

VOLUNTEER ORIENTATION CHECKLIST

Sumner Regional Health System

Sumner Regional Medical Center, Trousdale Medical Center, Riverview Regional Medical Center

Professional Information

Excellence Express—SRHS Customer Service Initiative;

SRHS Mission and Vision—Back of name badge;

Standards of Performance –C. A. R. E. Courtesy, Attitude, Respect, Enthusiasm

Volunteer Services Department Mission—to enhance the work of our clinical staff; fundraising for hospital and scholarships

Volunteer Service Philosophy – Service without expectation of reward;

Hardwiring

Absolute NO's of Volunteering--No feeding of patients; no patient contact in physically moving of the patient; no clean up of spills; no media talk; no drinking/drugs; no foul language, off color jokes;

Accident reporting—call “0” and report what happened and location;
Accident reports must be filed within 24 hours;

Annual Educational In-Service Expectation—In May, all volunteers must update mandatory education and hospital changes;

Benefits of Volunteering—with appreciation, numerous perks are offered volunteers;

Birthday Month—receive a card to redeem for meal ticket after completing the T. B. Skin Test in Corporate Health Department;

Confidentiality—HIPAA; Breach of confidentiality costs up to \$250,000!

Disaster Preparedness—Come to the hospital if possible and wear name badge; report to the department you serve or Volunteer Services Department;

Disciplinary Issues—SRHS Volunteer Services Department adopts the hospital's Human Resources discipline policy: Informal feedback on performance or behavior is given;

Step 1: Counseling with documentation. A plan of action is designed and initiated. Volunteer and DVS sign documentation.

Step 2: Warning with documentation and signing by both volunteer and DVS;

Step 3: Suspension or Termination, documentation, signing, supervisor notified, HR Department notified;

Friends of Sumner Regional—the organization of SRMC volunteers; free membership; optional attendance; no dues; sometimes referred to as “auxiliary;”

Hospital Forums—held 3-4 times per year; all volunteers encouraged to attend;

Key Words at Key Times--always manage up our hospital, physicians and each other with the words we say and all our communication;

Parking—Parking Garage, Volunteer Car Pass;

Professionalism of Volunteers—punctuality, dress, language, knowledge of hospital;

Purpose of Volunteers—1. service to patients, families, customers, staff ; 2. fundraising for medical scholarship fund and other causes; 3. support of our hospital;

Recording Service Hours—Volunteer Lounge, first floor of SRMC;

Recruitment—Volunteers who recruit other volunteers will receive recognition after the recruit has served 90 days and at the annual recognition of all volunteers;

RSVP Membership—Volunteers 55 years and older are registered with RSVP;

Schedules/shifts:--generally 4 hour, 8a. – noon; noon – 4p.; 10 a. – 2p.

Service Areas—Choose from over 25 specific service areas;

Service Description—General Service Description which parallels the job description of associates; service area duties are included;

Smoking—SRMC is a non smoking environment;

T. B. Skin Tests—Go to corporate health department in your BIRTHDAY month;

Uniform/ID Badge/Dress code—khaki pants/skirt, white blouse/shirt, navy blazer, official name badge;

Volunteer Handbook—Available to all volunteers, updated;

Volunteer Newsletter—sent monthly from Volunteer Services Department; upcoming events, acknowledgements, hospital changes, wealth of information;

Volunteer Schedules—minimum 100 hours per year or 2xmonth;

I acknowledge that each of the above topics was explained by the Volunteer Services Department staff or designated Volunteer Preceptor(s) in my Volunteer Orientation on the date below.

Signed by Volunteer _____ Date _____

Volunteer Administrator _____

