

MAINE MEDICAL CENTER

Junior Volunteer Program

Guidelines 2018

These Guidelines are designed to provide you with the information you need to have a successful and enjoyable experience as a Junior Volunteer at Maine Medical Center.

Please read the enclosed material thoroughly.

COMMITMENT

You are making a commitment of both time and energy when you decide to become a Junior Volunteer at Maine Medical Center. We ask that you use this booklet to become familiar with the policies and procedures of the program. These “Guidelines” are the details you will need to know on a daily basis while volunteering. Please read the material carefully! We want you to succeed in the program and earn your certificate and letter. If you feel you cannot fulfill the requirements of the program, please let us know, as we have many applicants looking to fill these spots.

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We expect you to know the information presented in these Guidelines!

Please call or email us with any questions

Volunteer Services: 662-2205, Hours: Monday – Friday, 8:00 AM – 4:30 PM

Voluns@mmc.org

ASSIGNMENTS

Morning assignments: 8:00-11:30am

Afternoon assignments: noon-3:30pm

Lunch: 11:30am-noon (Morning Pavilion Grill Volunteers - Lunch Time is 11:00-11:30am - report back to Pavilion Grill, 11:30am-noon)

Snack Breaks: 10am and 2pm for 15 minutes or at the convenience of the department.

EXPECTATIONS (failure to follow this list will put you at risk for dismissal from the program)

- ◆ You will arrive on time for your shift.
- ◆ You will sign in each morning in the Volunteer Office.
- ◆ You will stay until the end of your shift.
- ◆ You will stay in your assigned area throughout your shift, unless doing an errand or other hospital task or are on your assigned break.
 - You will return to your assignment as soon as the errand, task or break is complete.
- ◆ You will finish lunch in time to be at your next assignment.
- ◆ If you need to arrive late or leave early for any reason, you must meet with the Volunteer Coordinator to discuss. Requests will be handled on a case-by-case basis.
- ◆ You will not bring friends or other junior volunteers with you to your assignment and you will not visit other volunteers on their assignments.
- ◆ You will not visit patients other than those on the unit to which you are assigned during your volunteer scheduled time.
- ◆ You will have a good attitude and will do your best to help in the areas you are assigned.
- ◆ If you will be out sick – you or a parent must call the volunteer office directly no later than 8:15am – DO NOT e-mail this information.
- ◆ You will keep your cell phone off during your volunteer time. You can only use them at break and lunch.
- ◆ At the end of the program, return your ID badge to Volunteer Services. Badges are property of Maine Medical Center and must be turned in for security purposes.
- ◆ Anyone failing to follow these expectations will be at risk for dismissal from the program.

FORMS TO COMPLETE

The forms to complete to be eligible for the program include:

- ◆ Application or Returning JV Enrollment Form
- ◆ Medical Screening Form
- ◆ Consent and Media Release Form
- ◆ Confidentiality
- ◆ Annual Safety & Policy Review Test
- ◆ Guidelines Quiz
- ◆ On-line Hand Hygiene Quiz

ATTENDANCE

To complete the 8-week program in good standing and to receive your *certificate, letter of completion and to be eligible to return next year*, you must fulfill the attendance requirements as listed below.

- ◆ You can miss no more than 2-days in the program (both days must be made up).
 - These days include time for sports, vacation, sickness, etc. Plan accordingly.
 - If you miss 3-days you will be dismissed from the program.
- ◆ July 4th is a holiday for everyone – Those scheduled for this day will need to use this as one of their two days, but they will not need to make the day up.
- ◆ Notify us as soon as you know the days you will be out and no later than 2-weeks before.
- ◆ The days missed must be made up before the end of the program.
- ◆ You must be here the first day of the program or you will not be accepted in.
- ◆ If there is a major illness, injury or death in the family, contact the Volunteer Coordinator so arrangements can be made.
- ◆ All requirements including TB testing must be completed by the deadline date to be accepted into the program. There will be no exceptions.

RETURNING THE FOLLOWING YEAR

To guarantee your spot the following year, you must meet the following requirements.

- ◆ Complete the 8-week program in good standing as outlined in the “Attendance” section.
- ◆ Have a positive attitude and perform good quality work.
- ◆ Follow the guidelines of this booklet (no cell phones while on duty, being punctual, back from break on time, etc.)

EDUCATIONAL OPPORTUNITIES

All Junior Volunteers (new and returning) must attend at least one education session, which is provided to help you explore various healthcare careers and hospital departments. We encourage all Junior Volunteers to attend as many sessions as they wish. We’ll provide a list of topics at Orientation.

TEAM LEADS

This is our only leadership role for Junior Volunteers in their 3rd and 4th year of the program. All Team Leads will earn a special leadership certificate and will be eligible for a monetary award. (see Bettsanne Holmes Award). Team leads are:

- ◆ The go-to person for all junior volunteers on their day.
- ◆ Attend and assist with both orientations for new and returning juniors.
- ◆ Attend education sessions on their day to take attendance.
- ◆ Are expected to find a replacement “Team Lead” for time taken off (no more than 2 days).

SCHOOL YEAR VOLUNTEERS

All School Year Volunteers begin the first week in October. If considering this role, please consider the fact that you will no longer be volunteering with your peers. If you wish to volunteer for the school year, you must meet the following requirements.

- ◆ Finish the program in good standing with a recommendation from your supervisor.
- ◆ Interview with the Volunteer Coordinator to discuss your qualifications and to be placed in an appropriate role.
- ◆ Must take a weekly spot and work through the supervisor of the department for time off.

HOUR REPORTING - SIGNING IN & SIGNING OUT

Please be on time and report to the Volunteer Office. Always sign in when you arrive, and sign out when you leave so that we have an accurate record of your volunteer hours. Sign-in using the Kiosk in Volunteer Services in the morning. The Kiosk at the South Entrance and the Main Lobby can be used at lunch and the end of the day if needed. *If you are assigned to an off-site location we will instruct you on how to use a sign-in sheet to record your hours.*

****Volunteers who do not fulfill the attendance requirements will not have completed the program and will not be eligible to return the following year****

SAFETY

- ➔ Remember, never attempt to exceed your responsibilities, abilities and training. Understand your assignment and duties. Knowing what *not to do* is as important as knowing what to do.
- ➔ Always check the door of a patient's room before entering. Do Not Enter any patient room or area marked with any kind of "Precautions" signage. Never transport precaution patients.
- ➔ Never change a patient's bed position, lower bed rails or give a patient anything to eat or drink without the nurse's permission.
- ➔ Junior Volunteers do not deliver blood from the Blood Bank or take specimens to the lab.
- ➔ Do not transport stretcher patients.
- ➔ Do not, for any reason, escort a patient or their family members outside of the hospital.
- ➔ Junior Volunteers do not use the computers *unless given permission by their supervisor.*
- ➔ **No Cell Phone Use While on Duty!** *DURING LUNCH OR WHILE ON BREAK ONLY* you may use your phone in the Cafeteria, Pavilion Grill, or the lobbies. If you use your phone while working, we will ask you to leave it in the Volunteer Office on work days for the remainder of the program. **Parents:** If you need to reach your child during his/her shift, please call the Volunteer Office at 662-2205. We will know where to reach your child.

CONDUCT

The health, safety and well-being of patients are the primary concerns of all volunteers and employees.

- ✓ Please show courtesy to patients, visitors, employees, and other volunteers at all times.
- ✓ If you don't know the answer, please find someone who does.
- ✓ Always respect a patient's privacy. Be sure to knock before entering a patient's room, and do not

enter if the doctor is present or if the patient is receiving treatment.

- ✓ Patients who are ill and families who are anxious and upset need special consideration, and you must make allowances for their behavior.
- ✓ Graciously decline any tips for services provided.
- ✓ Smoking, cell phone use, gum chewing, and eating are never allowed while on duty.
- ✓ Elevator Etiquette: Let other passengers and employees enter elevators first. If a patient is being transported by stretcher, please do not enter or remain in the elevator. Exit and wait for the next one. In the Richards Wing, use the service elevators when transporting patients by wheelchair.

CONFIDENTIALITY

The privacy and well-being of our patients is a priority. It is up to all of us to protect the privacy of patients and their families.

In the performance of your assignment:

- ! Never discuss a patient's name, illness or any other identifying factors.
- ! Never discuss a patient or patient information in any area of the hospital, except to the staff involved with the patient's care, and never where the conversation could be overheard.
- ! Never look at a patient's records.
- ! Respect a fellow volunteer's right to privacy and confidentiality should they become a patient at MMC.

HARASSMENT

All employees and volunteers have the right to work in an environment free of discrimination. This includes freedom from harassment based on sex, age, race, national origin, religion, sexual orientation or membership in any protected group. MMC prohibits harassment of any form by supervisors, co-workers (including volunteers), patients, medical staff members, or visitors. If you believe that you have been the subject of harassment, report the alleged act immediately to the Director of Volunteer Services or another volunteer services staff member. Likewise, any volunteer found, after appropriate investigation, to have engaged in harassment will be subject to disciplinary action, up to and including dismissal.

Sexual Harassment Policy: Sexual Harassment in the workplace is against Federal and State laws. Maine Medical Center and MaineHealth share a policy that promotes a workplace "free of sexual harassment." MMC/MEH will act promptly to eliminate sexual harassment and to impose appropriate corrective actions against violators.

MEDICAL ATTENTION

Injury sustained by volunteers while on duty should be reported immediately to the Volunteer Office. Volunteers will be taken to the Emergency Department for treatment. Volunteers are responsible for the cost of care up to the extent of their insurance coverage (see "insurance" below). Volunteers who feel ill while on duty may choose to receive treatment in the Emergency Department, but will be charged for services.

If a volunteer sustains an injury or becomes ill while volunteering, Maine Medical Center will notify the volunteer's parent or guardian immediately.

INSURANCE

ACCIDENTS: All MMC volunteers are covered under the National Volunteer Insurance Plan for health care costs incurred as a result of an accident suffered while serving in the Volunteer Services' programs authorized by Maine Medical Center. The limits of coverage are up to \$10,000 medical, \$5,000 dental. All medical and dental benefits are payable for costs that are in excess over other collectible hospitalization and surgical insurance, while the insured person is confined to the hospital.

LIABILITY: Maine Medical Center is insured against acts of negligence committed by volunteers while on duty providing they acted in good faith at the time of the incident. Volunteers, however, are not individually covered by the hospital's insurance and may wish to obtain their own liability insurance. *Report any accident you are involved in while on duty to the Volunteer Office immediately.*

DRESS CODE

All volunteers and staff are *required* to present a professional image to our patients and the public. If you arrive for your shift with inappropriate dress, you will be asked to go home and that will count as one of your two days off and will need to be made up.

- ♥ ID Badge: you must wear your ID badge at all times, and always above the waist.
- ♥ Red Junior Volunteer polo: worn on every shift - purchase from the Volunteer Office (\$15).
- ♥ White or khaki pants and skirts that are no more than 2 inches from the knee.
 - No shorts, jeans, sweatpants or scrubs.
- ♥ Shoes: comfortable, rubber-soled shoes covering your toes – clean sneakers are great.
- ♥ Hair: if hair reaches the shoulders, it must be tied back/worn up. No distracting hair dye shades, such as green, pink, purple, etc. No hats or bandanas.
- ♥ Scent: MMC is a fragrance-free and odor-free environment. Please do not wear perfume, cologne, or scented lotions. Good hygiene is expected in all departments. Clothing must be free of cigarette smoke smell.
- ♥ Accessories: clear or light colored nail polish may be worn. Artificial nails of any kind are not permitted if you have direct patient contact. Pierced earrings may be worn in moderation in the earlobe and other piercing adornments should be removed or covered while at work. Tattoos that are visible should be covered.
- ♥ Remember that you represent the hospital while on duty. Projecting a professional image is important to your success.

MEALS

Volunteers receive \$5.00 towards lunch and snacks each day they volunteer. To cover any cost above that, you may bring a small amount of cash. You are also welcome to bring food/drinks from home. We have a small refrigerator in the Volunteer Office where you may keep things cold.

PARKING

Parking in designated areas is provided free to all volunteers on duty at Maine Medical Center. Those of you who park here will need to complete a parking request form to get a windshield decal, which is placed in the *lower left-hand corner* on the driver's side. The decal is required for parking.

Where Do I Park?

- ▲ You will park on the **lower levels** of the 887 Congress Street Medical Office Building (Forest Street Garage), which is accessed from Forest Street.
- ▲ To access the garage, **turn on to Forest Street** (not Forest Ave) from Congress Street. The entrance is on the right side of the street—do not pull into the parking garage from the Congress Street entrance or you can be towed.
- ▲ You will need to swipe your badge to enter once you are parked. Detailed directions are provided when you complete your parking pass request form. Please follow directions carefully and call us at 662-2205 if you have any questions or experience any problems.

AWARDS/RECOGNITION

SCHOLARSHIPS

- ❖ *Friends of Maine Medical Center Junior Volunteer Endowment Scholarship* will be awarded each year to a graduating senior who has shown service and dedication to the hospital and will be going into the health care field. The Friends of Maine Medical Center was formed in 1959 at the request of the hospital Trustees who expressed a need for an organization designed to promote good public relations.
- ❖ *The Bettsanne Holmes Leadership Award* is named in honor of long-time volunteer and Honorary Trustee, Bettsanne Holmes. This award recognizes volunteer service characterized by leadership, community involvement, and commitment that exceeds the ordinary. Bettsanne Holmes embodied the unique traits of an outstanding volunteer who exemplified the dedication, caring, and spirit of volunteerism while serving Maine Medical Center. This will be awarded to a team lead at the end of the program each year.

We will post more details on our website about these scholarships.

Junior Volunteers may be eligible for these awards, based on meeting certain criteria		
AWARD	GIVEN TO	DETAILS
Certificate of Completion with number of hours contributed	All Junior Volunteers	Signed by Volunteer Services, Provided after conclusion of program.
Letter confirming hours	All Junior Volunteers	Signed by the Volunteer Coordinator, provided after conclusion of program.
Recognition Celebration	All Junior Volunteers	A celebration held at conclusion of program to thank Junior Volunteers. Juniors can bring 2 guests.
50, 100, 150, etc. Hour Pins	Juniors who complete each increment of hours	Hour Pins are typically worn on ID Badge lanyard.
Presidential Services Award	Eligible Junior Volunteers	Eligibility based on age and number of volunteer hours over 12 months For eligibility details: www.presidentialserviceawards.gov

IMPORTANT CONTACT INFORMATION

<p>Department Telephone: 662-2205 Office Hours: 8:00 AM - 4:30 PM, Monday - Friday</p>		
<p>Director</p>	<p>Kathy Berube</p>	<p>BERUBK2@mmc.org</p>
<p>Volunteer Coordinator</p>	<p>Kathy Baillargeon</p>	<p>KABaillarg@mmc.org</p>
<p>Administrative Coordinator III</p>	<p>Christine Ellis</p>	<p>ELLISC2@mmc.org</p>
<p>Administrative Coordinator I</p>	<p>Chesley Ferris</p>	<p>EFERRIS@mmc.org</p>