



BON SECOURS CHARITY HEALTH SYSTEM

A member of the
Westchester Medical Center Health Network

VOLUNTEER SERVICES

THINGS YOU NEED TO KNOW

**VOLUNTEER DEPARTMENT PROCEDURES
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I: MISSION

MISSION STATEMENT

November 27, 2002

We are Bon Secours Charity Health System, a caring community called together to make visible God's love and compassion.

As a Catholic ministry, we work with others embracing the challenge of making wise and just decisions to foster an environment of healing for our patients, residents, staff, partners and communities.

Recognizing the dignity of each human being, we relentlessly seek healing and wholeness for all peoples, especially those who are vulnerable, poor or dying.

VISION STATEMENT

February 9, 2007

By 2010, Bon Secours Charity Health System will be distinguished as the leading provider of quality, community-based health care services in the Hudson – Delaware Valley.

As the local Catholic health system, Bon Secours Charity will be the provider of choice, offering a collaborative network of dedicated health care providers who assure those we serve,
Access to care that will meet the
Needs of the community.

VALUES

RESPECT	We treat all people well because we believe each person has dignity.
JUSTICE	We support, protect and promote the rights of all individuals and have special concerns for the poor.
INTEGRITY	We are honest in our dealings; our behavior is consistent with our thoughts, feelings and values
STEWARDSHIP	We use all of Bon Secours' resources in a responsible way.
INNOVATION	We look for new ways to meet people's needs and improve our services.
COMPASSION	We experience and express empathy with the life situations of others.
QUALITY	We continuously improve our service through understanding and acting on the needs and expectations of those being served.
GROWTH	We strive to expand our services to meet new needs, and we promote the development of our co-workers.

II. ORGANIZATIONAL VALUES

FROM THE DIRECTOR

Penelope (Penny) Mann

The Department of Volunteer Services coordinates the activities of volunteers throughout the Bon Secours Charity Health System. Volunteers perform a variety of support activities with priority given to assignments that improve the quality of service for patients and visitors. They supplement the services provided by our employees; thereby contribute to total patient care.

The most important qualification for a volunteer is a real desire to serve the hospital, patients and the community. A dedicated and responsible approach to service is more important than prior experience or special skills. Volunteers are given an opportunity to help others, share their time and talents, and gain new skills. They, in turn, promote a better understanding of the hospital and its services throughout the community.

Prospective volunteers are interviewed twice, assessed and placed by the Volunteer Managers. New volunteers must submit a health history, complete a general orientation on line and participate in on-the-job training for specific assignments. Where direct patient care is involved (no "hands on"), additional training is provided by professionals in the department where the volunteer is assigned.

On issues of confidentiality, infection control, safety and conduct, volunteers are held to the same standards as employees. General orientation also covers restricted duties assigned to volunteers in emergency situations.

Although volunteers are used 7 days a week, the Volunteer Department offices are only open during standard business hours.

MINIMUM AGE – The minimum age to volunteers is 14 years.

HEALTH – Every prospective volunteer must provide a documented medical history before accepting the hospital volunteer roll.

Volunteers must obtain a **PPD*** from their physician. A copy of their immunization record from their physician, PPD and last physical must be given to the Volunteer Manager at your first interview. It will then be sent to Occupational Health by the Volunteer Manager and will be kept on file. ***You must follow up with Occupational Health after your first interview with the Volunteer Manager*** by calling (845) 368-5557, option #1.

Documentation of immunization for rubella or serologic evidence of immunity by rubella antibodies is required of all volunteers. For all individuals born on or after January 1, 1957 the following is required: diagnosis by physician as having had measles disease, or demonstration of serologic evidence of measles antibodies, or two doses of live virus measles vaccine with the first dose administered on or after the age of 12 months and the second dose administered after 1980.

****If a Volunteer has had a PPD within the last 3 months, please bring a copy with you to the Volunteer Managers. If your PPD has been greater than 3 months you must be tested again and approved by occupational health.***

UNIFORMS – All Volunteers are required to wear Khaki or black pants, an assigned Volunteer T-shirt or smock and your ID name tag badge. Volunteers are expected to dress professionally. ***NO jogging suits, T-shirts (other than shirt given), leggings, shorts, sweatshirts, mini-skirts, jeans, denim or spandex. Sandals are not permitted.***

MEALS – Any volunteer who works a minimum of 4 hours is entitled to a complimentary meal in the cafeteria, valued up to \$7.50 for lunch or dinner. At Good Samaritan Hospital, please show your badge to the cashier and they will enter your name into the system and keep track of your spending on the computer.

ATTENDANCE - Dependability in attendance is the basis of effective volunteer work. Please plan your volunteer schedule so that there will be no foreseeable conflicts with other activities. We ask that you notify the department you are volunteering in first and the volunteer office if needed, as far in advance as possible in the event of unavoidable absence or vacation plans. Volunteers failing to do so may be dropped from volunteer services at the discretion of the director or manager.

SIGN-IN – Volunteers **MUST** sign in and out each time they work in the hospital. The attendance book is kept at the Information Desk (or other designated areas). These attendance records are used in appraising the volunteer program as well as for insurance purposes. ***PLEASE SIGN YOUR NAME TIMES AND ASSIGNMENTS LEGIBLY.***

III. REPORTING FOR DUTY

PLEASE be on time. A volunteer should report to the supervisor of the assigned department when arriving for duty and again when leaving. The supervisor would also be informed whenever the volunteer takes a break or leaves the post for some other reason. The Volunteer Manager is solely responsible for the assignment of volunteers and for the supervision of the volunteer program. ANY REQUESTS FOR REASSIGNMENT CHANGE OF HOURS OR ANY OTHER PROBLEMS SHOULD BE DISCUSSED ONLY WITH THE VOLUNTEER MANAGER OR DIRECTOR.

ACCIDENTS – Fall, accidents or injuries sustained on hospital premises must be IMMEDIATELY reported to your supervisor and to the Volunteer Manager. If needed, emergency treatment will be arranged. ***An incident report must be filed for any such accidents.*** Please remember to use caution during your volunteer shift. Volunteers must not climb on chairs, stepstools or ladders. Do not try to go beyond your limitations.

TELEPHONES – There are limited pay phones throughout the facilities. Please do not tie up staff phones with personal calls. The use of personal cell phones is permitted however they may be restricted in some areas. *Please keep texting to a minimal!* Emergency telephone messages for volunteers will be taken at the Volunteer offices. Their numbers are as follows:
Bon Secours Community Hospital – 845-858-7162
Good Samaritan Regional Medical Center – 845-368-5482
St. Anthony Community Hospital – 845-987-5050

PLACES TO EAT, TAKE A BREAK – The cafeteria at Bon Secours Community Hospital is on the 1st floor. In Good Samaritan Regional Medical Center, the cafeteria is on the main floor. At St. Anthony Community Hospital the cafeteria is on the lower lobby. The hours of operation are posted at the entrance of each eatery.

VALUABLES – Please do not bring jewelry or large sums of money to the hospital. The hospital cannot assume responsibility for personal belongings.

TO WHOM YOU ARE RESPONSIBLE – The hospital is organized so that employees of any one department are responsible to the head of that department. All volunteers enrolled at all three of the Bon Secours Charity Health System are under the direction of the Volunteer Managers in regard to assignments, time, conduct, general hospital policies and volunteer rules. Bring all questions and problems to either Volunteer Manager or the Director of Volunteers. The volunteer, in his/her assignment of duties, is under the supervision of a department staff member for any procedures carried out in the line of duty. The capacity in which you serve has been developed jointly by the department head and the Volunteer Manager.

IN CASE OF FIRE – Report to your supervisor for further instruction.

RECOGNITION – Each year a special recognition ceremony is planned to show our appreciation for our volunteers.

IV: PREVENTION OF BLOODBORNE DISEASE TRANSMISSION

All volunteers should be familiar with STANDARD PRECAUTIONS. ANY patient MAY be infected with blood borne pathogens. Carriers of infection are often asymptomatic. Therefore, it is necessary to consider the blood and body fluids from all patients potentially hazardous. Patients with known or suspected communicable diseases will be placed on the appropriate category of isolation and/or precaution.

STANDARD PRECAUTION RECOMMENDATION:

- Hands should be washed immediately before and after patients contact and after completing tour of duty.
- Do not pick up or handle any items that are potentially contaminated with blood/body fluids.
- Spills of blood or blood-containing body fluids should be cleaned up by hospital personnel only. Report any spills to your supervisor.
- Refrain from entering any room designated ISOLATION/PRECAUTION.
- If you should receive a splash in direct contact with your skin from blood or other body fluids and/or an injury from a sharp device or instrument, you must notify the hospital supervisor in your area and the Volunteer Manager immediately and complete an incident report. The volunteer will then be evaluated in the hospital Emergency Room. This evaluation will include cleansing of the affective area, tetanus toxoid, if required, and a test for Hepatitis B surface antibody status. Initial counseling will also be given at this time. All further follow-up, including counseling, will be the responsibility of the individual volunteer.

COMPLIANCE WITH HEALTH RECOMMENDATIONS:

Volunteers should know the signs and symptoms of communicable infections and remain away from the hospital if they have such symptoms. These include conjunctivitis, diarrhea, skin lesions/rashes, and any potentially infectious process.

Medical clearance after illness (or signs and symptoms) should be secured before returning to the hospital.

YOUR HEALTH IS IN OUR HANDS...



Help stop the spread of disease by washing your hands thoroughly and often:

- Work up a good lather and wash for 45 seconds or more
- Wash thoroughly 2-3 inches above wrists
- Rinse well and dry
- Use paper towel to turn off faucet

HOSPITAL DRESS CODE

1. All volunteers are required to wear khaki or black pants, a volunteer T- Shirt and your ID badge displayed above the waist.
2. Guest Services representative volunteers will need to obtain a “Guest Services” blazer from the volunteer manager. A white blouse is required as well.
3. Jeans are NOT allowed or denim-like material.
4. No sleeveless tops, cropped tops, T-shirts (other than volunteer issued), netted shirts or sweat shirts.
5. No shorts of any kind.
6. No mini-skirts, micro or very short skirts.
7. No wearing of revealing and/or tight fitting fashions that show more of the body than acceptable in a professional environment.
8. No gym wear, jogging suits or sports clothing.
9. Shoes/sneakers are to be clean and neat. Sandals are NOT permitted.
10. ID name tags are to be worn at all times and *above the waist*.

Personal appearance (hygiene, hair, jewelry) will be maintained in a professional manner. It is important to remember that you will be in a professional environment and it is expected that you will dress and act accordingly.

