

## **Junior Volunteer Policies & Procedures**

### **Mary Immaculate Hospital**

The following policies and procedures are **mandatory** for all wishing to join the Junior Volunteer program. Please review these with your parent or guardian and discuss the requirements. Make sure that your commitment does not or will not interfere with vacation plans, work schedules, camps or school activities.

#### **Attendance**

As a Junior Volunteer, you are expected to arrive on time to your assignment. Repeated tardiness may result in termination. In the event of unavoidable absence, i.e. illness, accident etc., it is **your responsibility** to contact volunteer services and your department as soon as possible.

#### **Signing In**

Each volunteer must sign in and out on the touch screen computer located in the Main Information Desk or the workroom at St. Francis Nursing Center, unless other arrangements have been discussed. **You** are responsible for your hours getting recorded. **DO NOT** sign in for another volunteer.

#### **Uniform & Appearance**

Volunteers must wear a MIH Junior Volunteer uniform shirt, full-length khaki, blue or black pants and a hospital issued badge while on duty. The badge must be displayed above the waist. **Jeans, denim, skirts, and shorts are not acceptable. Tight fitting or oversized pants** are not allowed at anytime while on duty. Jewelry should be limited to a watch and small earrings. Facial and body piercing **must** be removed or covered while on duty in the hospital.

#### **Attitude**

Your attitude directly impacts the hospital's level of customer service. Volunteers should be friendly and respectful to everyone they encounter. Every job within the hospital contributes to our delivery of healthcare, and is important.

#### **Visitation Policy**

You are not allowed to have personal visitors during your volunteer shift.

#### **Termination**

The Volunteer Manager will counsel a Junior Volunteer if inappropriate behavior, poor performance, or poor attitude is reported or observed. Certain behaviors, such as inappropriate language or discussions, lying, failure to remain in your assigned area, entering restricted areas, etc. may result in immediate dismissal from the program and/or notification of your parent or guardian. Volunteers who do not respond to direction from the staff or who disrespect any staff member, patient, or visitor will be immediately terminated and your parent or guardian will be notified.

## **Confidentiality**

Junior volunteers are subject to the same code of ethics and confidentiality requirements as the professional staff. All patient information is confidential. Information pertaining directly or indirectly to a patient, doctor or any staff member should not be repeated or discussed. Volunteers should refrain from discussing sensitive information with each other. Special care should be used in public areas such as the hospital cafeteria and elevators. At no time should a volunteer access or read a patient's medical record. **ANY** breach of confidentiality is cause for immediate dismissal.

## **Identification**

The hospital visitor control policy requires that all employees and volunteers wear an identification badge while on duty in the hospital. This badge must be displayed **ABOVE** the waist. You will be issued an ID badge on your first day and it is **your responsibility** to bring it with you each time you volunteer. If you forget to wear your badge, please obtain a temporary ID badge from the volunteer office **before** you report to your volunteer assignment. Keep your ID in a safe place and do not loan it to others. **You will be charged for replacing a lost badge.**

## **Guidelines for Volunteers**

1. Do not congregate in halls, stairwells, or other areas.
2. After signing in go straight to your assigned area and report to your supervisor.
3. Always notify your department and Volunteer Services ahead of time of any absences.
4. Arrange your break time with your supervisor.
5. Do not attempt to do anything you have not been trained to do or are unsure of doing correctly. Ask questions!
6. Do not sign for anything in the hospital.
7. In the case of fire, proceed under the direction of your supervisor. In the event of a mass casualty, ALL junior volunteers will immediately report to the Volunteer Office.
8. **No Smoking** is allowed.
9. No sleeping at anytime while on duty.
10. Cell phone usage is not allowed. Phones must be set on vibrate or turned off in all other areas.