



VOLUNTEEN HANDBOOK

**Volunteer Services
2022**

“THOSE WHO CAN, DO.

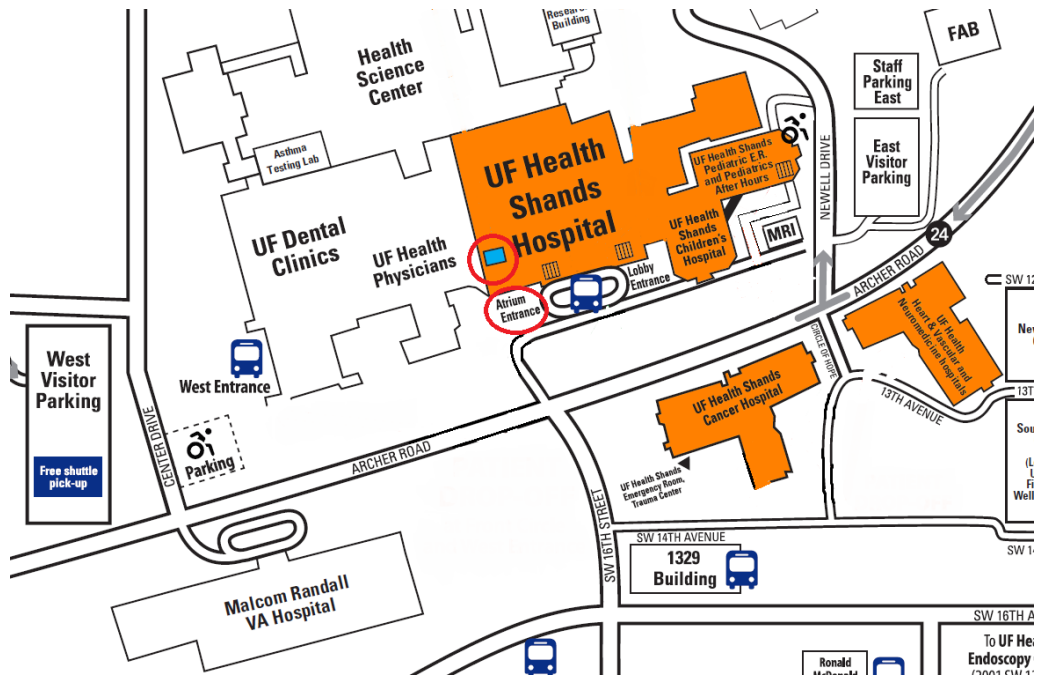
**Those who can do
more,**

VOLUNTEER.”

- Author Unknown

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HOW TO USE THIS HANDBOOK

WELCOME

Welcome to the team! We hope you enjoy your time as a UF Health volunteer. This handbook is designed to help you understand volunteer policies and expectations and to use as a resource when you have questions.

This handbook is arranged by topic and includes a table of contents to allow you to easily find information. It is important that you read through the handbook in its entirety before you complete the volunteer onboarding process and we encourage you to use it when questions arise during your volunteer service. If you have questions about any or the topics in this handbook, please contact Volunteer Services.

Thank you so much for volunteering with UF Health. Volunteers like you help make our hospital better for our patients and community.

VOLUNTEER SERVICES TEAM

Director of Volunteer Services – Allyson Crawford

Volunteer Coordinator – Samantha Tracy

VolunTEEN Coordinator – Kiah Coleman

Administrative Clerk – Vacant

WHAT WE DO

Volunteer Services coordinates over 3,000 volunteers each year. The mission of UF Health's volunteer program is to enhance the patient experience and support UF Health staff through the coordination and placement of volunteers.

Volunteer Services is responsible for ensuring that all volunteers are cleared by Occupational Health, trained and scheduled for a volunteer assignment, and in compliance with hospital and volunteer policies and procedures.

VOLUNTEER SERVICES CONTACT INFORMATION

Office Hours: Mon - Fri 8:00a – 4:30p

Phone Number: (352) 265-0360

General Information Website: www.ufhealth.org/volunteering

Volunteer Information Center (VIC) Website: <https://ufhealth.org/volunteer-information-center-vic>

THIS HANDBOOK WILL HELP YOU UNDERSTAND THE POLICIES, PROCEDURES AND PRACTICES OF THE UF HEALTH VOLUNTEER SERVICES PROGRAM. IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT VOLUNTEER SERVICES. FINAL DECISION REGARDING THE IMPLEMENTATION OR INTERPRETATION OF POLICIES AND PROCEDURES RESTS WITH VOLUNTEER SERVICES AND HOSPITAL ADMINISTRATION. VOLUNTEER SERVICES MAY AMEND OR ALTER POLICIES OR PROCEDURES AT ANY TIME.

“There is a light in this world, a healing spirit more powerful than any darkness we may encounter. We sometimes lose sight of this force when there is so much suffering and pain. Then suddenly, the spirit will emerge through the lives of ordinary people who hear a call and answer in extraordinary ways.” – Mother Teresa

Welcome

Dear VolunTEEN:

UF Health Shands Hospital Volunteer Services Department welcomes you to the exciting world of volunteering. During the summer program you will have an opportunity to give 12 hours of your time each week to help patients and staff in the hospital. Upon acceptance, you will be provided with a schedule that allows you to volunteer in various areas with UF Health Shands.

As ever-increasing demands are made upon the time and skills of staff, the hospital inevitably turns to volunteers to enhance customer service to patients, family members and visitors. Your smile, pleasant attitude and willingness to help patients and families are greatly appreciated. By using the BEST behaviors, you will help provide excellent customer service to a diverse population of people.

We hope that your experience as an active member of the UF Health Shands team will be both educational and rewarding to you.

Best wishes,

Kiah Coleman-Spradley

VolunTEEN Coordinator, Volunteer Services

VOLUNTEERING

TO WHOM ARE YOU RESPONSIBLE?

You are responsible to UF Health Shands. Your actions and attitude are reflected on the hospital and the services it provides.

You are directly responsible to the VolunTEEN Program Coordinator and Volunteer Services in fulfilling your assignments.

When on duty, you are responsible to the hospital staff in the department to which you are assigned.

You are responsible to YOURSELF. Your service in the hospital should be given in a cheerful and helpful manner and reflect the best that is in you.

VOLUNTEEN EXPECTATIONS

Dependable: Report to the Volunteer Office on scheduled days, sign-in, and then head to assigned area. Your service area will be expecting you to help with daily functions. If you are unable to make it for one of your volunteer days, please notify the Volunteer Office. Make up days can be scheduled on Fridays, when necessary.

Signing In and Out: Please remember to sign in and out on the computer when volunteering. You will sign out for lunch and then sign back in for your afternoon service area. *Your pin number is the last five (5) digits of your phone number.*

Appearance: As a member of the UF Health Shands team, you are required to be in appropriate uniform when volunteering (no exceptions). Your uniform is as follows: VolunTEEN T-shirt, khaki pants, close shoes, and name badge. *Skirts, leggings, jeans, shorts, or capris are NOT allowed.* If you show up for your volunteer shift and are not in the proper uniform, you will be sent home and it will be considered an absence. If you leave your name badge at home, come to the Volunteer Services Office and we will provide you with a temporary badge for the day.

Lunch: VolunTEENs all take lunch at the same time, from 12:00pm (noon) to 1:00pm. You are to provide your own lunch. The Volunteer Office is available to you as well as various designated eating areas.

Attendance: VolunTEENs are expected to attend their assigned shifts. In the event you are absent, you must report your absence by calling the Volunteer Services Office. In addition, you will need to schedule and attend your make-up shift with your VolunTEEN coordinator to remain in good standing. Make up shifts are limited.

Professional Behavior & Time Management: You should arrive for your shift on time. As a volunteer, you are here to assist staff members and make a valuable contribution to the team and the level of care we can provide to our patients; we expect you to be friendly, helpful, and have a positive attitude. You will get out of your experience what you put into it, so make sure you are making positive contributions!

There may be an occasion where your assigned area no longer has work for you and/or you have finished your required tasks. If your area no longer needs you, please go to the Volunteer Office to be given another assignment. **Do NOT** go to another area until you have been granted permission by the Volunteer Services staff. Use of cell phones (texting, FaceTime, etc.) **is NOT** allowed during volunteer service hours.

POLICIES & GUIDELINES

CODE OF CONDUCT

Like employees, Volunteers must adhere to the UF Health [Code of Conduct](#).

- Violation of the Code of Conduct may result in disciplinary action or dismissal from the volunteer program. See [Disciplinary Actions/Processes](#)

VOLUNTEER UNIFORM & IDENTIFICATION

First impressions are very important. We want you to be safe, comfortable and positively represent the UF Health volunteer program. Your appearance should not detract from the role you are performing. In order for our patients, staff, and visitors to easily identify your role in the healthcare team, you must wear the required volunteer uniform whenever you are volunteering.

VOLUNTEER DRESS CODE

Required

- ✓ UF Health VolunTEEN shirt
- ✓ Full-length tan colored khaki pants
- ✓ Volunteer name badge
- ✓ Closed toe shoes that also cover the heel, like an athletic shoe
- ✓ Wash your uniform after every shift
- ✓ Wear a long sleeve shirt or sweater under your polo to stay warm.

Not allowed

- X Scrub sets (scrub tops, pants)
- X Capris, shorts, skirts, tights/leggings, or full-length pants in a color other than tan khaki
- X Clothing or hats with offensive messaging or sensitive subject matter; advertisements for other healthcare organizations
- X Wearing a jacket or sweater over your polo while volunteering.
- X Sandals or crocs

If you arrive for your volunteer shift and are not in the proper uniform, you will be sent home and it will be considered an absence.



IDENTIFICATION

- Healthcare regulations require that identification must always be worn – This means you **MUST** wear your volunteer name badge when volunteering!
- If you leave your name badge at home, come to the Volunteer Services Office and we'll provide you with a temporary badge for the day.
- If your badge is lost, request a replacement badge from the staff in the Volunteer Services Office during business hours.

ALCOHOL & DRUG USE

- The use, sale, or possession of alcohol or controlled substances by a volunteer while on duty or showing up to volunteer while under the influence will result in disciplinary action up to and including dismissal. See [Disciplinary Actions/Processes](#).

PARKING

ON-CAMPUS LOCATIONS

High school students driving themselves to their VolunTEEN may park in the visitor garages and receive a parking voucher from the Volunteer Office. This voucher will need to be obtained for each day you volunteer.

HOLIDAY ABSENCES

- Each semester, there are specific dates which are considered excused volunteering days due to being federally recognized holidays.
 - Exact dates are listed for each semester on the VIC Home Page; they also show up in your schedule in the VIC portal.
- If your shift falls on one of the listed holiday dates, you will not volunteer on that day.

PERSONAL ABSENCES

- All absences must be reported in two places:
 - Directly to the VolunTEEN coordinator or volunteer services staff.
 - Online through the Volunteer Information Center (VIC) portal. (Please see the Volunteer Information Center (VIC) Portal section of the handbook for more details about reporting absences online.)
- Personal absences can be used to cover circumstances such as getting sick, going out of town for unexpected family emergencies or planned trips with clubs/organizations, religious holidays, etc.
 - We strongly encourage you to use these absences wisely and only take one when truly necessary. Chronic absences may make you ineligible to continue with our program.

RELATIONSHIPS WITH PATIENTS, VISITORS, STAFF & OTHER VOLUNTEERS

- As a volunteer, relationships with patients and visitors shall always be professional. This means you cannot provide your personal contact information (including phone number, e-mail address, and social media handles) to patients or visitors, and cannot visit patients (in the hospital or outside the hospital setting) outside of your volunteering time.
- Bringing gifts to individual patients (including cards, flowers, homemade food, etc.) is not allowed. If you would like to donate items for patients, a general donation must be made to the hospital and the items will be distributed by staff.
- These policies protect you as a volunteer, and they help to ensure that we are treating all patients equally and not showing favoritism.
- Maintain a professional relationship with staff where you are volunteering. Do not exchange personal contact information, and refrain from connecting on social media.

If you have challenges with a staff member or volunteer in your area please talk to Volunteer Services so we can help you address the issue. We don't want you to be in an uncomfortable situation, and we can't help if we don't know what's going on.

LUNCH/SNACK BREAKS

- VolunTEEN lunch break is typically 12p-1p.
- You are responsible for bringing your own lunch for each volunteer shift.
- You are not allowed to leave the main campus for lunch.

LOCKERS

- There is limited space available in our service areas, so lockers are provided in the Volunteer Office for volunteers to store their personal belongings (backpacks, purses, laptops, etc.) during their shift. Phones in lockers must be on silent and all alarms should be turned off.

The ONLY CONSTANT is change.

The healthcare environment is ever changing. Successful volunteers are flexible and adapt to change. They are receptive to new ideas, and willing to ask questions.

EXPECTATIONS

VOLUNTEER EXPECTATIONS

LENGTH OF COMMITMENT

One three-week session. Volunteer shifts are twice a week from 9a-4p.

SIGN IN AND OUT EVERY SHIFT

- For us to keep accurate records of your volunteer time, you must sign in and out for every shift. This also helps us to know where volunteers are in case of an emergency.
 - Please do not sign in for your shift until just before you are heading to your service area. (i.e. lock up your stuff, change into your uniform, etc. before you sign in). Signing in early and "hanging out" to get more time on your record is unethical.
- Most volunteers will use a PIN number to sign in and out on a designated computer. The pin is typically the last five digits of your phone number. A reminder about how to determine your PIN number is displayed on each sign-in screen.
 - Follow prompts to complete the sign in/out process. Remember to hit the "ok" button and return to the initial screen, otherwise the computer doesn't enter your time!
 - If the computer has a black screen, touch the screen to wake it up. Log books next to the computers should only be used as a final resort.
 - Please report any computer issues to Volunteer Services so we can work with the IT team to get them fixed.
- Some areas have a second sign-in location. If your service area instructs you to sign in/out in a second location you will need to sign in/out in BOTH locations!
- Sign in at the time you arrive, and sign out at the time you leave. Signing out for the end of your shift and then leaving early is unethical and can result in removal from the volunteer program.

CELL PHONE USE

- Cell phones are not to be used during your volunteer shift!
- When using lockers, please make sure your phone is set to silent and that all alarms set during your shift are turned off.
- If you cannot leave your phone at home or in a locker, you must turn your phone off and leave it in your pocket during your volunteer shift.



REMEMBER, CELL PHONES, AND CELL PHONE USE IS PROHIBITED WHILE VOLUNTEERING!

PROFESSIONAL BEHAVIOR

- Arrive for your shift on time and stay for the duration (unless explicitly dismissed by your service area).
- As a volunteer you are here to make a valuable contribution to patient care; we expect you to be friendly, helpful, and to have a positive attitude.
- Promptly communicate with the staff in your service area and with Volunteer Services.

VOLUNTEER RESPONSIBILITIES



- It is your responsibility to keep track of your volunteer start date, schedule, and the date/time for any required trainings for your service area. Volunteer Services will provide you with tools and resources and our staff are available to answer questions. However, you are ultimately responsible for your attendance, training, and volunteer experience.
- Volunteer Services uses multiple methods to communicate with volunteers (see the "[Communication Methods](#)" section for more details).
 - If your contact information changes, update the information in your VIC profile otherwise you may miss important information and deadlines.
 - Regularly check your email and the VIC homepage.

PATIENT GUIDELINES & SAFETY

PATIENT SERVICES GUIDELINES

ENTERING A PATIENT'S ROOM:

Always knock softly and wait to be greeted by the patient. Greet the patient and identify yourself upon entering. State your purpose and gain permission. "Hi, I'm (insert name), a volunteer, and I have your mail." Or, "Hi, I'm (insert name), a volunteer, would you like for me to close your room door so that you can rest?"

- Do not wake a sleeping patient.
- If the curtain is pulled all the way around the bed, do not open the curtain.
- Do not question the patient regarding his/her illness.
- The key to interacting with patients is being a good listener.
- Always excuse yourself when the medical team enter the room.

TIMES YOU SHOULD NOT ENTER A PATIENT'S ROOM:

- Do not enter a room when the door is closed unless invited. Feel free to knock. If you question whether you should enter a room, feel free to check at the nurses' station.
- Do not enter a room when a doctor or other medical professional is present. Return later.
- Do not enter when a patient's room is noted, "Visitors Check at Nurses' Station."
- This will be noted on the door and usually a cart with mask, gloves, etc. is outside the door.

RESTRICTIONS – DO NOT PERFORM THE FOLLOWING SERVICES:

Restriction	Reason for Restriction
Help a patient sit up	Risk of patient injury
Transfer patient from bed to wheelchair Help patient walking to bathroom	Patient may fall. Both volunteer and patient may be injured
Raise/lower bed	May cut off tubes, wires
Cut nails	Infection control/patient safety concerns
Feed patient	Patients may choke; dietary restrictions; allergic reactions
Take down bed rails	Patient may fall out of bed; risk of injury
Sit or place items on bed	Infection control

ADDITIONAL RESTRICTIONS - VOLUNTEERS MAY NOT:

- Manage an IV and/or infusion pump.
- Offer pain relief or give medications to a patient.
- Remove meal trays or water pitchers without nurse approval.
- Turn off any alarms.
- Explain medical procedures/treatments.
- Assist in any medical task or tasks ordinarily performed by paid hospital employees such as administer medication, bathe patients, handle bed pans, urinals, syringes, attend to "bathroom needs," operate or adjust equipment (wheelchairs excluded).
- Give opinions/advice on personal affairs, medical treatment, administration of medication, choice of physicians, or referral of services.
- GIVE A PATIENT ANYTHING TO EAT OR DRINK WITHOUT PERMISSION FROM THE NURSE.
- Carry or walk with a pediatric (child) patient.
- Leave the rails down on a crib or bed of a patient.

VOLUNTEERS SHOULD ALWAYS!

Remember to use key words if you **CANNOT** assist: "Let me find the appropriate person to help you. I'll wait for them to come and assist you."

Always ask staff questions when in doubt. Never assume. You will learn by asking questions.

Always report patient injuries and falls, no matter how minor they may seem.

Check signs on the outside of patient doors and follow their instructions.

HEALTH & SAFETY

PERSONAL HEALTH

ILLNESS

Don't come to volunteer with:

- Fever (100.4° F, 38° C).
- Cold – sneezing, coughing, runny nose, sore throat.
- Communicable/Infectious disease.
- Skin rash, draining lesions and oxidative dermatitis, open incisions, draining wounds, boils, abscesses, and skin infections.
- Enteric infections (diarrhea, vomiting).

IF YOU ARE NOT FEELING WELL AND/OR HAVE PERSISTENT SYMPTOMS, YOU MUST STAY HOME UNTIL SYMPTOMS SUBSIDE. MANY PATIENTS AND FAMILIES HAVE COMPROMISED IMMUNE SYSTEMS WHILE IN THE HOSPITAL, SO KEEPING GERMS AWAY FROM THEM IS EXTREMELY IMPORTANT. PLEASE REPORT YOUR ABSENCE IN THE VIC AND NOTIFY YOUR SERVICE AREA DIRECTLY.

WHEN TO NOTIFY VOLUNTEER SERVICES

- **You must reach out to Volunteer Services BEFORE you return to volunteering. You may need to be cleared by Occupational Health before you return to volunteering:**
 - **If you have an illness or injury that causes you to be absent for two weeks in a row**
 - **If you have been diagnosed with a communicable illness (i.e. the flu, strep throat, mono, COVID, pink eye)**
 - **If you have recently been prescribed antibiotics for an infection**

COVID-19 & OTHER COMMUNITY SPREAD VIRUSES

- The well-being of our patients, families, volunteers, and staff is our utmost priority. In the event of any community spread virus, and with the direction and guidance of hospital leadership, we may place our volunteer programs on hold. We will communicate program changes to volunteers via the VIC homepage, and by email. See [Communications Method](#).
- **Volunteers are required to follow any return protocols, including testing, immunization, and uniform changes. These guidelines may change without notice.**

REMEMBER

- Do not volunteer when ill.
- Contact Volunteer Services if you have been absent for 2 weeks due to illness/ injury, diagnosed with an infectious illness, or prescribed antibiotics for an infection.

SAFETY

Safety is everyone's responsibility. There are many things you need to do and remember to keep yourself and our team safe.

VOLUNTEER SAFETY

OBSERVE THESE SAFETY PRECAUTIONS

- Maintain close contact with hospital staff for direction and supervision.
- Report any unsafe condition or act that you observe.
- Observe "Wet Floor" signs by walking on the opposite side of the corridor.
- Report any spills on floors to the nearest staff, if possible, utilize the "spill stations" to assist with clean up.
- Open doors slowly, using the handle or push plate.
- Walk to the right in hallways, using caution at intersections.
- When in doubt, ask your supervisor for clarification or additional training.
- Do not perform tasks without training.
- Do not handle needles or sharps



THUNDERSTORMS & INCLEMENT WEATHER CONDITIONS

- Rainstorms and thunderstorms are frequent weather conditions. Volunteers are still expected to report to their volunteer assignments, but please use your best judgement and keep your safety as a priority. Remember to report any absences on the VIC and directly to your service area.
- In the case of a hurricane, we will monitor communications from the University of Florida, UF Health Command Center, Alachua County Schools, and the Alachua County Emergency Management to determine if we will suspend volunteering. Please check the VIC homepage and your emails for updates during any active hurricane or severe weather in our area.

HAND WASHING

Proper hand hygiene, washing with soap and water for at least 20 seconds or using hand sanitizer, is the single most effective way to prevent the spread of disease and should be done each time you:

- Arrive to work/volunteer
- Before leaving restroom
- Before and after eating
- Before putting on Personal Protective Equipment (PPE) and after safely removing PPE
- Before and after entering a patient room
- Before you put gloves on and after you remove gloves.
- After using devices such as walkers and wheelchairs and between interacting with patients that are in the same room.

- You must wash your hands with soap and water if they are visibly soiled.

INFECTION CONTROL

RISK OF EXPOSURE

Risk of exposure to an infectious disease exists in all public settings, including UF Health!

REMEMBER: EVERYTHING YOU TOUCH HAS GERMS, SO YOU CAN NEVER WASH YOUR HANDS TOO MUCH WHEN IN THE HOSPITAL!

INCIDENT/ACCIDENT REPORTING

- If anything happens to you while you are volunteering, make sure your service area is aware of the situation immediately and contact Volunteer Services right after! It's important for us to know about accidents when they happen so we can evaluate the situation and help you determine what steps need to come next to keep you safe.

EXAMPLES OF INCIDENTS/ACCIDENTS: TWISTING YOUR ANKLE IN THE HALLWAY, CUTTING YOUR FINGER ON A TAPE DISPENSER, PASSING OUT, BEING EXPOSED TO BLOOD/BODY FLUIDS/CHEMICALS, GETTING STUCK BY A NEEDLE, ETC.

- If you witness incidents/accidents involving a patient, report the incident to the patient's nurse immediately. Even things that may seem minor could have a big impact, and it's important for nurses to know about incidents/accidents and make note of it in patient records.

RESOURCES

VOLUNTEER INFORMATION CENTER (VIC) PORTAL

USING THE VIC

The VIC portal is a vital resource for volunteers. You will use it often throughout your volunteer career to:

- Receive important information (updates are found on the VIC homepage).
- Find links to important documents, announcements, and reminders.
- Report absences to Volunteer Services (follow directions on the Timesheet tab).
- View your semester start date. (You can view your start date for each semester under the "Service" tab. Your start date will be labeled "Start Date" and will have zero hours.)
- See your schedule and assignments.

The screenshot shows the VIC portal interface for July 2020. At the top, there is a dropdown menu for "Show openings in: All my assignments". Below this are navigation buttons for "Prev month", "Next month", and "July 2020". The main area is a calendar grid with days of the week (Sunday through Saturday) as column headers. The calendar shows volunteer assignments for several days:

- 1: 1:00 p. - 4:00 p. Volunteer Services Internship
- 8: 1:00 p. - 4:00 p. Volunteer Services Internship
- 15: 1:00 p. - 4:00 p. Volunteer Services Internship
- 22: 1:00 p. - 4:00 p. Volunteer Services Internship
- 29: 1:00 p. - 4:00 p. Volunteer Services Internship

 Days 3 and 4 are marked as "Independence Day Observed - Ex" and "Independence Day - Exused" respectively. At the bottom of the calendar, there are buttons for "Prev month", "Next month", "Printable view", and "Exit".

- Your schedule for the semester is located under the “My Schedule” tab. Holiday dates will show up on this calendar as well – your regular assignment will be replaced by the name of the holiday and a reminder that the date is excused.
- On the home page in the box labeled “Your Assignments”, you should see your current assignment. If your assignment from a previous semester is still listed, please contact Volunteer Services so that we can update the information.
- Determine how many absences you have.
 - If you have reported all your absences on the VIC timesheet, simply add up your absences for the semester.
 - If you have not reported all your absences on the VIC timesheet, compare the dates you have on the “Service” tab for this semester (remember, your first day will be marked “Start Date”) with your regular schedule on the “Schedule” tab. Any days you are regularly scheduled to volunteer and don’t have service recorded are considered absences.
- Track volunteer hours.
 - A record of your volunteer hours can be found in the “My Service History” tab, including a printable version.
 - If you notice inconsistencies in your hours, please contact Volunteer Services immediately.

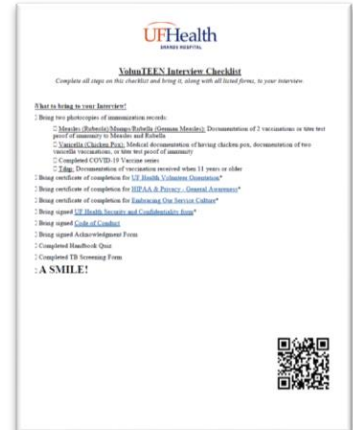
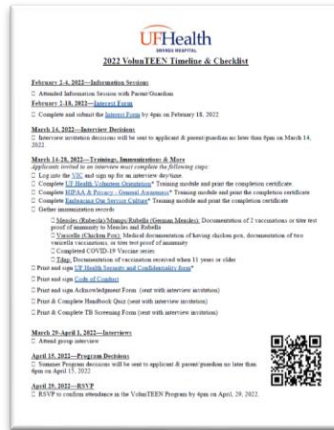
COMMUNICATION METHODS

Volunteer Services uses multiple methods to communicate with our volunteers. It is your responsibility to make sure the email address and phone number in your VIC profile are correct and that you have not marked our emails as spam.

- E-mail
 - We typically send important information and announcements via e-mail. *Please make sure that the e-mail address you have on your VIC profile is one you check regularly so you don't miss anything!*
 - If you need to change your contact information, please use the “My Profile” tab on the VIC or reach out to Volunteer Services.
 - Make sure your spam filters are set so that our e-mails are going to your inbox and not your spam folder.
 - If you opt out of any type of e-mail, you may miss important information! *Please make sure that you are set to receive all types of e-mails from Volunteer Services.* You can do so by making sure all boxes are checked in the “What kinds of email would you like to receive?” section of your “My Profile” tab in the VIC.
- VIC Home Page
 - As a backup in case our e-mails do not reach you, important information sent in e-mails may also be posted on the VIC home page.
 - Some information is posted only on the VIC home page and not sent out via e-mail, so be sure you are in the habit of checking the home page frequently throughout the semester.
- Phone
 - For time-sensitive matters we may reach out to you via phone, so please make sure your phone number is correct and you are checking your voicemails.
 - If you need to update your phone number you can do so through the VIC portal- click on the “My Profile” tab and follow the directions on the page.
- VIC Sign-In Screen Messages
 - These messages will appear when you sign in for your shift.

VOLUNTEEN PROCESS

VOLUNTEEN



ORIENTATION & VOLUNTEEN AGREEMENT

- During your orientation, you will be given a copy of the Volunteer Agreement for your service area. This agreement contains important information such as volunteer responsibilities.

START DATES, ASSIGNED SHIFTS, AND REQUIRED TRAININGS

- Your Start Date is the first day you are scheduled to volunteer for the semester. Your Start Date is a REQUIRED shift and if you do not attend, it will be considered an absence.
- You will be assigned a weekly shift on the same day each week at the same time.
 - When you are signing up for a shift, please consider all aspects of your schedule and make sure it is a day and time you will not have conflicts with at any time during the 3 week period.
- Some service areas require that you attend a group training before you begin volunteering. If a group training is required, you will sign up for group training during your placement appointment.
 - It is your responsibility to keep track of the date/time for your training, make sure you are in attendance, and make sure that you check in/sign in appropriately so your attendance is recorded!
 - If you cannot attend the training you originally signed up for, contact Volunteer Services prior to the training so we can try to get you re-scheduled into another training (this may change your start date). You CANNOT begin volunteering until after you have attended the training!

IF YOU DO NOT ATTEND THE REQUIRED TRAINING AND/OR MANDATORY ORIENTATION FOR YOUR AREA, AND HAVE NOT NOTIFIED US THAT YOU ARE UNABLE TO ATTEND IN ADVANCE, YOU WILL BE UNABLE TO VOLUNTEER.

VERIFICATION OF SERVICE HOURS

OFFICIAL REPORT OF VOLUNTEER HOURS

- A signed, official copy of your volunteer hours can be obtained from Volunteer Services.
 - You can either request a hard copy in person at the Volunteer Office or send a request for an electronic copy via e-mail.
 - Please allow at least 2-3 business days for Volunteer Services to process requests for official hours reports. (More time may be needed for processing during busy times for Volunteer Services, i.e. the start and end of semesters.)

DISCIPLINARY ACTIONS/PROCESSES

DISCIPLINARY ACTIONS

The Volunteer Services Department reserves the right to take corrective action when volunteers are not meeting their obligations or violate department/ hospital standards.

Corrective action may include:

- Sending a volunteer home with an absence.
- Requiring a volunteer to attend additional training.

TERMINATION

While many situations can be addressed with corrective action, there are instances where volunteers may be dismissed from service entirely. Examples of actions that would result in dismissal include:

- Not following rules, regulations, policies and procedures (including but not limited to those listed in this handbook, provided in online training, and shared during in person training).
- Excessive absences and/or tardiness.
- Breach of confidentiality.
- Harassment of patients, staff or other volunteers.
- Alcohol/substance use while volunteering.
- Inability to perform volunteer position.
- Inability to follow volunteer and hospital guidelines/policies.
- Unsatisfactory job performance.
- Unprofessional appearance or conduct.
- Other actions that are not in the best interest of UF Health.

Infractions of volunteer or hospital policies and procedures will be handled on an individual, case-by-case basis.

- Volunteers will be asked to meet with Volunteer Services to discuss the situation.
- The disciplinary course that will be taken will be determined based on hospital policy, the severity of the infraction, and the conversation Volunteer Services has with the volunteer.

Volunteer Services must look out for the safety and well-being of ALL patients, staff, and volunteers in our healthcare system.

REFERENCES

CUSTOMER SERVICE

Customer Service is the key focus of the Volunteer Services Department and of all departments of this hospital.

- ✓ Remember to smile
- ✓ Your appearance must be neat and professional
- ✓ Have a positive attitude when you come in to volunteer
- ✓ Always identify yourself when speaking to a patient or visitor
- ✓ When addressing a patient, please use their formal name, not their first name or a term of endearment
- ✓ Be courteous and respectful of patients, visitors and staff
- ✓ Assist patients and visitors as appropriate
- ✓ Privacy and confidentiality is a must
- ✓ User proper telephone etiquette when answering the phone (see telephone etiquette below)

WHO'S WHO IN THE HEALTHCARE SYSTEM

Listed below are the roles and responsibilities of clinical staff and practitioners in the healthcare system that volunteers may encounter.

1. **Support Tech** – Support Techs provide clerical support, mobility, and comfort. They can help to locate a patient's room and identify which nurse is assigned to a patient.
2. **Patient Care Associate (PCA)/Certified Nursing Assistant (CNA)** – The PCA assists the nurse by taking the patient's vital signs and helping patients with needs like eating, bathing or dressing. They can provide a volunteer with information about a patient's general physical capabilities.
3. **Registered Nurse (RN)** – The Registered Nurse is responsible for guiding care of the patient based upon an individualized plan. Ask them about signs on the door, if any special precautions need to be taken when working with the patient, and if it is okay for the patient to leave his/her room to attend a group workshop.
4. **Charge Nurse**– A charge nurse is responsible for orchestrating patient care on the unit. Check in with the charge nurse before doing an activity, so as not to disrupt the flow of care on the unit. If you cannot find a patient's nurse, you can ask the charge nurse about any special precautions before making a bedside visit.
5. **Nurse Manager**– The nurse manager coordinates the unit's financial and business operations. The nurse manager oversees and approves the implementation of regularly scheduled volunteers on the unit.
6. **Clinical Leader**– The Clinical Leader coordinates the efforts of interdisciplinary patient care teams to keep everyone on the unit in accord with the patient's condition and care plan.

7. **Case Managers**– Case Managers are an integral part of the healthcare team who work closely with patients and their families to help them solve problems, through the provision of counseling, psychosocial support, crisis assistance, community referrals, discharge planning, housing, transportation assistance, financial assistance, and patient education.
8. **Guest Services**– Guest Service Specialists provide hospitality services, answer visitors' questions, and give directions and information about non-medical resources in the hospital and Gainesville area.
9. **Child Life**– Child Life Specialists at UF Health Shands Children's Hospital are certified professionals who specialize in child development and provide developmentally appropriate psychosocial interventions in an environment that will support normal growth and development of children and young adults.
10. **Pastoral Services**– Chaplains are available to patients and families for counseling, spiritual support, rituals of faith and as a communication link with spiritual resources in the patient's home community.
11. **Nurse Manager**– The nurse manager coordinates the unit's financial and business operations. The nurse manager oversees and approves the implementation of regularly scheduled volunteers on the unit.
12. **Pastoral Services**– Chaplains are available to patients and families for counseling, spiritual support, rituals of faith and as a communication link with spiritual resources in the patient's home community.
13. **Patient Care Associate (PCA)/Certified Nursing Assistant (CNA)** – The PCA assists the nurse by taking the patient's vital signs and helping with patient needs like eating, bathing or dressing. They can provide a volunteer with information about the patient's general level of physical capability.
14. **Registered Nurse (RN)** – The Registered Nurse is responsible for guiding care of the patient based upon an individualized plan. Ask them about signs on the door, if any special precautions need to be taken when working with the patient, and if it is okay for the patient to leave his/her room to attend a group workshop.

**“Life’s most
persistent
AND URGENT
QUESTION IS:
What are you
doing for
others?” -
Martin Luther
King, Jr.**

TELEPHONE ETIQUETTE

1. Identify yourself and the department. If you smile when you answer the phone, your voice will sound warm and friendly ☺
2. Listen attentively; use the caller's name to personalize the call.
3. Be prepared to take notes. Make sure you understand their reason for calling so you can direct the call to the appropriate person.
 - a. Name of caller
 - b. Date and time of call
 - c. Content of message (as much as they provide)
 - d. Action desired (i.e. Return call, message only, returning message, etc.). Phone number
4. Repeat message if necessary back to caller – If you do not understand their name, then politely ask them to spell it for you.
5. ASK questions if necessary.
6. End conversation with 'thank you' and/or 'have a nice day'.



THE ABC'S OF FILING

Just as you learned to alphabetize in school – here is the 'real world' equivalent – filing charts. For areas to stay organized, it is essential for files to be filed correctly. Here are two sets of files: one is a set of volunteer files and the other is general office files. They are listed in correct order.

Remember: filing is a vital function to the healthcare process!

Patricia Abbott	Accounting – Administrative
Samuel Agnew	Accounting – Departmental
Victoria Array	Accounting – General Ledger
Alan Barnes	Board Executive Minutes
Dwight Clark	Board General Minutes
Leslie Clarke	Correspondence – Patient
Jack Gaskin	Correspondence – Staff
Mary MacDonald	
Debbie McCarthy	
Patricia McCarthy	
Mary Belle Smith	
Mary Fran Smith	

WEBSITES

Volunteer Services www.ufhealth.org/volunteering

Volunteer Information Center (VIC) Website: <https://ufhealth.org/volunteer-information-center-vic>

QUIZ

VOLUNTEEN HANDBOOK QUIZ

Volunteer Name _____ Date _____

Please answer the following questions:

- 1) Typically, your volunteer pin for signing in on the computer is _____
- 2) The volunteer uniform consists of the following:
 1. _____
 2. _____
 3. _____
 4. _____
- 3) Hand washing/ hand hygiene is the single most effective way and most important thing you can do to help prevent the spread of infection. TRUE FALSE
- 4) Volunteers are expected to report their absences in two ways. TRUE FALSE
- 5) Where do you report absences to Volunteer Services? _____
- 6) I can volunteer if I feel sick. TRUE FALSE
- 7) Where can you update your contact information on the VIC portal? _____
- 8) Besides email, what are two ways that Volunteer Services communicates with volunteers?
 1. _____
 2. _____
- 9) Name two ways you can find excused volunteer holidays on the VIC.
 1. _____
 2. _____
- 10) Volunteers who are not affiliated with UF or UF Health can get a parking pass from Volunteer Services and park for free in visitor garages or valet parking. TRUE FALSE
- 11) If I get hurt while volunteering I should keep it to myself. TRUE FALSE
- 12) The first step in entering a patient's room is to softly knock. TRUE FALSE
- 13) It's ok to ask a patient why they are in the hospital. TRUE FALSE