

QUEEN ELIZABETH HOSPITAL



PRINCE EDWARD ISLAND

# Volunteer Services Handbook



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# Welcome

**W**elcome to the Queen Elizabeth Hospital! We are delighted to have you join us to share your time and skills in very meaningful ways.

Your role as a volunteer will be to complement the professional staff by enhancing our services to the people we serve. It is our goal to provide patients and visitors with a pleasant, safe and comforting experience during their stay at our hospital.

As the Volunteer Services Manager, I am here to help plan and supervise the Volunteer Services programs for the Queen Elizabeth Hospital. I serve as liaison between volunteers and staff and to offer assistance and support to our almost 600 volunteers.

The Queen Elizabeth Hospital is proud to have received accreditation by the Canadian Council of Health Services which acknowledges our hospital's efforts to attain national standards of quality for health services. Ms. Jamie MacDonald is the Chief Administrative Officer of the Queen Elizabeth Hospital. Within the Queen Elizabeth Hospital, we are divided into nursing units and departments. Volunteer Services has departmental status under Support Services, with Terry Campbell as our Director.

The staff of the Queen Elizabeth Hospital values all volunteers with Volunteer Services, the Auxiliary and the Hospital Foundation who have chosen to donate their time, energy and skills. This voluntary contribution is widely recognized and the input highly valued. It is through volunteers that the link between hospital and community is strengthened.

It is our sincere hope that your volunteer experience will be rewarding, meaningful and enjoyable, and that it will provide you with opportunities for new skill development, career exploration and new and special friendships.

This handbook has been prepared to provide you with the information tools you will need as a volunteer. If you have any questions, please contact the Volunteer Services office by telephone at (902) 894-2003 or via email at [jxmorrison@gov.pe.ca](mailto:jxmorrison@gov.pe.ca). We are in the office each weekday from 8 a.m. to 4 p.m.

Together, we can make a difference to those entrusted to our care. We hope you enjoy your volunteer experience at the Queen Elizabeth Hospital!

Sincerely,

A handwritten signature in cursive script that reads "Janice Morrison".

Janice Morrison  
Manager, Volunteer Services

# Background and History of the Queen Elizabeth Hospital

The Queen Elizabeth Hospital (QEH) is a 274-bed acute care facility that provides leadership in acute care and specialized services. Opened in 1982, the QEH is located in Charlottetown and serves patients from across Prince Edward Island.

The hospital supports both in-patient and outpatient care.

The mission of the QEH is as follows:

The Queen Elizabeth Hospital will be the leader in health care on Prince Edward Island. Primarily it will provide a comprehensive range of innovative community hospital services and secondarily it will be a modern referral centre in an integrated Island-wide service system.

The Queen Elizabeth Hospital is part of the Provincial Acute Care Division of the Prince Edward Island Department of Health.

# The Role and Scope of the Volunteer Services Department

The Volunteer Services Department is responsible for recruiting, selecting, training, placing, supervising and recognizing volunteers at the Queen Elizabeth Hospital. Every effort is made to match volunteers with assignments that best reflect their interests, skills and needs as well as the needs of the hospital.

Volunteers working with the Volunteer Services Department assist hospital staff with the care and comfort of in-patients and outpatients. Volunteers complement the endeavours of staff in the delivery of comprehensive health care at the QEH. Volunteers are a central part of the hospital's health-care team. These individuals provide a valuable link between the community and the hospital, and they also fill a valuable public relations role. Volunteers do not perform the functions of paid staff. The QEH has volunteer placements in numerous areas of the hospital including:

- Admitting
- Breast Screening Clinic (Mammography)
- Cancer Treatment Centre
- Cystoscopy
- Diagnostic Imaging
- Emergency
- Foundation

- Hair Care
- Hemodialysis
- Information Desk
- Look Good, Feel Better
- Newspaper Delivery
- Nursing Units
- Pediatrics
- Pharmacy
- Physical Medicine  
(Occupational Therapy, Physiotherapy, Speech Therapy)
- Pre-Surgery Clinic
- Psychiatry
- Shared Clinics
- Special Testing Services
- Spiritual Care

Volunteers are a valuable resource and a significant factor in the hospital's ability to provide high-quality care to patients. Throughout the year, there are approximately 341 adult volunteers and 230 youth volunteers who donate their time, skills and talents with Volunteer Services. In the 2015-2016 fiscal year volunteers contributed 31,138 hours of service to the QEH.



# Becoming a Volunteer

## Registration

Anyone interested in becoming a volunteer at the Queen Elizabeth Hospital will complete a volunteer application form and have an interview with the Volunteer Services Manager.

The interview is an opportunity to discuss current volunteer programs, important information about the Queen Elizabeth Hospital, as well as the interests, abilities and availability of the prospective volunteer. The Volunteer Services Manager should be made aware of any health problems during the interview.

## Orientation

All prospective volunteers will receive an orientation to the Queen Elizabeth Hospital. This will include a tour of the hospital and area of volunteer assignment.

Following this orientation, placement will be made to a suitable volunteer program and the volunteer will receive orientation to the assigned program.

Should you feel uncomfortable with your volunteer assignment, please inform the Volunteer Services Manager and a more suitable placement will be made.

# Being a Volunteer

## **Criminal Record Checks**

All prospective volunteers will be required to have a Criminal Record Check. You will be given information, including a letter for the police department or detachment. You will take this letter to either the Charlottetown Police Department or the RCMP, depending on where you reside. The Criminal Record Check is to be returned as soon as possible to the Department of Volunteer Services. We will explain the procedure to you and answer any questions at your interview.

## **Confidentiality**

All information learned directly or indirectly concerning a patient or their family must be kept confidential. This information is to be shared on a “need-to-know” basis only inside the hospital and is not discussed outside the hospital. It is extremely important that people trust us with their information. All volunteers and staff have a special responsibility to uphold this trust of confidentiality. All volunteers and staff are required to sign a Pledge of Confidentiality. A volunteer who breaches confidentiality will be subject to termination of volunteer service.

## **Volunteer Uniform**

Your appearance is important. As a member of the Volunteer Services Department and a participant of the Queen Elizabeth Hospital care team, it is important that we present ourselves neatly and professionally.

Female volunteers wear a coral lab coat or tunic and male volunteers a green t-shirt or golf shirt. Uniforms may be purchased or borrowed from the Volunteer Services Department.

Closed-toed shoes are required and sneakers are acceptable. Dress shorts and well-kept denims are permitted.

All hospital personnel, including volunteers, are asked to wear a photo identification badge at all times. These badges are worn for security reasons and will be provided to you at orientation.

Gum chewing is unacceptable and snacks are to be enjoyed at break in the coffee shop or cafeteria.

## **Scent Free**

The hospital has a scent-free policy. All staff and volunteers are asked to use scent-free grooming products when coming to the hospital.

## **Volunteer Services Office**

The Volunteer Services office is open for you with a place to leave your coat, sign in and get changed into your volunteer uniform. Staff are in the office weekdays between 8 a.m. and 4 p.m. Volunteers working evenings and weekends may obtain a key to Volunteer Services at the Information Desk.

Personal belongings may be locked in a locker. The volunteer is responsible for bringing a lock. The hospital is not responsible for lost money or personal belongings. Please take your uniform home with you at the end of your shift, or if you are using a borrowed uniform, please leave it behind in the office.

## **Sign In/Out**

All volunteers are asked to sign in on arrival and to sign out on completion of their volunteer assignment. This gives you hospital liability insurance coverage. It also serves as a record of who is in the building in case of an emergency. Furthermore, it provides volunteer services with a record of volunteer work in the hospital. These statistics are reported monthly to hospital senior management. In addition, this record enables you to participate in our Volunteer Recognition Program.

## **Absences**

Please be dependable and punctual. It is our hope that each volunteer will be committed to their regularly assigned responsibility, however, we recognize that sometimes you will be unable to attend.

If you are feeling ill or have an infectious condition, please do not report for duty. Please notify Volunteer Services immediately so that arrangements can be made to find a replacement. Our telephone (902-894-2003) has voice mail so messages may be left at any time.

## **Termination of Services**

The hospital reserves the right to terminate your services if this action is in the best interest of the hospital (in its opinion) and you. Termination could result from:

- failure to comply with hospital and Volunteer Services Department policies and procedures;
- continuous absences;
- if you are a threat to security and the well-being of patients, visitors or staff;
- unsatisfactory attitude, work or appearance;
- if you breach confidentiality; or
- if you exceed the parameters of your volunteer position guidelines.

These actions will be taken to mean a lack of interest and commitment to assist patients, staff or visitors, which could seriously impair the standing and efficiency of volunteer service and the reputation of the Volunteer Services Department.

## **Volunteer Recognition**

The contribution by volunteers is valued and appreciated by hospital administration, nursing staff, other professional personnel and most importantly, the patients.

We formally recognize the volunteer contribution on various occasions. Volunteer pins are awarded on completion of 500 hours of service and upward. Volunteers proudly wear these recognition pins and the hospital is thankful for their devoted long-standing service.

# Infection Control

## Handwashing

Frequent handwashing is the single most important way to prevent the spread of germs and infections. Using soap, wash hands for at least 20 seconds using a good lather and vigorous scrubbing while being sure to wash front and back of hands, knuckles and tips of the nails and between fingers. Use paper towel to dry your hands well and shut off the water faucet using the paper towels.

Hands must be washed:

- before and after your shift;
- before and after contact with a patient;
- after handling items used by a patient;
- before and after handling food;
- after coughing, sneezing or blowing your nose;
- after using the washroom; and/or
- after handling money and/or newspapers.

## **Liability Insurance**

Volunteers receive liability insurance coverage through the QEH's liability insurance policy. Volunteers need to know and understand their duties and the parameters of their volunteer assignment and work within those parameters.

## **Incident Reports**

If a volunteer is involved in an incident (a fall, injury that draws blood, incident that involves a patient, etc.) he/she must notify the Manager of Volunteer Services who will complete an Incident Report form.

## **Safety**

To provide for your safety as well as the safety of others moving throughout the hospital, it is important that you observe a few safety rules:

- Always keep to the right when moving through corridors and up and down stairways.
- Immediately report any spills to a staff person so housekeeping can clean them up.
- Report anything out of the ordinary to the Volunteer Services Manager.



# All Hazards Plan

The Queen Elizabeth Hospital (QEH) has an “All Hazards Plan” in place to cope with emergencies. Emergencies are any incidents that threaten the safety of the physical structure of the hospital, staff, patients and volunteers of the Queen Elizabeth Hospital (QEH).

The All Hazards Plan will be used to prepare staff to respond to disasters, protect the lives of patients, visitors and staff in a disaster situation, safeguard records and facilities in the event of a disaster and ensure prompt continuation of operations following a major disaster.

Some volunteers are members of the “All Hazards” fan-out list. These volunteers will be called to the hospital 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.

## **Standard Colour Codes for Emergency Response**

Hospital emergency codes are used in hospitals worldwide to notify staff, physicians and volunteers of various kinds of emergency situations and disasters. The use of codes is intended to convey essential information quickly and with a minimum of misunderstanding to staff, physicians and volunteers while preventing stress or panic among visitors to the hospital.

The QEH uses standard colour codes to identify the most common types of emergency situations that may affect the hospital at any given time.

It is the responsibility of volunteers of the QEH to know what the colour codes are for various emergencies and potential disasters and the impact their role may play in response to the code.

We will explain the procedure to you and answer any questions at your orientation.

# Reminders for Your Guidance

- ▶ Approach patients and members of the public with a smile and a “May I help you?” Volunteers should be friendly but not intrusive.
- ▶ Introduce yourself as a volunteer.
- ▶ Engage in conversation with the patients. Deal with positive rather than negative issues. Make eye contact. Maintain a comfortable distance between you and the patient.
- ▶ Respect the privacy of all patients. Always knock on a closed door or partially closed door, allowing sufficient time for patient and staff to respond. Do not enter a room when a physician, nurse or other staff member is with the patient or if the patient has restricted visitation.
- ▶ Treat all persons with respect, dignity and compassion.
- ▶ Do not feed a patient food or drink without permission from nursing staff.
- ▶ Leave nursing procedures (i.e., lifting, bathing, handling of medication) to trained staff.
- ▶ Wash your hands before commencing and after completing your assignment and entering and exiting patient rooms.

- ▶ Do not sit on patient beds.
- ▶ Do not transfer patients to/from wheelchairs.
- ▶ If you find a situation that should be corrected or if you have a suggestion, please report it to the Volunteer Services Manager. She is your liaison with hospital staff.
- ▶ Report incidents to your program supervisor and to the Volunteer Services Manager.
- ▶ Be a friend to the patient but do not become personally involved with their medical and personal problems. We are here as listeners and concerned friends, leaving the advice giving to hospital staff.
- ▶ Always be gracious and be discreet and you will be a wonderful volunteer for our hospital.

# Service Delivery Improvement

The Volunteer Services Department is committed to providing quality care and service to our patients, staff and visitors. We encourage you to share your comments, suggestions and ideas with the Manager of Volunteer Services.

## Potential Program Assignments

Volunteers with Volunteer Services assist the staff of Queen Elizabeth Hospital with the care and comfort of patients and outpatients. To accomplish this, volunteers are assigned to specific programs that have been carefully planned with each hospital department/unit.

The following is the list of all programs in which volunteers give assistance at the Queen Elizabeth Hospital:

### **Admitting**

*Mornings and afternoons – Monday to Friday*

- ▶ A volunteer is assigned to direct patients through the registration process and to the different areas of the hospital.

## **Breast Screening Clinic/Mammography**

*Mornings and afternoons – Monday to Friday*

- ▶ A volunteer is assigned to provide support to patients and assist the technologist.

## **Cancer Treatment Centre**

*Mornings – Monday to Friday*

- ▶ Volunteers are present in the Cancer Treatment Centre to greet outpatients and families, serve refreshments and provide companionship and support.

## **Cystoscopy**

*Mornings and afternoons – Wednesday and Thursday*

- ▶ Volunteers greet and provide direction and assistance to patients in Cystoscopy. Volunteers perform a variety of tasks requested by staff.

## **Diagnostic Imaging**

*Mornings and afternoons – Monday to Friday*

- ▶ A volunteer is present to greet and provide direction and assistance to patients with appointments within the department.

## **Emergency**

*Daily*

- ▶ Each morning, afternoon and evening, two (2) volunteers are assigned to assist with the care of patients in the department and assists the staff with a variety of tasks.

## **Foundation**

*Daily*

- ▶ Volunteers assist Foundation staff and volunteers with administrative projects in the Foundation office.

## **Hair Care**

*Monday and Thursday – 9 a.m. to 12 noon*

- ▶ Teams of volunteers shampoo and dry patients' hair. This service is very much appreciated and provides a welcome lift to patients.

## **Hemodialysis**

*Mornings and afternoons - Monday to Saturday*

- ▶ A volunteer is present to assist Hemodialysis staff, serve refreshments and provide companionship and support to patients.

## **Information Desk**

*Daily*

- ▶ Teams of volunteers are at the Information Desk every day from 8:30 a.m. to 8:30 p.m. Volunteers at the Information Desk provide direction for visitors and patients and respond to telephone inquiries. They receive and deliver all flowers for patients.

## **Look Good, Feel Better**

*Once monthly*

- ▶ Volunteers trained as hairdressers and cosmeticians provide a two-hour “make-over” session for oncology patients. There is also a volunteer hostess.

## **Newspaper Delivery**

*Mornings*

- ▶ Each morning a volunteer delivers Guardians to all patients. Mail pieces are also delivered to patients each day.



## **Nursing Unit Assignments**

*Once weekly*

- ▶ A volunteer is assigned to each nursing unit once weekly to perform duties assigned by unit staff. These duties may include assisting the ward clerk and/or visiting patients.

## **Occupational Therapy**

*Afternoons*

- ▶ Volunteers are present in the Occupational Therapy activity area to receive patients and provide companionship while waiting for appointments. Therapists may include volunteers in the patients' activities.

## **Pediatric Nursing Unit and Clinic**

*Daily*

- ▶ Volunteers assist the Pediatric staff with the care and comfort of children on the nursing unit and in the clinic.

## **Pharmacy**

*Mornings or afternoons*

- ▶ Volunteers help stock shelves, dispose of expired medications and perform other tasks requested by staff.

## **Physical Medicine Escorting**

*Monday to Friday*

- ▶ Each morning and afternoon, volunteers are assigned to escort patients from Unit 7 (PEI Rehabilitation Unit) to Physical Medicine for their physiotherapy, occupational therapy or speech therapy appointments.

## **Physiotherapy**

*Mornings or afternoons*

- ▶ Volunteers are present in the physiotherapy activity area and provide assistance as directed by therapists.

## **Pre-Surgery Clinic**

*Tuesday and Thursday*

- ▶ Volunteers provide assistance and direction to patients attending this clinic. Volunteers assist the staff with various tasks in both the Pre-Surgery Clinic and in O.R. Booking.

## **Psychiatry**

*Daily*

- ▶ Volunteers assist the occupational therapist with group activities for patients.
- ▶ Volunteers also assist the ward clerks with various tasks.

## **Shared Clinics**

*Mornings - Monday to Friday*

- ▶ Volunteers greet and escort patients to various areas in Shared Clinics. Volunteers perform a variety of tasks requested by staff.

## **Special Testing Services**

*Mornings - Monday to Friday*

- ▶ A volunteer is present to greet and to provide assistance to outpatients coming for appointments within the department.

## **Speech Language Pathology**

*Afternoons - Wednesday and Friday*

- ▶ A volunteer is assigned to assist the speech language pathologist in group and individual therapy sessions.

## **Spiritual Care Visitation**

*Daily*

- ▶ Each morning, teams of volunteers assist the Spiritual Care staff with the visitation of newly admitted patients and patients with special needs. Volunteers provide Chaplains with feedback from patient and unit visits.

# Youth Volunteer Program

Over two hundred youth under the direction of the Youth Volunteer Coordinator are assigned to various volunteer services programs during the months of July and August. Approximately 30 youth volunteers continue to volunteer during the school year.

For a youth to be eligible for participation in the Youth Volunteer Program, he/she must have completed Grade 9. Currently, there is a waiting list for youth interested in this program. Therefore, it is advisable to contact Volunteer Services when a youth is entering Grade 7 to be placed on this waiting list. The telephone number is (902) 894-2003.

Through participation in the Youth Volunteer Program, youth will be eligible for the Department of Innovation and Advanced Learning's Community Service Bursary Program when they have completed Grade 10.





