



Volunteer Services

Handbook

Dear Potential Volunteer,

Welcome to Southeastern Health. We are happy that you have chosen our organization for your valuable service efforts. We believe in the community that we serve. We are always excited when a member of that community decides to join our efforts to offer the highest quality services to Robeson County and all Southeastern North Carolina.

As a volunteer, you are a vital member of our service team. Services provided by our volunteers help the hospital function more smoothly by freeing the hospital staff to take care of the primary needs of our patients. Volunteers are vital in offering excellent service that everyone wants in healthcare.

We hope that your experience at Southeastern Health as a volunteer is meaningful. Remember, as you continue your service, your efforts help our patients and guests through many difficult times. What you do does make a difference! Be proud of your service and take with you the rewards that can only come from giving freely of yourself.

We encourage you to take the time to read this Volunteer Handbook you have been given.

It is for the benefit of your safety and of those with whom you will work.

GENERAL INFORMATION

History

The history of Southeastern Health dates back to 1906 when Dr. Neil A. Thompson opened the first hospital in Robeson County. The Thompson Hospital consolidated with the Baker Sanatorium, under the direction of Dr. Horace M. Baker, Sr., to form the Baker-Thompson Memorial Hospital in 1946. These two older facilities were replaced by a new 140-bed hospital known as Robeson County Memorial Hospital in 1953. On January 1, 1960, the hospital's name was changed to Southeastern General Hospital to reflect more accurately our service to all Southeastern NC. In 1994, after a number of expansion programs, the organization became Southeastern Regional Medical Center. On January 1, 2013, the organization's name was changed to Southeastern Health while the medical center retained the Southeastern Regional Medical Center name.



ORIENTATION

*A general orientation that includes introductory information about our organization and safety and service information must be completed by every volunteer prior to beginning service. As of January 1, 2018, volunteers must attend a one-day orientation class in the Assembly Room within the main hospital. In addition, there is an annual review of hospital policies that each volunteer must do. This annual review is also a requirement for all staff, but it is an abbreviated version for volunteers. We request a minimum **six-month commitment** to be a volunteer at Southeastern Health, unless you are a Junior Volunteer.*

VOLUNTEER HEALTH SCREEN

*Each new volunteer **must** complete a mandatory health screen, **before** volunteer service begins. A health screen consists of a blood pressure check and a tuberculosis skin test. A flu shot is required during the months of flu season. If you have received a flu shot, documentation must be provided from the location that it was received. A blue card has been included in the application packet **OR** may be picked up in the volunteer supervisor's office for you to take when you go to the Wellness Office for this screening. After beginning active service, this screening must be done annually. Please make sure the employee health nurse signs and dates this card. Please make sure your Volunteer Supervisor gets this blue card back when complete.*

CONFIDENTIALITY

*Confidentiality is **expected** by Southeastern Health and its affiliates. What you see and hear in your volunteer service must remain within the confines of the medical center. Although it may be tempting to share information outside the facility, you must not. Breaching the confidentiality policy will result in immediate dismissal from the volunteer program and could bring prosecution as well as monetary fines.*

ETHICS REFERRALS

Volunteers may make referrals to the Medical and Organizational Ethics Committee if a situation arises in which the volunteer feels intervention is needed, such as applying moral rules to medical situations. In other words, of all the things that medical science will now allow us to do, ethics helps us decide which ones we should do and which ones we should not do.

This committee makes recommendations regarding possible solutions of referred patient rights and ethical issues identified in the providing of medical care services. Southeastern

Health has established this committee, which is made up of physicians, nurses, social workers, pastors, patient reps, and community members.

They also provide consultations upon case referral by patient, family, or Southeastern Health employees, with respect to service or medical care decision-making.

Please see your Volunteer Supervisor if more information is needed on this.

ACCIDENTS

All accidents that occur are important no matter how minute they may seem. Refer or report all accidents or unsafe working conditions to your Volunteer Supervisor immediately. The attention you give to accidents may save someone else from experiencing the same problem in the future.

BENEFITS

There are many rewarding benefits that volunteers receive, such as knowing she/he has impacted the lives of Southeastern Health patients, families, guests and visitors, as well as:

- *Learning the layout of the Southeastern Health campus which could make health-care needs for themselves and family members easier in the future*
- *Developing professional skills that could aid in personal career development*
- *Continued training in up-to-date safety and privacy standards*
- *Receiving a free Tuberculosis screening yearly*
- *Receiving a free annual flu shot when in flu season*
- *Learning of community and social functions as they relate to the hospital and are welcome to attend various presentations or training events*
- *Receiving appropriate recognition for the services they provide*

CAFETERIA

*As a volunteer, you may purchase food from the cafeteria with your Volunteer badge **one** time per day, only on the days you are volunteering.*

Please do not use your badge on a day you are not volunteering.

There is a \$6.00 limit on this meal and the computer can tell when that limit is reached. Any amount after that becomes your responsibility.

CHANGE OF INFORMATION

If during your time of volunteer service, you experience a dramatic life event, a change of volunteer status or a change of name, address change, e-mail address, or phone number, PLEASE contact your Volunteer Supervisor immediately. Having volunteer files that are up-to-date are vitally important in the world of volunteerism, so that you may continue to receive notices, updates or other pertinent information.

COMPLAINTS, COMMENTS AND CONCERNS

*Understandably, in your position, you will see the inner workings of the health care field at Southeastern Health. Sometimes health care can be fast-paced, tricky and stressful. You may at times, recognize changes or concerns that should be addressed by the Southeastern Health system. We welcome your carefully constructed comments and valuable insights. However, when working with patients, families or other visitors to Southeastern Health it is asked that you display a friendly, loyal connection to the Southeastern Health family and refrain from airing your concerns. Instead, please make an appointment with your Volunteer Supervisor to discuss your valued thoughts. They welcome your insights and will work hard to resolve any conflict and find a solution for your concerns. If patients, families or visitors make complaints or comments to you, immediately direct them to departmental or necessary staff and refrain from agreeing or disagreeing with their thoughts. Instead, show sympathy for their concerns and ensure them that you will quickly inform your supervisor or someone else of the Southeastern Health staff, which is ready and available to listen to their comments. As always, a quick response to all patient concerns is highly **important**.*

DISASTER PLAN

In case of a tornado, flood, fire, electrical outage, or other disaster, a disaster plan has been designed for this campus to facilitate the treatment of many injuries. Your department head or supervisor will explain your responsibilities and assignments in responding to the overall disaster plan quickly and efficiently.

DIVERSITY

In the Healthcare setting, we are called upon to serve customers who may appear different to you culturally, possibly in speech, mannerisms, nationality, ethnicity, beliefs, character, or morals. It is human nature to be comfortable with and seek out those who are most like us

and we may be uncomfortable with those who are different. Our mission and core values require we treat everyone with dignity and respect.

DRUG AND ALCOHOL USE

Southeastern Health supports the concept of a drug-free workplace. As a healthcare institution, volunteers who abuse drugs on the job pose an imminent danger to patients, visitors, and others we serve. If volunteer's actions are questionable, we reserve the right to perform a random drug screen on that volunteer.

It is the policy of the State of North Carolina and Southeastern Health that the unlawful manufacturing, distribution, dispensation, possession, or use of a controlled substance while on SH premises or during any assignments is prohibited.

CELL PHONE/iPad USAGE

*Volunteers are a valuable part of our excellent customer service mission at our hospital. To be fully aware of what is going on, distractions are kept to a minimum. Employees at SH are not to use their personal cell phone or iPad while working. Our volunteers are held to the same standards as our employees. **No cell phone/iPad usage during service hours!!** You may use these devices during your 15-minute break or 30-minute meal break.*

EMERGENCY CODES:

FACILITY INFORMATION CODES:

<i>CODE BLUE</i>	<i>MEDICAL EMERGENCY</i>
<i>CODE RED</i>	<i>FIRE</i>
<i>CODE GRAY</i>	<i>COMBATIVE PATIENT</i>
<i>CODE ORANGE</i>	<i>HAZARDOUS MATERIAL SPILL</i>
<i>CODE PINK</i>	<i>INFANT ABDUCTION</i>
<i>CODE TRAUMA RED</i>	<i>TRAUMA VICTIM COMING IN THAT NEEDS EMERGENCY RELEASE OF BLOOD</i>
<i>CODE TRAUMA YELLOW</i>	<i>TRAUMA VICTIM COMING IN THAT DOES NOT NEED EMERGENCY RELEASE OF BLOOD</i>
<i>CODE SILVER</i>	<i>PERSON WITH WEAPON OR A HOSTAGE SITUATION</i>
<i>CODE TRIAGE</i>	<i>EXTERNAL DISASTER/INFLUX OF PATIENTS</i>
<i>CODE YELLOW</i>	<i>BOMB THREAT</i>
<i>CODE STEMI</i>	<i>PATIENT NEEDS TO HAVE A CARDIAC CATH IMMEDIATELY</i>
<i>CODE WALKER</i>	<i>WANDERING PATIENT</i>

Employment Opportunities:

*Volunteering offers valuable skills that may encourage some to seek a career in the field of healthcare. Sometimes, volunteers may assume that volunteering at Southeastern Health will directly lead to an employment opportunity at Southeastern Health. **Volunteering does not have any influence to receiving employment on or off main campus with Southeastern Health.** All matters of hire and employment are handled directly with the **Human Resources Department**. If you are interested in job opportunities, please go to the “careers” tab located on the main page at www.srmc.org.*

ETHICAL CONDUCT

All volunteers are expected to adhere to the ethical code of conduct for Southeastern Health staff. All decisions and actions, with respect to individual conduct, performance of duty, rendering of medical care, providing of all services to patients and customers; will be governed by the stated organization's Mission, Vision, and Core Values.

All decisions and actions also will be guided by honesty, decency, and what is proper and lawful. Generally, patient and individual rights will be given highest priority, followed by community interests, then business interests of Southeastern Health, and finally, self-interests of individuals.

Employees and Volunteers of the Southeastern Health shall exercise the utmost good faith in all transactions touching upon their duties to the organization and its property.

In their dealings with and on behalf of the Southeastern Health, they are held to a strict rule of honest and fair dealing between themselves and the organization. They shall not use their positions, or knowledge gained there from, so that a conflict might arise between Southeastern Health's interest and that of any individual person.

PROTECTING PATIENT RIGHTS

Volunteers should protect patient rights at all times. A list of patient rights and responsibilities are distributed to each patient upon admission.

SOUTHEASTERN REGIONAL MEDICAL CENTER

PATIENT RIGHTS & RESPONSIBILITIES

As a patient at SRMC, you have certain Rights and Responsibilities. In support of your rights our staff makes the following promises:

- *We will tell the truth to you and your family.*
- *We will listen to you and your family.*
- *You and your family are a part of our medical team; we want you to help us decide the best ways to take care of you.*
- *You may talk freely with the medical team.*

- *What you say will not be told to others unless it is important to your care and safety.*

- *We will tell you (in a way that is easy to understand)*

Who we are

What we do

Why we have entered your room

Why you are here

What the medical team thinks will help you

What we plan to do to you

- *It is okay to tell us what you want and do not want.*
- *It is okay to let us know if you are afraid, lonely or sad.*
- *We care about you no matter:*

What your race or religion

If you are male or female

What you can and cannot do

What you look like

How much money you or your family has

- *We will be as gentle as possible when we must touch you and will keep your body covered as much as possible to provide you privacy.*
- *If you hurt, we will do what we can to help you feel better in a safe way.*
- *We will respect your religious, cultural and personal traditions.*
- *We will keep your medical care private.*
- *We will discuss your care in private:*

Unless you say we can share it with others, only your medical team will be able to see your medical chart.

We will keep computer information concerning your care private.

If you request it, we will not tell anyone you are here.

- *Your family and friends can be with you when the rules say it is okay.*

If you wish, we will help you limit their visits.

- *If you and your family wish:*

You can go to another healthcare provider.

We will help you figure out how to do this safely.

- *If we ask you to be a part of an experiment or research study, you and your family can say yes or no.*
- *We will tell you of any relationships we may have with healthcare providers that may influence your care.*
- *We will help you understand the cost and possible ways to pay your bill.*
- *We will help you know how to make decisions about your care when you are not able to speak for yourself.*
- *If you think we have not kept our promises, tell us so we can work together to solve the problem.*
- *We have special people who can help you with ethical decisions as well as complaints*
- *If you tell us you are sad or angry about a broken promise, we will still give you good care.*

Patient Responsibilities

The following are things our patients are asked to do to help us to keep our promises:

- *Be honest with us about:*

Your health and what your health was like before now.

Any changes you or your family has noticed about how you are feeling.

Any medicines you take.

Your family's needs and worries.

Any religious, cultural and/or learning needs.

- *Help in your care by:*

Telling us your ideas about how we can take care of you.

Following the directions of your doctors, nurses, and others taking care of you.

Letting us know when you cannot follow our directions.

Learning what you can do to help take care of yourself.

Keeping your appointments, being on time and letting us know if you must change your appointment.

- *While your health is our first concern, you and your family are responsible for your hospital bill and need to:*

Find a way to pay your bill as soon as possible.

Ask for help if you or your family has a problem paying your bill.

Give us correct information about your insurance.

Give us any records or forms that your insurance company needs to pay your bill.

SIGNING IN AND OUT

*All hospital volunteers should **always sign in** at the volunteer kiosk at the beginning of their shift and **sign out** after completion of their shift. The volunteer kiosk is in the Bed Tower Lobby behind the front desk. If you are volunteering at Woodhaven, Gibson Cancer Center, Lifestyle Fitness Center, or at the Ambulatory Surgical Center, there are sign in sheets at each location. Diligently signing in and out or providing a written record assures that you will be properly recognized for your service. If you are a clergy volunteer, the reporting of your volunteer hours will remain as they have in the past.*

ATTENDANCE

*You play a vital role in the life of the Southeastern Health. **Staff and faculty will come to depend on you as they do their work.** Thus, your punctual attendance is extraordinarily important. If you know you will be unable to attend your shift, or if you will be late please contact your Volunteer Supervisor ahead of time. The Volunteer Services Department is 910-671-5093. The Pastoral Care Department is 910-671-5031. If you are assigned to a department, let someone in that department know also.*

DRESS CODE

*Volunteers are expected to adhere to Southeastern Health's dress code. It is expected that volunteers maintain a groomed appearance of professionalism and neatness. Black, navy, or khaki dress pants are acceptable pants and short sleeve or long sleeve top with no graphic images. **No** tank tops or spaghetti strap tops are allowed. Specific departments may require more detailed dress codes. **No** denim is allowed. No scrubs are allowed. Properly displaying a volunteer's pictured identification badge is also required attire while performing duties.*

PERFORMANCE EVALUATION

This is an analysis of how well you are doing your work and the extent to which your performance meets the standards of your position. Your department supervisor may consider in this rating, such factors as; the quality of your work as it relates to competencies (see competencies), the volume of your work, your teamwork and your attendance record. It is your supervisor's responsibility to keep you advised of your progress and performance, but if at any time you feel uncertain as to how you are doing or where you stand, do not hesitate to ask. Yearly performance evaluations are required.

SMOCKS

A smock will be provided by the volunteer office for each active volunteer, except clergy.

*This smock should be worn at **all** times when the volunteer is in service on the medical center campus or outlying facility. If a volunteer ends their service with Southeastern Health, the smock and ID badge should be returned to the volunteer office. No scrubs are allowed. No denim is allowed.*

Clergy are asked to dress business casual as if visiting members of their own congregation.

IDENTIFICATION BADGES

At the beginning of volunteer service, a badge will be provided to each volunteer free of charge. The badge must be displayed on the upper left side of the volunteer's chest at all times while on the medical center campus. You are expected to wear your ID badge, so you may be easily identified and help visitors.

Please notify the Volunteer Supervisor (910-671-5093) or the Chaplain (910-671-5031) if you lose or forget your badge. When the time as a volunteer comes to an end, please return your ID badge to the Volunteer Services Department or if Clergy, to Pastoral Services.

PARKING

Parking is available for all volunteers on the parking deck on the third and fourth level, except in any spaces that are designated for doctors, visitors and guests only.

SMOKING ON THE GROUNDS

*Smoking is **prohibited** on the Southeastern Health grounds. If you feel the need to smoke, it must occur off campus and that includes not smoking in your vehicle.*

MEALS AND BREAKS

Breaks and meals are available for all volunteers.

*Break-**10 – 15** minutes.*

*Lunch - **30**-minute meal break and must be communicated with the department you are volunteering in.*

Please try and keep as close to this time as possible, so that everyone else will stay on schedule. To show our appreciation, you are given one free meal each day that you volunteer, up to \$6.00. Anything over the \$6.00 will be your responsibility. This is in the cafeteria only.

REFRESHER ORIENTATION

To keep all volunteers abreast of changes in policies and safety procedures, volunteers will go through a refresher orientation annually, and as required by DNV. DNV is a hospital accreditation agency that deems that hospitals are in compliance with policies and procedures. This is mandatory, and documentation of this annual review of hospital policies and procedures is required. You will be notified by your Volunteer Supervisor when this is due. Typically, it is held during the 4th quarter of the year.

AREA-SPECIFIC EDUCATION

For many volunteer service jobs, area-specific orientation may be required. In these areas, in-service or independent study training will be offered to meet the extra training needs of the volunteers. Competency assessment tests may be required following area-specific training.

WHEELCHAIR AND STRETCHER USAGE

Many volunteers will be asked to transport a patient from time to time, or as part of their primary duties. To reduce risk, volunteers are not to transport patients on a stretcher without the assistance of a paid employee. Volunteers may transport a patient in a wheelchair without assistance unless the patient has an IV or other attachment. If the volunteer must transport patients, a short in-service will be given on how to use transport apparatus. 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. NEVER leave a patient in a wheelchair unattended.

Listen carefully to what the patient is saying as you are transporting them in the wheelchair.

Maintain good posture while transporting the patient.

Travel at a slow and steady pace and stay on the right-hand side of the hallways.

Report unsafe wheelchairs to a member of our staff.

Remember to wash your hands after transporting a patient.

PATIENT INTERACTION

All volunteers will have some level of interaction with patients and guests. Remember that very few people come to a hospital for happy reasons. Many of the people you encounter are ill or are facing the illness of a loved one. All our patients and guests need our care and respect. Volunteers are expected to treat each patient and guest with dignity and respect, even when circumstances are difficult. If help is needed, do not hesitate to ask.

SAFETY DRILLS

The Volunteer Supervisor and other members of the Southeastern Health staff conduct safety drills on a regular basis. The purpose of these drills is to keep volunteer safety skills sharp so we all will react appropriately, calmly and quickly in the event of an emergency. Safety drills may be announced or unannounced.

EVALUATIONS

New volunteers will go through the evaluation process in two stages. After three months of service at Southeastern Regional Medical Center, the new volunteer will receive a questionnaire to complete and return. This is an opportunity to make any needed changes in placement and for the volunteer to provide suggestions, feedback, compliments or any other comments regarding his/her service with the medical center. After one year of service, the volunteer will receive a performance evaluation from the medical center.

Evaluations will be completed annually hereafter. Volunteers are always welcomed to share feedback and suggestions with the Volunteer Supervisor outside these formal settings as well. Comments and suggestions are welcomed and will be carefully considered. Clergy volunteers will be coached towards reaching common ministry goals held by the volunteer and the existing or created ministries of Southeastern Health.

VISITORS AND PHONE CALLS

Because we have many patients in the medical center that need our undivided attention, we ask that volunteers keep personal visitors and telephone calls to a minimum. We understand that there are emergency situations. Family members may reach the volunteer in case of emergency by contacting the Volunteer Supervisor at 671-5093 or 671-5031 for clergy. The telephone in the Volunteer Supervisor's office may be used, if a volunteer needs to make a telephone call. Text messaging and playing on the internet is not allowed while serving our hospital, unless you are on break. If this is observed and reported to the volunteer supervisor by any staff member, you will be asked to leave your phone at home or it may be locked in a cabinet during the time that you are on duty.

QUALITY SERVICE AND STANDARDS OF BEHAVIOR

Most people would prefer never to come to a hospital if given a choice. Many people come to Southeastern Health because they are ill, or because they are visiting a friend or family member who is ill. When illness strikes a family, tensions and emotions run high. Illness brings confusion and difficulty, and we want to help patients and their visitors through this process. The goal of the Information Desk is to provide a prominent location for visitors and patients of the Medical Center to get accurate information and directions. But beyond this key function, we want to offer just a little more...a friendly face.

***All** employees and volunteers of Southeastern Health assigned to **any** area are expected to extend courtesy to visitors in any way possible each day. Many of our volunteers are in a unique position to make Southeastern Health's first impression on a patient or visitor.*

Volunteers are often the very first people with which community members have contact. This gives us the opportunity to truly shine on behalf of the rest of the staff.

As visitors enter the Medical Center, remember to smile ☺. A smile, something that seems so small, can make a world of difference in the experience of a visitor.

A smile can put someone at ease and help them feel comfortable and confident in the care he/she will receive here. It will also help the visitor to know that you are willing to help.

*If a visitor approaches you or looks lost, ask if you can be of assistance. This is a good example of what to say: "Good morning, how **MAY** I help you?" The visitor may need many kinds of assistance. If the visitor asks for directions, be as clear and precise as possible. Offer to escort the visitor if he/she seems confused. It is easy to become frustrated when a visitor does not understand your directions, but please keep in mind that visitors are rarely here for a good reason and have a lot on their minds. Keep a calm demeanor and be patient.*

The most important thing to remember is to be understanding and polite. Some visitors will be difficult to understand, but they just require a little patience and time. You will not know the answer to every question that is asked. Assure the visitor that you will find the answer and find help. Above all, maintain a pleasant demeanor and be a shining star for Southeastern Health.



Communication Is Key!

- *Words comprise only 7% of the meaning in any spoken message.*
- *Tone of voice represents 38% and body language is 55%.*
- *With that in mind, great care must be taken to ensure that the message we are sending is the same message our colleagues and our patients are receiving.*
- *Communication is made even more perilous when you consider the role that age, ethnicity, and gender play in understanding.*

Remember the acronym **UCARE!**

U-Understand

- *Use active listening and be attentive.*
- *Keep medical information private; only share for treatment purposes.*
- *Maintain organizational/departmental appearance standards.*
- *We are a tobacco-free organization.*

C-Communication

- Use **AIDET!**

A-Acknowledge the patient and their visitors.

I-Introduce yourself by stating your name and you are a volunteer at Southeastern Health.

D-Duration. Give a brief explanation as to how long you will be in the patients room.

E-Explanation. Tell the patient your purpose for going to see them.

T-Thank you...always say thank you!

EXAMPLE:

Hi Mr./Mrs./Ms. _____. My name is _____ and I am a volunteer here at Southeastern Regional. I will only take up a few minutes of your time. I would like to know if there is anything I can get for you? Would you like a blanket or a fresh cup of ice or ice water? (After the patients response and conversation between you and the

patient, you can proceed with the thank you). I will be on this floor/area/location making rounds, so if you need anything please do not hesitate to press your call button and let us know. Thank you!

- *Make eye contact with people 10 feet away and will speak when 5 feet away.*
- *Be aware of words, tone, and body language.*
- *Manage up team members, healthcare affiliates, and partnerships.*
- *Be the positive voice in the community for Southeastern Health.*

A-Accountable

- *Park in the appropriate locations.*
- *Use proper hand hygiene*
- *Refrain from using personal electronic devices*

R-Respect

- *Provide high quality and compassionate care to every patient, family member, and internal customer.*
- *Give patients and guests your full attention.*
- *Offer assistance.*
- *Talk on the patients level.*

E-Exceed Expectations

- *Anticipate needs.*
- *Look for ways to exceed customer expectations.*
- *Give 100% of your attention.*
- *Commit to learning.*

Phone Etiquette:

- *This is (your first name, volunteer), how may I help you?*
- *Good morning/Good afternoon this is (your first name, volunteer), how may I help you?*
- *Inform someone if a line is currently busy.*
- *I will connect you, thank you.*
- *May I have the patient's name please?*
- *Yes/No Sir and Yes/No Ma'am.*
- *You are welcome!*
- *Would you mind repeating your request?*
- *I will gladly check that for you.*
- *May I connect you?*
- *Have I answered all of your questions?*
- *Is there anything else I may assist you with?*



Assist the person on the other end of the phone with a smile on your face before answering and during the conversation. A smile can be heard as much as seen! 😊

Beyond Expectations and Responsibilities (BEAR) Award Program

Bear Team Employee Recognition award is part of the Rewards and Recognition program to re-enforce Standards of Behavior.

Anyone associated with SeHealth who has pledged to uphold our Standards of Behaviors and who exemplifies those Standards by acting morally and ethically, striving for excellence in customer service, pursuing positive change, working to improve our community, and committed to be the best!

Who can be nominated?

Anyone associated with Southeastern Health who has pledged to uphold our Standards of Behaviors and who exemplifies those Standards by acting morally and ethically, striving for excellence in customer service, pursuing positive change, working to improve our community, and committed to be the best, can be nominated for this award!

Nominations and selections

- Nominations by Employees, Students, and Volunteers by paper ballots and through electronic ballots. Paper ballots may be placed in nomination boxes throughout the organization.
- Review of comment cards and letters from patients and guests occur monthly.
- Review of all entries by BEAR-TEAM Ambassadors.
- Selection done monthly.

Pillar Winner

- Winners are categorized by the pillar that their action supported.
- Winner's action demonstrated at least two Standards of Behavior
- Winners and one guest of their choice are invited to Breakfast with Administration.

- Winners will be notified by their manager.
- You will receive a pin to be worn on your badge.
- Certificate of recognition.
- Recognition from their Vice President.

We recognize you because:

- You demonstrated a passion for providing excellent service
- You were an excellent representative of our principles: Standards of Behavior
- Your behavior positively impacted the mission of the Pillars of our organization.

GENERAL AND ELECTRICAL SAFETY

Please keep the following tips in mind as you volunteer each day.

- *When you are assigned to a new service area, please review any area-specific safety procedures with the area manager or supervisor. Locate all exits and safety equipment so you are prepared in the event of a problem.*
- *Please look out for your own personal safety. It would be best to bring as little as possible to the medical center. Although we have excellent security, the hospital is a high-traffic area.*
- *Be aware that there are dishonest people in the world. Bring only the essentials with you and secure these items when you arrive.*
- *If you feel uncomfortable walking to your car, please contact security or ask the Volunteer Supervisor to call Security. They will be happy to escort you to your car.*
- *When dealing with electrical equipment, make sure the area around the equipment is free of debris and water. Never operate electrical equipment in standing water.*
- *If you must plug electrical equipment into an outlet, make sure the outlet is the proper kind for the equipment you have. A three-prong plug must be plugged into a three-prong outlet. You must not alter a plug in any way to make it fit the outlet.*

- *If you see any hazards, please contact the appropriate department or the Volunteer Supervisor at once. If we work together, we can keep the hospital free of hazards.*

STUDENTS

*The Volunteer Services Department enjoys a mutually beneficial relationship with many students in the community. The Junior Volunteer Program is held for six weeks during the summer. This program is for teens 14-18 years of age. If you are 14 you must **also** be entering the 9th grade in the fall. Applications will be available at the front desk, from the volunteer office, and are mailed to high schools in March of each year. Volunteer positions are based on the needs of the organization. All applicants may not be accepted.*

FIRE PROCEDURES

*You may be faced with a fire during your volunteer service. You will need to know how to react. When you are assigned to a new area, become acquainted with all exits and safety equipment. Learn the locations of fire pull stations and fire extinguishers. A little preparation saves lives! If you discover a fire in the medical center, please adhere to the following procedures (If you discover a fire at an off-site facility, please adhere to their procedures as well). ** Remember to stay off elevators during a fire emergency.*

- *When you discover a fire, use the acronym **RACE** to react appropriately.*
 - ✓ **R** – Rescue anyone who may be in danger.
 - ✓ **A** – Activate the alarm system. **Use the pull station and call 7311**, the hospital emergency number. Give the operator your location and a description of what is happening. If a pull station is unavailable or not functioning, call 7311. Please remember that if you are not on the main campus, call 911 for assistance.
 - ✓ **C** – Contain the fire by closing all doors and windows. Keeping the fire contained may save the rest of the building.
 - ✓ **E** – Extinguish the fire to your own safety. If the fire is manageable and you can get to a fire extinguisher and use it safely, try at putting out the fire. If the fire is too large to attempt extinguishing, evacuate the area and wait for further instructions.

- ✓ *How can you remember the number **7311** as the number to call for a fire at Southeastern Health? 7o'clock is often the beginning of first shift, 3o'clock is for second shift and 11 o'clock is for third shift. **7311***
- *If you can try at extinguishing the fire, use the acronym **PASS**.*
 - ✓ **P** – Pull the pin.
 - ✓ **A** – Aim the nozzle.
 - ✓ **S** – Squeeze the handle/trigger.
 - ✓ **S** – Sweep at the base of the fire. Remember to sweep at the base, because sweeping at any other point in the fire may help it to spread.

If the fire is in another section of the hospital, volunteers are still expected to react. If there is a fire, an alarm will sound. The alarm system will announce Code RED and a specific location for the origin of the fire. Listen carefully for the location of the fire. Then, you will be responsible for closing all doors and windows in your area and staying off the elevators. You should be prepared to conduct evacuation if necessary. Wait for further instructions from area personnel. You may resume normal activities when the 'All Clear' is sounded.

HAZARD COMMUNICATION

In any service area you may be exposed to hazardous chemicals. It is your right to know what chemicals are being used in your service area. You are also entitled to information regarding these chemicals such as flammability, react ability, toxicity and treatments. Each department has a red Hazard Communication manual. This manual contains Material Safety Data Sheets on each chemical in use in the area. It is your right to look at this manual. You are encouraged to do so when you are assigned to a new area.

INFECTION CONTROL

All volunteers are expected to adhere to policies concerning infection control. It is the goal of Southeastern Health to limit the risk of exposure to blood any body fluids for volunteers to a minimum level. To accomplish this, volunteers will be trained regarding infection control issues during orientation. Volunteers are also required to complete an infection control independent study packet at the beginning of their service, and to complete an annual safety packet containing infection control information.

To prevent unnecessary exposure to blood and body fluids, volunteers are expected to adhere to the following regulations:

1. *Volunteers will complete all necessary education regarding infection control and stay current on these issues.*
2. *Volunteers should aggressively wash hands to prevent the spread of infection. Hands should be washed in warm soapy water for a minimum of 20 seconds upon arrival, before departure, before and after using the restroom, before and after eating, after contact with visitors or patients, any time hands are soiled, after coughing or sneezing in hands, and after contact with inanimate objects such as medical equipment. Wash between fingers, and under rings. Use paper towel to turn off faucet if the faucet does not have a sensor. Use paper towel to grab door handles when exiting the restroom.*
3. *Volunteers are **prohibited** from entering isolation rooms.*
4. *Volunteers are prohibited from performing CPR, taking vital signs, cleaning bed pans and urinals, changing dressings and handling sharps to decrease risk of exposure.*
5. *Alcohol-based sanitizing stations are available throughout the hospital and may be used for routine decontamination of hands, if the hands are not visibly soiled.*
6. ***Any questions related to Infection Control, please contact Sherri Edwards, infection control nurse at 910-671-5034 (office) or at 910-674-6327 (cell). She is available for your calls and/or questions 24/7.***

BODY MECHANICS

Volunteers may have to lift objects from time to time. Be sure that you use proper body mechanics to keep your back in good working order and to prevent injuries. Please follow these tips for a healthy and safe lift.

1. *Always lift with your legs. Your leg muscles are strong and can handle a lift much better than your back. Never lift by bending at the waist.*
2. *Never twist your torso while you lift. If you must turn with your load, please turn your entire body to prevent injury.*
3. *Avoid lifting objects above waist level, and never lift above your head.*
4. *Assess your lift. If you think lifting the object will make you grunt, get help.*

5. *When in doubt, don't do the lift.*

REPORTING AN INCIDENT

*If you believe you have been exposed or you have had an accident, **do not wait to report.** Please let the manager or supervisor in your volunteer area and the Volunteer Supervisor know immediately that there has been an incident. If it is after office hours in the volunteer department, please let the Nurse Supervisor know. **The number to reach the Nurse Supervisor is 671-5569. It is imperative that you receive the treatment you need immediately if there is an exposure or accident.** Do not let embarrassment get in the way of getting help.*

RISK MANAGEMENT & EVENT REPORTING

An event is any unusual occurrence, adverse reaction, negative response, involving a patient, visitor, employee, or any deviation from approved policy and procedure or adopted standard. All events regardless of their severity are important and must be reported in a timely manner.

All events must be reported to the department supervisor and the volunteer supervisor immediately. An online event report must be completed by the volunteer supervisor using the RL Solution software located on the Southeastern Health Intranet page under Applications. A user guide is located under the application titled Event Reporting.

Reports include accidents, injuries, and anything out of the normal that occurs on the hospital premises to a volunteer, patient, employee or visitor.

- 1. The injured individual should be offered immediate medical attention in the Emergency Department.*
- 2. The event report online should be completed and include information such as details of the event, brief factual description, names of involved parties to include patient medical record number, and contact information if injury/event involves non-patient.*
- 3. All volunteers are obligated to report unsafe events, unsafe conditions, and preventable medical errors.*
- 4. Risk Management can be reached by calling **910-671-5452 or 910-671-5881**, during normal business hours, Monday –Friday 8am-4:30pm.*

SUGGESTIONS AND FEEDBACK

The Volunteer Supervisor welcomes any feedback and suggestions that volunteers may have. If we do not know about problems or procedures that could be improved, we can do nothing to progress. Do not hesitate to offer feedback.

VOLUNTEER SUPERVISOR

The Volunteer Supervisor office hours are from 7:30 am – 3:30 pm Monday through Friday. The Pastoral Care office hours are 8am-5pm Monday through Friday.

VOLUNTEER OFFICE

The Volunteer Office is located on the same hallway as Human Resources. The office number is B1021. The Pastoral Care office is located within the Benefits Office.

TELEPHONE TIPS

The volunteer supervisor's telephone number is (910) 671-5093. In the facility, you need only dial the extension, 5093. Voice mail may be left for the supervisor at this number, if no one is available to answer the call. If you are a Clergy volunteer, please contact the Chaplain at 910-671-5031, or extension 5031 if you are within the hospital.

VOLUNTEER RECOGNITION PROGRAM

All volunteers providing service during the current volunteer year (April through March) will be invited to attend an annual volunteer recognition banquet.

Volunteers are also eligible to earn recognition pins based on service hours.

HOLIDAY RECOGNITION

In December, all active volunteers will be invited to pick up a 'holiday gift card'. Southeastern Health acknowledges the following Holidays:

*New Year's Day
Easter Monday
Memorial Day
July 4th
Labor Day
Thanksgiving Day
Christmas Day*

Volunteers do not volunteer on observed Holidays.

REFERENCES

The Volunteer Office will provide references for volunteers with at least three months of service.

Keep the volunteer handbook as your reference and return the next page to your supervisor, signed and dated.

I, _____, have received the Southeastern Health Volunteer Handbook. I agree to uphold the information contained within this handbook and Southeastern Health Standards of Behavior. The handbook I received contains detailed information about the volunteer program that includes HIPAA and Infection Control information and policies.

Signed: _____

Dated: _____

Volunteer Supervisor/Head Chaplain Signature: _____

THANK YOU!