



Dear Potential Volunteer,

Since 1916, LHN has been creating our story by responding to a calling. We have a rich history of being there for our community, and building and creating our own community by empowering our associates and strengthening networks.

Our Mission leads us to respond to the healthcare needs of those we serve. But, not only are we called to respond, but we are called to transform healthcare, to lead change that will make care more effective, safer and more available to all people. We preserve our Mission and identity in our work each day. Ours is a story of service, commitment, caring and ACTION.

The rewards of volunteering are countless—gain new skills, build new friendships, ease the burdens of concerned family members, brighten the day of patients, and bring smiles to children.

Lourdes has many activities and services needing volunteers. Lourdes serves hundreds of people each day. All of these individuals, in some way, benefit from the helping hands of volunteers. This handbook will tell you more about LHN, the Department of Volunteer Services and the responsibilities and benefits you will have as a LHN volunteer.

At LHN, traditions play a vital role in carrying us into the future. In a fast changing world, LHN continues its tradition of compassionate caring, high technology, and community responsiveness.

Welcome to the volunteer staff of LHN. We are pleased that you have decided to volunteer with us. We hope the gifts of your time and talent will result in a uniquely rewarding experience for you.

Sincerely,

Volunteer Manager
Department of Volunteer Services

Lourdes Health Network

OUR MISSION

Our mission is an extension of the healing ministry of Jesus. We are called to serve our community, our patients, their loved ones, and our co-workers with respect, compassion and care. We respond to the health care needs of the community in a Christian spirit. We strive for excellence in all we do.

OUR VISION

To be the regional leader in:

- Caring for the whole person: body, mind and spirit
- Providing integrated health care to promote healthy communities
- Partnering with other providers of healthcare, including other systems

OUR VALUES

- We believe that life is a gift from God to be cherished and respected in all its stages, from conception until death.
- We believe that each person has been created by God, is unique, and has dignity and worth.
- We believe that all persons need recognition and affirmation.
- We believe in providing quality healthcare services in accordance with professional standards and the person's total needs.
- We believe that a harmonious environment promotes healing and wellness.

ORGANIZATION

LHN is pleased to offer its services to its community...but it would not be possible without our extraordinary medical staff. As a young Lourdes patient (following his surgery) once said, "To prepare for this surgery, I had prayed a lot. But what had really made a big difference was that I had placed all my faith in my doctor and in God." At LHN, traditions play a vital role in carrying us into the future. In a fast changing world, LHN continues its tradition of compassionate caring, high technology, and community responsiveness.

MAJOR FUNCTIONS

The hospital provides a comprehensive range of services to its community. These services include, but are not limited to, cardiac care, care of medical and surgical patients, emergency and diagnostic services, gynecology, home health care, intensive care, comprehensive pregnancy care, physical therapy, rehabilitation, urgent care centers and diet and nutrition services.

ANNUAL REPORT

The Director of Volunteer Services provides an annual report of volunteer activities and volunteer hours to be added to the Foundation's annual report. All volunteer hours must be turned in to the volunteer office monthly.

DEFINITION OF A VOLUNTEER

A LHN volunteer is an individual who, beyond the responsibilities of paid employment, freely assists LHN in the accomplishment of its mission without expectation or receipt of compensation.

ROLE OF A VOLUNTEER

LHN depends on volunteers to accomplish the organization's mission: providing services to our patients and their families and LHN staff. To prepare volunteers for this, we provide training for most volunteer positions, with the level of training varying according to the requirements of the position and the qualifications of the individual. Volunteers serve in many areas of the network.

HOW MUCH TIME DO YOU HAVE TO VOLUNTEER?

People volunteer in many different ways and for different lengths of time. A few hours a week, once a month, or on an on going basis, whatever time is given is useful and very much appreciated. Whatever your schedule there is an

opportunity that fits and that is enjoyable. Please know that you don't have to wait for our office to contact you, YOU can contact our office at any time to inquire about current or upcoming volunteer opportunities. Call (509) 546-2301 for information.

EQUAL VOLUNTEER OPPORTUNITY

The Department of Volunteer Services will comply with all applicable state and local laws governing unlawful discrimination in volunteerism throughout LHN.

DISCLOSURE STATEMENT/CRIMINAL HISTORY BACKGROUND CHECK

In compliance with Washington State Law, you must complete a Disclosure Statement. This statement is required of all staff both paid and volunteer. The information you provide will be sent via email to the Washington State Patrol for a state background check and Intellius for a national background check, on convictions regarding "Crimes Against Persons" and other convictions that may affect health, safety and welfare of our patients, staff and other volunteers. Your acceptance as a volunteer is contingent upon the findings of this investigation.

HEALTH REQUIREMENTS

Initial and annual Tuberculosis screening and interpretation is required. After the initial screening, volunteers must receive their annual Tuberculosis screening during their Birthday month. An initial drug screen is also required. Both are at no cost to the volunteer *the first time*.

ORIENTATION

All new volunteers are required to participate in a new employee orientation. You will be given information about LHN's fire, safety, and patient confidentiality policies. The DVS will notify you of the date and time. Orientation is MANDATORY and must be completed within 30 days of starting volunteer service.

It is the responsibility of the volunteer to be available for orientation and/or training, to question if in doubt, to do independent learning if required, and to follow all policies and procedures as instructed.

DRUGS AND ALCOHOL

The hospital is concerned that all patients receive optimum care from our staff and volunteers. This can only be done by volunteers that are well trained and

healthy. It is imperative that everyone works without the influence of drugs or alcohol. If you are found in possession or distribute, use and/or sell illicit drugs or alcohol on the premises, you will be reported to the appropriate authorities and will be subject to disciplinary action, including suspension and/or discharge as outlined in the Human Resources Policy on Drug and Alcohol use.

Some prescription drugs can also impair your ability to work safely. If you are using such medications, notify the Volunteer Office. If the medication alters your performance or presents a danger to you, patients, visitors or staff you will be asked to return home until you have recovered.

The Department of Volunteers adheres to the house-wide policy on drug and alcohol abuse.

USE OF TOBACCO

LHN and all of its facilities are **NON SMOKING/NON CHEWING** facilities. You may not smoke or chew on any LHN property.

SAFETY

LHN enjoys an excellent safety record. We continually strive to prevent accidents and eliminate fire hazards. You are the key to maintaining this record. Please report all malfunctioning equipment or safety hazards to your area supervisor or to the DVS at (509)546-2301 if there is no supervisor for your area.

INJURY

Any time you are hurt or injured while volunteering at LHN, you need to contact Donna Hopkins, Foundation/Volunteer Specialist, as soon as possible. If you are injured severely, please go immediately to the Lourdes Emergency Room. Tell them what happened and that you were volunteering when it happened. Ask them to contact the Volunteer Office as soon as possible. It is important that you contact Donna to report the incident, even if you feel fine.

If you witnessed an accident, please write down all of the details and give the report to Donna Hopkins.

HARASSMENT

LHN will not tolerate any conduct creating an intimidating, hostile or offensive working environment or any other form of unlawful and extreme or abusive

conduct. All conduct of this nature should be reported to the Department of Volunteers at (509)546-2301 immediately.

EMERGENCY CODES

You will hear various codes announced over the intercom:

- **Code Blue** – Cardiac Arrest
- **Code Green** – Loss of Oxygen
- **Code Orange** – Chemical Spill
- **Code Red** – Fire
- **Code Pink** – Child Abduction
- **Code Yellow** – Disaster/MCI
- **Code Violet** – Combative Person
- **Code Black** – Bomb Threat
- **Code Gray** – Adult Abduction
- **Code Silver** – Armed Intruder
- **Code White** – Pediatric Medical Emergency

Emergency codes will be discussed in the new hire orientation, reviewed at quarterly training sessions, and will be inserted with your badge for quick reference. Please be sure you are aware of your role should any of these codes be announced. For clarification contact the DVS at (509)546-2301.

PATIENT CONFIDENTIALITY

Confidentiality is defined as protection of any information, written or spoken, whose unauthorized disclosure could be harmful to the patients' or hospital interest. Volunteers must insure confidentiality in such areas as patient records, personnel records, hospital and operating data or any other information of a private or sensitive nature.

Inquiries from relatives and friends regarding patients are to be directed to the nurse in charge. Only authorized personnel may release information about a patient, volunteer, employee, or the hospital. Any volunteer found to have violated this policy will be subject to disciplinary action which may include discharge from their duties.

All new volunteers must read and complete the HIPAA packet for volunteers prior to volunteering. The packet will be made available to new volunteers at their interview.

The DVS adheres to the house-wide policies on Confidentiality.

INTERACTIONS WITH HOSPITAL PATIENTS

As a volunteer at LHN, you will interact with patients and their family members. Please remember that they are our guests and that people who are sick have special needs. Your courtesy, positive attitude and respect will make a difference.

LOST AND FOUND

Articles found on the premises should be forwarded to the Information Desk. Items not claimed within six months will be donated to the local charity.

SERVICE DESCRIPTIONS AND PERFORMANCE EVALUATIONS

At the time you begin volunteering, you will be given a copy of your service description. This will outline the basic aspects of your work assignment and the basic duties and expectations of your position. Your work performance will be evaluated against this standard. Volunteers will be evaluated every year and evaluations will be kept on file in the DVS. Your immediate supervisor may assign tasks that are not specifically listed in your service description but fall within the scope of your assignment. If in doubt about your qualifications to do a specific task, contact the DVS at (509) 546-2301.

PERSONAL APPEARANCE

The way you look on the job says a great deal about how you value your work as a member of the professional health-care team at LHN. Personal appearance guidelines include the following:

The Volunteer uniform issued by LHN consists of a lightweight blue jacket and/or polo shirt with Lourdes logo (issued by DVS), with black or khaki slacks. No jeans, cut-offs, mini skirts, or shorts may be worn by any volunteer.

Hospital-issued identification badges with name must be worn prominently. The Human Resources Department will replace lost badges. Upon termination, volunteers must return their ID badges and jackets to the DVS. If these items are not returned to the Volunteer Department, the Volunteer will be subject to any fees associated with replacing these items.

Footwear must be clean and in good repair.

Perfume and after-shave lotion should be worn in moderation. Strong scents can be distressing to patients and should not be worn.

Cleanliness on a daily basis, daily oral hygiene, use of deodorant, clean clothes, tidy shoes, clean and well manicured nails, clean and neatly cut or trimmed hair are the basis of good personal grooming.

Aim for polished, professional, business like appearance.

SIGNING IN

The sign-in/out book is located at the Information Desk. You are expected to sign in when you arrive and sign out when you leave the hospital. This will assure you of proper credit for work hours. It will also inform hospital staff members that you are on the premises in case of emergency or if someone is trying to contact you.

Volunteers shall NOT work more than two 4 hour shifts in a 24-hour period. The volunteer who is working a double shift must take a half-hour break between shifts. **Any variation in shift times must be cleared with the DVS at (509)546-2301.**

Approximately the 25th of each month, the time sheets for each volunteer will be picked up and replaced. The DVS will total each volunteer's monthly hours and record them in a monthly report. The time sheets will be kept on file in the DVS for one year.

ATTENDANCE

You are expected to report to work with regularity and promptness. If you cannot work your regularly assigned shift it is your responsibility to locate a substitute from the group of volunteers assigned to your work area. It is also your responsibility to inform the volunteer scheduler of your group about your replacement.

If you will be more than ten minutes late to your assigned shift or are unable to find a replacement, please call your department supervisor and the DVS at (509)546-2301.

Volunteers who disregard the attendance policy may be subject to the disciplinary process. Continued absences or tardiness by a volunteer may reach the point that their service will be terminated. Personal matters and illness, now matter how legitimate, are the responsibility of the volunteer and should not interfere with a good work record nor the service this facility provides patients and this community.

INCLEMENT WEATHER

Volunteers are not expected to report for duty under adverse weather conditions. If the volunteer feels uncomfortable walking or driving, due to snow, ice, or any

other adverse weather condition, they will be excused from their shift. The volunteer must, however, notify their supervisor and DVS that they may not be on duty that day because of the weather. Do not assume your supervisor will know that you are not coming to work because of adverse weather conditions.

LEAVE OF ABSENCE

A leave of absence will be granted to a volunteer for personal reasons such as vacation, maternity, disability, parenting, medical (volunteer, family or dependants'), education, special circumstances, or on-the-job injury. Every effort will be made to reinstate volunteers to the same job and shift they had before the leave, however this cannot be guaranteed after 6 weeks.

Volunteers are not permitted to return to work, following a period of disability for medical reasons, until documentation is received from the volunteer's physician certifying that the individual is capable of performing the essential functions of their job.

Requests for a leave of absence must be arranged in advance, except in those cases where advance request is not possible due to extenuating circumstances. Leave requests must be made as far in advance as possible, to the Director of Volunteers. All requests for leaves must indicate the date leave begins and the anticipated date of return. Arrangements for a long-term substitute will be made.

FLU SHOTS

Flu shots are given to volunteers depending on availability of vaccine and while supplies last. Volunteers working in the hospital will be offered the flu vaccine first depending on availability and priority based on job duties.

RECOGNITION

The DVS hosts an annual event to recognize and honor active LHN volunteers. An active volunteer is one who has donated 30 or more hours in the preceding calendar year.

Auxiliary will receive a service pin after 500 hours of service and hour bars at 500-hour increments starting at 1000 hours. The total numbers of hours accrued, for the award pins, are calculated annually from July 1st through June 30th. These awards will be presented at an annual award function each spring.

Certificates, plaques and appropriate awards to various outstanding volunteers are at the discretion of the Director of Volunteers.

LUNCH AND REST BREAKS

Volunteers working two 4-hour shifts must take a 30-minute lunch or rest break. **No volunteer shall work more than two separate 4 hour shifts in a 24-hour period.** Any variation in shift times must be cleared with the volunteer department.

CAFETERIA LUNCH POLICY

All non-compensated volunteers working a 4-hour shift are entitled to a free meal, not to exceed \$4.00, in the hospital cafeteria on the day of that 4-hour shift. Any amount over is the responsibility of the volunteer to pay. Volunteers may not take breakfast AND lunch on the same day. To receive the meal, the volunteer must be wearing their identification badge and meal card distributed by the DVS.

CELL PHONES AND OTHER ELECTRONIC DEVICES

All cellular phones and any other electronic devices (i.e. ipods, mp3 players, CD players, portable DVD players, etc.) are not permitted during working hours unless you are on a break or at lunch.

CHANGE IN NAME/ADDRESS/PHONE

Please inform the DVS when you have a change of name, address, or telephone number. It is important that we have accurate up-to-date records.

EMERGENCY DATA SHEETS

All volunteers will have an emergency data sheet on file in the DVS. Please inform the DVS when you have a change in emergency information. All forms will be updated annually.

PARKING

Parking is provided for volunteers in designated areas close to the hospital.

SOLICITATIONS, GIFTS AND TIPS

Volunteers are not allowed to sell products, subscriptions or to profit from trade while at LHN. The only exception is solicitation for LHN, Dept. of Volunteers, or Auxiliary events that have been authorized and pre-approved by Administration.

RESIGNATION

If at all possible, give the Supervisor of Volunteers two weeks notice. Upon resignation you **MUST RETURN**:

- All keys issued to you
- Any LHN equipment or tools in your possession

- Identification Badge and meal card
- Uniform jacket or polo shirt
- Any other items belonging to the Hospital or Auxiliary

TERMINATION OR DISCIPLINE

Volunteerism at LHN is based on mutual consent benefit. Either the volunteer or DVS may terminate the agreement at any time with or without cause. Volunteers are expected to give a 2-week notice of their intent to resign to the Volunteer Manager.

You may be disciplined or discharged from your duties if your behavior interferes significantly with the performance of your job, the hospital goals, or if you fail to fulfill reasonable expectations of your job performance. It will be at the discretion of the Volunteer Department to recommend a suspension of volunteer activities for those volunteers who are out of compliance.

In order to provide a fair and equitable standard for the administration of corrective action the DVS will adhere to the Corrective/Progressive Discipline Policy of the LHN Human Resources Department.

OTHER OPPORTUNITIES

Lourdes Auxiliary was formed in 1942. The Auxilian became Lourdes' first volunteers and continue to be a vital part of LHN with a strong commitment to serve. Each year, Auxilians and Volunteers have donated more than 27,000 hours to Lourdes facilities. Based on 40 hours per week, that's the equivalent of about 12 full-time Employees!

Dues for membership in the Auxiliary are: \$5 for Active members. As a volunteer at LHN, you are not required to be a member of the Auxiliary, but the DVS does encourage it.

The Auxiliary has a long rich history of fundraising for the Hospital. They maintain the Gift Shop in the main lobby which has both commercial items and on occasion some beautifully handcrafted items from the members. The Auxiliary holds bake sales, scrub and jewelry sales and other fundraisers throughout the year.

For more information on becoming a member of the LHN Auxiliary, contact the DVS at (509)546-2301.

IN CLOSING...

Please remember that you are a representative of the hospital and to the community. Part of your responsibility is to express positive attitudes concerning

your work, the staff, the volunteers and LHN. A positive image is in your best interest as well as those of the patient, the hospital and the community that supports the hospital. If you have criticisms or complaints, please take them to your supervisor or the Volunteer Manager where they can be handled according to procedure.

“THIS CAN ONLY BE A GOOD HOSPITAL IN THE EYES OF THE PATIENTS IF IT IS ALSO A GOOD PLACE TO WORK”

**VOLUNTEER HANDBOOK ACKNOWLEDGEMENT
OF RECEIPT AND AGREEMENT
ON THE CONDITIONS**

I have received a copy of the LHN Volunteer Handbook. It is understood that it contains important information about LHN’s general volunteer policies and about my privileges and obligations as a volunteer.

I agree to read it and familiarize myself and comply with its provisions. I will return this acknowledgement to the volunteer supervisor or other appropriate personnel before the return date to gain the full understanding necessary. Understanding and compliance with the policies and procedures and practices stated herein are a condition of volunteerism.

I also understand that the DVS and all volunteers will adhere to all hospital-wide policies. Copies of these policies can be accessed through the DVS.

Furthermore, I understand, acknowledge and agree that the Volunteer Handbook, any other written document or any verbal understanding is not a contract of employment and volunteering is at the mutual consent of the volunteer and the Department of Volunteer Service. Therefore, I hereby acknowledge that either I, or the Department of Volunteer Service, can terminate my volunteer relationship at will, with or without written notice.

Volunteer Name (please print)

Volunteer Signature

Date