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Mission Statement

East Jefferson General Hospital, community-owned, provides the highest quality, compassionate healthcare to the people we serve.

Vision Statement

East Jefferson General Hospital will be the region's healthcare leader providing the highest quality care through innovation and collaboration with our Team Members, Medical Staff, and Community.

Values

- ❖ **Quality** – *We commit to quality in everything that we do, through achievement and innovation, always contributing to excellent care and patient satisfaction.*
- ❖ **Integrity** – *We uphold the highest standards of behavior encompassing fairness, trust, respect, and ethical practices.*
- ❖ **Collaboration** – *Teamwork is the key to our success. Working together, we ensure everyone benefits from our collective wisdom.*
- ❖ **Continual Improvement** – *We embrace and encourage creativity and innovation, as well as on-going self-evaluation of our processes and outcomes.*
- ❖ **Compassion** – *By our thoughts, words, and deeds, we create and maintain a caring, compassionate environment.*
- ❖ **Stewardship** – *We are accountable to make wise use of time, skills, and resources.*

EJGH SERVICE STATEMENT

Providing care and comfort is our highest mission:

We pledge to our guests and each other:

- *the finest in personal service*
- *courtesy and respect*
- *a satisfying experience*

VOLUNTEER SERVICES MISSION STATEMENT

Volunteer Services is dedicated to supporting the goals and objectives of East Jefferson General Hospital programs and departments. We will endeavor to:

- ◆ *Place compassionate, well-trained volunteers who will provide quality service and customer satisfaction.*
- ◆ *Create an atmosphere of cooperation between volunteers, team members and our guests in support of the hospital service mission.*
- ◆ *Respect the dignity, individuality and cultural diversity of our patients, guests, volunteers and the community we serve.*

EXPECTATIONS

As a volunteer, you have the right to expect to:

- *Be treated as a co-worker.*
- *Be given sufficient information, orientation and training for the assignment.*
- *Have supervision, a written service description and a safe place to work.*
- *Be free to discuss problems, suggestions or changes with staff.*
- *Receive recognition.*

EAST JEFFERSON GENERAL HOSPITAL staff have the right to expect you, the volunteer, to:

- *Be amenable to the assignment, and request clarification if needed.*
- *Honor your commitment and inform the department ahead of time if unable to be there when scheduled.*
- *Be punctual.*
- *Maintain a satisfactory standard of work performance.*
- *Behave in a professional manner, maintaining confidentiality at all times.*
- *Abide by the mutually agreed upon service commitment.*
- *Bring any problem related to the assignment to our attention.*
- *Cooperate with the staff.*
- *Record volunteer hours worked.*
- *Adhere to the policies and procedures of East Jefferson General Hospital and the Volunteer Services Department.*

GUEST RELATIONS

All of our interactions with patients and their families should be guided by a respect for their feelings and concerns. In an environment that often seems impersonal and overwhelming, we strive to restore a sense of individuality and uniqueness. Volunteers come in contact with a variety of people during their assigned shifts, i.e., patients, visitors, physicians, staff and other volunteers. Consider these people with whom you will interact during the day as guests. Many of these guests are in an unfamiliar setting and will come to you for guidance and direction. Look at this as an opportunity for you to create a feeling of hospitality for those with whom you come in contact. A friendly smile or thoughtfully worded directions can only reflect favorable on the hospital and the volunteer program. If you are asked a question and don't know the answer, say so, but be sure you inform the guest that you will find the answer for him/her.

Volunteers on a daily basis offer guests countless acts of caring and kindness which are appreciated. The following guidelines will assist you in interacting appropriately with our patients, as well as providing safety and comfort for patients and their families.

Greetings

- *Stop what you are doing, make eye contact, smile and say hello, Introduce yourself.*
- *Use the preferred name of patients and guests.*
- *When on the telephone, use a friendly greeting with a smile*

Responsiveness

- *Take the initiative and offer to help - whether asked or not*
- *Respond quickly; speed of service is the key to satisfaction*
- *Explain in the listeners words*
- *Always respond to the patient or his/her family in a positive way without providing advice or counsel of a professional nature*
- *Commit - without promising more than you can deliver*
- *Follow up to ensure satisfaction*

Respect

- *Preserve the dignity and privacy of others. Never enter a room without knocking if the door is closed*
- *Assure the person that confidentiality will be maintained.*
- *Use everyday courtesies: A Please, thank you, and excuse me.*

- *Every courtesy and consideration should be given to patients, their families and friends.*
- *Accept each patient as an individual with his/her own strengths, weaknesses and needs, realizing that illness presents many problems, for the individual and the family.*

Pride

- *Show your professionalism*
- *Dress and act with pride*
- *Remember that positive actions receive positive responses*
- *Make only complimentary comments about other staff*

Thank you

- *Use praise more than criticism*
- *Share positive comments from others*
- *Thank someone for calling*
- *Say -Thanks - for responding quickly, for helping out, for visiting our hospital.*

Listen with Empathy

- *Let others talk; show a sincere interest*
- *Listen eagerly and with an open mind*
- *Be receptive to comments, suggestions, questions and complaints*
- *Ask good questions to learn more about the situation.*

As the driving force behind our guest relations philosophy, we have developed the following...

GUEST RELATIONS PRINCIPLES

We are committed to:

- *Making everyone feel welcome.*
- *Treating everyone with courtesy, respect and dignity.*
- *Fostering a safe and secure environment.*
- *Providing quality service and competent care.*
- *Providing privacy and confidentiality.*
- *Creating an environment where communication and participation are encouraged and valued.*

VOLUNTEER GUIDELINES

ATTENDANCE AND PUNCTUALITY

Volunteers are expected to be in uniform and ready to report to their assignment at their scheduled time.

ABSENCES - SCHEDULED AND UNSCHEDULED

If you are unable to report to the hospital on your assigned day, complete an Absence Report form as far in advance of your absence as possible. When you are not able to submit a written form because of unexpected circumstances, please call the Volunteer Office at (504) 454-5548 as soon as possible. Three consecutive absences, without notification, will be considered as a resignation from active status. Excess absence, in spite of notification, may be cause for removal from the program.

ASSIGNMENTS

Volunteer assignments are four hours in length and are based on the needs of the requesting department. Each assignment has an assignment description, with some assignments requiring additional training. Changes in assignments are made for the following reasons:

- ◆ *the area no longer needs volunteer assistance,*
- ◆ *at the request of the volunteer,*
- ◆ *if, in the judgment of the staff, the volunteer is not suited to the assignment or unable to meet the requirement of the assignment.*

Changes in assignments can only be made by a member of the Volunteer Services staff.

BREAK PERIODS

Volunteers who work a four-hour shift are entitled to a 15-minute break. Volunteers working more than five hours, or who have come to the hospital directly from a job or school without time to eat, are entitled to a 30-minute break.

Eating is permitted in the cafeteria, the volunteer lounge, and courtyard areas.

CHANNELS OF COMMUNICATION

Each department has a manager who is responsible for guiding the department in meeting its functions and goals. Volunteer Services is staffed with supervisory personnel each day from 8:00am to 4:30 pm.

If you need information or assistance in the course of your assignment, help is available from one of two sources:

- 1. The supervisor in the area where you are assigned.*
- 2. The supervisor on duty in Volunteer Services.*
- 3. Administrative Representatives in the absence of the above. They may be reached by calling the operator.*

EVALUATION

Volunteer Services strives to support the staff by scheduling volunteers to work in each department requesting service. In order for this to be a quality program, we must evaluate the department's perception of the duties volunteers perform, the volunteers individual performance and the volunteer program's overall results.

Probationary evaluations are conducted on all volunteers after they have volunteered for three (3) months. Thereafter, volunteers are evaluated annually.

GIFTS AND TIPS

Occasionally, a patient or guest may offer you a gift or tip as an expression of thanks for excellent care. Give your thanks for the thoughtfulness, but explain that it is against hospital policy to accept the gift or tip and that providing the best care possible is part of your work as a volunteer. If the guest insists on giving you the tip, you may refer the person to the Foundation at 780-5800.

HOLIDAYS

Volunteer Services recognizes ten (10) holidays.

<i>New Year's Eve</i>	<i>Fourth of July</i>
<i>New Year's Day</i>	<i>Labor Day</i>
<i>Mardi Gras</i>	<i>Thanksgiving Day</i>
<i>Good Friday</i>	<i>Christmas Eve</i>
<i>Easter</i>	<i>Christmas Day</i>

Unless arranged ahead of time with your assigned department and Volunteer Services, all assignments are cancelled on holidays (except on "Eve" holidays). If arrangements are made for you to work on a holiday, you will receive double-hours credit.

REMOVAL FROM ACTIVE STATUS (Disciplinary Action)

The services volunteers provide to the hospital are greatly appreciated. However, there are certain actions that can lead to termination of a volunteer from the program. These include:

1. *Unsatisfactory attitude, work or appearance.*
2. *Rude or discourteous behavior toward patients, visitors, team members, physicians or another volunteer.*
3. *Failure to comply with hospital policies, rules, regulations and procedures.*
4. *Missing three assignments without notifying the Volunteer Services Department.*
5. *Excess absence, with notification to the Volunteer Services Department.*
6. *Disregarding a patient's right to confidentiality.*
7. *Overstepping the limits of one's job description (i.e., giving medical treatment to a patient; working in unassigned areas.)*
8. *Failure to follow established policies and procedures.*
9. *Alcohol or drug use, or other health problems that prevent the volunteer from functioning in the assignment.*
10. *Failure to adhere to the hospital's guest relations standards.*
11. *Violating the terms of the Volunteer Agreement.*

SEXUAL HARASSMENT

Sexual harassment in the workplace is not only offensive and intimidating, but it can interfere with a person's ability to be productive and to enjoy his or her work. That's why the hospital strives to have an environment that is free from sexual harassment of any type.

Sexual harassment is unwelcome or unwanted sexual advances, or requests or demands for sexual favors. Also included is joking that is sexually oriented and considered offensive in nature. This policy also prohibits inappropriate sexual behavior on the hospital's premises.

If you feel you have been a victim of sexual harassment, you should report the alleged incident immediately to your supervisor in Volunteer Services. Complaints will be handled confidentially, investigated immediately and resolutions made quickly.

SUBSTANCE ABUSE

East Jefferson General Hospital will provide a safe, productive work environment. It is prohibited to be under the influence of drugs, or possess, sell or distribute drugs, or use other intoxicating substances while on the hospital's premises.

TRAINING

In addition to volunteer orientation, new volunteers will also be oriented and trained by the departments to which they are assigned. In most cases, this is done during the volunteer's scheduled time. However, some assignments require additional training periods. During the course of your time with the hospital, you may be asked to attend workshops or meetings related to your assignment or to the hospital.

UNIFORM

Volunteers are required to wear their uniform each time they work in the hospital. Your name badge must be worn at all times when on assignment. If you forget your badge, please report to the Volunteer Department to get a temporary. Evening and weekend volunteers must report to Safety and Security for a temporary badge. The uniform must follow the standards outlined in the dress code policy.

VISITING

Being a volunteer does not allow special visiting privileges in units such as ICU, CCU, or the Post Anesthesia Care Unit (PACU). Volunteers follow the established visiting hours in all areas. Patient visiting is done before or after duty or during breaks.

WITNESSING LEGAL DOCUMENTS

Volunteers are not authorized to witness the execution of wills or other legal documents pertaining to the legal affairs of patients.

VOLUNTEER BENEFITS

Adult Volunteer Awards

Adult Volunteers who meet the following qualifications are eligible to attend an annual awards program:

- 1. Active adult volunteers with a minimum of 100 hours worked in the calendar year for which he or she is being recognized.*
- 2. Active adult volunteers who have reached the next award level in the calendar year for which he or she is being recognized.*

Junior Volunteers

- 1. Active junior volunteers will receive a certificate of appreciation that recognizes them for hours served.*

DISCOUNTS

CAFETERIA – Our House Cafe

A cafeteria discount is given to all volunteers who are working and in uniform. The discount does not include snack food items, vending machine items or the Fountain Deli.

COURTESY ALLOWANCE

A courtesy allowance of up to 25% on the remaining balance of allowable inpatient, outpatient, and emergency room charges after the insurance has been applied. This benefit is given to volunteers who:

- 1. Have been in the volunteer program for at least six months.*
- 2. Are actively serving under the program and have provided 100 hours or more of service in the last 12 months from the date of hospital service.*

Dependents are not included in this allowance. The actual amount of the allowance will depend on the payments made by insurance companies. This benefit is up to \$500 per calendar year. No refunds will be made as the result of the allowance.

Exceptions to the courtesy allowance are:

- 1. Guest meals*
- 2. Late discharge fees*
- 3. Blood*

Volunteers eligible for the allowance request the discount after all charges have been posted and a final bill is received.

EJGH WELLNESS CENTER

Volunteers will receive a discounted membership according to the number of hours volunteered for the previous year. See a member of the Volunteer Services staff for details.

SAFETY AND SECURITY

ACCIDENTS

If you are injured while volunteering, no matter how minor, report it to your supervisor immediately. Safety and Security will complete a Report of Injury form and will direct you for medical treatment, if needed.

HANDLING OF PATIENTS

Volunteers do not physically assist patients at any time other than an emergency (such as to keep someone from falling). If a patient needs assistance, the volunteer should notify a staff member.

HAZARDOUS MATERIALS

A hazardous chemical inventory is located in the yellow Hazardous Materials binder, which is kept in the Community Services Department. Material Safety Data Sheets (MSDS) are kept in the MSDS binder and in the Maxcom System on-line and provides information about each of the hazardous chemicals.

Volunteers can obtain information regarding hazardous materials and MSDS in the area in which they volunteer, from Safety/Security or in the Team Member Health Department.

PATIENT CONFIDENTIALITY/HIPAA

Information concerning hospital business and the care and treatment of patients is strictly confidential and should be discussed only with those directly involved with the specific case, not with other team members, volunteers, patients, family or friends. Remember that breaches of confidentiality are grounds for termination from the volunteer program.

INFECTION CONTROL

East Jefferson General takes many precautions to ensure a sanitary environment to prevent the spread of infection. Universal precautions, developed by the National Centers for Disease Control, state that some type of protective gear must be worn when performing any care procedure likely to involve potential exposure to blood/body fluids. Volunteers under 18 do not transport blood or specimens. Frequent and thorough hand washing is an important part of reducing the spread of infectious disease. For more information, see your Infection Control Policy.

ISOLATION

Patients in isolation have a clearly marked isolation sticker on the door of their rooms. Do not enter these rooms. Go to the nursing station for instructions.

EMERGENCY PREPAREDNESS

Disasters are defined in two ways. An internal disaster takes place inside the hospital - for example, a fire or explosion. An external disaster happens outside the hospital, within our community, and will involve a heavy flow of people coming in for treatment.

Our emergency telephone extension is "4111". To report a Code Blue (cardiac arrest) the telephone extension is "4333".

Disaster Code System

Louisiana has adopted a standardized disaster code system which will provide consistent, standardized disaster notification to healthcare professionals and all first responders. The basic code system associates a specific color or a corresponding incident or emergency.

Code Blue	Medical emergency – cardiac/respiratory arrest
Code Red	Fire
Code Grey	Severe Weather
Code Black	Bomb Threat
Code Pink	Infant/Child Abduction
Code Yellow	Mass Casualty
Code Orange	Hazardous Materials – HAZMAT
Code White	Security alert – Violence/hostage

CODE Blue is paged to indicate a cardiac/respiratory arrest. Designated team members respond to this page. Volunteers do not respond to this page.

Code Red is paged in the event of a suspected or actual fire in the hospital. If the page is called in your work area, report to your immediate supervisor for further direction.

SEVERE WEATHER

In the event of severe weather (any weather condition that adversely affects the community) volunteers working in the hospital may be released from duty as well as other nonessential personnel. EAST JEFFERSON GENERAL HOSPITAL is not a designated shelter.

PARKING

Volunteers may:

- * Park in the Canal Garage on the 3rd level or above. Please do not park in any reserved spaces. Parking is allowed in the Hudson Garage but since you will be signing in and out in the department, it is best to park in the Canal Garage.
- * Do NOT park in Cardiology/Respiratory or Emergency areas.

SECURITY SERVICES

East Jefferson General is in business to serve people. Because our doors are always open, allowing almost anyone to enter the hospital, our public accessibility can result in an occasional problem.

If someone unfamiliar or suspicious looking is loitering in your work area, don't hesitate to call the Safety and Security Department. Report any questionable incidents you witness.

You are responsible for any belongings or money you bring to the hospital. There are lockers available for your use in the Volunteer Services Office. If you are working late hours (or parked in a remote area) and would like to be escorted to your car, call Safety and Security at Ext. 4059.

LAGNIAPPE

AUXILIARY – members of the hospital's Auxiliary donate their time to provide nursing scholarships through the Great Lady/Great Gentleman Awards luncheon.

BLOOD DONATION PROGRAM – Blood donations and family plans. Brochures are available in Volunteer Services

ELDER ADVANTAGE – A special program for those 50 years or better. Brochures are available in Volunteer Services

FOUNDATION – Members of the Foundation raise funds to support the hospital's mission year round.

JRSVP PROGRAM – Jefferson Retired Senior Volunteer Program. This parish program reimburses a percent of your meals expense bought at EJGH while volunteering and offers an annual luncheon. Registration is required.

WELLNESS CENTER – Designed for adults, the center provides a means to help achieve optimal physical, emotional, intellectual, social and spiritual health. As an EJGH volunteer, a discounted membership is available to our Adult Volunteers.

Volunteer Services has approximately 400 adult and junior volunteers who work throughout the hospital. They provide many services, from staffing the Information Desk to delivering mail and flowers to patients' rooms. Their contributions to the hospital are invaluable.



Volunteer Commitment and Confidentiality Agreement

I will hold as absolutely confidential all information that I may obtain directly or indirectly concerning patients, doctors or personnel, and not seek to obtain confidential information from a patient.

- * *My services are donated to the hospital without contemplation of compensation or future employment, and given with humanitarian and charitable reasons.*
- * *I will report to my assignment as scheduled and not go to another area without notifying my supervisor.*
- * *I understand that it is a crime to solicit business for attorneys. I will not solicit any business for attorneys or insurance companies for compensation, either on or off of the hospital's property, or act as a runner or capper for an attorney in the solicitation of business. I will report all known occurrences of solicitation for attorneys to the Director of volunteer Services.*
- * *I will not sell or attempt to sell goods or services, request contributions, or solicit persons to sign or distribute political petitions on hospital premises, unless I receive the express authorization of the Director of Volunteer Services to engage in these activities.*
- * *I will submit to examinations, which may include skin test, that may be necessary as part of my volunteer services. I authorize the person(s) making tests to report the results to the Volunteer Department at East Jefferson General Hospital.*
- * *I will be punctual and conscientious, conduct myself with dignity, courtesy and consideration of others, and endeavor to make my work professional in quality.*
- * *I will attempt to resolve any problems related with my volunteer activities with my supervisor, and, if unsuccessful, attempt to resolve any such problems with the Director/Supervisor of Volunteer Services.*
- * *I will make my best effort to fulfill my commitment to East Jefferson General Hospital by completing all assignments that I accept.*
- * *I will at all times uphold the philosophy and Guest Relations standards of East Jefferson General Hospital.*
- * *I understand that the Volunteer Services Department reserves the right to terminate any volunteer status as a result of (a) failure to comply with hospital policies, rules and regulations; (b) three consecutive absences without prior notification; (c) unsatisfactory attitude, work or appearance; or (d) any other circumstances which in the judgment of the department Director, would make my continued services as a volunteer contrary to the best interests of the hospital.*
- * *I understand that the hospital assumes no responsibility for any contact, visits or services provided by me outside of the responsibilities assigned through the volunteer program of the hospital.*
- * *Abide by the regulations outlined in the Volunteer Services Handbook.*
- * *I agree to abide by the new federal privacy rules (HIPAA) implemented April 14, 2003.*