

Health PEI



VOLUNTEER HANDBOOK

Prince County Hospital is a 102 bed acute care facility that serves patients from across Prince Edward Island. The Hospital supports both in-patient and outpatient care.

Throughout the year there are approximately 390 adults and 60 students volunteering at Prince County Hospital.

Welcome

We are pleased that you have chosen to donate your time and skills to join us as a volunteer at Prince County Hospital

We are committed to involving you as a part of a team in meaningful volunteer opportunities to provide quality service. We believe that volunteers can provide a vital link between our programs and the citizens we serve.

You will benefit through personal growth and the sense of satisfaction from learning new skills while assisting others. Our hard working and dedicated staff look forward to having you assist, to enhance the services we provide.

This manual is offered for the purpose of sharing information about our organization, your duties and responsibilities as a volunteer, and other important information you will need to successfully perform your volunteer duties.

We want you to have a rewarding, meaningful and enjoyable experience. Every effort will be made to match volunteers with assignments that best reflect their interests, skills, and needs, as well as the needs of the hospital.

DeAnna Heckbert

Coordinator of Volunteer Services

The Volunteer Services Program

Our Vision

Our vision is a healthy community in which every citizen understands the value of volunteerism and then consciously volunteers in whatever capacity they are able.

Our Principles and Values

Caring - we will respect the dignity and value of all people involved in the program, treating others as we wish to be treated.

Community Involvement - we believe it is a good thing for citizens to participate through volunteering. It adds value to our organization.

Teamwork - we believe that paid and volunteer staff should work together as equals in a climate of mutual respect, trust and support.

Quality Service - we will model high ethical standards at all times while continuously seeking to improve.

Open and Honest Communication - we will encourage and expect open, honest interaction and input from volunteers and staff at all levels.

How to Become a Volunteer

Any individual who is interested in becoming a volunteer will be asked to follow this process:

1. Complete the volunteer application form and supply two references.
2. Obtain criminal record check documentation. Prospective volunteers are required to have a Criminal Record Check. Upon application you will be given an information sheet on how to obtain a check through your local Police Station or RCMP office. A letter will be provided with your name and signed by the Coordinator of Volunteer Services which can be used to verify you are applying to volunteer. Providing the letter to Police or RCMP means you don't have to pay a fee.
3. Following screening there is a scheduled personal interview. A good match can be made based on the needs of those we serve and your skills, interests and availability.
4. A 2 hour general orientation and tour helps you better understand your role and learn about volunteer opportunities. A more specific orientation and training will follow in the department you are assigned. You will receive a Volunteer Position Description which will outline your duties and responsibilities.

Goals

To support staff, programs and community groups in an effort to enhance our response to the people we serve

To reach out to the community to allow more public participation and input within our Hospital.

To develop, support and promote volunteerism as a vital component of our organization

Benefits of Volunteering

As a volunteer you will benefit from:

The satisfaction of knowing you have assisted another person

Exposure to various work settings and learning new skills

Meeting new people and making new friends

Career development opportunities that can be included on a resume

Receiving a letter of reference (after 3 - 6 months of regular service) based on your dependability and performance

Knowing you are contributing to making your community healthier

The following are scheduled 2 - 4 hour weekly or bi-weekly volunteer shifts at Prince County Hospital:

- Front Desk Hospitality
- Medical/Palliative Care
- Mealtime helpers and friendly visitors
- Emergency Department
- Maternal Child Care
- Pastoral Care / Chapel
- Ambulatory Care Waiting Areas
- Surgery Clinic
- Nursing Suite
- Oncology
- Dialysis
- Musicians
- Restorative Care
- Tours
- Clerical / Administrative

In addition there are community groups who have volunteers managed under their own programs and leaders:

- Prince County Hospital Auxiliary
- Wishing Well Gift shop
- Summerside Garden Club
- PCH Foundation
- Hospice PEI
- Look Good Feel Better
- Youth Who Care

Volunteer Services Department

The Volunteer Services office is located in Ambulatory Care at Prince County Hospital and is responsible for recruiting, selecting, training, placing supervising and recognizing volunteers.

The Volunteer Services Coordinator plans and supervises programs for Prince County Hospital and offers assistance and support to approximately 390 adults and 60 students.

We are committed to providing quality care and service to our patients, staff and visitors. We encourage you to share your comments, suggestions and ideas with us. Please contact the Volunteer Services office at 902-438-4359 or via e mail at dlheckbert@ihis.org

The Volunteer Room is located in the lobby behind the Hospitality Front Desk. This room is a welcome place for volunteers to stop by as they arrive, to say hello, hang their coat, tuck away personal belongings in a purse locker, and sign in and out. Coral colored smocks or vests are available for ladies and green vests available for gentlemen. Volunteers can borrow regularly laundered smocks and vests in the Volunteer Room, or purchase their own for a fee. T-shirts are available for students for a \$10 fee.

Identification

Regardless of the location, all volunteers must wear identification stating their name and title. These will be provided by the Volunteer Services office and should be stored when signing out.

Sign In / Out

Volunteers are asked to sign in when starting their service and sign out upon completion of their assignment. This is important for liability insurance coverage and is a record of who is in the building in case of an emergency. It also enables us to keep track of the hours contributed by volunteers. Sign-in record sheets are available in the Volunteer Room. You will become familiar with this process during orientation. You are encouraged to arrive a few minutes early to review any information that may be waiting concerning your duties and checking the information bulletin board for updates.

Insurance Coverage

All registered and fully documented volunteers are covered by the liability insurance of government health services on PEI while acting within the scope of their duties.

Volunteers are not covered by Workers Compensation.

Parking

Volunteers park in the Visitor Parking area. Please leave the closest parking spaces to the hospital for patients use.

Dress Code

Your appearance is important since it establishes confidence and respect among the people you work with, the people you serve and the general community. Clothing should be comfortable and respectful, with no hats, short shorts or ripped jeans. Gum is unacceptable and snacks are to be enjoyed in the Volunteer Room or cafeteria.

Female volunteers wear a coral smock or vest and male volunteers wear a green vest. We have regularly laundered smocks and vests you can use.

Students purchase cedar colored T-shirts for \$10.

Soft soled, close toed shoes are appropriate footwear.

In consideration of others, please do not wear scented grooming products.

Responsibilities of a Volunteer

As a volunteer you are responsible for:

- Being dependable and notifying the worksite as soon as you know you are unable to attend. Reporting your absence when you are unable to volunteer is an essential part of your responsibility. If you are ill and not able to volunteer, please call the Hospital and ask to speak to the Department where you volunteer so you can tell them. If you are not able to make it because you will be away or have other reasons of importance please call 902-438-4359 or email the Volunteer Office during a weekday prior to your shift to let staff know. dlheckbert@ihis.org
- It is very important that you show up on your scheduled day and that you are on time. Your presence and commitment is counted on by staff and by the people you serve.
- Learning the skills necessary to perform your volunteer duties by attending the training sessions available and be knowledgeable about your program
- Complying with the policies and procedures outlined in the program manual
- Keeping records as requested such as the number of volunteer hours contributed
- Accepting support and feedback from others. Ask about things you don't understand as there may be reasons for the way things are done or you may have a better suggestion. We welcome your input!

Ethical Issues

1. You are required to sign a confidentiality agreement and must respect the confidences learned on your volunteer assignment. Any information about the people you serve is strictly confidential and must be managed carefully.
2. Do not express personal, religious or political beliefs or give advice on someone's treatment.
3. You must serve all citizens without regard to race, religion, gender or sexual orientation.
4. Respect the privacy, without judgment, of the people you serve. Each is an individual with different needs.
5. Politely turn down monetary rewards and gifts from the people you serve.

What is Confidentiality?

It is essential that confidentiality is maintained for respectful relationships, as well as for legal and ethical reasons. All information learned directly or indirectly concerning your volunteer assignment must be held in strict confidence and not discussed outside the workplace. You are encouraged to talk about your volunteer experience so you may interest others; however, you must not talk about individuals in such a way that they may be identified. It is not even appropriate to tell others that someone is a patient in hospital if you have learned this through volunteering there. It is essential to respect the confidences of those you serve, the staff and fellow volunteers

This also means NOT asking questions of patients or fellow volunteers or staff which gives information we don't need to know. We only need to know what is necessary to do our job, so inquiring about patient's condition is not appropriate. We want to be kind and caring, but need to respect confidentiality that is part of our role as volunteers.

Sometimes patient's disclose information to us, without our asking, so we become a listening ear. Please remember we can be good listeners, but are not here to learn about a patient's condition or tell others what is disclosed to us.

Confidentiality is a very important part of the orientation and training and all volunteers will be asked to sign a confidentiality agreement. Everyone in the organization, which includes volunteers, is expected to respect the privacy of others and to treat confidential information responsibly.

Infection Control

As a volunteer in health, it is essential that you understand how infection spreads and how to prevent it. You will be instructed in universal precautions as per the following:

Do NOT report to volunteer if you are sick, are feeling ill or have an infectious condition.

Hand Washing

Frequent hand washing is the single most important way to prevent the spread of germs and infections. Using soap, wash hands for at least 20-30 seconds using a good lather and vigorous scrubbing while being sure to wash front and back of hands, around nails, jewelry, between fingers,

palms, and around thumb base. Use paper towel to dry your hands well and shut off the water faucet with the paper towels.

Hands must be washed:

- before and after your volunteer assignment
- before and after contact with a patient
- after using the washroom
- after handling items used by others
- before and after handling food
- after coughing, sneezing or blowing your nose
- after handling money or newspapers

Hand Gel

Hand gels are available throughout the hospital and should be used before visiting a patient and after visiting a patient, as well as any time after you have handled equipment, or items that could spread infection. Use at least 15- 20 seconds with the same vigorous process as hand washing.

Occupational Health & Safety

The services of an Occupational Health & Safety Are available to assist with providing and maintaining a safe environment. If something appears unsafe to you, it probably is. Be sure to report it to a staff person ASAP.

Incident Reporting

If you are involved in an unusual incident while performing your volunteer duties, be sure to report to a nearby staff member and the Volunteer Coordinator. Guidance and direction will be available and you may be asked to provide information, as a witness to an incident.

Fire and Emergency Procedures

Every worksite is responsible for providing a safe environment for staff, volunteers, the people being served, and visitors. Volunteers must be aware of the procedures in place in the event of a fire or other emergency. Please make sure you are familiar with what is in place.

Emergency code colors, reported through the intercom system in the event of a code are as follows:

- Code Red- Fire
- Code Orange- External Disaster
- Code Green- Evacuation
- Code Black- Bomb
- Code Blue- CPR required
- Code Yellow- Missing patient
- Code White- Violent patient
- Code Brown- Hazardous spills / Gas
- Code Silver – Lockdown procedures

Please make yourself familiar with the fire and safety measures by reviewing the Emergency Procedures Manual in the Volunteer Room and in the department you are volunteering.

Some volunteers are members of a Disaster Plan fan-out list. These volunteers will be called during a code orange, for specific assignments in the event of an emergency. If, and when this occurs, only those volunteers called are required to be present at the Hospital.

Use of Personal Communication Devices

Personal communication devices (i.e. cell phones) are not to be kept any employee or volunteer during their scheduled shift. These devices should be kept in lockers or personal bags during scheduled hours of volunteering. Checking messages, sending messages and /or making personal calls can be done during approved breaks only.

Smoking

All government worksites are smoke free. There is no smoking on facility properties. You are expected to refrain from smoking while volunteering.

Exit Interview

When a volunteer separates from the program, they will be requested to give feedback on their volunteer experience. Their input will be sought regarding suggestions they might like to pass on for improvements in the program.

Termination

Volunteer Services reserves the right to terminate the services of a volunteer if it is felt to be in the best interest of the program and the volunteer. This may occur when:

- A volunteer fails to comply with policies and procedures
- Continuous absences which show a lack of interest and commitment
- Arriving at the worksite under the influence of alcohol or drugs
- Breach of confidentiality
- Abusive behavior towards another person
- Theft of any kind

Volunteers will be informed during orientation about offenses that can lead to termination. The decision to terminate is highly confidential and the volunteer's privacy and dignity will be protected. Termination is a last resort and will only occur after careful investigation and documentation with careful consideration of the rights and best interests of all parties. Appropriate support will be offered to the volunteer.

General Guidelines

In order to perform your volunteer duties effectively and enjoy the satisfaction that will come from it, keep the following in mind:

- ✓ Report for your volunteer assignment on time, appropriately dressed, including your identification.
- ✓ Always sign in and out on the time record sheets
- ✓ Approach the people you serve with a smile, try to remember their name, introduce yourself as a volunteer and ask if you can assist in some way
- ✓ Do not report to the hospital if you feel ill, give as much notice as you can
- ✓ Politely decline any offer of money or other gifts from those you serve
- ✓ If you find a situation that you aren't comfortable with or if you have a suggestion to share, be sure to talk to the staff person responsible for your volunteer position
- ✓ Be cautious when giving out personal information to others such as your home address or phone number
- ✓ Above all be yourself the most precious gift we can give to another is the gift of self

Rights of a Volunteer

As a volunteer you have a right to:

- A meaningful and satisfying volunteer position with a position description of your volunteer duties
- Adequate orientation and training with access to on-going educational opportunities
- A safe and supportive work environment
- Good communication and information about matters that relate to your volunteer position
- Guidance, direction and support from staff and other volunteers with the opportunity to share your ideas and suggestions
- Regular feedback on your performance and recognition of your service
- Be heard and have your suggestions and opinions respected