

Volunteer Handbook



THE
University of Vermont
HEALTH NETWORK

Central Vermont Medical Center

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Dear Volunteer,

Welcome to the Volunteer Program at Central Vermont Medical Center. We are so fortunate to have so many deeply committed individuals who donate their time and talents to this program. Our employees, medical staff and volunteers work together with our community partners to improve the health and wellness of the residents of central Vermont.

The information in this booklet will provide an overview of relevant material that will assist you while you are serving in your volunteer role. Thank you for taking the time to review it. Please feel free at any time to ask the Volunteer Services manager if you have any questions.

Our volunteers are an integral part of the Central Vermont Medical Center team. We are grateful for your willingness to serve in this important role. I know you will find your time with us rewarding. We could not do what we do without you! Thank you again for your service to our organization.

Best,

Anna

Anna Tempest Noonan,
President & COO

About Central Vermont Medical Center

Central Vermont Medical Center (CVMC) is a not-for-profit organization consisting of a hospital offering a full spectrum of comprehensive inpatient (licensed for 122 beds) and outpatient care services along with 24-hour emergency care, Woodridge Rehabilitation and Nursing, 23 medical group practices and the National Life Cancer Treatment Center. Central Vermont Medical Center is accredited by The Joint Commission.

Our professional staff includes over 120 physicians and more than 60 associate providers providing care from their private practices as well as from the community-based medical group practices. CVMC is the primary health care provider for 66,000 people in central Vermont.

CVMC employs over 1,700 people. We also depend on hundreds of volunteers and financial contributors who help carry out our mission.

CVMC Mission Statement

Central to our community. Caring for a lifetime.

CVMC Vision Statement

Working together, we improve people's lives.

CVMC Code of Conduct

It is the expectation that every member of the Central Vermont Medical Center community (board members, administration, medical staff, employees and volunteers) acts in a manner that is consistent with the organization's principles.

Central Vermont Medical Center's Code of Conduct (the "Code") supports the mission and values and is a critical component of our over-all Compliance Program. The Code also provides guidance to ensure that we perform our jobs in an ethical and legal manner. CVMC requires all employees, volunteers and physicians on staff to sign an acknowledgement form confirming that they have received the Code of Conduct and understand it represents mandatory policies. Violation of the Code results in suspension or dismissal from volunteer service.

If you have questions regarding this Code, or encounter any situation that you believe violates the Code, you should immediately speak with your supervisor, the Volunteer Services Manager or the Chief Compliance Officer at 802-371-4311 and/or the confidential Integrity and Compliance Hotline at 802-371-5959.

Volunteer Policies

Application Process

All prospective volunteers complete an application form, confidentiality agreement and submit two personal references (non-relative) to Volunteer Services. Personal references may be friends, neighbors, school personnel, an employer, co-workers or from other volunteer service. Upon receipt of these materials, the Volunteer Services Manager determines if there is a potential match between an applicant's qualifications, interests and availability and a volunteer opportunity. Qualified applicants are contacted for an interview. Those applicants for whom there is not a potential match will be notified in a timely manner.

Minimum Time Commitment

A minimum time commitment of three months is preferred. Depending on the assignment, volunteers may serve a weekly shift of three to four hours. Some assignments have flexibility in terms of day/time of the week.

Minimum Age Requirement

The minimum age to volunteer at CVMC is 14 years of age. Not all volunteer assignments are suitable for younger teens or those under the age of 18 years.

Assessment and Placement

An interview with the Volunteer Services Manager provides an opportunity to discuss an applicant's qualifications and interests, review volunteer opportunities and answer any questions the applicant may have. The Volunteer Services Manager determines if the applicant has the skills, interests and temperament to meet the needs of CVMC.

Acceptance into the program is made by the Volunteer Services Manager. Additional requirements include orientation, criminal background and registry checks, and health screening, all of which must be completed prior to beginning volunteer service.

CVMC accepts the services of volunteers with the understanding that such services are at the sole discretion of CVMC. Volunteers agree that CVMC

may at any time, for whatever reason, decide to terminate the volunteer's relationship with CVMC or to make changes in the nature of their volunteer assignment.

Orientation

All new volunteers complete a CVMC orientation prior to beginning volunteer service. Topics covered during orientation include an overview of the organization, corporate compliance, customer service, quality and patient safety, emergency preparedness and infection control.

Background Checks

The federal government's Health Information Portability and Accountability Act (also known as HIPAA) requires that hospitals take equal precautions when appointing employees and volunteers. Therefore, all new volunteers must satisfactorily complete one or more of the following: reference checks, background investigation, Vermont Adult & Child Protection Registry check, and Office of the Inspector General Exclusions List. There is no cost to the volunteer for these checks.

Health Screening

New volunteers are scheduled for an appointment with Employee Health for health screening. The required health screening must be completed prior to beginning volunteer service. There is no cost to the volunteer.

Training

Training is provided by the department to which the volunteer is assigned. Volunteers at the hospital and Woodridge are required to complete an annual training. Some volunteer assignments may require additional annual/periodic training.

Supervision and Support

All volunteers have a Department Manager/Supervisor to whom they report. The manager is available to answer any questions and provide assistance to the volunteer as needed. In addition, volunteers are encouraged to contact the Volunteer Services Manager with any questions, concerns or feedback.

Probationary Period

All volunteer placements are made on a trial basis of 30 days. During this time, the department manager provides a progress report to the Volunteer Services Manager. At the end of the trial period, the department manager makes a recommendation to the Volunteer Services Manager with regard to the volunteer placement. The volunteer and/or the department manager

may request re-assignment to a different position or may determine the unsuitability of the volunteer for a position within the organization.

Confidentiality

CVMC Volunteers maintain the utmost confidentiality concerning the treatment, care and condition of all patients in accordance with CVMC policies. New volunteers receive training on the requirements of the federal government's Health Insurance Portability and Accountability Act (HIPAA) Privacy Standards during orientation.



Workplace Harassment

All employees and volunteers want and deserve a workplace where they feel respected, satisfied and appreciated. Harassment or abuse of any kind is prohibited in the CVMC workplace. We will not tolerate harassment by anyone based on diverse characteristics or cultural backgrounds of those who work with us. Any form of sexual harassment is strictly prohibited.

Dress Code

All CVMC Volunteers must wear a picture ID badge while on duty. Depending on the assignment, volunteers may be required to wear a uniform provided at no charge to the volunteer. It is the responsibility of the Volunteer to maintain a neat and clean uniform, and to maintain the safekeeping of both the uniform and ID badge.

Clothing should be neat and clean. The following attire is not acceptable: tank tops, bare midriffs, T-shirts, jerseys sweatshirts with slogans or inappropriate artwork/graphics, shorts, and flip flops. Perfume, hair spray, aftershave, and other cosmetic fragrances are strongly discouraged.

Attendance

It is very important that volunteers be consistent in fulfilling their commitments. If for any reason a volunteer is not able to work the scheduled shift, s/he must notify the department manager as soon as possible. Advance notice to the department manager is required for any planned absences. Continual absenteeism will result in a review of the volunteer's work assignment. Three unreported absences will result in termination of assignment.

Recording Hours

CVMC Volunteers are required to sign in and out when volunteering. Depending on the location, this may either be through a volunteer database or on a paper time sheet. Volunteer Services maintains a report of the total hours, and volunteers are recognized at an annual event based upon number of hours served.

Parking

Volunteers at the hospital campus may park in lots C, D, E, the North Lot or the employee parking lot behind the hospital. For those volunteering at Woodridge Rehabilitation & Nursing or at The Bene-Fit Shop in Barre, there is general onsite parking available at those locations.

Personal Telephone Calls, Cellular Phones, Use of Personal Electronic Media

Personal telephone calls while on volunteer duty are discouraged. Cellular phones can interfere with some patient care equipment and are only allowed in certain areas of the hospital. Use of personal electronic media (laptop computers, iPods, iPhones) while on volunteer duty requires prior approval by the Department Manager and must not compromise the volunteer's ability to carry out his/her assignment.

Changing assignment/voluntarily leaving the program

If a volunteer wishes to change from one assignment to another, or take on an additional assignment, an appointment with the Volunteer Services Manager is required. A volunteer may terminate service at any time; however, a notice of at least two weeks is requested. Upon resignation, the uniform and ID badge must be returned to Volunteer Services.

Leave of Absence

A leave of absence is a request by the volunteer to temporarily discontinue service, indefinitely or for a specific period of time, due to health, family commitments, seasonal vacation plans, etc. The Department Manager and/or the Volunteer Services Manager should be contacted regarding the leave of absence. Depending upon the length of absence, it may not be possible to hold the volunteer's scheduled shift open.

Volunteer Records, References and Privacy

Volunteer Services maintains confidential personnel records for each volunteer. Volunteers are asked to notify Volunteer Services of any changes in contact information such as address, phone number and emergency contact. Volunteers are also required to notify Volunteer Services of any change in health limitations that may restrict volunteer activities.

Corrective and Disciplinary Action

Volunteer Services follows the Corrective and Disciplinary Action policy established by CVMC Human Resources as a means to identify and correct inappropriate behavior or substandard performance. The following are actions which may be used in the corrective process:

- Counseling of the volunteer by the Department Manager and/or the Volunteer Services Manager
- Documented verbal warning
- Written warning
- Involuntary termination

Depending on the seriousness of the volunteer's behavior, conduct, or performance that is being addressed, and the particular circumstances involved, any of the above actions may be taken at any step of the process.

Complaints and Concerns

Any patient complaints or concerns should be directed to the Department Manager/supervisor to whom the volunteer reports. Volunteer concerns should be brought to the volunteer's assigned Department Manager and/or the Volunteer Services Manager.

Media Relations

The President and CEO of CVMC is the chief spokesperson. The CEO may delegate that function to the Marketing & Communications department. Any media requests should be directed to Marketing & Communications at 371-4375.

Reimbursement of Volunteer Expenses

Prior written approval from the Department Manager must be granted in order for a volunteer to receive reimbursement for expenses incurred. Sales receipts or other documentation must also be submitted to the Department Manager in order for the reimbursement to be processed.

Medical Advice

Volunteers must not ask for medical advice from CVMC staff while performing their volunteer duties nor should they offer medical advice to anyone. This includes discussing personal medical history with staff or patients while on volunteer duty.

Smoking

The use of tobacco products by employees, physicians, volunteers and visitors, including independent contractors, anywhere in or on the property of Central Vermont Medical Center and its satellite facilities is prohibited. Smoking and the use of tobacco products by patients of the medical center is prohibited while on CVMC property.

Infection Control

CVMC Volunteers receive information regarding infection prevention and control as part of orientation. Volunteers follow established guidelines and procedures for controlling the spread of infection while carrying out their assigned duties. The guidelines include:

- Hand washing using good technique
- Respiratory hygiene to contain respiratory secretions. This includes not reporting for service if a Volunteer is sick, especially if s/he has a cough, fever, diarrhea or a skin infection.
- Isolation: Volunteers do not enter isolation rooms. An isolation room can be recognized by the presence of a sign posted on the patient's



door with a red stop sign  sign stating "Visitors-Report to the Nurses' Station Before Entering Room."

- Gloves for handling lab specimens (follow "Volunteer Handling Specimen Procedure") and for cleaning patient care equipment.
- Bloodborne Pathogens:
 - Under no circumstance should a Volunteer handle any item that may contain blood and/or body fluids or handle needles.
 - Any Volunteer exposed to blood or body fluids must immediately wash the area, report the exposure to the department manager who will complete an incident report, and go to the Emergency Department as soon as possible.
- Don'ts:
 - Do not report for volunteer service if you are sick, especially if you have a cough, fever, diarrhea, or a skin infection.
 - Do not enter an isolation room.
 - Do not attempt to clean up spilled specimens.
 - Do not handle needles.
 - Do not touch any item that may be contaminated with blood and/or body fluids.

If you have any doubts about your safety or about procedures for infection control, please ask your department supervisor or the nursing staff on duty. If you have additional questions, please contact Infection Control at 371-4184.

Emergency Preparedness

In the event of an emergency at the hospital location, volunteers immediately report to their department manager for instructions. The emergency assistance number at the hospital is **Ext. 4333** which can be dialed from any telephone. This extension is answered by CVMC Emergency Department staff.

The following is a list of Emergency Codes at the hospital. Once a code has been reported, the operator will announce the code and location three times on the overhead paging system. When the emergency has been resolved, the operator will announce an "All Clear" on the overhead paging system.

CODE Amber: Missing Patient/Person

CODE Black: Bomb Threat

CODE Blue: Cardiac Arrest/Medical Emergency

CODE Green: Violent Patient/Combative/Security Team

CODE Orange: Hazardous Materials Release

CODE Red: Fire

Volunteers should be aware of the nearest pull stations, fire extinguishers and evacuation routes in their assigned area.

- Volunteers in the area of the fire should follow R.A.C.E. Protocol (see red box at right) and PASS to operate a fire extinguisher. Use stairways to evacuate, do NOT use elevators.
- Volunteers not in the area of the fire should:
 - Close all doors and windows
 - Stay where they are until alarm is cleared

CODE RED PROCEDURES

R = RESCUE

A = ACTIVATE PULL STATION

C = CONTAIN THE FIRE

E = EXTINGUISH, EVACUATE IF NECESSARY

P = PULL THE PIN

A = AIM THE NOZZLE

S = SQUEEZE THE HANDLE

S = SWEEP THE BASE OF THE FIRE

CODE Silver: Hostage Situation/Person with a Weapon

CODE White Internal: incidents that may require significant support from several departments to assist with emergency needs within the healthcare facility or on its grounds

CODE White External: incidents that may require significant support from several departments in order to continue patient care while addressing the needs of the community

Medical Emergencies or Accidents

All accidents must be reported immediately. If a patient is involved, report it to the nearest nurses' station. If you discover a patient who has fallen or appears to be in any kind of distress, DO NOT attempt to move the patient or provide treatment. Notify a staff member immediately. If a volunteer is witness to an injury or an accident, s/he may be asked to provide information to the department manager or other CVMC personnel in completing a report.

If a volunteer is injured while on duty, the volunteer should report immediately to the Emergency Department. CVMC agrees to pay for the initial visit to the Emergency Department. Any charges for follow up care or treatment will be submitted to the volunteer's health insurance carrier and the volunteer will be responsible for any deductible or co-payment. The department manager in the area where the volunteer serves, or other staff person with knowledge of the accident/injury, will complete a report no matter how small the incident may seem. Volunteers are entitled to make a claim under CVMC's general liability policy for injury sustained on CVMC property. Volunteers are not covered under CVMC's workers' compensation insurance program. CVMC employees who also volunteer at CVMC are only covered by CVMC's workers' compensation insurance program if they are injured while acting in the course and scope of their employment.

Benefits Offered to CVMC Volunteers

CVMC volunteers enjoy the satisfaction of serving their community, making new friends and learning new skills. In addition, we offer CVMC Volunteers:

- A complimentary meal and beverage for each shift served (present ID badge to cafeteria cashier)
- Access to the CVMC Fitness facility 24/7
- CVMC Auxiliary Gift Shop discount card
- 15% discount at Lenny's Shoe & Apparel with badge
- Annual recognition event
- Presidential Volunteer Service Awards based on number of hours served
- Free flu vaccine
- Access to the Health Sciences Library with assistance from the Librarian

Areas of Service

Volunteer Service Descriptions

The Volunteer Services Manager assists CVMC staff in developing volunteer service descriptions. Volunteer Services maintains a current description for each volunteer assignment. The written description includes the outcomes/goals of the position, responsibilities, the necessary qualifications, designated supervisor, time commitment and benefits. New volunteers are provided with a written description of the agreed upon assignment.

CVMC utilizes the services of volunteers at the hospital, Woodridge Rehabilitation and Nursing, Mountainview Medical Oncology, the National Life Cancer Treatment Center, and The Bene-Fit Shop in Barre, VT. Most volunteer assignments are scheduled in three to four hour weekly shifts.

The following is a general summary of volunteer assignments at CVMC. For the most current information regarding specific volunteer openings, you may contact Volunteer Services at (802) 371-5364 or visit our website at cvmc.org.

Ambulatory Care Unit

Working with ACU staff, enhance communication to families of patients during surgery and postoperative recovery. Provide appropriate information to families, assist family members with their needs, escort families to recovery areas and consult rooms where appropriate and to other areas of the hospital as needed. Maintain a clean and orderly waiting area.

Location: hospital

Monday through Friday 7:30am-11:30am.

CVMC Auxiliary Gift Shop

Assist customers in a welcoming, professional manner, process purchases at the cash register, and perform shop upkeep including opening/closing procedures. All proceeds benefit CVMC.

Location: hospital

Monday through Friday 9:30am-6pm, Saturday/Sunday 12pm-3pm

CVMC Auxiliary Bene-Fit Shop

We are proud to offer quality used clothing and merchandise to our community. Volunteers assist customers in a welcoming, professional manner, process purchases at the cash register, sort donations, and perform opening/closing procedures. All proceeds benefit CVMC. Location: 15 Cottage Street, Barre VT (next to Lenny's Shoe and Apparel) Wednesday through Friday 10:00am-4:00pm, Saturdays 9:00am-1:00pm

Diagnostic Imaging Clerical Assistant

Assist with scanning documents in order to keep up with volume and allow flexibility for staff to engage in other projects. Computer skills, accuracy and attention to detail required.

Location: hospital
Monday through Friday 8:00am-4:00pm

Information Desk

Greet and escort patients and visitors, provide information, deliver newspapers/flowers/cards, transport lab specimens, make rounds with the amenities cart.

Location: hospital
Monday through Friday 8:00am-4:00pm

Health Sciences Library

Provide on-site assistance in retrieving healthcare articles/information for CVMC staff.

Location: hospital
Times vary as needed

Healing Needles Knit/Crochet Comfort Shawl Project

The CVMC Auxiliary Healing Needles Knitting Group meets at the hospital from 1pm-3pm on the first Wednesday of each month. Many knit/crochet from home as well. Completed items (shawls, baby hats, lap robes, etc.) are given to the patients and their families at the hospital as well as to the residents of Woodridge Rehabilitation and Nursing.

Medical Oncology

Provide comfort, ease, companionship and personalized assistance to enhance the patient experience in the Infusion Suite.

Location: Cancer Center
Weekdays 10:00am-2:00pm

Patient Family Advisor

Patient Family Advisors help in a variety of ways, such as: sharing their story, participating in committee meetings and discussion groups, and reviewing or helping to create educational or informational materials. Advisors may also work on projects related to policies, programs, facility design, and operations.

Location: hospital, Woodridge and/or medical practice groups

Weekdays: during regular business hours or as needed

Patient Advocacy

Visit newly admitted inpatients, solicit feedback, and inquire of family members if they need assistance.

Location: hospital inpatient units

Weekdays: morning/afternoon

Palliative & Spiritual Care - Patient Visitation

Visit one-on-one with patients to ease isolation and loneliness, build connection and trust with patients and families through conversation and listening.

Location: hospital

Weekdays: morning/afternoon

Pet Therapy

Provide the opportunity for patients to enjoy a friendly interaction with a certified pet therapy animal and its owner. Requires current certification by an organization approved by CVMC Infection Control.

Locations: hospital inpatient units, Woodridge Rehabilitation and Nursing

Weekdays and weekends, morning/afternoon/evening

Special Events

American Red Cross blood drive, bake sale, thrift store donation day, etc.

Transport Services

Transport patients throughout the facility for tests/treatments, assist staff with messenger deliveries including medical records, x-rays, specimens, etc., assist with patient admissions and discharges.

Location: hospital

Monday through Friday 8:00am-3:00pm

Women & Children's Unit

Assist staff with duties including greeting visitors, answering phones, and clerical duties as requested.

Location: hospital

Weekday mornings/afternoons

Women & Children's Unit - In Loving Arms Volunteer

Hold and rock babies at the lead nurse's request and direction

Location: hospital

Weekdays/weekends as needed, on-call availability

Woodridge Life Enrichment Volunteer

Support and promote quality of life for residents through enrichment activities. Assist with group activities including bingo and coffee hour, one-on-one visitation with residents, musical performance. Must have an interest in working with the elderly.

Location: Woodridge Rehabilitation & Nursing

Weekdays and Weekends morning/afternoon/early evening

Volunteer Services Contact Information

Julia Page, Volunteer Services Manager
Central Vermont Medical Center
130 Fisher Road, Berlin VT 05602
Mail: PO Box 547, Barre VT 05641
Phone: (802) 371-5364
Fax: (802) 3715984
Julia.Page@cvmc.org



Acknowledgement and Receipt

I certify that I have received the Central Vermont Medical Center Volunteer Handbook.

I understand that, by signing this statement, I am indicating that I have read the Volunteer Handbook, understand its contents, and discussed any questions I have with the Volunteer Services Manager. I understand that this statement will become part of my volunteer personnel file.

Volunteer Name (please print)

Signature

Date

Please return this form to:

Volunteer Services
Central Vermont Medical Center
PO Box 547
Barre, VT 05641