How to Use the Handbook

Welcome to the team! We hope you will enjoy your time as a UF Health Shands volunteer! This handbook has been designed to help you better understand our volunteer policies and expectations, as well as to help answer any questions you may have about volunteering.

This handbook covers important information we want to make sure you know, as well as addresses some of the most frequently asked questions we get. We arranged it by topic and included a table of contents so you can more easily find information on something specific, but it is important that you read through the handbook in its entirety. We tried to make this handbook as comprehensive as possible, but if there is anything you have questions about, please don’t hesitate to ask the Volunteer Services staff.

Thank you so much for volunteering with UF Health Shands! Volunteers like you help us to improve the patient experience and make a difference in our community.

The Volunteer Services Team

Director of Volunteer Services – Lindsay Krieg
Volunteer Coordinator – Kiah Coleman
Volunteer Coordinator – Kim Huebner
Evening Receptionist – Gloria Southworth

Volunteer Services Contact Information

Office Hours: Mon - Fri 7:30a – 8p
Phone Number: (352) 265-0360
General Information Website: www.ufhealth.org/volunteering
Volunteer Information Center (VIC) Website: https://ufhealth.org/volunteer-information-center-vic
# Table of Contents

Volunteer Policies .................................................................................................................................................. 4

- Volunteer Uniform ............................................................................................................................................... 4
- Volunteer Name Badge ...................................................................................................................................... 4
- Parking ............................................................................................................................................................... 4
- Absences ............................................................................................................................................................ 4
- Holiday Absences .............................................................................................................................................. 5
- Incident/Accident Reporting ........................................................................................................................... 5
- Relationships with Patients and Visitors .......................................................................................................... 5
- Volunteer Withdraw ....................................................................................................................................... 6
- Annual Online Orientation ............................................................................................................................... 6
- Lunch/Snack Breaks .......................................................................................................................................... 6

Expectations ............................................................................................................................................................ 6

- Length of Commitment ................................................................................................................................... 6
- Signing In and Out Every Shift ...................................................................................................................... 6
- Cell Phone Use ............................................................................................................................................... 7
- Professional Behavior .................................................................................................................................... 7
- Volunteer Responsibilities ............................................................................................................................... 7

The Volunteer Information Center (VIC) Portal ....................................................................................................... 8

Communication Methods ....................................................................................................................................... 8

- E-mail ............................................................................................................................................................... 8
- VIC Home Page ............................................................................................................................................... 9
- Phone ............................................................................................................................................................... 9

Disciplinary Actions/Processes ............................................................................................................................ 9

Infection Control ................................................................................................................................................... 9

References ............................................................................................................................................................. 10

- Who’s Who in the Healthcare System ............................................................................................................ 10
- Wheelchair Training ......................................................................................................................................... 11
- Telephone Etiquette ......................................................................................................................................... 12
Volunteer Policies

➢ Volunteer Uniform
  o In order for our patients, staff, and visitors to easily identify your role in the healthcare team, you must wear the required volunteer uniform whenever you are volunteering.
  o Required uniform for hospital/clinic volunteers is: UF Health Volunteer polo shirt, full-length khaki pants, closed shoes, and volunteer name badge.
    ▪ Capris, shorts, skirts, tights/leggings are not permitted
  o Volunteers who join the Auxiliary, Gift Shop and Ronald McDonald Family Room will have a slightly different uniform which will be explained upon interview.
  o The procedure for purchasing your volunteer uniform will be explained during your placement interview.
  o If you show up for your volunteer shift and are not in the proper uniform, you will be sent home and it will be considered an absence.

➢ Volunteer Name Badge
  o Healthcare laws require that proper identification must be worn at all times – This means you MUST wear your volunteer name badge when volunteering!
  o If you leave your name badge at home, come to the Volunteer Services Office and we’ll provide you with a temporary badge for the day.
  o If your badge is lost and nowhere to be found, request a replacement badge from the staff in the Volunteer Services Office during regular business hours.

➢ Parking
  o Parking is provided for Adult volunteers who are not UF students, faculty or staff.
    ▪ Adult volunteers may park in the Visitor parking garage or valet park free of charge.

➢ Absences
  o We understand that you have personal obligations and an active life to enjoy. We ask that you keep absences to a reasonable amount. If absences become excessive you may be removed from the program in order to provide a more stable volunteer to the department.
  o If you are going to be absent, we ask that you report it:
    ▪ Directly to the service area in which you volunteer – contact information for the service area is provided on the Volunteer Agreement you’re given during placement. Our areas rely on their regularly scheduled volunteer help and it is a professional courtesy to provide them with as much advance notice as possible.
    ▪ Online through the Volunteer Information Center (VIC) portal. (Please see the Volunteer Information Center (VIC) portal section of the handbook for more details about reporting absences online.)
- **Holiday Absences**
  - Each semester, there are specific dates which are considered excused volunteering days due to being either federally recognized holidays or University of Florida holidays.
    - Exact dates are listed for each semester on the VIC home page and on the semester handout provided during placement; they also show up in your schedule in the VIC portal.
  - If your shift falls on one of the listed holiday dates, you’re not required to be in attendance that day.

- **Incident/Accident Reporting**
  - If anything happens to you while you are volunteering make sure your service area is aware of the situation, and then contact Volunteer Services immediately! It’s important for us to know about accidents right when they happen so we can evaluate the situation and help you determine what steps need to come next to keep you safe.
    - Examples of incidents/accidents: twisting your ankle in the hallway, cutting your finger on a tape dispenser, passing out, being exposed to blood/body fluids/chemicals, getting stuck by a needle, etc.
  - If you witness incidents/accidents involving a patient, report the incident to the patient’s nurse immediately. Even things that may seem minor could have a big impact, and it’s important for nurses to know about incidents/accidents and make note of it in patient records.
  - If you are having issues with a staff member in your area, or with another volunteer, please come talk to Volunteer Services about it so we can help you address the issue. We never want you to be in a situation that makes you uncomfortable, but we can’t help if you don’t tell us what’s going on.

- **Relationships with Patients and Visitors**
  - As a volunteer, your relationships with patients and visitors should always be kept professional. This means you should never provide your personal contact information (including social media) to patients or visitors, and you should never visit patients (in the hospital or outside the hospital setting) outside of your volunteering time.
  - 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 (donations are accepted in the Volunteer Services Office) and the items will be distributed appropriately by staff.
  - These policies protect you as a volunteer, but they also help to ensure that we are treating all patients equally and not showing any favoritism.
Volunteer Withdraw
  - If you are unable to keep your commitment to volunteering with us for any reason, please contact the Volunteer Services staff as soon as you know this is the case. It is important that we receive this information in a timely manner so that whenever possible we can open that spot up for another volunteer.
  - Notifying the Volunteer Services staff in a timely manner will also allow us to advise you on what options are available to you to maintain eligibility.

Annual Online Orientation
  - In order to keep important information fresh in everyone’s minds, and because it is healthcare law, you are required to renew your online volunteer orientation and HIPAA & Privacy training every year you volunteer with us.
    - The date that your quiz is due for renewal every year will be based on the date you originally submitted your first quiz (for example, if you took the quiz in January originally, then it will be due again each January).
  - To renew your quiz: take the orientations again through [http://mytraining.hr.ufl.edu](http://mytraining.hr.ufl.edu), print out the certificates and bring them to the Volunteer Services Office.
  - Our system is set up to send automatic e-mail reminders when your orientation quiz is coming due. We recommend taking care of it as soon as you get the first reminder e-mail.

Lunch/Snack Breaks
  - Because you are typically here for only a three-hour shift, we do not offer time for food breaks. Please make sure you eat something before you come for your shift.
  - It is rare, but if you are ever volunteering for 6 hours or more, you will need to clock out for a 30-minute break.

Expectations

Length of Commitment
  - As an adult volunteer, you will have a regularly scheduled three-hour shift for a minimum of six months, on the same day each week.

Signing In and Out Every Shift
  - In order for us to keep accurate records of your volunteer time, you will need to sign in and out for every single shift. (This also helps us to know who is where in case of an emergency.)
    - Please do not sign in for your shift until just before you are heading to your service area. (i.e. lock up your stuff, change into your uniform, etc. before you sign in.) Signing in early and “hanging out” to get more time in your record is unethical.
o A majority of our volunteers will use a volunteer PIN number on designated computers to sign in and out. (A reminder about how to determine your PIN number is displayed on the initial sign-in screen.)
  ▪ Follow the prompts to complete the sign in/out process. Don’t forget to make sure you hit the “ok” button and get back to the initial screen, otherwise the computer doesn’t actually clock your time!
  ▪ If the computer has a black screen, move the mouse or hit a key to wake it back up. If that doesn’t work, you can turn it off and back on again (it will come right back to the volunteer login screen). Log books next to the computers should be used as a final resort.

o Some areas will have an additional sign-in location apart from where you sign in/out for Volunteer Services. If your service area instructs you to sign in/out in an additional location you will need to sign in/out in BOTH locations!

➤ Cell Phone Use
  o Cell phones are not to be used during your volunteer shift! (We promise it won’t kill you to put it in a locker or leave it in your car/backpack for three hours.)
  o If you lock up your belongings in the Volunteer Office, please make sure your phone is set to silent and that all alarms set during your shift are turned off.

➤ Professional Behavior
  o You should arrive for your shift on time and stay for the duration (unless expressly dismissed by your service area).
  o As a volunteer you are here to assist staff members and make a valuable contribution to the team and the level of care we can provide to our patients; we expect you to be friendly, helpful, and have a positive attitude.
    ▪ You will get out of your experience what you put into it, so make sure you are making positive contributions!
  o Maintain good lines of communication with the staff in your service area and with Volunteer Services.

➤ Volunteer Responsibilities
  o It is your responsibility to keep track of your volunteer start date, schedule, and the date/time for any orientation required for your service area. Volunteer Services will provide you with some tools and resources and will be happy to answer any questions you may have, but ultimately it is up to you to make sure you are in the right place at the right time.
  o Volunteer Services uses multiple methods to communicate information to our volunteers (see the “Communication Methods” section for more details) and it is up to you to make sure you are checking for and receiving the information.
As an adult volunteer, your assignment will continue on a rolling basis unless we hear differently from you. If you want to change your service area, change your shift time, or add a new placement, come talk to us!

After you are placed for a shift, it is your responsibility to notify Volunteer Services in a timely manner if you have any scheduling conflicts with your assigned volunteer time, or if there is any reason you cannot fulfill your commitment.

- Not providing us with timely notification may result in ineligibility to continue volunteering. A good rule of thumb is the sooner, the better.

**The Volunteer Information Center (VIC) Portal**

The VIC portal is a vital resource for you as a volunteer. You will use it often throughout your volunteer career with us for a variety of things, including:

- Keeping track of your hours
  - A record of your volunteer hours can be found under the “My Service History” tab, including a printable version. If you notice any inconsistencies in your hours, please contact Volunteer Services.

- Receiving important information
  - Links to important documents, announcements, and reminders can be found directly on the home page when you first sign in.

- Reporting absences to Volunteer Services
  - In addition to reporting your absences directly to your service area, you will need to report them online through the VIC portal. Directions for doing so can be found under the “Time Sheet” tab.

- See your schedule and assignments
  - Your volunteering schedule for the semester is located under the “My Schedule” tab. Holiday dates will show up on this calendar as well – your regular assignment will be replaced by the name of the holiday and a reminder that the date is excused.

**Communication Methods**

- E-mail
  - When we need to get important information and announcements out to our volunteers, we will usually send it to you via e-mail. Please make sure that the e-mail address you have on file with us is one you check regularly so you don’t miss anything!
    - If you need to change the e-mail we have on file, please contact the Volunteer Services Office and one of our staff members will update the information in our system.
    - Also, make sure your spam filters are set up so that our e-mails are going to your inbox and not your spam folder.
VIC Home Page
  - As a backup in case our e-mails do not reach you, important information sent in e-mails is also posted on the VIC home page.
  - Some information may be posted only on the VIC home page and not sent out via e-mail, so be sure you are in the habit of checking the home page frequently throughout the semester.

Phone
  - For time-sensitive matters we may reach out to you via phone, so please make sure your phone number is correct and you are checking your voicemails.
    - If you need to update your phone number you can do so through the VIC portal; just click on the “My Profile” tab and follow the directions.

Disciplinary Actions/Processes
  - Infractions of volunteer or hospital policies and procedures will be handled on an individual, case-by-case basis.
    - Volunteers will be asked to meet with Volunteer Services to discuss the situation.
    - The disciplinary course that will be taken will be determined based on hospital policy, the severity of the infraction, and the conversation Volunteer Services has with the volunteer.
  - Volunteer Services must look out for the safety and well-being of ALL the patients, staff, and volunteers in our healthcare system. While we try our best to educate our volunteers and provide opportunities for correcting behaviors, in some instances removal from the volunteer program is in the best interest of the big picture.

Infection Control

Hand Washing:
1. Always wash hands before and after contact with EACH PATIENT AND when moving from ROOM TO ROOM.

2. Use plenty of soap, wash for 30 seconds. Hand sanitizer (i.e. Purell) is acceptable for use between patients. You must wash your hands with soap and water if they are visibly soiled.

3. REMEMBER: Everything you touch has germs, so you can never wash your hands too much when in the hospital!

4. Wash hands before you put gloves on and after you remove gloves.

If you are not feeling well and/or have persistent symptoms of: cough, sore throat, runny nose, and/or fever, it may be best for you to remain home (or out of patient areas) until symptoms subside. Many patients and families have compromised immune systems while in the hospital, so keeping germs away from them is extremely important.
References

**Who’s Who in the Healthcare System**

Listed below are the roles and responsibilities of clinical staff and practitioners in the healthcare system that volunteers may encounter.

**Support Tech** – Support Techs provide clerical support, mobility, and comfort. They can help to locate a patient's room and identify which nurse is assigned to the patient.

**Patient Care Associate (PCA)/Certified Nursing Assistant (CNA)** – The PCA assists the nurse by taking the patient's vital signs and helping with patient needs like eating, bathing or dressing. They can provide a volunteer with information about the patient's general level of physical capability.

**Registered Nurse (RN)** – The Registered Nurse is responsible for guiding care of the patient based upon an individualized plan. Ask them about signs on the door, if any special precautions need to be taken when working with the patient, and if it is okay for the patient to leave his/her room to attend a group workshop.

**Charge Nurse** – A charge nurse is responsible for orchestrating the efficiency of patient care on the unit. Check in with the charge nurse before doing an activity, so as not to disrupt the flow of care on the unit or bother other patients. If you cannot find the patient's nurse, you can ask the charge nurse about any special precautions before making a bedside visit.

**Nurse Manager** – The nurse manager coordinates the unit’s financial and business operations. The nurse manager oversees and approves the implementation of regularly scheduled volunteers on the unit.

**Clinical Leader** – The Clinical Leader coordinates the efforts of interdisciplinary patient care teams to keep everyone on the unit in accord with the patient’s condition and care plan.

**Case Managers** – Case Managers are an integral part of the healthcare team who work closely with patients and their families to help them solve problems, through the provision of counseling, psychosocial support, crisis assistance, community referrals, discharge planning, housing, transportation assistance, financial assistance, and patient education.

**Guest Services** – Guest Service Specialists provide hospitality services, answer visitor's questions, and give directions and information about non-medical resources in the hospital and Gainesville area.

**Child Life** – Child Life Specialists at UF Health Shands Children's Hospital are certified professionals who specialize in child development and provide developmentally appropriate psychosocial interventions in an environment that will support normal growth and development of children and young adults.

**Pastoral Services** – Chaplains are available to patients and families for counseling, spiritual support, rituals of faith and as a communication link with spiritual resources in the patient's home community.
Wheelchair Training

1. You will **not** be transporting patients that have I.V. poles or any other types of tubing (unless you are assisting medical staff).

2. Always ask the patient if you may assist them, and then hold your arm out for them to hold.

3. Lock the wheels before the patient sits down and before the patient gets out of the chair.

4. Make sure the patient’s foot pedals are down and their feet are resting on the pedals.

5. Make sure the foot pedals are lifted before the patient gets out of the wheelchair.

6. Be sure the patient’s clothing is not hanging outside the arms of the chair (this is so the clothing doesn’t get caught in the wheels of the chair).

7. Bring the wheelchair in the elevator backwards and off the elevator backwards (if not crowded).
   a. So the patient doesn’t face the back of the elevator (while everyone else is facing the front of the elevator).
   b. So the wheelchair front wheels don’t get stuck in the track of the elevator door.
   c. When exiting the elevator if crowded, use the foot bar to guide the small front wheels over the elevator door track.

8. Walk at a normal pace while pushing the wheelchair.

9. Push the wheelchair with caution when going around corners – use safety mirrors in the hallways to see if anyone is coming around the corner.
Telephone Etiquette

1. Identify yourself and the department. If you smile when you answer the phone, your voice will sound warm and friendly.

2. Listen attentively; use the caller’s name to personalize the call.

3. Be prepared to take notes. Make sure you understand their reason for calling so you can direct the call to the appropriate person.
   a. Name of caller
   b. Date and time of call
   c. Content of message (as much as they provide)
   d. Action desired (i.e. return call, message only, returning message, etc.).
   e. Phone number

4. Repeat message if necessary back to caller – If you do not understand their name, then politely ask them to spell it for you.

5. Ask questions if necessary.

6. End conversation with ‘thank you’ and/or ‘have a nice day’.