

Volunteer Guidelines

- 1. Schedules:** Volunteers are expected to arrive on time, ready to perform assigned duties. If you are ill, please stay home. If you become ill while on duty, please report to your supervisor immediately. If you are not able to keep your assigned schedule, notify your supervisor.
- 2. Parking:** When volunteering in Mauston, parking is available in the employee parking lots located behind the hospital. When volunteering in New Lisbon, please park in the visitor's parking.
- 3. Signing In/Out:** Please sign in/out on the form located in the volunteer office at your facility. Please fill out your line completely, including the time to the closest quarter hour.
- 4. Appearance:** Volunteers are required to maintain a neat and clean appearance. Name tags provided must be worn above the waist at all times when on duty. Comfortable, low-heeled, soft-soled shoes are required for volunteer safety and to reduce the noise throughout the facility. Additional appearance guidelines may apply to the department in which you are located.
- 5. Personal Belongings:** Locations will be available for you to hang your coat. You are encouraged to leave other personal belongings at home or in your car. Mile Bluff Medical Center assumes no responsibility for lost, stolen, or damaged items.
- 6. Breaks:** All volunteers working through a meal period may take a half-hour lunch at the convenience of the department in which they are working. Vending machines are available. You can also bring a sack lunch.
- 7. Smoking Policy:** Smoking is NOT allowed anywhere on the campus of any Mile Bluff facility. This includes parking lots, vehicles, restrooms, etc. If you need to take a smoking break, you must leave the premises.
- 8. Values & Standards:** Always be courteous, patient, cheerful, and interested in the patients/residents/visitors. Remember, you are here to help them. We request that you not ask staff for medical advice.
- 9. Patient/Resident Rights:** Please be respectful of patients'/residents' preferences, dignity, and privacy. Always knock on their door to receive permission to enter. Always introduce yourself. Always ask if they would like a visit, they have the right to decline. Do not at any time accept gifts or money from patients/residents. Do not at any time shop for patients/residents or offer to cash checks.
- 10. Confidentiality:** Sharing confidential information with unauthorized personnel is illegal and is grounds for dismissal and/or further legal action.

- 11. Abuse/Harassment:** If you observe anybody treating a patient/resident inappropriately stop the behavior, protect the patient/resident, and report it to your supervisor. If you feel you are being harassed, report it to your supervisor.
- 12. Emergencies:** Volunteers are expected to report to staff for further instructions when an emergency is paged. Never attempt to assist a resident who has fallen, is choking, or is injured. Report emergencies to staff immediately.
- 13. Infection Control:** Remember proper hand washing at all times. Do not directly handle patient/resident food. If a patient/resident is on isolation precautions, see their nurse for instructions before visiting. Annual flu vaccination and a onetime Mantoux are required for all regular volunteers.
- 14. Patient/Resident Safety:** Always make sure the patients'/residents' call lights are within reach. Do not assist any transfers (in or out of bed, chair, or wheelchair), walking, raising/lowering the bed, medications, or eating. Do not bring your children to the facility while volunteering unless previously discussed with your volunteer coordinator. Inform staff of any concerns that arise with a patient/resident.
- 15. Animal Volunteers:** Pets who volunteer at any facility must be up-to-date on all vaccinations and, if visiting regularly, must be certified with a legitimate training agency. Records of such must be given to your volunteer coordinator every year. All pets must be well groomed (ie free of fleas, bathed). Pet owners are responsible for cleaning up after the animal and for ensuring the animal is on its best behavior. Always make sure to ask a patient/resident if they are comfortable receiving a pet visit.
- 16. Orientation & Training:** Basic orientation is provided by the volunteer coordinator at each facility. General training and supervision, including annual review, is provided by the head of the department or designee to which you are assigned. Do not perform any duties you have not been trained to do. Any questions or concerns should be directed to your supervisor. When in doubt...ask.