



London Health Sciences Centre

VOLUNTEER MANUAL

What you need to know...
**TO BE A
VOLUNTEER**

Welcome to London Health Sciences Centre Volunteer Services

Volunteer Role _____

Shift Time _____

Training Dates _____

Your first shift will be _____

Please remember the following:

- Complete the volunteer training and test
- Submit your receipt to show you have initiated your police information check.
- Submit your Police Information Check as soon as you receive it.
- Book an appointment to complete the Occupational Health and Safety Review. Complete your health screen form and have it ready for their review.
- LHSC is a fragrance free environment
- Practice hand hygiene when entering the hospital, entering and exiting each patient room and when leaving the hospital
- Code for the Volunteer Office/Lounge _____
- Sign-in to Volgistics upon arrival and before leaving
- Your Volgistics Pin # is _____
- Be sure to read any messages upon sign-in
- Always wear a volunteer vest/jacket, your photo ID, nametag and footwear with a closed toe and heel. Dress professionally.

Volunteers are one of the most important resources within our health care facility. Your time, caring and commitment to helping others ensures that our hospital is able to provide quality care for our community.

By becoming a volunteer you are responding to very specific needs of our patients, visitors and staff. It is hoped that you will have a sense of fulfillment and satisfaction as a member of our team at London Health Sciences Centre.

LHSC VISION

Working together to shape the future of health

LHSC VALUES

Patients are at the centre of everything we do and we are guided by four values:

Compassion: Engaging others with kindness, sensitivity, and respect

Teamwork: Working together to serve others

Curiosity: Demonstrating a desire to gain knowledge through questioning and exploration

Accountability: Adhering to the highest standards of personal, professional and corporate responsibility

Mission Statement of Volunteer Services

The Volunteer Services Program at London Health Sciences Centre develops, implements and maintains quality volunteer services to support and assist patients, families, visitors and staff while ensuring that the necessary resources and systems are in place to respond to the needs, motivation and satisfaction of the volunteers.

The purpose of Volunteer Services is to:

- bring to patients and their families those additional services which contribute to their comfort and well-being for the duration of their association with LHSC.
- supplement, but not supplant, services rendered by the professional and paid staff, thereby affording them a greater opportunity to do the work for which they are trained.

What you need to know to volunteer

Absence and Late Arrival

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 (phone numbers listed on back cover).

For unavoidable absences or late arrivals on the day of your shift, please call the volunteer office directly. If you volunteer on the weekend, please notify your unit directly.

Accidents on Duty

Should you have an accident or incur an injury while volunteering, first inform the supervisor in your service area and 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.

Accreditation

Accreditation Canada describes accreditation as an ongoing process of accessing hospitals against standards of excellence to identify what is being done well and what needs to be improved. At LHSC we strive to continuously improve the safety and quality of everything we do. The accreditation program guides us by providing leading practices and standards to which we aspire.

What is the role of Volunteers in Accreditation? Celebrate the work that you do and continue doing this!

- Continue to do what you do every shift; wear your uniform, ID and nametag, greet patients and visitors with a smile.
- Be yourself and introduce your role to the accreditation team; this is your time to highlight the impact your role has!
- Know the training you received to perform your role-training by Volunteer Services and the unit of which you volunteer.
- Know how you keep our environment safe: know how to get help, be familiar with codes, maintain privacy, conduct hand hygiene, identify hazards, report injuries etc.

Communication

- Email - Email is used as an important communication tool between Volunteer Services and LHSC volunteers. Essential updates, including corporate policies and processes, training items and pertinent information regarding your volunteer role are communicated via email. Emails come from the Volgistics system, so please do not

What you need to know...

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.

- Electronic Sign-In – As you sign in, please be sure to read any messages that have been sent.
- Communication Board – 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.

- Newsletters – Volunteer Services publishes a Fall/Winter and Spring/Summer newsletter. Special edition newsletters are published as needed. The newsletter is emailed to all volunteers, with hard copies available in each office. Be sure to review the newsletters to receive important updates, reminders, and ongoing education information.
- Suggestion boxes – With the support of the Volunteer Advisory Council, each volunteer office has a suggestion box. We want to provide the best possible volunteer program for our valued LHSC volunteers. 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. The box is checked daily by Volunteer Services staff. These suggestions can become agenda items for the Volunteer Advisory Council. Our goal is to post a response within 30 days of receiving the suggestion.

Confidentiality & Privacy

Confidentiality & Privacy is an issue of critical importance to London Health Sciences Centre. It is not only a right for our patients but a responsibility for all volunteers & employees.

Every patient who enters our hospital is entitled to complete confidentiality and privacy regarding his/her admittance, diagnosis or treatment. Volunteers should use utmost discretion regarding the health of the patient and the affairs of the hospital.

No reference is to be made to the identity of any patient, his/her admission, records, diagnosis or treatment, either inside or outside the hospital.

Never ask a patient what is wrong. If such information is voluntarily given then be a sympathetic listener, do not ask probing questions and do not give advice or opinions on treatment, or discuss similar cases.

Only the physician may discuss the implications of the patient's case. The volunteer should never inquire about the patient's condition or treatment either for the patient, relatives or any other person.

Do not take photographs. If you encounter someone taking a photo, remind them that there are to be no people in the photos (unless their family/friends).

Each volunteer will be required to review and sign an annual Confidentiality & Privacy Agreement. A breach of confidentiality and privacy can be cause for immediate dismissal.

Electronic Devices

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.

Electronic devices are prohibited in some areas of the hospital; please check with your area.

Emergency Response Codes

From time to time uncontrollable events can occur which may threaten the safety of our patients, employees and visitors. When this happens, it is essential that all personnel are fully competent in understanding and responding to the occurrence.

To call a code, call **55555** and state:

- | | |
|-------------|----------------|
| a) code | d) floor |
| b) hospital | e) room number |
| c) zone | f) department |

Emergency Response code colours and meanings are on a card attached to your identification badge. Always be aware of your location so that you can accurately identify your exact location or if you are in a corridor provide the closest room number to your location when calling 55555.

Please make note of the closest emergency evacuation location and nearest stairs in your unit.

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. 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.

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. No scented products of any kind (including perfume, cologne, after-shave, hair care products, body sprays, soaps, lotions/creams, alcohol hand rub, powders and deodorants/ antiperspirants) should be worn in the hospital. Please be aware of these fragrances as you prepare for your volunteer shift.

Hand Hygiene

Hand hygiene is the single most important measure for infection control. Proper hand cleaning is the best way to reduce infections and the spread of germs. Please practice hand hygiene when entering the hospital, entering and exiting each patient room and/or clinical area, and when leaving the hospital.

Alcohol-based hand sanitizer is the preferred way for cleaning hands if they are not visibly soiled. Alcohol-based hand sanitizer is available throughout all buildings.

Please lead by example and remind visitors and families and even staff to practice good hand hygiene as this is a part of every volunteer and staff role. If you are reminded, say 'thank you', as we are all accountable for good hand hygiene practices.

There are Hand Hygiene Auditors in each patient care area. Each month, the hand hygiene reports are posted on our communication boards. Watch for audit results in the Volunteer Office to find the results for your unit!

Infection prevention and control goes beyond just hand hygiene. To help protect the health of our patients and staff, we ask that you refrain from volunteering if you are not feeling well.

Identification Badges

All volunteers are required to wear a Photo ID badge. Forms available from the Volunteer Office have to be completed and GO2HR offices will provide the photo ID.

Upon termination and LOA from volunteer service, the photo ID badge must be returned to the Volunteer Office.

Infection Prevention and Control

Some patient rooms will be identified as isolation rooms with signage at the entrance of the room, such as "Airborne Precautions", "Droplet Precautions", "Contact Precautions" or "Droplet-Contact Precautions". Volunteers are not required to enter these rooms; please speak with staff on the unit.

Infection prevention and control goes beyond hand hygiene. Please refrain from volunteering if you are not feeling well.

Influenza Season

To help protect our patients and prevent influenza, LHSC offers on-site flu vaccination

clinics starting in October. Flu shots are not a requirement to volunteer at LHSC; however, getting vaccinated is an extremely important part of protecting the vulnerable patients we serve, and keeping ourselves, our loved ones, colleagues, and community safe.

When influenza is actively circulating in the community, volunteers are encouraged to wear a mask in patient care areas if they are not vaccinated.

Volunteer Services will notify all volunteers of any flu outbreak within LHSC as it may impact your ability to volunteer.

The choice to vaccinate is an important component in keeping patients, staff and volunteers safe alongside other key practices such as hand hygiene, proper respiratory etiquette (i.e. coughing into sleeve) and not coming to the hospital if you are ill.

Please also remind visitors to wash their hands as this protects us all.

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 wilfully 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.

Occupational Health

It is mandatory that all volunteers complete a Health Screening/Immunization review, including a TB skin test as a condition of placement at the hospital. This is arranged by contacting Occupational Health at VH (519-685-8500 ext. 52286) and UH (519-685-8500 ext. 33201) to book an appointment.

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.

Patient & Family Centred Care and Patient Experience

Patient experience is what the process of care feels like for patients and families and at LHSC we strive for an ideal patient experience.

Patient and Family Centered Care is about providing respectful, compassionate, culturally responsive care to each person at LHSC.

How can volunteers enhance the patient experience? Be aware of our patient's and family's needs. We don't always know the purpose of their hospital visit or what has happened in their day. From the moment you greet them, make it the most positive experience possible.

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.

Police Record Check

As a condition of a volunteer placement at LHSC, all new volunteers must complete a Police Information Check that is deemed acceptable by LHSC prior to placement.

Policies

The information shared in this manual is based on LHSC's Corporate Policies. Volunteers must adhere to all corporate and departmental policies. Volunteer Services will share updates pertaining to policies throughout the year.

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.

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. 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. If a reference release form is not completed, we will not be able to provide a reference.

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 officers will escort you to your car after dark. Call Security to request this service.

Signing In

In accordance with the 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. Volunteer hours are reported to Administration monthly.

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

property.” If they refuse, please call security.

Volunteers are not to escort patients off the property, if asked.

Snack Vouchers

These are available from the Volunteer Office. Every volunteer is eligible to receive one voucher per shift. 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.

Social Networking

Never share information about your volunteer work, staff, patients or the organization through social networking or blogging.

Standard Wiping Protocol

The Standard Wiping Protocol refers to the disinfection of surfaces of mobile, non-critical equipment in order to prevent the spread of infection.

Mobile non-critical patient equipment includes equipment that is used by multiple patients or is taken from room to room. Examples include: vital signs monitors, stethoscopes, mobile computing devices, wheelchairs.

Items should be wiped by the end user immediately after use, prior to storage.

Wiping Procedure:

1. Use a disinfectant wipe to clean and disinfect all high touch surface areas, ensuring surfaces are wet.
2. Discard wipe in garbage bin.
3. Perform hand hygiene
4. Wait 1 minute for complete disinfection.

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

What you need to know...

- 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

Training

Volunteer Services is committed to ensuring volunteers are prepared to assist our families, patients and visitors. Therefore as a requirement of placement, all volunteers must complete LHSC's training program prior to the first day of service. Ongoing education will be completed annually.

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 (refer to ID Badge section). All volunteers must wear the uniform which is a volunteer vest/jacket, photo ID, and nametag.

Caps/hats are NOT to be worn while volunteering.

Individually owned vests/jackets can be worn in and out of the hospital and should be laundered at home.

A neat and professional appearance is essential for all volunteers in service, as representatives of LHSC. Closed heel and to shoes are required.

Shorts must be knee length and appropriate for the hospital environment. Athletic shorts/pants and 'cut-offs' are not permitted. No ripped jeans please.

Volunteer Advisory Council

The purpose of LHSC's Volunteer Advisory Council (VAC) is to work with Volunteer Services, in an advisory capacity, to make recommendations on matters that impact the experience of all LHSC volunteers. The VAC was created to enhance volunteer engagement and continue on our journey of performance excellence. Membership represents diversity in the types of volunteer roles, hospital sites, and demographics. Volunteer Advisory Council members advise on matters pertaining to the planning, delivery and evaluation of the LHSC volunteer program. There are up to 13 volunteers on the Council and 2 staff from Volunteer Services. Recruitment typically occurs annually as the members' terms end.

Wayfinding

The hospital's wayfinding system uses standardized signage, colours and icons to help patients and visitors arrive at their destination.

What you need to know...

This system is comprised of **Zones** (A,B,C,...), **Colours** (orange, blue, red,...) and **Icons** (flower, bird, apple,...). An example room number reads: **B1-104**.

Volunteers are in the business of helping people. When you see someone who appears to be lost, give a friendly smile and don't hesitate to offer your help.

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 training will be provided by the unit for which you volunteer.

Rights of a Volunteer

As a volunteer you have a right to:

- be recognized as an integral member of the health care services team.
- be given an assignment meaningful to you that is described in a Service Description.
- be fully oriented and trained by a qualified person.
- given sound guidance, support and direction in your volunteer work.
- have access to education sessions offered within the hospital.
- confidentiality and privacy

Responsibilities of a Volunteer

As a volunteer you are responsible for:

- understanding and meeting the commitment involved with your volunteer placement.
- being dependable. Notify Volunteer Services as soon as you know you cannot come in for your service or are unable to continue your volunteer work.
- understanding that continuous absenteeism is unacceptable and reason for termination.
- maintaining patient confidentiality and privacy.
- ensuring that you refrain from volunteering if you are not feeling well.
- being on time for your scheduled shift. Allow ample time for signing-in and reporting for service.

CODE OF CONDUCT

London Health Sciences Centre is committed to providing a safe and healthy work environment that inspires respect for the individual, collaboration and teamwork.

- R** Respect and consider the opinions and contributions of others.
- E** Embrace compassion and show genuine concern for patients and their families.
- S** Share your suggestions and concerns with discretion and tact.
- P** Protect privileged information.
- E** Engage in honest, open and truthful communication.
- C** Create and foster a collaborative and caring work environment.
- T** Treat everyone with dignity and respect.



London Health Sciences Centre

VOLUNTEER SERVICES AT LONDON HEALTH SCIENCES CENTRE

Volunteer Service Offices are located at:

University Hospital (UH)

PO Box 5339
339 Windermere Road
London, ON N6A 5A5
519-663-3134

Victoria Hospital (VH)

PO Box 5010
800 Commissioners Road East
London, ON N6A 5W9
519-685-8112

Offices Closed Weekends & Statutory Holidays.

Voice mail is always available for messages.

lhsc.on.ca/volunteers