



New Volunteer Orientation

EvergreenHealth Monroe

Orientation Outline

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Welcome

You are joining a wonderful volunteer program and we thank you for your interest and enthusiasm!

Volunteers with EvergreenHealth provide close to 90,000 hours per year..

Volunteers help staff extend the quality of care to all patients in the hospital. Volunteers are many times the first contact for visitors – These points of contact are often our visitor's first impression of EvergreenHealth Monroe.

We rely on volunteers every day and thank you for joining us in helping fulfill the purpose of EvergreenHealth Monroe:

Working together to enrich the health and well-being of every life we touch

Orientation

The purpose of orientation for new volunteers is to provide them with the essentials of volunteering at EvergreenHealth Monroe, in collaboration with the requirements of DNV and the Washington State Department of Health

Volunteer Requirements:

- Must be at least 16 years old
- Be able to provide two references
- Comply with Employee Health requirements
- Pass a background check
- Complete orientation
- Sign the agreements
- Acknowledge understanding of policies and procedures

Volunteers will learn about:

- EvergreenHealth Monroe
- Infection Control
- Patient Safety
- Confidentiality
- Organizational safety
- Cultural diversity and sensitivity
- Patients rights
- Incident reporting process
- Customer service

History and Background of EvergreenHealth Monroe

Snohomish County Public Hospital District #1 (SCPHD #1) was formed in May of 1960 to serve the health care needs of east Snohomish County. Its first bond issued later that year provided the funds to renovate the existing Valley View Hospital, which was renamed Valley General Hospital.

Since then, Valley General Hospital grew along with the community it served. Our patient and family-centered philosophy, combined with our commitment to advancing medical technologies, enabled us to provide our community with exceptional care for whatever life brings.

With continued growth of the community, SCPHD #1 decided to affiliate with the EvergreenHealth system, a public hospital district based just to the south in northeast King County. As part of new affiliation, our name changed to EvergreenHealth Monroe in March 2015.



Purpose, Mission & Vision Statement

EvergreenHealth Monroe's Purpose

Working together to enrich the health and well-being of every life we touch.

EvergreenHealth Monroe's Mission

EvergreenHealth will advance the health of the community it serves through our dedication to high quality, safe, compassionate, and cost-effective health care.

EvergreenHealth Monroe's Vision

EvergreenHealth will create an inclusive community health system that is the most trusted source for health care solutions.

Volunteer Services Mission

We will extend the quality of care by supporting hospital staff as we work together to be the community's premier health partner, delivering integrated care the way you want it.

EvergreenHealth Monroe's Values

Compassion- We care for and about our patients, families and each other

Respect- We respect the beliefs and values of everyone we encounter

Excellence- We strive for excellence in all we do

Collaboration- We work in partnership and believe every voice makes a difference

Accountability- We are accountable to one another and to our community

Our Responsibilities

We will provide:

- Well organized volunteer program
- Meaningful volunteer opportunities
- Comprehensive training including how to be safe
- Training in HIV/AIDS and HEPATITIS B.
- On-going support
- A volunteer uniform and ID badge
- Problem solving assistance
- Open door communication

Volunteer Responsibilities

- Complete Employee Health screening, which includes proof of immunization and a TB Test.
- Quizzes: All standards that apply to staff also apply to volunteers who are providing care, treatment and services. Standards are statements defining the performance expectations, structures or processes that must be in place for an organization to provide safe and high -quality care, treatment and services.
- Volunteers are evaluated at 90 days and then continuously during their service
- Commit to your volunteer schedule, ***call us if you are not able to arrive for your scheduled volunteer shift***
- Follow policies and procedures and report all issues of safety or medical concerns.
- Read and sign required agreements and acknowledge understanding of orientation materials, volunteer policies and procedures and sign off on forms.
- Maintain Confidentiality
- Provide courteous customer service at all times
- Always wear your ID badge and a clean volunteer uniform
- Present yourself in a professional way and do not use fragrances. i.e. perfumes, colognes

Volunteer Responsibilities

- Learn what to do in case of emergencies, injuries, codes and fire.
- Follow professional conduct expectations
- Observe infection control protocols
- Your resources:
 - Volunteer Coordinators
 - Sarah Macht ext. 1489
 - Stephanie Fitzhugh ext. 1412
 - Security
 - Nursing Supervisors

Benefits for Volunteers

- Free parking
- Free meal at the café (*if you volunteer for a shift 4 hours or longer*)
- Free TB tests & flu vaccination
- Letter of reference from the Volunteer Department
- Service pins for 100 hours, 200 hours, 500 hours, and each 500 hour increment
- Provide an invaluable service to your community.



Insurance for Volunteers

Volunteers are covered for liability while volunteering. If you need to go to the emergency department during one of your volunteer shifts, you will be asked for your insurance information. Liability will be evaluated to determine if your personal insurance will be billed

Please make sure you report an injury to Sarah Macht or Stephanie Fitzhugh.



Customer Service Training

Volunteers are vital to our success as a Community Hospital, and we would not be able to do it without you!

A Warm Welcome



Customer Service

Volunteers are the first people that visitors meet when they come to EvergreenHealth Monroe. Typically a patient or visitor is under some type of stress when they arrive. Your warm welcome and calming presence will help put them at ease. You are the most important person they will see.

Always keep a watchful eye on your assigned area so you can help people right away. Try to make eye contact with each person that walks by and smile at them. Be observant, look for people who may need some help finding their way.

Customer Service

Greeting people and looking them in the eye when you talk to them provides a friendly and warm welcome to our guests. We find that trying to take notice the color of someone's eyes is an easy way to remind yourself to always make eye contact.

Then ask, "May I help you?" If they need assistance, be sure to walk them to their destination, instead of telling them how to get there.

Your calming presence and welcoming demeanor makes just as much of an impact on the experience of a patient or visitor when they are leaving as when they are arriving.

- Always smile
- Make eye contact
- Greet the individual

CUSTOMER
SERVICE



It is a good practice to end your interaction by asking "is anything else you can help you with?"

Cultural Diversity & Sensitivity

Hundreds of people visit EvergreenHealth Monroe and you will interact with many of them.

A very important part of volunteering is your awareness and ability to get along with people who are different or diverse. Culture is about the way we do things, how we feel, how we act and what we believe and aspire to. Some ways in which our multicultural community is reflected in our society include the food we eat, our customs, entertainment, language and history.

Diversity also includes body size, and physical and mental abilities.

While you are volunteering you are sure to come across many staff, patients, visitors and fellow volunteers who are culturally diverse. It is important to respect and accept our community's diversity and recognize the positive value it has made to our society.

Policies & Procedures

Badges: Your badge is your photo ID and proof that you are a volunteer at EvergreenHealth Monroe. Your badge must be worn each time you volunteer and must be visible at all times. Please do not modify your badge in any way i.e. stickers. When you complete your volunteer service with us, your badge must be returned to the Volunteer Department.

Cell phones: Cell phones are not allowed while you are on duty, instead please have your phone set to silent or vibrate. Please refrain from using your phone (including texting) while volunteering unless you need to use it to call the Volunteer Coordinator. If there is an emergency, step away from your volunteer area to use your phone.

Policies & Procedures

Dress Code: Clothing should be neat, clean and in good repair. Nose and lip jewelry should not be worn while on site. Hair should be clean. Long hair should be tied back. Shorts and distressed blue jeans are not allowed. Skirts below the knee may be allowed depending on your position.

Every volunteer has their own volunteer uniform. Please let us know if it needs replacing. Please report to your shift wearing a clean volunteer uniform with your ID badge visible. If you lose your ID badge, please notify Sarah Macht.

Policies & Procedures

Not allowed:

- **Harassment of any type**
- **Discrimination**
- **Substance Abuse**
- **Smoking**
- **Eating while volunteering**
(unless on break)
- **iPods, Laptops, etc.**
- **All volunteers are prohibited from taking photos of patients.**



Policies & Procedures

Attendance:

You are an important part of the EvergreenHealth Monroe Volunteer Team and the staff really depends on you. We ask that you commit to your volunteer schedule and be a consistent volunteer.

Inform us or your department if you will not be able to come in.

Remember to record your volunteer hours via the computer check in station or paper timecard.

Please keep in mind, that if you are absent three times we may end your volunteer position.

Parking

- All parking at EvergreenHealth Monroe is free.
- Employee and Volunteer parking is designated with a yellow dot painted in the parking stall.
- Parking in disabled areas is allowed with proper permits.



Patient Rights

Patients have a right to:

- Be notified of their rights and exercise their rights in regard to care
- Receive safe, private, high-quality and respectful care
- Be provided impartial access to care
- Receive medical services in a life-threatening emergency
- Have a family member, rep and their physician notified of admission to the hospital
- Receive visitors the patient or their support person designates
- Have comfort needs
- Be informed of aspects of their condition to help make informed decisions regarding care
- Request medically necessary and appropriate services or refuse treatment or services to
- Receive detailed information, in terms the patient can understand, about their care, illness, treatment or other service that they may be receiving.
- Know the name of their physician and others who are caring for them.

Emergency Procedures

Hospital Codes

- Code **Red**: fire or smoke
 - Code **Blue**: Cardiac Arrest
 - Code **One**: non-life threatening event
 - Code **Amber Alert**: missing person
 - Code **Gray**: person out of control
 - Code **Black**: bomb threat
 - Code **Orange**: hazardous chemical spill or odor
 - Code **Silver**: weapon/hostage
- Code *Name* Clear – to clear a code

In case of an emergency, dial
x4444 and report the
appropriate code



Hand Hygiene and Glove Use

All volunteers must sanitize their hands before and after;

- Using gloves
- Entering and exiting a patient room
- Transporting patients in a wheelchair
- Lab errands

If your hands are visibly soiled, wash them with soap and water.

You will need to wear non-latex gloves to wipe down the wheelchair when done and place the used gloves into a waste container. Please do not wear gloves while walking around the facility.

Quizzes

- Volunteer Privacy & Security (HIPAA)
- Tuberculosis Information
- Patient Safety Education
- Age Specific Competency information
- Code Amber Alert Training
- Environment of Care (EOC)
- AIDS Prevention Education
- Bloodborne Pathogens
- Heart Attack and Stroke

Required Agreements

Please print and complete the following agreements from the online orientation portal

1. Confidentiality of Patient Care
2. Confidentiality and Security Agreement
3. Chemical Hazard Communication Program Training Attestation
4. Code Red
5. Certification of HIV/AIDS/Hepatitis B Virus Training
6. Uniform and Photo ID Loan Agreement
7. Volunteer Agreement/ Safety Agreement

Next Steps

What you need to do next:

1. Print and complete the agreement packet and policy attestations
2. Complete the online quizzes
3. Schedule a first training
4. Determine a start date
5. Start training in your position





**Thank you for joining the
EvergreenHealth Monroe
Volunteer TEAM**