Volunteer Handbook

Central Vermont Medical Center

Central to Your Well Being / cvmc.org
Volunteer Handbook Table of Contents

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome from the President &amp; CEO</td>
<td>4</td>
</tr>
<tr>
<td>About Central Vermont Medical Center</td>
<td>5</td>
</tr>
<tr>
<td>CVMC Code of Conduct</td>
<td>6</td>
</tr>
<tr>
<td>Volunteer Services Mission Statement</td>
<td>7</td>
</tr>
<tr>
<td>Volunteer Program Policies</td>
<td></td>
</tr>
<tr>
<td>• Application Process</td>
<td>7</td>
</tr>
<tr>
<td>• Minimum Time Commitment</td>
<td>7</td>
</tr>
<tr>
<td>• Minimum Age Requirement</td>
<td>7</td>
</tr>
<tr>
<td>• Assessment &amp; Placement</td>
<td>7</td>
</tr>
<tr>
<td>• Orientation</td>
<td>8</td>
</tr>
<tr>
<td>• Background Checks</td>
<td>8</td>
</tr>
<tr>
<td>• Health Screening</td>
<td>8</td>
</tr>
<tr>
<td>• Training</td>
<td>8</td>
</tr>
<tr>
<td>• Supervision and Support</td>
<td>8</td>
</tr>
<tr>
<td>• Probationary Period</td>
<td>9</td>
</tr>
<tr>
<td>• Confidentiality</td>
<td>9</td>
</tr>
<tr>
<td>• Workplace Harassment</td>
<td>10</td>
</tr>
<tr>
<td>• Dress Code</td>
<td>10</td>
</tr>
<tr>
<td>• Attendance</td>
<td>10</td>
</tr>
<tr>
<td>• Recording Hours</td>
<td>10</td>
</tr>
<tr>
<td>• Parking</td>
<td>10</td>
</tr>
<tr>
<td>• Personal Telephone Calls, Cell Phones, etc</td>
<td>11</td>
</tr>
<tr>
<td>• Changing Assignment/Voluntarily Leaving the Program</td>
<td>11</td>
</tr>
<tr>
<td>• Leave of Absence</td>
<td>11</td>
</tr>
<tr>
<td>• Volunteer Records, References and Privacy</td>
<td>11</td>
</tr>
<tr>
<td>• Corrective Action</td>
<td>11</td>
</tr>
<tr>
<td>• Complaints and Concerns</td>
<td>12</td>
</tr>
<tr>
<td>• Media Relations</td>
<td>12</td>
</tr>
<tr>
<td>• Reimbursement of Volunteer Expenses</td>
<td>12</td>
</tr>
<tr>
<td>• Medical Advice</td>
<td>12</td>
</tr>
<tr>
<td>• Smoking Policy</td>
<td>12</td>
</tr>
<tr>
<td>Topic</td>
<td>Page</td>
</tr>
<tr>
<td>-----------------------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>Infection Control</td>
<td>13</td>
</tr>
<tr>
<td>Emergency Preparedness</td>
<td>14</td>
</tr>
<tr>
<td>Medical Emergencies or Accidents</td>
<td>15</td>
</tr>
<tr>
<td>Benefits offered to CVMC Volunteers</td>
<td>15</td>
</tr>
<tr>
<td>Areas of Service</td>
<td>16-18</td>
</tr>
<tr>
<td>Volunteer Services Contact Information</td>
<td>19</td>
</tr>
<tr>
<td>Acknowledgement and Receipt</td>
<td>20</td>
</tr>
</tbody>
</table>
Dear Volunteer,

Welcome to the Volunteer Program of Central Vermont Medical Center. We are very proud of our volunteer program and appreciate your interest in it.

Our employees, medical staff and volunteers work together with other community organizations to meet the health care needs and improve the health of the residents of central Vermont.

This information will introduce you to the policies and procedures that must be followed while you are working here at CVMC. Please read it carefully and use it in your volunteer duties.

We are grateful for your willingness to serve and we’re glad to have you on our team. We thank you for donating your time and yourself to CVMC. We hope your services will be a happy and rewarding experience.

Sincerely,

Judy C. Tarr
President & CEO
About Central Vermont Medical Center

Central Vermont Medical Center (CVMC) is a not-for-profit organization consisting of a hospital offering a full spectrum of comprehensive inpatient (licensed for 122 beds) and outpatient care services along with 24-hour emergency care, Woodridge Rehabilitation and Nursing, 18 medical group practices and the National Life Cancer Treatment Center. Central Vermont Medical Center is accredited by The Joint Commission.

Our medical staff numbers 121 physicians providing care from their private practices as well as from the community-based medical group practices. CVMC is the primary health care provider for 66,000 people in central Vermont.

CVMC employs 1,400 full and part-time employees. We also depend on hundreds of volunteers and financial contributors who help carry out our mission.

CVMC Mission Statement

We work collaboratively to meet the needs and improve the health of the residents of Central Vermont.

CVMC Vision Statement

The care you need from the people you trust.

Key Success Factors:

- Extraordinary People
- Excellent Reputation and Image
- Distinguished Quality & Breadth of Services Offered
- Financial Strength
- Valued Community Benefit

CVMC Code of Conduct
It is the expectation that every member of the Central Vermont Medical Center community (board members, administration, medical staff, employees and volunteers) acts in a manner that is consistent with the organization’s principles.

Central Vermont Medical Center’s Code of Conduct (the “Code”) supports the mission and values and is a critical component of our over-all Compliance Program. The Code also provides guidance to ensure that we perform our jobs in an ethical and legal manner. CVMC requires all employees, volunteers and physicians on staff to sign an acknowledgement form confirming that they have received the Code of Conduct and understand it represents mandatory policies. Violation of the Code results in suspension or dismissal from volunteer service.

If you have questions regarding this Code, or encounter any situation that you believe violates the Code, you should immediately speak with your supervisor, the Volunteer Services Manager or the Director of Compliance at 802-371-4190 and/or the confidential hotline at 802-371-5959.

**Volunteer Services Mission Statement**
CVMC Volunteers supplement the efforts of staff to meet the needs and improve the health of the residents of central Vermont. We are committed to providing personalized service to our patients, families, and visitors.

**Volunteer Policies**

**Application Process**
All prospective volunteers complete an application form, confidentiality agreement and submit two personal references (non-relative) to Volunteer Services. Personal references may be friends, neighbors, school personnel, an employer, co-workers or from other volunteer service. Upon receipt of these materials, the Volunteer Services Manager determines if there is a potential match between an applicant’s qualifications, interests and availability and a volunteer opportunity. Qualified applicants are contacted for an interview. Those applicants for whom there is not a potential match will be notified in a timely manner.

**Minimum Time Commitment**
A minimum commitment of three months is required for all volunteer assignments with the exception of the Emergency Department which requires a six month minimum commitment. Most volunteer assignments are scheduled in three to four hour weekly shifts. Some departments may have flexibility with regard to frequency (one shift/month or every other week, for example).

**Minimum Age Requirement**
The minimum age to volunteer at CVMC is 14 years of age with the exception of the Emergency Department where volunteers must be at least 20 years old.

**Assessment and Placement**
An interview with the Volunteer Services Manager provides an opportunity to discuss an applicant’s qualifications and interests, review volunteer opportunities and answer any questions the applicant may have. The Volunteer Services Manager determines if the applicant has the skills, interests and temperament to meet the needs of CVMC.

Acceptance into the program is made by the Volunteer Services Manager. Once an assignment has been made and agreed upon, additional requirements include orientation, criminal background check and health
screening, all of which must be completed prior to beginning volunteer service.

CVMC accepts the services of volunteers with the understanding that such services are at the sole discretion of CVMC. Volunteers agree that CVMC may at any time, for whatever reason, decide to terminate the volunteer’s relationship with CVMC or to make changes in the nature of their volunteer assignment.

Orientation
All new volunteers attend orientation prior to beginning volunteer service. Topics covered during orientation include an overview of the organization, corporate compliance, customer service, quality and patient safety, emergency preparedness and infection control.

Background checks
The federal government’s Health Information Portability and Accountability Act (also known as HIPAA) requires that hospitals take equal precautions when appointing employees and volunteers. Therefore, all new volunteers submit to a criminal background check. There is no cost to the volunteer.

Health Screening
New volunteers are advised by Volunteer Services whether their specific assignment requires Tuberculosis (PPD test) screening. This is a requirement for all volunteer assignments which involve patient contact and must be completed prior to beginning volunteer service. Testing is administered by the Employee Health office at no charge to the volunteer.

Training
Training is provided by the department to which the volunteer is assigned. Volunteers at the hospital campus are required to complete an annual written training on Environment of Care. Some volunteer assignments may require additional annual/periodic training.

Supervision and Support
All volunteers have a manager/designee to whom they report. The manager is available to answer any questions and provide assistance to the volunteer as needed. In addition, volunteers are encouraged to contact the Volunteer Services Manager with any questions, concerns or feedback.

Probationary Period
All volunteer placements are made on a trial basis of 30 days. During this time, the department manager provides a progress report to the Volunteer
Services Manager. At the end of the trial period, the department manager makes a recommendation to the Volunteer Services Manager with regard to the volunteer placement. The volunteer and/or the department manager may request re-assignment to a different position or may determine the unsuitability of the volunteer for a position within the organization.

**Confidentiality**
CVMC Volunteers maintain the utmost confidentiality concerning the treatment, care and condition of all patients in accordance with CVMC policies. New volunteers receive training on the requirements of the federal government’s Health Insurance Portability and Accountability Act (HIPAA) Privacy Standards during orientation.

**Workplace Harassment**
All employees and volunteers want and deserve a workplace where they feel respected, satisfied and appreciated. Harassment or abuse of any
kind is prohibited in the CVMC workplace. We will not tolerate harassment by anyone based on diverse characteristics or cultural backgrounds of those who work with us. Any form of sexual harassment is strictly prohibited.

Dress Code
All CVMC Volunteers must wear a picture ID badge while on duty. Depending on the assignment, volunteers may be required to wear a uniform provided at no charge to the volunteer. It is the responsibility of the Volunteer to maintain a neat and clean uniform, and to maintain the safekeeping of both the uniform and ID badge.

Clothing should be neat and clean. The following attire is not acceptable: tank tops, bare midriffs, T-shirts, jerseys sweatshirts with slogans or inappropriate artwork/graphics, shorts, and flip flops. Perfume, hair spray, aftershave, and other cosmetic fragrances are strongly discouraged.

Attendance
It is very important that volunteers be consistent in fulfilling their commitments. If for any reason a volunteer is not able to work the scheduled shift, s/he must notify the department manager as soon as possible. Advance notice to the department manager is required for any planned absences. Continual absenteeism will result in a review of the volunteer’s work assignment. Three unreported absences will result in termination of assignment.

Recording Hours
CVMC Volunteers are required to sign in and out on a time sheet for every shift. Volunteer Services reports the total hours served by department on a monthly and yearly basis. In addition, volunteers are recognized at an annual event based upon number of hours served.

Parking
Volunteers at the hospital campus park in the North parking lot. For those volunteering at Woodridge Rehabilitation & Nursing or at The Bene-Fit Shop in Barre, there is general onsite parking available at those locations.

Personal Telephone Calls, Cellular Phones, Use of Personal Electronic Media
Personal telephone calls while on volunteer duty are discouraged. Cellular phones can interfere with some patient care equipment and are only
allowed in certain areas of the hospital. Use of personal electronic media (laptop computers, iPods, iPhones) while on volunteer duty requires prior approval by the Department Manager and must not compromise the volunteer’s ability to carry out his/her assignment.

Changing assignment/voluntarily leaving the program
If a volunteer wishes to change from one assignment to another, or take on an additional assignment, an appointment with the Volunteer Services Manager is required. A volunteer may terminate service at any time; however, a notice of at least two weeks is requested. Upon resignation, the uniform and ID badge must be returned to Volunteer Services.

Leave of Absence
A leave of absence is a request by the volunteer to temporarily discontinue service, indefinitely or for a specific period of time, due to health, family commitments, seasonal vacation plans, etc. The Department Manager and/or the Volunteer Services Manager should be contacted regarding the leave of absence. Depending upon the length of absence, it may not be possible to hold the volunteer’s scheduled shift open.

Volunteer Records, References and Privacy
Volunteer Services maintains confidential personnel records for each volunteer. Volunteers are asked to notify Volunteer Services of any changes in contact information such as address, phone number and emergency contact. Volunteers are also required to notify Volunteer Services of any change in health limitations that may restrict volunteer activities.

Corrective and Disciplinary Action
Volunteer Services follows the Corrective and Disciplinary Action policy established by CVMC Human Resources as a means to identify and correct inappropriate behavior or substandard performance. The following are actions which may be used in the corrective process:

- Counseling of the volunteer by the Department Manager and/or the Volunteer Services Manager
- Documented verbal warning
- Written warning
- Involuntary termination

Depending on the seriousness of the volunteer’s behavior, conduct, or performance that is being addressed, and the particular circumstances involved, any of the above actions may be taken at any step of the process.

Complaints and Concerns
Any patient complaints or concerns should be directed to Quality Management at 371-4350. Volunteer concerns should be brought to the volunteer’s assigned Department Manager and/or the Volunteer Services Manager.

Media Relations
The President and CEO of CVMC is the chief spokesperson. The CEO may delegate that function to the Vice President of Community Relations & Development. Any media requests should be directed to Community Relations at 371-4375 or 371-4197.

Reimbursement of Volunteer Expenses
Prior written approval from the Department Manager must be granted in order for a volunteer to receive reimbursement for expenses incurred. Sales receipts or other documentation must also be submitted to the Department Manager in order for the reimbursement to be processed.

Medical Advice
Volunteers must not ask for medical advice from CVMC staff while performing their volunteer duties nor should they offer medical advice to anyone. This includes discussing personal medical history with staff or patients while on volunteer duty.

Smoking
The use of tobacco products by employees, physicians, volunteers and visitors, including independent contractors, anywhere in or on the property of Central Vermont Medical Center and its satellite facilities is prohibited. Smoking and the use of tobacco products by patients of the medical center is prohibited while on CVMC property.

Infection Control
CVMC Volunteers receive information regarding infection prevention and control as part of orientation. Volunteers follow established guidelines and procedures for controlling the spread of infection while carrying out their assigned duties. The guidelines include:
• Hand washing using good technique

• Respiratory hygiene to contain respiratory secretions. This includes not reporting for service if a Volunteer is sick, especially if s/he has a cough, fever, diarrhea or a skin infection.

• Isolation: Volunteers do not enter isolation rooms. An isolation room can be recognized by the presence of a sign posted on the patient’s door with a red stop sign stating “Visitors-Report to the Nurses’ Station Before Entering Room.”

• Gloves for handling lab specimens (follow “Volunteer Handling Specimen Procedure”) and for cleaning patient care equipment.

• Bloodborne Pathogens:
  o Under no circumstance should a Volunteer handle any item that may contain blood and/or body fluids or handle needles.
  o Any Volunteer exposed to blood or body fluids must immediately wash the area, report the exposure to the department manager who will complete an incident report, and go to the Emergency Department as soon as possible.

• Don’ts:
  o Do not report for volunteer service if you are sick, especially if you have a cough, fever, diarrhea, or a skin infection.
  o Do not enter an isolation room.
  o Do not attempt to clean up spilled specimens.
  o Do not handle needles.
  o Do not touch any item that may be contaminated with blood and/or body fluids.

If you have any doubts about your safety or about procedures for infection control, please ask your department supervisor or the nursing staff on duty. If you have additional questions, please contact Infection Control at 371-4184.

**Emergency Preparedness**

In the event of an emergency at the hospital location, volunteers immediately report to their department manager for instructions. The emergency assistance number at the hospital is **Ext. 4333** which can be dialed from any telephone. This extension is answered by CVMC Emergency Department staff.
The following is a list of Emergency Codes at the hospital. Once a code has been reported, the operator will announce the code and location three times on the overhead paging system. When the emergency has been resolved, the operator will announce an “All Clear” on the overhead paging system.

**CODE Amber:** Missing Patient/Person

**CODE Black:** Bomb Threat

**CODE Blue:** Cardiac Arrest/Medical Emergency

**CODE Green:** Violent Patient/Combative/Security Team

**CODE Orange:** Hazardous Materials Release

**CODE Red:** Fire

Volunteers should be aware of the nearest pull stations, fire extinguishers and evacuation routes in their assigned area.

- Volunteers in the area of the fire should follow R.A.C.E. Protocol (see red box at right) and PASS to operate a fire extinguisher. Use stairways to evacuate, do NOT use elevators.

- Volunteers not in the area of the fire should:
  - Close all doors and windows
  - Stay where they are until alarm is cleared

**CODE Silver:** Hostage Situation/Person with a Weapon

**CODE White Internal:** incidents that may require significant support from several departments to assist with emergency needs within the healthcare facility or on its grounds

**CODE White External:** incidents that may require significant support from several departments in order to continue patient care while addressing the needs of the community

**Medical Emergencies or Accidents**

All accidents must be reported immediately. If a patient is involved, report it to the nearest nurses' station. If you discover a patient who has fallen or appears to be in any kind of distress, DO NOT attempt to move the patient or provide treatment. Notify a staff member immediately.

**CODE RED PROCEDURES**

- **R** = RESCUE
- **A** = ACTIVATE PULL STATION
- **C** = CONTAIN THE FIRE
- **E** = EXTINGUISH, EVACUATE IF NECESSARY
- **P** = PULL THE PIN
- **A** = AIM THE NOZZLE
- **S** = SQUEEZE THE HANDLE
- **S** = SWEEP THE BASE OF THE FIRE
If a volunteer is witness to an injury or an accident, s/he may be asked to provide information to the department manager or other CVMC personnel in completing an incident report.

If a volunteer is injured while on duty, report immediately to the Emergency Department. An incident report will need to be completed no matter how small the incident may seem. The report must be completed by the department supervisor within 24 hours after the incident occurs and a copy sent to the Volunteer Services Manager. Volunteers are covered by CVMC's general and comprehensive liability insurance while performing within the scope of their assigned and scheduled duties. To receive injury insurance coverage through CVMC, we must have a record that indicates you were working for CVMC at the time of the injury.

**Benefits offered to CVMC Volunteers**

CVMC volunteers enjoy the satisfaction of serving their community, making new friends and learning new skills. In addition, we offer CVMC Volunteers:

- A complimentary meal and beverage for each shift served (present ID badge to cafeteria cashier)
- Access to the CVMC Fitness facility
- CVMC Auxiliary Gift Shop discount card
- Annual recognition event
- Presidential Volunteer Service Awards based on number of hours served
- Free flu vaccine offered each fall
- Access to the Health Sciences Library with assistance from the Librarian

**Areas of Service**

**Volunteer Service Descriptions**
The Volunteer Services Manager assists CVMC staff in developing volunteer service descriptions. Volunteer Services maintains a current description for each volunteer assignment. The written description includes
the outcomes/goals of the position, responsibilities, the necessary qualifications, designated supervisor, time commitment and benefits. New volunteers are provided with a written description of the agreed upon assignment.

CVMC utilizes the services of volunteers at the hospital, Woodridge Rehabilitation and Nursing, Mountainview Medical Oncology, the National Life Cancer Treatment Center, and The Bene-Fit Shop in Barre, VT. Most volunteer assignments are scheduled in three to four hour weekly shifts.

The following is a general summary of volunteer assignments at CVMC. For the most current information regarding specific volunteer openings, you may contact Volunteer Services at (802) 371-5364 or visit our website at cvmc.org.

**Activities Assistant**
Support and promote quality of life for residents through enrichment activities. Assist with group activities including bingo and coffee hour, one-on-one visitation with residents, musical performance. Must have an interest in working with the elderly.
Location: Woodridge Rehabilitation & Nursing
Weekdays and Weekends morning/afternoon/early evening

**Ambulatory Care Unit**
Working with ACU staff, enhance communication to families of patients during surgery and postoperative recovery. Provide appropriate information to families, assist family members with their needs, escort families to recovery areas and consult rooms where appropriate and to other areas of the hospital as needed. Maintain a clean and orderly waiting area.
Location: hospital
Monday through Friday 10:00am-2:00pm.

**Ambulatory Care Unit Storeroom**
Assist ACU staff accomplish environmental cleaning requirements per The Joint Commission and Centers for Medicare & Medicaid Services standards. Remove items from shelves and bins, clean shelves and bins, replace items, ensure sterile items do not fall on the floor or get wet.
Location: hospital
Monday through Friday 8:00am-4:00pm
CVMC Auxiliary Gift Shop
Assist customers in a welcoming, professional manner, process purchases at the cash register, and perform shop upkeep including opening/closing procedures. All proceeds benefit CVMC.
Location: hospital
Monday through Friday 9:30am-6:00pm, Saturday and Sunday 12:00pm-3:00pm

CVMC Auxiliary Bene-Fit Shop
We are proud to offer quality used clothing and merchandise to our community. Volunteers assist customers in a welcoming, professional manner, process purchases at the cash register, sort donations, and perform opening/closing procedures. All proceeds benefit CVMC.
Location: 15 Cottage Street, Barre VT (next to Lenny’s Shoe and Apparel)
Monday through Friday 10:00am-4:00pm, Saturdays 10:00pm-1:00pm

Diagnostic Imaging Clerical Assistant
Assist with scanning documents in order to keep up with volume and allow flexibility for staff to engage in other projects. Computer skills, accuracy and attention to detail required.
Location: hospital
Monday through Friday 8:00am-4:00pm

Diagnostic Imaging Women’s Waiting Room
Create a pleasant, welcoming environment, and assist patients with gowns, paperwork in preparation for mammogram.
Location: hospital
Monday through Friday 8:00am-1:00pm

Emergency Department
Enhance communication between patients, family members and Emergency Department staff. Minimum age requirement: 20 years old
Assist patients and families with their needs.
Location: hospital
Weekdays and Weekends, morning/afternoon/evening

Front Desk
Greet and escort patients and visitors, provide information, deliver newspapers/flowers/cards, transport lab specimens, make rounds with the amenities cart.
Location: hospital
Monday through Friday 8:00am-4:00pm
Health Sciences Library
Provide on-site assistance in retrieving healthcare articles/information for CVMC staff.
Location: hospital
Weekdays 8:00am-4:00pm

Pet Therapy
Provide the opportunity for patients to enjoy a friendly interaction with a certified pet therapy animal and its owner. Requires current certification by Therapy Dogs of Vermont, the Delta Society or NEADS/Dogs for Deaf and Disabled Americans.
Locations: hospital, National Life Cancer Treatment Center, Mountainview Medical Oncology, Woodridge Rehabilitation and Nursing.
Weekdays and weekends, morning/afternoon/evening

Reiki Therapy
Relaxation, stress reduction and comfort for cancer patients and their family members. Requires current certification as a Level II or Master’s Level Reiki Practitioner, proof of liability insurance and professional membership.
Locations: National Life Cancer Treatment Center, Mountainview Medical Monday through Friday 8:00am-3:00pm

Transport
Transport patients throughout the facility for tests/treatments, assist staff with messenger deliveries including medical records, x-rays, specimens, etc., assist with patient admissions and discharges.
Location: hospital
Monday through Friday 8:00am-2:00pm

Women & Children’s Unit
Assist staff with duties including greeting visitors, answering phones, patient rounds to offer drinks and remove meal trays, and clerical duties as requested.
Location: hospital
Weekdays and weekends, morning/afternoon/evening

Volunteer Services Contact Information
Julia Page, Volunteer Services Manager
Central Vermont Medical Center
130 Fisher Road, Berlin VT 05602
Mail: PO Box 547, Barre VT 05641
Phone: (802) 371-5364
Acknowledgement and Receipt

I certify that I have received the Central Vermont Medical Center Volunteer Handbook.
I understand that, by signing this statement, I am indicating that I have read the Volunteer Handbook, understand its contents, and discussed any questions I have with the Volunteer Services Manager. I understand that this statement will become part of my volunteer personnel file.

Volunteer Name (please print)

____________________________________________________________

Signature         Date

Please return this form to:

Volunteer Services
Central Vermont Medical Center
PO Box 547
Barre, VT 05641

Volunteer Services        PO Box 547  Barre, VT  05641        Phone:  (802) 371-5364