



Volunteer Handbook

Requirements.
Guidelines.
Expectations.

 **WVU**Medicine

WVU Hospitals
Volunteer Services
1 Medical Center Drive
Morgantown, WV 26506
304.598.4134

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Kimberly Hartsell

Director of Volunteer Services and Gift Shops; Business Liaison for Project SEARCH and Friends of WVU Hospitals



Dear Volunteers,

Thank you for deciding to join WVU Hospitals Volunteer Services team. We are excited that you are providing your time and energy to the service of assisting others within WVU Hospitals. As I'm sure you are aware, volunteering is a very fulfilling experience. Knowing you are not only helping our patients and their families, but you will be part of our healthcare team.

You will find that the Volunteer Handbook is full of valuable information about the volunteer program at WVU Hospitals. The Handbook will introduce you to the WVU Hospital family, Friends of WVU Hospitals Auxiliary, the volunteer requirements, guidelines, and expectations of all our volunteers.

Please contact the Volunteer Services Department at 304-598-4134 or email us at volunteer@wvumedicine.org with any questions or concerns, and to offer suggestions for improvement in our Volunteer Services Program. Our Volunteer Services team is here to assist you along your journey.

Again, thank you for choosing WVU Hospitals for your volunteer experience. We are certain that you made the right choice! Welcome!

Kimberly Hartsell

Director of Volunteer Services and Gift Shops
Business Liaison for Project SEARCH and
Friends of WVU Hospitals

**"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.

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 Hospitals in order to extend the best care 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.—4:00 p.m.

Phone Number

304.598.4134

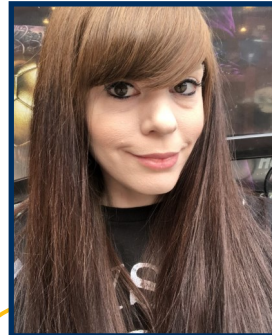
Volunteer Services Staff



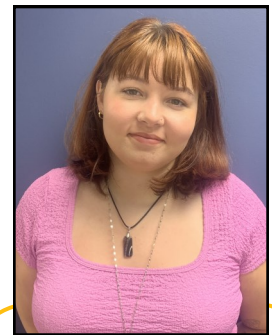
Kimberly Hartsell
Director



Nancy Beckner, CDVS
Volunteer Coordinator



Jennifer Johnson
Volunteer Coordinator



Lillie Gill-Newton
Administrative Assistant

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 behest 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 Hospital's has grown, so has Friends. No longer exclusively a "Ladies' Auxiliary," Friends' now encompasses men and women consisting of retirees, professionals and homemakers, students, therapy dogs and mini horses!

Friends' Mission: The purpose of Friends shall be rendering service to WVU Hospitals and its patients, and assisting WVU Hospitals in promoting the health and welfare of the community in accordance with charitable objectives established by WVU Hospitals. 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. A Friends' Auxiliary Life Membership is \$200. Once paid, your name will be displayed on the honor wall.

VOLUNTEER REQUIREMENTS

Volunteer Types:

Junior Volunteers Junior volunteer applications are accepted in April of each year

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. Grad students should apply as an adult

Number of Hours Required: Volunteers must commit to 1 shift per week. With an exception of the NODA program which is an on-call program.

Application: Prospective volunteers must complete a volunteer application at www.wvumedicine.org/volunteers.

Upon receipt of your application, you will receive an email containing information for completing the online orientation. If you are an adult, once you have completed the online orientation and submitted your policy acknowledgement forms, we will contact you to schedule an onboarding session. Students will schedule their onboarding session on their application. The onboarding session will give you the opportunity to ask questions and find out more about the program.

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.

Additional Training: Prospective Volunteers must complete Computer Based Learning (CBL) modules in Workday 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 show up for their scheduled shifts. You must report off if you are unable to make your shift.

Absences: Absences must be reported at least 24 hours before your shift begins unless you have an emergency or an unexpected situation. You can call the Volunteer Office during regular business hours of Monday - Friday 8:00 a.m. - 4:00 p.m. or you can utilize VicNet to remove yourself from the schedule. 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 or call our office to leave a message at 304-598-4134.

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.

VOLUNTEER REQUIREMENTS (Continued...)

Volunteer Health Requirements

Junior Volunteers under 18 years of age must be accompanied by a parent or legal guardian, unless you have a signed parental consent form for Employee Health. These requirements are put in place to protect you as well as patients and coworkers.

The following are the health requirements for new volunteers.

Measles, Mumps, Rubella (MMR)

If born prior to 1957, you will be tested for antibody levels for MMR. Proof of immunity to Measles, Mumps, and Rubella (MMR) may be a copy of the volunteer's immunization record showing 2 vaccinations for these diseases or the results of blood titer tests showing the volunteer is immune.

Varicella

Proof of immunity to Varicella (Chicken Pox) may be a copy of the volunteer's immunization record showing 2 vaccinations for Varicella, or the results of a blood titer test showing the volunteer is immune.

Tuberculosis (TB)

Before a volunteer can begin their volunteer assignment, TB Screening must be completed. To protect the community, it is important to know who has latent TB and provide a baseline for all hospital personnel.

Volunteers must complete a TB Symptom Questionnaire and have an initial physical TB test (TB skin test or TB blood test). If the volunteer has a positive test, additional information regarding past tests and treatment will be required (test results, x-ray and treatment history). Volunteers who test positive for TB will be asked to complete a TB Symptom Questionnaire annually.

Tetanus, Diphtheria and Pertussis (Tdap)

This protects against tetanus, diphtheria and whooping cough.

FLU

All volunteers must have an annual FLU shot to remain an active volunteer during FLU season. Volunteers who refuse vaccination for any reason will be placed on a leave of absence from their volunteer assignment during the FLU season. The FLU season is usually between December and March. However, the period may be extended depending on the severity of FLU season

Hepatitis B (HepB)

Hepatitis B immunizations (only specific placement locations)

Volunteers will be asked to provide record of vaccine series or a titer showing immunity. Employee Health will provide the vaccination or draw the blood titer if not previously received.

At the completion of all required vaccinations, the Employee Health Clinician will sign the volunteer approval slip so the volunteer can deliver to the Volunteer Services Department.

VOLUNTEER BENEFITS

- Volunteers are eligible for a complimentary cafeteria voucher each time you volunteer, after you reach 50 hours of service. You may use the voucher in Ruby or Children's cafeteria. After-hours or weekend vouchers are available by request.
- 25% discount at Friends Gift Shop and 10% discount at Medical Center Pharmacy.
- Free yearly Flu/COVID vaccines are available at Employee Health
- Access to hospital's Wellness Center
- Free Heartsaver CPR class.

VOLUNTEER GUIDELINES

As members of the WVU Hospitals 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:

Breaks: Volunteers are responsible for arranging any breaks taken during the service period with their supervisor. One 15 minute break is permitted for each 4-hour shift.

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 bring a lock 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.

Parking: Parking is available at no charge. Those in violation of parking rules risk getting towed at your expense. Additional information regarding parking will be provided during your onboarding session.

Placement Descriptions: WVU Hospitals 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 every two years, or updated as changes occur.

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. Self-scheduling can be done through VicNet. Self-scheduling should only be done one week in advance.

Smoking: 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.

Weapons: No weapons of any kind are permitted on Hospital Property. No exceptions.

Uniform: Your uniform top will be provided at no charge; however you will be responsible for obtaining the required bottoms. You are required to wear pants or scrub pants in gray, black, navy, or khaki. No denim, sweats, or shorts are permitted. No sandals, flip flops, clogs or open toed shoes may be worn.

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

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:** Rescue patients, Activate alarm, Contain the fire by closing doors, and Extinguish the fire
- **PASS:** Pull the pin, Aim at the base of the fire, Squeeze the handles and Sweep side to side.
- **HIPAA:** Health Insurance Portability and Accountability Act

Compliance Hotline: If you see something that you feel 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. All volunteers will receive a copy of the compliance policy and hotline protocols during their onboarding.

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

IT Help Desk: **Internal: x74357** **External: 304-598-4357**

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 bi-annually. The most recent survey was completed in 2024.

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 the onboarding process.

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 Director 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.

EMPLOYEE VOLUNTEERS

Volunteers who are employees 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 or volunteer in the same department they are employed.
- The tasks performed by the volunteer may be similar but not exactly to those performed by an employee.

SERVICE EXCELLENCE

At WVU Hospitals, 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! Make eye contact, introduce yourself, and lend your assistance.
- **If someone looks lost**, help them to their destination
- **Respond quickly**—When your help is needed from a patient, co-worker, etc., take care of it as quickly as possible.
- **Maintain privacy and confidentiality**—Knock before you enter a patient's room. Protect personal information.
- **Maintain dignity**—Close curtains to give privacy.
- **Keep quiet**—be considerate of patients, co-workers, and volunteers.

LEAVE OF ABSENCE

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 notify the Volunteer Services office with dates of their expected absence.

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 for any expenses incurred.

SUBSTANCE ABUSE

Substance abuse by volunteers at WVUH is unacceptable and will not be tolerated. It is your responsibility to report suspected use of alcohol or drugs to the appropriate supervisor.

HOLIDAYS

Volunteer Services recognizes these designated holidays: New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas. Volunteers are not expected to work on a holiday. Volunteers that do work on a holiday will be compensated with double hours.

INCLEMENT WEATHER

Volunteers are not expected to report in cases of inclement weather.

DISASTER PLAN

In the event of an internal or external disaster, all volunteers should follow the designated department (volunteer placement area) evacuation route from the building. If evacuation is required, volunteers should report to department designee to establish safety. After reporting to department assigned designee, all volunteers should then report to the main entrance of Mylan Puskar Stadium, near the Mylan Puskar statue. The Director, Manager, Coordinator, or designee will recall volunteers to assure accountability.

GENERAL SAFETY

- **Safety Data Sheet (SDS)** - 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 designee 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.

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 lesions 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 brakes
- 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. Your Volunteer badge and parking pass, if applicable, must be returned.

CORRECTIVE ACTION & TERMINATION

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
- Any other willful act or conduct detrimental to patient care or WVUHS or Department of Volunteer Services operations