

The Student Volunteer Handbook

Thank you for your interest in our Student Volunteer Program at Bon Secours Maryview Medical Center. Volunteering is a serious commitment of time and energy and we are pleased that you have considered us for such a commitment. We hope that our program will offer you an opportunity to engage in a service project that is both rewarding and educational.

Every year students who are in good standing in High School or College are invited to apply to participate in the summer Student Volunteer Program offered at Bon Secours Maryview Medical Center. This program is designed for students in high school or college looking to make a short term volunteer commitment.

The Administration and staff of Bon Secours Maryview consider Student Volunteers a valuable resource and an asset to our job of caring for the sick. Our student volunteers play a very important part in supporting our mission, which is “*Good Help to Those In Need*”. For that reason, a student 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.

Our policies, rules, and regulations are in place for many reasons. Some rules are in place to follow hospital policy for the welfare of our patients and visitors. Some are in place for your protection and safety while you are at the hospital. Following the rules is important and need to be taken seriously; any violation may result in your being sent home or even terminated from the program. The following information outlines requirements and policies that will serve as a reference for you in preparing for student volunteer service, as well as while you are actively participating in the student volunteer program. Please read the material carefully and become familiar with the contents.

Sincerely,

Sherry Wyatt Hill, MS, ATR
Director of the Volunteer Center at Maryview

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Who we are

In 2018 Bon Secours Health System merged with Mercy Health System. Together we are Bon Secours Mercy Health. At this time 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

Student Volunteer Requirements

Age Requirement:

Student Volunteers must be at least 14 years of age by May 15, 2020.

Application:

The volunteer application is on line and is automatically sent to the Volunteer Center once completed. The attached paperwork on the website must be downloaded, completed and turned in a minimum of one week before the time of the interview. No exceptions.

Interview:

Prospective volunteers must interview with the Director of Volunteers. The interview process takes approximately 30 minutes. Once the application has been submitted you will be notified via email of interview options. It is your responsibility to respond to the email and pick the date and time you want for your interview.

Orientation:

Orientation will be completed prior to the beginning of the session you have chosen. The orientation will be offered on line and details of accessing the information will be given upon acceptance into the program.

Grades:

You must have a minimum of a "C" grade point average to qualify for the program.

References:

A reference form filled out by an academic (Math, Science, English, etc.) teacher or school counselor and should be completed and submitted prior to your interview, a minimum of one week prior to the interview. This can be mailed or faxed directly to the Volunteer Center by the teacher. This is only for students in grades 8-12.

Time Commitment:

The 2020 Student Volunteer Program is divided into three sessions and two times during the days are offered:

__Session 1: June 23 – July 2	__8:30-11:30 or __12:30-3:30
__Session 2: July 14 – July 24	__8:30-11:30 or __12:30-3:30
__Session 3: July 28 – August 7	__8:30-11:30 or __12:30-3:30

Students need to be able to attend each weekday (excluding Saturday and Sunday) of the dates listed in the session and must be able to commit to one of the timeframes. Most students' summer schedules are busy with many activities so please make sure there are not any over lapping activities that will interrupt the commitment required. Students must not arrive any earlier than 30 minutes prior to their scheduled time to begin and be gone from the premises within 30 minutes of the end of their shift. Any special circumstances for drop off or pick up need to be brought to the attention of the Director of Volunteers ***prior*** to the first day.

Tuberculosis Skin Test (PPD):

Student volunteers must have a tuberculosis skin test. Details will be distributed upon acceptance into the program and this should not be done until this time.

Confidentiality

Probably one of the most important things to know and understand about volunteering is the issue of confidentiality. Maryview Medical Center has responsibilities to the patients we serve. 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. Simply put, this means you may not, under **ANY** circumstance, tell **ANYONE ANYTHING** about **ANYONE** in the hospital, regardless of how well you know them. If you come in contact with someone in the hospital you know you may greet them, but you may not tell **ANYONE** you saw them here, acknowledge you know they are a patient or give any information you may have concerning the patient or their care or treatment. This is private and confidential information and protected under the laws of HIPAA.

- There are civil and criminal penalties for breaking HIPAA rules, even accidentally.
- Even if you overhear someone talking about someone you know, this information is private and is not to be repeated or shared with others, ever.

Confidentiality is everyone's obligation and you need to understand how important this is when you take on the responsibility of becoming a volunteer.

Ethics

Student Volunteers are required and expected to observe the same Code of Ethics as the hospital's employees. As a Student 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.

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 hand rub:

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).
Do not rinse. No water or towels are needed.

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 bodily 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.

Volunteer Uniform

Uniforms are required while on duty. The uniform for the Student Volunteers consists of a shirt with the Bon Secours Maryview logo and khaki **long** pants. The shirt can only be purchased at Maryview and are sold at our cost through our Gift Shop. Please remember when choosing a size that the shirt should fit neatly. Please prepare to purchase your shirt prior to your first day. More uniform information will be given after your application is received.

General Information

Accident/Incident

Notify the department supervisor and the Director of Volunteers of any accident of which you are involved or witness. If you observe any potential hazard, such as spilled water or food, notify the staff immediately. Report any unusual behavior to the hospital staff immediately.

Assignments

Student Volunteer support is utilized in many areas of the hospital, clinical and non-clinical. Every attempt is made to best match your interests and skills with an area of the hospital that is in need of a volunteer. If there are any problems with your assigned area please report issues to the Director of Volunteers or to the supervisor where you are assigned. You are expected to be in your assigned area at all times unless you have been authorized to be elsewhere.

Attendance & Absenteeism

You are making a commitment when you decide to become a Student Volunteer. We expect you to be in attendance each day of the session you have chosen, arrive on time and to be here for the time(s) you are assigned. If you are ill it is your responsibility to call the Volunteer Center to notify the Director of Volunteers you will be absent. The office number is 398-2314. Please leave a message if voice mail picks up the call. Please make sure you leave your full name and phone number when calling. Not notifying the office of your absence may result in dismissal from the program.

Parking

Park only in areas designated for Volunteers. Ask for details if you will be driving.

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.

Recording Your Hours

You are responsible for recording your hours in the Volunteer Center at arrival and departure. Do **not** sign in or out for another Student Volunteer. If you are assigned to Student Volunteer off-site you will be instructed how to sign in and out. If you do not record your hours, you will not get credit for them.

Sexual Harassment and Other Types of Harassment

Harassment based on race, color, national origin, sex, religion, age or disability is a form of discrimination. It is unlawful under federal law and may violate state law as well. Maryview strictly prohibits offensive or inappropriate sexual behavior on the part of its employees, professional staff, independent contractors, volunteers, student volunteers, vendors, and visitors.

Soliciting

Do not solicit or campaign for any cause, whether religious, political or any other category while at the hospital.

Telephone Calls

Please do not use your cell phones while on duty unless it is absolutely necessary and never be on social media, take pictures in a patient care area or playing games on your phone while on duty. It would be best to turn your cell phones off while on duty but at least put it on silent mode.

Tobacco

Bon Secours hospitals are Tobacco/Nicotine free zones. Tobacco/ Nicotine use is strictly prohibited and Bon Secours has a nicotine free hiring and volunteering policy.

Valuables

Do not bring valuables to the hospital. We are not responsible for lost items.

Visiting

Do not visit while on duty with friends or family members who are patients or employees. Please do not have friends visit you at the hospital for any reason.