

## **Introduction to the Volunteer Program**

Vanguard Westlake Hospital welcomes individuals of all backgrounds and abilities to service as part of its Hospital team. Volunteers can choose from a number of different areas of service in most hospital departments. All volunteer positions offer individuals an opportunity to provide support to hospital staff in their effort to carry-out the mission of *Health for Life*.

Volunteers are considered those individuals who choose to undertake a service and assume an obligation voluntarily and without pay. In their book, *By the People*, Ellis and Notes define volunteering as the following: "To volunteer is to choose to act in recognition of a need, with an attitude of social responsibility and without concern for monetary profit, going beyond what is necessary to one's physical well-being."

There are many reasons why an individual should serve as a volunteer at Vanguard Westlake Hospital. Volunteering allows the individual to improve the quality of life for patients and guests. The volunteer has an opportunity to develop his/her own skills, to meet others, and to experience a sense of fulfillment. Finally, recent research has shown that volunteering improves the overall health of those that volunteer and actually reduces mortality. In a report entitled, "The Health Benefits of Volunteering: A Review of Recent Research," a strong relationship was established between volunteering and health: those who volunteer have lower mortality rates, greater functional ability, and lower rates of depression later in life than those who do not volunteer.

Volunteer service at Vanguard Westlake Hospital does not include the performance of duties provided by a licensed health professional or paid employee position. Any certifications held cannot be used during volunteer service. Volunteering is not intended to lead to employment.

## **Shadowing or Observing and Future Employment Opportunities**

It is **NOT** within the scope of a Volunteer's role to shadow or observe with members of the paid staff, therefore shadowing/observing of any kind is not permitted through the Volunteer & Guest Services Department. Also, serving as a volunteer is in no way a guarantee of future employment with Vanguard Westlake Hospital, nor is it a path to employment.

If you are interested in volunteering at Vanguard Westlake Hospital, please read through the Orientation materials and then complete the application found on-line. Return the completed application to: Dr. Marta Alvarado, Director of Community Services, Vanguard Westlake Hospital, 1225 Lake St., Melrose Park, IL. 60160.

## Vanguard Westlake Mission, Vision & Values

### **Mission Statement**

To Help People Achieve Health For Life.

### **Vision Statement**

The leading community resource for health and healthcare, Vanguard Westlake Hospital creates life-long relationships focused on excellent quality, exceptional service and compassionate care.

### **Values**

**Safety.** We put safety first, for our patients, their families and all who work here.

**Excellence.** We advance health through the continuous pursuit of evidence-based, coordinated care.

**Respect.** We treat each other with dignity, and value the ideas and perspectives each individual brings.

**Integrity.** We are open, honest, and trustworthy. We live our values.

**Accountability.** We take full ownership of our actions and their outcomes.

**Innovation.** We will embrace new ideas and thinking to improve what we do.

### **Mission Statement - Department of Volunteers**

The mission of the Department of Volunteers is to support the staff of Vanguard Westlake Hospital in its effort to help individuals achieve *Health for Life*.

### **Goals - Department of Volunteers**

- Embody the mission and values of Vanguard Westlake Hospital.
- Augment and expand the services provided by Vanguard Westlake Hospital staff.
- Provide supplemental services which contribute to the care and satisfaction of patients and guests.
- Engage community members in service positions that foster personal growth and provide for meaningful contributions in the lives of others.

### **Volunteer Benefits**

- Volunteers who work four or more hours in a day, are entitled to one meal worth \$5.00.
- Volunteers who work less than four hours in a day, are entitled to one beverage worth \$.50 cents.
- Volunteers must present their Volunteer Picture ID and must be in volunteer uniform in order to be served in the Terrace Dining Room.
- Volunteers who are at least 18 years of age can obtain a Westlake Fitness Center Membership by paying the current membership fee. A 50% discount is available to volunteers who have donated 200 hours of service during the current year.
- Active volunteers with 124 hours of service will be invited to the Annual Awards Luncheon, which is held once a year.
- Active volunteers are entitled to discounts on services provided by Vanguard Westlake Hospital. After the personal medical insurance pays its portion, the volunteer may take the remainder of the bill due to the Business Office, and they will deduct the current discount from the balance.

### **Volunteer Requirements**

#### **All volunteers are required:**

- To be 18 or more years of age and out of high school.
- To have completed a Tuberculosis (TB) test within the last 90 days (written verification is required) or have a TB test completed at Vanguard Westlake Hospital's Employee Health Services. This is a free service for all employees and volunteers.
- To have been immunized for Measles, Mumps, Rubella and Varicella (written verification is required). A blood test may be required by Employee Health Services for verification. If you are not immunized, you will receive an immunization by Employee Health Services at no cost to you.
- To follow all the working guidelines detailed in the attachment.
- To complete a minimum of 124 hours of service each year you serve as a volunteer (4 hours each week for at least 6 months).

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### **Volunteer Application Process**

1. Volunteer will obtain and complete a Volunteer Application Form. Applications are available at the following locations
  - a. Hospital Main Information Desk
  - b. Westlake Senior Center
  - c. Vanguard Westlake Hospital website: [www.wlhospital.com](http://www.wlhospital.com)
2. The Volunteer will return the completed application to the Senior Center to the attention of: Dr. Marta Alvarado, Director of Community Services and indicates the position in which they are interested in serving.
3. The Director of Community Services will review the application and schedule an interview with the Volunteer, if the volunteer's experience, skills, and interest match an available open volunteer position.
4. The volunteer will be interviewed by the Director of Community Services and possibly the manager of the department where the volunteer will be placed.
5. If there is a match between the volunteer and the available open volunteer positions, the volunteer will be instructed to call Employee Health Services to schedule an appointment for blood work, TB test and Flu Shot.
6. Employee Health will conduct health screenings and will provide the Volunteer Department with an emailed clearance form.
7. The Volunteer Department will forward the health clearance to Human Resources to be used to create an ID and enroll the volunteer in the New Hire Orientation which is held on the first Monday of each month.
8. The Volunteer Department will contact the volunteer to provide clearance and to instruct the volunteer to obtain an ID from Human Resources.
9. The volunteer will attend the New Hire Orientation on the first Monday of the month. The volunteer may also attend an Orientation session held by the Volunteer Department.
10. The volunteer will complete and pass all required training assessments.
11. Upon completion of all Orientation activities, the Volunteer Department will establish a start date, state the department in which the volunteer will serve and the hours of service.
12. The volunteer will obtain an ID from Human Resources.
13. The Volunteer Department will meet the Volunteer on the pre-determined start date to escort the individual to the assigned department (note date on application form) and to show the volunteer how and where to log-in.
14. The volunteer will begin serving in the assigned area.

## WORK AREA GUIDELINES

- Find which department you have been assigned, where it is located and your duties.
- Find the name of the person you will work with, the supervisor in that department and the extension number. If you are not able to come in due to illness, inform Dr. Marta Alvarado at ext. 7585 and your department.
- Don't over-extend yourself. Choose a time that works for you so you can be there without exception. The staff will depend on you, and your volunteer job will become more interesting if everyone knows that you are reliable.
- **SIGN IN AND OUT EVERY TIME YOU VOLUNTEER.** The sign-in logs are located at the Information Desk – Main Hospital and at the Information Desk-POB. Please sign your name, the location where you are serving, time in and time out. Security needs to know who is in the building, and a report is made each month which informs administration of the total hours volunteered.
- If you have any questions, call Dr. Marta Alvarado, at X7585. From outside call (708) 938-7585.
- **Uniform and ID badge** must be returned to the Volunteer Department once you no longer are able to volunteer.

## DRESS CODE FOR VOLUNTEERS

The appearance of each volunteer influences the impression that patients, visitors and other employees have of Vanguard Westlake Hospital. Therefore, it is essential that volunteers maintain a professional image and appearance at all times.

1. All volunteers must wear their identifying volunteer uniform along with business-like clothing.
2. Volunteers must wear their volunteer name tags while volunteering at Vanguard Westlake Hospital
3. The identification badge must be worn above the waist. No other pins, buttons, stickers, badges, etc., may be affixed to the badge itself or to the badge clip.
4. Daily attention to hair, nails, oral hygiene as well as bathing is expected. Hair should be worn in a conservative style and color. Beards and mustaches must be neatly trimmed.
5. Clothing should be safe for the work environment, clean, properly fitting, and in good repair. All clothing should be appropriate for the volunteer's job duties. Professional attire and modesty are expected of all volunteers relative to length, style, fit and transparency of clothing.
  - a. Inappropriate attire includes, but is not limited to:
    - i. Tops: tee-shirts/sweatshirts, tank tops, halters, backless, cropped shifts, clothes with slogans.
    - ii. Pants: sweats, spandex/Lycra, jeans/denim of any color, shorts, bib overalls.
6. The volunteer uniform must be kept clean and free of spots. Stockings should be worn by women, and socks should be worn by men.

7. Footwear must be clean and appropriate to the type of work being performed and meet all safety requirements.
8. Jewelry should not interfere with the job or create a safety hazard; **facial jewelry is unacceptable.**
9. **Perfume/cologne** should be worn sparingly, and **should not be worn** by employees who have direct or occasional patient contact. Excessive and inappropriate make-up is not acceptable.

(The previous guidelines comply with the regulations established by the Joint Commission on Accreditation of Health Care Organizations, which is our outside monitoring agency. It is their regulation, and Vanguard Westlake concurs, that the volunteer staff of a hospital should comply with professional dress code guidelines. This enables our patients and visitors to be able to recognize our volunteers and to distinguish them from employees or other visitors. It also helps to maintain a professional environment within a hospital setting.)

## **RESTRAINTS**

Restraints applied by medical personnel may only be removed by medical personnel. Handcuffs applied by forensic staff (law enforcement officers) may only be removed by forensic staff. In the event of an emergency, medical personnel and forensic staff are responsible for restraint removal and the safe care and/or evacuation of the patient.

## **PERSONAL IDENTIFICATION**

Consistent with hospital policy and in support of the Patient's Bill of Rights, you are required to wear an identification badge in clear view while on duty at Vanguard Westlake Hospital.

## **CAFETERIA**

Meal service is available in the Terrace Dining Room located in the lower level.

6:30 am to 10:30 am – Breakfast

11:30 am to 2:00 pm – Lunch

5:00 pm to 6:30 pm – Dinner

Vending machine items and beverages are available 24 hours a day.

## CONFIDENTIALITY

Every patient has a right to privacy and confidentiality. Both the law and job require confidentiality. The information in a patient's record belongs to the patient. Discussing confidential information regarding patients is not allowed. Failure to comply may lead to legal action against you or Vanguard Westlake Hospital, or it could lead to being dismissed as a volunteer.

The Health Insurance Portability and Accountability Act (HIPAA) provides federal government standards and requirements for maintaining and transmitting health information. It defines and protects information that identifies a patient.

The exercise of Patient's Rights provides for:

- Exercising of his/her rights by a patient while receiving care or treatment in the facility without coercion, discrimination or retaliation;
- Have a surrogate (parent, legal guardian, person with medical power of attorney) exercise the patient's rights when the patient is incapable of doing so, without coercion, discrimination or retaliation;
- Informing each patient, or when appropriate, the patient's representative (as allowed under State law) of the patient's rights in advance of furnishing or discontinuing patient care whenever possible;
- The right to receive care in a safe setting;
- The right to be free from all forms of abuse or harassment;
- The right to be fully informed in advance of care or treatment and to actively participate in the planning of his/her care, planning and treatment;
- The right to consent or refuse treatment after being adequately informed of the benefits and risks of, and alternatives to treatment;
- The right to be fully informed of and to consent or refuse to participate in any unusual, experimental or research project without
- The right to know the professional status of any person providing his/her care/services;
- The right to know the reasons for any proposed change in the Professional Staff responsible for his/her care;
- The right to personal privacy;
- The right to confidentiality of his/her clinical records maintained by the facility;
- The right to access information contained in his/her clinical records;
- The right to know the reasons for his/her transfer either within or outside the facility;
- The right to know the relationship(s) of the facility to other persons or organizations participating in the provision of his/ her care;
- The right to access to the cost, itemized when possible, of services rendered within a reasonable period of time;
- The right to be informed of the source of the facility's reimbursement for his/her services, and of any limitations which may be placed upon his/her care;

- The right to be free from unnecessary use of physical or chemical restraint and/or seclusion as a means of coercion, convenience or retaliation;
- The right to exercise advance directive regarding decisions at the end of life in accordance with Federal and State Patient Self-Determination Act(s);
- The right to have a family member or representative of his or her choice and his or her own physician notified promptly of his or her admission to the hospital;
- The right to have pain treated as effectively as possible; and
- The right of patient's family to informed consent of donation of organs and tissues.
- The right to communicate complaints or grievances regarding his or her care to his or her physician, nurse, nurse team member, consumer advocate or hospital management or administration.

The hospital has a Director of Patient Relations who can be reached by telephone at 708-938-7292. We hope you will give us an opportunity to resolve any issues you may have. A written complaint can be made to the Director of Patient Relations at Vanguard Westlake Hospital, 1225 W. Lake Street, Melrose Park, Illinois 60160.

Complaints may also be communicated directly to the Illinois Department of Public Health at (800) 252-4343, or the Illinois Foundation for Quality Health Care at their consumer Helpline of (800) 647-8089.

### **The Volunteer's Role in Maintaining Patient Confidentiality**

- Never leave paper information unattended where other people may view it
- If you are asked of your supervisor to dispose of confidential material, then use the recepticals provided for disposal of confidential materials.
- Reasonably verify patient information over the phone assuring that your conversation is not being overheard by others
- Do not discuss patient information with anyone not even if you know the patient.
- Do not take photographs of patients and their families
- Do not use hospital computers to access information for any reason other than to perform your job.
- Do not disclose confidential information about employees, donors, other volunteers, or hospital business.
- Do not discuss information of a sensitive or confidential nature in public areas.
- Do not invade the patient's right to privacy by asking why they are in the hospital
- Report any errors or mistakes immediately
- Failure to observe the confidentiality policy may result in the volunteer's dismissal from the program.

## INCIDENT REPORTING

### What is an “incident”?

- Accidents: injury, fall, needle-stick
- Crimes: Theft, robbery, threats, assault
- Error made by volunteer or staff that impacted patient care: medications, procedures, misidentification, breach of confidentiality
- Near miss: something that *could have* caused harm
- Reports help the hospital identify patterns and systems that lead to incidents.
- The hospital uses reports to reduce risks and improve patient care.
- Reporting an incident will not get you in trouble

### Volunteer Role in Incident Reporting

Report all incidents (to yourself or someone else) to your supervisor, the Volunteer Department, and Security.

- Complete (or assist in completing) an incident report as simply and objectively as possible.
- Remain factual: do not use inferences, assumptions, or judgmental language.
- If you find a broken piece of equipment, notify your Supervisor for completion of necessary paperwork and notifications.
- Notify your supervisor if you witness any unprofessional behaviors from any healthcare provider, staff, or volunteer.

### Infection Control Practices for Volunteers

1. All volunteers must attend the required training session regarding Infection Control and Safety.
2. WASH YOUR HANDS **WHEN YOU ARRIVE**. WASH YOUR HANDS **BEFORE AND AFTER EATING**. WASH YOUR HANDS **BETWEEN TASKS** THAT YOU ARE ASSIGNED TO ACCOMPLISH. WASH YOUR HANDS **WHEN YOU LEAVE**. WASH YOUR HANDS **WHEN YOU GET HOME!**
3. Volunteers may not transport a patient who is in isolation and may not go into the room of an isolation patient.
4. Volunteers may not handle or transport specimens or cultures.
5. All volunteers must have a tuberculosis test done once a year in January.
6. Eating or drinking is not allowed in work areas. It isn't healthy, it does not look professional and it is against our policy.
7. Volunteers may not change or touch the Needle/Sharps containers in the patient care areas.

**SPILLS** – Volunteers should never attempt to wipe up any kind of hazardous spills. Notify your immediate supervisor, and if possible, mark the area so that others are aware of the spill.

## **SAFETY**

Ninety percent of all injuries are preventable. Many injuries are caused by human error. When people become distracted and careless, or if they have multiple tasks, they become like a juggler with too many objects and something will drop. To reduce slips and falls, we all need to be aware of the risks.

- A shortened stride when walking may give a person more control in a hazardous situation. Be defensive and look for hazards.
- Volunteers should not lift heavy objects or patients. If you are ever asked to do something that you think is inappropriate, just reply, "I need to consult with the Volunteer Director." Then contact Dr. Marta Alvarado at ext. 7585 to discuss the situation.

## **SECURITY MANAGEMENT**

Everyone is responsible for the security and safety of their immediate environment. Be alert! Practice good guest relations (giving directions to visitors), reporting suspicious persons to the Security Department at ext. 1111 or ext. 8888 for emergencies and report the suspect's description and location.

Theft occurs when three elements are present:

**MOTIVE      DESIRE      OPPORTUNITY**

We can all do our part in eliminating the opportunity. Examples: Don't leave items in sight of would be thieves and don't leave areas or items unsecured. When you come to volunteer, don't bring a handbag and don't wear your family jewels.

Many experts agree that the fear of discovery is the most important deterrent to theft. Promote the belief that theft will be discovered. Know who belongs in your area and who does not.

Lockers are available in the Volunteer Workroom for volunteers to use while they are volunteering. You may bring a combination lock or a lock and key. **DO NOT LEAVE THE LOCK ON THE LOCKER WHEN YOU ARE NOT HERE.** The numbers of lockers are limited and are shared by everyone who volunteers. The volunteer key is available at the Information Desk.

## EMERGENCY INFORMATION

In the event of an emergency, you will be instructed by the person in charge of the department regarding your role or responsibilities.

All emergencies (and to report codes) dial 8888, non-emergencies dial 1111.

Vanguard Westlake Safety Officer Alex Nisavic, ext. 7588.

### Do You Know the Westlake Emergency Codes?

**Dial 8888 – for all emergencies**

#### Emergency Codes

<b>Code 42</b>	Cardiac Cath Team
<b>Code 54</b>	Stroke Team
<b>Code Temp 33</b>	Therapeutic Hypothermia Team
<b>Code Black</b>	Severe Weather
<b>Code Blue</b>	Cardiac Arrest Team
<b>Code Blue Minor</b>	Cardiac Arrest Team, Infant or Child
<b>Code Gold</b>	Patient Elopement
<b>Code Gray</b>	Escalating Violent Behavior
<b>Code Green</b>	Loss of Utility or System
<b>Code Orange – External</b>	Patient(s) Require Decontamination
<b>Code Orange – Internal</b>	Chemical Spill
<b>Code Pink</b>	Infant/Child Abduction
<b>Code Purple</b>	Full or Partial Evacuation
<b>Code Rapid Response</b>	Designated Team Responds to Patient
<b>Code Red</b>	Fire Alarm System Activated
<b>Code Silver</b>	Bomb Threat
<b>Code Yellow – External</b>	Mass Casualty Incident
<b>Code Yellow – Internal</b>	Internal Disaster
<b>Code White</b>	ER Dept. Diversion Prevention (full capacity)

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## **FIRE SAFETY**

Fire extinguishers and fire alarms are located on every unit and floor of the facility. The Fire Alarm system will enunciate in the hospital when experiencing a fire emergency (or drill) and the fire and smoke doors will automatically close. The location of a Code Red or Code Red Drill is also announced over the PA system to alert staff throughout the facility to initiate their department specific emergency preparedness protocol. The location of stairwells and evacuation routes are posted. During a Code Red or Code Red Drill, never go through the fire doors that have been closed until an all clear has been announced.

<b>R.A.C.E</b>	<b>P.A.S.S.</b>
<b>R</b> emove persons from danger	<b>P</b> ull the fire extinguisher pin
<b>A</b> ctivate the fire alarm (and dial 8888)	<b>A</b> im at the base of the fire
<b>C</b> onfine fire by closing doors	<b>S</b> queeze the handle
<b>E</b> xtinguish or Evacuate	<b>S</b> weep from side to side

## **HAZARDOUS MATERIALS**

**SPILLS** - Volunteers should never attempt to wipe up any kind of hazardous spills. Notify your immediate supervisor and, if possible, mark the area so that others are aware of the spill.

## Five Pillars of Excellence & Goals

The first pillar of excellence is: Service

Our goals under Service are:

- *Improve patient satisfaction*
- *Improve physician satisfaction*

The second pillar of excellence is: Quality

Our goals under Quality are:

- *Decrease Hospital Acquired Decubitus Ulcers*
- *Reduce patient falls*
- *Reduce average length of stay*

The third pillar of excellence is: People

Our goals under People are:

- *Improve employee retention*
- *Increase employee satisfaction*

The fourth pillar of excellence is: Financial

Our goals under Financial are:

- *Increase operating margin*
- *Decrease cost per adjusted discharge*

And the fifth pillar of excellence is: Growth

Our goals under Growth are:

- *Increase volumes*
  - *Inpatient Admissions*
  - *Outpatient Visits*
  - *Emergency Room Visits*
- *Increase Market Share*

**A • I • D • E • T**

**FIVE FUNDAMENTALS OF SERVICE**

Using words and behaviors that show we care

*Employees should always welcome, care for and anticipate the needs of patients, visitors and physicians by using AIDET to ensure our customers receive excellent care and service every time they visit Vanguard Westlake Hospital.*

**ACKNOWLEDGE**

Stop what you are doing and pay attention to your customer, make eye contact and smile.

**INTRODUCE**

Welcome your customer to Vanguard Westlake Hospital, state your name, department and your role in the customer's care.

**DURATION**

Tell your customer when the test or procedure will begin, how long it will take to conclude and inform the customer how long any follow-up procedures will take.

**EXPLAIN**

Explain the procedure that is about to occur and who will be involved. Inform your customer if there will be any pain or discomfort. Make sure your customer receives any necessary discharge instructions after the procedure.

**THANK**

Say, "Thank you for using Vanguard Westlake Hospital. Is there anything else I can do for you?"