Volunteer Handbook

Requirements.

Guidelines.

Expectations.

WVU Medicine

Volunteer Services
1 Medical Center Drive
Morgantown, WV 26506
304.598.4134

TABLE OF CONTENTS

WELCOME LETTER 1

ABOUT WVU MEDICINE 2
MISSION • VISION • HISTORY OF RUBY MEMORIAL HOSPITAL • HOSPITALS AND INSTITUTES

ABOUT VOLUNTEER SERVICES 3
MISSION • SCOPE OF SERVICE • MAILING ADDRESS •STAFF
ABOUT FRIENDS' AUXILIARY 3
HISTORY • MISSION • DUES

VOLUNTEER REQUIREMENTS 4
VOLUNTEER TYPES • NUMBER OF HOURS REQUIRED • APPLICATION • INTERVIEWS • REFERENCES • VOLUNTEER PLACEMENTS • ONBOARDING • ADDITIONAL TRAINING • ATTENDANCE • ABSENSES • NO-SHOWS •

VOLUNTEER REQUIREMENTS 5
HEALTH RELATED DOCUMENTATION
VOLUNTEER BENEFITS 5

VOLUNTEER GUIDELINES 6
AGE RELATED COMPETENCY • BREAKS • CELL PHONE USAGE/TECHNOLOGY • CONFIDENTIALITY • LOCKERS • PARKING • PLACEMENT DESCRIPTIONS • SCHEDULE • SMOKING • UNIFORM • DO NOTS •

VOLUNTEER REMINDERS 7
COMMUNICATION • FREQUENTLY USED ACRONYMS • COMPLIANCE HOTLINE • SECURITY • THE JOINT COMMISSION •
CONFIDENTIALITY AND ETHICS 7
EMPLOYMENT OF VOLUNTEERS / EMPLOYEE VOLUNTEERS 7

SERVICE EXCELLENCE 8
HARASSMENT 8

LEAVE OF ABSENSE 9
INCIDENT REPORTING 9
SUBSTANCE ABUSE 9
HOLIDAYS 9
INCLEMENT WEATHER 9
DISASTER PLAN 9
EMERGENCY RESPONSE 9
GENERAL SAFETY 9

UNIVERSAL PRECAUTIONS (INFECTION CONTROL) 10
PROPER BODY MECHANICS 10
WHEEL CHAIR TRANSPORTATION 10

RESIGNATION 11
CORRECTIVE ACTION/TERMINATION 11

NEXT STEPS 12

Whitney Rae Hatcher, MPA
Manager
Volunteer Services and
Friends Gift Shop

Welcome

Dear New Volunteer:

On behalf of everyone at WVU Medicine, welcome and thank you for joining our team. You are now a member of one of the most trusted and distinguished healthcare organizations in West Virginia. Each of us is an important member of the WVU family and play a part in the outstanding quality healthcare we provide to our patients and our community.

In Morgantown, more than 600 volunteers donate their time and talent to help our patients and improve their healthcare experience.

This handbook was created to give you important information that will enhance your volunteer experience. Please take time to read through it and refer back to it as questions arise.

Feel free to contact the Volunteer Services Department at (304) 598-4134 for additional information or to pass along comments or suggestions.

Once again, we welcome you to our medical center family and thank you for choosing WVU Medicine to Volunteer and share your time.. We wish you a rewarding experience as a Volunteer. One of the greatest gifts you can give is your time. I am continually humbled and impressed by our volunteers who go above and beyond to serve our patients and our community.

At your service,

Whitney Rae Hatcher

"We make a LIVING by what we GET,
but we make a LIFE by what we GIVE..."
-Winston Churchill

ABOUT WVU MEDICINE

Mission

To improve the health of West Virginians and all we serve through excellence in patient care, research and education.

Vision

To transform lives and eliminate healthcare disparities through a nationally recognized patient-centered system of care that includes:

- An expanded regional healthcare delivery system
- Consistent, integrated patient care recognized for delivering the right care in the right place at the right time at all sites.
- Development of new approaches to improve healthcare, including team-based models of care, expanding WVU clinical and translational research.
- Educational programs throughout the network recognized for training uniquely qualified healthcare team members and leaders
- A culture of performance and excellence throughout the network

History of Ruby Memorial Hospital

Ruby Memorial Hospital opened on July 19, 1988. Ruby Memorial Hospital, the flagship hospital for WVU Medicine, is named for the late J.W. Ruby. Ruby's late wife, Hazel Ruby McQuain, donated $8 million toward the construction of the hospital.

Ruby was a 21-year old farm boy in 1924 when he went to work in the plating department of Sterling Specialty Company in Newcomerstown, Ohio. He came to Morgantown prior to World War II when Sterling Faucet purchased the idle mill complex in Morgantown. Ruby was put in charge of the plant.

Following the war, Ruby became the owner of Sterling Faucet. By the time he sold it in 1968, Ruby was involved in agriculture, mining, road paving, poultry processing, feed mills, and race horses. He owned several area businesses.

Ruby died in 1972 at the age of 69. McQuain died in 2002 at the age of 93.

Ruby Memorial Hospital, the largest facility in the WVU Medicine family, provides the most advanced level of care available to the citizens of West Virginia and bordering states. Our staff consists of highly-trained, dedicated professionals who are trained in the latest techniques and technologies — and are also skilled in the art of providing compassionate care.

Hospitals and Institutes:

- J.W. Ruby Memorial Hospital and Morgantown-area physicians offices
- WVU Medicine Children's
- WVU Cancer Institute
- WVU Eye Institute
- WVU Heart and Vascular Institute
- United Hospital Center
- Camden Clark Medical Center
- Berkley Medical Center
- Reynolds Memorial Hospital
- Wetzel County Hospital
- Garrett Regional Medical Center
- St. Joseph's Hospital
- Jefferson Medical Center
- Potomac Valley Hospital

Albert L. Wright, Jr.
President and CEO

ABOUT VOLUNTEER SERVICES

Mission

Volunteer Services mission is to effectively further WVU Medicine's mission to improve the health of West Virginians and all we serve through excellence in patient care, research and education through a consistently well managed corps. of Volunteers.

Scope of Service

The Department of Volunteer Services was established to augment the services of WVU Medicine in order to extend the best car e possible to our patients, their families and visitors. The volunteers supplement the hospital staff but do not replace personnel.

Mailing Address

1 Medical Center Drive
PO Box 8075
Morgantown, WV 26506

Office Hours

Monday—Friday
8:00 a.m.—4:30 p.m.

Phone Number

304.598.4134

Staff

Whitney Rae Hatcher
Manager

Nancy Beckner
Volunteer Coordinator

Elizabeth Kanosky
Administrative Assistant

Jani Coster
Patient Activities Coordinator

ABOUT FRIENDS' AUXILIARY

History of Friends Auxiliary

In 1961, shortly after West Virginia University Hospitals (now WVU Medicine) opened its doors, a group of women organized an auxiliary at the best of the Hospital's first administrator, Eugene Staples. This "Ladies Auxiliary" became "Friends."

Initially, Friends' primary activity was purchasing items needed in nursing stations and waiting rooms, but by 1965 Friends' activities expanded into a gift shop; a play therapy program for the pediatric nursing station; a sewing group that produced patient gowns and towels; a patient lending library; and fund-raising activities.

Since then, Friends' activities have expanded to match the needs of the hospital. As WVU Medicine has grown, so has Friends. No longer exclusively a "Ladies' Auxiliary," Friends' now encompasses men and women consisting of retirees, professionals and homemakers, students and even dogs!

Friends' Mission

The purpose of Friends shall be rendering service to WVU Medicine and its patients, and assisting WVU Medicine in promoting the health and welfare of the community in accordance with charitable objectives established by WVU Medicine. In furtherance of its charitable purposes, Friends will: 1) volunteer service in the Hospital; 2) provide activities for fund-raising; and 3) promote public relations.

Dues

All adult volunteers are automatically a member of the Friends' Auxiliary. Student and Junior Volunteers do not pay dues and are not eligible to become members of the Auxiliary. Sustaining members shall pay dues of $10 annually. A life membership is $200 and can be paid in eight $25 installments. Once paid, a plaque will be ordered with your name and displayed on the donor wall.

VOLUNTEER REQUIREMENTS

Volunteer Types:

- Junior Volunteer: High School students, ages 14-18 apply in April/May of each year for an opportunity to participate in the summer volunteer program.
- College Student: College students must apply during the designated enrollment periods based on the academic calendar year.
- Adult Volunteers: at least 18 years of age and are not attending a college, university, business or trade school. Adult volunteers may apply year-round.

Number of Hours Required: Volunteers must commit to a minimum of 50 hours of service and a minimum of 4 hours of service per week is required. However, the amount of hours may be subject to change depending on the needs of the department and volunteer and with approval of the Volunteer Manager.

Application: Prospective volunteers must complete a volunteer application which contains the names and telephone numbers of 2 personal references (non-relatives). Junior Volunteers must submit a Parental Consent form. Prospective volunteers must also complete the online orientation prior to being contacted for an interview. Junior Volunteers will attend an orientation.

Interviews: Upon receipt of your application, you will receive an email containing information for completing online orientation. When you have completed the online orientation and submitted your policy acknowledgement forms, we will contact you to schedule an interview. The interview process will give us a chance to get to know you and give you the opportunity to ask questions and find out more about the program. Once we have met and discussed your skills, interests and past experiences, we will be better prepared to match you with a volunteer position that will both fulfill your expectations and provide a needed service to the hospital. After completing the application process, a screening interview must be scheduled with the Department of Volunteer Services. Applicants are reviewed and considered based on assessed skills, interests, level of demonstrated commitment and the availability of volunteer positions. A reference check and a criminal background check are then conducted. All Junior Volunteers must be accompanied by a parent during their interview with Volunteer Services and Employee Health.

References: A form will be provided for you to provide to your references. You will be responsible for getting your references to complete the recommendation form. You will not be permitted to volunteer until you have 2 completed references forms.

Volunteer Placements: Please understand that we will do our very best to place you in your preferred placement area, but keep in mind that some areas are highly competitive and fill up quickly.

Onboarding: Successful onboarding will include completion of a photography consent form and a parental consent form (if applicable), health related documentation and placement schedule.

Additional Training: Prospective Volunteers must complete Computer Based Learning (CBLs) prior to beginning their volunteer experience. CBL topics include a general overview of the volunteer program, infection control policies, environmental safety, liability, age-specific competencies, patient confidentiality, and other hospital policies and information. The CBLs take approximately 2 hours and can be completed on your personal computer. Volunteers must complete CBLs annually to be evaluated and maintain an active status.

Volunteers should be properly trained by their departmental supervisor or designated staff to successfully understand department specific policies and procedures.

Attendance: Volunteers are expected to meet their commitments to their scheduled service hours. If you are a student, you are required to complete your 50 hours within two consecutive semesters (summer not included). If you do not complete 50 hours within two consecutive semesters, you will be unable to return to volunteer in the future and we will not release your hours. Students are required to volunteer two semesters even if you have met your 50 hour requirement before the end of the two semester period. All volunteers must sign– in and –out when reporting for service. Failure to do so will result in service hours not being recorded.

Absences: Absences must be reported at least 24 hours before your shift begins unless you have an emergency. You can call the Volunteer Office during regular business hours of Monday - Friday 8:00 a.m. - 4:30 p.m. If you are reporting off during a time when our office is closed, you need to call your department directly and email us at volunteer@wvumedicine.org.

No Shows: If we do not have record of you making an attempt to call off, it will be considered a "No Show" which is grounds for dismissal. A meeting with the Manager of Volunteer Services will be required following an occurrence.

VOLUNTEER REQUIREMENTS (Continued…)

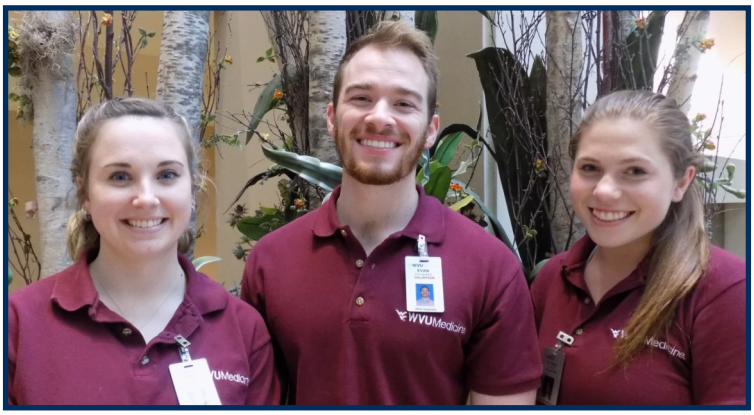
Health Related Documentation: In order to provide a safe environment for both the patient and volunteers, volunteers are required to provide documentation of the following immunizations prior to the start date.

- Tetanus: within the last 10 years (recommended Tdap)
- Measles, Mumps, and Rubella (MMR): proof of two separate doses
- Chicken Pox: documentation of history
- Hepatitis B: Series of three immunizations, at least one must be administered prior to start
- Tuberculosis (TB) skin test: If you have not received a skin test within the past 12 months, a two-step (2nd TB skin test) will be administered 7-10 days after initial skin test placement.
- Flu (during Flu Season)

Employee Health will administer the TB skin test, Hepatitis B immunizations (only specific placement locations,) and Tdap vaccines. A questionable chicken pox history will be verified with a blood test to determine antibody levels. The volunteer will be responsible for the Varivax (chicken pox) vaccine if needed. Documentation of two separate doses is required. Volunteers born before 1957 will be tested for antibody levels for MMR. In the event that a volunteer has a negative antibody titer, Employee Health will administer all vaccines except the Varivax (chicken pox) vaccine.

A history of receiving BCG immunizations does not exclude a volunteer from TB skin testing. This will be reviewed with the volunteer at the time of the visit. In the event a volunteer has a positive TB test reading, the volunteer will be required to be evaluated by a physician for a chest X-ray and possible prophylactic therapy with INH. The cost of this treatment is the responsibility of the volunteer. A copy of the chest x-ray report and physician evaluation will be required prior to being approved as a volunteer. It is imperative to have all vaccination records reviewed by the Employee Health clinician prior to obtaining any additional vaccinations.

Junior Volunteers must be accompanied by a parent or legal guardian. The junior volunteers will be receiving ONLY a TB skin test. Junior Volunteers must obtain any necessary immunizations from their medical provider. Junior volunteers with questionable or no history of chicken pox must see their medical provider for vaccination or provide documentation of a positive Varicella antibody.



At the completion of all required vaccinations, the Employee Health clinician will return the signed volunteer approval slip to the volunteer for delivery to the Volunteer Services Department.

All volunteers of WVU Medicine are required to have the seasonal flu vaccine. Flu vaccines are given annually at no charge to the volunteer. If you received a vaccine elsewhere, you must provide proof of the vaccine. If you are actively volunteering when flu season begins, you are required to get a flu vaccine in order to continue volunteering. If you choose to not get the seasonal flu vaccine, you will be unable to volunteer until flu season has concluded.

VOLUNTEER BENEFITS

- Recognition of Volunteers during the National Volunteer Week as an expression of appreciation for their contributions.
- Initial and annual Tuberculosis screening and interpretation.
- Letter of service after 50 hours (upon request).
- Use of the Volunteer Library.
- Meal Coupons (after you complete 50 hours of service, a $7 value that you may use in the hospital cafeteria each time you volunteer. After-hour or weekend coupons are available by request.)
- Free Flu Shot
- Fellowship and Camaraderie.
- 25% discount at Friends Gift Shop and 10% discount at Medical Center Pharmacy.

VOLUNTEER GUIDELINES

As members of the WVU Medicine family, Volunteers must abide by the same processing and regulations as the paid staff and follow similar hospital regulations. All volunteers must adhere to the following:

Age Related Competency: All volunteers should have a good understanding regarding Age Related Competency. Patients must be treated according to their age, gender and environment with dignity, empathy, and respect.

Breaks: Volunteers are responsible for arranging any breaks taken during the service period with their supervisor.

Cell Phone Usage/Technology: Cell phones should be on silent and out of sight while you are volunteering. If you need to make a phone call, please leave your volunteer area and go to a quiet place to make a phone call or text. Photographing patients is never allowed and will not be tolerated. Using social media (Snapchat, Instagram, etc.) while volunteering is also strictly prohibited. No earbuds or headphones are permitted.

Confidentiality: Volunteers must hold patient and hospital information confidential and must sign an agreement of confidentiality.

Lockers: Most volunteer areas do not have secure storage for your personal belongings. You may obtain a lock from Volunteer Services to use on the lockers provided in the Volunteer Office. You must take your lock off the locker each time you leave. We do not have enough lockers for you to leave your lock here. Please return your lock when you are finished volunteering.

Parking: Parking is available at no charge in designated volunteer areas with a permit. Those in violation of parking rules risk getting towed at your expense. Most of our parking is located off-site with shuttle transportation to and from the hospital.

Placement Descriptions: WVU Medicine Department of Volunteer Services defines each volunteer assignment, competencies, requirements supervisors and responsibilities in a Volunteer Placement description. Volunteers should never attempt a task outside of the position description. If asked to do so, the volunteer must decline the duty. Position descriptions are reviewed for revision yearly.

Schedule: Your final volunteer schedule will be determined when you have completed all of the steps in the enrollment process. Volunteers are responsible for reporting to their site according to the schedule established when the placement is made. Any changes in the schedule must be acceptable to the volunteer and the supervisor. Volunteers must inform their supervisor and the Department of Volunteer Services if any changes are made. You must work your entire shift unless other arrangements are approved.

Smoking: Smoking is the number one cause of preventable death and disability. As a healthcare organization, we have an obligation to provide a healthy, tobacco-free environment for our patients, visitors, faculty, staff and students. Our healthcare facilities and the entire WVU Health Sciences campus are tobacco-free. All buildings are smoke-free; the tobacco-free policy applies to all areas surrounding buildings, including sidewalks and parking lots.

Uniform: Your uniform top will be provided at no charge; however you will be responsible for obtaining the required bottoms.

- **Identification Badge:** Your identification badge is part of your uniform. Always wear your ID badge visibly attached to your clothing so that others can identify you as a volunteer.
- **Dress Professionally:** Volunteers must dress appropriately for their assigned areas and tasks. No shorts, mini skirts sandals, flip flops, clogs or open toed shoes may be worn. Heavy perfume and bulky jewelry should be avoided. Your bottoms must be well maintained and fit appropriately. Clothes must be neat, clean and appropriate for a business environment.

Volunteers must not:

- Accept or ask for money or gifts from patients
- Solicit medical staff for professional advice
- Attempt to sell items to patients, hospital staff or a patient's family members.
- Visit friends or relatives in the hospital while on duty.
- Visit other areas of the hospital except in the course of their service.
- Have friends or relatives (including children) visit with them while on duty.

VOLUNTEER REMINDERS

Communication: Please be aware that we primarily use email for communication. Remember to check the email account that you have given us regularly.

Frequently Used Acronyms:

- **RACE: R**escue patients, **A**ctivate alarm, **C**ontain the fire by closing doors, and **E**xtinguish the fire
- **PASS: P**ull the pin, **A**im at the base of the fire, **S**queeze the handles and **S**weep side to side.
- **HIPAA: H**ealth **I**nsurance **P**ortability and **A**ccountability **A**ct

Compliance Hotline: If you feel that you see something that should be reported, West Virginia University Health System has provided these methods for you to report unethical behavior and policy violations securely and confidentially. Your willingness to come forward is important to us. You may report a concern by calling 1-855-236-2041 or visit www.wvuhs.alertline.com.

Security: **Internal** x77777 **External** 304-598-4444

The Joint Commission: The hospital is accredited by The Joint Commission. The Joint Commission is an independent, not-for-profit organization that accredits and certifies nearly 21,000 health care organizations and programs in the United States. The Joint Commission accreditation and certification is recognized nationwide as a symbol of quality that reflects an organization's commitment to meeting certain performance standards. The Joint Commission visits the hospital and conducts a reaccreditation survey tri-annually. The most recent survey was completed in July 2018.

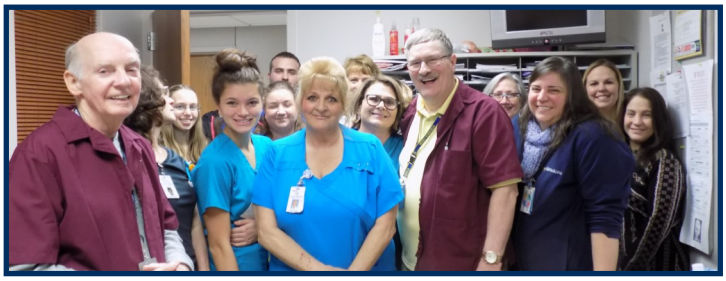
CONFIDENTIALITY AND ETHICS

Volunteers are bound by hospital policy to regard all patient information (including identity, diagnosis, and condition, etc.) as strictly confidential. Divulging of confidential information could result in termination of volunteer service. All volunteers are asked to sign a Confidentiality agreement and complete HIPAA training during their initial orientation.

Volunteers should not participate in any idle gossip with patients, staff, or other volunteers regarding inappropriate subjects and/or items regarding hospital policy and procedures.

Volunteers should never ask a patient why he/she is in the hospital.

Volunteers should never discuss politics/religion with patients. These are personal subjects, which may provoke emotional responses that could be detrimental to the recovery of a sick person. If the patient insists on talking about these subjects, listen politely, but avoid any comment then excuse yourself at the first possible moment.



Volunteers are to keep their relationship with patients and staff casual but friendly at all times; refrain from giving gifts, personal phone numbers or addresses to the patients and vice versa. Relationships with staff and visitors should remain professional. Any concerns regarding the hospital system or policy should be relayed to the Manager of Volunteer Services.

Volunteers may not request professional medical advice (informally) concerning self, family or patients from the medical staff while on duty.

Volunteers should never attempt to give patient care of any kind.

Volunteers should never discuss the costs of hospitalization with the patient.

Volunteers cannot solicit patients, visitors or staff for personal gain.

EMPLOYMENT OF VOLUNTEERS / EMPLOYEE VOLUNTEERS

Volunteers who are interested in employment at WVU Medicine should contact the Department of Human Resources at (304) 598-4075 or visit wvumedicine.org. WVU Medicine is an equal opportunity employer.

Volunteers who are employees of WVU Medicine MUST adhere to the Fair Labor Standards Act. The following restrictions apply:

- An employee cannot volunteer his/her services to an employer to perform the same type of service they perform as an employee.
- The tasks performed by the volunteer may be similar but not exactly to those performed by an employee.

SERVICE EXCELLENCE

These are guidelines for communications and behaviors by employees, volunteers, staff and physicians on staff that foster favorable relationships between employees, volunteers, physicians, patients and their families and visitors. It is a continuous and ongoing process at WVU Medicine.

At WVU Medicine, we recognize that a patient's recovery is aided by an atmosphere of caring that each of us creates with our communications and actions. We realize that patients choose our hospital because of our reputation for quality and caring. Therefore, we place a high degree of importance on establishing and maintaining an atmosphere of friendliness, courtesy for each patient, visitor, physician, and co-worker and volunteer so that these patients have a favorable perception and experience with our Hospital.

- **Be aware** of and concerned about how your demeanor and actions affect patients, visitors, physicians, staff and other volunteers.
- **Break the Ice**—Smile! It costs nothing. Make eye contact, introduce yourself, and lend your assistance.
- **If someone looks lost,** instead of giving them directions, take them there.
- **Anticipate needs**—You'll often know what people want before they ask.
- **Respond quickly—**When your help is needed from a patient, co-worker, etc., take care of it as quickly as possible. For a sick patient, every minute seems like days.
- **Maintain privacy and confidentiality**—Knock before you enter a patient's room. Watch what you say and where you say it. Protect personal information.
- **Maintain dignity—**Close curtains to give privacy. Put yourself in their shoes. That patient could be your friend, your child, your spouse.
- **Listen and Act—**Don't blame others for issues. Listen, then do all you can to resolve the issue.
- **Keep quiet**—Noise is annoying! It shows lack of consideration and concern for patients, co-workers, and volunteers.
- Apply your telephone skills—When you're on the telephone, WVU Medicine's reputation is on the line. Sound pleasant and give your name along with a greeting. Be helpful. Don't transfer them before you listen with concern, understanding and have good information to give them.

Treat everyone the way you want to be treated and you cannot go wrong!!

HARASSMENT

Volunteers are asked to adhere to set standards for harassment and comply with the Harassment Policy V.220. WVUHS is committed to a work environment that is free from all forms of unlawful discrimination and harassment based upon two key relationship principles.

1. All individuals are to be treated with dignity and respect.
2. Employees, medical staff, medical residents, students and volunteers (staff members) are expected to uphold high standards of personal conduct at work.

"Harassment" means unwelcome conduct that is based on race, color, national origin, ancestry, age, physical or mental disability, blindness, pregnancy, veteran status, service in the uniformed services (as defined under state and federal law), religion, creed, sex, sexual orientation, gender identity or gender expression. Harassment becomes unlawful where 1) enduring the conduct becomes a condition of continued employment or 2) the conduct is severe or pervasive enough to create a work environment that a reasonable person would consider hostile, intimidating, harmful or offensive. Harassment may include, but is not limited to offensive jokes, slurs, epithets or name calling, physical assaults or threats, intimidation, ridicule or mockery, insults or put-downs, offensive objects or pictures, and interference with work performance. Harassment can be in the form of direct interaction, by phone, email, voice mail, print material or in social media.

"Sexual Harassment" means unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when submission to such conduct is made, either explicitly or implicitly a term of condition of an individual's employment; submission to or rejection of such conduct is used as a basis for employment decisions affecting the individual or such conduct has the purpose or effect of unreasonably interfering with an individual's work performance by creating an intimidating, hostile or offensive work environment. This provision applies to the target of such conduct as well as individuals who may observe or be affected by it. Following are some examples, which if unwelcome to any individual, may constitute sexual harassment: Physical conduct such as unwanted touching, pinching, poking or brushing against another person's body; unwanted sexual advances, propositions, or other sexual comments, such as sexually oriented gestures, remarks, jokes or comments about a person's sexuality or sexual experiences; sexually explicit emails, texts or other written communications; pressuring someone to go on a date; preferential treatment or promises of preferential treatment for submitting to sexual conduct; displaying pictures, posters, calendars, objects or other materials that are sexually suggestive, sexually demeaning or pornographic.

LEAVE OF ABSENSE

If there is a time in which a volunteer must be gone for a period of time but does not wish to be removed as an active volunteer, he/she must submit a leave of absence (LOA). The LOA is available for up to six months. If a volunteer does not notify us and is not active within the volunteer program for a period of (3) months, we will assume the service has ended and the ID badge will be deactivated. For security reasons, we do ask that the badge be returned to the Volunteer Services Department.

INCIDENT REPORTING

Any injury sustained by a volunteer must be reported to the volunteer's supervisor and to the Department of Volunteer Services regardless of the perceived seriousness of the injury. An incident report must be completed for the injury. The volunteer will be seen in the Emergency Department for evaluation and treatment. Your personal health insurance will be used as primary coverage with the Hospital if additional medical service is needed.

SUBSTANCE ABUSE

All Volunteers are asked to adhere to WVU Medicine's Substance Abuse Policy V. 231. Substance abuse by employees, staff, residents, or students at WVUH is unacceptable and will not be tolerated. Our patients have a right to care provided by workers who are not under the influence of drugs or alcohol. Federal law entitles all employees the right to work in a drug free environment. It is everyone's responsibility to report suspected use of alcohol or drugs to the appropriate supervisor.

HOLIDAYS

West Virginia University Hospitals recognizes that Holidays are frequently times when employees and volunteers would like to celebrate on these designated holidays: New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas. On these days, staffing at the hospital is at a minimum. Volunteers should discuss with their supervisors if they should report to service.

INCLEMENT WEATHER

Volunteers are encouraged to discuss with their supervisors if they should report to service in the event of inclement weather.

DISASTER PLAN

A disaster plan is designed for the reception and treatment of an abnormally large amount of patients who are victims of disasters such as fires, flood, train wreck, etc. Inclement weather, creating a staffing shortage, is a disaster. Upon hearing an announcement putting the plan into action, volunteers wishing to help should report to the Department of Volunteer Services to receive an assignment from the Manager of Volunteer Services or designee.

EMERGENCY RESPONSE

In case of a fire, the following steps should be taken:

1. Remove anyone in immediate danger.
2. Close all doors.
3. Pull fire alarm.
4. Dial 77777 and state your observation(s).
5. Leave the area if you do not have patient care responsibilities.

In case of a disaster, the Operator will announce the proper code and the affected areas. Report to designated areas.

GENERAL SAFETY

- Safety Data Sheet (SDS) - previously known as Material Safety Data Sheet (MSDS) - The Hazard Communication Standard requires that the chemical manufacturer, distributor, or importer provide Safety Data Sheets (SDS) for each hazardous chemical to downstream users to communicate information about these hazards. These are available online on the Connect Intranet site under Reference Tools.
- Electrical/Equipment Safety - Volunteers must have proper training to operate any piece of equipment. The departmental supervisor is responsible for proper training and/or in-service. Please inspect all equipment you are asked to utilize for safety. If there is a concern, please report the equipment.
- Volunteers are required to wear their ID badge in a visible manner while on duty.
- Volunteers should call security x77777 when the safety/security of patients, visitors or staff is threatened. Volunteers can also call security for an escort to their car.
- Secure your belongings during your volunteer assignment. Please check with your department supervisor for information.

UNIVERSAL PRECAUTIONS (INFECTION CONTROL)

Universal Precautions are utilized by health care facilities nationwide. These procedures treat all patients as though they have an infection of some kind. Employees use protective clothing, gloves, face masks, etc., because they interact with body fluids. Volunteers are asked to protect themselves by using "proper hand washing", never attempting to clean any kind of body fluid, staying home when sick and never entering a patient room marked "isolation" unless given permission and properly dressed.

Blood borne disease that are notable include:

- Hepatitis B virus (HBV)
- Hepatitis C virus (HCV)
- Human immunodeficiency virus (HIV) that leads to Acquired immunodeficiency virus (AIDS)

These diseases can only be transmitted by the exchange of body fluids and not by casual contact.

Tuberculosis (TB) is an airborne bacterium. It is spread from person to person through the air. The risk of getting TB is greater if a person spends long periods of time indoors with someone who has active TB.

A skin test called PPD can determine when a person has the TB germ. For this reason, volunteers and employees are initially required to have a two-step PPD test and then complete the TB survey annually during their birthday month. Junior Volunteers are only required to have one PPD test.

Volunteers should wash their hands before and after patient contact, whenever visibly soiled with infective material, after using the toilet, before and after eating, after wiping eyes and noses and after applying cosmetics. Volunteer attire must be clean.

Volunteers with chronic weeping dermatitis or legions on exposed skin surfaces should refrain from patient contact. If you have had fever, vomiting or diarrhea you need to be symptom free for 24 hours before returning to volunteer. If you have had pink eye you need to be on your medication for 24 hours before returning to volunteer.

PROPER BODY MECHANICS

Volunteers do not usually become involved in lifting heavy items. However, keep the following information in mind. Most back injuries result from improper lifting. According to the principles of biomechanics, the worst lifting situation occurs when the body is extended over the load. Also, twisting in the position invites injury. Keep your back upright to shift weight on the powerful leg muscles. *Size up the load before you lift—if it looks heavy, it probably is!*

WHEEL CHAIR TRANSPORTATION

Volunteers will receive a hands on demo during training if transporting is part of your position. Volunteers are not permitted to transport patients that are receiving oxygen or have IV's. You may assist with transport of these particular patients by holding doors, helping push beds, etc.

To use a wheelchair:

- Approach the Patient at a diagonal.
- Lock Brakes.
- Move pedals and foot rests out of the way.
- After patient is seated, assist with foot rests.
- Unlock Breaks.
- Back patient into the elevator and push straight out when exiting.

RESIGNATION

Volunteers wishing to resign from their assignment must provide notice to their supervisor and the Department of Volunteer Services. The hospital identification (ID) must be returned.

CORRECTIVE ACTION & TERMINATION

If, at any time, a volunteers performance or conduct needs improvement, it may become necessary for him/her to have a discussion with an immediate supervisor and/or the Manager of Volunteer Services. Depending on the situation, specific improvements may be agreed upon; additional training may be necessary; reassignment, or time off pending reassignment, may be appropriate; or if the problem can't be resolved satisfactorily for all involved, the volunteer may be terminated. The hospital reserves the right to terminate your service as a volunteer if the action is in the best interest of both parties. Infraction of hospital policies cannot be allowed and a warning to this effect will be issued as necessary.

The following non-exclusive list of infractions provides examples of events that may result in corrective action, up to and including termination:

- Dress Code violation
- Leaving assigned work area without authorization
- Failure to properly or completely perform work tasks
- Dishonesty
- Unsatisfactory conduct or negligence
- Disregard or violation of safety rules or prescribed safety practices
- Failure to complete annual CBLs by applicable deadlines
- Falsification of hospital records including application for employment, health assessment/physical, or any act of dishonesty regarding WVUHS business
- Theft of hospital, patient, or employee's property
- Reporting to or engaging in WVUHS work in a condition not fit for duty due to the use or abuse of alcohol, drugs, prescription medicines or other controlled substance
- Possession of alcoholic beverages or unauthorized controlled substance on hospital property
- Refusal to submit to a requested drug screen
- Refusal to cooperate with any WVUHS investigation or audit involving security, legal, compliance or other business or operational matter affecting WVUHS
- Sleeping or the appearance of sleeping on the job
- Fighting, threats of bodily injury, the use of abusive or threatening language (which may include profanity or gestures)
- Unauthorized possession of weapons or explosives on hospital property
- Insubordination
- Inappropriate access to confidential information with no business need to know
- Disclosure or misuse of confidential information, including government-mandated regulations that outline the treatment of confidential information (Ex., HIPAA, Medicare compliance)
- Any grossly negligent, careless or willful act which could or does result in personal injury or damage to Hospital property
- Harassing, threatening, intimidating, coercing or interfering with fellow employees , volunteers or patients
- Generating false, misleading, or defamatory information
- Conviction of a felony which could impede the volunteers ability to perform his or her duties in a satisfactory manner
- Falsifying any reasons given for an absence
- Failure to call off work within the timeframe provided by the Department without good cause.
- Any other willful act or conduct detrimental to patient care or WVUHS or Department of Volunteer Services operations

Mirroring the Corrective Action and Discharge Policy for WVU Health System (Policy V.230), the procedure shall be:

Step One—Documented Counseling—A documented counseling may be issued to a volunteer by a supervisor or the Manager of Volunteer Services for unacceptable behavior, substandard performance, or other minor offenses.

- The immediate supervisor and/or the Manager of Volunteer Services or designee will meet with the Volunteer and inform him/her of the specific behavior that is unacceptable.
- A WVUHS Corrective Action Form should be used to the volunteer noting the date of the occurrence, the specific unacceptable behavior, the action to be taken to fix the problem and the consequences of failure to correct the problem.
- The corrective action shall be delivered as soon as possible after the occurrence which initiated the action.

Step Two—Written Warning—The same procedure as Step One will be followed, as applicable. A written warning may be given in lieu of Documented Counseling for first-time misconduct or other more serious offenses. The written warning will include detail of previous applicable progressive counselling and coaching session(s).

Step Three—Final Written Warning—The same procedure as Step One will be followed, as applicable. The Final Written Warning must specify that the consequence of failure to remedy the behavior will be termination of the volunteer. A final written warning may be given by a supervisor and/or the Manager of Volunteer Services or designee or serious offenses or behavioral problems and can occur after a prior warning or as the first step in the corrective action process if the infraction is serious enough to warrant.

Step Four—Termination— The same procedure as Step One will be followed, as applicable. Notice of termination may be given by the Supervisor or the Manager of Volunteer Services or designee and should generally follow previous corrective action steps, but may also serve as the first step in the corrective action process if the infraction is serious enough to warrant. The original documentation of the final written warning shall be placed in the Volunteers file.

NEXT STEPS

Visit Employee Health :

- The nurse will review your records and determine if you need any additional immunizations
- **Please tell your nurse your preliminary assignment (listed below).** This will determine which immunizations you may need.
- Upon completion of all requirements, the nurse will give you a signed approval for that you **MUST** return to Volunteer Services.
- You cannot begin Volunteering until you are approved by Employee Health.

Directions to Employee Health:

- Take the main elevator to the 2nd Floor and make a left.
- Turn right towards the waiting room.
- Turn left again and walk through the double doors.
- Employee Health will be on your left.

Visit Human Resources:

Please visit the HR department to have your picture taken for your ID badge and return the HR form to Volunteer Services before you leave the building today. You can place your form in the confidential box located outside of the Volunteer Services office door if nobody is at the front desk.

Directions to Human Resources

- Across the Hall from Volunteer Services

Criminal Background Check:

You will receive an email from Certiphi which will have instructions on completing your Criminal Background Check. We will get the results back within 2-7 business days.

References:

It is your responsibility to contact your references. Please use professional references. They can locate the PDF on the Orientation website: www.wvumedicine.org/volunteer-orientation. They will send the completed PDF to volunteer@wvumedicine.org. You cannot start volunteering until two references have been completed.

CBLs:

You will receive an email with instructions on how to complete your CBLs. You will not be able to start volunteering until these are completed. Please contact our office if you need assistance or would like to schedule a date to take them in our office or complete them with someone.

Volunteer Schedule: Your final volunteer schedule will be determined when you have completed all the above steps in the enrollment process.

Name	Title	Email	Phone	Days Available	Time Available
Elizabeth Kanosky	Administrative Assistant	elizabeth.kanosky@wvumedicine.org		Monday - Friday	8am – 4:30pm
Jani Coster	Patient Activities Coordinator	janice.coster@wvumedicine.org	304-598-9453	Monday, Wednesday, Friday	M-8-4:30, W-9:30-4, F-9:30-4
Nancy Beckner	Volunteer Coordinator	nancy.beckner@wvumedicine.org	304-598-6010	Monday - Friday	8am-4:30pm
Whitney Hatcher	Manager, Volunteer Services	whitney.hatcher@wvumedicine.org	304-598-4396	Monday - Friday	8am-4:30pm
Volunteer Office		volunteer@wvumedicine.org	304-598-4134	Monday - Friday	8am-4:30pm

WELCOME VOLUNTEER!

Preliminary Assignment : _____

Unit Specific Training : (If Applicable)

NICU Date: _____ Time: _____ Location: Volunteer Services _____

ED Date: _____ Time: _____ Location: Emergency Department _____

Children's Date: _____ Time: _____ Location: Volunteer Services _____