

Introduction to Volunteer Services

Volunteers are an integral part of the health care team, supporting the hospital's goals, participating in hospital-directed activities and adhering to the hospital's code of ethics.

The director, coordinator and the bookkeeper of the Volunteer Services Department are members of the Inova Mount Vernon Staff. They are responsible for the performance and safety of the volunteers and for the viability of the volunteer program. The bookkeeper works from 8:30 to 5:00 Monday, Wednesday and Friday.

The volunteer office is staffed from 8:30 a.m. until 5:00 p.m. Monday through Friday. The following national holidays are observed.

New Year's Day	Labor Day
Memorial Day	Thanksgiving Day
July 4	Christmas Day

You may contact the volunteer office via telephone 24 hours a day. After normal business hours, you may leave a detailed message and the appropriate person will respond to the call the following business day. The respective telephone numbers for the volunteer office are as follows:

Volunteer Office	(703) 664-7260
Bookkeeper	(703) 664-7301
Director	(703) 664-7357

Requirements for Volunteering

Age:

Student volunteers must be at least 16 year old and be in high school or ninth grade level of home schooling. There is no maximum age for volunteers. The hospital makes a supreme effort to accommodate the skills, desires and physical requirements of every prospective and enrolled volunteer.

The Volunteer Office along with Community Relations will work with special groups that do not meet the above requirements, such as Girl and/or Boy Scouts groups, school programs and other community supported groups. We can often use groups for annual events that are prescheduled throughout the year. Advance notice of a group's availability would be helpful in assigning a project.

Applications:

All prospective volunteers must submit a completed application and a reference sheet to the volunteer office. An interview with a staff member of the volunteer office will be conducted before placement in an proposed assignment. This will enable the volunteer office to arrange an appropriate assignment according to the needs of the hospital and each volunteer's interest, abilities and available time. Each volunteer will receive a copy of the description of suites for his/her selected assignment. All new volunteers will be partnered with either another experienced volunteer or a hospital staff member who will provide on-the-job training to help build the confidences and abilities to perform the new assignment. As much training and/or instruction as needed will be given to each volunteer.

Orientation:

All prospective volunteers are required to attend a new volunteer orientation prior to beginning their volunteer work. At the orientation the following topics will be covered.

- Philosophies, policies and procedures of the hospital and departments
- Responsibilities of the volunteer office and the volunteers
- Overview of the volunteer opportunities within the hospital
- Instruction in infection control, fire safety, emergency preparation and professional conduct

The Volunteer Service Department reserves the right to refer prospective volunteers that are inappropriate for a hospital environment to other volunteer agencies.

Health Screening:

All volunteers are required to complete a medical information form and to take or provide proof of a recent TB test prior to beginning their services.

Financial Commitment:

Upon beginning your volunteer service you will be required to purchase a tunic which is to be worn at any time you are working as a volunteer. The Senior tunic cost is \$12.00 and you can write this off on you taxes. Senior volunteers are also required to pay \$5.00 annually for auxiliary dues. High School volunteers pay \$10.00 for their tunic and a one time due of \$3.00. Sustaining members pay \$15.00 annually. All money paid is used 100% to support the auxiliary and does not go to the hospital.

Volunteer Responsibilities:

Commitment and Attendance:

The importance of reliability cannot be over emphasized! Volunteers are expected to make a minimum commitment of one regularly scheduled shift of 3 to 4 hours each week for 6 months. Student volunteers are expected to make a minimum commitment of 30 hours. College students commit to a four hour shift weekly during summer break. Please give serious consideration to your commitment because patients, staff members and other volunteers will depend on your regular and punctual attendance and the performance of your assigned duties.

Depending on your assignment, we may need to find a substitute when you will be absent. This is especially so if you will be unavailable for more that one shift. If you are going to be away for an extended period of time, please notify the volunteer office as soon as possible. In case of illness or an emergency, the volunteer office and your assignment area must be notified so that arrangements can be made for your absence.

A volunteer may request a leave of absence for personal or health reasons. When returning, you will be reassigned to your former duty whenever possible, or helped to select a new assignment.

If you wish to discuss your assignment or have concerns about hospital policies or procedures, please contact the director or coordinator. They are anxious to hear any problems that affect your volunteer work or suggestions you have to better your experience here.

Signing In and Out:

It is extremely important that all volunteers sign in upon arriving for their assignment and out upon completing their assignment. This serves a three-fold purpose:

- Documents volunteer hours contributed to the hospital
- Provides information for location in case you are needed
- Establishes insurance coverage

You can sign in either through the computer system located in the escort room or on the sign in board located in the volunteer office.

Resignations:

If it is necessary to resign from your volunteer position, please notify the coordinator by phone, by letter or leave a message on the sign in sheet. Volunteers are requested to give a 2-week notice when leaving the program and to have an exit interview. This provides helpful suggestions about the assignment or services and ways we can improve our volunteer program.

Upon resignation you must turn in your hospital identification badge to the volunteer office. You may return your clean tunic for a \$5.00 refund. If you elect at that time you may become a Sustaining volunteer, which means you still receive the bi-monthly newsletter and are invited to participate in Special Events such as the bazaars, fundraisers and annual special projects. The annual cost to be a sustaining member is \$15.00.

Sickness or Injury:

In consideration of patients and co-volunteers, please do not report for duty if you are not feeling well. If you should become ill while on duty, notify the coordinator or shift leader before going home so that a substitute can be found to complete your assignment.

Any accident or injury sustained by a volunteer on duty must be reported immediately to the director or coordinator. An incident report will be filed, and, if necessary, the volunteer will be seen in the Emergency Department. The volunteer's insurance provider will be billed for assessment of treatment; the volunteer will not be billed for any uncovered charges for initial treatment.

If a patient is injured while being transported or assisted by a volunteer, the hospital's liability insurance protects the volunteer as long as he/she is in uniform, scheduled to be volunteering, acting within the scope of his/her assigned duties, and signed in. An occurrence report must be completed and sent to the volunteer office. An investigation of the occurrence will be conducted.

Inclement Weather:

Volunteers should use good judgement when deciding to travel to the hospital when the weather is hazardous or may become hazardous. Please do not risk injury traveling to the hospital during inclement weather. Those who choose to volunteer during inclement weather will be asked to assist with essential services.

Uniforms and Personal Appearance:

Volunteers in the hospital are identified by their uniform, which is the personal property of each volunteer and must be kept clean and neat. The following are suggestions for proper attire:

Nametags are required while on duty for security identification and cafeteria discounts.

Your most recent service award and department approved buttons are the only acceptable uniform adornments.

Jewelry should be conservative.

Walking shoes with low heels and closed toes are the safest, quietest and most comfortable.

General good grooming and effective hygiene is essential.

You are requested to limit the use of perfume or cologne.

Lockers are provided for your use in the escort room, but valuables and large sums of money should not be brought into the hospital.

General Information:

Ethics:

Volunteers are subject to the same code of ethics that govern the paid staff. Your conduct must reflect your respect for the hospital and its high standards.

Never take advantage of hospital personnel to seek medical advice. Keep in mind that Inova Health Source Physician Referral Services can assist you in finding a physician to meet your needs.

No matter what your assignment, remember that you represent the hospital to both the patients and visitors. Your behavior and your conversations are important in establishing good guest relations. A smile leaves a positive first impression.

Any problems a volunteer encounters will be discussed with the director or coordinator of volunteers only. Volunteers will refrain from discussing problems associated with their services with any other employee or volunteer.

Confidentiality:

One of Inova Mount Vernon Hospital's most fundamental principles is strict professional confidentiality regarding our patients. Information regarding a patient's illness, condition or medical procedures, family or finances is highly confidential and may only be discussed with appropriate health care professionals. Violation of confidence or promotion of gossip or rumor will be

due cause for immediate dismissal from volunteer services. Only designated employees of the hospital may release information about patients. If you have concerns regarding a patient's treatment, please share them with the volunteer director or coordinator. Patient information must not leave the hospital. Patients have a right to privacy, and it is our obligation to safeguard that right.

Guest Relations:

There are some ways that volunteers can show that they care about our patients, their families and one another. Some of those ways are as follows:

Greeting: Stop what you are doing, smile and say "hello." Introduce yourself first. Use a person's preferred name. When on the telephone, use a friendly greeting. Shake hands wherever appropriate. **Use AIDET skills every patient, every guest, every time. A-Acknowledge, I-Introduce Yourself, D-Duration, E-Explanation, T-Thank You.**

Listen with empathy: let others talk; show a sincere interest. Listen eagerly and with an open mind. Be receptive to comments, suggestions, questions and complaints. Ask good questions to learn more about the situation.

Responsiveness: Take the initiative and offer to help – whether asked or not. Respond quickly; speed of services is the key to satisfaction. Explain in the listener's words. Commit – without promising more than you can deliver. Follow up to ensure satisfaction.

Respect: Preserve the dignity and privacy of others. Assure the person of confidentiality. Use everyday courtesies; "please," "thank you" and "excuse me." Treat people as individuals – and as you would like to be treated.

Pride: Show your professionalism. Dress and act with pride. Remember that positive actions receive positive responses. Make only complimentary comments about other staff members and volunteers.

Thank you: Use praise more than criticism. Share positive comments from others. Thank someone for calling. Say "thanks" for responding quickly, for helping me out, for visiting our hospital.

Patients' Rights:

Patients' rights are posted throughout the hospital. Patients receive a copy of the Patients' Rights, Responsibilities and Advance Directives upon admission. The hospital has a bioethics committee that provides a forum for health care professionals, patients/families and others to consider and reflect upon options of health care delivery.

Gifts, Tips Solicitation:

Volunteers may not accept gifts or tips from patients or their families. If a tip and/or gift is offered please refer the giver to the volunteer office where a donation to the auxiliary can be accepted and a receipt given. Except for official hospital fundraisers, volunteers are not to buy or sell any items from or to staff or patients, or solicit for any nonhospital charity.

Work Limitations:

Volunteers should perform only those duties to which they have been assigned and properly trained. When in doubt, ask questions about what to do. If asked to do something you have been instructed not to do, simply say "I'm sorry, I would like to help you, but volunteers are not permitted to perform those duties." Then, if possible, get someone who can perform the task. Volunteers cannot perform any clinical or technical tasks. Volunteers are not expected or allowed to enter into certain work situations.

Volunteers are allowed to go to any office or department within the hospital building, but are not permitted to do task for patients that require the volunteer to leave hospital property.

Volunteers may not:

1. Lift or move patients
2. Transport patients on a stretcher alone

3. Transport patients with oxygen equipment, unless specially trained
4. Transport patients exceeding 250 pounds by wheelchair
5. Transport patients to the parking lots of the hospital
6. Handle any form of medication while working with patients
7. Interact with any patients who are in any type of isolation
8. Interact with psychologically or emotionally disturbed patients
9. Interact with patients who are prisoners, unless a guard is present
10. Give advice to, or counsel, patients, family members or visitors
11. Handle patients' money or valuables
12. Give a patient anything to eat or drink without permission from the nurse

Telephone:

You may use the volunteer office telephone for brief, local calls, and you may provide your family with the volunteer office telephone number for messages. We discourage personal telephone conversations in front of patients and ask that if a patient approaches you, staff member or another volunteer, that you place the call on hold and assist the person in front of you. When answering a phone, identify yourself as a volunteer and follow the unit or department's telephone procedures.

Smoking:

As a smoke free facility, Inova Mount Vernon Hospital is committed to providing a safe and healthy environment for everyone who enters our facility. Smoking is prohibited in all indoor areas of the hospital. Smoking is permitted in the designated smoking area outside on the second floor balcony, adjacent to the cafeteria.

Benefits:

In addition to making new friends, exploring new interests and experiencing the satisfaction of helping others, active volunteers are entitled to the following benefits:

Receive an employee discount in the cafeteria and outpatient

pharmacy.

May enroll in hospital sponsored classes at reduced rates

Are included in hospital special events

Recognition:

The hours of service donated by our volunteers are celebrated at the Annual Awards dinner.

During National Volunteer Week in April, departments and units recognize volunteers in their respective departments and throughout the hospital.

Volunteers' birthdays are recognized with a \$3.00 credit for a meal in the cafeteria.

Daily warm smiles, heart felt thanks and sincere appreciation.

Fire and Safety Summary:

Safety is the responsibility of every employee and volunteer. Every reasonable precaution is taken to provide a safe environment for employees, volunteers, patients and visitors. Safety rules are for your protection and for the protection of the patients.

Each volunteer is part of a team dedicated to providing the best patient care possible. One essential element of that care is the volunteer's ability to respond quickly and efficiently to emergency conditions in the hospital. Every department has a manual of Emergency Operating Plans and other safety guidelines. Volunteers should ask their supervisors or department director of their volunteer assignment area for appropriate orientation and training in order to practice safety during their volunteer work.

Emergency Announcements:

Understanding emergency codes will help you respond appropriately to any emergency situation. These codes are used for the hospital public address system announcements that alert all employees and volunteers to an emergency situation.

Codes:

Code Mset	Cardiac arrest
Code Pink	Infant/child abduction
Doctor Red	Fire
Code Purple	ED Bypass
Code Orange	Disaster
Code Walker	Patient has left a Unit

Reporting Codes (Emergencies)

Dial 5555 to report all codes (emergencies). The emergency page should be used for all codes. Dial 5555 on any telephone whether it is in an office or in a patient's room.

Fire Safety (Code Red)

We ask that you always be alert to prevent conditions that might cause a fire. Of utmost importance is adherence to the hospital's "no smoking" policy. In the event you see smoke or flames remember the phrase "A RACE" and do the following:

R – Rescue – Relocate any persons in immediate danger.

A – Alarm Confirmation – Dial extension 5555. Tell the operator the exact location of the fire and what is burning, e.g., mattress, trash equipment, grease, etc.

C – Confine -- Close the door to the area on fire. This helps to contain flames and smoke in a small room.

E – Extinguish – If you have been trained and the fire is small, use an extinguisher.

If you smell smoke, dial 5555 to request immediate response from Security and Engineering.

As part of the hospital's ongoing life safety program, we hold regular fire drills and tests of our alarm system and emergency preparedness. Upon activation of the fire alarm system, some doors will close automatically. In the event of a real emergency, we will give you directions and assistance.

Infection Control:

In order to prevent the spread of infection, all volunteers should observe prescribed infection control techniques as outlined in the Infection Control Manual for the volunteer assignment area. Volunteers should know what is in the manual to ensure that they practice proper techniques. Remember that cleanliness is the key to infection control, and handwashing is the most effective step in preventing infections.

All patients' blood/body fluids will be treated as if infectious. Appropriate personal protective equipment will be worn as needed: mask, eye protection, gloves, gowns, etc. If you are volunteering in areas that require special protective measures to control infection, ask your supervisor for special training in infection control procedures. Do not enter isolation rooms.

Hazardous Chemicals:

If volunteers might be exposed to hazardous chemicals, your department director or supervisor will inform you of any specific hazards and protective measures you must take to prevent exposure to the chemicals. Remember to ask your assignment area supervisor if you will come into contact with any hazardous chemicals in the performance of your volunteer work.

Body Mechanics:

Think before you lift anything. When lifting, remember that the small muscles of your back are not made for heavy lifting.

Get close to the object you are lifting and stay close to it.

Give yourself a wide base of support and point your toes outward.

Ensure safe footing, grasp the object firmly and hug it.
Always bend with your knees, not your back.
Keep your back straight as you rise, lifting the object.
Use your legs for power.
Lift objects only to chest height.
Get help if you think you might need it.
Use mechanical aides when and where you can.

Wheelchair Safety:

A few common sense precautions will ensure the safety of volunteers, staff patients and visitors.

1. Keep the traffic pattern to the right, just as if driving a car.
 - a. Open right-handed doors only (someone may be on the other side).
 - b. Travel around corners well to the right to avoid collisions.
2. Back wheelchairs into elevators, move straight out; face the doors when the elevator is in motion.
3. If an elevator door is stuck, closed or an elevator is stuck between floors, lift out the telephone and dial the operator for help. Be cool and patient; it won't be long before rescue.
4. Lock the wheelchair wheels before a patient sits in it or rises from it and whenever it is stopped. Caution the patients to remain seated in the wheelchair until the wheels are locked and leg and footrests are retracted.
5. Pass open doors with caution, when you have an occupied or unoccupied wheelchair. Someone less cautious may appear unexpectedly.

Terminology:

Acute	Short, severe illness
Ambulatory	Able to walk about (patient not confined to bed)
BP	Blood pressure
Cardiac	Pertaining to the heart
CAT Scan	Computerized axial tomography
CCU	Coronary care unit
Chronic	Disease of slow progress and long duration
EEG	Electroencephalogram
EKG	Electrocardiogram
ER	Emergency Room
ENDO	Endoscopy
Geriatric	Pertaining to the treatment of the aged
ICU	Intensive Care Unit
I & O	Intake and Output
Isolate	To separate from others (usually infectious)
IV	Within a vein (intravenous)
LVN	Licensed vocational nurse
MRI	Magnetic resonance imaging
Med. Staff	Physicians qualified to admit patients
NPO	Nothing by mouth
OB/MATY	Obstetrics/maternity
OR	Operating room
PCCU	Post critical care unit
Paramedics	Specially trained ambulance drivers who can give emergency Care
Pathology	Study of tissues and organs of the body
Pediatrics	Pertaining to the diseases of children
Postpartum	After birth
Preemie	Baby born before term
PT	Physical therapy
Rehab	Rehabilitation unit
RN	Registered nurse
Stat	Immediate
Station	Assigned work area for patient care
Stretcher	Stretcher or cart on wheels for moving patients
Vital Signs	Temperature, pulse, respiration and blood pressure