WEST LINCOLN MEMORIAL AUXILIARY

169 Main Street East
Grimsby, Ontario
L3M 1P3

Established 1944

VOLUNTEER MANUAL

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**AUXILIARY PRAYER**

Almighty God and Heavenly Father of Mankind
Bless, we pray Thee, our endeavours in those hospitals
in which we strive to bring comfort and hope
to all who are in distress of mind or body.

Guide us so that we may use the privilege given us
to help the aged, the ill and the very young –
with generosity, with discretion and with gentleness.

Give us the strength to labour diligently,
the courage to think and to speak with clarity
and conviction but without prejudice or pride.

Grant us, we beseech Thee, both wisdom and humility
in directing our united efforts to do for others
only as Thou would have us do.

Amen.

_________________________________________

**PLEDGE FOR VOLUNTEERS**

I pledge myself:

• to perform to the best of my ability any task that is given to me;
• to be punctual and conscientious in the fulfillment of my duties;
• to consider as confidential all information which I may hear directly or indirectly,
  concerning patients, staff members, doctors and to avoid seeking information
  concerning any of these;
• to take any problems, criticisms, or suggestions to the Volunteer Coordinator or
  Auxiliary President;
• to be gracious in accepting directions from hospital authorities, and be equally gracious
  in supervising, should circumstances place me in any position of authority; and
• to uphold the traditions and standards of this hospital before the community at large.
WLMH Mission Statement

*A caring team partnering with our Communities to provide quality healthcare close to home.*

Greetings from the Chief Executive Officer

Welcome to our West Lincoln Memorial Hospital family.

Our volunteers are an integral part of our organization, playing a critical role in the hospital’s ability to provide patients with the quality services they expect and deserve.

Your presence makes West Lincoln Memorial a “community” hospital in the truest sense. You help create for our patients and their families a warm and caring environment that truly makes a difference every day.

Know that the time and energy you commit to this organization is appreciated by the board, management and staff of West Lincoln Memorial as well as by the people whose lives you get the opportunity to touch in the course of your work.

I want to thank you for choosing to join us as a volunteer and I sincerely hope your experience with us proves to be rewarding for you.

Vickie Baird, CEO
WEST LINCOLN MEMORIAL HOSPITAL VALUES

• **Compassion and Competence**
  We strive to meet patient care needs compassionately, personally and competently, recognizing physical, mental, emotional and spiritual needs.

• **Diversity and Respect**
  We value diversity and we respect all people, including patients, their families, Hospital and medical staff, volunteers and our communities.

• **Trust, Honesty and Integrity**
  We value and promote fairness, honesty and openness in our relationships with patients, their families, Hospital and medical staff, volunteers and community partners.

• **Empowerment**
  We value an innovative approach to improving the health of the community through teamwork, open communication and empowering all individuals to have input into decision making. We recognize and encourage the contributions of all staff, physicians, volunteers, patients, their families and our community partners.

• **Excellence**
  We value continuous improvement in quality of service and strive for excellence in patient care delivery.

• **Partnership**
  We value dynamic relationships with both internal and external partners for delivery of integrated, patient-focused health care.

**The RITE Pledge of the WLMH Code of Conduct**

I commit to provide fair treatment and respect for all.

At all times I will:

• Act in a way that demonstrates courtesy and honours dignity (Respect).
• Demonstrate truthfulness and honesty in all of my actions (Integrity).
• Act in good faith and confidence to support an environment of safety and reliability (Trust).
• Value and encourage the contributions of others (Empowerment).
HOSPITAL ETHICS AND INTERPERSONAL RELATIONSHIPS

For you, who have chosen to be a volunteer at WLMH, “discretion” is the keyword.

Each patient admitted to the hospital, either as an inpatient or outpatient, places their trust in all of the personnel including the volunteer, to respect the confidentiality of their visit or stay in the hospital.

You may know some of the patients personally. No reference is to be made, either within or outside the hospital, as to the identity of any patient that is admitted to the hospital, any diagnosis or any treatment.

You, the volunteer, may be mistaken for hospital personnel. The patient, or their family, may seek your advice. Never express any opinion on the patient’s condition or treatment to the patient, relatives or any other person – including the hospital staff.

The patient may express such feelings as loneliness, depression or criticism of something or someone. The volunteer should deal with these with sympathy and understanding. It would be most helpful to the nursing staff if the volunteer would refer this to the Department Director – avoid attempting a solution to the problem.

Do be cheerful, positive and friendly but not familiar.

INTERDEPARTMENTAL RELATIONS

The attainment of our stated goals is dependent upon the entire hospital perceiving itself as a team with a shared purpose.

We believe that dialogue within and between departments and across disciplines strongly affect the quality of our results.

We believe that each and every job contributes to the functioning of our hospital.

We believe in the invisible teams, not formally defined or structured, that rise to the occasion and solve problems that occur during normal operations.

We believe in striving to continually improve the quality of care and service provided by the individual volunteers.

We believe in participation on quality improvement teams within the hospital that require input from a volunteer perspective.

The effectiveness of West Lincoln Memorial Hospital is dependent on the collective impact of each individual performance.
What is Volunteering?
Volunteering is giving your time, skills or expertise. There are many benefits to volunteering and we believe volunteering can be very satisfying at any time in your life. It can be customized to your interests, available time, and reasons for wanting to volunteer.

Volunteering creates strong, healthy communities.

Purpose
The volunteer program supplements the professional and trained staff with responsible volunteers who will bring to the patients and their families those additional services that tend to enhance the warm, friendly atmosphere in the hospital.

West Lincoln Memorial Auxiliary is a member of H.A.A.O. (Hospital Auxiliary Association of Ontario).

Objectives
- To provide a thorough orientation program for the volunteers.
- To train volunteers to function safely and effectively within the hospital setting. Each program has a co-ordinator who will provide instruction.
- To assist the volunteer to enjoy a feeling of personal satisfaction by giving a worthwhile service to patients, the hospital, and the community the hospital serves, without financial remuneration.
- To assign volunteers to areas requiring service within the hospital.
- To provide care and comfort for all who need it.

Hospital volunteer associations exist to:
- enhance patient care
- raise funds for the hospital and to help hospitals meet their goals
- provide leadership and educational opportunities to their members
- promote the involvement of young people as volunteers
- respond to change and progress in the volunteer health care field

WLMA Motto     “Together we can make a difference”
QUALIFICATIONS OF A SUCCESSFUL VOLUNTEER

Motivation: The personality factor common to all effective volunteers is a need to serve, to share and to interact with others.

Tolerance: Relate easily with patients and staff from many different cultures.

Warmth, Empathy, Tact, Discretion: These are necessary qualities to be a good volunteer.

Confidentiality: Must have the same respect and responsibility, as do the professionals, for patient confidentiality.

Humour: It is helpful not to take oneself too seriously.

Dependability: Adhering to your agreed volunteer times and duties is very important. Each scheduler works very diligently to fill all required hours.

Commitment: Volunteering is a commitment and people (staff, patients and other volunteers) rely on you being able to fulfill your obligation to your shift.

"Volunteers are paid in six figures... S-M-I-L-E-S"

Gayla LeMaire

“Volunteers don’t get paid, not because they’re worthless, but because they’re priceless.”

Sherry Anderson
GENERAL INFORMATION

**Reporting for Service**
The Volunteer Office is located in the **FRONT LOBBY**. A nominal annual membership fee is requested.

All volunteers working within the hospital are covered by the hospital insurance.

A binder at the front lobby desk is provided for you to record your volunteer hours and the area in which you performed the work. Please record time worked in the appropriate department binder.

Vest and your I.D. tag are required to be worn at all times that you are on duty. Vests and I.D. tags must NOT be worn outside of the hospital boundaries unless for a special event.

Please wear shoes that are closed toed, low-heeled and comfortable with non-slippery soles.
No sandals in patient areas or coffee shop.

**I.D. Name Tags**
Your Photo I.D Tags are supplied by the Auxiliary Office. An appointment is required.

**Meals**
The Coffee Shop (on the main floor) will provide each volunteer with *one complimentary beverage per shift*. It serves hot and cold beverages, sandwiches and other small food items.

**Paid Parking**
All auxiliary members attending the hospital in connection with volunteer work should pick up a complimentary parking token from the Front Lobby Reception. If there is no volunteer at the Front Desk tokens are available at the admitting window adjacent to the Emergency Department. You may be requested to show your I.D. tag.

**Smoking**
The hospital is a non-smoking facility.

**Illness or Absence**
If you have a cold or other infection, or if you are to be unavoidably absent, please arrange your own replacement or notify your area volunteer co-ordinator.

If possible, please estimate the length of time you will be away so that substitute arrangements can be made for you, and please notify the co-ordinator when you are ready to return.
If your area co-coordinator can’t be reached please call the Auxiliary Office and leave a message.

If you become ill or incur an injury while on duty, please report directly to Emergency.

**Telephones**
The telephones at the Nursing Stations are not available for private calls. Do not answer the phone at a Nursing Station unless you are asked to do so by the nurse in charge.

**Use of Wheelchairs**
Wheelchairs present special problems. Accidents may occur when a wheelchair is not properly used.
- Volunteers must **NOT** transfer patients in or out of a wheelchair.
- If a patient requires a wheelchair, the volunteer must ask a nurse to assist the patient.
- Volunteers in the front lobby can use the phone to call for a nurse to assist the patient.

**Wheelchairs in elevators:**
- Be sure that the car is level with the floor.
- Push the wheelchair into the elevator.
- Set the brakes.
- At the destination floor, press the ON button to hold the doors open.
- Release the brakes and pull the wheelchair out of the elevator, after looking both ways along the corridor.
- Return the elevator door switch to original position.

**Traffic considerations:**
- Don’t speed
- Keep to the right side of the corridor
- Pedestrians have the right of way except in an emergency
- Look both ways when crossing hallways
- Slow down when turning a corner
- Always back out ofdoorways or into traffic areas
- Parked equipment should not obstruct corridors, doorways, or elevators
Safety Reminder

While you are helping as a volunteer, always be aware of the working hazards. Outlined below are some procedures to remember.

• Know and observe the procedure for the use of wheelchairs.
• Never put bedsides down for a patient.
• Report potential hazards to the Department Head e.g. broken glass, malfunctioning equipment, blocked fire exit, spilled fluid or flower petals on the floor (they can cause a fall).
• Never move a patient. Call a nurse.
• Do not untie safety restraints for patients.
• Do not buy food or candy for a patient without first checking with a nurse on the ward.
• Ask department staff where the fire exits and firefighting equipment are in your work area.

Infection Control

Infection control in the hospital is equally important to the patient, employee, visitor and volunteer. A comprehensive plan to control infection spread in our hospital is directed by the Infection Control Committee and supervised by the Infection Control Nurse.

If you have a bad cold or an infection, please do not come in. Find a replacement or call the Auxiliary Office.

Do not enter a patient’s room where “ISOLATION PRECAUTIONS” are being observed.

It is important that you practice meticulous personal hygiene.

Frequent hand washing is required. Please read the How to Wash Hands procedure on page 11.

Vests should be clean and neat at all times. While working with patients or in the coffee shop long hair should be tied back. DO NOT wear vests outside the hospital.

*In health care settings, hand hygiene is the single most important way to prevent infections.*
How to handwash

1. Wet hands with warm water.
2. Apply soap.
3. Lather soap and rub hands palm to palm.
4. Rub in between and around fingers.
5. Rub back of each hand with palm of other hand.
6. Rub fingertips of each hand in opposite palm.
7. Rub each thumb clasped in opposite hand.
8. Rinse thoroughly under running water.
10. Turn off water using paper towel.
11. Your hands are now safe.

Just clean your hands.

Ontario
VOLUNTEER PROGRAM OPTIONS

The Volunteer Co-ordinator will discuss the needs of various volunteer positions throughout the hospital and help the volunteer to select a suitable area. The volunteer is encouraged to select several areas for training. After working in the area, if the volunteer wishes to change to another area then please contact the Volunteer Co-ordinator.

I.D. must be worn while on duty.

**Student Volunteer Program**
This program is run by the Student Volunteer Co-ordinator and includes high school students. They work in the Coffee Shop, Wards and other departments as needed.

**Clerical**
Volunteers who have training in data entry, filing, computers or any other office work may volunteer in any of these areas:
- Administration
- ER
- Human Resources
- Lab
- Medical Records
- OBS
- X-ray

**Coffee Shop**
The coffee shop is open to serve the staff, patients and visitors. A friendly, pleasant attitude is a must. You will be responsible to make and serve coffee, tea, cold drinks, sandwiches, toast etc.

Training is provided and a list of instructions is available in a binder in the shop.

The work schedule is prepared one month in advance, posted in the coffee shop and Auxiliary Office. Times are arranged by the Adult and Student co-ordinators.

Each volunteer should have a “spare contact person” to fill in for them in case of illness or emergency. It is the volunteer’s responsibility to find a replacement if possible. Please contact the Coffee Shop co-ordinator or the Auxiliary Office if unable to find a replacement.

**Day Surgery**
Weekday mornings report to the nurse for assignment of duties. These will include:
- Sitting with patients before they are admitted into the operating room
- Assisting patients into the operating room
- Clerical duties
Gift Shop
Volunteers staff the gift shop days, evenings and weekends. A friendly and outgoing personality is required. Duties include encouraging and processing sales, restocking shelves, keeping the shop neat and clean.

H.E.L.P.P. – Hospital Equipment Lottery Project for People
This lottery (break open tickets) is endorsed by HAAO (Hospital Auxiliary Association of Ontario). This is an ongoing major fundraiser on the hospital premises. All monies are used to purchase hospital equipment. Volunteers sell the tickets in the hospital lobbies.

Mail
This service is provided twice daily – mornings and afternoons. The volunteer will pick up the mail cart and the mail at the Information Desk. Mail is delivered to various departments.

OR Nurses Station
Volunteers run errands to the lab and admitting. Relay messages to and from the doctors.

Physiotherapy Escorts
Weekday mornings volunteers report to the Physiotherapy Office to receive a list of in-patients requiring treatment. You will pick up the patient from the ward and transport them in a wheelchair to the Physiotherapy Department. After treatment you will transport the patient back to the ward. Other duties may be assigned by the department.

Reception – Front Lobby
Monday – Friday days, you will greet people, remind them to use the hand sanitizers, direct them to their destinations (X-ray, Physio, Ward B or C, etc). Volunteers will also direct visitors who require parking tokens to the machine in the Front Lobby. Raffle tickets will also be sold at the discretion of the Auxiliary President.

Reception – Emergency Room Lobby
Greet people and direct them to the Triage Area. Advise the nurse there is a patient waiting for triage. Direct all VISITORS who are NOT ER Patients that they MUST enter through the Front door of the hospital.

Therapeutic Recreation
The Therapeutic Recreation Director will direct the volunteer and assist them in their supportive role.

Transport Assistant (TA) Position
Volunteers transport patients on discharge from the hospital. TA’s are responsible for the inventory and management of hospital wheelchairs. Hours are 9:30am - 12:30pm and 12:30pm - 3:30pm, with scheduling dependent upon the OR and Day Surgery schedules.
**Wards**

Monday through Friday mornings, always check in at the Nurses Station before starting work to receive any special instructions. Sample duties include:

- Fresh containers of water
- Changing flower water
- Changing garbage bags
- Storing supplies
- Running errands

Be sure to adhere to the Hospital Ethics policy see page 5. Use of Wheelchairs on page 9 and Safety Reminder on page 10. Read How to Hand Wash on page 11.

**OTHER PROGRAMS AVAILABLE**

- Fundraising Committee – members of this committee provide help with the Lasagna Dinner, Strawberry Tea, Raffles and other fundraising events
- Garden Club
- Marathon Bridge
- Obstetrics department tour guides
- Stitch and Sew
FIRE DISCOVERY AND NOTIFICATION

Upon hearing the fire alarm

1. Close all doors and windows in your area regardless of fire location.

2. Remain in that area and assemble in the hallway so that paging can be heard. This is essential. Staff will be notified by paging or telephone if help is required. Assign one person to handle incoming calls to your department.

3. Keep all phone lines unoccupied.

4. Do not attempt to return to your department through fire separation doors unless requested to do so by the supervisor responsible for hospital activities during the fire.

5. Patients are your primary consideration. If help is required in your area, notify the switchboard.

6. Visitors are to remain with patients and await instructions.
# EMERGENCY HOSPITAL CODES

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<th>CODE</th>
<th>DESCRIPTION</th>
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<tr>
<td>AMBER</td>
<td>INFANT/CHILD ABDUCTION</td>
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| BLACK | BOMB THREAT  
(REPORT TO DEPARTMENT LEAD FOR FURTHER DIRECTIONS) |
| BLUE  | CARDIAC ARREST |
| BROWN | INTERNAL CHEMICAL SPILL  
(REPORT TO DEPARTMENT LEAD FOR FURTHER DIRECTIONS) |
| GREEN | EVACUATION  
(REPORT TO DEPARTMENT LEAD FOR FURTHER DIRECTIONS) |
| GREY  | LOSS OF ESSENTIAL SERVICES |
| PINK  | NEONATAL CARDIAC ARREST |
| ORANGE| EXTERNAL DISASTER  
(EMERGENCY ROOM IS EXPECTING AN INFLUX OF PATIENTS)  
(REPORT TO DEPARTMENT LEAD FOR FURTHER DIRECTIONS) |
| PURPLE| HOSTAGE/ABDUCTION  
(REPORT TO DEPARTMENT LEAD FOR FURTHER DIRECTIONS) |
| RED   | FIRE |
| WHITE | VIOLENT PATIENT / PHYSICAL DAMAGE |
| YELLOW| MISSING PATIENT |