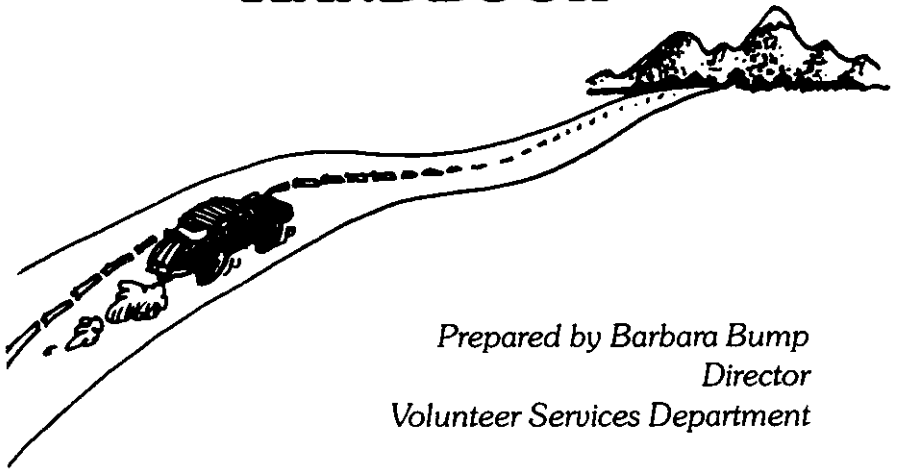


**PARKVIEW
VOLUNTEERS'
HANDBOOK**



METROPOLITAN HOSPITAL
Parkview Division

PARKVIEW VOLUNTEERS' HANDBOOK



*Prepared by Barbara Bump
Director
Volunteer Services Department*

1988

WELCOME!

AND CONGRATULATIONS ON JOINING A WINNING TEAM!

Parkview Division welcomes volunteers who can look beyond their own needs to those of others, who enjoy the satisfaction of working with other committed people toward a common goal, who can grow with the ever-evolving field of health care.

The hospital world can seem confusing and alien at first exposure. Certainly if you have ever been a patient, you have more insight into how different it is from our other worlds. This handbook is intended to help you feel more comfortable in this setting, to provide the information you need to function well here. When outlining the rules of any game, there are the inevitable do's and don't's. Hopefully, they will guide you on your way through your introductory period to full team membership. Refer to the handbook often. Don't worry about wearing it out — you can get another!

It is important that you know that the administration of Parkview believes that every member of the hospital community has an impact on the quality of care our patients receive. No matter whether one is involved in direct patient care or supportive services, the aim of every staff member, paid or unpaid, must be the respectful, efficient care of the patients. Your service makes a difference. Your work matters.

VOLUNTEERS . . .

. . . who are you?

You are members of the community who choose to share your service, special skills, or knowledge with Parkview Division without any monetary consideration. Your motivation ranges from wanting to work for the hospital that helped you (or a family member) when you were a patient; to looking for experience that will help land a job; to needing something to do; to looking for new friends; to fulfilling your desire to help others. You are a colorful group, with varied ages, backgrounds, and education. It's been said that volunteers are "different". It's true – and we have more fun!

. . . what do you do?

The variety of our assignment descriptions often surprises applicants. Volunteers work in more than twenty-five different departments and projects. Placements are as diverse as the storeroom and the operating room; the gift shop and nursing floors; the admitting office and the business office. Tasks can be simple or complex: collating charts, interviewing patients, filling whirlpool baths, preparing mailings, transporting patients, designing displays, coding medical supplies, delivering mail, operating the cash register in the gift shop, or coordinating a program. We don't expect to add check-writing or brain surgery, but the list is growing because we routinely develop job descriptions and placements for volunteers with special skills or interests.

. . . how do you do it?

After you, a prospective volunteer, submit an application, you meet with the Director of Volunteer Services to determine if your needs and those of the hospital can mesh in a manner consistent with the Volunteer Services Department's purpose. If agreement is reached, you attend a New Volunteer Orientation, have laboratory work completed to confirm that no infectious disease is present, have a "mug shot" taken for your identification badge, and get fitted for a uniform. The next step, depending on the placement, is usually on-the-job training, often with another volunteer.

On a typical day, you (our new volunteer) arrive at the hospital on time, wearing the uniform and I.D., and stop at the Information Desk to sign in. Next, you report to your assigned area (you might stop first at the Volunteer Office to say "hello" and see what's new and exciting on the bulletin board) and check in with your supervisor. You enjoy lunch in the cafeteria, then finish out your shift. Then it's back to the Information Desk to sign out. Sounds simple enough, but there is lots more information between the lines. Let's flesh out the scenario.

SCHEDULE . . . Whenever you cannot meet your usual schedule, please notify the Volunteer Office (537-7743) or your supervisor as soon as possible. Your co-workers depend on your regular attendance, and some assignments should have a replacement found.

HEALTH . . . In consideration of our patients, employees, and other volunteers, do not come to work if you are ill. If you experience a serious or extended illness, a written statement from your doctor may be required before you resume work. The department will refer questions to the Employee Physician.

APPEARANCE . . . Uniforms and the other clothing worn with them identify you as a volunteer and say how you view that status. Because you are a representative of the hospital as well as the Volunteer Services Department, it is important that the statement you make by your appearance be a clear one that suggests pride and caring. You are responsible for washing and ironing your uniform as often as it needs it — at least every two wearings.

Female adults wear a light blue smock over any appropriate clothing.

Male adults wear a red jacket over any appropriate clothing.

Female juniors (under 18) wear the traditional striped pinafore with a white blouse, white shoes and pantyhose or socks.

Male juniors wear a red vest over any appropriate clothing.

Jeans, mini-skirts, shorts, and T-shirts are prohibited. Sneakers are acceptable if they are CLEAN. Other shoes should be polished. Skirts may be no shorter than mid-knee.

For volunteers in patient-related placements, strong perfume or cologne and dramatic makeup must be avoided; jewelry should be limited to wedding rings, small earrings, and watches.

SIGNING IN . . . AND OUT . . . It is important for us to be able to find out just who is in the hospital at any given time, so we require that you sign in each time you come to work. For the same reason, please do not sign in and out at the same time. There are other good reasons for keeping this record. The Office documents each volunteer's hours as one measure of service to the hospital and to aid in the recognition of special levels of service. These records are available if you wish to take advantage of the tax deduction for expenses. The records are also valuable for insurance purposes in documenting your presence.

LENGTH OF SHIFT . . . SERVICE COMMITMENT . . . There is no hard and fast rule concerning the amount of time you volunteer. Most individuals work at least four hours each week; many spend more time at their assignments. We try to be flexible in matching your schedule with ours. It is important, however, for volunteers to make a commitment about the length of time they will be volunteers.

TERMINATION . . . If your commitment is ended or you wish to resign for any reason, it is expected that you will provide your supervisor and the Director of Volunteer Services with two weeks' notice. On your last day, you must hand in your I.D. badge and, if you opt for the return of your deposit, your uniform.

The hospital may terminate your services as a volunteer if it becomes clear that you cannot or will not accept the required commitment to hospital guidelines.

If you leave because of dissatisfaction, please inform us of your reason for leaving so that, if possible, similar problems can be avoided in the future.

VOLUNTEERS CAN EXPECT . . .

- . . . to be placed in an assignment compatible with their skills, experience, or interest.*
- . . . to be oriented, trained, and supervised by qualified employees and volunteers.*
- . . . to be treated as co-workers.*
- . . . to receive honest, constructive feedback and evaluation.*
- . . . to be offered opportunities for further learning.*
- . . . to be involved in the planning and evaluation of the programs in which they work.*
- . . . to receive appropriate appreciation and recognition.*
- . . . to be informed of new or open volunteer assignments, and to be able to earn promotion or increased responsibility.*



VOLUNTEERS ARE EXPECTED . . .

- . . . to understand and support the mission of the hospital and that of the Volunteer Services Department.*
- . . . to have a general knowledge of Metropolitan Hospital-Parkview Division's services and physical facilities.*
- . . . to recognize and accept their role as representatives of Parkview to the patients, visitors, and the community at large.*
- . . . to treat people with courtesy and respect, including fellow volunteers, employees, patients, and visitors in the hospital.*
- . . . to be conscientious in the performance of their assignments and cognizant that they may do only what they are trained for.*
- . . . to consider all patient information confidential.*
- . . . to share problems, criticisms, or questions only with a member of the Volunteer Services Department or the Marketing and Public Relations Department, so that such issues may be handled appropriately.*
- . . . to keep their commitment about their length of service.*
- . . . to demonstrate high standards of personal grooming and hygiene.*
- . . . to use their privileges appropriately.*

LIMITS . . .

GENERAL AND ETHICAL



. . . define the Parkview world. They are the boundaries inside which you can work freely — and which keep you from walking into brick walls or stepping on toes! If you decide to step outside the limits, it will come as no surprise that a clash will occur.

general

- *The assignment description is an invaluable guide in determining appropriate activities. Do not allow your dedication to serving misguide you into areas to which you have not been assigned and for which you have not been trained. If you would appreciate increased responsibilities or more training, discuss this interest with your supervisor and the DVS.*
- *Smoking should be limited to designated areas. Smoking is never appropriate in patient areas.*
- *Telephones are for business purposes only. Personal calls may be made from any of the pay telephones in the hospital. Brief, necessary calls may be made from the Volunteer Office. Emergency calls may be made from or received in the Volunteer Office.*
- *Any accident, injury, or incident involving a volunteer or patient must be reported immediately to the supervisor of the volunteer or area. An incident report will be filled out to document the situation, thus insuring accuracy should any complications ensue.*

- *Because the hospital cannot assume responsibility for your belongings, and because the Volunteer Office has limited space, please carry as little as possible into the hospital. Leave your treasures home!*
- *Parkview's visiting hours are posted near the lobby elevators; please abide by them for any personal visits to patients. On days you are working, nursing staff will probably extend the courtesy of mutually convenient visits; however, do reciprocate by checking at the nurses' station before going to a patient's room. Do not assume that you are free to go to a patient area whenever you choose.*

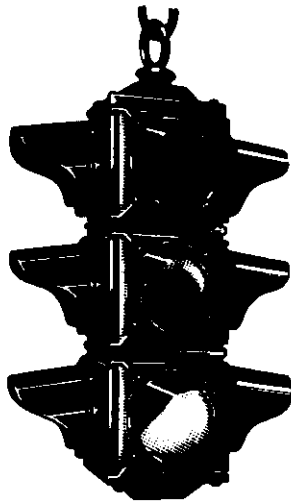
ethical

- *It is imperative that you hold in strict confidence all patient-related information you acquire through your hospital service. Never discuss a patient's identity, diagnosis, activities, treatment, or financial status with anyone who does not have a professional right or need to be told.*

The importance of confidentiality cannot be over-emphasized; however, if you feel that information you have acquired might affect a patient's or other person's safety or well-being, it is your duty to report this to someone in authority.

- *With the obvious exception of work-related or emergency concerns, the services and doctors at the hospital are available only through the usual channels. Please do not expect free medical advice or supplies.*

- *Volunteers must never offer medical advice to patients or share medical experiences with them.*
- *Patients' meetings with their doctors are very important and need to be private; kindly leave the room of a patient whose doctor enters, and do not enter a patient's room when a consultation is taking place.*
- *Volunteers may not accept tips from patients.*
- *Solicitation or distribution of literature by volunteers is prohibited during working time and in immediate patient care areas.*



INCREASING YOUR CHANCES FOR A GOOD EXPERIENCE

- *Be willing to give directions to guests in the hospital – or better yet, walk along with the guest(s) to the destination.*
- *Be enthusiastic even though you can't be noisy!*
- *Be aware of what is going on around you – don't get run over by a stretcher, wheelchair, or fire brigade – and don't delay a doctor running in response to a code!*
- *Chewing gum is not a recommended activity – check yourself out in a mirror!*
- *Our honor system for cafeteria meals is a nice easy one which we want to keep (see page 12). Employees from Dietary or Volunteer Services will play policeperson reluctantly. If you want anything more than one meal in the cafeteria, it is your responsibility to pay for it.*
- *Drop an occasional note in the suggestion box in the Volunteer Workroom.*
- *Be knowledgeable about the contents of the Patient Information Booklet.*
- *Carry a pen and paper or 3 x 5 cards.*
- *Limit socializing to break and meal times so as not to interfere with employees' or other volunteers' productivity.*
- *Read any mail sent to you from the Volunteer Office!*



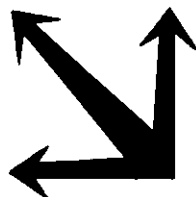
PRIVILEGES . . .

. . . Your benefits package;
no dental insurance,
but lots of other goodies!

- *Volunteers who work four or more hours in any one day may enjoy one complimentary meal (to a limit set by the hospital) in the cafeteria that day. Uniform and I.D. will signal the cashier to record items chosen as NO CHARGE.*
- *Free, convenient parking. If you usually drive to the hospital, please register for a parking sticker with the Security Department.*
- *Active volunteers may purchase personal prescriptions at a special discount in the hospital's pharmacy.*
- *The gift shop offers a 10% discount on all purchases except food, magazines, and newspapers.*
- *Volunteers who are injured or become sick on the job may be treated that day, at no charge, by the Employee Physician or in the Emergency Department, as appropriate.*
- *Documentation of your volunteer involvement is available at your request for prospective employers or schools.*
- *All volunteers are invited to an annual recognition event where the hospital formally honors them for their contributions throughout the year.*
- *Volunteers at Parkview are generally viewed as unpaid members of staff — of course, lots of responsibility comes with this benefit!*

WHAT TO DO WHEN YOU DON'T KNOW WHAT TO DO

- *Most Parkview employees are friendly, helpful people; tell someone that you don't know what to do! Talk to the Director of Volunteer Services, or the secretary, or your supervisor — someone. (Contrary to popular belief, Directors of Volunteer Services do not come equipped with magic wands; however, if they don't have an answer, they will try to find one.)*
- *You may witness disturbing events in a hospital: a child disfigured by an automobile accident; the multiple tubes involved in supporting a critically ill patient; death; behavior or actions by employees which upset or puzzle you. Try to resolve your distress before leaving the hospital. Bounce it off another person — perhaps another volunteer if it does not violate confidentiality, or a member of the Volunteer Services Department.*
- *Ask questions. If you don't understand, request clarification.*
- *If after you have explained, refused, and protested, a patient still insists on giving you a tip, for the sake of public relations (and his/her blood pressure), tell him/her you will accept it as a donation to the Volunteer Fund. And then, of course, see the secretary in the Volunteer Office, who will record the donation.*
- *Remain polite and note names.*



SUGGESTED READINGS . . .

*. . . for volunteers,
about volunteers,
about the programs
volunteers work in
and the administration
of programs*

- *BY THE PEOPLE*, a history of Americans as volunteers written by Susan Ellis and Katherine Noyes
- *EXPLORING VOLUNTEER SPACE*, a book inspired by the future, by Ivan H. Scheier
- *THE RIGHTS OF HOSPITAL PATIENTS*, a handbook in the series by the American Civil Liberties Union, by George J. Annas
- *THE JOURNAL OF VOLUNTEER ADMINISTRATION*, a quarterly journal published by the Association for Volunteer Administration
- *VOLUNTARY ACTION LEADERSHIP*, a quarterly publication from *VOLUNTEER* — The National Center
- *HOSPITAL GIFT SHOP MANAGEMENT*, a monthly magazine with articles and ideas of interest to both managers and salespersons
- *THE VOLUNTEER COMMUNITY*, addresses using volunteers creatively, by Eva Schindler-Rainman and Ronald Lippitt

- *SURVIVAL SKILLS FOR MANAGERS, a guide for volunteer directors and other managers, by Marlene Wilson*
- *AMERICA'S VOLUNTARY SPIRIT, a book of readings which demonstrate the impact the voluntary sector has on our lives, edited by Brian O'Connell*

Surprised? And there's more. Set up a time to browse if you want. The above materials and others may be used in the Volunteer Office. We will be pleased to make copies of articles or pages for you.

What we have covered in this handbook is by no means complete. It is a map to guide you on your journey in Parkview. As you gain experience, you may want to make notes of useful information on these blank pages. We wish you a challenging and exciting time.

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