

Purpose

The purpose of the Volunteer Services Department is to provide groups of trained volunteers to assist Methodist Specialty Care Center and its residents. Volunteers will be used to provide services, which augment services and resident care. Volunteers are not to be used to take the place of employees of Methodist Specialty Care Center.

Methodist Specialty Care Center Volunteer Mission and Values

Mission: *In response to the love of God, Methodist Specialty Care Center is dedicated to the enhancement and maintenance of the lives of those we serve. We are committed to excellence and leadership in the delivery of nursing facility services.*

Values

Professionalism- Strive to provide the highest quality through professional and ethical behavior.

Respect – Treat everyone as we wish to be treated.

Integrity – Do the right thing for the right reason.

Dedicated – Be committed to achieving excellence.

Enthusiastic – Be positive and friendly.

Critical Success Factors

Quality – Achieve “best practice” clinical outcomes.

Service – Enhance patient and physician satisfaction.

People – Recruit and retain a highly qualified healthcare team.

Financial – Produce the financial resources to achieve the mission and vision.

Growth – Increase market share.

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PRAYER FOR VOLUNTEERS

*Almighty God and Heavenly Father of Mankind,
bless we pray, our endeavors in those hospitals in which we
strive to bring comfort and hope to all who are in distress of
mind or body.*

*Guide us so that we may use the privilege given to us to help
the aged, the ill and the very young with generosity, with
discretion and with gentleness.*

*Give us the strength to labor diligently, the courage to think
and to speak with clarity and conviction but without prejudice
or pride.*

*Grant us, we beseech Thee ,both wisdom and humility in
directing our united efforts to do for others only as Thou
would have us do.*

Amen

Methodist Specialty Care Center Volunteers “How We Began”

The Volunteer Services Program at Methodist Specialty Care Center is a service organization. The purpose of the volunteer is to provide non-professional services within the facility and to act as liaison between the facility and the community.

Since the Volunteer Services Program is part of the organization, it is under the jurisdiction of the Supervisor of Volunteer Services. In November of 2004, Methodist Specialty Care Center hired Robby Scucchi from Greenville, MS to develop a Volunteer Services Program for Methodist Specialty Care Center. MSCC's Volunteer Services Program is unique in that it is the only structured Volunteer Services Program in a long term care facility. To date there are over sixty volunteers in the facility on a weekly basis providing services to the residents, staff and families.

GOALS AND PURPOSE

As an integral component of Methodist Specialty Care Center, the Volunteer Services Program purpose is to provide an efficient and humanistic volunteer staff, which offers an extra dimension of care and services to residents, family and visitors, and support services for the staff.

To promote, within the institution and our community, the center's innovative and progressive leadership in health care.

To advocate for residents and visitors by personalizing their experience, and easing their access to programs and facilities.

To assist staff in best meeting the physical and emotional needs of our residents and their families.

Volunteering at Methodist Specialty Care Center demands great dedication and responsibility. Volunteers are expected to adhere to professional code of ethics practiced by our employees.

All information about a resident, or that gained from a resident, is confidential and must be respected by all volunteers. Volunteers are expected to be courteous and to cooperate at all times with employees of the Center. Volunteer are here to serve the residents and to assist the Center to operate more efficiently.

GOALS

1. To serve the facility and the community to the best of our ability.
2. To show compassion to the residents and guests of the facility.
3. To promote the Volunteer Services Program within the community.
4. To have a good working relationship with the staff of the facility.
5. To promote fellowship and concern among volunteer members.

PURPOSE

The Volunteer Services Program is a part of the Methodist Specialty Care Center. Its purpose is to provide a group of trained volunteers to provide various services within the facility without any expectation of reimbursement or compensation.

The Volunteers will constantly strive to recruit new members for the purpose of serving the residents, their families, visitors and staff.

The Volunteers remain the principal contact for community support if volunteer programs are to continue to grow in effectiveness.

Volunteer Services CONSTITUTION AND BY-LAWS

ARTICLE I – NAME AND PURPOSE

Section 1 The name of this organization shall be the Methodist Specialty Care Center Volunteer Services Program.

Section 2 The purpose of this organization shall be:

A. Provide a group of trained volunteers to work in designated services within the facility without expectation of reimbursement or compensation.

B. Provide public relations activities, which will bring greater community interest in, and understanding of our facility.

ARTICLE II – MEMBERSHIP

Section 1 Eligibility

- A. An applicant for membership must meet the following qualifications:
1. Have demonstrated a sincere desire to be of service.
 2. Have adequate time to devote to the purpose of the Auxiliary
 3. Be of good moral character.
 4. Be at least 17 years of age or older.

Section 2 Election to Membership

- B. Applications shall be submitted to the Supervisor of Volunteer Services.
1. The candidate shall report when requested, for a personal interview with the Director of Volunteer Services.
 2. If the candidate is considered suitable for volunteer services, application is completed.
 3. If application is accepted, the new member shall report for general orientation when requested by the Volunteer Office.
 4. Applications for membership will be accepted any time.
 5. New members will be assigned to duty as the need develops or vacancies exist.
 6. In the event an application for membership is rejected, the application for membership and reasons for rejection thereof will be reviewed by the Director of Volunteer Services and forwarded to the Vice President of Long Term Care Services for review.

Section 3 Classification of Members

A. Active Members

1. An active member is one who is contributing time and effort to the volunteer department. In order to maintain active membership status, each member will be required to:
 - a) Participate regularly in active service and programs of the Volunteer Services Program, working no less than 50 hours annually.

B. Associate Member

1. An associate member is one who has been placed on the inactive list after one year's active service or is the spouse of an active member. They are not required to give active service.
 - a) To return to active status, a member shall put in writing to the Director of Volunteer Services.

ARTICLE XI – AMENDMENTS

Section 1 These by-laws may be amended or revised by the affirmative vote of 2/3 of the members present and voting at any regular or special meeting of the Volunteers.

ARTICLE XII – APPROVAL

Section 1 These by-laws shall become effective immediately following a 2/3 vote of the Volunteer members present.

BENEFITS PROVIDED FOR Methodist Specialty Care Center VOLUNTEERS

Volunteers have many reasons for giving of their time and talents. By being a member of the Methodist Specialty Care Center Volunteer Services Program, you give the most important gift of all – the gift of yourself.

Being a volunteer, you receive the following benefits:

1. Free meal (between 11:00a.m. and 1:00p.m. and 5:30p.m. and 7:00p.m.) after 3 hours of volunteer service at one time.
2. Participation in employee/resident functions.
3. Volunteer and hospital newsletters and communications.
4. Free notary and fax service.
5. Advanced notice to any MRC/MSCC event.

GENERAL POLICIES

Responsibilities of Volunteers

Volunteers represent Methodist Specialty Care Center and are expected to conform to its policies. They are expected to cooperate closely with all departments and obey any instructions carefully, and should not take initiative in performing unauthorized services.

The staff member in charge of the department should be consulted when any doubt or question arises. What may seem trivial to a lay person may have vital significance.

Each volunteer has a specific area, day and time in which to work. If the volunteer cannot fulfill his/her obligation, he/she should inform the Supervisor of Volunteer Services. Volunteers are important to the facility; when absent they are missed.

Equal Opportunity

It is the policy of Methodist Specialty Care Center's Volunteer Services Department to provide equal volunteer opportunities to all qualified persons without regard to race, color, sex, religion, age, national origin, citizenship status, physical or mental disability. It is our intent to treat all qualified persons without discrimination in all volunteer practices.

Training and Orientation

Prospective volunteers must complete an application and be interviewed by the Supervisor of Volunteer Services. Volunteers selected must attend an orientation before reporting for duty. During this orientation, volunteers will be advised of specific policies and procedures unique to the hospital and their assigned area. Orientation includes, but is not limited to the following:

- Mission & Vision
- History of Methodist Specialty Care Center
- Resident Rights & Confidentiality & HIPAA
- Fire Safety and Emergency Codes
- Infection Control & Universal Precautions
- Customer Service
- Compliance
- Uniform Requirements & General Dept. Policies
- Schedules, Training, Service Hours & Recognition
- Benefits and Tour of facility

Volunteer Assignments

Policy

All volunteer assignments are made through the Volunteer Services Department. Any change of assignments is made only through the Supervisor of Volunteer Services.

Procedure

- A. Prior to assignment, all volunteers must:
 - 1. Complete an application and be interviewed and screened by the Director of Volunteer Services.
 - 2. Be given a general orientation as described and have thorough knowledge and commitment of patient confidentiality and have signed the Confidentiality Statement.
- B. All volunteers will be provided with a concise duty.
- C.
- C. All volunteers will be trained by:
 - 1. The staff or another qualified volunteer in the same position.
 - 2. A facility staff member qualified to train volunteers in this position.
- D. Assignment of all volunteers will be based upon specified skills and general health.

Confidential Information

All information concerning patients or hospital business must be held in strict confidence and must not be discussed with others in the hospital unless in the line of duty, nor with individuals outside the hospital. Volunteers should not discuss personal problems or affairs with patients.

All volunteers are required to sign a Confidentiality Statement at the time of orientation. Statements will be kept on file in the Volunteer Services Department.

Evaluation/Competency

As a volunteer you establish all the characteristics an employer looks for. Volunteers may be evaluated at the end of their volunteer time. These are used as references for employment when requested.

The Supervisor of Volunteer Services works with the department director and staff where volunteers are assigned to evaluate the competency of the volunteers, as to their ability to carry out assignments. When a volunteer is no longer competent to carry out assignments due to physical or mental conditions, it may be necessary to change areas or reassign the volunteer. Every effort will be made to utilize the volunteer. Switching the volunteer to an Associate membership might be suggested.

Necessary Absences

Facility service is a vital matter. It continues day and night around the clock, seven days a week. Facility routine has to be consistent and rigid, otherwise the resident's welfare would be endangered. Volunteers are expected to be responsible and dependable. Once a volunteer has accepted a work assignment they are expected to be there.

Everyone has emergencies that arise, as well as sickness, and vacation, conflicting appointments and unexpected company. If a volunteer finds it necessary to be absent, it is their responsibility to follow these steps:

1. Try to find a substitute using another volunteer from this same area.
2. If you cannot find your own substitute then contact the department supervisor.

Failure to fill your assignment for three consecutive shifts without proper notification will indicate a lack of interest and commitment. It is then up to the Supervisor to decide if this assignment will be deemed vacant.

A Volunteer who must be absent from an assignment for six weeks or more must make special arrangements with the Supervisor in order to return to the same assignment. Without said agreement, service will be reassigned.

A Volunteer who wishes to be relieved of duty for a lengthy period of time (three or more months) must submit this request to the Supervisor, Volunteer Services, preferably in writing in advance. Request must state if vacancy will be temporary or permanent, and if substitutes have been obtained.

DISMISSAL OF A VOLUNTEER

A volunteer who is guilty of serious misconduct, such as intoxication, theft, insubordination, etc. or any conduct which may be considered detrimental to the best interest of the facility and the Volunteer Services Department may be dismissed by the Supervisor of Volunteer Services.

UNIFORM AND APPEARANCE

Methodist Specialty Care Center is a professional work environment. Our employees dress appropriately for the work that they do and our volunteers are expected to dress appropriately for the position in which they are volunteering.

Volunteers are expected to follow the Dress Code addressed in the Orientation according to MRC's Dress Code. (HR-31 in the Administrative Policy & Procedure Manua)

1. Jewelry should be kept to a minimum. No necklaces or pins should be worn on your volunteer uniform with the exception of volunteer service awards. Small earrings, a watch and inconspicuous rings are acceptable.
- 2 .Hair should be clean and neatly groomed. Long hair should be worn neatly pulled back, away from the face, or worn up.

Identification Badge: Identification badges must be worn at all times while on duty. They may be clipped to either side of the uniform, but should be placed so that they may be easily read.

For security reasons we recommend you bring only a minimal amount of money with you to the facility. We also discourage wearing expensive jewelry. The facility or the Volunteer Services Department cannot be responsible for items, which are lost or stolen.

Safety Policies and Procedures

1. Observe the "**Wet Floor**" signs when posted in the hallways and walk on the opposite side of the hall. Observe the same signs whenever the stairs are being mopped. Walk on the opposite side of the stairs.
2. Always use the brakes with residents in wheelchairs.
3. Whenever the announcement "**Code Red**" is sounded, the volunteers are to stay at their stations. If they are on the floor, they should report to the nurses' station for further instructions.
4. Volunteers should never run in the halls.
5. Volunteers should be cautious of the double doors in the hallways which close automatically when the fire alarm sounds.
6. Alert Environmental Services if a spill occurs in the lobby, hallway, or other area of the facility.
7. Never enter a resident's room, which is in "**Isolation**". These rooms may be identified by a sign on the door or the nurses' cart beside the door.
8. Practice good hand washing techniques throughout the day, whether working directly or indirectly with residents.
9. Injuries are to be reported to the Supervisor of Volunteer Services regardless of the level of injury.

Accidents or Occurrences

The facility makes every effort to maintain a safe working environment for employees and volunteers. Every injury sustained in the course of duty must be reported to the supervisor or the Supervisor of Volunteer Services as soon as possible. A report should be completed and handled according to hospital procedures. The volunteer will be encouraged to be seen in the Emergency Department or by the Employee Health Nurse.

Isolation/Infection Control

Volunteers should never enter rooms marked "Isolation". Residents are placed under isolation for their protection and the protection of personnel and the general public. Any items needing to be delivered to a patient in Isolation should be left at the Nursing Station.

Hand washing is one of the most important factors in preventing the spread of infection. Volunteers should wash their hands upon arriving at the hospital, before leaving the hospital, before eating, after using the restrooms and between contact with patients when appropriate.

HARASSMENT AND DISCRIMINATION

The facility and the Volunteer Services Department is committed to providing a work environment that is free of harassment and/or discrimination. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, disability, religion, age, or other status protected by state or federal law will not be tolerated, whether engaged in by an employee, volunteer, resident, physician, visitor or vendor. Anyone who receives a request from another person to stop actions, words, jokes or comments should cease such action immediately and refrain from such actions in the future. Continuation of any harassment and/or discrimination may result in corrective actions up to and including dismissal.

Unwelcome sexual advances or verbal or physical conduct of a sexual nature which interferes with the work performance or creates an intimidating or offensive working situation will not be tolerated. Any volunteer or employee who has experienced, or has any knowledge of, an incident of sexual or other harassment and/or discrimination should promptly report the matter to his or her supervisor or the Supervisor of Volunteer Services.

Claims of harassment and/or discrimination will be investigated promptly and as confidentially as circumstances allow. Prompt remedial action will be taken in the event a violation of this policy is found to have occurred.

Alcohol and Drug Use

Volunteers should never report for duty under the influence of alcohol or mood altering drugs. The area supervisor or the Supervisor of Volunteer Services will ask the volunteer to leave the hospital if he/she appears to be impaired.

Smoking

Methodist Specialty Care Center maintains a smoke-free environment. If you find it necessary to smoke during your assigned time, it will be necessary for you to go to your car and remain there until you have finished. Also, it is each of our responsibilities (employees' and volunteers') to instruct visitors as to facility policy. Your cooperation is appreciated.

Hands-On Care

Volunteers are **NEVER** permitted to assist residents with hands-on care unless specified in the duty description. This includes lifting residents, bathing residents or giving any type of medication.

Record of Volunteer Hours

Volunteers are requested to give a minimum of 50-hours of service annually to Methodist Specialty Care Center.

Keeping a record of volunteer hours is very important. All volunteers should sign in and out while volunteering with Methodist Specialty Care Center.

Hours volunteered in or out of the facility for authorized projects of the Volunteer Services Program should be recorded by the individual volunteer in the log book. This should be done within the calendar month for accounting purposes showing actual date, project and time.

Volunteers are allowed a break of 20-minutes per shift. Breaks should not be taken during peak work times or when staffing is low. When two volunteers are volunteering together, breaks should be alternated.

Bonus Hours

Volunteers receive double hours if they volunteer on one of the following facility recognized holidays: New Year's Day, Christmas Day, Thanksgiving Day, Memorial Day, July 4th, Labor Day, or your Birthday.

Volunteers recruiting a new volunteer who is accepted, placed and completes at least six months service, will receive a 5-hour bonus for each new member.

Recognition of Volunteer Service

Hours may be accrued from one year to the next. Calendar year for counting hours is January 1 – December 31.

Volunteers are treated to two events a year. Christmas and National Volunteer Week.

Personal Use of Telephone

Volunteers should not use the hospital telephone for personal business except in cases of emergency. Volunteers should advise friends and family not to call them while they are on duty unless it is an emergency. Volunteers are welcome to use the phone in the Volunteer Services Office or in the break room on the 1st floor. Volunteers are never to use cellular phones in the resident care areas. Cellular phones should be turned off upon entering any property of Methodist Rehabilitation Center/Specialty Care Center. Bluetooth headsets/phones are expressly prohibited from use by volunteers while completing their service hours.

Disaster and/or Fire Drills

FIRE AND FIRE DRILLS

RACE (Rescue, Alarm, Contain, Extinguish)
PASS (Pin, Aim, Squeeze Handle, Sweep Base)

The importance of fire prevention in this facility cannot be too strongly emphasized. Each volunteer should read carefully and completely understand the following instructions:

Fires and fire drills are reported over the hospital public address system by the Switchboard Operator. She will repeat the message, "Code Red has been found in Room _____" or "Code Red is in _____ area."

If you hear the announcement of "Code Red" and you are working on one of the resident floors, report to the nursing station and wait for the announcement, "Code Red – All Clear," or for further instruction. Volunteers can be very helpful at these times.

DO NOT USE THE ELEVATORS. Use the stairs only, unless a nurse or department head instructs you otherwise.

In the event of a drill, assure the visitors and patients that everything is all right. We are only having a “Fire Drill,” and there’s no reason for alarm. You could help the nurses close all resident room doors.

If you are the first to detect a fire, go to the nearest pull station and sound the alarm. Follow the policy and procedure manual of the facility.

DISASTER DRILLS

If you are in the facility when a disaster is called, please remain calm and report to the dining hall for instructions.

FACILITY ALERT CODES - OVERHEAD ANNOUNCEMENTS EMERGENCY RESPONSE CODES:

You will receive a list of codes and their definitions at the orientation.

Volunteer Activities

- Escort wheelchair residents to therapies.
- Help with resident’s meals.
- Visit, read, deliver magazines, write letters for residents.
- Deliver mail and newspapers for residents and staff.
- Design and contribute personalized birthday and holiday cards for residents.
- Celebrate birthdays with residents.
- Perform all kinds of clerical tasks for various departments.
- Assist with/Develop various activities.
- Act as host and hostess for social happenings at Methodist Specialty Care Center.
- Decorate for special events/holidays.
- Many large and small personal, loving acts each day.

