



Volunteer

Handbook

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Welcome

You have an opportunity to contribute to thousands and thousands of people at **The Gift Stop**. You contribute not only by volunteering your time in the retail shop to help customers, but also by raising funds for either the Shands Auxiliary or the UF Medical Guild which in turn gives back to UF Health through scholarships, grants and project funding. Our future success is dependent upon you and other new volunteers. So here is a heartfelt welcome and thank you from those presently serving on **The Gift Stop** Board.

Opportunities

After you satisfy the requirements with Volunteer Services at UF Health Shands Hospital, you will be introduced to the three **Gift Stops** and offered training there by seasoned volunteers and staff. You are encouraged to find what you most enjoy doing, which may include some or all of the following:

1. Greeting customers respectfully and appropriately for their age, ability, emotion and culture
2. Helping customers find items
3. Ringing up sales
4. Delivering gifts to patients and hospital staff
5. Opening boxes of new merchandise and checking that in
6. Pricing newly received merchandise
7. Stocking shelves
8. Creating displays
9. Training new volunteers

The store manager will guide you on the tasks needed to be accomplished during your shift and will seek your input as to what new tasks you wish to learn and which ones you prefer. Flexibility on your part is always appreciated. You will discover that your added efforts are very much appreciated by not only the manager but by other shop employees also.

Current Structure and Mission

In 2013, **The Gift Stop** Board entered into a contract with Lori's Gifts, a company that manages gift shops in hospitals all over the US. The management contract gives **The Gift Stop** Board control over policies in the shop and guarantees a substantial income from the proceeds. Meanwhile, Lori's Gifts handles all personnel issues, purchasing of merchandise and daily procedures in the shops. The partnership with Lori's Gifts has returned **The Gift Stop** to a higher level of financial success, which benefits the Auxiliary and Medical Guild.

Through this partnership we have improved our ability to accomplish **The Gift Stop's** mission: *to provide caring service to patients, visitors, faculty, staff, students and volunteers with all proceeds to benefit UF Health, the University of Florida Academic Health Center.*

Resources

We hope you always feel free to ask questions. Here are several resources who will either provide an answer or figure out where the answer can be found.

Volunteering in the hospital, hospital requirements, parking, how to sign in:

Allyson Crawford, Director of Volunteer Services, and Volunteer Coordinators Kiah Coleman and Samantha Tracy

Email: acra0002@shands.ufl.edu

Telephone: 352-265-0360

Office hours : Mon-Fri 8:00 AM to 4:30 PM

[General Information Website: www.ufhealth.org/volunteering](http://www.ufhealth.org/volunteering)

[Volunteer Information Center \(VIC\) Website: https://ufhealth.org/volunteer-information-center-vic](https://ufhealth.org/volunteer-information-center-vic)

Scheduling your volunteer time, changing your schedule, recommending a potential volunteer:

Suzi Graham, Volunteer Coordinator for **Gift Stop** Board

Email: kitlergraham@gmail.com

Telephone: 386-717-0342

Serving on The Gift Stop Board, more information about The Gift Stop:

Joanne Licht, **Gift Stop** Board President

Email: jhlicht@gmail.com

Telephone: 847-313-5304

What to do in the shop during your shift, canceling your shift:

In person: Store Manager or Assistant Store Managers

North Campus (aka Store #430)

Telephone: 352-265-0121

South Campus (aka Cancer Hospital, Store #431)

Telephone: 352-733-0917

East Campus (aka HV&N Hospital, Store #525)

Telephone: 352-733-8188

How to find offices and services in the hospital:

If you already know the answer, you may guide the inquirer. If not, ask any visitor information desk, review the Directory in the Atrium or follow directional signage in the corridors.

Scheduling

Your time is valuable to you and to **The Gift Stop**. You are respectfully requested to plan ahead and communicate with the Volunteer Coordinator when asked what hours you choose to volunteer for the next month or for a special event such as Valentine’s Day Sale. You will be shown the monthly schedule during your training. The Volunteer Coordinator prepares a schedule for each shop. Once it is published, the store managers plan daily tasks for staff and volunteers based on the schedule.

You are encouraged to volunteer for at least eight hours per month. These hours are flexible and can be divided into different time segments such as two hours, three hours, four hours or longer. When you choose, feel free to volunteer more frequently. A few volunteers come in weekly and sometimes even more often. This helps keep your skill level up and provides continuity in the shops. Please let the store manager and Volunteer Coordinator know if you cannot volunteer on a day you are scheduled.

You may volunteer any day and any hour that **The Gift Stop** is open, which is 365 days a year. The usual shifts are morning (8:30-12:30), mid-day (10-2) and afternoon (12:30-4:30). These four-hour shift times are not mandatory and can be divided into different time segments to meet your personal needs. If you volunteer for 6 hours or more, you need to clock out for a 15-30 minute break. Choose the time that suits you best, with guidance from the Volunteer Coordinator about when coverage may be needed.

Gentle yet Important Guidance:

Confidentiality: We cannot overemphasize that the Federal Health Insurance Portability and Accountability Act (HIPAA) requires that all information concerning a patient's medical and personal information be kept strictly confidential. You will hear and observe private information about patients, their diagnoses, condition or treatment. This information is confidential. You must never disclose it to others except as required for care of patients or for performing your official duties. A breach of confidentiality by you can expose you and the healthcare organization to legal liability. If you breach confidentiality, you can be immediately dismissed pursuant to the policy of Volunteer Services at UF Health Shands Hospital.

Board Policy for the Shops: The following rules apply to you and the shop:

1. Shops shall be safe for customers and staff members and ADA accessible.
2. Shops shall be neat, clean and appealing.
3. Shops shall comply with hospital regulations to maintain 18" minimum clearance between ceiling and merchandise.
4. Requests from private and charitable organizations to offer merchandise for sale shall be referred to the management company.
5. Requests for donations shall be referred to the management company.
6. The following items shall not be sold in the shops:
 - a. Tobacco products
 - b. Lighters or matches
 - c. Certain high energy, super-caffeinated drinks exceeding 20.4 mg/oz., the caffeine level of an average cup of brewed coffee.
 - d. Provocative books, magazines or merchandise
 - e. Latex balloons
 - f. CBD products
7. No consumable items may be delivered to patients.
8. No over-the-counter medications may be sold to patients.
9. Death of an immediate family member of a staff member, volunteer or Board member will be acknowledged with a sympathy card sent by the Secretary.
10. All staff members shall be trained on hospital safety and security rules.
11. Staff members and volunteers shall never use cellphones in retail areas.

12. Staff members and volunteers shall not eat in retail areas.

13. Staff members and volunteers shall treat everyone with kindness, courtesy and respect.

Attentiveness and Good Customer Service: These are the best deterrents for volunteers to help prevent shoplifting in **The Gift Stop**:

1. **Greet** every customer who enters the store to let them know you are aware of their presence.
2. **Make eye contact** so that customers know you know what they look like.
3. **Stay focused** and do not allow yourself to be distracted.
4. **Alert** Lori's Gifts staff to unusual circumstances or suspicious activity, such as:
 - a. Heavy coats worn in warm weather
 - b. Large handbags
 - c. Baby strollers
 - d. Wheelchairs
 - e. Anyone loitering
5. **Hidden items:** Check inside all items being purchased: purses, baskets, boxes with lids, etc. for hidden merchandise.
6. **Be alert** to customers in the cash register area looking at jewelry, perfume, etc. If the area gets crowded, ask a staff member for help.
7. **Be attentive:** Shoplifters take advantage of busy stores during peak hours or when employees are less alert.
8. **Watch price tags:** Confirm the item name and pricing on the register, as tag switching is a common trick.
9. **Receipts:** Ask each customer if they wish a receipt for each purchase. Receipts are required for cash refunds.

Conflicts: We hope you will experience no conflicts in **The Gift Stop**. Just in case, here is guidance for you to initiate effective conflict resolution:

1. If a customer has any issues, refer the customer to the store manager.
2. If you have an issue with staff or operations, discuss it with the store manager.
3. If you have an issue with the manager, discuss it with **The Gift Stop** Board President.

4. If you have an issue with another volunteer, discuss it with **The Gift Stop** Board Volunteer Coordinator.

Attire: Volunteers have some flexibility; however, the goal is to be easily identifiable as a volunteer. The required and recommended attire follows:

1. **ID badge** provided by Volunteer Services during your placement appointment is required to be worn. If forgotten, request a temporary replacement badge from Volunteer Services for the day. If lost, request a replacement badge from Volunteer Services.
2. **Long pants** are required when entering patient care areas and recommended on all occasions. When arriving from another event, volunteers may substitute any pant or skirt that is not shorts, short dress or jeans, provided that no patient-care areas are accessed.
3. **Closed-toed shoes** are required when entering patient-care area and recommended on all occasions.
4. **Shirt identifying you as a volunteer** is required. **The Gift Stop** logo shirt is preferred; Auxiliary shirts and Shands Volunteer shirts are acceptable. Information for purchasing a logo shirt is available from the Volunteer Coordinator and the first shirt cost is reimbursable.

Parking: Volunteer Services secures for you an annual parking permit so you may park in designated parking garages for free when you volunteer. Provide your license tag and model of car to the Volunteer Services staff member to apply for your permit. Prior to receipt of your parking permit, staff in Volunteer Services can provide a free parking voucher.

Sign In and Out Every Shift:

1. On the designated computer in your service area, sign in using your pin number (usually the last 5 or 7 digits of your phone number). Complete the sign in process until the computer returns to original screen or it will not register your time.
2. Sign out when leaving.

3. If the computer does not function for you, use the available notebook to record your entry and departure time.

Patient Room Deliveries:

1. Do not enter patient's room if noted: "Visitors Check at Nurses' Station" or if airborne precautions are listed.
2. Always knock and wait to be greeted by the patient. Greet the patient and identify yourself upon entering. State your purpose and gain permission: "Hi, I'm (*insert name*), a volunteer, and I have a delivery for you."
3. Do not wake a sleeping patient.
4. If the curtain is pulled all the way around the bed, do not open the curtain.
5. Do not question the patient regarding his/her illness.
6. The key to interacting with patients is being a good listener.
7. Always excuse yourself when the medical team enters the room.

Health and Safety:

1. **Your health:** Do not volunteer with the following conditions:
 - a. Fever (100.4° F or higher).
 - b. Cold – sneezing, coughing, runny nose, sore throat.
 - c. Communicable/Infectious disease.
 - d. Skin rash, draining lesions and oxidative dermatitis, open incisions, draining wounds, boils, abscesses, and skin infections.
 - e. Enteric infections (diarrhea, vomiting).
2. **Your health-required notification:** Notify Volunteer Services directly before you return:
 - a. If you have been diagnosed with a communicable disease (e.g. flu, strep throat, mono, COVID, pink eye)
 - b. If you have recently been prescribed with antibiotics for an infection.
 - c. If your illness or accident caused you two weeks of absence.
3. **Your safety and others, too:**
 - a. Discuss your limitations, if any, with Volunteer Coordinator.
 - b. Maintain close contact with hospital staff for direction and supervision.
 - c. Report any unsafe conditions or actions that you observe.
 - d. To handle smoke and fire, learn RACE and PASS, which are summarized on the back of your volunteer badge.

- e. When you notice potential shoplifting, immediately contact the Store Manager or Assistant Store Manager. Lori's Gifts policy states a Lori's Gifts employee must personally observe shoplifting in order to prosecute.
 - f. Observe "Wet Floor" signs by walking on the opposite side of the corridor.
 - g. Report any spills on floors to the nearest staff. Utilize the "spill stations" to assist with clean up.
 - h. Open doors slowly, using the handle or push plate.
 - i. Walk to the right in hallways, using caution at intersections.
 - j. When in doubt, ask the manager for clarification or additional training.
 - k. Do not perform tasks without training.
 - l. Do not handle needles or sharps.
 - m. If you see something, say something.
 - n. If you don't feel comfortable walking to your bus stop or car alone, call Security at 352-265-0109 to request an escort.
4. **Your hand washing:** Proper hand hygiene (washing with soap and water or using hand sanitizer for at least 20 seconds) is the single most effective way to prevent the spread of disease. You must wash your hands with soap and water if they are visibly soiled. Washing should be done each time you:
- a. Arrive to volunteer.
 - b. Before leaving restroom.
 - c. Before and after eating.
 - d. Before putting on Personal Protective Equipment (PPE) and after removing PPE.
 - e. Before and after entering a patient room or interacting with a patient anywhere.
 - f. After using devices such as walkers and wheelchairs.
5. **Alcohol and Drug Use:** The use, sale or possession of alcohol or controlled substances by a volunteer while on duty or showing up to volunteer while under the influence will result in disciplinary action up to and including dismissal.

Thunderstorms and Inclement Weather Conditions:

- 1. Rainstorms and and thunderstorms are frequent weather conditions. Volunteers are still expected to report to their volunteer assignments, but use your best judgment and keep your safety as a priority. Remember to report any personal absences directly to **The Gift Stop** manager.
- 2. In the case of a hurricane, Volunteer Services will monitor communications from the University of Florida, UF Health Command Center, Alachua County Schools and the

Alachua County Emergency Management to determine if volunteering will be suspended. Please check your emails for updates during any active hurricane or severe weather in our area.

Relationships with Others:

1. As a volunteer, relationships with patients, visitors, staff and other volunteers shall always remain professional. This means you cannot exchange personal contact information (including phone number, email address, and social media handles) with patients or visitors, and cannot visit patients (in the hospital or outside the hospital setting) outside your volunteering time.
2. Bringing gifts to individual patients (including cards, flowers, homemade food, etc.) is not allowed. If you would like to donate items for patients, a general donation must be made to the hospital and the items will be distributed by staff.

These policies protect you as a volunteer and ensure that we treat patients equally and without favoritism.

Incident and Accident Reporting: If anything happens to you while you are volunteering, make sure the Gift Stop Manager is aware of the situation immediately and contact Volunteer Services right after. It is important for Volunteer Services to know about accidents when they happen so the situation can be evaluated and next steps determined.

If you witness an incident/accident involving a patient, report the incident to staff immediately.

Communication about Volunteering: Volunteer Services and **The Gift Stop** Board Volunteer Coordinator use multiple methods to communicate with volunteers. You are responsible to make sure the email address and phone number in your profiles are correct and that you have not marked these emails as spam. If you need to change your contact information with Volunteer Services, please use the "My Profile" tab on the VIC or reach out to Volunteer Services.

1. Email: Important information and announcements are sent via email. Please make sure to check your email regularly so you don't miss anything.
2. VIC Home Page: In addition, important information sent in emails may be posted on the VIC home page.
3. Phone: For time-sensitive matters you may be reached via phone. Please make sure your phone number is correct and you regularly check your voicemails.

Annual Volunteer Orientation: All volunteers must annually renew Volunteer Orientation and HIPAA Training. Volunteer Services will email a reminder a month before your annual training is due. The annual training can be completed online or at a scheduled meeting. It is your responsibility to ensure that you have a functional email address on file with Volunteer Services, that you check it regularly and that you submit your annual training completion to Volunteer Services. If you did not complete your annual training, your status is inactive and you will need to re-apply to resume volunteering.

Benefits for You

Volunteering at **The Gift Stop** provides many benefits.

1. Personal satisfaction derived from giving back.
2. Fundraising of 4 million dollars for projects to enhance UF Health, including medical student scholarships, research grants, refrigerators for mothers' milk, blanket warmers for ORs, iPads with easily accessible medical information for ShandsCair helicopters and much more.
3. Service to customers by selling items they need or want.
4. Offering customers a pleasant break from whatever issues they are facing.
5. \$6 snack voucher that can be used at Opus, Subway, Wendy's, Smoothie King and the cafeteria (degree-seeking volunteers are not eligible for this benefit).
6. Free parking (UF/UF Health staff, students and interns are not eligible for this benefit).
7. 20% discount on most regularly priced **Gift Stop** merchandise. Exclusions include flowers, fragrance, food and any other categories designated by Lori's Gifts. Volunteers must present their UF Health Shands Hospital volunteer badge during the purchase.
8. Friendship with other volunteers.

History

We hope you share pride in being part of a company founded in 1980. The J. Hillis Miller Health Center Gift Shop, Incorporated (aka **The Gift Stop**) is a not-for-profit corporation. The purpose of this corporation “shall be to render service to the University of Florida Health Science Center and Shands Hospital at the University of Florida, Gainesville, Florida, through the operation of a gift shop or shops located in the Health Center complex and to distribute the proceeds to benefit the University of Florida Health Science Center and Shands Hospital...” (from Articles of Incorporation). Members of the Board of Directors of **The Gift Stop** are comprised of representatives from the two constituent organizations (the Shands Hospital Auxiliary and the UF Medical Guild) and additional **Gift Stop** volunteers.

Dates of significance:

March 1, 1979: Ad hoc committee formed to create hospital gift shop

January 17, 1980: Shands Auxiliary, UF Medical Guild, the UF Dental Guild, and the UF Junior Medical Guild chartered the corporation in the State of Florida.

October 21, 1980: The Board adopted the stop sign logo and name, **The Gift Stop**.

1980: The UF Junior Medical Guild, unable to fulfill obligations, was removed from the corporation.

October 1984: The shop was moved to a larger location.

July 25, 1986: The UF Veterinary Auxiliary was approved for corporate membership.

November 16, 1992: A satellite shop was opened in the lobby of The Davis Cancer Pavilion.

2003: The Veterinary Auxiliary disbanded and withdrew from the corporation.

2004: The UF Dental Guild disbanded and withdrew from the corporation.

November 2, 2009: Our South Campus shop opened in the new UF Health Cancer Hospital.

August 22, 2011: The logo was revised to include a wrapped gift.

January 31, 2013: The Davis Cancer Pavilion Shop was closed for financial reasons.

July 30, 2013: The Board engaged Lori’s Gifts to manage the shops.

January 31, 2014: The North Campus shop moved to its new, centralized location.

December 11, 2017: The East Campus shop opened at the Heart, Vascular and Neuromedicine Hospital.

Thank you for volunteering!
May you find happiness in serving with others to achieve worthwhile goals at The Gift Stop.

~APPENDIX~

Gift Stop Handbook Quiz

Volunteer Name: _____ Date: _____

1. Typically, your volunteer pin for signing in on the computer is _____
2. Washing your hands with soap and water or using hand sanitizer for at least _____ seconds is the single most effective way to prevent the spread of infection.
3. I can volunteer if I feel sick. TRUE FALSE
4. Volunteers who are not affiliated with UF or UF Health can get a parking pass from Volunteer Services and park for free in visitor garages or valet parking. TRUE FALSE
5. If I get hurt while volunteering, I should keep it to myself. TRUE FALSE
6. The first step in entering a patient's room is to knock. TRUE FALSE
7. It's OK to ask a patient why they are in the hospital. TRUE FALSE
8. If you forget your name badge, it is OK to put a piece of tape on your shirt with your name. TRUE FALSE
9. Gift Stop policies are set by (select one):
 - a. UF Health
 - b. UF Health Volunteer Services Department
 - c. The Gift Stop Board
 - d. Lori's Gifts
10. Annually, Gift Stop volunteers must (select one):
 - a. Renew vaccinations.
 - b. Attend annual training required by Volunteer Services.
 - c. Attain 80% or higher on training quizzes provided by Volunteer Services.
 - d. All of the above.

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