“Those who can, do. Those who can do more, VOLUNTEER.”
— Author Unknown
"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

As a Lourdes Volunteer, you are ‘answering that call’. Your efforts will benefit the hospital in continuing its commitment to excellence while providing you with the personal satisfaction of contributing to the welfare of those in need. Each year, hundreds of volunteers find fulfillment, practical work experience and companionship within Lourdes.

Thank you for donating some of your time to our Patients and staff. It is my hope that your Lourdes Volunteer experience will be one that you remember for the rest of your life.

With appreciation,

The Volunteer Service Staff

This handbook has been written to help you understand the policies, procedures and practices of Lourdes Hospital Volunteer Services Program. If you have any questions, please feel free to contact the staff of the Volunteer Services Department.

The final decision regarding the implementation or interpretation of policies and procedures rests with Hospital Administration. The Hospital Administration also reserves the right to amend or alter policies or procedures at any time.
Welcome to Lourdes Hospital! Our Volunteer Services Staff is an integral part of the patient care services at our hospital. We thank you for your time and commitment to our hospital and community.

**Lourdes Hospital Mission Statement**

Rooted in the loving ministry of Jesus as healer, we commit ourselves to serving all persons with special attention to those who are poor and vulnerable.

Our Catholic health ministry is dedicated to spiritually centered, holistic care which sustains and improves the health of individuals and communities. We are advocates for a compassionate and just society through our actions and our work.

As a Catholic Hospital, Lourdes is committed to the moral and ethical teachings of the Roman Catholic Church and the Ethical and Religious Directives for Catholic Health Care Services approved by the National Conference of Catholic Bishops. Lourdes is faithful to the examples of the founders of the Daughters of Charity: Saints Vincent dePaul, Louise de Marillac, and Elizabeth Ann Seton. Staff strive to serve the sick and the poor while giving witness to Christ’s Gospel values.

The hospital holds as basic to its service our Core Values:

- **Service of the Poor**
- **Reverence**
- **Integrity**
- **Wisdom**
- **Creativity**
- **Dedication**

**Lourdes Hospital Vision Statement**

To excel as a major provider of primary, secondary and cancer-related services to residents of Broome and surrounding counties, Lourdes will be distinguished by its Catholic values and its commitment to care that is:

- **Distinctively Compassionate and Clinically Skillful** – Blending compassion, excellent quality and expertise.
- **Holistic** – Promoting physical, emotional, spiritual and social well-being not only of individuals but also of the communities we serve.
- **Accessible And Easy-To-Use** – With acute care beds at our current site and affiliated physicians and selected health services distributed throughout the area.
- **Cost-Effective** – Based on prudent stewardship of our resources.
- **Built On Teamwork** – Through effective partnerships with our medical staff, employees, other health care organizations, area employers and those in the communities we serve.
Our History

The Southern Tier’s first recovery room, first intensive care unit, first Hospice, first Electro Diagnostic Laboratory – these are but a few of the services that Lourdes has offered over the years that have kept it in the forefront of the latest in medical care. Since its modest beginnings, Lourdes has become the most modern, up-to-date health care facility in our area.

The original facility opened as a 25-bed hospital in the M.J. Corbett mansion on Riverside Drive on the site of the present Administration wing. Bishop Daniel Curley, Bishop of Syracuse, asked the Daughters of Charity to come to Binghamton to manage the new hospital, which was purchased through funds contributed by concerned citizens from the Southern Tier.

Much has changed since Lourdes was established, but there remains one constant; the commitment of the Daughters of Charity and their Mission of Caring. We invite you to explore the many excellent health care services we provide.

Our main hospital campus includes a Medical Office Building, an Ambulatory Surgery Center, and a Regional Cancer Center. Reaching beyond these boundaries, Lourdes has established a network of primary Care physicians at convenient sites throughout the region. The Mission in Motion program makes women’s health care accessible to rural populations. Our Hospice, Lourdes at Home and Youth Services programs provide services in the community and in patient’s homes.

Daughters of Charity of St. Vincent dePaul

The Daughters of Charity, who have operated Lourdes since its beginning in 1925, are pioneers in Catholic health and hospital service. The first Catholic hospital in this country was established by the Daughters of Charity. Today the Daughters operate more than 40 hospitals, with more than 16,000 beds, throughout the United States. The Daughters were founded by the first Saint born in the United States, Elizabeth Ann Seton.

In the Triple Cities, the Daughters, in addition to Lourdes, conduct St. James Middle School in Johnson City and teach at Seton Catholic Central High School in Binghampton.
Volunteer Acceptance

It is the policy of the Volunteer Services Department to accept volunteers on the basis of merit, qualifications and competence. This applies to all categories of volunteering. No aspect of volunteering will be influenced by race, color, national origin, religion, sex or qualified physical or mental disability. Acceptance decisions will be made solely on the basis of individual qualifications as related to the requirements of the positions to be filled.

Assignments

At the time of interview, volunteers will be asked by the Volunteer Services Coordinator where they would like to volunteer. If they are unsure, suggestions will be made and a choice is made between the volunteer & Volunteer Services Coordinator. Volunteers cannot switch their schedule with any other volunteer unless prior approval from the Volunteer Services Coordinator has been obtained.

Dress Code

**Junior Volunteers** (ages 14-17) wear the Jr. Volunteer polo shirt.

**Adult Volunteers** have the option of wearing a volunteer jacket supplied through the Volunteer Services Office.

**If you are a volunteer in a patient care setting within the hospital or running errands throughout the hospital, you MUST wear your volunteer jacket at these times. All Information Desk Volunteers and Greeters will wear the royal blue Lourdes Volunteer jacket or polo shirt.

**Cafe Volunteers:** Junior and Adult Volunteers will be provided an apron and visor.

GENERAL GUIDELINES

- Clothing must be clean and pressed
  **No Jeans** **No Scrubs**
- Shoes must be clean and polished
- Sneakers are okay as long as they are neat and clean
- Hair clean and neat
- Minimal makeup
- Jewelry limited to watch, small items
- No heavy perfume, cologne or aftershave
- No gum chewing while on duty
- An identification badge is to be worn and visible above the waist at all times while on duty
- Clean and trim fingernails (a safety and infection control issue)

INAPPROPRIATE ATTIRE/BEHAVIOR

- Heels with higher than a two (2) inch heel
- Open toe shoes i.e: sandals
- Dresses/skirts-worn higher than knee length
- Sweatshirts, sweatpants, or jogging pants
- Sleeveless sun dresses (unless worn under a volunteer jacket)
- Cut-offs, tank tops, or low-cut shirts
- Baseball caps or hats or any kind
- Gum chewing while on duty
- Shorts of any kind / Capris
- Facial piercing jewelry, dangling earrings
- Volunteers with shoulder-length hair or longer must wear it tied back when in a patient care area or food service area
- Eating is discouraged while on duty. Please eat in a designated break area and not at your volunteer assignment
- Inappropriate hair color

Volunteers must abide by the dress code policy. At the discretion of the Volunteer Services Department, any volunteer not in accordance with the dress code will be sent home for the day.

AS A VOLUNTEER, you represent Lourdes in addition to yourself.

These guidelines will help you make the most of your volunteer experience.
POLICIES AND GUIDELINES

Volunteers follow the same policies as Employees, available in Compliance 360 on the Intranet. (Code of Conduct, Disciplinary process, OSHA, etc.)

Alcohol and Drug Abuse

Lourdes has a responsibility to protect its patients, visitors, employees, volunteers and customers from the potential problems that may result from an employee or volunteer’s abuse, use or possession of illegal drugs or alcohol. The unauthorized use, sale or possession of alcohol or controlled substance by a volunteer while on Lourdes grounds or while on Lourdes business is prohibited and will result in disciplinary action up to and including discharge.

Attendance and Absenteeism

Accepting a volunteer position is a serious commitment to Lourdes. On the application form and during the interview, each volunteer candidate formally makes a 50 hour commitment (3 months/semester) to a specific department area within the hospital. As a volunteer of Lourdes, your responsibilities require that you report to your volunteer post promptly every day you are scheduled. Good attendance helps ensure that your department will operate as efficiently as possible and will provide the best care and service to our patients.

You will need to notify the Volunteer Services Office at 798-5490 within 24 hours when you cannot come to volunteer at your scheduled time. Gift Shop and Cafe dePaul volunteers will need to notify the Manager of the Gift Shop (798-5260), Cafe dePaul (798-5401) as well as Volunteer Services (798-5490). Eucharistic Ministers need to contact Spiritual Care (798-5596).

If you are ill, please do not come to the hospital to volunteer. Colds, sore throats or other illness can be easily transmitted to patients, visitors, employees and other volunteers. Not only do you risk postponing your own recovery, but staff and patients should not be exposed to infection. If you have a medical condition, you will be asked to obtain clearance from your doctor before you are accepted back into the program.

HOURS

All Adult & Junior Volunteers will volunteer 50 (fifty) hours per semester/3 month period to be considered active when first starting with our volunteer program. This requirement can be reviewed and adjusted at the discretion of the Volunteer Services Coordinator. All active volunteers are eligible to receive recognition and letters of recommendation provided that they have met their voluntary commitment.

LEAVE OF ABSENCE

If you will need to stop volunteering for a period of one month or more please notify the Volunteer Services Office in writing, or verbally, and turn in your badge and jacket. You will be placed on a leave of absence for a 90 day period. When you are away from your volunteer duties for an extended amount of time, we cannot guarantee that the same volunteer job will be available when you return. However, upon your return, we will make every effort to find a suitable placement for you. If you are unable to return to active volunteer duty after 90 days, your status as a volunteer will be considered ‘inactive.’ When you are ready to return from leave of absence, you must first set up an appointment with the Volunteer Services Office. If for any reason, you go on a leave of absence due to physical health reasons, please provide Employee Health with a note from your physician.

If you are no longer able or interested in volunteering, please call or stop by and notify the Volunteer Services Department. It is important for the Volunteer Services Dept. to have a clear understanding of your reason(s) for leaving. Please turn in your ID badge and uniform (if applicable) to the Volunteer Services Coordinator on your last day.
SIGN-IN/OUT PROCEDURE

Your sign-in is the official record of your time during a given period. Under no circumstances are you permitted to record another volunteer’s time nor are you permitted to authorize any other person to record your hours. For security purposes, the Volunteer Sign-In area is equipped with a combination lock, limiting access to active volunteers and volunteer services staff only. This lock combination is a number that will be given out only to volunteers. New volunteers will receive this code during orientation. Please do not give this number out to any other individuals. Giving this combination out to inactive volunteers or visitors may be grounds for dismissal. Touch screen computer sign-ins are located on the ground level Volunteer Office or the computer located in the Atrium – near the door to the Laser Eye Center – behind the column.

Volunteers who are placed at satellite areas or off-site (i.e.: physicians offices) are responsible for returning their sign in/out sheets monthly to the Volunteer Services Department.

Care of Equipment and Supplies

Equipment is expensive. Learn to use it properly, leaving it in proper condition after use. Please do not tamper with or attempt to use equipment that has not been assigned to you. We also ask employees and volunteers to prevent spoilage and loss of supplies, a costly part of our annual budget.

Each volunteer is required to attend Safety and Infection Control training annually. These trainings are mandatory.

Please do not bring valuables or large sums of money with you on your volunteer days. Keep your purse or valuables at home or in the trunk of your car while volunteering. The hospital cannot be responsible for lost or stolen items.

Change Name or Address

Notify the Volunteer Services Office immediately whenever your name, address, telephone, e-mail address or any other emergency information changes. The department endeavors to keep records as current as possible.

Complaints

If a patient or a visitor complains about something, don’t argue or offer excuses, simply say, I’m sorry you have had difficulty. I will report that to the proper person, and do so! Comments regarding direct patient care should be directed to the nurse or nurse manager.

If you, the volunteer, have a complaint or problem, report it immediately to the Coordinator of Volunteer Services. Your Coordinator also has an open door policy. She can be reached in her office by calling or leaving a message at (607) 798-5490. You are always welcome to speak with her by phone or in person. However, it might be necessary to arrange an appointment if her schedule cannot permit her to personally meet with you on the same day. Your Coordinator is very interested in what you have to say.

Be a team player! Complaints are sometimes used as subjects for gossip. Be a professional. Direct your concerns to the Director of Volunteer Services.
**Concerns While Volunteering**

Volunteers are expected to follow hospital rules and regulations. Generally, the supervisor of the area you are placed in is responsible for the volunteer(s). If there is a problem with your placement, please bring it to the attention of the department supervisor first. If problems such as a prolonged absence or misconduct “on-the-job” exist, the supervisor may call in the Volunteer Services Director for resolution. Most issues can be resolved to everyone's satisfaction but in a case where the issue(s) is not resolved, appropriate hospital personnel may be contacted.

Furthermore, if you have concerns about the safety or quality of care provided in the organization these should be reported to the department supervisor immediately as a first step. If your concerns are not met you may report these concerns to the Joint Commission EP1 APR 17 requirement. There will be no retaliation disciplinary action against employees/volunteers when they do report safety or quality care concerns to the Joint Commission.

**Confidentiality**

It is the policy of Lourdes Hospital to maintain an individual’s right to privacy and confidentiality of information.

All staff members of Lourdes Hospital having access to information concerning patients must hold all information in strict confidence and shall abide by the Health Insurance Portability and Accountability Act (HIPAA) regulations. There are strict penalties for persons and/or hospitals that violate HIPAA privacy regulations. These penalties can include fines and federal prison sentences.

In the course of performing work responsibilities, information is considered confidential with regard to patients, their family, their physician and/or the hospital. As a condition of working at Lourdes Hospital, all staff are cautioned not to discuss any such information with others. Casual comments with fellow co-workers in the hallways, lobby or cafeteria may be overheard and violate the trust others have placed in our staff.

In addition, one’s personal life and problems should not be discussed with patients, their visitors or the medical staff.

A violation of confidential information is a violation of hospital ethics.

Staff is asked to conduct themselves with professional poise and dignity.

Newspaper, magazine, TV and radio reporters and photographers asking by phone or in person at the hospital about patients or personnel are to be referred to administration.

**Customer Service**

Customer Service is the key focus of the Volunteer Services Department and of all departments of the 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 visitor or patient
- 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 visitors and patients as appropriate
- Privacy and confidentiality is a must
- Use proper telephone etiquette when answering the phone; always identify yourself; offer assistance; listen carefully

All volunteers will be assessed for his/her ability to carry out assigned responsibilities safely, competently and in a timely manner.

The Volunteer Services Department will ensure you are comfortable with your job before your first assigned hours.

As a volunteer you will be required to attend annual education classes required of all staff to include safety, fire safety, emergency management, hazardous materials, infection control and confidentiality. The Volunteer Services Coordinator will let you know when these classes are available.
ETHICS AND GENERAL CONDUCT

Volunteers represent the hospital and the general public as much as any other staff. Therefore, your manner and behavior are very important.

While the patient is in the hospital it is their home. Patients and their families deserve to be treated with dignity and respect. Please remember you will be dealing with people who are ill, worried or grieving. While volunteers cannot give medical attention, they can be caring, supportive and understanding.

Emergency Codes

A listing of hospital emergency codes is included on page 8 of this handbook. Emergency code listings are also posted throughout the hospital. Please review this information and contact Volunteer Services or your supervisor with any questions.

Drills are held routinely to familiarize employees and volunteers with their responsibilities. Volunteers placed at off-site locations should review Code Red procedures with their supervisor.

CODE RED

Announcement of a Code Red:

If you should see a fire, or smell smoke, quickly go to the closest staff member and report it. If no one is available, find a telephone and call extension 5277 or 5CPR to report a CODE RED and give the exact location of the fire.

For Any EMERGENCY CODE Dial 5277

The proper response to fire or smoke is:

R.A.C.E.

R = Rescue patients immediately from fire or smoke area.
A = Pull fire alarm station and call emergency number to give exact location.
C = Confine the smoke or fire by closing all doors to rooms and corridors.
E = Evacuate the area horizontally.

Guidelines for fire extinguishers:

P.A.S.S.

P = Pull
A = Aim
S = Squeeze
S = Sweep

You Should

1. Remain Calm - Do not use the word fire around patients or the public.
2. Stay where you are in your department. If you are in the hallway, please return to your designated area.
3. Do not use elevators; use the stairs only if absolutely necessary.
4. Stay clear of staff members responding to the alert and please follow their instructions.

Always be observant no matter where you are in the hospital. Make sure you know where the exits, fire alarm stations and fire extinguishers are located. Be aware of the evacuation route maps located on every patient care unit and throughout the hospital.

CODE BLUE

There will be an announcement made overhead when a CODE BLUE exists. This means that someone is in severe medical distress and needs immediate medical attention. Specialized teams have been assigned on each floor to respond to a CODE BLUE immediately and you may see them and their equipment moving rapidly to answer the call. Please keep clear of them and stay away from the CODE BLUE site. If you should encounter a person unassisted in severe medical distress and needs immediate medical attention, find a telephone and call extension 5277 or 5CPR to report a CODE BLUE and give the exact location.
**EMERGENCY CODES & BASIC STAFF RESPONSE**

See Lourdes Safety Manual and Department Policies for additional details.

**EMERGENCY NUMBERS – Hospital, call ext. 5277 • Off-site, call 9-911**

<table>
<thead>
<tr>
<th>PROBLEM</th>
<th>DESCRIPTION</th>
<th>INITIAL RESPONSE</th>
<th>SECONDARY RESPONSE</th>
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<tbody>
<tr>
<td><strong>CODE BLUE</strong></td>
<td>Respiratory or cardiac distress</td>
<td>Activate Code Blue System</td>
<td>Begin CPR or assisted breathing</td>
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<td>Hospital - Call ext. 5277</td>
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<td>Off-Campus - Call 9-911</td>
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<tr>
<td><strong>CODE BROWN</strong></td>
<td>Internal Business Interruption (water, heat, etc.)</td>
<td>Continue normal operations if possible</td>
<td>Wait for further instructions</td>
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<tr>
<td><strong>CODE GREEN</strong></td>
<td>A disaster that has the potential to disrupt the normal operations at the facility</td>
<td>Level 1 - Notification of event that has the potential to affect Lourdes. Continue Normal Operations.</td>
<td>Level 1 - Increased awareness of impending codes</td>
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<td>Level 2 - Minor impact on the operations of the facility</td>
<td>Level 2 - Support department affected as needed. Send Status report to HCC.</td>
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<td>Level 3 - Moderate effect on the facility</td>
<td>Level 3 - Staff directed to other job assignments as appropriate per HCC. Send Status report to HCC.</td>
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<td>Level 4 - Major impact on operations of facility</td>
<td>Level 4 - Staff directed to other job assignments as appropriate per HCC. Send Status report to HCC.</td>
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<tr>
<td><strong>CODE GRAY</strong></td>
<td>Patient missing</td>
<td>Report to the nearest exit. Look for person per description given.</td>
<td>Assist staff in locating patient</td>
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<tr>
<td><strong>CODE ORANGE</strong></td>
<td>A disaster results in a person or persons requiring decontamination procedures</td>
<td>Chemical - 1st Receiver Team responds</td>
<td>All other personnel continue normal operations and should be aware of anyone who might be contaminated entering the facility</td>
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<td></td>
<td>Radiation - Radiation Team and 1st Receivers respond</td>
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<td></td>
<td>Biological - 1st Receivers and Infection Preventionist responds</td>
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<td>Off-Campus - Call 9-911</td>
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<tr>
<td><strong>CODE PINK</strong></td>
<td>An infant or child is missing or is known to be abducted</td>
<td>Immediate response by staff to assigned entrances/exits of facility</td>
<td>Ask all persons to stop from leaving the facility for the safety of our infants and children. Do not place yourself at risk.</td>
</tr>
<tr>
<td><strong>CODE PURPLE</strong></td>
<td>Unknown chemical spill or assistance is needed in cleaning up a spill</td>
<td>Evacuate all non-essential personnel from the spill area</td>
<td>Activate the Code Purple Team: Hospital - Call ext. 5277 and give name and exact location of the spill Off-Campus - Call 9-911</td>
</tr>
<tr>
<td><strong>CODE RED</strong></td>
<td>Fire, smoke, or smell of something burning</td>
<td>Rescue those in immediate danger (if safe to do so)</td>
<td>Confine the fire by closing all doors and windows.</td>
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<td>Activate the fire alarm system and call: Hospital - Call ext. 5277 and give name and exact location of the spill Off-Campus - Call 9-911</td>
<td>Evacuate: Hospital - horizontally to adjacent fire compartment Off-Campus - to the outside</td>
</tr>
<tr>
<td><strong>CODE SILVER</strong></td>
<td>Person with a weapon/ hostage situation</td>
<td>Call 9-911, then call ext. 5277</td>
<td>Stay away from the area specified. This is an extremely dangerous situation.</td>
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<td>Evacuate the immediate area if possible. Seek cover and warn others of the situation.</td>
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<tr>
<td><strong>CODE YELLOW</strong></td>
<td>Electrical interruption</td>
<td>Check patients in your area. Check equipment operation.</td>
<td>Turn off all unnecessary equipment</td>
</tr>
<tr>
<td><strong>CODE STRONG</strong></td>
<td>Disruptive person</td>
<td>Code Strong Team members respond</td>
<td>All other personnel continue normal operations</td>
</tr>
<tr>
<td><strong>CODE WHITE</strong></td>
<td>Communications Interruption (phone, personal pagers, computers, or overhead paging)</td>
<td>PHONE - Use emergency phone system/cell phones</td>
<td>Assign personnel as runners</td>
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<td></td>
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<td>OVERHEAD PAGING - Use telephones &amp; personal pagers</td>
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<td>PERSONAL PAGERS - Use telephones &amp; overhead page</td>
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<td>COMPUTER - Use downtime procedures</td>
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<tr>
<td><strong>CODE NEURO</strong></td>
<td>Stroke</td>
<td>Neuro Code Team responds</td>
<td>All other personnel continue normal operations</td>
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<tr>
<td><strong>Flow Condition Yellow/Red</strong></td>
<td>High census capacity</td>
<td>Flow Condition status will occur through electronic mail and by overhead announcement</td>
<td>Follow hospital and Emergency Department flow policies</td>
</tr>
<tr>
<td><strong>RES-Q TEAM</strong></td>
<td>Ill or injured person on hospital property</td>
<td>Hospital - Call ext. 5277</td>
<td>All other personnel continue normal operations</td>
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<tr>
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<td></td>
<td>Off-Campus - Call 9-911</td>
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</tbody>
</table>
Emergency Management

The Security Office is located on the main floor of the hospital next to the Emergency Department. Security officers of the hospital can be reached at extension 5177 (for non-emergencies) or at extension 5277 (for emergencies), 24 hours a day.

Safety is a 24-hour job requiring team effort. All employees and volunteers are responsible for team effort. Your cooperation is necessary to prevent avoidable accidents. Be alert for hazards, unsafe practices, or defective pieces of equipment and report them to your supervisor for remedial action.

Emergency Code and Basic Staff Responses are posted in each department of the hospital. A listing is provided on page 8 of this handbook. We suggest that you familiarize yourself with the location of this reference in your designated work area so that if or when a CODE is called, you will be able to respond according to the procedure in your designated area.

Expectations of a Lourdes Volunteer

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

• Be treated as a coworker.
• Be given sufficient information, orientation and training for the assignment.
• Have supervision.
• Have a written service description provided by the Volunteer Services Office.
• Have a safe place to work.
• Be free to discuss problems, suggestions or changes with staff.
• Receive recognition.

Lourdes 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.

The Coordinator of Volunteer Services has the right to expect the volunteer to:

• Abide by the mutually agreed upon service commitment. (50 Hrs Per Semester or 3 Months)
• Bring any problem related to the assignment to the Coordinator's attention.
• Cooperate with Lourdes staff and other volunteers.
• Record volunteer hours worked. This is mandatory.
• Adhere to the policies and procedures of Lourdes and the Department of Volunteer Services.

Friends of Volunteers who are interested in volunteering should be referred to the Volunteer Office. Friends and family members CANNOT accompany another volunteer while volunteering. Only those volunteers who have been accepted through the regular Volunteer process should be working with another volunteer.

Gifts and Gratuities

Employees and volunteers are expected not to receive gifts or gratuities from patients, patient’s families, visitors, suppliers or from other individual companies that do business or might anticipate doing business with the hospital. Volunteers should discourage, as tactfully as possible, the giving of gifts or gratuities in recognition for their services. If individuals wish to express their appreciation, you may suggest that they contribute to the Lourdes Foundation. Inquiries concerning the Foundation should be directed to the Foundation Office.
**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 which 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 favorably on the hospital and the volunteer program. If you are asked a question and do not know the answer, say so, but be sure you inform the guest that you will find the answer for him or 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 first
- Use peoples preferred name
- 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 listener’s words
- Always respond to the patient or his or 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 of confidentiality
- Use everyday courtesies; 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 or 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 reactions
- 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

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**Guidelines for Café and Gift Shop**

The Gift Shop/Cafe dePaul is run by the Lourdes Auxiliary. Profits from the shop have given, and continue to give Lourdes Hospital many needed and wonderful gifts.

By being a part of the Gift Shop/Cafe dePaul team and enabling us to serve the community, Lourdes Auxiliary and Lourdes Hospital profit greatly from your service.

Please remember to arrive promptly and provide courteous service. We expect you to be appropriately dressed because you are in the public eye.
**SOME REMINDERS**

- No jeans.
- No cropped length pants or capris.
- No open-toed shoes (sandals).
- Socks or stockings must be worn.
- Cutoffs or tank tops are not allowed.
- Appropriate volunteer aprons, hair-restraint/visor and picture ID badges must be worn at all times.

The Cafe is routinely inspected by the New York State Health Department. It is a MUST that the Cafe be ready for this inspection at all times.

- Counter tops, counters and machines are to be cleaned after each use.
- All dishes are rinsed and washed in hot, soapy water, rinsed, then put into the dishwasher.
- Silverware must be facing the same direction.
- Milkshake machines rinsed and sanitized after each use.

The customers you will serve are employees of our hospital as well as family and friends of our patients. Please remember they may be experiencing stress and anxiety. Be understanding and provide a listening ear.

If you are unable to volunteer during your scheduled hours, please notify us as soon as possible, preferably 48 hours in advance. Please call Volunteer Services at 798-5490 when calling in sick or absent for your shift. Make sure you talk to a Lourdes staff person to report your absence. If you leave a message on the machine, you still need to contact the Café supervisor or the Gift Shop supervisor. Please refer to the Gift Shop/Cafe phone list for additional numbers. If calling in during non-business hours (weekends and evenings) please call staff at home. For a list of these numbers please call Volunteer Services at 798-5490. This will ensure that our gift shop and cafe remain open at all times.

**Health Screening**

New York State Department of Health laws require patient contact and food handler volunteers to have a health screening prior to placement and annually thereafter. There is no charge for this screening.

Candidates may be denied admission to or continuance in the program if outcomes show a problem and may be referred for follow-up care. When screening results become acceptable, the candidate may be reconsidered for volunteer work. Volunteers who do not comply annually with this requirement will not be allowed to continue in the program.

All volunteers at Lourdes Hospital are required to be screened annually for tuberculosis. The volunteer has the option of having a tuberculin skin test, at no cost, through Employee Health Service or their personal physician, at their own cost. If the volunteer is under age 18, signatures must be obtained. All health information must be documented or accompany the Occupational Health Volunteer Health Clearance Form. This form is provided to volunteers annually by the Volunteer Services Office, and also upon receiving new prospective applications from new volunteers.

**If the volunteer has had a prior positive tuberculin skin test (PPD), they must inform the Employee Health Office located on Ground Floor.** Completion of the required health screening procedures provides clearance for one year. Each year thereafter, volunteers are required to schedule appointments with the Employee Health Office, or provide appropriate documentation from their personal physician to complete the annual screening requirements. Volunteers have six weeks from the time of receiving a reminder to complete this screening. Without proper health screening, volunteers cannot continue their service activities. Volunteer cooperation is vital in obtaining the tuberculin test and submitting documentation to the Employee Health Office, and enables the hospital to comply with Occupational Safety and Health Administration (OSHA) standards. All volunteers will need to undergo the Two-Step PPD process.
Identification Badges
Lourdes Human Resources will provide you with a photo ID name tag. The photo ID must be worn, in plain and obvious view, whenever you are volunteering in this hospital. The ID badge gets turned into the Volunteer Services Office when a volunteer takes a leave of absence or leaves the program. Volunteers who lose their ID badge must notify Volunteer Services offices as soon as possible.

Infection Control
All volunteers of Lourdes Hospital should do everything they can to prevent the spread of infection. One of the most important ways you can do this is to always follow Standard Precautions and please wash your hands.

Liability/Insurance
In the case of a medical emergency or injury while volunteers are on duty, Lourdes will provide emergency care to volunteers. Volunteers are responsible for paying for such emergency care and such care shall not be billed under Worker’s Compensation. Lourdes shall provide a medical screening examination and any available necessary stabilizing care, regardless of the volunteer’s ability to pay.

PROCEDURE
A volunteer who is injured who may have an emergency medical condition shall be provided with appropriate emergency medical care in the Emergency Department or in an appropriate off-site clinic if the injury/condition occurs there.

1. In the event of an injury, inform your supervisor immediately. After hours or on weekends, call Security at Extension 5177. Security will call the Clinical Manager on call to report to the location of the injured volunteer. If the injury is life-threatening, go immediately to the Emergency Department.

2. The person in charge of the area where the individual is volunteering or the Clinical Manager shall notify Volunteer Services (x5832 or x5675). After hours or on weekends, contact Security and they will contact the Director of Volunteer Services or the Volunteer Services Coordinator.

3. Security shall complete an “Officer’s Report” regarding the incident. This report is a confidential, internal document, and not a part of the medical record of any patient.

4. Make sure you have completed and signed all volunteer sections of the documentation regarding the incident prepared by Security and the Clinical Manager.
Lost and Found
The Security Office has been designated as the hospital’s lost and found area. Security is located next to the Emergency Room on the Main Floor. Please turn in any lost and found items there. They can be reached at 798-5177.

Meal Time/Rest Periods
Meal and rest periods need to be scheduled with your supervisor in a manner that does not interfere with the department’s normal operation. Please inform your supervisor of your break prior to leaving the department.

Please do not eat or drink in the department while you are volunteering.

News/Media
All news media inquiries which involve Lourdes, its policies, plans or its patients should be referred to the Public Relations Office at (607) 772-1274.

Off-site Volunteers
Off-site volunteers are responsible for turning their sign-in/out sheets to the Volunteer Services Office on a monthly basis. Please contact the Director/Manager/Supervisor to make sure this has been done and submitted. Safety/Emergency procedures will differ from on-site procedures. Specific safety and emergency procedures should be reviewed with you by your site supervisor.

Parking
Volunteers are requested to use the parking lots in the back of the hospital designated for employees. Please note that signs are posted restricting parking on some hospital property. Please DO NOT park in any of the areas noted for patients, physicians, emergency vehicles, handicap spots, or gated areas.

Pastoral Care
Pastoral Care volunteers should carefully review the accompanying addendum provided regarding Eucharistic Ministry guidelines.

Patient Responsibilities
Patients in Lourdes Hospital, not only have rights, but the following responsibilities:
1. Report any unexpected changes in your condition.
2. Continue to ask questions until you clearly understand a course of action and what is expected of you.
3. Follow the treatment plan recommended by your primary physician and other health care professionals.
4. Be responsible for your own actions if you refuse/or choose not to follow your plan of care.
5. Keep appointments and notify the hospital if you cannot.
6. Fulfill the financial obligation of your health care as promptly as possible.
7. Follow hospital rules and regulations which affect patient care and conduct.
8. Be considerate of the rights of other patients and hospital personnel.
9. Assist in controlling smoking, noise, and number of visitors.
10. Respect the property of other persons and the hospital.

If you would like further information on patient rights or responsibilities, please contact a Patient Representative in our Quality Department by calling (607) 798-5313.

This policy is a reaffirmation of the on-going purposes of Lourdes Hospital as a Catholic health care facility. This statement is to the enhancement of the dignity of the human person. This health care facility recognizes the inherent right of patients to appropriate information to permit them to make judgments regarding their own care.

Lourdes Hospital will strive to make reasonable response to request for services, consistent with good health care and with the corporate and legal obligations and moral and religious beliefs of our Hospital.
As a patient in a hospital in New York State, you have the right, consistent with law, to:

1. Understand and use these rights. If for any reason you do not understand or you need help, the hospital MUST provide assistance, including an interpreter.

2. Receive treatment without discrimination as to race, color, religion, sex, national origin, disability, sexual orientation or source of payment.

3. Receive considerate and respectful care in a clean and safe environment free of unnecessary restraints.

4. Receive emergency care if you need it.

5. Be informed of the name and position of the doctor who will be in charge of your care in the hospital.

6. Know the names, positions and functions of any hospital staff involved in your care and refuse their treatment, examination or observation.

7. A no smoking room.

8. Receive complete information about your diagnosis, treatment and prognosis.

9. Receive all the information that you need to give informed consent for any proposed procedure or treatment. This information shall include the possible risks and benefits of the procedure or treatment.

10. Receive all the information you need to give informed consent for an order not to resuscitate. You also have the right to designate an individual to give this consent for you if you are too ill to do so. If you would like additional information, please ask for a copy of the pamphlet “Do Not Resuscitate Orders - A Guide for Patients and Families.”

11. Refuse treatment and be told what effect this may have on your health.

12. Refuse to take part in research. In deciding whether or not to participate, you have the right to a full explanation.

13. Privacy while in the hospital and confidentiality of all information and records regarding your care.

14. Participate in all decisions about your treatment and discharge from the hospital. The hospital must provide you with a written discharge plan and written description of how you can appeal your discharge.

15. Review your medical record without charge. Obtain a copy of your medical record for which the hospital can charge a reasonable fee. You cannot be denied a copy solely because you cannot afford to pay.

16. Receive an itemized bill and explanation of all charges.

17. Complain without fear of reprisals about the care and services you are receiving and to have the hospital respond to you and, if you request it, a written response. If you are not satisfied with the hospital’s response, you can complain to the New York State Health Department. The hospital must provide you with the Health Department telephone number.

18. Authorize those family members and other adults who will be given priority to visit consistent with your ability to receive visitors.

19. Make known your wishes in regard to anatomical gifts. You may document your wishes in your health care proxy or on a donor card, available from the hospital. In addition, Lourdes has adopted the following Rights for our patients:

20. Execute Advanced Directives including a Health Care Proxy and to participate in ethical considerations of your care.

21. Receive assistance and translation services when English is not your primary language or other assistance when visual, hearing or expressive impairments prevent effective communication with caregivers.

22. Pain relief. This include a quick response to reports of pain; assessment and reassessment of pain status; development with knowledgeable staff of an individual plan for pain relief, and appropriate education in medications and other modalities.

23. Ask and be informed of the existence of business relationships among Lourdes, educational institutions, other health care providers, or payers that may influence your treatment and care.

24. Reasonable response to requests for services consistent with the moral and religious beliefs of Lourdes, with good health care, with corporate legal obligations, with applicable laws and regulations that govern the institution, and with Lourdes financial capability to provide the same. When Lourdes cannot meet the request or need for care because of a conflict with its Mission, Ethical Code or its incapacity to do so, you may be transferred to another facility and/or provider when medically permissible and after being informed of the alternatives and consequences.

Anyone not satisfied with the hospital’s response, may contact:

Office of Health Systems Management
New York State Department of Health/Syracuse Area
677 South Salina Street
Syracuse, New York 13202
Phone: 315-426-7696
Patient Visitation

You are not permitted to visit patients while volunteering. You may visit patients when your shift is completed. Remember you must observe the hospital's visiting hours and rules.

Personal Items

We ask that you keep all personal items at home. The hospital is not responsible for lost or stolen items. Cell phones are not allowed to be used while on duty.

In order to prevent disruption of hospital operation, interference with patient care, and inconvenience to our patients and their visitors, Lourdes prohibits persons to solicit for sale or distribution unauthorized literature or goods on the hospital properties at any time for any purpose in areas of the hospital.

Professional Conduct

Every member of our healthcare team, including our volunteers, has the responsibility to meet the needs of all patients, our customers. The following are goals of Lourdes:

• Patients are our top priority
• Treat each person with respect and dignity; this includes patients, families, visitors and staff
• Honesty is demonstrated at all times
• Sensitivity is always maintained
• All staff work as a team
• Each individual is valued for his/her contribution
• All staff strives to meet the mission, vision and values of Lourdes Hospital.

All activities, services, interactions and policies and procedures, are based upon Lourdes Hospital's mission, vision and values.

Resignations

In order to provide a smooth transition of responsibilities, volunteers who are resigning their positions are to give adequate verbal or written notice to the Volunteer Services Office prior to their separation date. Identification badges and jackets should be returned to the Volunteer Services Office on your last day unless other arrangements are made in advance.

Right to Inspect

The Hospital Administration reserves the right to inspect employees and volunteer’s lockers, desks, belongings, purses, bags, packages, briefcases and person during the investigation of a theft. It is expected that total cooperation from employees and volunteers during such investigations will be provided. Refusal to cooperate with or submit to a search of belongings may be treated as serious insubordination warranting disciplinary action up to and including immediate discharge.
Safety

Safety is everyone's business and every volunteer should observe the following 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 foreign materials on floors to your supervisor.
- Open doors slowly, using the handle or push plate. Be sure the other side is clear before opening doors.
- Horseplay and practical jokes often result in serious injury. This hospital is no place for them.
- Walk, do not run, especially in the hall and on stairs. Keep to the right, using special caution at intersecting corridors.
- Do not take chances or guess! When in doubt, ask your supervisor to explain any job.
- Observe proper back care to avoid strains.
- Know the hospital's fire safety plan. Know the location of fire alarms and extinguishers and how to use them. Your supervisor will help you with this.
- Observe hand washing procedures and volunteer responsibilities for infection control. Observe Universal/Standard Precautions practices as provided during Infection Control Training.

PATIENT CARE SAFETY REMINDERS

1. Food and drink become very important in the hospital. Measurements of intake and output are essential for diagnostic study. NEVER GIVE A PATIENT ANYTHING TO EAT OR DRINK WITHOUT PERMISSION FROM THE NURSE. Do not accept the patient's word.

2. NEVER GIVE ANY SORT OF MEDICATION TO A PATIENT. Only authorized personnel may adjust, change equipment or give supplies of any kind to a patient.

3. Never leave a pediatric (child) patient unsupervised if she or he is involved with materials that could be dangerous. Check with nursing staff if in doubt.

4. Never carry a child, or walk with a child in your arms for any reason unless you have been specifically authorized to do so.


6. Check notices on the outside of patient door concerning isolation or other important notices concerning the patient. Do not enter the room if isolation notice is listed. Always knock before entering a patient's room.

Call when help is needed. If in the room, push the patient's call button. If you cannot reach the call bell, and it is an emergency situation, call for HELP!

For Any EMERGENCY CODE Dial 5277
BODY MECHANICS

Volunteers do not usually become involved in lifting heavy items. Contact your supervisor should you be called to do any lifting of heavy items, and appropriate personnel will be called to assist patients/visitors. Keep the following information in mind:

Most back injuries result from improper lifting. According to the principles of biomechanics, the worst lifting situation occurs when the body is extended over the load. Also, twisting in the position invites injury. Keep your back upright to shift weight on the powerful leg muscles and reduce the lever effect.

• Size up the load before you lift; if it looks heavy, it probably is!
• Plan a route and clear path of obstacles.
• Get a firm footing. Spread your feet apart for a wide base of support and to improve balance, point toes out.
• BEND YOUR KNEES. Don’t bend at the waist. Keep the principles of leverage in mind at all times. Train muscle groups to work together.
• Lift with your legs.
• Hold objects close to your body. Never hold your load away from your body.
• Keep your back upright and avoid twisting. Do not twist, or change feet position, but keep spine position set.

Remember, love your back, and protect your spine:
• Don’t twist during the lift.
• Size up your load before you lift.
• Keep your back straight.
• Bend from the knees.
• Lift with your legs.
• Keep the weight close to your body.
• Get help for a heavy load.

GUIDELINES FOR MEETING PEOPLE WITH DISABILITIES

People who use wheelchairs or crutches
• Keep a person who uses a wheelchair or crutches within reach
• Push a wheelchair only after asking the occupant if you may do so
• If conversation continues for more than a few minutes, sit down to share eye level. It is uncomfortable for a person who is seated to look straight up for a long period

People with speech difficulties
• Give whole, unhurried attention to the person who has difficulty speaking
• Keep your manner encouraging rather than correcting
• Rather than speak for the person, allow extra time and give help when needed
• If you have difficulty understanding, don’t pretend. Repeat as much as you do understand; the person’s reaction will guide you

Tips for Safety

<table>
<thead>
<tr>
<th>DO:</th>
<th>DON’T:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Continually monitor your own status.</td>
<td>1. Appear bossy/arrogant/or to expect an attack</td>
</tr>
<tr>
<td>2. Project a calm, confident feeling.</td>
<td>2. Try to stare him or her down.</td>
</tr>
<tr>
<td>3. Accept their statements as genuine expressions of their feeling.</td>
<td>3. Turn your back to leave.</td>
</tr>
<tr>
<td>4. Talk with the subject; be matter of fact.</td>
<td>4. Argue or make unnecessary demands.</td>
</tr>
<tr>
<td>5. Stay close to them and observe their mood.</td>
<td>5. Crowd the person.</td>
</tr>
</tbody>
</table>
In General

• See the person who has a disability as a person—like anyone else

• Understand that, although a disability may be caused by disease, the disability is not the disease itself and cannot be contagious

• Appreciate what the person can do. Remember that difficulties may stem from society’s attitudes and environmental barriers rather than from the disability itself

• Understand that the life of a person who has a disability can be interesting. Avoid appealing to others to respond to people with disabilities out of gratefulness for not having a disability themselves

• Speak directly to the person who has the disability rather than through a third person. Help draw the person into the group. If the subject of the disability comes up, discuss it with the person rather than with others who may be present

• Be considerate of the extra time it might take for the person with a disability to get things said or done. Let the person set the pace in walking or talking

WHEELCHAIRS

Wheelchairs come in different styles; there is one type with large wheels useful for people to propel themselves and there is the type which has to be pushed by someone. All chairs have front wheels which swivel, locks and should always have foot rests. It is not difficult to handle a wheelchair. They roll easily and anyone who is able to walk with ease and has normal strength can handle a wheelchair.

It is of vital importance that the locks be set before anyone sits down in the chair. They roll easily and could slide out from beneath a person trying to sit. Use of the brakes is the most important part of learning to operate a wheelchair.

Foot rests are used to keep the patient comfortable and to keep their feet out of the way. Foot rests are removable if you are working in crowded spaces.

There are a number of techniques used in helping patients:

• Have patient place arms in lap when being transported.

• Push wheelchair from behind, stay close and put your weight into pushing.

• Avoid slippery surfaces when propelling chair.

• Open doors, then back wheelchair through.

• Always take the wheelchair in and out of the elevators correctly and carefully, ie: back the patient on and push off.

• Use caution at corners and doorways and use the visual mirrors in corners and around doorways.

Security Services

Lourdes provides security officers who are on duty at all times to protect employees, volunteers, patients, visitors and hospital property. If you are in need of security assistance, you may contact them through the Security Department by dialing extension 5177 or by contacting the hospital operator by dialing 0.

GUIDELINES THAT MAKE A DIFFERENCE

1. ID badges must be worn at all times when on hospital property.

2. Utilize security escorts when appropriate.

3. Do not prop open exterior doors or allow unauthorized persons to enter through unauthorized entrances.

4. Inquire when a visitor looks lost, in need of help, or is acting in a suspicious manner.

5. Report suspicious persons or incidents to Security immediately.

6. Dial ext. #5277 in an emergency situation.

7. Store your purse or other valuables in a secure place and always lock your car.
Sexual Harassment

The policy of Lourdes is that all personnel will work in an environment free from sexual harassment and that the hospital will promptly investigate any allegation of sexual harassment. Sexual harassment by employees or volunteers will not be tolerated. Such behavior by contractors and other non-employees who have reason to be on hospital premises will also not be tolerated. If it is determined that sexual harassment has occurred, the hospital will take appropriate action, which may include discharge of the offending employee or volunteer.

Smoking

Recognizing the potential hazards which smoking behavior presents to the general safety and individuals health, Lourdes designates itself as a nonsmoking institution. Smoking is prohibited everywhere in the hospital, on hospital grounds or property leased by Lourdes. This is a NON-SMOKING CAMPUS.

Telephone

The voice and vocabulary used on the telephone should give patients, fellow employees, volunteers and our many customers a positive, friendly and helpful impression of our hospital. Telephones need to be used for hospital business purposes and personal calls need to be kept to a minimum. All volunteers are required to receive prior approval from their supervisor before using the hospital phones for personal use.

Termination

The Director of Volunteer Services reserves the right to terminate your volunteer status as a result of any of the following actions:

• You do not follow Lourdes Hospital’s rules, regulations, policies and procedures
• Absences and/or tardiness without notification
• Unsatisfactory job performance, appearance, attitude towards your duties
• Violation of Lourdes Hospital’s policies on workplace violence and the use of drugs and alcohol
• Any other situations that are not in the best interest of Lourdes Hospital

Training Orientation

To assist you in becoming familiar with the hospital’s policies and operations, you will be introduced to your supervisor who will give you a brief orientation on the first day of volunteer training. You will also receive printed materials that will provide insight into the hospital’s background, organization, goals, policies and benefits. Each department you will be volunteering in will also review important information pertaining to your assignment in that department.

Note: The personnel policies referred to in this handbook are available for your review in your assigned area. Policies can also be found in Compliance 360 on the Intranet under Policies and Procedures.

The ONLY CONSTANT is change.

The health care environment is ever changing. A successful volunteer is someone who is flexible and adaptable to change. The successful volunteer is someone who is receptive to new ideas. Volunteers may ask for clarification from the Volunteer Services Director as to the reasons for changes. However, should a volunteer become resistant to necessary changes which must be implemented, the volunteer may be reassigned by Volunteer Services Staff. Understandably, change can be difficult. The Volunteer Services Staff will assist you in adjusting to the changes. Please do not hesitate to contact Volunteer Services for support through a difficult period.
**The Mission of Volunteer Services**

*Volunteer Services is essential to the mission of Lourdes through relationships with patients, families, staff, and the public. Volunteers are skilled and have high expectations of meaningful work.*

**Our Purpose**

As an integral component of Lourdes, our purpose is to provide an efficient and humanistic volunteer staff which offers an extra dimension of care and services to patients, families, visitors, and support services for Lourdes staff.

We welcome enthusiastic individuals of all backgrounds and abilities and do not judge applicants by race, religion or age, but rather by commitment, dependability and the desire to be of service.

Volunteer Services develops and supports a team of volunteers who serve the patients, families, visitors and the staff who provide professional care at Lourdes.

The Volunteer Services Department provides assistance to hospital departments and staff as requested. Volunteer Services consists of volunteers who have been trained and educated in each area of the facility where assistance from staff have been requested and scheduled to provide assistance.

You are directly responsible to the Volunteer Services Coordinator. You are also responsible to the department manager of your assigned area for the satisfactory performance of your volunteer duties.

An evaluation of your job performance will be completed annually. This gives us a chance to assess aspects of your volunteer duties that you do well and to see if there are any areas that could be improved.

**Volunteer Bill of Rights**

1. Right to be treated as a co-worker not as “just free help” or a “prima donna.”
2. The Right to a suitable assignment with consideration for personal preference, temperament, life experience, & education.
3. Right to thoroughly planned and effectively presented job training.
4. Right to know as much about the organization as possible, including its policies, staff and programs.
5. Right to continuing education, information about new developments and opportunities.
6. Right to sound guidance and direction by someone who is experienced, well-informed, patient and thoughtful.
7. Right to an orderly, designated place to work.
8. Right to a variety of experience.
9. Right to be heard, to have a part in planning, to feel free to make suggestions and to have respect shown for an honest opinion.
10. Right to recognition and expressions of appreciation.
As a Lourdes Volunteer, you can become an integral part of the hospital team. Your efforts will benefit the hospital in continuing its commitment to excellence while providing you with the personal satisfaction of contributing to the welfare of those in need. Each year, hundreds of volunteers find fulfillment, practical work experience and companionship within Lourdes.

• Teens have the opportunity to learn from this introduction to an environment of commitment and responsibility.
• Students gain experience for college, resumes and employment, and accrue the volunteer hours needed to meet school course requirements.
• Homemakers, a vital part of Volunteer Services, share their compassion, skills and expertise on behalf of patients, families and staff.
• Employed adults volunteer for personal growth, job advancement, career change or social commitment.
• Retirees gain personal satisfaction and reward by offering their time and experience to the hospital.

The following are both tangible and intangible rewards for volunteers who give their time and energy to the hospital. Here is a list of some of the benefits offered to the volunteers at Lourdes:

• Volunteers receive free Tuberculosis screening annually.
• Volunteers are eligible for free flu vaccine when available.
• Volunteers receive appropriate skills training.
• Volunteers are eligible for staff education classes when appropriate and as available.
• Volunteers are included in many Hospital social functions.
• Volunteers are specially honored throughout the year, but particularly during National Volunteer Week.

Generally, volunteers are invited to extracurricular activities that are offered to employees, for instance the annual employee picnic. Check with the Volunteer Services Department to inquire about specific events or specials.

Lourdes wants to promote from within in order to recognize employee potential, provide upward mobility and to ensure maximum utilization of human resources. All open positions are posted in the hallway next to Employee Health, located on the Ground Floor of the hospital. These announcements include a brief description of the duties and responsibilities for the position, job title and department.
**Most Importantly...**

Thank you for donating your time to Lourdes Hospital!

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### Phone Directory

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cafe dePaul</td>
<td>798-5401</td>
</tr>
<tr>
<td>Foundation</td>
<td>798-5684</td>
</tr>
<tr>
<td>Gift Shop</td>
<td>798-5260</td>
</tr>
<tr>
<td>Lourdes Auxiliary</td>
<td>798-5213</td>
</tr>
<tr>
<td>Lourdes Family Care Pharmacy</td>
<td>798-5944</td>
</tr>
<tr>
<td>Main Switchboard</td>
<td>798-5111</td>
</tr>
<tr>
<td>Manager’s Office (Gift Shop/Cafe dePaul)</td>
<td>798-5832</td>
</tr>
<tr>
<td>Patient Information</td>
<td>798-5269</td>
</tr>
<tr>
<td>Security Office (For Non-Emergency Use Only)</td>
<td>798-5177</td>
</tr>
<tr>
<td>(For Emergency Use Only)</td>
<td>798-5277</td>
</tr>
<tr>
<td>Spiritual Care</td>
<td>798-5596</td>
</tr>
<tr>
<td>Volunteer Services Office</td>
<td>798-5490</td>
</tr>
</tbody>
</table>

*Office hours Monday - Friday 8:00 a.m. - 4:00 p.m.*

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### Hours of Operation

<table>
<thead>
<tr>
<th>Service</th>
<th>Hours of Operation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cafe dePaul</strong></td>
<td>Monday-Friday, 7:00 a.m. to 8:00 p.m.</td>
</tr>
<tr>
<td><strong>Foundation</strong></td>
<td>Monday-Friday, 9:00 a.m. to 6:30 p.m.</td>
</tr>
<tr>
<td><strong>Gift Shop</strong></td>
<td>Monday-Friday, 9:00 a.m. to 8:00 p.m.</td>
</tr>
<tr>
<td><strong>Cafeteria</strong></td>
<td>Breakfast, 6:30 a.m. to 9:30 a.m.</td>
</tr>
<tr>
<td></td>
<td>Lunch, 11:00 a.m. to 2:00 p.m.</td>
</tr>
<tr>
<td></td>
<td>Dinner, 4:00 p.m. to 6:30 p.m.</td>
</tr>
<tr>
<td><strong>Lourdes Family Care Pharmacy</strong></td>
<td>Monday-Friday, 9:00 a.m. to 6:00 p.m.</td>
</tr>
</tbody>
</table>

*Disclaimer – Hours subject to change based on volunteer availability.*

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“Life’s most persistent and urgent question is: What are you doing for others?”

— Martin Luther King, Jr.

www.LOURDES.com