

# *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 to 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. You will be notified by e-mail to schedule an interview. (Please make sure to put an active email address on your application.) Again, thank you for your interest in volunteering.

***Sherry Wyatt Hill***

Director, Volunteer Center at Maryview

Phone: (757) 398-2314  
E-mail: [sherry\\_hill2@bshsi.org](mailto:sherry_hill2@bshsi.org)  
Fax: (757) 399-2758  
Office hours: Monday - Friday  
8:30 a.m. - 4:00 p.m.

## *The Mission of Bon Secours*

"Bon Secours" is French. It means Good Help. The mission of Bon Secours is to bring "Good Help To Those In Need." Respect, kindness and compassionate care are traditions of Bon Secours.

Bon Secours is part of the health care ministry of the Catholic Church. All beliefs are welcome to work/volunteer at 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.

The tradition began in 1824 in France when twelve young women committed themselves before God to minister to the sick and suffering in their homes. In May 1881, three Sisters of Bon Secours arrived in Baltimore extending their ministry of serving the sick and suffering to the United States. Bon Secours Hospital in Baltimore opened in 1919. Currently Bon Secours owns healthcare facilities in Michigan, Pennsylvania, Massachusetts, Florida, New Jersey and Virginia.

## *Bon Secours Core Values*

### ***Respect***

We treat all people well because we believe each person has dignity.

### ***Justice***

We support, protect, and promote the rights of all individuals and have special concern for the poor.

### ***Integrity***

We are honest in our dealings; our behavior is consistent with our thoughts, feelings, and values.

### ***Responsible Stewardship***

We use all of Bon Secours resources in a responsible way.

### ***Compassion***

We experience and express care and concern with the life situations of others.

### ***Quality***

We continuously improve our service through understanding and acting on the needs and expectations of our customers.

### ***Growth***

We strive to expand our services to meet new needs, and we promote the education and development of our co-workers.

### ***Innovation***

We look for new ways to meet people's needs and improve our service.

# *Requirements*

Applicants should be sincerely committed to making a long term commitment, 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 on line and needs to be submitted before 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.

## **Tuberculosis Skin Test (aka PPD)**

The Occupational Safety and Health Administration and the Center for Disease Control require healthcare volunteers to have a two- step Tuberculosis (PPD) skin test before beginning volunteering and a follow-up every year while in active volunteer status. Details and instructions will be given after acceptance into the program. Please do not have this done prior to the interview.

## **Orientation**

Volunteer Orientation is required before beginning volunteering. Volunteer orientation is scheduled after the interview; background check and PPD are completed.

## **Probation Period**

The probation period begins on the first day of the volunteer assignment and continues through the first 50 hours. The probationary period gives the opportunity to familiarize the new volunteer with policies, procedures, staff, and the layout of the hospital. It also allows us to establish the best placement for new volunteers. Placement changes may occur until a “good fit” placement is made and possibly beyond the probationary period.

## **Time Commitment**

Volunteer Service is a year-round commitment and we ask all applicants to be prepared to make at least a one-hundred and seventy (170) hour per year commitment to service and a minimum of a four-hour shift once a week. Many volunteers provide well over one-hundred and seventy (170) hours of service annually, and we do everything possible to accommodate your availability. 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. Report potential hazards, such as a spill, to staff.

## **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 recognize the need to have personal time away from service for rejuvenation and relaxation. 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 Maryview.

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.

## **Smoking**

Maryview is a smoke free campus as of November 11, 2008. 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 in order to participate in the volunteer program.

## *Policies & Procedures (continued..)*

### **Confidentiality**

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.

## *Policies & Procedures (continued..)*

### **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.

<b>Disease/Problem</b>	<b>When Can You Return</b>
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 <sup>st</sup> day after exposure
Pertussis (Whooping Cough), active	From beginning – 3 <sup>rd</sup> 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
Rebella (German Measles), post exposure	7-21 <sup>st</sup> day after exposure or 5 days after rash appears
Rubeola (Measles), active	Until 7 days after rash appears
Rubeola (Measles), post exposure	5 <sup>th</sup> -21 <sup>st</sup> 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 <sup>st</sup> day after exposure of if Varicell occurs
Varicella (Chickenpox), active	Until all lesions dry and crust
Varicella (Chickenpox), post exposure	8-21 <sup>st</sup> day after exposure or if Varicella occurs until all lesions dry

### **Flu Vaccine**

During the flu season, November 1<sup>st</sup> through March 31<sup>st</sup>, all volunteers are required to have a flu shot before they are allowed to volunteer.

## ***Policies & Procedures (continued..)***

### **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 Maryview Medical Center and have responsibility to observe all rules and regulations of the hospital. You must respect the rights and dignity of every person and observe patient confidentiality in all of your interactions.

Never discuss the patient's condition with the patient or anyone else. Only the attending physician has that authority. 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.

### **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.

# *Policies & Procedures*

## **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 10-15 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. 15 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; credit cannot be given if hours are not recorded.

## *Policies & Procedures (continued..)*

### **Safety Information**

The following is safety information with which all volunteers must be familiar. The codes are condensed onto the Emergency Code cards that must be worn with your ID badges.

<b>Overhead Paging Codes</b>	
Code Blue	<b>Respond to Cardiac and Respiratory Arrest.</b> Only designated employees respond.
Code Black	<b>Bomb Threat.</b> Look for anything suspicious and dial “66” to report.
Code White	<b>Leadership Briefing</b> on short notice. Only managers respond.
Code Pink	<b>Infant Abduction.</b> Be on alert for suspicious activity-dial “66” to report.
Code Yellow	A <b>Hazmat or Bioterrorism</b> event has occurred that will affect the hospital. Only designated employees respond.
Code Gray	<b>Violence/Security Alert/Civil Unrest.</b> Only security officers respond.
Code Gold	<b>Lockdown of the Hospital.</b> The hospital will be secured from both entry and exit due to an emergency.
Code Green	<b>Medical Emergency</b> (250 Program). Injury/sudden illness reported of a person on the property or bordering streets. Only designated employees respond.
Code Brown	<b>Severe Weather Expected.</b> To alert staff of imminent danger expected from a severe weather situation. Only employees should respond.
Code Silver	<b>Emergency Preparedness.</b> Only designated employees respond.
<b>Fire Safety</b>	
Code Red	<b>Fire.</b> 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: <b>R     Rescue</b> (if someone is in need of rescue) <b>A     Alarm</b> (and dial “66” to report location, etc.) <b>C     Contain</b> (close doors/windows to contain the fire) <b>E     Extinguish/Evacuate</b>
Fighting A Fire	Be aware of fire extinguisher locations and know how to use them. <b>P     Pull</b> (the pin at the top of the extinguisher) <b>A     Aim</b> (the extinguisher nozzle at the base of the flame) <b>S     Squeeze</b> (the trigger while holding the extinguisher upright) <b>S     Sweep</b> (the extinguisher from side to side covering the 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.
<b>Other</b>	
Emergency #	Dial “66” for fire, Security, or other emergencies.
Reference Materials	Hazardous Materials Plan, Bomb Threat Policy, Incident Reporting System, Emergency Operations Plan, and Safety Committee Policies are in the Volunteer department.

## ***Policies & Procedures (continued..)***

### **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 while on duty or at least have the ringer turned off. Please be aware that some areas prohibit cell phones all together.

### **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*

## **Discounts**

### **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.

## **Employee Assistance Program**

The Employee Assistance Program (EAP) is a free, confidential service offered to volunteers. Seeking to help individuals with a full range of personal problems, the EAP is intended for assessment and referral or short-term problem resolution – 1 to 5 sessions. For information, appointments, or crisis/emergency counseling, call 398-2374.

## **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.

## **Dress Code**

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

While every possible situation cannot be addressed, these guidelines are intended to provide basic expectations for our Volunteers. The Director of the Volunteer Center has the authority to address issues of improper dress or look if necessary.

More about the Dress Code is listed below.

# Female Uniform & Dress Code

The specific uniform is a blue polo style shirt or smock jacket that has the Bon Secours logo on the front and can only be purchased at Maryview through the Volunteer Center. Uniforms are required as part of your commitment to Volunteering at Maryview and are to be worn only while on duty. Each Volunteer is required to purchase their uniform and to make sure it is laundered and kept in good repair.

Tailored white dress pants, skirts, shirts and blouses worn with the above mentioned blue logo piece of clothing to create the “Volunteer Look” as the official uniform. These white accessories can be purchased at local department stores. The blue logo uniform cost is set at whatever our cost is from the vendor, typically running from \$24.00 to \$38.00 depending on which item you purchase, but these charges may vary.

Some of the dress code standards are as follows: Skirts should not hang higher than 2 inches above the knee. Tailored white dress pants, tailored capris (mid-calf or longer) or casual slacks are permitted. The style of pants must be professional in appearance. The following are *not* allowed: denim (any color), leggings/jeggings, shorts or knee length pants, spandex, stirrup pants, pants with elastic ankles, scrub pants or shirts, extremely loose-fitting or tight-fitting pants or skirts, leather, sheer or clinging fabrics, sweatshirts, tank tops, sleeveless shirts (unless under the uniform jacket), athletic wear, clothing with written messages or emblems.

Blue uniform logo choices for the women are:

- Smock top /jacket
- Polo shirt

Either of the above is to be worn with white pants, skirt, shirt, blouse, etc.

## Body Piercing

Visible body piercing of any kind is not permitted, except earrings. Any piercing, including but not limited to, the tongue, eyebrow, lips, nose or other area other than the ears must be removed while on duty.

## Fingernails

Fingernails should be clean and well groomed and should not exceed  $\frac{1}{4}$  of an inch beyond the fingertip. Polish should be moderate, subdued colors. Multicolored nails or nail ornamentation are not allowed. A policy of the state for infection control purposes prohibits volunteers in clinical areas from wearing false nails of any kind.

## Fragrance/Deodorant

Because of close contact with others, a deodorant or antiperspirant should be worn.

Because some people have adverse reactions to even subtle fragrances it is best *not* to wear any fragrance or powder if possible.

## **Hair & Head Covering**

Volunteers should keep their hair clean and neatly styled. If hair is beyond shoulder length and the volunteer is assigned to a patient care area, hair should be worn in a ponytail or otherwise pulled back. Any extreme look is not permitted. Unnaturally colored hair or glittered hair spray is not a part of our dress code. Hair should not fall forward or over the face while on duty.

Appropriate hair confinement is worn in areas required by law or departmental standards. Hats are not permitted unless part of a uniform; Exceptions may be made under departmental rules for safety, cleanliness or medical reasons.

## **Hosiery**

Volunteers are encouraged to wear hosiery or socks at all times.

## **Jewelry**

Up to two earrings may be worn on each ear lobe in matching sets - the upper matching set of earrings may include a small stud-like or cuff earring; the lower matching set of earrings, may be up to 2 inches in diameter. Volunteers are encouraged not to wear bracelets for safety reasons. A chain with or without pendants may be worn inside the shirt.

## **Makeup**

Makeup may be worn in shades that compliment natural skin tones.

## **Name Badges**

Identification badges will be issued to all persons accepted into the volunteer program at Maryview. These badges must be worn, picture forward, at all times when on duty and must be openly displayed on clothing above the waist to be easily read. The badge must be returned upon resignation or termination of volunteering.

## **Pins/Buttons**

Volunteers should wear only pins awarded them through hospital recognition ceremonies. The wearing of pins, buttons, or insignia other than what is hospital approved is prohibited.

## **Shoes**

Rubber soles are recommended. Shoelaces should be the same color as the shoes and should be tied for safety. Sandals or open-toed shoes are not allowed.

## **Sunglasses**

Sunglasses should not be worn in the hospital unless for medical reasons.

## **Tattoos**

Tattoos should not be visible. Volunteers are asked to wear long sleeves to cover any tattoos. Any tattoos unable to cover cannot be profane or otherwise offensive as determined by management.

# ***Male Uniform & Dress Code***

The specific uniform is a blue polo shirt, jacket or vest and has the Bon Secours logo on the front and can only be purchased at Maryview through the Volunteer Center.. Uniforms are required as part of your commitment to Volunteering at Maryview and are to be worn only while on duty. Each Volunteer is required to purchase their uniform and to make sure it is laundered and kept in good repair.

White or Khaki tailored pants and shirts are worn with the above mentioned blue logo piece to create the “Volunteer Look” as the official uniform. Shirts and pants can be purchased at local department stores. The blue logo uniform is available only at Maryview for purchase. The cost is set at whatever our cost is from the vendor, typically running from \$24.00 to \$38.00 depending on which item you purchase.

Some of the dress code standards are as follows: The following are *not* allowed: denim (any color), spandex, stirrup pants, pants with elastic ankles, crop pants, Capri pants, scrub pants or shirts, shorts, extremely loose-fitting or tight-fitting pants, leather, sheer or clinging fabrics, sweatshirts, athletic wear, tank tops, sleeveless shirts (unless under the uniform jacket), clothing with written messages or emblems.

Blue uniform logo choices for the men are:

- Jacket
- Polo shirt
- Vest

Any of the above is to be worn with white or Khaki long pants and white shirt.

## **After-Shave/Deodorant**

Deodorant or an antiperspirant must be worn because of close contact with others. A light cologne or after-shave may be applied, but only lightly, because some people have adverse reactions to even subtle fragrances. It is best not to wear cologne.

## **Body Piercing**

Visible body piercing of any kind is not permitted. Any piercing, including but not limited to, the ears, tongue, eyebrow, lips, nose or other area must be removed while on duty.

## **Fingernails**

Fingernails are kept clean and natural and do not extend beyond the tip of the finger.

## **Hair & Head Covering**

Volunteers should keep their hair clean and neatly styled. If hair is beyond shoulder length hair should be worn in a ponytail or otherwise pulled back. Any extreme look is not permitted. Unnaturally colored hair or ornamentation is not a part of our dress code. Hair should not fall forward or over the face while on duty. Appropriate hair confinement is worn in areas required by law or departmental standards. Hats are not permitted unless part of a uniform; Exceptions may be made under departmental rules for safety, cleanliness or medical reasons.

## **Jewelry**

Volunteers are encouraged not to wear bracelets for safety reasons. A chain with or without pendants may be worn inside the shirt. Tie tacks should be a simple style in gold, silver or any color that coordinates with clothing. Earrings for men are not permitted.

## **Moustaches and Beards**

Defined moustaches and beards are permitted if neatly trimmed.

## **Name Badges**

Identification badges will be issued to all persons accepted into the volunteer program at Maryview. These badges must be worn, picture forward, at all times when on duty and must be openly displayed on clothing above the waist to be easily read. The badge must be returned upon resignation or termination of volunteering.

## **Pins/Buttons**

Volunteers should wear only pins awarded them through hospital recognition ceremonies. The wearing of pins, buttons, or insignia other than what is hospital approved is prohibited.

## **Shoes/Socks**

Socks should be worn at all times and should coordinate with clothing. Shoes should be kept in good repair. Tennis or soft soled shoes are suggested. Shoelaces should be of the same color as the shoes and tied for safety. Sandals or open-toed shoes and are not allowed.

## **Sunglasses**

Sunglasses should not be worn in the hospital unless for medical reasons.

## **Tattoos**

Tattoos should not be visible. Volunteers are asked to wear long sleeves to cover any tattoos. Any tattoos unable to cover cannot be profane or otherwise offensive as determined by management.