



ADAMS COUNTY
REGIONAL MEDICAL CENTER

VOLUNTEER HANDBOOK



Department of Volunteer Services
Adams County Regional Medical Center
230 Medical Center Drive
Seaman, OH 45679

Standard 7. Privacy and confidentiality are to be maintained at all times! When entering a patient's room, make sure you knock first and state the purpose of your visit. Be professional about what you say and where you say it.

Standard 8. Monitor the volume of your voice. Shouting is clearly unacceptable. Your words and tone should show respect and consideration and a desire to provide service.

Standard 9. When interacting with fellow volunteers, be polite, show respect and consideration. Treat the person as you would want to be treated. When you help your co-workers, you help the patient.

All Volunteers are required to sign the ACRMC Code of Conduct.

This Volunteer Handbook is intended to help stimulate your thoughts, questions and suggestions about specific issues and concerns. We welcome your participation and suggestions.

Adams County Regional Medical Center appreciates you and the volunteer work that you perform. Your involvement is vital to maintaining and enhancing the link between the hospital and the community.

Thank You!

Standards of Conduct

It is critical for all volunteers to realize the importance and affect their conduct has on the ACRMC's ability to meet the needs of our patient, visitors, physicians, hospital personnel and peers. The following standards of conduct must be adhered to all times.

Standard 1. Whenever interacting with patients, visitors, family, friends, or hospital personnel, all volunteers must introduce themselves by name and, when appropriate, and ask if they can be of assistance. Make sure your ACRMC identification badge is easily visible.

Standard 2. Use common sense. When interacting with patients, visitors, physicians, hospital personnel or peers, be polite, smile and say "hello". Treat the person as you would want to be treated. Kind words and polite gestures make people feel special.

Standard 3. Use the patients, visitors, hospital personnel or peers formal name and not their first name or endearing "nickname", etc. Your words and tone should show respect and consideration. Make eye contact and extend a few words of concern.

Standard 4. ACRMC dress code must be adhered to at all times. A professional and neat appearance is required to properly represent the hospital and to have a positive influence on those we meet.

Standard 5. If asked specific questions from patients, visitors, physicians hospital personnel or peers, volunteers shall make every effort to be as informative as possible, or seek out assistance to answer any questions.

Standard 6. Personal conversations should never take place in front of patients, visitors, physicians or hospital personnel. Do not use patient waiting areas, nurses' stations or elevators for personal conversations or activities.

Welcome!

It is a pleasure to welcome you into the Adams County Regional Medical Center (ACRMC) family. Our Volunteers, Auxiliary, Chaplains and Volunteers play an integral role in the healthcare services we provide to our patients and the community.

Every member of our healthcare team has a specific role in maintaining the high quality of care that distinguishes our hospital. By becoming a Volunteer at ACRMC you are joining an organization dedicated to the highest standards of customer service, patient care, and health education.

Each patient, visitor, physician, or hospital personnel whom you come in contact may judge his or her experience at our hospital by the standards you display. It is extremely important for all of us to be responsive to the needs of those we encounter in order to continue our effort to provide quality and compassionate healthcare to our community.

Thank you for making a commitment by joining our team. Adams County Regional Medical Center (ACRMC) relies on the dedication of people like you to maintain our quality standards. We hope you will find your Volunteer experience to be interesting, educational, enjoyable and rewarding.

Sincerely,

Becky Hawkins/Joyce Porter
Director of Volunteer Services

Department of Volunteer Services

The purpose of the Adams County Regional Medical Center Department of Volunteer Services is to provide and maintain supplemental or spiritual assistance to the patients, visitors, physicians and hospital personnel.

It is the goal of the Department of Volunteer Services to match individuals who are willing to share their time and talents with the "right" volunteer opportunity.

ACRMC Volunteers/ Auxiliary Members are a vital, dynamic group that devotes their skills and care in order to support the purpose and service strategy of the department. Auxiliary fund raising efforts support health related scholarships and equipment needs.

ACRMC Chaplains provide spiritual support and guidance while making regular visits to ACRMC. Chaplain Volunteers are clergy or lay persons who are appropriately trained and are responsible for visiting patients and families. The Department of Volunteer/Chaplain Services office is staffed by a part-time Director of Volunteer Services.

ACRMC Volunteers allows an option for teens who are seeking to learn about healthcare while helping others. Volunteers are placed in the department of their choice to assist and further their understanding of healthcare.

See it! Hear it! Report it!

Emergencies:

Dial 1122 and page the specific code, followed by the location.

Non-emergencies:

Contact the Director of Volunteers at ext. 3707 or Administration at ext. 3001.

Workplace violence

ACRMC is committed to preventing violence in and around the workplace. Threats, aggressive or violent behavior will not be tolerated.

Substance Abuse

ACRMC prohibits the unauthorized use, possession, manufacture, distribution, and dispensing and sale of controlled substances and/or alcohol on the property. Failing to comply will result in immediate dismissal and report to law enforcement

ACRMC is committed to provide a drug-free environment conducive to learning, teaching, and healthcare and participates in the Ohio Bureau of Worker's Compensation Drug Free Workplace program.

Drug and alcohol abuse and/or dependence poses a serious threat to the physical and psychological well-being of all members of the community, jeopardizes the success of the Hospital's mission, and negatively impacts productivity, safety, learning, attendance and patient care.

Environment of Care

Safety Management

Safety at ACRMC is everyone's responsibility. Everyone is expected to follow the safety policies.

Report any safety issue to your immediate supervisor who will report the issue to the safety officer, or contact Administration at ext. 3001 or 3006.

Personal property

ACRMC is not responsible for lost or stolen personal property. It is preferable that volunteers leave valuables at home.

Public Safety

Stay alert! Be observant and aware of your surroundings at all times. Report suspicious activity.

Secure valuables in your trunk, lock doors, and keep your windows closed.

Always wear your Hospital Identification badge and ensure it is conspicuous.

Protect handbags and other valuables by securing them in locked drawers.

When eating in lunchrooms or lunch areas, do not leave personal belongings unattended.

Look out for each other. If you see suspicious activity or persons in near your associates' work areas, report it to the department they're in or Administration.

Volunteer Guidelines

A Successful Volunteer

Success volunteers must be

- Dependable
- Punctual
- Understanding
- Highly motivated
- Willing to learn
- Provide confidentiality and discretion.

Strategic Goals and Objectives

- Provide assistance to ACRMC staff when requested.
- Improve community access to quality up-to-date equipment by providing funds to purchase needed equipment.
- Sustain supply of quality healthcare personnel to ACRMC, by providing financial assistance to community individuals pursuing a healthcare career.
- Work together with ACRMC Board of Trustees and Administration to provide a better health community in Adams County.

How to become a Volunteer at Adams County Regional Medical Center

Step One:

- Request a volunteer application for Auxiliary (386-3707), Chaplain (386-3707) or Volunteer (386-3463)

Step Two:

- Read Volunteer booklet accompanying application
- Complete the application and return to sender.

Step Three:

- Wait approximately 3 weeks for processing. An ACRMC Volunteer Director will call you to inform you of your application status.

Step Four:

- Participate in a tour of ACRMC and complete required orientation.

Your volunteer experience will begin when all necessary requirements are met. Please contact the Volunteer Director to schedule your first month of volunteering.

Find out how you can make a difference.

Give your time and talent where they count

... become a Volunteer.

ADA Compliance

The Americans with Disability Act (ADA) is the national first comprehensive Federal Law for people with disabilities. ACRMC fully supports the ADA via its employment practices and services.

The hospital provides the following for:

Physical Difficulties:

- * Accommodations can be made.

Communication Difficulties:

- * Interpreters are available for patient care, including a list of foreign language interpreters.
- * Telecommunications devices for the deaf and receivers with amplification devices are also available.



Dress Code

All Auxiliary members are required to wear an official ACRMC volunteer jacket (which will be issued to you), that should be clean and neat and worn at all times. Chaplains may wear business casual. Volunteers must follow ACRMC employee dress code.

Females – dress, blouse or sweater and slacks or skirt. NO shorts, jeans or capris.

Males – shirt and slacks. NO shorts or jeans.

ACRMC identification badge should also be worn at all times while on hospital premises.

Signing IN/ OUT

All Volunteers are required to sign in at the start of their day and out at the end of their day.

Attendance

Volunteers who are unable to report for an assigned or designated time, must notify the supervisor in the department of your volunteer assignment. If you plan to be absent for an extended period of time, please inform the Director of Volunteer Services by calling (973)386-3707. Chaplains will arrange for backup when there is a breakdown in coverage.

Meals

Auxiliary volunteers who complete a 4-hour volunteer shift are entitled to one free meal per day. Auxiliary volunteers must wear their name badge to receive their meal. The maximum daily charge is \$4.00.

Health Requirements

All volunteers shall be required to have an initial and annual TB test. All TB testing for any volunteer will be provided free of charge at ACRMC. Volunteers who wish to have this done by their private physician may do so, but must incur the respective cost and provide proof of testing.

It is for the benefit of the volunteer that the hospital is aware of any medical conditions in the event of a medical emergency.

Annual Orientation/ Education

All volunteers must participate in an orientation process before starting a volunteer assignment. All volunteers are also required to attend an annual in-service educational class.

Smoking

ACRMC maintains a smoke free/tobacco free campus.

Gratuities

Volunteers may not accept tips or gifts from patients or visitors. If money or a gift is offered, express your appreciation and decline to accept. (You may suggest a donation to the Auxiliary)

Telephone Calls

Volunteers may only receive emergency calls while on duty. If it is necessary to make an outside call, you may use the telephone in the volunteer office, with permission.

Volunteers are strongly recommended to not use cell phones while on duty.

Visiting Friends and Relatives

Volunteers should not visit friends and/or relatives who are patients at ACRMC, while performing volunteer services. Please plan to visit patients after completion of volunteer shift.

Accidents or Injuries

Any accident or injury, which involves a volunteer who is on duty- no matter how minor- should be reported to the supervisor in your perspective department **AND** to the Director of Volunteers. An incident report will be completed for you. You may present this report to the Emergency Department if treatment is necessary.

Service Awards

The Volunteer Department maintains a record of all hours contributed to the hospital by each volunteer. Each year volunteers are honored for their service at a recognition event.

Harassment

ACRMC is committed to providing a work environment that is free from all forms of discrimination and conduct, including disruptive behavior that can be considered harassing, coercive, or disruptive, including sexual harassment. Harassment includes unwelcome conduct that is based upon a person's protected status such as gender, color, race, ancestry, religion, national origin, age, disability, veteran or other protected group status. Any breaches shall be immediately reported to Human Resources Director.

Volunteer Rights & Responsibilities

Confidentiality/ Privacy Act

Anything you see,
anything you hear,
anything you read,
anything you observe with your five senses,
must be kept confidential.

Adams County Regional Medical Center personnel (including volunteers) must maintain strict confidentiality. This is accomplished through the following:

- Matters pertaining to a patient are to be discussed, only as necessary, in a private setting and not in public places such as hallways, elevators, or cafeteria.
- Only those persons responsible for the patient's care have access to medical record.
- Departmental policies address what information may be shared with authorized receivers and how permission is obtained from the patient, surrogate or guardian.
- Privacy and confidentiality are to be maintained at all times! When entering a patient's room, make sure you knock first and state the purpose of your visit.
- Be professional about what you say and where you say it.