Volunteers have contributed to Winchester Hospital since 1911.

Mission Statement

*To Care. To Heal. To Excel.*

*In service to our community.*

41 Highland Avenue ḅ Winchester, Massachusetts 01890 ḅ 781-756-2626

[www.winchesterhospital.org](http://www.winchesterhospital.org)
Together with an understanding of the information provided to you through this handbook and other publications you will receive it is our intention for you to become a successful volunteer. All flourishing junior volunteers will have a personal file held in the volunteer office for hospital record keeping purposes.

Your folder will be considered finished when it has:

- Completed application form
- Copy of your immunization records
- Documentation of a current (within 12 months) TB test result
- A signed (by both you and your parent) confidentiality agreement
- A completed training questionnaire (administered after significant exposure to messenger duties)
- Job description for your specific service with your signature
- Notation of your attendance at mandatory annual training sessions
- Copies of paper work for proof of service hours etc. and notation of any possible etiquette, performance or attendance issues.

Marie Johnson, Director
(781) 756-2628
Jillian Buttaro, Manager, Adult Volunteers
(781) 756-2625
Paulette Van der Kloot, Supervisor, Student Volunteers
(781) 756-2626
Donna Zani, Coordinator, Evening/Weekend Volunteers
(781) 756-2624
Judy Benjamin, Coordinator, Weekend Volunteers
Dear Winchester Hospital Volunteer,

It is important for you to know that your commitment to volunteering at Winchester Hospital is much appreciated. It is our hope that you will foster a lifestyle of volunteering from your experience. The time and energy you are offering to help us give quality healthcare to our patients will long be remembered. You are part of the very essence of Winchester Hospital’s success and we look forward to forming a “volunteering connection” with you.

This handbook is intended to introduce and make available general knowledge necessary to be a successful volunteer at Winchester Hospital. Its purpose is to provide information that may be referenced quickly, accurately and efficiently. This volunteer handbook is not a substitute for hospital policies but should be read and applied as a supplement to your volunteer training.

Your growth and success as a volunteer depends on your willingness to study the information provided. You are encouraged to read this handbook many times over because it contains critical information to maximize your comfort level in performing your volunteer duties. Consider this booklet as a simple resource to be used as you embark upon serving the needs of Winchester Hospital in your volunteer job.

The Volunteer Services Department at Winchester Hospital offers the information in this handbook to provide a reference for your training but it will also be necessary for you to consult with hospital staff members for answers to specific questions. We are grateful for your enthusiasm and look forward to working with you!

Sincerely,

Volunteer Services
VOLUNTEER SERVICE STRATEGY

“You make the difference”

Handbook Topics for you to review are as follows:

- Attendance
- Code of Conduct
- Service Excellence/PROMISE
- Competencies
- Confidentiality
- Department Locations
- Dress and Appearance
- Infection Control
- Safety
- Using the Right Words

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 communities.

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.
ATTENDANCE

• Most volunteering shifts are three to four hours.

• It is required to complete a minimum of 30 hours.

• It is helpful for volunteers to arrive five minutes early and plan to stay five minutes past the end of a volunteer shift.

• Volunteers have an assigned volunteer number. We ask this be used to sign in and out for each shift.

• When a volunteer cannot report for duty, it is mandatory to notify the volunteer services department at 781-756-2626 prior to assigned work time (a 24 hour notice for an absence is typical).

• “No shows” are not acceptable.

• The department offers bonus hours on a volunteer’s service record for volunteering on a holiday or substituting.

• It is required that you give two weeks notice to terminate your shift.

• If a volunteer needs documentation of service hours a letter can be obtained from a staff member. Authorized signatures on attendance sheets are also given; a volunteer need only ask.

AWARDS AND RECOGNITION

Winchester Hospital recognizes its high school volunteers with pins to wear on their red polo uniform shirts. These pins are based on hours of service and are presented to the student volunteer by their supervisor. The pins are awarded in hour increments of 50, 100, 200, 300 ect.
CODE of CONDUCT

Winchester Hospital volunteers are expected to perform their work honestly, responsibly, and in compliance with laws and regulations. The staff and volunteers make up a team responsible for upholding the hospital’s fundamental commitments:

- To provide the best possible care
- To foster a workplace that allows the best possible care
- To conduct business ethically
- To safeguard our environment

All volunteers represent Winchester Hospital to the patients, staff and visitors of the hospital as well as its various other locations. Therefore certain standards of conduct need to be consistently upheld; everyone has the right to be treated fairly and respectfully. Remember that your safety and the safety of our patients are primary concerns. Always ask questions of the staff if you are unsure of or uncomfortable with an errand you are asked to do. Remember to practice friendly customer service. A customer may be a patient, a visitor, a fellow volunteer or a staff member. Here are some helpful hints:

- Say please, thank you and SMILE
- Attitude is everything!
- Remember to listen to instructions carefully
- Stay to the right in corridors and stairways
- Check overhead mirrors when entering an intersection to see if the path is clear
- Remember to keep your voices down
- Walk, do not run around the Hospital
- Let patients and visitors on the elevator ahead of you

**Tips and 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.
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 in the process 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)
**M 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?”

**I 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?”

**S 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?”

**E 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.
COMPETENCIES

There are certain requirements that most every volunteer needs to possess in order to serve patient needs. Some of these abilities are listed below:

- Possess the skills to communicate effectively in the English language in order to handle patients, staff members and others with tact
- Able to push wheelchairs, stretchers and carts
- Lift objects
- Take direction and assignments
- Refrain from harassing conduct such as humiliating jokes, degrading remarks, political opinions and intimidation
- Verbal, non-verbal or physical conduct of a sexual nature has no place in the volunteer office or on the hospital grounds

Services provided by volunteers are appreciated as well as needed at Winchester Hospital. Today as well as throughout its history the hospital has been able to give quality healthcare because of the dedication and energy of volunteers.
PATIENT RIGHTS

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 twenty-two patient rights, see the brochure *Your Rights as a Patient.*
**DRESS CODE**

Junior Volunteers represent Winchester Hospital to the patients, staff and visitors. Your uniform identifies you and is visual evidence of your authority to enter areas of the hospital not available to others. Therefore, it is mandatory that you wear your uniform and photo I.D. badge while on duty. There is a fee for the junior volunteer uniform. The I.D. badge is complimentary but does remain property of the hospital after you complete your volunteering.

**As a representative of Winchester Hospital, your appearance is expected to be neat, clean, and professional at all times.**

![Photo of junior volunteers wearing uniforms]

**It is expected of you to have:**
- Your uniform shirt must be worn for every shift
- Pants that are clean and neat (no ripped or frayed bottoms). Baggy pants, blue jeans, stretch pants, sweat pants, scrubs and warm-up pants are not acceptable. In summer months, walking-length or Bermuda-length shorts may be worn. The length of the shorts must be to the top of the knee; any shorter is not considered appropriate.
- Hair should be clean, neat and groomed.
- No perfume, cologne, or heavily scented skin or hair products may be worn.
- Shoes should be closed-toe, low heeled with rubber soles for comfort and safety
- Photo I.D. badges must be worn at all times. If you lose or misplace your badge, please inform a staff person. You may not go on calls without your badge. Badges need to be left in the office at the end of each shift.
- If you are fully trained to work with patients (that is, you have completed the training questionnaire), you are required to wear the red We Care pin. This identifies you to staff as fully qualified to transport patients.
- Backpacks, purses, coats, hats, cell phones, and other electronic devices need to be kept in the closet located in the office.
- Gum chewing is not allowed during your shift.
SAFETY

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>
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<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 &quot;CODE RED,&quot; 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 and windows.</td>
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<tr>
<td>E</td>
<td>Extinguish: 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>
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</tbody>
</table>

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.

Extinguishers are meant for very small, contained fires. Fires can spread quickly, so you’ll need to act fast. You must know where the extinguisher is located and how to use it. Rip off the plastic safety tab and pull out the metal pin to allow the handles to make contact. Squeeze the handles while aiming the nozzle at the base of the fire. Sweep the extinguisher back and forth.

Types of fire extinguishers: three types of extinguishers are commonly used on the premises.
- Type A (silver): Contains only water; works on paper, cloth and trash fires.
- Type BC (red): Contains carbon dioxide; used in the kitchen and machine rooms.
- Type ABC (red with “ABC” on the label): Contains dry, yellow chemicals; considered multi purpose.
SAFETY

**Code Red**

Important Questions & Answers

*Do I pull the fire alarm if it’s only a drill?* Yes! A fire drill tests people, procedures and equipment. It is important to know if the fire alarm system is working properly throughout the hospital. The Fire Department has been pre-notified of the drill and is in constant communication with the hospital during the drill.

*If the fire is not in my immediate area, do I need to do anything?* Yes! Close all the doors and windows. **Do not use elevators.** If you are already transporting a patient inside the elevator, stop the elevator at the nearest safe floor, either up or down.

*If I don’t work on the floor where the fire drill is happening, can I leave?* No! Every person in the immediate area of the fire drill must remain in place and follow RACE steps.

**Code 99**

In the event of a life-threatening emergency, please call x 3333 (in the hospital) to activate the code team response. State “Code 99” and the location of the emergency. Trained personnel 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 x 3333. Do not attempt to leave the building; remain inside until you hear the all-clear announcement.

**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 Occurrence Assessment Report (OAR) 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.
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:

<table>
<thead>
<tr>
<th>SOAP &amp; WATER HANDWASHING</th>
<th>WATERLESS HAND HYGIENE</th>
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</thead>
<tbody>
<tr>
<td><strong>When should I use it?</strong></td>
<td><strong>When should I use it?</strong></td>
</tr>
<tr>
<td>• When hands visibly dirty</td>
<td>• Before &amp; after each patient contact</td>
</tr>
<tr>
<td>• After contact with Blood or Body Fluids</td>
<td>• After removing gloves</td>
</tr>
<tr>
<td>• Before eating</td>
<td>• Before any procedure and before touching any patient device</td>
</tr>
<tr>
<td>• After going to the bathroom</td>
<td>• After touching environmental surfaces and handling medical equipment.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>How should I use it?</strong></th>
<th><strong>How should I use it?</strong></th>
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</thead>
<tbody>
<tr>
<td>• Wet hands first</td>
<td>• Pump a nickel sized amount onto your hands.</td>
</tr>
<tr>
<td>• Apply soap</td>
<td>• Rub between your fingers, under fingernails and around your hands until they are dry.</td>
</tr>
<tr>
<td>• Lather hands for 15 seconds</td>
<td></td>
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</tbody>
</table>
Using The Right Words

The point of scripting is to teach each volunteer that they should answer the concerns of Winchester Hospital visitors with warmth and consideration while maintaining privacy of the patient. A visitor may be in a hurry due to a loved one's illness and will need to hear a calm, caring voice. A staff member may be rushing due the demands of patient care and will need to hear a thoughtful response to their anxious call for assistance.

While carrying out the role of volunteer services it is intended for the volunteer to parallel the mission of the hospital by offering the best customer service.

All volunteers are expected to be available to provide information to hospital patients and visitors. Answering questions about the locations within the hospital or directions to a particular place within the building are common. Volunteers are asked to utilize customer service skills when addressing any concerns even if it is to a staff member to answer their inquiry. Volunteers are considered good-will ambassadors for Winchester Hospital. Addressing the public as follows may be helpful:

Examples:

- A patient may ask, “What happens after they take my x-ray?” A volunteer should smile then respond “once you are done with your x-ray a staff member will call the volunteer office to have a volunteer bring you to where you need to go”

- A visitor might stop a volunteer saying “could you tell me where the ACU is?” As a volunteer you may respond with the appropriate directions such as “proceed down this corridor to the bank of elevators…etc. If you still can’t locate the ACU then I am sure someone will be close by to assist you”.

- How does a volunteer answer questions related to health issues? It is all right to respond to an inquiry by identifying yourself and your position such as: “My name is ___ and I am a volunteer for the hospital. It won’t be long before a qualified staff person will answer your questions.”

Volunteers should answer questions politely with direct eye contact and should refer to a staff member if a concern is patient and/or policy related.

A VOLUNTEER SHOULD ONLY SAY WHAT IS KNOWN TO BE FACT.