

Guidelines for Clinical Volunteers



- Communicate with your Volunteer Service Manager regularly
- Arrive on time to assignments.
- Dress appropriately-
 - Business casual (no jeans, tight clothing, shorts or sleeveless shirts)
 - Always wear your name badge.
 - Wear closed toed shoes.
 - Refrain from perfumes, aftershaves or scented lotions.
- Communicate with facility staff prior to or during the visit
- Sign in at the nursing facility, IPU/IPC where applicable.
 - Indicate your name and 'HWR' under patient name-do not identify patient in public log
 - If facility requires a patient name, look for an exclusive HWR sign-in log
- Patient visits:
 - Introduce yourself to the patient, family and/or caregivers.
 - Discuss your role as a volunteer with patient and/or family (where applicable).
 - Screen for patient's pain level – communicate with facility staff or HWR staff if necessary
 - ◆ Scale of 1-10
 - ◆ Verbal
 - Demonstrate active listening and communication skills.
 - Demonstrate respect and compassion for patient, family, caregivers and coworkers.
- Perform hand hygiene before and after each patient visit, and between each patient
- Maintain clean area of car trunk with plastic container (i.e. Rubbermaid)
 - Complete change of clothes (top to bottom including shoes)
 - Plastic garbage bag for soiled items
 - OSHA kit (for home care visits)
 - ◆ Verify sanitizer bottle and pads expiration dates yearly
- Remember HIPPA privacy practices
 - Carry minimum amount of patient information and destroy when the assignment ends.
 - Patients are never discussed with anyone but team members.
- Accurately complete and submit volunteer visit report within 24 hours.
 - Return paper timesheet in pre-stamped envelope, or
 - **Website: www.hospicewr.org**
 - ◆ **"Submit Volunteer Hours" (Timesheet): (bottom right side of any page)**
 - ◆ **Log-in:** Register as a new user or login with your credentials
- Stay up to date with volunteer events and continuing education.
 - Information emailed or mailed quarterly, or
 - **Website: www.hospicewr.org**
 - ◆ **"Current Volunteers": Log-in: `azpub\volunteer`; Password: _____**

My Volunteer Number is: _____

Important Phone Numbers: (keep them in your phone for easy access)

Volunteer Service Manager	Primary Clinical Team	Other Important Numbers
		BYS/On-Call 216.383.5265
Desk Phone:		Admin Office 216.255.9090
Cell Phone:		

Guidelines for Non-Clinical Volunteers



- Communicate with your Volunteer Service Manager regularly
- Arrive on time to assignments.
- Dress appropriately.
 - Business casual – no jeans, tight clothing, shorts, or sleeveless shirts
 - Always wear your name badge.
 - Refrain from perfumes, aftershaves or scented lotions.
- Remember HIPPA privacy practices
 - ◆ Patients are never discussed with anyone but team members.
 - ◆ Lock computer screens when walking away from volunteer computers
- Accurately complete and submit volunteer timesheet
 - Utilize on-site timesheet books, sign in logs, or
 - **Website: www.hospicewr.org**
 - ◆ **“Submit Volunteer Hours” (Timesheet): (bottom right side of any page)**
 - ◆ **Log-in:** Register as a new user or login with your credentials
- Stay up to date with volunteer events and continuing education.
 - Information emailed or mailed quarterly, or
 - **Website: www.hospicewr.org**
 - ◆ **“Current Volunteers”:**
 - ◆ **Log-in: *azpub\volunteer*, Password: _____**

My volunteer number is: _____

Important Phone Numbers: (keep them in your phone for easy access)

Volunteer Service Manager	Support VSM	Volunteer Admin Office
	Debbie Ludvik	Nancy Guder or Cindy Gagnon
Cell Phone:	Cell Phone: 216.470.3958	216.255.9090
Direct Line:	Direct Line: 216.298.0249	