of orientation. If unable to locate a substitute, contact your Chairperson.

Should a volunteer need to be absent on leave for more than three months or offer his/her resignation, his/her badge must be returned to the Chairperson of that Service or to the Manager of Volunteers.

Greet all patients, visitors and staff warmly and professionally, offering assistance as needed.

Be familiar with contents of Service Description of assigned duties for your particular area.

Maintain a professional attitude at all times, using a low voice so private information is not overheard.

Accede to requests from staff and patients when on duty within the assigned department.

Wear identification badge while on duty.

Maintain patient confidentiality at all times.

Maintain patient, visitor and staff safety at all times; report any safety hazards observed.

Understand and observe standard precautions at all times; be aware of isolation protocol.

Have a thorough knowledge of the physical layout of the facility.

Be aware of location of fire extinguishers, emergency exits, etc.

Never accept an assignment where the volunteer questions his/her qualifications.

Know what JCAHO is.

Know the meaning of AIDET.

Be trained for HIPAA.

Be familiar with our Core Values of Dignity, Collaboration, Justice, Stewardship, and Excellence.

Be trained in wheelchair usage and safety, if needed.

Do not volunteer if exhibiting signs of a cold, or generally not feeling well.

## PARKING POLICY

Volunteers should be aware of the need to preserve parking spaces for patients and visitors to the hospital. Employee and Volunteer parking is available in the South Parking Area between the Mercy Care Center and Mercy HR or in the North/East Parking Area with an entrance on Kingston Road. Parking is also acceptable on Pine Street except during the winter months. The City of Mt. Shasta requests that we do not park on the street parking during inclement weather as it interferes with snow removal operations.



## SEXUAL HARASSMENT

**POLICY:** Sexual harassment is a violation of Title VII of the Civil Rights Act of 1964 and is prohibited by this hospital. This hospital complies with all EEO laws and regulations.

- PROCEDURE:**
1. Sexual harassment is defined to include:  
“Unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when such conduct is made explicitly or implicitly a term or condition of employment, is used as a basis for employment decisions, or has the purpose or effect of interfering with work performance or creating an otherwise offensive working environment.”
  2. Sexual harassment situations are often subject to individual perceptions. Mercy Medical Center encourages any employee/volunteer to raise questions and/or seek clarification or advice regarding sexual harassment from the Human Resource Department when necessary. All employees and volunteers have the right to make a complaint if they feel they have been, or may have been, sexually harassed.
  3. Employees or volunteers who are aware of any violation of this law should report the circumstances to the Human Resource Department for investigation. If the results of this investigation confirm the offense, immediate disciplinary action up to and including discharge will be taken against the person violating this policy.

FOR FURTHER INFORMATION ON THIS  
POLICY, REFER TO POLICY # H-4 IN THE  
PERSONNEL POLICY MANUAL.

## **SIGN-IN PROCEDURE**

All volunteers must sign in when reporting for duty and sign out when they have completed their assignment and are leaving the Medical Center premises. The Sign-in Book is kept in the Volunteer Office, and volunteers are to record their hours as follows:

### **Volunteers Going On Duty**

Sign in by recording name, time of arrival, and the assigned area.

### **Volunteers Going Off Duty**

Sign out by recording the time of departure and record the total hours worked for the day.

### **General Information**

Should an injury occur while on authorized duty, costs for care of the volunteers will be covered by the hospital. It is important that Medical Center records be as accurate as possible, especially in an emergency situation, when a volunteer must be contacted. Additionally, the MMCMS insurance carrier may ask to review the Sign-In Register, which is a legal document of the Volunteer Department, to verify that the volunteer was on active status.

Because the sign-in sheets are legal documents of MMMS, each volunteer is required to sign in individually. Unless you have special permission from the Manager of Volunteer Services, no one may sign in or out for another volunteer.

Should you contribute volunteer hours in an approved way from your home, please note this in the Sign-In Register. You may have such hours expended on these items classified as volunteer hours toward earning hourly pins within the framework of the Auxiliary. This ruling applies to individuals who already volunteer in another capacity within the hospital as well as those who make such hourly contributions away from the facility.

The hospital wishes to honor the many hours donated by our volunteers; i.e., after your first one hundred hours, each volunteer is recognized with presentation of a special pin at the Auxiliary Luncheon each June and another pin for every five hundred hours volunteered thereafter. This is another important reason for signing in each time you come to volunteer.

## TELEPHONE PROCEDURES AND TECHNIQUES

Mental and physical attitudes are as important when answering a telephone as when greeting someone in person. Have a positive attitude about the call when the telephone rings. Instead of possibly regarding it as an interruption, see the call as an opportunity to be of service and your friendliness will come through to the caller.

### **Helpful Telephone Techniques**

- Mercy Medical Center Mt. Shasta requires that volunteers identify themselves and the department whenever answering a telephone, followed by the query: “How may I help you?”
- Focus on the caller.
- Have a paper/message pad and pencil available next to the telephone.
- Stop talking or laughing before you pick up the phone.
- Take a deep breath (your voice will be clearer.)
- SMILE – the warmth and friendliness will come through your voice.
- Learn the specifics of answering the telephone, taking messages, and transferring a call from your assigned area.

### **Procedures for Taking Accurate Messages**

It is important when taking a telephone message that all the information be completely and accurately written. The following guidelines should be remembered when taking messages:

- Date all messages.
- Note time of call.
- Record caller’s first and last name and verify spelling.
- Record area code, telephone number, and extension (if any).
- Record message as completely as possible.
- **Sign your name** legibly on the bottom of the message form.

## UNIFORMS AND PERSONAL APPEARANCE

Volunteers are required to present themselves in a manner and dress that is both professional and conservative. They are responsible for purchase and care of their uniforms.

### **General Guidelines**

- Uniforms must be clean and pressed
- Shoes must be cleaned and polished
- Hair neat
- Minimum of makeup
- Limited jewelry
- No acrylic nails in patient care areas
- No heavy perfume, cologne, or after-shave
- No gum chewing or smoking while on duty
- When on duty, **identification badges** to be worn and visible above the waist

### **Uniform: Women**

- Auxiliary approved light-blue smock
- White blouse/polo-shirt/turtle neck (may be worn under the smock)
- Full-length white pants/slacks
- White closed-toe, soft-soled shoes

### **Uniform: Men**

- Auxiliary approved light blue smock
- White shirt (tie optional) or polo-shirt (may be worn under the jacket)
- White or beige pants
- White tennis shoes or tan soft sole shoes

## UNIFORMS AND PERSONAL APPEARANCE CONTINUED

### **Uniform: Drivers**

- Auxiliary approved light blue smock
- White Collared Shirt/Polo Shirt/Turtle Neck
- Dark Pants (denim okay)
- Non-slip shoes
- Auxiliary hat is optional



## WITNESSING DOCUMENTS

A volunteer may occasionally be approached by visitors to ask if they would witness patient/visitor/relative signature on a document; i.e., Advance Directive for Patients. It is a policy of Mercy Medical Center Mt. Shasta that neither an employee nor a volunteer is allowed to accede to this request. If asked for detailed explanation, the volunteer or employee is to direct the individual to the Nurse assigned to that particular patient for answers to any questions.



## **EXIT**

Should you no longer be able to volunteer, notify your Chairperson or the Manager of Volunteer Services verbally and in writing of your impending exit. If possible, please submit your notice at least four weeks in advance to allow an opportunity for recruitment of a replacement. It is important that the Volunteer Services Department have a clear understanding of your reason(s) for leaving. This can help us better understand our community and will also give us an opportunity to tell you “thank you.”

It is mandatory that you return your hospital identification badge to the Manager of Volunteer Services at your time of exit.



**I acknowledge that I have received and read the Mercy  
Medical Center Mt. Shasta Volunteer Orientation Handbook.**

Signature \_\_\_\_\_ Date \_\_\_\_\_