



Volunteer Handbook

MISSION

Mon Health exists to enhance the health of the communities we serve, one person at a time

VISION

Our exceptional team will provide an extraordinary patient experience, compassionate care and clinical excellence

VALUES

- Respect** We will treat every person with compassion, courtesy, honesty and dignity in each interaction and communication
- Excellence** We will perform at the highest standard dedicated to professionalism, proficiency, integrity and safety
- Teamwork** We will cultivate relationships with our community, patients and team members, providing quality care as one family

Strategic Initiatives


Quality & Safety 	People & Culture 	Growth & Development 	Integration & Efficiency 	Financial Vitality 
Deliver high quality, safe, consistent and coordinated patient care	Empower team members to create an exceptional patient experience through engagement and leadership	Create program growth, achieve physician alignment and expand partnerships and affiliations throughout the geographic area	Leverage technology and optimize operational processes to deliver high value service	Improve the financial performance of MHS services while preparing for alternative payment methods

Table of Contents

Annual Requirements.....	4
Attendance Policy	4
Benefits.....	4
Body Mechanics	5
Code of Conduct.....	5
Communication	6
Cofidential Information	7
Customer Service	8
Dress Code.....	8
Electronic Devices	9
Emergency Codes	9
Infection Control	12
Information Desk Volunteers.....	12
No Pass Zone	13
Patient Satisfaction	13
Prohibited Services	14
Quality Control.....	14
Signing In/Out.....	14
Smoking Policy.....	15
Termination	15
Wheelchair Guidelines.....	15

Volunteer Services

Director of Volunteer Services
M-F; 8 a.m. - 4:30 p.m.
304-598-1324

Volunteer Services Secretary
M-TH; 8 a.m. - 4:30 p.m.
304-598-1233

Gift Shop Manager
304-598-1321

Gift Shop
304-598-1322

Please notify the Director of Volunteer Services or the Volunteer Services Secretary if your address or phone number changes.

How do you report an injury?

Notify the director or secretary of volunteer services.

Lost & Found and RV Parking

Call security at 6664

Annual Requirements

- Evaluations
- Competencies
- Flu vaccinations (Flumist vaccination will not be provided or accepted)
- Volunteer education review and/or meeting

Attendance Policy

- One year commitment and/or 50 hours for teens, one semester for college and 100 hours for adults.
- 4 hours a week
- Exceptions are made for some volunteer assignments (i.e. on-call volunteers, lay Eucharistic Ministers and Stephen Ministry)
- If you are no longer able to volunteer please notify the director or the secretary of volunteer services. Please give at least two weeks notice. Badge and uniform must be returned to the volunteer office upon resignation
- If you must be absent because of personal circumstances (lengthy vacations or personal situations) or illness (surgery and recovery), you must notify the director of volunteer services and the director of the department in which you volunteer in person or by letter as far in advance as possible
- If you have an emergency or become ill, please notify volunteer services and your assigned area as soon as possible
- If you do not phone off and do not show up for your shift, we will assume you have chosen not to continue your volunteer work

Benefits

- Complimentary parking in the visitors lot - Volunteers may park across from the main entrance and up to and including the cancer center entrance. Do not use specially marked places, such as 60 minute patient parking, emergency department parking or handicapped parking.
- Initial Tuberculosis screening and interpretation.
- Complimentary meal in the hospital cafeteria or Terrace Cafe (\$6 maximum) - Meals should be enjoyed in the cafeteria, cafe, terrace or break room prior to the beginning of your shift or after your shift has ended. Meals are not to be eaten at public work stations or during your shift in placement areas.

- Opportunities for participation in hospital-sponsored workshops, seminars, and educational programs.
- Yearly flu shot.
- Letters of recommendation after 50 hours of service upon request. If you do not complete the hours you committed to, a letter will not be provided.
- Appropriate space to work effectively. This shall include lockers and personal security.
- Verification of days worked upon request for the purpose of income tax deductions. Bus or taxi fares, and traveling expenses may be used as deductions on your income tax, provided you itemize.
- Verification of hours worked for school requests or scholarship applications.
- Service pins.

Body Mechanics

- Size up the load
- Keep a broad base
- Move close
- Squat
- Lift using leg muscles
- Turn, don't twist
- Volunteers should not lift heavy items and are not allowed to lift patients in/out of bed or a wheelchair

Code of Conduct

Our Code of Conduct provides guidance and assists us in carrying out our daily activities within appropriate ethical and legal standards.

Commitment to our volunteers: We are committed to ensuring that our volunteers feel a sense of meaningfulness from their volunteer work and receive recognition for their volunteer efforts.

Patient Rights: We make no distinction in the availability of services; the admission, transfer or

discharge of patients; or in the care we provide based on age, gender, disability, race, color, religion, sex, sexual orientation, gender identity or national origin. We recognize and respect the diverse backgrounds and cultures of our patients and make every effort to equip our caregivers with the knowledge and resources to respect each patient's cultural needs.

What do you do if you encounter an unethical situation?

DISCUSS the situation with your supervisor

DISCUSS the situation with a member of local management or the Compliance Officer

CALL the Corporate Compliance Officer at 304-598-1571

Each colleague has an individual responsibility for reporting any activity by any colleague, physician, subcontractor, or vendor that appears to violate applicable laws, rules, regulations, accreditation standards, standards of medical practice, federal healthcare conditions of participation, or this Code.

Mon Health is an equal opportunity workforce and no one shall discriminate against any individual with regard to race, color, religion, sex, national origin, age, disability, sexual orientation, gender identity, genetic information or veteran status with respect to any offer, or term or condition, of employment. We make reasonable accommodations to the known physical and mental limitations of qualified individuals with disabilities.

Each Mon Health colleague has the right to work in an environment free of harassment and disruptive behavior. We do not tolerate harassment by anyone based on the diverse characteristics or cultural backgrounds of those who work with us. Degrading or humiliating jokes, slurs, intimidation, or other harassing conduct is not acceptable in our workplace.

Sexual harassment is prohibited. This includes unwelcome sexual advances or requests for sexual favors in conjunction with employment decisions. Verbal or physical conduct of a sexual nature that interferes with an individual's work performance or creates an intimidating, hostile, or offensive work environment has no place at Mon Health.

Substance abuse of any kind is strictly prohibited.

Communication

- A newsletter is sent out on a quarterly basis. Please read it and the below items to stay up to date
 - Messages on the computer at check-in
 - Bulletin board each time you clock in
 - Employee newsletter, *System In Review*

Confidential Information

HIPAA (Health Insurance Portability & Accountability Act)

Protects against the deliberate or inadvertent misuse or disclosure of a patient's medical record. This includes name, address, names of relatives, employer, contact information, social security #, medical record #, and any other identifying number, characteristic or code.

- If a patient gives the hospital permission to list his/her name in the patient directory, any member of the public may visit the patient by asking for him or her by name. Patients can choose to be listed as confidential (a "No Pub" or red-lined patient). In that case our response is " I am sorry I do not have that person listed in my public directory, please check with a family member for information."
- **DO NOT** accept flowers or mail for a confidential patient. You may phone the house supervisor if needed.
- At admission patients can choose to list their religion. The list will then be available to our hospital chaplains. If patients wish to not have visits then "No Clergy Visit" is entered.
- Volunteers may **NOT** give out information about any patient's condition to anyone, including news media or even friends and relatives of patients.
- What you see hear, or learn about patients' condition, treatment, or personal data – **STAYS AT THE HOSPITAL.**
- As staff and volunteers we cannot use the directory for our own purposes. We cannot visit a patient after seeing their name on the patient directory. The permission must come from the person or their family before visiting.
- We all represent Mon Health and our patients must be able to trust us with their information.
- Avoid discussions about patients in elevators, cafeteria lines and other public areas.
- Be discreet at the Information Desk to protect the patient's privacy.
- Patient information must be accessed only if you have a need to know.
- News Media –The Marketing Department handles all media requests.
- Wrongful disclosure of patient information carries fines and can involve jail time.
- All documents with any patient information must be shredded. **DO NOT** throw away in the regular trash. Shred-It containers are located throughout facility.
- **DO NOT** leave patient information on the printer or laying visible at a desk.
- **DO NOT** leave patient name up on computer.
- Cover sheets with confidential statement need to be used on all faxes.

Customer Service

- Be punctual, friendly, courteous, patient, and compassionate.
- Be proactive and observant, watch for patients/visitors that need assistance (wheelchair, directions), and approach in a warm manner.
- Make eye contact and smile.
- Ask "How can I help you?" and "Is there anything else I can do for you?"
- Never leave a visitor without an answer. If you don't know say, "I'm not sure, but I will find out."
- Help keep the facility clean, pick up garbage, notify housekeeping of needs.
- Know your way around the hospital.
- Escort patients/visitors. Coming to the hospital is stressful no matter what the circumstances. When they ask for directions it's easy to forget them along the way. Please walk them to their destination.

Dress Code

As a volunteer you are a representative of Mon Health. Patients, their families, visitors and physicians consider you a part of the hospital team.

- Clothing should be clean and in good condition.
- Mon Health Picture ID must be worn at all times so it is visible.
- Maximum of one nose piercing may be worn, no larger than 2mm diameter.
- Only two earrings per ear. Gauged ears are not to exceed 1/2 inch in diameter.
- Hair should be clean, neatly groomed and of a natural color.
- Facial hair should be short and neatly groomed.
- No visible offensive tattoos (i.e. convey violence, discrimination, profanity, sexually explicit images or messages).
- Fingernails should be clean and well-manicured. Artificial nails are not allowed in patient care and food service areas.
- No sweatshirts, sweatpants, sleeveless attire, low-cut tops, jeans, yoga pants or shorts.
- No perfume/cologne can be worn.
- Volunteer uniform must be worn when on duty. Volunteer uniform is a green polo shirt for teen volunteers or a burgundy blazer for adult volunteers. These items are provided by Mon Health. All volunteers will wear slacks or khakis with polo/blazer.
- No open toe shoes i.e. sandals, flip flops, etc.

Electronic Devices

- Be punctual, friendly, courteous, patient, and compassionate
- **DO NOT** use your cell phone or other electronic devices while on duty
- Have your ringer turned off/silent
- Never take a cell-phone photo inside the facility
- Only take a call if you can step away from your post, out of the public area into a private (non-public) area
- Let family know they can call the land lines of the hospital in an emergency
- **NO** texting while on duty
- **NO** form of social media while on duty
- **NO** games
- **NO** personal computers at work stations

Emergency Codes

Code Red – Fire

Where is the nearest fire alarm pull box in your area? Where is the nearest fire extinguisher? Evacuation routes are posted throughout the hospital.

- R** – Remove: Remove patients in immediate danger
- A** – Alarm: Pull the nearest alarm box and dial 1234, give exact location
- C** – Confine: Close all doors and windows in the area
- E** – Extinguish/Evacuate

To use a fire extinguisher:

- P** – Pull the pin
- A** – Aim the nozzle at the base of the fire
- S** – Squeeze the handle
- S** – Sweep with side-to-side motions with the nozzle

Code Blue/Little Blue – Cardiac Arrest

A Code Blue should be called when:

- Patient is in cardiac or respiratory arrest
- If the person is choking
- If the person is blue
- If the person has collapsed
- If the person is unconscious
- If the person is having a seizure
- Anytime **IMMEDIATE** medical assistance is needed

Code Little Blue is called when one of these applies to a pediatric patient, up to 12 years old.

Dial 1234 and state "Code Blue/Little Blue" and your location if within the main hospital.

Code Rapid Response/Little Rapid Response

A Code Rapid Response/Little Rapid Response should be called when:

- When a patient has a medical crisis before cardiopulmonary arrest
- A patient has chest pains, but is alert and not in obvious distress
- A patient is having an asthma attack
- A patient is not acting right and you are concerned
- Anytime **URGENT** medical assistance is needed
- If a person has fallen

Code Little Rapid Response is called when one of these applies to a pediatric patient, up to 12 years old.

Dial 1234 and state "Code Rapid Response/Little Rapid Response" and your location if within the main hospital.

Code Active Shooter

- Call 1234 and/or hit the panic alarm at the Information Desk, Gift Shop or Family Birth Center desk. The operator will notify security and call 911. Give description if able.
- Follow the FBI recommendation of
RUN - When an active shooter is in your vicinity
HIDE - If evacuation is not possible
FIGHT - As a last resort, and only if your life is in danger

Code Amber - Infant/Child Abduction

- Dial 1234 if within the main hospital and give location and description of missing person.
- Monitor the doors/exits and stop suspects. Request all patient, visitors, etc. to remain in the building.
- Inspect any bundles or bags that could be concealing an infant/child.
- **DO NOT** attempt to use any type of force to stop any person or any vehicle from leaving the hospital.
- **DO** take down the license plate number, make and model of the vehicle and description of the person leaving the facility.
- Never be afraid or embarrassed to question anyone that appears suspicious. Abductors often work in pairs. One acts as a decoy, the other takes the infant/child.
- An abductor that is desperate may use any means to get the baby out including taking an employee or another visitor hostage. This means we must question everyone that could be concealing a baby whether they are wearing a Mon Health ID badge or not.

Other Emergency Codes:

Code Armstrong	Need Lifting Help
Code Black	Bomb Threat
Code Gray	Violent/Threatening Situation
Code Lockdown	Lockdown/Secure the Building
Code Migrate	Evacuation - Total or Partial
Code Orange	Hazardous Spill
Code Triage	Mass Casualty
Code Walker	Missing Patient - give description and last known location
Code Weather	Weather Emergency

Infection Control

- Patients in Isolation - Volunteers are not to enter isolation rooms. Isolation rooms are identified by a sign on the door. You should report to the nurses station if you have any questions.
- Wheelchairs must be cleaned after every use.
- Proper hand hygiene, washing with soap and water for at least 20 seconds or using hand sanitizer, is the single most effective way to prevent the spread of disease and should be done each time you:
 - Arrive to work
 - Before leaving restroom
 - Before and after eating
 - Before serving food
 - After removing gloves
 - Before and after patient contact
 - After using devices such as walkers and wheelchairs

Please view the hand washing video below

<https://www.youtube.com/watch?v=TS60HaM7njg>

Information Desk Volunteers

- Answering the phone - Identify yourself and your location "You have reached Mon Health Medical Center Information, (insert name) speaking, how may I help you?"
- Hospital Phone Directory - make yourself familiar with the directory so you can quickly help callers.
- Physician Directory on the computer - Go to **MonNet**, click **Find A Physician** and locate.
- Information Desk Help Book - Please become familiar with this book if you volunteer at the Information Desk.
- **Escort families and visitors** to locations rather than giving verbal directions or pointing

No Pass Zone

When you're a patient in the hospital, waiting for a call light to be answered may seem to take a long time, even when the response is prompt. The patient is watching and waiting for a caregiver to arrive, and seeing hospital staff walk past the door regardless of their role) can make the patient or family become anxious or frustrated. **ALWAYS** stop for call lights.

What Everyone Can Do

- Reposition call light, phone, bedside table/chairs, tissues or other personal items within reach.
- Assist with making phone calls, answering the phone, change TV channels or turn the TV off/on.
- Obtain personal items such as blanket, pillow, towel, washcloth, slippers and toiletries by asking at the nurses station.
- Obtain other items such as pens, pencils, books, magazine, etc. (located in the volunteer room).
- Open/close privacy curtains and ask "Would you like me to close your door?"

Patient Satisfaction

What can our volunteers do to ensure patients have the best experience possible?

- Greet everyone you encounter with a warm smile and "hello".
- Personally take patients and visitors to their destination rather than just give them directions.
- Help keep the hospital quiet. A quiet environment promotes healing.
- Put patients first - treat everyone with the same level of dignity and respect. Be authentic and compassionate.
- Listen without interruption.
- If you see someone that appears lost offer assistance.
- If you need assistance with a customer please call customer service at 304-598-1932 or call the director of volunteer services at 304-598-1324.

Prohibited Volunteer Services

Volunteers may not:

- Manage an IV and/or infusion pump.
- Offer pain relief.
- Remove meal trays or water pitchers without nursing approval.
- Assist patients with eating or drinking.
- Physically assist a patient (i.e. assisting in/out bed, wheelchair or car).
- Turn off any alarms.
- Explain clinical matters/treatments.
- Assist in any medical task or tasks ordinarily performed by paid hospital employees such as administer medication, bathe patients, handle bed pans, urinals, syringes, attend to "bathroom needs," operate or adjust equipment (wheelchairs excluded).
- Give opinions/advice on personal affairs, medical treatment, administration of medication, choice of physicians or referral of services.
- Remember to use key words if you **CANNOT** assist: "Let me find the appropriate person to help you. I'll wait for them to come and assist you."

Quality

National Patient Safety Goals that directly apply to volunteers:

- Reducing the risk of healthcare associated infections through hand hygiene.
- Improving patient identification accuracy - Use at least two patient identifiers (i.e. wrist band, patients name and date of birth) when providing escort to services or admitting to hospital.

Signing In and Out

- All volunteers must sign in and out for each shift. Please do not sign in until after you have had lunch or dinner.
- An electronic touchscreen for signing in/out is located in the volunteer workroom.
- Volunteers are not expected to be here on the hospital's observed holiday's: New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve and Christmas Day.

Smoking Policy

Mon Health Medical Center is a non-smoking facility. Visitors, patients, employees, medical staff and volunteers are not permitted to smoke or use tobacco products within the hospital or on hospital grounds, including the parking lots.

Termination

Volunteers will be terminated for:

- Breach of confidentiality.
- Harassment of patients, staff or other volunteers.
- Substance abuse.
- Inability to perform volunteer position.
- Inability to follow volunteer and hospital guidelines/policies.
- Excessive absences.
- Rudeness, bossiness, complaining and other inappropriate behavior.

This list is not all-inclusive. You are a representative of the hospital. Everything you do and say here reflects on the hospital.

Wheelchair Guidelines

- Offer the assistance of a wheelchair to anyone having difficulty breathing, walking or in pain.
- Lock **ALL** the wheels and position the footrests up prior to the person sitting in the wheelchair.
- After they are seated, ensure feet are on footrests and unlock the wheels to transport.
- Volunteers are allowed to transport patients outside the building if they can get in/out of the wheelchair on their own. If you cannot help a patient, please notify an employee and/or the house supervisor.
- When entering an elevator, pull the wheelchair into the elevator backwards so the patient is facing the front.
- Keep your back straight and knees slightly bent.
- Only volunteers that have completed education on wheelchair use are allowed to transport patients.
- If a wheelchair needs repaired, take it out of service, place a "broken" sign on it and bring it to the volunteer services staff.
- If a visitor or patient needs assistance that you cannot safely render, ask an employee for assistance or call the house supervisor.