

# IMPORTANT INFORMATION FOR LHSC VOLUNTEERS

The information shared in the orientation materials (including the online orientation and training materials) is based on LHSC's Corporate Policies. Volunteers must adhere to all corporate and departmental policies. Volunteer Services will share updates pertaining to policies as needed throughout the year.

## Preparing for your shift

### Absence and Late Arrival/Early Departure

- In the case of a known absence, advance notice would be appreciated so a replacement can be found. Please email Volunteer\_Services@lhsc.on.ca, complete a Time-Off Submission form in the office or call your respective volunteer office (Victoria Hospital- 519-685-8112; University Hospital- 519-663-3134).
- For unavoidable absences, late arrivals or early departures on the day of your shift, please call your respective volunteer office directly to advise of your schedule change. If you volunteer on the weekend, please notify your unit directly, as the Volunteer Services office is closed.
- Attendance is reviewed in order to maintain service excellence.

### Dress Guidelines

- A neat and professional appearance is essential for all volunteers in service, as representatives of LHSC.
- Please give attention to the length of a dress, skirt or shorts. Bermuda length dress shorts are the accepted standard.
- Shorts (other than dress shorts), skorts or golf skirts, and mini-skirts do not meet the accepted standard for attire.
- Athletic pants, ripped jeans and 'cut-offs' also do not meet the accepted standard.
- Please remove caps/hats while volunteering.

### Footwear

- As per LHSC corporate shoe policy, all staff and affiliates (including volunteers) are required to wear footwear suitable to the task they are performing. Please wear comfortable shoes with closed heel and toe to provide protection to these areas of the feet.
- Flip flops and sandals are not permitted. The standard is closed toe with closed heel.
- **This standard is applicable to all volunteers, regardless of your role.**

### Fragrance Free

- LHSC is committed to providing and maintaining a healthy and safe environment by promoting a fragrance-free environment to allow access for all individuals having sensitivities or allergies to fragrances.
- Please refrain from using, wearing, and bringing scented products or materials of any kind (including perfume, cologne, after-shave, hair care products, body sprays, soaps, lotions/creams, alcohol hand rub, powders and deodorants/ antiperspirants) onto LHSC property.
- Please be aware of these fragrances as you prepare for your volunteer shift.

### Identification Badge

- Remember your Hospital Volunteer ID badge, which will be used to enter the hospital and worn during the duration of your volunteer shift.

## Arriving at the hospital

### Parking

- Volunteers are provided free parking at LHSC, in the visitor parking lots, during their **volunteer shift only**.

- Volunteers may apply for a parking pass with authorization from the Volunteer Office. A refundable deposit is required.
- Parking passes are hospital specific and programmed only for the location at which you volunteer.
- Students at University Hospital take a ticket upon entering the Parking building and get it stamped in the Volunteer Office. The stamped ticket must be taken to the Parking Office for validation in order to exit.

## **Signing in and out at Volunteer Services**

- In accordance with departmental policy and for security reasons, volunteers are required to document their service hours. Please sign-in at the beginning of your shift and sign-out at the end of your shift.
- Sanitize your hands before and after signing in and out with the computer, and also before leaving the office.

## **Snack Vouchers**

- Every volunteer is eligible to receive one voucher per shift. These are available from the Volunteer Office.
- The voucher is valid for that day only; vouchers cannot be accumulated or combined. Any cost above the value of the voucher is the responsibility of the volunteer.
- Vouchers may be used at any food service location within LHSC. Volunteers must be in uniform and wearing their nametag plus a current Volunteer I.D. badge to use the vouchers. All vouchers must be completed with name and date. The vouchers are like a cash exchange; please wait your turn in line when providing a voucher to the cashier as they need to see your item.

## **Uniforms**

- A volunteer uniform must be worn at all times during your shift. This helps identify you to other staff, patients and their families.
- Everyone working in the hospital must wear an ID badge for identification purposes. All volunteers are also required to wear the uniform which is a volunteer vest/jacket, photo ID, and nametag.
- Please ensure all uniforms are put in the laundry, after your shift. Individually owned vests/jackets can be worn in and out of the hospital and should be laundered at home.

## **During your shift**

### **Accidents on Duty**

- Should you have an accident or incur an injury while volunteering:
- Inform the supervisor in your service area
- Report to Occupational Health and Safety Services or Emergency.
- An incident report called AEMS (adverse event management system) needs to be completed by the unit (with your assistance) and follow up will be required.
- Please also notify the Volunteer Office of any occurrence immediately via phone call and/or message.

### **Electronic Devices & Social Networking**

- Please refrain from using your device during your shift to ensure you are available to our patients.
- Remember - no photos can be taken on a personal device during your shift.
- Never share information about your volunteer work, staff, patients or the organization through social networking or blogging.
- Electronic devices are prohibited in some areas of the hospital; please check with your area/unit.

### **Phones – at volunteer stations & house phones**

- Volunteers who answer phones while on duty should name the area of work and identify themselves as a volunteer- i.e. "Guide Station, volunteer speaking".
- House phones are located throughout the hospital and are for local calls only. Dial '9' for an outside line. Please make note of the house phone locations in case needed for an emergency call.

## Professional Boundaries

- Be sure to introduce yourself as a volunteer as patients may mistake a volunteer for a health professional team member and ask advice. Such questions should be referred to staff.
- Volunteers should not contact patients or families outside their volunteer duty.
- Personal assistance/advice from the medical and other professional staff should not be sought by the volunteer while on duty in the hospital. Personal health problems should be taken to the volunteer's own physician.
- Do not make personal visits to patients during your shift and never sit on a patient's bed.

## Security

- If you have concerns or suspicions of a person's behaviour in the Hospital or grounds, call Security (ext. 52281).
- Some volunteer areas are equipped with panic alarms so please be sure to review your area and ask about the process.
- Hospital Security guards will escort you to your car after dark. Call Security to request this service.

## Smoke-free

- In compliance with the Smoke-Free Ontario Act, LHSC is a completely smoke-free facility. The smoke-free policy includes cigarettes, e-cigarettes, cigars or pipes containing burning tobacco, or any other substance (such as marijuana) that can be smoked in any other manner.
- Patients, families, visitors, staff and volunteers are not permitted to smoke anywhere in buildings, on hospital grounds, in parking lots, or in vehicles parked in our lots/garages.
- We do not ask volunteers to enforce the smoke-free policy, but rather to educate the individual(s) smoking. When approaching a smoker, you can say: "You may not be aware but LHSC is a smoke free environment and smoking on hospital property can result in a fine. If you wish to continue smoking, please move off the hospital grounds." If they refuse, please call security. Volunteers are not to escort patients off the property, if asked.

## W.H.M.I.S.

- The federal and provincial legislated Workplace Hazardous Materials Information Systems (WHMIS) is designed to give you information of hazardous materials or controlled products that you may encounter as you volunteer.
- There should be a WHMIS label and information on file for all hazardous materials in the area you are volunteering. Any applicable training will be provided by the unit for which you volunteer, as required.

## Other Important Information

### Accreditation

- Accreditation provides an opportunity to examine and improve the quality and safety of our services, by measuring our performance against nationally and internationally developed standards of excellence, on an ongoing basis.
- LHSC is committed to continuously monitoring against Accreditation Canada standards, so we continue to provide the best care and experience for our patients. Through continuous improvement activities, we ensure that our actions align to best practices and Accreditation standards.
- **What can you do to support the ongoing Accreditation model?**
  - Wear your uniform, ID and nametag, greet patients and visitors with a smile every shift
  - Be yourself and if approached by a member of the accreditation team, introduce yourself and your role; this is your time to highlight the impact your role has!
  - Know the training you received to perform your role- i.e., training by Volunteer Services and the unit in which you volunteer.
  - Know how you keep our environment safe- i.e., know how to get help, be familiar with codes, maintain privacy, conduct hand hygiene, identify hazards, report injuries, etc.

## Communication

- Communication is of the utmost importance. Essential updates, including corporate policies and processes, training items and pertinent information regarding your volunteer role are communicated through various methods.
- **Emails** come from the Volgistics system, so please do not decline these messages. Please review information sent via email as it does impact your volunteer role. Shifts that are available and needing coverage are also communicated via email.
- **As you sign in**, read any messages that appear, before continuing with the sign-in process.
- Each office has a **communication board** that changes regularly and has important information regarding volunteering at LHSC. Please be sure to review it each time you come into the office.
- With the support of the Volunteer Advisory Council, each volunteer office has a **suggestion box**. If you have an initiative that will benefit the volunteer program as a whole, please complete one of the Volunteer Initiative Forms (located beside the box) and put it in the suggestion box.

## Feedback & Evaluations

- Your feedback is important. It matters to us that volunteers know they are contributing to services that make a difference and feel supported in their work at LHSC.
- Formal evaluations are completed at 30 days by each volunteer and at 90 days by each volunteer and the unit.
- Annual evaluations are conducted with select volunteers from a variety of roles.
- In addition to the formal evaluations, we encourage and welcome your ongoing feedback.
- You will be asked to complete an exit evaluation upon resignation from your volunteer role at LHSC.

## Insurance Coverage

- All volunteers registered through Volunteer Services are covered by the Hospital's liability insurance policy. In the case of a liability suit against the hospital, any volunteer involved would NOT be held personally liable. The hospital would act on behalf of the volunteer except if the volunteer's actions were willfully negligent, criminal in nature or outside the scope of their volunteer role.

## Leave of Absence

- Volunteer shifts are year-round and have to be covered in your absence. Every effort will be made to place you back in the service of your choice if possible.
- If away for 3 months or longer, your position cannot be guaranteed.

## Resignation

- Upon resignation as an LHSC volunteer, you must:
  - a) Give 2 weeks' notice
  - b) Complete an exit evaluation
  - c) Return photo ID to Volunteer Services
  - d) Return parking pass to Parking Office in order to get deposit back

## Reference Requests

- If you need a reference letter or require verification of hours for school applications, contact us **prior to** submitting our name as a reference/verifier. If a reference release form is not completed, we will not be able to provide a reference.
- We will verify the number of hours, start/end dates and role. You will need to fill out a form to give us permission to verify or provide a reference.

## Termination

- Volunteer Services reserves the right to terminate your volunteer status at any time due to:
  - a) Failure to comply with hospital and volunteer services policies and procedures
  - b) Problematic attendance
  - c) Failure to follow LHSC's Code of Conduct
  - d) A breach of confidentiality and/or privacy
  - e) Any other circumstance which, in judgment of Volunteer Services, makes continued service as a volunteer contrary to the best interests of the hospital and its clients.