



**CEDAR PARK
REGIONAL
MEDICAL CENTER**

A partner of the  Seton Family of Hospitals

Volunteer Services Handbook & TRAINING GUIDE



Cedar Park Regional Medical Center

Providing *Thoughtful Care* every day for you and your family.

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Thank you for volunteering!

Volunteers have played a critical role in hospitals for centuries. They supplement the services hospital staff provides to patients, their families and guests. Additionally, they play an important role in patient satisfaction and add a special dimension of personal service and care. Volunteering can provide new friendships, as well as a source of pride, enjoyment and challenge.

We appreciate, respect and believe in the need for your volunteer services. You are an invaluable asset and are kind to generously give your time and talent without financial gain.

Program Goals & Objectives

Goals: To offer individuals in our community a variety of opportunities to provide clerical or administrative support, or assist hospital employees in other ways that support and reinforce CPRMC's mission of delivering extraordinary patient care.

Objectives are to:

- Support hospital staff in order to extend the best patient care possible.
- Encourage volunteers to reach their individual goals.
- Promote community service by providing volunteer opportunities.
- Foster and promote interest in healthcare, medical and paramedical careers.
- Enhance the atmosphere of the hospital, providing comfort, support and calm for the visitors, patients, employees and physicians.

Reporting

All volunteers report to the Area of Service Chairman (if applicable) and the Volunteer Services Coordinator.

Scheduling & Staffing:

- Volunteers must sign in/out for each shift worked.
- Volunteers are not allowed to sign in/out for another volunteer.
- Credit for double hours will be given to those who volunteer on holidays, weekends and evenings, as well as to those who cover a double shift due to a vacancy.
- If a volunteer can not make the scheduled shift, they must report to the Area of Service Chairman and the Volunteer Services Coordinator so the shift can be filled.

Evaluation:

An evaluation will be conducted once a year (or after 50 hours of volunteer service) by the Volunteer Services Coordinator and is based, in part, on the department manager's evaluation, also given at that time.

Documentation:

A file is maintained on each volunteer and will include the application, yearly performance evaluation, signed confidentiality agreement, drug testing results, criminal background check results and copies of any complaints or compliments. It may also note any health concerns or limitations.

Training & Orientation

The Volunteer Services Coordinator will place a volunteer according to his/her preferences and/or career goals and appropriate competencies. Once the criminal background check and drug screening is complete, placement, training and orientation will begin.

Department-Specific Training:

For volunteers who will work in a specific department on a regular basis, the department manager or the Area Service Chairman will conduct a training session. This ensures that the volunteer understands the needs for the department, the work process, and who to go to for questions.

Volunteers who will transport patients within the hospital must be physically able and have special training by their assigned department. For certain departments, a physical (bending, lifting, etc.) and/or a competency test may be given.

Volunteer Orientation

The Volunteer Services Department is committed to providing all volunteers with the highest caliber orientation that will result in professional volunteers who exhibit a positive image for the hospital and a commitment to our patients and their families. Training and orientation topics include:

- Volunteer Handbook
- Dress Code & ID Badge
- Fire Safety
- Hospital Mission and Vision
- Patient Confidentiality/HIPAA Training
- Infection Control & Risk Management
- Patient Rights and Responsibilities
- Receive Code of Conduct booklet
- Community Cares program
- Confidentiality Agreement
- Benefits & Recognition Program

This orientation should be reviewed or attended once a year.

Volunteer Opportunities

Nearly every hospital department has opportunities for volunteers. Some of the key departments include:

- Information Desk
- Emergency Room
- Surgical Waiting Room
- Marketing/Community Relations
- Administration/Medical Records
- Other Waiting Rooms/Visitor Areas
- Women Services
- Med/Surg Unit
- Pre-op
- HR/ACCT/It
- Materials Management
- ICU/PCU
- Newspaper Delivery

You will receive a job description as well as training for the department(s) where you serve.

Miscellaneous Duties:

Duties vary by department, however key duties include:

- Greet, assist and comfort patients, family and visitors.
- Answer phones, filing and general office duties.
- Provide comfort, water, etc. for patients; assist staff with charts and other errands.
- Assist with hospital tours and special events/projects.
- Patient escort and/or transportation within various areas of the hospital (with training).
- Assist with internal and external events.
- Sign language or assistance with foreign language translation.
- Restock supplies where needed.
- Deliveries to patients (i.e. magazines, books, newspapers, flowers).

Basic Requirements for Volunteers

- Complete an application.
- Have a personal interview with Volunteer Services Coordinator.
- Have a TB skin test for Tuberculosis. (For as long as you are a volunteer, you will be given this test on the same schedule as regular employees.)
- Agree to a criminal background check, which is paid for by the hospital. No felony convictions allowed.
- Attend Orientation.
- Read, sign and adhere to Community Health Systems, Inc. "Code of Conduct."
- Read, sign and adhere to Community Cares "Service Excellence Standards of Performance Handbook."
- Read this handbook and sign the back page.
- Sign the Confidentiality Agreement.
- Agree not to directly observe patient care without patient and supervisor's consent.
- Have specific departmental training in the area to be worked.
- Adhere to uniform or dress standards.
- Be punctual, reliable and accepting of supervision.
- Have respect for patient privacy.
- Display dignity, courtesy and consideration for others.

Emergency Situations

If an emergency occurs, the hospital disaster plan may include areas where volunteers can lend support. During an external or internal disaster, volunteers may be utilized to render basic patient care (e.g., nurse assistant) – only if that person possesses proof of license or certification that they have received appropriate training. However, prior to providing such patient care, the volunteer must be checked against the OIG's List of Excluded Individuals/Entities the following must be completed.

The volunteer must be closely supervised by an employed, licensed or certified staff member and have had orientation in fire safety. Those who have clinical training, etc., will be asked to be easily accessible for patient care needs.

Risk Management And Safety

Rules of Conduct

- Volunteers are responsible for the same standards expected of regular employees: to be prompt, dependable, efficient, accountable for actions, and accepting of supervision.
- Volunteers are responsible for adherence to the guidelines of the department where assigned, as well as reading, signing and adhering to CHS Code of Conduct.
- Any volunteer who displays disruptive conduct, major personality conflicts, theft, drug abuse or any other unacceptable behavior as outlined in the CHS Code of Conduct may be terminated by the Volunteer Services Coordinator.

General Rules:

- Please keep your cell phone on vibrate and use only in emergency situations.
- No gum, drinks, or food while in your assigned area.
- No smoking is allowed anywhere on campus at CPRMC.
- No visitors while on duty.
- Do not take personal belongings or anything of value to assigned work area.
- Never enter "Strict Isolation" rooms.
- Do not enter a patient's room, unless instructed to do so.
- Always knock and wait for an answer before entering a patient's room.
- Never read a patient's chart.
- Accept instructions and constructive criticism gracefully.
- If you find it necessary to change shifts or work for another volunteer, please let the Department or Volunteer Services Manager know.
- If a volunteer cannot make their assigned shift, he or she must call their Volunteer Services Director.
- Name tags must be worn at all times while on duty. A lost name tag must be replaced immediately.
- Do not accept money from patients or visitors.

Grounds for Dismissal:

- Use of any alcohol or illegal drugs.
- Disregarding a supervisor's instructions.
- Three consecutive non-reported (no show) absences.
- Smoking anywhere on hospital grounds.
- Unprofessional relations with patients, staff or other volunteers.
- Continued disrespectful conduct or attitude.
- Breach of confidentiality.
- Gossiping.
- Inappropriate uniform and identification.
- Failure to follow hospital policies and procedures.

Dress Code & Personal Appearance

For the safety of volunteers, patients and guests, all volunteers should be easily identifiable while working in the hospital.

Name Badge:

While on duty, volunteers must wear a name badge on their right side with their name and photograph that identifies them as a volunteer.

Dress Code:

Volunteers must comply with the hospital's required dress or uniform while on duty, which consists of khaki pants and a white (or solid color that matched the logo) polo or oxford shirt. A sage green vest or blazer should also be worn and will be provided to you free of charge.

Personal Appearance:

Volunteers must be properly groomed and appropriately dressed while on-duty as to promote a professional image. In general, the following guidelines should be followed:

- All clothes should be clean, pressed and of proper fit.
- Hair must be clean and well groomed. No excessive or unconventional hairstyles are allowed. Hair must be secured so that it does not touch patients or interfere with job performance. Nets or caps must be worn according to certain departmental policy.
- Sideburns, beards and mustaches shall be neatly maintained.
- Moderate make-up and nail polish only. No heavy eye shadow, lipstick, or artificial nails.
- Light perfume or cologne is acceptable unless working directly with patients.
- Minimal jewelry is acceptable. Any jewelry that presents a safety hazard must not be worn. Facial jewelry, with the exception of pierced earrings, may not be worn. Any visible body piercings, other than conventional earrings, are prohibited.
- Any tattoo that is visible and offensive by hospital standards must be covered.
- Open-toe shoes and backless shoes are not permitted.
- Shoes with rubber soles, or athletic style shoes, may be worn provided they are clean and in good condition. These guidelines are not all-inclusive and each department may formulate a dress code that is necessary to maintain a professional and safe working environment.

Benefits & Recognition Program

Benefits and courtesies extended to volunteers at CPRMC include:

- CPRMC will provide a volunteer vest or blazer and badge free of charge
- For each shift worked, (1) meal ticket for the hospital cafeteria is provided
- Free flu shot once a year
- Annual Volunteer Awards Banquet

Volunteers earn hours for their services. There is a recognition program to formally acknowledge each volunteer's hours and years of service. A Volunteer Awards Banquet (luncheon or dinner) is hosted annually, usually during National Volunteer Appreciation Week. At that time, hospital administration recognizes and honors all volunteers and presents awards.

Patient Rights & Responsibilities

We believe that patients who understand and participate in their treatment achieve better results. Please take a moment and familiarize yourself with your rights and responsibilities as a patient.

You have the right to:

- Know the risks, benefits and alternatives to proposed treatments or procedures
- Choose the physicians or other clinicians who will be providing care or treatment, as well as have information about them
- Receive information in easy to understand terms that will allow for an informed consent or refusal of the treatment or procedure
- Privacy regarding medical care
- Participate in the plan of care
- Formulate advanced directives and have staff and practitioners comply with those directives
- Reasonable responses to reasonable requests of service
- Leave the medical center against the advice of the physician
- Examine and receive an explanation of the bill for services regardless of the source of payment
- Select providers of goods and services after discharge
- Receive a Notice of Privacy Practices
- Request privacy protection
- Access protected health information in a reasonable time frame
- Amend protected health information
- Request an accounting of disclosures of protected health information
- Be free from any forms of restraint or seclusion as a means of convenience, discipline, coercion, or retaliation
- The least restrictive restraint or seclusion should be used only when necessary to ensure patient safety
- Receive care in a safe environment, free from all forms of abuse, neglect, harassment and/or exploitation

You have the responsibility to:

- Provide accurate and complete information concerning your present medical condition, past illnesses or hospitalization and matters concerning your health
- Tell your caregivers if you do not completely understand your plan of care
- Follow the caregivers' instructions
- Follow all medical center policies and procedures while being considerate rights of other patients, medical center employees and medical center properties



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Thank you for volunteering!

Thank you! Volunteers are truly an asset to the hospital. We will strive to make your volunteer experience both enjoyable and beneficial. If at any time you need to discuss your role, please see the Volunteer Services Director.

Having the support of a strong volunteer force enables the hospital to provide the best service and care to our community. Thank you for being a part of our team – you are appreciated.

ACKNOWLEDGEMENT

I received the Volunteer Services Handbook. I have read it, fully understand it, and agree to comply with the standards outlined in the handbook. I understand that if I do not follow the rules set forth, that it will be immediate grounds for dismissal.

Volunteer Printed Name

Volunteer Signature

Date signed

Volunteer Director Signature

After signing, please return this page to your Volunteer Services Director.