

Volunteering at Bon Secours Maryview

Thank you for your interest in our Adult Volunteer Program at Maryview Medical Center. Volunteering can be a fulfilling and worthwhile part of your life. It is a serious commitment of time and energy, and we are pleased that you have considered us for such a commitment.

The Administration and staff of Bon Secours Maryview Medical Center consider volunteers a valuable resource and an asset to our job of caring for the sick. Our volunteers play a vital role in supporting our mission, which is ***“Good Help to Those in Need”***. For that reason, a volunteer at Maryview is expected be the kind of person who has the desire to be of service to others, shows compassion for others, and shows patience in all situations.

The information in this handbook outlines requirements and information that will serve as a reference for you in preparing for volunteer service, as well as while you are actively volunteering. Please read it carefully and become familiar with its contents.

If you would like to apply to Volunteer, please complete the on-line application. Please make sure to put a current email address on your application as you will be notified by e-mail to schedule an interview. Again, thank you for your interest in volunteering.

Sherry Wyatt Hill

Director, Volunteer Center and Gift Shop at Maryview

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Who are we?

In 2018 Bon Secours Health System merged with Mercy Health System. Together we are Bon Secours Mercy Health. We continue to be known locally as Bon Secours Maryview Medical Center.

Bon Secours Mercy Health is part of the health care ministry of the Catholic Church. All beliefs are welcome to work/volunteer at Bon Secours Maryview Medical Center. Being a Catholic institution means we are committed to Gospel principles and beliefs about the dignity and rights of all races and religions.

Our Mission

To extend the compassionate ministry of Jesus by improving the health and well-being of our communities and bring good help to those in need, especially people who are poor, dying, and underserved.

Bon Secours Mercy Core Values

Human dignity

Integrity

Compassion

Stewardship

Service

Requirements

Applicants should be sincerely committed to making a long-term commitment and helping others, are dependable and able to work independently.

Age

Adult Volunteers must be at least 18 years of age and completed high school.

Application

The volunteer application is online and needs to be submitted before being scheduled for an interview.

Background Check

All adult volunteers are required to have a background check. (Details and instructions will be given after acceptance into the program.)

Covid-19 and Flu Vaccinations

All adult volunteers are required to have Covid-19 and Flu Vaccinations.

Tuberculosis Skin Test (aka PPD)

All adult volunteers are required to have a two- step Tuberculosis (PPD) skin test before beginning volunteering. Details and instructions will be given after acceptance into the program. Please do not have this done prior to the interview.

Interview

Prospective volunteers must interview with the Director of Volunteers. An appointment for an interview will be offered after review of the completed application. Prospective volunteers will be contacted via e-mail for an appointment.

Orientation

Volunteer Orientation is required before beginning volunteering. Volunteer orientation is scheduled after the interview; Verification of Covid-19 vaccination, background check and PPD are completed.

Time Commitment

Adult Volunteer Service is a year-round commitment, and we ask all applicants be prepared to make this commitment of time with a minimum of a four-hour shift once a week. Our hope is our community members will make a long-term commitment to volunteering but recognize people volunteer for many different reasons and are not able to commit to years of service. For those looking to gain experience in a certain field or for volunteer hours for school we ask for a minimum of one-hundred and seventy (170) hours commitment to service. The Volunteer Services program involves a serious commitment of time and dedication from each volunteer. You are encouraged to thoughtfully consider this commitment prior to applying.

Uniform

Uniforms are required to identify volunteers from other hospital personnel and to foster a professional image. Volunteers are required to purchase and maintain their own uniforms. More information is available in this handbook and will be discussed at the time of the interview.

Policies & Procedures

Accidents/Safety Hazards

Volunteers should notify the department supervisor and Director of Volunteers if they witness or are involved in an accident. Please report potential hazards to staff. These might include trip hazards, spills, electrical hazards, etc.

Assignments

Everyone has special talents, skills, and goals. Every effort will be made to make assignments for volunteers to departments where there is an interest. Every volunteer position is valuable to the overall care of our patients and visitors and placements are only made in departments where they have made a request for a volunteer. Requests from the departments and the day/time the volunteer is available are major factors in determining placements. Assignments are based on the needs of the hospital.

Cooperation and teamwork are required in all areas of the hospital. Volunteers are asked to be in their assigned areas and on task until it is time to sign out.

Attendance/Absenteeism

Volunteers play a crucial role in the function and teamwork at Maryview. Deciding to become a volunteer is a commitment and regular attendance is expected. We do recognize there will be times when one must have personal time away from service for various reasons. The process for notification when you plan to be away from the Volunteer department will be explained during your Volunteer Orientation. Please be mindful that your contribution is valuable so whenever possible we ask for you to make appointments and outside plans around your commitment time to volunteering.

Due to the need of providing coverage, any volunteer who is absent six consecutive weeks may have to be replaced in his/her assigned area. Any volunteer who is absent two consecutive weeks without notifying the Volunteer Office may also risk being replaced in his/her assigned area. If a long-term absence requires a replacement in your area, every effort will be made for reassignment upon return.

Confidentiality

Bon Secours Maryview Medical Center has responsibilities to the patients it serves. A federal law called Health Insurance Portability and Accountability Act (HIPAA) requires healthcare providers to protect the confidentiality of patient information and also allows patients control over how their health information is used and disclosed.

Basic Facts

- Patients have a right to confidentiality.
- Confidential information includes any of the following:

Name	Address/Phone	Age	Health Status Observations
Medications	Social Security #	Medical History	Diagnosis
- All patients receive a notice explaining their rights to privacy when admitted.
- It is illegal to release health information without permission.
- Patients have the option of being listed on the hospital directory.
- Patients have a right to access or inspect their own health information. Health Information Management (aka Medical Records) will assist patients with this request.

How can I protect patient confidentiality?

- HIPAA requires us to use or share only the “minimum necessary” information to do our jobs. Before looking at any patient information ask yourself, “Do I need to know this or review this to do my job?”
- Do not leave patient records—including any piece of paper, computer, or handheld device containing patient information—where others can see them.
- Do not speak to patients, families, or the community about other patients.
- Discussions about patient care must be kept private so that visitors and others do not overhear them.
- Records that are no longer needed (example: daily patient list) must be destroyed in certain ways. Ask the staff in your assigned area how to dispose of such information.

What happens if someone breaks the rules?

- There are civil and criminal penalties for breaking HIPAA rules, even accidentally.
- Patients can file a complaint if their confidentiality has been violated by calling the Privacy Officer (757-673-5835) or the Values Line (1-888-880-1286).

What if I overhear or see private information?

- This information is private and is not to be repeated or shared with others, **ever**.
- Patients may speak to you about their condition. They trust you to keep that information confidential.
- If you overhear employees or volunteers discuss patient care around people who don’t have a right to hear that information, remind them of the policy and let them know that they can be overheard. If you think it’s a problem and a risk to privacy, notify your supervisor or the Privacy Officer.

Contagious Diseases – When Not to Come to Work

The following are diseases or medical problems that are contagious at certain stages. Please do not come to work if you are in one of these contagious stages.

Disease/Problem	When Can You Return
Conjunctivitis (Pink Eye)	Until discharge ceases
Diarrhea, acute with other symptoms	Until symptoms resolve and Salmonella is ruled out
Group A Strep	24 hours after treatment started
Hepatitis A	Until 7 days after onset of jaundice
Herpes Simplex, hands	Until lesions heal
Mumps, active	9 days after onset
Mumps, post exposure	12-21 st day after exposure
Pertussis (Whooping Cough), active	From beginning – 3 rd week after onset or until 7 days after start of therapy
Pertussis, (Whooping Cough) post exposure with symptoms	Same as active pertussis
Rubella (German Measles), active	Until 5 days after rash
Rubella (German Measles), post exposure	7-21 st day after exposure or 5 days after rash appears
Rubeola (Measles), active	Until 7 days after rash appears
Rubeola (Measles), post exposure	5 th -21 st day after exposure
Scabies	Until treated
Staph Aureus/lesions	Until lesions resolve
Upper Respiratory Infection	Until resolved
Zoster (Shingles), post exposure in susceptible personnel	8-21 st day after exposure or if Varicella occurs
Varicella (Chickenpox), active	Until all lesions dry and crust
Varicella (Chickenpox), post exposure	8-21 st day after exposure or if Varicella occurs until all lesions dry

Ethics

Volunteers are required and expected to observe the same Code of Ethics as the hospital's employees. As a Volunteer, you are a representative of Bon Secours Maryview Medical Center and have responsibility to observe all rules and regulations of the hospital. You must agree to respect the rights and dignity of every person and observe patient confidentiality in all your interactions.

Never discuss the patient's condition with the patient or anyone else. Should a patient wish to talk, listen in a friendly manner. Be understanding, never ask personal questions, and try not to become emotionally involved. Any medical question or opinion asked of you should be referred to the hospital staff. Never recommend a specific physician or give your medical opinion to a patient or staff member. Below are examples of things you should **NEVER** say to a patient:

- Why are you in the hospital?
- I didn't know you were sick, what's wrong with you?
- I've heard Dr. _____ is not a very good doctor.

Etiquette

Gum chewing is **never** allowed. Volunteers should refrain from having food and drinks while on duty, especially in areas highly visible to the public such as the Gift Shop, Information Desk, Admitting, etc. If you must have something to eat or drink, please do it discreetly and do not have cups and food wrappers in plain sight.

Fire/Security/Other Emergency

Dial "66" to report the incident at Maryview. Be prepared to give details and the exact location of the incident.

Flu Vaccine

During the flu season, December 9th through March 31st, all volunteers are required to have a flu shot prior to or during flu season before being allowed to volunteer.

Holidays

Bon Secours observes New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day as official holidays. If the holiday falls on a Saturday, then the holiday would be observed on a Friday. If the holiday falls on a Sunday, then the holiday would be observed on a Monday. If the holiday falls on the day you normally work you would have that day off, the office will be closed. These are the only observed holidays, other federal and school "holidays" are not official days off at the hospital and our office functions with normal attendance expectations.

Infection Control

Hand hygiene is the single most important measure to protect patients, visitors, volunteers, and employees from getting infections. Everyone needs to wash their hands before and after patient contact, after glove removal, after blowing their nose, after any unclean task, and after using the restroom. Always wash your hands before and after eating or drinking. Good hand washing can be accomplished using the following procedures:

When washing with water:

1. Wet hands under running water. Apply soap and distribute on hands.
2. Using friction, wash all surfaces of the hands for 20 seconds.
3. Rinse hands thoroughly under running water.
4. Dry hands with a paper towel. Turn off the faucet with a paper towel.

When washing with alcohol-based handrub:

1. Apply product to palm of one hand and rub hands together, covering all surfaces of the hands.
2. Rub hands briskly until they feel comfortably dry (approx. 20 seconds).
3. Do not rinse. No water or towels are needed.

Parking

Park in areas designated for volunteers. More details about parking will be given during volunteer orientation.

Patient Care

NEVER give food or drink to a patient without first checking with the nurse. **NEVER** move a patient without staff's permission. **NEVER** enter a patient's room without knocking first, even if the door is open.

Recordkeeping of Volunteer Hours

Volunteers record their time in the Volunteer office on a computer with a touch-screen monitor. Do not sign another volunteer in or out. Off-site and after-hours volunteers will be given instructions on how to record their hours. It is the volunteer's responsibility to sign in and out.

Safety Information

There is a specific code language used when medical emergencies arise or there is a need to alert the facility of emergencies occurring. The codes are condensed onto the Emergency Code cards that must be worn with your ID badges. You will be issued a code badge during orientation.

Facility Alert – Code Red: **Fire**. Staff in the affected area should follow R-A-C-E (see Discovering A Fire below). All other staff should close doors, stay off elevators, and limited movement in the building until the “all clear” is announced.

- **Discovering A Fire:** The first person discovering a fire or detecting the distinctive odor of smoke should:
 - R** **Rescue** (if someone is in need of rescue)
 - A** **Alarm** (and dial “66” to report location, etc.)
 - C** **Contain** (close doors/windows to contain the fire)
 - E** **Extinguish/Evacuate**
- **Fighting A Fire:**
Be aware of fire extinguisher locations and know how to use them.
 - P** **Pull** (the pin at the top of the extinguisher)
 - A** **Aim** (the extinguisher nozzle at the base of the flame)
 - S** **Squeeze** (the trigger while holding the extinguisher upright)
 - S** **Sweep** (the extinguisher from side to side covering the base of fire area)
- **Evacuation**
Volunteers will normally exit via the nearest safe exit and may be selectively involved with patient movement at the request of senior persons on the fire site when urgent situations occur. Depending on time and circumstances, maintenance personnel will quickly remove volatile/combustible materials to a safe site. All staff should conduct themselves calmly and attempt to reassure visitors/patients.
- **Emergency #**
Dial “66” for fire, Security, or other emergencies when at Maryview. Harbour View volunteers will use a different system.

Smoking

Maryview and Harbour View are smoke free campuses. Smoking is not permitted in the hospital or anywhere on the grounds, including parking lots. As of November 30, 2011 no one who uses tobacco will be eligible for hire (paid staff) or to volunteer. Volunteers need to understand and abide by the Bon Secours policy and be nicotine free to participate in the volunteer program.

Soliciting

Do not solicit or campaign for any cause, whether religious, political, or other category.

Standard Precautions

Standard Precautions are an Infection Control practice and part of isolation guidelines developed by the Center for Disease Control to protect healthcare workers. It is very important to know that Standard Precautions applies to all patients, no matter what we know or don't know about their medical problem. This means that anyone who comes in contact with any body substance should use the correct protective clothing (e.g., gloves, masks, gowns, etc.) and equipment designed to keep us separated from the danger (e.g., puncture-resistance container for needles and scalpels).

Volunteers will not enter the room of any patient in Isolation, whether it is Airborne, Droplet, or Contact Isolation. Volunteers will not transport a patient in isolation. Volunteers will not handle specimens unless the specimen is contained in the appropriate "Biohazard Specimen" transport bag and labeled appropriately.

Suggestions

Please direct your suggestions for improvements to the Director of Volunteers.

Telephone Calls

Please refrain from making or receiving personal phone calls while on duty. Cell phones should be off or on silent mode while on duty. Please be aware that some areas prohibit cell phones all together. Because of the age of the building there are some areas of the hospital where you will not get service to your cell phone.

Violence/Harassment

Maryview will not tolerate threats, harassment, aggressive or violent behavior, or other types of inappropriate behavior. Individuals engaging in such activities are subject to disciplinary action, up to and including termination. Notify Security if you witness or are a victim of threatening behavior.

Visiting

Volunteers should not visit with a hospitalized friend or family member when on duty, unless it is a part of the assignment.

Volunteer Benefits

Outpatient Pharmacy

The Outpatient Pharmacy sells prescription and over-the-counter medications. Volunteers are entitled to use the outpatient pharmacy. Hours of operation are Monday through Friday, 9:00 a.m. to 5:00 p.m.

Meals/Beverages

Volunteers are entitled to one meal ticket (valued for up to \$6.00) when working a minimum of a 4-hour shift. The meal ticket is redeemable for food in Maryview's cafeteria on that day of work. Any amount over the value of the meal ticket is the responsibility of the volunteer. Meal tickets are to be used only by the volunteer and only on the day working. Volunteers should be in uniform and have their photo identification badge on when using the meal ticket. Fountain beverages are available to volunteers during their workday free of charge without the need for a meal ticket. Please do not get food for others using the meal ticket.

Recognition

A recognition celebration is planned in the spring of each year. All volunteers are welcome to attend and will receive information on this event at the appropriate time.

Adult Volunteer Dress Code

Pride and professionalism are reflected in appearance, cleanliness, and attire. Whether a volunteer is involved in a patient care area or provides essential support services, appearance contributes to the well-being and satisfaction of our customers. Our dress code is professional. All volunteers are always expected to dress in a professional manner.

These guidelines follow the BSMH Employee Dress Code Guidelines and are intended to provide basic expectations for our volunteers. Please direct any questions to the Director of Volunteers.

The uniform is a specific volunteer shirt or jacket that has the Bon Secours logo on the front and can only be purchased at Maryview Medical Center. Female Volunteers are also required to wear white or khaki pants (White pants preferred) which Volunteers purchase on their own. Male Volunteers are required to wear khaki, white or black pants which Volunteers purchase on their own. Uniforms are required as part of your commitment to volunteering at Maryview. Each volunteer is required to purchase their uniform and to make sure it is laundered and kept in good repair. **Please review the guidelines of the dress code policy.**

All volunteers are expected to observe these general guidelines.

Guidelines of the Dress Code Policy:

- Volunteers are expected to exercise good personal hygiene and have a clean and well-groomed appearance.
- Clothing should be clean and appropriately fitting – a professional look.
- Volunteers may wear **tailored** ankle length style pants or capris, but they should be business professional. Females may wear skirts.
- Shoes should be clean and kept in good repair. Athletic shoes and socks are appropriate for volunteering. You may wear solid Croc shoes.
- Hair, including facial hair, should be clean and well-groomed.
- Fingernails should be clean and well-trimmed.
- Volunteers may wear jewelry in keeping with the professional and business functions of BSMH.
- Makeup should be in keeping with the professional image of BSMH.
- If you use fragrances, they should not be overpowering. Some work areas may prohibit all scents if they pose a health hazard to patients or coworkers. To be safe, it is best not to use scented lotions, powders, and cologne when volunteering.
- Volunteers must wear hospital issued identification badges.
- Volunteers must always wear their badge in clear view, above waist level clipped off the collar of your shirt or jacket. If hanging from a lanyard it needs to be hanging above the waist.

- The ID picture and name should always be visible.

This policy is not inclusive of all appearance and attire that is deemed appropriate or inappropriate.

- BSMH reserves the right to exercise its discretion to determine additional appropriateness for a professional work environment.
- **You may not wear this type of attire:**
 - Sweatshirts, sweatpants, t-shirts, shorts, tank tops, backless, low-cut, midriff, crop tops, halter tops or recreational attire.
 - Sweatpants or yoga pants.
 - Denim material (jeans) – any color – denim is not allowed.
 - Pants that are excessively clingy and/or revealing.
 - Printed messages on clothing aside from any BSMH-issued clothing.
 - Flip flops and beach-style footwear.
 - Open toe shoes or sandals in patient care areas.
 - Hats while on duty, unless permitted by department-specific policy.
 - Any attire that presents a safety or infection control hazard.
 - Undergarments that are exposed or visible through your clothing.
 - Sunglasses indoors - However, eyewear that changes shade while exposed to sunlight is permissible, except where prohibited for safety reasons or department-specific guidelines.
 - Volunteers may not use stickers, tape, pins, or other objects that are not BSMH issued, that do not represent a professional certification or that cover information on the ID badge.
- **Miscellaneous reminders:**
 - Fingernails may not have polish that is chipped or wearing off.
 - Artificial nails, enhancements, or overlays of any length are prohibited by certain department-specific policies and for all direct patient care areas for safety or infection control reasons – (please can check ahead of your assignment if nail embellishment is allowed).
 - For safety or infection control reasons, you may not wear jewelry that may interfere with job functions or possibly result in injury to associates, patients, or visitors.
 - If volunteers have nose, tongue, or other types of facial rings or studs, those items should not be visible in direct patient care settings.
 - Tattoos that are profane, offensive, or otherwise unprofessional in nature must be covered.
 - Gum chewing is **not** permitted.