

# Volunteer Services Orientation



***Welcome!***



MCG Health, Inc.

## The AMC Difference

An academic medical center has a tripartite mission:  
education, research and patient care.

The academic difference means:

- ✓ Higher quality of patient care: latest in treatment, medications, procedures.
- ✓ Teaching: for students, faculty, community physicians and consumers.
- ✓ Ground breaking research.
- ✓ Latest technology.
- ✓ Depth of medical knowledge: leading specialists and sub-specialists.



MCG Health, Inc.

## Who We Are

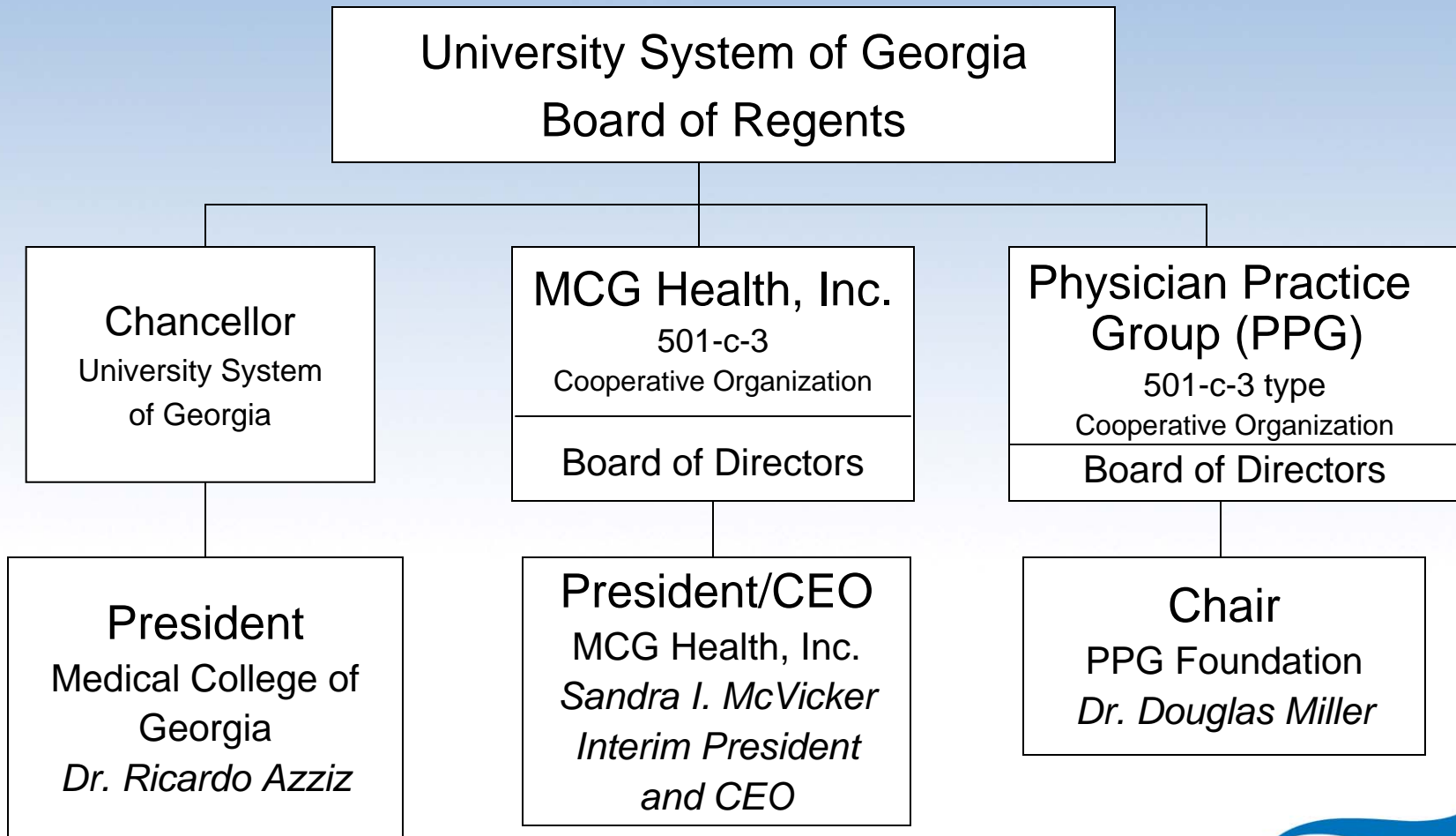
MCG Health, Inc. is a not-for-profit corporation operating the MCGHealth Medical Center, MCGHealth Children's Medical Center, the Georgia Radiation Therapy Center, and related outpatient facilities and services throughout the state.

MCG Health, Inc. was formed to support the **research** and **education** mission of the Medical College of Georgia.



MCG Health, Inc.

# Legal Structure



***Thank you!***



# Our Purpose

- ✓ To have a positive impact on the quality of service that is delivered within the hospitals and clinics of MCGHealth.
- Our volunteers make a difference and offer a service that is unique.



# Bill of Rights

**As a volunteer, you have the right to many benefits. These include:**

- ✓ Be treated as a co-worker.
- ✓ Assignments with consideration for personal preference, temperament, life experiences, education and work experience.
- ✓ Know as much about the organization as possible .
- ✓ Training for the tasks you do.
- ✓ Continuing education.

## Bill of Rights *continued...*

**As a volunteer, you have the right to many benefits. These include:**

- ✓ Sound guidance and direction by someone who is experienced and well informed.
- ✓ Designated place conducive to and worthy of the services to be performed.
- ✓ Be heard, have a part in planning, free to make suggestions, and to have respect shown for an honest opinion.
- ✓ Recognition, in the form of promotion and awards.

# Responsibility of Volunteers

**The volunteer who accepts the benefits of the Bill of Rights must also accept the responsibilities and obligations that go with these benefits.**

**These include the responsibility to:**

- ✓ Be sure that you really want to help other people.
- ✓ Be convinced of the value of the service you offer.
- ✓ Ask about things you do not understand.
- ✓ Be willing to learn and know all you can about your responsibilities as a volunteer.
- ✓ Know the missions, values and goals of MCGHealth.



## Responsibility of Volunteers *continued...*

**The volunteer who accepts the benefits of the Bill of Rights must also accept the responsibilities and obligations that go with these benefits.**

**These include the responsibility to:**

- ✓ Welcome supervision
- ✓ Be dependable.
- ✓ Be a team player. Find a place for yourself on the team.

## Volunteer Services Program

# The Basics - Uniforms

- ✓ Uniforms and name tags are required at all times.
  - Khaki slacks/skirt, volunteer vest or shirt and closed toe, rubber soled shoes (clean tennis shoes are permitted)
- ✓ ID Badges will be provided by Public Safety at no charge.
- ✓ Your shirt or vest will be provided by MCGHealth at no charge.



## The Basics – Signing In & Out

- ✓ You are required to sign in and out each time you come to volunteer:
  - We keep an accurate record of your donated time.
  - In the unlikely event that you have an accident while volunteering, you will be covered under the hospital's liability insurance.
  - In case there is an emergency and we need to contact you.

## The Basics - Assignments

- ✓ Volunteers have an assigned department (placement area) and weekly schedule.
- ✓ If you are unable to come in at the time you are scheduled...
  - It is your responsibility to notify the department (placement area) as well as Volunteer Services Office. Our number is 706-721-3596.
- ✓ You may only work in the department or area you have been assigned to.

## The Basics – Who is my supervisor?

- ✓ Volunteer Services' Manager, Ms. Samm Fusselle, is your immediate supervisor.
  - Ms. Fusselle should be contacted if you have any questions or concerns about the program, your placement or schedule: 706-721-7608; email: [sfussell@mcg.edu](mailto:sfussell@mcg.edu)
- ✓ You will also have a department/work area supervisor.
  - Following signing in at the 2<sup>nd</sup> floor Volunteer Office, you will report to your department supervisor

## Ethics - Confidentiality

- ✓ Volunteers are subject to the same code of ethics (rules) that are observed by all staff.
  - Hold in **strict confidence** all information you acquire through your volunteer service:
    - Information pertaining directly or indirectly to patients, doctors or any member of staff is considered confidential.
    - Discussions should relate only to your work in the health system and should not be discussed with anyone outside of the hospital.
- ✓ **A breach of confidentiality is grounds for immediate dismissal from the volunteer program.**

# Remember the A's

- ✓ **Accuracy** and dependability are closely related:
  - What might appear to you as a small mistake or oversight may actually be a harmful to the well being of a patient.
    - If you may a mistake, report it. If you do not understand something, ask questions.

## Remember the A's

- ✓ **Appearance:** Cleanliness and personal neatness are especially important in hospitals.
  1. Professional appearance
  2. Hair neat and clean (long hair should be pulled back and secured in a barrette or pony tail)
  3. Uniforms clean and neat
  4. No excessive jewelry. It can get in the way of performing your duties and cause injury to you or others
  5. Heavy perfume and cologne should not be worn.
  6. Eating, drinking and chewing gum are not permitted while you are working in a patient care area. Please take breaks in the designated areas only.

# Remember the A's

- ✓ **Accident** or injury:
  - If you are injured while volunteering, report it immediately to your placement area supervisor AND to the Volunteer Services Office.

# Remember the A's

- ✓ **Attitude** is everything!
  - Volunteers, like staff members, must be:
    - Dependable
    - Punctual
    - Conscientious in carrying out their duties
  - Volunteers are expected:
    - To conduct themselves with dignity and courtesy
    - To maintain an attitude of respect, kindness and consideration toward all patients, visitors, staff members and peer volunteers
  - As a Volunteer:
    - You are an official representative of MCGHealth
    - Your actions, attitude and appearance will be a reflection to the public



# Dealing with Others

- ✓ Patients and families are the reason for our existence.  
Remember:
  - People react differently to pain, treatment, annoyance as well as kindness.
  - Don't take any negative behavior personally.
  - Anger at you or the staff could be reaction to pain.

## Dealing with Others: Helpful Tips

- ✓ **Always knock** on a patient's door before entering.
- ✓ If a doctor or nurse is in the room, do not go in.
- ✓ **Always introduce yourself** and the reason for your visit:
  - If a patient (or family) does not wish to be disturbed, politely excuse yourself and plan to return later
- ✓ Never discuss one patient's condition with another patient.
- ✓ Observe and obey all health system signs:
  - Especially the signs posted on the door of the room or over the patient's bed.

## Dealing with Others: Helpful Tips

- ✓ If a patient or family member has a complaint, refer them to the department manager or a staff member.
  
- ✓ The hospital setting can be very stressful:
  - Sick people and/or their family are not at their best in this type of environment.
  - Doing a little more than expected can make all the difference to someone who is having a difficult time.

# Things to Remember

- ✓ Remember to behave in a quiet and dignified manner at all times.
- ✓ Be respectful and courteous:
  - Learn the names of the people you work with and always address them as Mr., Ms., Dr., etc. **Always address** adult patients by Mr. or Ms.
- ✓ Do **not** sit or lean on a patient's bed.
- ✓ Do not use hospital telephones for personal calls.

## Volunteer Services Program

# Things to Remember

- ✓ Do not use pagers or cell phones when you are on duty.
- ✓ Make the best use of your volunteer time. If you are not busy, ask your supervisor for something to do.
- ✓ If you work a full day (9 a.m. – 4 p.m.), you are given a lunch break.



# Things to Remember

- ✓ Patients and visitors have first preference for elevator use
  - Be sure to let passengers exit the elevator before you try to enter
  - If there are more patients and visitors who need to use the elevator than there is room, let them go first
    - Take the stairs or wait for a less crowded elevator
  
- ✓ Use of computers is **STRICTLY PROHIBITED** unless your assigned duties require a computer
  - Inappropriate use of computers is grounds for immediate dismissal from our program and elimination of any application filed in the future

# Things to Remember

- ✓ Familiarize yourself with safety and security procedures in the Annual Safety Review Manual
  
- ✓ It is your responsibility to know what
  - To do in an emergency
  - How to protect yourself from germs, infections and injury

Be prepared and know how to protect yourself and others if the need should arise. Never take for granted that someone will be with you to give step-by-step instructions at the moment an emergency occurs.

## Volunteer Services Program

# Infection Control and Illness

- ✓ Do not come in to volunteer if:
  - You are sick
  - Have had a fever in the last 24 hour
  - Have a cold, flu or other illness
  
- ✓ Be familiar with the infection control issues relative to the areas you work in.
  
- ✓ Be sure to notify your assigned department AND Volunteer Services if you are unable to come in due to illness.



Volunteer Services Program

## Safety and Security Services

- ✓ Safety and security officers are available to assist you ***at any time*** and can be reached at 706-721-4787.



# Suspension or Dismissal

- ✓ The following are reasons for suspension or dismissal from the Volunteer Services Program:
  1. Breach of confidentiality
  2. Working in a department to which you are not assigned
  3. Unbecoming or inappropriate behavior
  4. Misuse, destruction or stealing of property, equipment or supplies
  5. Frequent or habitual absences
  6. Unauthorized use of computers or other forms of information
  7. Failure to meet the basic annual standards for the volunteer program (failure to secure an annual TB test, failure to pass the annual safety exam)

# Volunteer Services Program

*Last, but certainly not least...*

Thank you for giving of your time and skills to our organization.

We are honored that you chose to volunteer with us.

