

Volunteer Policies and Procedures

1. A volunteer for Doctors Hospital will be accepted through Volunteer Services and scheduled by the Director, or her Assistants. The Director of Volunteer Services is directly responsible for all volunteers. A volunteer does not replace the work of paid hospital personnel, but augments the services to provide that personal touch to our customers.
2. All volunteers must be at least 15 years of age before volunteering in the hospital. Volunteers are encouraged to perform at least 100 hours overall. Reference letters will be completed after a minimum of 100 hours of service was performed.
3. All volunteers are required to have a tuberculosis test (TB), Flu Vaccination, interview and background check before working in any patient care areas and throughout the hospital. Volunteers are to follow guidelines regarding infection control, confidentiality and safety practices. Volunteers must sign appropriate forms according to hospital policy. Annual updates will also be distributed in order to stay compliant with The Joint Commission (TJC) standards. Your signature is required on these forms as well. All active volunteers must adhere to these policies and attend in-services as required by hospital administration.
4. Volunteers are required to attend a Doctors Hospital orientation class which will be scheduled by the volunteer office.
5. Volunteers are required to call the ***Volunteer Office at 544-2585*** if unable to report for duty. All new volunteers will be on probation for 90 days following orientation. During this probation volunteers should not call-off more than 3 times unless it is an emergency.
6. All volunteers are required to sign "in and out" in the volunteer office or at one of the Volunteer Information Centers (VIC). These records are important as they are used for awards and become a permanent record for the volunteer.
7. Once a year all volunteers are evaluated for their performance as a volunteer. The Director of Volunteer Services or specific department

managers according to Department Policies and Procedures may do this evaluation.

8. An incident report must be filed, should a volunteer need treatment in the Emergency Room. Please contact the volunteer office for all incidents.
9. Doctors Hospital is a tobacco free campus, as are all OhioHealth facilities. Smoking is NOT permitted on site during your service.
10. A temporary hospital badge (gold) and patch will be given to volunteers prior to receiving their picture badge. On the first day of volunteer service, volunteers will receive the signed blue form which allows security to make the volunteer a photo I.D. badge. Photo I.D. badges will not be made without having the blue authorization form signed by Debbie Wilder. Once you receive the blue form it is the responsibility of the volunteer to contact security (544-1063) to set up a time to visit the I.D. center and get the hospital badge made. Security will not make an I.D. badge without a valid photo I.D. Volunteers must wear an identification badge at all times and cannot volunteer unless they are wearing an appropriate identifier.
11. The hospital cannot assume responsibility for any loss incurred by the volunteers. Women are encouraged not to bring their purses to the hospital. Volunteer Services will inform you as to where you may leave your personal things while on duty. Money should be kept in your pocket.
12. Food service is available in the cafeteria located on the ground floor. Any volunteer working a minimum of 4 hours per visit will receive \$5 off of their meal purchase by swiping the individual's Hospital I.D. Badge. *Any cost above \$5 will be payable by the volunteer.* Thirty (30) minutes are allowed for lunch or dinner. Cafeteria conversations should be kept light.
13. Volunteers will receive extra service hours when they volunteer any hours on the following days: New Year's Eve, New Year's Day, Easter, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, Christmas Eve, Christmas Day, National Volunteer Week and their birthday. *This does not*

include those students required to have service hours. Volunteers working after 4:00 p.m. and on weekends will receive merit hours.

14. Volunteers will be provided the same discounts as employees to community establishments. Human Resources has a list of programs available to staff and volunteers. Volunteers are also welcome to attend and participate in all employee functions and meetings where appropriate.
15. Active volunteers with 100 or more hours of service during the year will be invited to annual recognition banquets and other hospital functions. Volunteers will receive pins for hours of service – starting at 100 hours and up to over 30,000 hours. Pins can be “recycled” or kept.
16. Free parking is available at the shuttle lot, directly across from Doctors Hospital on the corner of West Broad Street and Norton Road. Parking is not permitted in the patient parking areas (see maps).
17. Doctors Hospital is proud of the members of the Volunteer Council-- those volunteers who serve in an advisory role with the Director of Volunteer Services and Administration. Each year new members are appointed. The Volunteer Council makes suggestions to the hospital regarding policies, recognition events and other improvements as it pertains to Volunteer Services. Please contact the office for current names of the council members if you would like to make a suggestion.
18. Some of the benefits of volunteering include the following: Complimentary Meals, Free Flu Shots, Concierge/Errand Service, “Lunch & Learn” invitations, and Recognition Pins.
19. All reporters, journalists, and outside media must go through OhioHealth Media Services to receive permission to interview or film/photograph hospital property. Please contact Security at 544-1063.
20. OhioHealth newsletter’s are printed monthly. They are full of interesting articles about our hospitals and others in the OhioHealth system. News Flash is a weekly Doctors Hospital publication with the most recent

updates on “what’s happening” at our hospital. You can find copies in the Volunteer office.

21. Behaviors which may result in dismissal from the program include, but are not limited to:

- Being absent without notifying **Volunteer Services or Scheduling Coordinator**.
- Three unauthorized absences (no call, no show)
- Insubordination
- Stealing hospital property – a volunteer may be prosecuted if caught stealing
- TB tests, Flu Vaccinations, and Annual Compliance Education **must** be performed annually
- Lack of cooperation
- Charting or reading charts
- Not following policies/procedures from other hospital staff while working in their areas.
- Breach of Confidentiality and non-compliance of HIPAA policies
- Smoking, drug/alcohol use
- Entering without specific authorization, restricted areas which are as follows:
 - Patient Isolation rooms:
 - Delivery, & Operating Rooms
 - Morgue

22. A neat, clean, well-groomed appearance is a must at all times. All volunteers must adhere to the dress code. No T-shirts, no shorts or short skirts, and **no jeans (including colored denim)** or hip-huggers are permitted. Tennis shoes are recommended. Socks must be worn at all times. Khaki, black, or navy slacks are required with a white polo (teens) or a Royal blue uniform vest or jacket (Adults). All shirts and jackets are available for purchase through the Volunteer Department. Wear your hospital I. D. badge and the Volunteer patch at all times.

23. Any volunteer that wishes to volunteer in OB/Maternity or Emergency Department must receive a Health Assessment in Associate Health prior to volunteering in those specified areas.