

# Volunteer Services Department On-Line Orientation



**Pender Memorial Hospital**  
an affiliate of New Hanover Regional Medical Center

# Welcome!

*We are pleased to have you as a member of our volunteer team, working to provide the most efficient service possible to the most important person in the world - the patient. Whether you serve the patient directly or indirectly, your efforts bring comfort in some way to everyone who comes through the doors of our facilities.*

*The value of your work is immeasurable. Services provided by our volunteers help the hospital function more smoothly by freeing the hospital staff to take care of the primary needs of the patients. Volunteers provide the added touch that establishes an atmosphere of concern and compassion.*

*Your volunteer work helps promote the good will of the hospital through your knowledge of its operation, and can spark interest and support within the community. We hope you wear the uniform with great pride and a feeling of accomplishment in your work.*

*Thank you for your interest and welcome to the Pender Memorial Hospital Volunteer Program.*

*Tracy Register  
Coordinator of Volunteer & Gift Shop Services*

# About Our Hospital

Pender Memorial Hospital is a critical access hospital with a skilled nursing facility. We operate 25 acute and swing (short-term) rehab beds and 43 skilled nursing beds. The hospital opened in 1951. It became an affiliate of NHRMC in July 1999 when Pender Memorial Hospital officials signed a long-term operating agreement with New Hanover Regional Medical Center. The hospital is owned by Pender County.

## ❖ VISION

Pender Memorial Hospital will be recognized as a progressive community hospital whose foundation is a culture of continuous learning and a passion for serving others.

## ❖ MISSION

Pender Memorial Hospital provides quality primary healthcare to the citizens of Pender County and surrounding communities.

## ❖ VALUES

Respect  
Accountability  
Integrity  
Excellence  
Compassion  
Accountability  
Safety  
Pride



# About Our Hospital (continued)

## ❖ MEDICAL SERVICES

### ❖ DIAGNOSTIC SERVICE

- ❖ Are provided for our inpatients, outpatients and Skilled Nursing residents. The radiologists and pathologists at Pender Memorial are also members of the same respective physician groups at New Hanover Regional Medical Center and the NHRMC Orthopedic Hospital.

### ❖ EMERGENCY SERVICES

- ❖ Are provided 24-hours-a-day. The physicians that staff the emergency department are also members of the same respective physician groups at New Hanover Regional Medical Center and the NHRMC Orthopedic Hospital.

### ❖ HEALTH & DIAGNOSTICS

- ❖ Located in Rocky Point, offers comprehensive imaging services (CT, Digital Mammo, Ultrasound, X-Ray, Bone Density, and Echocardiography) as well as full-scale rehabilitation therapies.

### ❖ HOME CARE

- ❖ Provides in-home skilled nursing services, rehabilitation services, medical social services and certified nursing assistant services. The agency is able to provide care to patients within a 60-mile radius of the hospital, including Pender, New Hanover, Duplin, Brunswick, Bladen, Onslow, Sampson and Columbus counties.

### ❖ INPATIENT MEDICAL UNIT

- ❖ Is a 25-bed nursing unit dedicated to the inpatient care and short-term rehabilitation of patients being treated with surgery or medical conditions.

# About Our Hospital (continued)

## ❖ **REHABILITATION SERVICES**

- ❖ including Physical, Occupational and Speech Therapy, are available for inpatients, outpatients, Skilled Nursing residents and Home Health patients.

## ❖ **RESPIRATORY THERAPY**

- ❖ is available 24 hours a day providing oxygen administration, holter monitors, tracheostomy care and aerosol medication for inpatients at Pender Memorial Hospital. Outpatient services include arterial blood gas, electrocardiogram and pulmonary function tests.

## ❖ **SKILLED NURSING SERVICES**

- ❖ are offered for acute hospital care, short-term rehabilitation and long-term care. The Skilled Nursing Facility is located on the second floor of the hospital and can accommodate up to 43 residents. The staff personalizes care for the patients and residents to make sure their physical, social, emotional and rehabilitation needs are met.

## ❖ **SWING BED UNIT**

- ❖ is available for those who need short term-rehabilitation after being hospitalized.

## ❖ **SLEEP LAB**

## ❖ **SURGICAL SERVICES AND ENDOSCOPY**

- ❖ are available at PMH for both inpatients and outpatients in a beautiful Surgery Center. Surgeons based in Pender County, as well as specialists from surrounding communities, perform a variety of general surgery, endoscopy, gynecological, urology, podiatry and ophthalmological procedures.



# Volunteer Services

## Mission Statement

- ❖ The Volunteer Services Department will seek to provide quality supplemental services consistent with current needs of departments and available resources.
- ❖ Core values: human dignities, compassion, service excellence to all patients, families, physicians, and colleagues. We will witness our hospital mission by developing meaningful opportunities for our volunteers who will provide a team-centered, value focused service to further enhance the medical center's mission of quality to all in needs of it's services.
- ❖ The Volunteer Services Coordinator is responsible for the management and implementation of the volunteer program and responsible for recruiting, interviewing, orienting, training, placing and retaining all volunteers within the volunteer program.
- ❖ Presently PMH has 25 active adult/college volunteers serving in up to 7 placement areas. This summer, we will have a Jr. Volunteer Program that will consist of 13 students across Pender County. Our volunteers gave over 4,400 hours of service last year!

# Orientation Agenda

- ❖ Service & Operational Excellence - Pender Memorial Hospital's standards for employees and volunteers
- ❖ Environment of Care & Safety Training
- ❖ HIPAA Privacy Training
- ❖ Infection Control
- ❖ Wheelchair procedures
- ❖ Overview of polices and procedures
- ❖ Test

# SERVICE EXCELLENCE STANDARDS

Standards of Performance apply to all customers. What is a customer? At PMH, we define a customer as anyone who enters our doors or uses our services such as patients and their families, visitors, employees, volunteers, physicians and students.

**OWNERSHIP** – At PMH, each employee & volunteer is responsible for the outcome of his or her efforts and actions. Our work & volunteering is a reflection of ourselves as caring professionals. To that end, we commit to:

- ❖ Take pride in and be accountable to PMH as if it were our own business.
- ❖ Provide a safe environment for all who work & volunteer for or use PMH.
- ❖ Take financial responsibility by caring for medical center property, working efficiently, and identifying opportunities for savings.
- ❖ Resolve problems, either directly or through the appropriate resources.
- ❖ Acknowledge when customer needs have not been met and implement recovery strategies.
- ❖ Be empowered to proactively and creatively fulfill customer needs.
- ❖ Maintain competencies and strive to improve knowledge base within our field.
- ❖ Make personal image the responsibility of each individual.
- ❖ Demonstrate pride in appearance and grooming.
- ❖ Display name badge visibly above the waist.
- ❖ Maintain professional behavior at all times.
- ❖ Maintain competencies and strive to improve knowledge base within our field.



# SERVICE EXCELLENCE STANDARDS

**TEAMWORK** – At PMH, we have a common purpose: serving our patients and community. Our co-volunteers are our teammates. With everyone contributing, our job performance will excel. To that end, we commit to:

- ❖ Work cooperatively with teammates within our department and throughout the medical center.
- ❖ Take the initiative to help each other – it's everyone's job. Meeting and exceeding our patients' needs is every volunteer's responsibility.
- ❖ Understand and respect how other departments function. Honor deadlines and avoid last-minute requests.
- ❖ Recognize and reinforce positive behavior.
- ❖ Share ideas. Offer suggestions for improving the medical center.
- ❖ Welcome new teammates by orienting and coaching in a positive manner. Encourage, support, and praise teammates often.
- ❖ Maintain good attendance and be on time – ready to work.

# SERVICE EXCELLENCE STANDARDS

**COMMUNICATION** – At PMH we listen to our customers and teammates to fully understand their needs. Our messages should be delivered with courtesy, clarity, and care. To that end we commit to:

- ❖ Acknowledge customers and teammates by listening attentively, maintaining eye contact, and speaking to them directly and respectfully.
  - ❖ Use scripting such as, “How can I help?” or “I have time.” Avoid jargon. Use A.I.D.E.T. during patient/customer interaction.
- A – Acknowledge    I – Introduce    D – Duration    E – Explain    T – Thank You**
- ❖ Use proper telephone and electronic communication etiquette.
  - ❖ Answer phone promptly.
  - ❖ Answer using department name and your name (also use title in clinical areas).
  - ❖ Maintain pleasant tone and ask permission to put someone on hold.
  - ❖ Respond in a timely manner to patient and customer requests by following up and giving feedback.
  - ❖ Keep personal conversations in private places, and do not gossip.
  - ❖ Coach in private; commend in public.
  - ❖ Offer assistance to those who look confused. Escort, rather than point, patients, family members, visitors, and new staff to destination.

# SERVICE EXCELLENCE STANDARDS

**COMPASSION** – At PMH our desire is to meet our customers' needs with the utmost compassion, care, and courtesy. To that end, we commit to:

- ❖ Anticipate customers' needs, expectations, and anxieties.
- ❖ Honor the privacy and dignity of patients and family members.
- ❖ Make patients the priority for elevator usage.
- ❖ Knock before entering rooms; pull curtains when appropriate.
- ❖ Refrain from discussing patient information in public places.
- ❖ Maintain a quiet environment.
- ❖ Be an advocate for patients, families, and teammates.
- ❖ Communicate confidence in other departments sharing in the patient's care.
- ❖ Demonstrate empathy.
- ❖ Respect cultural differences.
- ❖ Show that we care – always follow up.



# AIDET

**AIDET** is a list of key words that remind us of what is expected from us as volunteers and staff when we interact with patients and family members.

- **A = Acknowledge** the patient, by their last name if possible.
- **I = Introduce** yourself, your job title, and any other relevant information that may put the patient more at ease.
- **D = Duration** of procedure. Describe how long the procedure will take, how long they're going to be there, how long they may have to wait for test results, etc.
- **E = Explain** the tests, any type of pain involved, what happens next, and so on. Connect key words with patient safety and "excellent care."
- **T = Thank you.** Thank the patient for their time and for choosing our hospital.

**An important note to remember:** AIDET is not just for caregivers. All employees, volunteers and others regardless of job title, should use this guideline to frame their interactions with others. Its purpose is to reduce anxiety among patients and families and to help establish expectations among colleagues.

# Steps to Becoming a Volunteer

- ❖ **Application** - A prospective volunteer must complete volunteer application.
- ❖ **Online Orientation** - Volunteer orientation is required to ensure that all volunteers have an understanding of universal precautions, fire safety, and patient confidentiality, as well as the rules and regulations of the volunteer program and knowledge of hospital policies and procedures.
- ❖ **Interview Process** - After online orientation tests are received, an interview will be conducted with the volunteer coordinator and a mandatory background check will be ordered.
- ❖ **TB Screening, Flu Shot, ID** - During the interview, the prospect will complete a background check application. After the background check has been cleared, new volunteers will receive a TB screening and flu shot. Coordinator will take a photo for the ID. If a volunteer begins during the summer months, flu shot will be required in the Fall. If a volunteer cannot receive a flu shot, service may be limited during flu season, in accordance with regulations of the Department of Infectious Disease. Volunteers who choose to forego the flu shot will not be permitted to volunteer between the months of November – April.
- ❖ **Training** - Additional training is expected in all areas. All new volunteers shadow with an experienced volunteer before serving on their own. The amount of training time needed is determined on an individual basis.

# Environment of Care & Safety Training

- ❖ In an effort to promote a safe environment and in order to meet regulatory requirements, Pender Memorial Hospital requires all employees, volunteers, contract employees, temporary employees and students to receive Environment of Care and Safety Training.
- ❖ Every precaution is taken to ensure your safety while volunteering at NHRMC. The Safety Committee reviews safety procedures continually. However, the ultimate responsibility is with you and your ability to cooperate and think clearly in an emergency. NHRMC has established definite procedures to follow in time of emergency such as fire, local disasters or bomb threats. Take time to learn these procedures. If you are fully prepared, you will be able to act quickly, which in certain situations can mean the difference between life and death.
- ❖ The most important thing to remember in any type of emergency is to KEEP CALM and NEVER RUN! The simplest way to do this is to know in advance and to be familiar with all phases of your duties.
- ❖ In the event of an emergency, follow the lead of an employee at the scene.
- ❖ Topics that volunteers are trained in will consist of:
  - Emergency Management, Life Safety, Security, Fire Safety
  - Standard Precautions/Infection Control/Isolation Rooms
  - HIPAA and Patient Privacy



# Emergency Codes

**In case of emergency, all staff, volunteers and students are expected to know how to call for assistance.**

**To call in an emergency alert:**

**Dial the Operator by dialing 0 on any phone.**

**State your name, location and describe the emergency situation.**

For example, if you are assisting with discharging a patient and he or she falls as they get out of the wheelchair and cannot get up:

1. Call the appropriate emergency number, as indicated above.
2. State your name and location: This is Mary, I am in the main lobby of the hospital.
3. Describe the situation: my patient fell when getting out of the wheelchair and he cannot get up. We need assistance.
4. You will hear the following paged overhead:  
Medical Alert - Assistance Needed - Main Lobby
5. Assistance will be there within minutes. While you wait for assistance to arrive, stay with the patient reassuring him or her that help is on the way. Do NOT attempt to lift or move a patient who cannot get up by themselves

# Fire Procedures

In the case of a fire, or sight or smell of smoke: Volunteers should maintain proficiency in this area by reviewing this information annually. Commit these acronyms to memory and act accordingly:

## **Fire (Code Red) – RACE**

**Rescue** – Persons in immediate danger

**Alarm** – Pull fire alarm & dial emergency #. Tell the operator your location and describe the situation

**Contain** – Close doors & windows

**Extinguish** – Use fire extinguisher

## **Fire Extinguisher Use – PASS**

**P**ull the pin.

**A**im at the base of fire.

**S**queeze handle to discharge

**S**pray in a sweeping motion

## **Chemical Spill (Code Spill) – RAFT**

**R**emove all persons in danger

**A**void contact with the chemical

**F**ind the MSDS – Call 1-800-451-8346

**T**elephone Emergency code # alerting them of the spill.

***“Know the location of the nearest fire pull box, the nearest fire extinguisher, and the closest exit.”***

# Plain Language Alerting

Plain Language Alerts will be placed into one of three categories that will be announced with all overhead and text alerts:

- Facility Alert
- Security Alert
- Medical Alert

Specific details will be provided in each alert, to make sure that everyone involved clearly understands the threat and how to respond.

The following pages are examples of alerts you may hear while at the medical center. If you are unsure of what to do, ask any staff member for guidance.

# Plain Language Alerting

## Examples of Facilities Alerts:

Fire/Sight or Smell of Smoke:

Facility Alert + Code Red+ [LOCATION]

Mass Casualty (Formerly Code Aster) – Indicates an event in the community that will bring many injured patients to the hospital at one time.

Facility Alert + Mass Casualty + Emergency Dept

Utility Failure (Formerly Code White) indicates telephones or computers are down .

Facility Alert + [Type] + [Location] + Implement downtime procedures

# Plain Language Alerting

## Examples of Security Alerts:

Missing Infant/Child (formerly Code Pink) – A baby or child is missing. Everyone should be alert.

Security Alert + Missing Child + SECURE the area and SEARCH for [Description of missing person (age/race/gender/clothing)] + Last known direction they were headed and if there was anyone with them

Impaired or Missing Person >18 years old (new alert)

Security Alert + Missing Person + SECURE the area and SEARCH for [Description of missing person (age/race/gender/clothing)] + Last known direction they were headed and if there was anyone with them

Active Shooter indicates a person with a gun or other firearm is on the campus.

Security Alert + Active Shooter + [LOCATION] + All persons should immediately move away from that location if it is safe to do so. If it is not safe to move away, shelter in place immediately

# Plain Language Alerting

## Examples of Security Alerts:

### Hostage Situation (formerly Code Orange)

Security Alert + Hostage + [LOCATION] + All persons should immediately move away from that location if it is safe to do so. If it is not safe to move away, shelter in place immediately

### Critical Security Threat (formerly Code Watch)

If single department: Security Alert + LOCKDOWN + [LOCATION] + Immediately move away from that location

If campus wide: Security Alert + LOCKDOWN + Campus Wide + Seek Shelter Immediately

### Threat of Violence (formerly Code Strong)

Security Alert + DISTURBANCE + LOCATION



# Plain Language Alerting

## Medical Alerts:

Respiratory/Cardiac Arrest - Remains Code Blue

Medical Alert + Code Blue + [LOCATION]

Non-Life-Threatening Medical Emergency (replaces Code Gray)

Medical Alert + Assistance Needed + [LOCATION]

# Plain Language Alerting

In Summary-

If there is an emergency in your area, dial 0 from a phone or find the nearest staff member in your area.

Be prepared to state your name, location and describe the situation. Stay calm and speak slowly and clearly.

Authorized persons allowed to call/cancel overhead page include:

- Safety Officer
- Patient Care Supervisor
- Senior Leadership
- Administrator on Call
- Manager



# HIPAA Privacy & Confidentiality

- ❖ The Health Information Portability & Accountability Act (HIPAA) regulates how a patient's privacy is protected. This federal law became effective April 21, 2005 and ensures that all patient health information remain confidential.
- ❖ Guarding a patient's privacy takes many forms including paper, electronic, and oral information. Protected PHI (patient health information) include: name, address, zip code, relatives' names, name of employer, birth date, telephone number, fax number, e-mail address, finger/voice prints, photographic image, social security number, medical record number, health plan beneficiary number, account number, certificate/license number, vehicle or other device serial number, IP address, and any unique identifier, character or code.
- ❖ If a patient has chosen to keep their hospitalization confidential by opting out of the patient information system, you are obliged to uphold that decision. We do not call Admitting or the Nursing Unit to inquire about a patient's choice. If a patient does not appear in the system, they "are not here." Visitors may call a family member to inquire, but we cannot assist in finding a patient who chooses to maintain their privacy.

# HIPAA Privacy & Confidentiality

## What does this mean to you, the volunteer?

- ❖ Only access information that you need to do your job.
- ❖ Show compassion and concern without prying. Greet with “How may I help you?” rather than, “What brings you here today?”
- ❖ Never leave material containing PHI unattended.
- ❖ Dispose of confidential materials in shredder bin.
- ❖ Always log off your computer or minimize the program before leaving your work area. Turn off the screen if you step away.
- ❖ Most breaches in confidentiality occur with no harm intended through human error. Make sure that you are in compliance with the HIPAA standards by protecting the privacy of the patient. If you have questions or concerns, please contact your Volunteer Coordinator or the Corporate Compliance/Privacy Officer, Vera Newkirk, at 815-5331. You may also contact the Compliance Hotline 1-800-348-9847. All phone calls are confidential.
- ❖ Violations of HIPAA will result in disciplinary action.



# Patient Advocate Line (P.A.L.)

- ❖ PMH will thoroughly investigate and resolve any complaint/grievance. Patient complaints may be filed or initiated:
  1. Directly with PMH management
  2. Through the Patient Advocate Line (P.A.L.)
  
- ❖ *For the PMH Campus ext. 328 (internally) or Phone 910-259-5451 x328 (externally)*  
*For Spanish-speaking patients: 910-815-5369*
  
- ❖ Should a patient or patient's family member express a complaint or grievance to a volunteer, the volunteer's responsibility is to:
  1. Encourage the family member to speak directly with staff or management of the unit with whom they have a complaint/grievance.
  2. If the family member or patient is uncomfortable speaking directly to staff and if you cannot locate a supervisor, then direct them to leave a message on the PAL Line. Explain they will get a call back within 24 hours
  3. Notify their Volunteer Coordinator of the situation at hand.
  
- ❖ PAL operates from 8:30 AM to 5:00 PM, closed on the weekends and hospital holidays. For an urgent issue please contact the manager, nursing supervisor or Risk Manager on call.

# Infection Control

## Standard Precautions/Infection Control:

- ❖ Standard Precautions, Infection Control and Isolation guidelines prevent transmission of infections by washing hands, wearing Personal Protective Equipment (PPE) masks, gloves, gowns, and other measures to reduce the risk of infection. Volunteers must practice the same standard precautions that healthcare workers are required by law to follow. Volunteers will receive additional training relating to their specific assignment upon placement.
- ❖ We treat all body substances as potentially infectious; therefore, all patients at all times will be regarded as potentially infectious. If you decide to serve patients directly, you must wash your hands every time you enter or leave a patient room. Washing with Purell or other antibacterial gel is sufficient for entering and leaving the room.
- ❖ Never touch dirty paper, towels or other patient care items without wearing gloves. Gloves are available in all patient care areas, as well as most volunteer services areas. Always thoroughly wash hands after any contact with soiled materials.
- ❖ REMEMBER: Hand washing and personal hygiene are the most effective deterrents to the spread of infection in the hospital. Wash hands every time you enter or exit a patient room.





# Infection Control (continued)

## Hand Washing Basics:

- ❖ Wash hands with liquid soap – not bar soap. Waterless soap (such as Purell) is an acceptable alternative and Purell dispensers are found throughout the hospital.
- ❖ Wash for 15 seconds, rubbing well.
- ❖ Pay special attention to creases, between fingers, rings, and fingernails.
- ❖ Rinse well, keeping tips of fingers pointed down.
- ❖ Dry with a paper towel.
- ❖ Use same towel to open door.
- ❖ Wash before and after patient care, before and after eating, after handling specimens, after coughing or sneezing, after bathroom visits, and before and after handling equipment or soiled linens.



# Infection Control (cont'd)

## Isolation

- ❖ Patients are isolated for various reasons. A volunteer should NOT enter a room marked “ISOLATION” or “Contact Precautions” unless specifically trained to do so.
- ❖ Always check with the nursing station if called on an errand for an isolation patient or for e-mail, mail, or flower delivery. Isolation is used not only to protect visitors from disease but also to protect the patient from visitors’ germs. In these instances, ask hospital staff at the nurse’s station to deliver the flowers or mail for you.
- ❖ **If you enter an isolation room by mistake, notify the charge nurse and your Volunteer Coordinator.**

# Wheelchair Etiquette

- ❖ All volunteers should be aware of the proper technique for using wheelchairs.
- ❖ PMH uses two types of Wheelchairs:
  - ❖ Staxi Chairs have the brake incorporated into the top bar of the wheelchair
  - ❖ Traditional wheelchairs require that the brakes be applied at the wheel on each side of the chair
- ❖ Any volunteer who will be transporting patients will be shown how to use each wheelchair as part of orientation.
- ❖ Volunteers transport patients who are not in obvious distress, who are able to get into and out of the wheelchair with minimal assistance, and who are not too heavy to be transported safely (250 lb. limit).
- ❖ If a patient requires lifting or physical exertion to get in or out of the wheelchair, volunteers are expected to request assistance from a staff member.



## Wheelchair Etiquette (continued)

- Never leave a patient unattended.
- Never lift a patient or visitor into a chair.
- Never attempt to move a patient from a vehicle.
- Smile, maintain good posture and a pleasing voice.
- Listen carefully to what the patient and/or family members are saying.
- Address the patient by his/her proper title and name. (Mr./Mrs.Smith)
- Be sensitive to noise in patient areas.
- Protect patient's modesty and comfort.
- To immobilize chair, use brakes.
- Back into elevators when possible.
- When properly in chair, put footrests down and put the patients feet on them.
- Remind patient to keep elbows inside chair and hands in lap, especially when going through a door or other opening.
- Travel at a slow steady pace.
- Stay on the right side of hallways.
- When turning corners, use mirrors to check intersecting traffic.
- Report unsafe wheelchairs to a staff person.
- Do not use wheelchairs for unprofessional purposes or horseplay.
- Always wash hands and wipe down the chair after transporting a patient.



# Ergonomics/Body Mechanics

- ❖ Volunteers should always follow hospital safety rules by applying good body mechanics.
- ❖ Get help when the load is too heavy. Volunteers do not transport patients who weigh more than 250 lb.
- ❖ Always grasp items firmly when lifting. Lift using your leg muscles and keep feet shoulder width apart. This will protect your back.
- ❖ Carry items close to your center of gravity (close to your body) and never twist.
- ❖ Set objects being carried down by using leg muscles. Do not bend over at the waist. Bend with your knees or squat when lifting items.
- ❖ Remember, if you need help lifting ask for assistance. **Volunteers should never attempt to lift a patient!**

# Volunteer Services Policies & Procedures

As a volunteer, you become part of the hospital team. You are entitled to some of the benefits as well as subject to the same rules and regulations that govern the hospital staff. The ideal hospital volunteer maintains a well-groomed appearance, along with cheerful and business-like behavior.

In order to protect the rights and safety of volunteers, employees, patients and others, it is necessary that each person adhere to certain rules and regulations to conduct themselves in a professional manner. PMH reserves the right to apply the necessary corrective action upon the violation of rules and regulations. These include a verbal warning, written reprimand, suspension and dismissal. Dismissal may take place without prior warning in the case of a major violation.

Major violations which demand immediate corrective action are: theft, assault and/or battery, gambling, insubordination (which includes refusing to submit to instructions or verbal abuse directed at one's supervisor or department manager), smoking, destruction of property, intoxication, immorality, harassment, weapons on hospital property, discourteous or unethical conduct, willful disregard for safety and/or security regulations, making negative statements that reflect on the PMH physicians, staff members, patients or visitors, horseplay, or loud or boisterous conduct, telephone misuse, breach of confidentiality, misrepresentation, gross negligence or carelessness that might result in property damage or injury, and conviction of a serious crime



# Volunteer Policies & Procedures

## ACCIDENTS

If you are injured or involved in an accident while on duty, report the incident immediately to your coordinator or a staff member, so they can document the incident and if necessary refer you to the emergency room or your physician. The volunteer's primary insurance company must handle medical treatment for personal injury unless it is related to hospital negligence. Junior volunteers must have parental consent before being treated. Report any accident/incident you may be involved in to Volunteer Services regardless of how minor it may appear.

## ANNUAL EDUCATION/HEALTH SCREENING

All volunteers are required to renew their education annually. This may be completed online. You will receive an email prior to your due date each year. If you prefer to complete your education with paper and pencil, notify your coordinator.

## BADGES

A volunteer ID badge will be provided through the Department of Special Police. Badges must be worn at all times while volunteering, above the waist with picture showing. If lost, replacement will be at your expense. Never wear your volunteer badge to the hospital, unless you are actively volunteering. Upon exit from PMH's Volunteer Program, your badge must be returned to your coordinator. If you forget your badge when you come to the hospital, please tell your coordinator so a temporary badge can be provided.

## ATTENDANCE

Volunteers are expected to report for duty as scheduled in order to provide uninterrupted service to patients, personnel and visitors. Please be in place as scheduled. If unable to volunteer due to sickness, vacation or a sudden incident, please call your coordinator.

# Volunteer Policies & Procedures

## **BREAKS**

As a volunteer, you are entitled to the same break and lunch times as employees: a 15-minute break if working a four-hour shift and a 30-minute lunch break when you are here for an eight-hour day.

## **CONFIDENTIALITY**

Volunteers never divulge information of any kind about a patient's treatment to anyone outside the hospital and should not discuss their personal problems with doctors or nurses. A confidentiality statement must be signed by each volunteer annually (see HIPAA information below)

## **CONDUCT AND PROFESSIONALISM: CUSTOMER SERVICE**

We ask that our volunteers be loyal to the hospital they serve. As a volunteer you represent PMH to Burgaw and surrounding communities. Be an "Ambassador of Good Will" whenever possible. Be familiar with and agreeable to the goals and visions of the hospital. It is the responsibility of every employee and volunteer to avoid adverse criticism of PMH, its staff, or patients while working or visiting. Those unwilling to follow this policy, after just consideration, may lose their volunteer status. Please remember to always be cheerful, courteous, efficient, understanding, compassionate, and professional in your conduct.

## **FLU SHOTS**

All staff and volunteers of NHRMC are required to receive a flu shot unless you have documented medical or religious reason for deferring the shot. If a volunteer chooses to refuse the flu shot, he or she cannot volunteer during flu season. Flu shots may be declined with a medical or religious exception. Volunteers who decline flu shot for medical or religious reasons will be required to wear a mask in patient care areas during flu outbreaks.



# Volunteer Policies & Procedures

## GRATUITIES AND GIFTS

Volunteers do not solicit or accept gifts, gratuities, tips or services from patients, visitors, or vendors. Donations should be directed to the NHRMC Foundation with a designation for the Volunteer Program.

## GRIEVANCES

All Volunteers are to receive fair and equitable treatment and to be provided a means of appeal and review of problems related to their volunteer positions. Volunteers are encouraged to resolve disputes informally. If a volunteer has a grievance, it will be heard according to hospital policy by the area coordinator, manager, director and VP in that order.

## HARASSMENT

All employees and volunteers have the right to work in an environment free of discrimination. This includes freedom from harassment based on sex, age, race, national origin, religion, sexual orientation or membership in any protected group. PMH prohibits harassment of any form by supervisors, co-workers (including volunteers), patients, medical staff members, or visitors. If you believe that you have been the subject of harassment, report the alleged act immediately to the volunteer coordinator. Likewise, any volunteer found, after appropriate investigation, to have engaged in harassment will be subject to disciplinary action, up to and including dismissal.

## HOLIDAYS

The following holidays are observed by PMH: Thanksgiving Day, Christmas Day, New Year's Day, Good Friday, Memorial Day, Independence Day, and Labor Day. Volunteer Services is closed on these holidays. If you choose to volunteer on a holiday, you will receive double hour credit.



# Volunteer Policies & Procedures

## ILLNESS/MEDICATIONS

If you are taking any type of medication that alters your behavior, or if you are experiencing clinical symptoms of illness, or if for any reason your ability to function normally is affected, please DO NOT plan to work. Notify your Coordinator.

## INCLEMENT WEATHER

Inclement weather events: snow, ice or other weather related conditions occasionally prevent or delay your arrival to the hospital. You are encouraged to exercise discretion in evaluating the appropriateness of travel in inclement weather.

## INCIDENT REPORT

An incident is any unusual occurrence not consistent with the routine operation of the hospital. All incidents, regardless of their severity, are important and must be reported to the volunteer coordinator.

## LEAVE OF ABSENCE

Volunteers requesting a leave of absence must contact their coordinator. If possible, state the length of your absence. Realize that we cannot promise to keep your position open beyond 3 months. After a leave more than 3 months in duration, we will be happy to find a placement for you, but it may not be your previous schedule or position.

*Following a medical leave of absence, the volunteer must have a doctor's permission to return to work.*

# Volunteer Policies & Procedures

## LIABILITIES

NHRMC provides liability insurance for the volunteer while on duty.

## PERSONAL BELONGINGS

The hospital cannot assume responsibility for items lost or stolen. Refrain from bringing personal valuables (cameras, large amounts of cash, etc.) while volunteering. Leave valuables at home or locked in your car.

## PERSONAL TELEPHONE CALLS

We request that you handle personal business (visiting a patient, making phone calls, etc.) before or after you clock in or out. Limit personal calls to those that are necessary and make them as brief as possible.

## RESIGNATION/EXIT INTERVIEW

Any volunteer wishing to resign is expected to give oral or written notice two weeks prior to leaving. An exit interview will be scheduled by your Volunteer Coordinator. Your ID badge will be handed in at this time.

## RESPONSIBILITIES

Volunteering is a commitment. Since schedules are planned to meet the needs of specific areas, you are depended on for the time to which you agreed. There will, of course, be times when you must be absent. If you are unable to find a substitute or someone to swap times with you, please notify your staff contact. It is helpful if you can give two weeks advance notice. In emergencies, please call your staff contact. Substitute volunteers who agree to work at a specific time assume the same responsibilities as the regular worker.

# Volunteer Policies & Procedures

## **SIGN-IN & SIGN-OUT**

For liability coverage, we must know when you arrive and when you leave the campus. Remember to clock in and out using the PIN number assigned. Keeping track of your time is necessary for hospital statistics and in awarding pins for hours served. If you forget to sign out, you will automatically be given 4 hours for that shift. It is not necessary to return to campus or call a coordinator to sign you out.

## **SMOKING POLICY**

PMH is a smoke-free and vape-free campus. Smoking, chewing tobacco or the use of eCigarettes is not tolerated on any campuses of NHRMC, in the parking lots, in cars, etc. Smokers must go off campus to do so.

## **SOLICITATION**

Solicitation of any kind is against PMH policies.

## **SPIRITUAL CARE**

Chaplains are available 24 hours a day, seven days a week and are available to spend time with patients, family members and staff members. Chaplains are on a on-call/as-needed basis. Our nursing units have the list of volunteer Chaplains. The Chapel is open 24/7 for prayer, meditation or moments of silence.

## **TAX DEDUCTIONS**

Mileage accrued in driving to and from your volunteer assignment is tax deductible. The cost of your volunteer uniform is also deductible.

# Volunteer Policies & Procedures

## **DRESS CODE – Please be familiar with this entire policy.**

- ❖ Volunteers should always maintain a professional appearance. Volunteers are often the first impression of the hospital for visitors. A volunteer uniform is to be worn while on duty.
- ❖ Uniforms must be clean and well pressed. You are identified, as are all who work in a hospital, by your uniform and your badge. The dress code listed below will allow you to be safe and comfortable while volunteering.
- ❖ For your safety, wear closed-toe shoes. White or tan tennis shoes or comfortable walking shoes with rubber soles and low heels are recommended.
- ❖ Wear white, khaki or black pants with teal uniform shirt or jacket. White, khaki or black dress chino capris are allowed during the summer months only.
- ❖ Wear ID badge while on duty.
- ❖ Perfume/cologne may not be worn while volunteering.
- ❖ Hats may not be worn, unless you volunteer out of doors.
- ❖ Jewelry should be limited.
- ❖ No denim, no shorts, or leather apparel may be worn.
- ❖ Personal cleanliness is imperative.
- ❖ Hair/nails should be neatly groomed at a moderate length and clean.
- ❖ No abbreviated apparel should be worn.
- ❖ Do not wear any type of campaign/cause pin, badge, etc.



# Volunteer Policies & Procedures

## General DOs & DON'Ts

- DO** familiarize yourself with the hospital so that you can give good directions. If you do not know how to find a department or other area, find out for future reference.
- DO** arrive for work on time. Be considerate by arriving five or ten minutes early for orderly transition.
- DO** obtain your own substitute if you are unable to work. If you need help, notify your volunteer coordinator. Do not make changes in the schedule without consulting your coordinator.
- DO** knock before entering a closed or partially closed door.
- ALWAYS** wait for doctor or nurse to finish talking to patient before entering the room.
- DO** perform any reasonable duties requested by hospital staff member.
- DO** ask questions when you are not sure about something.
- DO NOT** take responsibility you have NOT been authorized to assume.
- DO NOT** give a patient anything to eat or drink without checking with the nurse.
- DO NOT** enter the room of a patient in ISOLATION, unless trained to do so.
- DO NOT** divulge patient health information (PHI) obtained while on duty.
- DO NOT** eat, drink, or do crafts while on duty. You may excuse yourself to the volunteer breakroom for any snack or drink while on duty.
- DO NOT** discuss your personal problems with doctors or nurses.
- DO NOT** leave your desk unattended. If you MUST leave, call staff for help.
- DO NOT** offer personal medical advice.



# Volunteer Benefits

Pender Memorial Hospital acknowledges the generous work of the volunteer team in many ways. Following is a list of the benefits offered to members:

- ❖ Coverage of liability insurance while on duty.
- ❖ One free meal per day up to \$5.00 in the cafeteria.
- ❖ Discounts at the Gift Depot.
- ❖ Employment references.
- ❖ FREE TB/PPD screenings and FREE Flu shots.
- ❖ Invitations to special hospital-wide events for employees & volunteers.
- ❖ Library and information resources.
- ❖ Recognition/Award pins.
- ❖ Tax deductions (mileage, uniform).

# Annual Requirements

- ❖ Volunteers cannot begin their assignment until all documentation is complete.
- ❖ Volunteers are required to complete the following annually:
  - ❖ Annual Education Review & Competency assessment, including Safety, Confidentiality and HIPAA training.
  - ❖ TB/PPD Screening or other Employee Health Screening, depending on service area.
  - ❖ Flu shot





**Pender Memorial Hospital**

an affiliate of New Hanover Regional Medical Center

Thank you for completing the  
PMH Volunteer Services Online Orientation!

Please click on the link to proceed to the  
Online Orientation Test.

[Online Orientation Link](#)

You must make an 80% to pass the test.