Volunteers have contributed to Winchester Hospital since 1911.

Mission Statement

To Care. To Heal. To Excel.  
In service to our community.

41 Highland Avenue ● Winchester, Massachusetts 01890 ● 781-756-2625  
www.winchesterhospital.org
Welcome

Dear Winchester Hospital Volunteer:

On behalf of the Winchester Hospital family, I want to welcome you into our volunteer program. You join an impressive group of people who have already committed to service. I hope you will find your time here as rewarding and satisfying as they have.

The information contained in this handbook is intended to introduce you to the various policies and procedures of the volunteer department and the hospital. It will also serve you in the future as a ready reference. Please read it carefully and if you have any questions, feel free to contact any member of the volunteer services staff.

We are pleased you have chosen to volunteer at Winchester Hospital. Your service will greatly enhance the care given our patients and the support provided to staff, families and visitors.

Marie B. Johnson, Director of Volunteers

About Winchester Hospital

Volunteers have been a part of the Winchester Hospital family since the hospital was established in 1911. Over the years, our volunteers have contributed immeasurably to our ability to provide the highest quality medical care in a comfortable, friendly environment. Having received many awards such as Magnet and Best Place to Work, Winchester offers a full range of inpatient and outpatient diagnostic, medical and surgical services, 24-hour emergency care, around-the-clock laboratory and support facilities, a Childbirth Center and Level II nursery. At Winchester Hospital over 700 physicians represent all medical specialties; many of them are affiliated with Boston’s finest teaching hospitals. Winchester and Children’s Hospital have developed a program that provides round-the-clock, in-house coverage by Children’s Hospital pediatricians at Winchester Hospital for both urgent and inpatient pediatric care.
The Volunteer Services Department is dedicated to providing quality service and support while respecting the dignity, individuality and needs of Winchester Hospital patients, staff, volunteers and visitors.

We are committed to compliment the goals and objectives of other programs and departments by providing compassionate, well-trained and resourceful volunteers who help to provide quality care for patient satisfaction. The Winchester Hospital Volunteer Department’s goal is to meet the needs of each volunteer as well as the needs of the hospital community by delivering ultimate services that reflect Winchester Hospital’s standard of care.

All volunteers should be committed to assisting the staff of Winchester Hospital to provide quality care for patient satisfaction.

Handbook Topics for you to review are as follows:

- Application Process
- Dress and Appearance
- Orientation and Training
- Attendance
- Awards and Recognition
- Safety - Public Address System
- Infection Control
- Confidentiality
- Code of Conduct
- Service Excellence/PROMISE
- General Information
APPLICATION PROCESS

All volunteers must complete an application form that will be kept on file. The application form helps us determine the proper volunteer placement based on your interests and availability. It also provides permission to the hospital to run a Criminal Offense Record Investigation (CORI). It also provides us with emergency contact information and enables us to include you on our mailing list. Applicants meet with the Director of Volunteers to determine the best assignment and arrangements for placement and training will be made.

HEALTH SCREENING

All new volunteers need to be tested for tuberculosis (TB). If you have had a test within the last 12 months, you may submit that documentation as part of the application process. Otherwise once interviewed and placed, you may make an appointment for a test at the Employee Health Department (781) 756-2148. It must be administered before you start volunteering.

In the event that you have tested positive for TB in the past, you should not be tested again. Rather, you need to complete a TB Screening Form to see if you have any pulmonary symptoms suggestive of TB. You should also be prepared to provide documentation of appropriate medical treatment.

Volunteers are encouraged to take the flu shots offered each fall by Employee Health at the hospital.

The Infection Control Coordinator (781) 756-2909 and Employee Health Coordinator (781) 756-2148 welcome staff and volunteer questions about TB or any other infectious disease. Please give them a call if you would like further information.

DRESS & APPEARANCE

Winchester Hospital is committed to providing the best possible care. Our personal appearance influences patient satisfaction. We all need to look professional and to take into account such issues as safety, noise, infection control and respiratory reactions when dressing and grooming.

Volunteers must wear picture ID badges at all times when on hospital premises. They may be obtained at the Nurse Staffing Office. The badge should be worn above waist level.

Uniforms are purchased through the Volunteer Department. The uniform for women is a salmon colored smock. Men wear a red jacket. Juniors wear red polo shirts. “Business casual” is considered appropriate attire for volunteering along with your ID badge and uniform. Volunteers are asked to wear closed-toe, low-heeled shoes with rubber heels for comfort, safety and quiet.
Makeup and jewelry should be inconspicuous. Personal cleanliness, including hair and fingernails, is essential. No perfume and no chewing gum on duty please. Tattoos that are visible cannot be offensive or disturbing to patients.

Certain items of clothing are not acceptable, such as jeans, stretch pants, athletic shorts, warm-up pants, tank tops and clothing with large logos or sayings. Sunglasses and hats may not be worn inside. During the summer, walking-length shorts may be worn.

**Orientation & Training**

First, you are oriented to Winchester Hospital. This is accomplished during your meeting with the Director of Volunteer Services and you may be asked to attend *New Volunteer Training*. At the training, we review the content of this handbook in an interactive manner. Second, you are oriented to your service and the department from which you volunteer. To accomplish this, you will receive a written job description for your service. Your department supervisor provides training that is specific to the department's activities. This includes introduction to the department, its policies and procedures, emergency code responses and location of fire alarms, instructions for answering department telephones and demonstration of specific tasks. You will also receive additional training from members of the volunteer staff, employees in your service area and/or experienced volunteers.

Mandatory Training or an in-service is scheduled annually to review policies/procedures and to update you on important changes. The in-service allows for information sharing, problem solving and volunteer team building and fulfills the requirements of various regulating agencies such as The Joint Commission (TJC) and OSHA (Occupational Safety and Health Administration).

Continuing education is promoted as a volunteer benefit and as an ongoing training tool. We encourage colleagues who provide programs for employees or the community to invite volunteers to attend. Programs could include new developments in health care, current or new services and programs provided by Winchester Hospital, update on TJC standards, physical changes at the hospital or another campus, staff presentations on relevant topics or workshops given by outside agencies.

**Attendance**

Your service or department depends on you to be there when you are scheduled. Always call your department if you are unable to keep your volunteer commitment. If you know in advance that you will be absent, try to make arrangements for a substitute if requested by your service or department. If an emergency comes up at the last minute, please notify Volunteer Services at (781) 756-2625. The hospital requests that you do not report for duty if you are ill.

July 2010
SIGN-IN/OUT

Volunteers at Winchester Hospital sign in/out on the computer in the volunteer office. Off campus volunteers send their hours via interoffice mail or email to the Volunteer Department on a monthly basis. The Friends of Winchester Hospital, a service auxiliary, give awards in recognition of hours served.

HOLIDAY SCHEDULE

Winchester Hospital observes major holidays. Please refer to the published list of official holidays for the calendar year. Volunteers are not expected to report on a holiday. However if you wish to volunteer, you can earn bonus time equal to double your hours served.

VACATION

If you need planned time off, please give your service and department ample advance notice. If you volunteer at Winchester Hospital, please fill out a vacation request form located at the sign-in desk.

LEAVE OF ABSENCE (LOA)

Occasionally, a volunteer may need to take a leave of absence for medical or personal reasons. If you anticipate being gone for an extended period, please notify your department and Volunteer Services and you will be placed on inactive status. When you are able to return to service, contact Volunteer Services to reactivate your placement. Although an attempt will be made to return you to the same department, volunteer assignments cannot be guaranteed to those on an LOA for more than three months. NOTE: Volunteers returning from a medical LOA must provide a health statement from their physician before performing any volunteer duties.

CHANGE OF ASSIGNMENT

Any volunteer wishing a change in his/her volunteer assignment, should discuss the change with the Director of Volunteers.

TERMINATION OF SERVICE

A volunteer may terminate volunteer service at any time. However, a notice would be greatly appreciated. Picture ID badges must be returned to the Volunteer Department.
TIPS & GRATUITIES

It is not considered appropriate for any volunteer of Winchester Hospital or its subsidiaries to receive gifts and gratuities. If offered a gift, tip or gratuity, refuse the offering graciously by explaining this policy.

LIABILITY

Although Winchester Hospital has complete insurance coverage, it is still possible for an individual to be held liable for his or her own acts of negligence. Most homeowner’s insurance policies include liability coverage and we suggest that volunteers check to ensure they have this protection for volunteer work.

AWARDS & RECOGNITION

Winchester Hospital recognizes its volunteers with distinctive badges and pins for their uniforms. These awards are based on hours of service and are presented to adult volunteers by the Friends of Winchester Hospital.

<table>
<thead>
<tr>
<th>Hours</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>50 hours</td>
<td>A volunteer badge is worn on the left shoulder of the smock or jacket</td>
</tr>
<tr>
<td>150 hours</td>
<td>A blue star is sewn to the blue field of the 50 hour badge under the letters “lu” in the word “Volunteer”</td>
</tr>
<tr>
<td>300 hours</td>
<td>A red star is sewn under the letters “te” in the word “Volunteer”</td>
</tr>
<tr>
<td>500 hours</td>
<td>A white star goes in the center of the badge above the word “Volunteer”</td>
</tr>
<tr>
<td>1,000 hours</td>
<td>A pin is worn on the left shoulder above the 50 hour badge</td>
</tr>
<tr>
<td>1,500+ hours</td>
<td>An hour guard is attached to the pin for 1500, 2000, 3000, etc.</td>
</tr>
</tbody>
</table>

BENEFITS TO THE VOLUNTEER

Everyone has his/her own reasons why they volunteer and why they have chosen Winchester Hospital. In the words of Kerstin March, Volunteer and Past President of Friends, Volunteering is the “opportunity to be of service to patients, visitors and staff, to make new friends, to learn new skills, to get out of the house… many different reasons for many different people, all with at least one common goal: to give of ourselves for a good cause.” While you are volunteering for Winchester Hospital, we hope you find many personal benefits. Some of the tangible benefits are as follows: free parking, volunteer service awards, recognition events, hospital celebrations & picnic, in-service education, free flu shots, tuberculosis test (PPD), tax deductions and use of the employee pharmacy.

July 2010
SAFETY

INFECTION CONTROL: WASH YOUR HANDS

Good hand washing helps keep everyone in the organization healthier. Did you know that there is a higher microbial count underneath your fingernails that anywhere else on your hands? Review these guidelines to make sure you are washing the right way.

When to Wash:
- at the start of your shift
- before and after contact with patients
- after handling any soiled materials
- at regular intervals throughout your shift
- before eating, drinking, applying cosmetics and handling food
- after meals or snacks, removing gloves, using the restroom, sneezing or coughing, blowing your nose and ending your shift

How to Wash:
- turn on water and adjust temperature
- moisten hands thoroughly
- apply about a teaspoon of liquid soap
- wash all surfaces of your hands and one inch above your wrist
- vigorously rub hands for 10-15 seconds
- rinse hands thoroughly without touching the inside of the sink
- dry hands thoroughly with paper towels
- turn water off using a dry paper towel to touch knobs

Don’t think wearing a glove is a substitute for hand washing – it’s not. Use alcohol-based, waterless hand rub products that are available in various areas throughout the hospital.

Do not enter any patient room marked Isolation or Precaution. If you are unsure whether or not to enter a patient’s room, ask at the Nurses’ Station.

CODE RED: IN CASE OF FIRE, RACE TO SAFETY

Any fire requires a rapid, coordinated effort to prevent injury, loss of life or property damage. Fires in the hospital setting present an even greater challenge because many patients are unable to move and must rely on hospital staff to rescue them.

To help protect our patients, visitors and yourself, memorize these basic steps:

<table>
<thead>
<tr>
<th>R</th>
<th>Rescue: Remove anyone immediately threatened by fire or smoke.</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Alarm: Pull the nearest fire alarm box (located in hallways near fire exits). At WH, dial x3333 and state “CODE RED,” the location of the fire and a brief description of it. (Keep in mind that the emergency number may not be 3333 at other locations. Ask your supervisor.)</td>
</tr>
<tr>
<td>C</td>
<td>Confine: Close all doors, windows and metal shutters.</td>
</tr>
<tr>
<td>E</td>
<td>Extinguish/Exit: If there is no personal danger, attempt to extinguish the fire. If the fire is larger than a trash can or if you cannot fight the fire with your back to an exit, leave the room.</td>
</tr>
</tbody>
</table>

July 2010
Additional RACE Points:

All the steps of the RACE process should occur simultaneously if possible. A team approach is best. Every person in the Code Red area has a job to do, including people from other departments who happen to be there - such as volunteers. If enough staff/volunteers are available, have someone stay by the fire pull box to direct the code team to the actual site of the fire.

CODE 99

In the event of a life-threatening emergency, please call x3333 (in the hospital) to activate the code team response. State “Code 99” and the location of the emergency. Trained personal will respond with life-saving medical equipment. If you hear the Code 99 announcement, stay clear of the area where the emergency is occurring.

CODE PINK

The hospital uses the security alert “Code Pink” as a code phrase for a possible infant or toddler abduction. Even though there are many practices in place to prevent this type of emergency, we need to be prepared. Staff will respond to a Code Pink announcement. Volunteers should not intervene or attempt to stop anyone. Instead, report any pertinent information to security at x3333. Do not attempt to leave the building; remain inside until you hear the all-clear announcement.

COMMUNICATION

GUEST RELATIONS/SERVICE EXCELLENCE/PROMISE:

A high degree of professionalism is required by our employees and volunteers to provide the most caring and pleasant environment possible. It is incumbent upon all volunteers to show a high degree of cooperation and care when working with patients and visitors in any of the Winchester Hospital Facilities. Winchester Hospital has established Service Excellence Performance Standards grouped under our PROMISE to our patients and each other. The are the following:

- P-promoting teamwork
- R-respect
- O-ownership
- M-maintaining a Positive Attitude
- I-initiative
- S-safety and Quality
- E-empathy

July 2010
Commitment to Winchester Hospital’s PROMISE

What makes our PROMISE so important?
When someone enters Winchester Hospital, they are entrusting us with a responsibility that is otherwise normally their own – the responsibility for their health, well-being, and often, their lives. How well we respond to that sense of trust is vital to our success.

Our vision is to demonstrate the PROMISE of Winchester Hospital in every encounter with patients, coworkers, and the community. To achieve this vision, we follow these Standards:

P Promoting Teamwork.
1. Valuing and acknowledging the role of each team member.
2. Looking for opportunities to assist team members who are overwhelmed; offering to help; not burdening other individuals, groups or departments to lighten your own workload.
3. Creating an environment in which team members feel comfortable asking each other for help.
4. Welcoming new team members, taking the time to orient them to the team and setting a positive example.
5. Being open to accepting feedback from team members about how things could be done better or what behaviors could be improved.
6. Listening to and encouraging team members who have new ideas about how your team could function even better.
7. When promising to do something, making sure to do it, or ensuring that someone else will do it.
8. Never gossiping about other team members. When you have feedback for a team member, speaking directly to that team member.
9. Acknowledging your team members for a job well done.
10. Asking “How can I be a better team member?”

R Respect.
1. Introducing yourself, explaining what you are there to do, and before you leave, asking “Is there anything else I can do – I have the time.”
2. Having a professional appearance; wearing your ID badge so that people can identify you as an employee of Winchester Hospital.
3. When making decisions, involving the people who will be affected by those decisions; for example, patients and families should be involved in health care decisions, employees should be involved in practice and policy decisions.
4. Appreciating that not everyone has the same values as you do and respecting other people’s cultural, religious and generational values.
5. Keeping information confidential; never talking about patients and coworkers in public areas.
6. Respecting others’ schedules by coming to meetings on time, keeping patients apprised of wait times, being prepared for meetings and conversations, etc.
7. Keeping personal frustrations to yourself so patients do not feel your focus is elsewhere.
8. Recognizing that a person’s behavior which you may view as disrespectful could have been unintentional; giving that person the opportunity to explain their behavior and correct it in the future.
9. Protecting the modesty and sensitivity of patients by drawing curtains, knocking before entering, etc.
10. Asking “How can I be a more respectful team member?”

O Ownership.
1. Putting what is best for patients and the hospital ahead of what is best for you.
2. Embracing service excellence initiatives such as rounding.
3. Completing all hospital requirements such as competencies and TB testing as required.
4. Being accountable for learning and following hospital policies and procedures.
5. Taking responsibility for your own actions; not making excuses.
6. Following through to make sure things are taken care of and resolved, and that instructions are understood.
7. If things go wrong, owning the process of making things right by utilizing the Service Recovery Program.
8. Using equipment and supplies in a fiscally prudent manner.
9. Showing an understanding that people learn in different ways by reinforcing verbal messages and written materials, or vice versa.
10. Asking “How can we do this better?”

(over)
**Maintaining a Positive Attitude.**

1. Recognizing that 95% of what you are communicating is being conveyed through your body language and tone of voice – not with the words you use.
2. Remembering that we have only one chance to make a first impression; making every effort to make the hospital and your coworkers proud.
3. Making the choice not only to come to work each day, but to give your best effort each day.
4. Acknowledging others and being courteous to everyone you encounter, saying “hello” in the hallways or “thank you” for work completed.
5. Recognizing that things sometimes go wrong; when they do, approaching the situation with a focus on solutions.
6. Avoiding assuming that others have bad intentions with their behavior; being willing to keep an open mind regarding the intentions of others.
7. Recognizing that change is inevitable in an organization committed to excellence; being willing to adapt.
8. Making eye contact and nodding your head to show that you are listening and attentive.
9. Realizing that if you express negativity, it can affect group dynamics and be detrimental to the performance of others.
10. Asking “Am I demonstrating positive energy to improve Winchester Hospital?”

**Initiative.**

1. Anticipating the needs of team members and patients; not waiting to be asked.
2. Following through on work commitments; if necessary, explaining why you cannot meet a commitment.
3. Avoiding a mentality of thinking “it’s not my job”; embracing the fact that it is your job to handle issues or find someone who can.
4. Recognizing potential problems and taking action before the problem escalates.
5. Taking the extra step; for example, if someone looks like they need directions, offering to escort them to their location, or asking coworkers if they need help before you leave.
6. Attending and participating in staff meetings and educational sessions so you can learn more to help the team perform optimally.
7. Seeking out better ways to care for patients or otherwise improve the workplace.
8. Recognizing discomforts and inconveniences to patients and trying to minimize them.
9. Making sure supervisors are aware of any unusual circumstances on the job.
10. Asking “Is there something more that I can do?”

**Safety and Quality.**

1. Recognizing that safety and quality are the organization’s top priority; championing and adhering to all hospital safety policies.
2. Embracing the hospital’s and your department’s quality initiatives.
3. Ensuring that you follow handwashing protocols at all times.
4. Ensuring that you always have the right patient by performing the two patient identifiers.
5. As appropriate, using critical safety practices, like time-outs, huddles, debriefs, and check backs.
6. Keeping the workplace safe by reporting hazards or potentially violent situations immediately and documenting them using eOARS.
7. Using protective equipment as appropriate.
8. Being on the lookout for, and addressing, potential environmental or safety issues.
9. Taking responsibility for knowing what to do in emergency situations; participating in safety drills so you can protect yourself and others in an emergency.
10. Asking “Am I always looking for ways to improve the safety and quality at Winchester Hospital?”

**Empathy.**

1. Providing patients and families with a healing environment; recognizing that your patients feel vulnerable and need a calm and reassuring bedside manner.
2. Building a rapport with patients and team members; listening to what the patient or team member wants to tell you, not just what you need to know.
3. Viewing a patient, family or coworker concern as an opportunity for improvement; trying not to be judgmental.
4. Being there for patients or team members by listening; observing facial expressions and body language as carefully as you listen to verbal cues.
5. Making patients and coworkers feel, by your own body language and tone of voice, that they are being heard and their point of view is important.
6. Keeping families as informed as possible on the patient’s status; including families in the plan of care.
7. Inviting patients and families to ask questions; never making a patient feel rushed.
8. Recognizing when patients, families, and team members need reassurance and providing it.
9. Using easily understood language without medical jargon when talking to patients and their families; explaining medical information about tests, etc., thoroughly and clearly.
10. Asking “How can I support you?” to patients and coworkers.
RESPONDING TO CUSTOMER COMPLAINTS

When customers tell us something about our service, we need to make sure that they know we have understood them. When dealing with a problem, respond quickly. Allow the person to express their concern without interruption. Paraphrase their remarks and ask if you have understood them correctly. Apologize for the problem even if you didn't cause it. Tell your supervisor about the problem and complaint so that they may assist in resolving the problem. Remember, our “customers” are patients, visitors, staff, physicians, other volunteers and basically anyone we come in contact with while performing our duties.

QUALITY AND RISK MANAGEMENT

PATIENT RIGHTS: ALWAYS IN EFFECT

All employees and volunteers have a responsibility to protect patient rights. At Winchester Hospital, we work diligently to guarantee patient rights. Volunteers are obligated to protect patient rights.

Confidentiality

- Do not repeat patient names, diagnoses, test results, etc. to anyone.
- Confidentiality must be maintained both inside the hospital and in the community as well. If you see someone you know at the hospital, you cannot acknowledge their presence to your family or friends unless the person gives you permission to do so.
- Speak quietly to avoid being overheard and never discuss patient information in public areas such as elevators or lunchrooms.
- Keep charts, test results and any other identifying information covered.
- Don’t leave confidential information unattended such as on a computer screen or in the copy machine.
- Use confidential shredding bins, “data graters,” for unneeded protected information.
- Report breeches of confidentiality to your supervisor.

Privacy

- Knock on a closed door and wait for a response before entering a patient’s room.
- Excuse yourself so the patient can have private conversations with or receive care from the physician, nurse or other staff.

Dignity

- Address the patient by title and last name unless otherwise requested by the patient.
- Tell the patient your name and role.
- Provide appropriate covering so as not to expose the patient’s body.
- Treat the patient’s belongings with care.
- Listen to the patient and make sure that they know you understood them.

For more information on all patient rights, see the brochure Your Rights as a Patient.
COMPUTER CONFIDENTIALITY AND SECURITY

All volunteers with access to any part of Winchester Healthcare Management, Inc. computer information system must abide by the personnel policy “Confidentiality and Computer Network Use Agreement.”

In order to safeguard confidentiality never share your password. Choose a password that is easy to remember but hard for someone to guess and log all the way out of the system when finished. Any unauthorized access to the computer system is a violation of patient confidentiality.

ACCIDENTS/INCIDENTS

Any incident, accident or unusual occurrence concerning a volunteer or a patient should be reported immediately to the manager of the area where the incident occurred as well as to your supervisor. With your help, the manager will complete an OAR (Occurrence Assessment Report) and investigate the matter.

An incident report is used to document any unusual or unexpected event that is not consistent with the desired care of the patient or operation of the hospital, e.g. falls, equipment failure, lost property. Incident reports apply primarily to situations involving non-employees and serve as tools that help prevent future recurrences, protect patients, improve care and track trends.

HIPAA: JUST THE BASICS

HIPAA stands for the Health Information Portability and Accountability Act and is a broad series of federal regulations that began in 1996 and is now centered on 1) creating national standard billing codes and 2) strengthening measures to keep health information, particularly electronic transmissions, private and secure. HIPAA creates national, uniform requirements for protection of patient data and through the Office of Civil Rights can impose stiff civil or criminal penalties for violators.

Winchester Hospital fully supports all efforts that enhance protection of patient information. Patients now receive a pamphlet describing our privacy practices and are asked to give their one-time written acknowledgement of the information. The Vice President of Medical Affairs is also the Privacy Official and our HIPAA Project Manager can be reached at (781) 756-2597.
HEALTH CARE PROXY

What is a Health Care Proxy?
In the event that you have a serious health problem that prevents you from making decisions for yourself, your loved ones may need to make numerous and complex decisions about your health care. For example, do they know your wishes regarding resuscitation, a breathing machine, kidney dialysis, organ donation or a feeding tube in the event you can no longer eat normally?

The Health Care Proxy is a simple legal document that allows you to name someone you trust to make health care decisions for you if, for any reason and at any time, you become unable to make or communicate those decisions.

What can my Agent do?
Your agent will make decisions about your health care only when you are unable to do that for yourself. This means that your agent can act for you if you are temporarily unconscious, in a coma or have some other condition in which you cannot make or communicate health care decisions. Your agent cannot act for you until your doctor determines in writing that you lack the ability to make health care decisions. Your doctor will inform you of this if there is any sign that you would understand it.

What is the Hospital’s role?
Winchester Hospital is required by federal law to ask all patients upon admission if they have a health care proxy and if not, offer a form for that purpose. Once a health care proxy is filled out it is the health care team’s responsibility to be aware of an advance directive and ensure that the care provided is consistent with the patient’s wishes. Even when the patient declines all life-sustaining treatments, the basics of comfort, pain control, and respect for their dignity are always continued.

Where are the forms available?
The forms are available in admitting, on each nursing unit and in Volunteer Services.

STANDARDS OF CONDUCT

CORPORATE COMPLIANCE

Corporate compliance refers to an organization’s commitment to upholding ethical business practices, protecting rights of patients, employees and volunteers and safeguarding the environment. On an individual level, corporate compliance means that all employees and volunteers have high ethical work standards and feel comfortable in questioning or reporting situations where there could be problems or concerns. Discuss any concerns you have with your supervisor and the Director of Volunteer Services. The Vice President of Human Resources is our Corporate Compliance Officer.

July 2010
**Cultural Diversity**

Winchester Hospital values diversity and strives to create an environment that fosters and accepts difference. Our patients, employees, physicians, volunteers and visitors come to Winchester Hospital from a variety of cultures. We are expected to be respectful of others cultural backgrounds.

**Alcohol and Drug-Free Workplace**

For the safety of our patients, employees and volunteers, Winchester Hospital requires a drug-free workplace. All employees and volunteers must work free from the effects of alcoholic beverages, illegal drugs and other mind-altering substances regardless of whether they were legally obtained or prescribed.

**Preventing Harassment**

Everyone has the right to be treated fairly and respectfully and sexual harassment is not tolerated at Winchester Hospital. Sexual Harassment includes any unwelcome sexual behavior or attention that creates a hostile environment. Something may be sexual harassment if it meets *all four* of these criteria: 1) unwelcome *and* 2) deliberate *and* 3) repeated *and* 4) would not pass the “reasonable person’s test,” that is, would a reasonable person say the same things or behave similarly.

If you are being harassed, start by telling the person that their behavior is making you uncomfortable and you want it to stop. Go to your supervisor, the Director of Volunteer Services or Human Resources.

**General Information**

**Auxiliaries**

The *Friends of Winchester Hospital*, a service auxiliary, was founded in 1950 to provide community support and volunteer service for the hospital. Today more than 300 men and women from the many communities the hospital serves continue this caring tradition.

Although membership in the Friends is not a requirement for volunteer service, you are cordially invited to join this organization that is committed to quality health care in our community. Members are invited to attend the Annual Meeting in May featuring speakers and programs in the field of health education. The Friends sponsor the service awards given to volunteers in recognition of their hours of service. Members and active volunteers receive *Volunteers in Print*, a newsletter published by Friends three times per year to keep us informed not only of upcoming events but also important changes in healthcare, information about programs and services at Winchester Hospital and training updates.

July 2010
The Friends also sponsor two fundraising events each year, *Friendly Table* and *Tree of Lights*. All the proceeds from these events support a special program at Winchester Hospital. The Friends started the *Read-to-Me Program* to encourage parents to read to their small babies, beginning the day these little ones are brought home from the hospital. The program is based on reading specialist Jim Trelease’s *The Read Aloud Handbook*. Every newborn at Winchester Hospital is presented with a book to take home.

The *Winton Club*, founded in 1911, is Winchester Hospital’s major fundraising auxiliary. The members operate the gift shop just off the main lobby of the hospital and host an annual cabaret. Proceeds from these two endeavors go to the hospital for patient equipment and special gifts. In addition, members provide volunteer service in the gift shop or coffee shop.

**CAFETERIA & COFFEE SHOP HOURS & INFORMATION**

<table>
<thead>
<tr>
<th>The cafeteria is located on the first floor. The hours are as follows:</th>
<th>The coffee shop is located off the main lobby on the first floor. The hours are as follows:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breakfast: 6:30 a.m. - 10:45 a.m.</td>
<td>Monday – Thursday: 9 a.m. - 8:00 p.m.</td>
</tr>
<tr>
<td>Lunch: 11:30 a.m. - 1:30 p.m.</td>
<td>Friday: 9 a.m. - 4:00 p.m.</td>
</tr>
<tr>
<td>Dinner: 4:00 p.m. - 6:30 p.m.</td>
<td></td>
</tr>
</tbody>
</table>

Please remember, volunteers are entitled to one complimentary drink per 3-4 hour assignment. Meals and snacks are at the volunteer’s expense. Coin operated vending machines, located on the ground level across from registration, are open 24 hours a day for beverages and snacks. Eating is confined to the hospital cafeteria or designated department areas.

**GIFT SHOP HOURS AND INFORMATION**

<table>
<thead>
<tr>
<th>The Winton Shop is located in the lobby of the hospital and all proceeds go directly back to the hospital for patients and equipment. At the gift shop you will find cards, stuffed animals, baby clothes, jewelry, general gifts, candy and snacks.</th>
<th>The hours are as follows:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Monday – Friday 9:00 a.m. - 8:00 p.m.</td>
</tr>
<tr>
<td></td>
<td>Saturday &amp; Sunday 1:30 p.m. - 4:00 p.m.</td>
</tr>
</tbody>
</table>

July 2010
**JUNIOR VOLUNTEER PROGRAM**

Winchester Hospital welcomes middle and high school students age 14 and older to participate in our volunteer program. High School Students volunteer for three hours per week either after school or on weekends on the messenger service. Students are asked to commit to a minimum of 30 hours of service per year. The summer program offers a wider variety of time slots available.

**PARKING**

Parking at the main campus may be available in the Highland Avenue lot or in the garage at the rear of the building. There is NO PARKING allowed in the EMERGENCY AREA or in HANDICAPPED SPACES. Off-site locations will have specific parking areas.

**SMOKING POLICY**

For the health and safety of all those who work, volunteer or come to Winchester Hospital, Winchester Hospital is a smoke free workplace.

**TAX DEDUCTIONS**

Volunteers can deduct expenses for uniforms and automobile mileage from their federal taxes. The value of volunteer time, babysitting costs and meals cannot be deducted.
## Volunteer Services Department Staff

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone Number</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Marie Johnson, Director</td>
<td>(781) 756-2628</td>
<td><a href="mailto:mjohnson@winhosp.org">mjohnson@winhosp.org</a></td>
</tr>
<tr>
<td>Jillian Buttaro, Manager, Adult Program</td>
<td>(781) 756-2625</td>
<td><a href="mailto:jbuttaro@winhosp.org">jbuttaro@winhosp.org</a></td>
</tr>
<tr>
<td>Paulette Van der Kloot, Supervisor, High School Student Program</td>
<td>(781) 756-2626</td>
<td><a href="mailto:pvanderkloot@winhosp.org">pvanderkloot@winhosp.org</a></td>
</tr>
<tr>
<td>Donna Zani, Evening Coordinator</td>
<td>(781) 756-2624</td>
<td><a href="mailto:dzani@winhosp.org">dzani@winhosp.org</a></td>
</tr>
</tbody>
</table>