

SECTION I:

The Mercy Organization

Mercy History

Mercy started with a \$12,000 gift from the Roseburg community. That's the sum the Sisters of Mercy raised to construct Roseburg's first hospital. The 25-bed Mercy Hospital was dedicated on February 22, 1909, just four months after construction began. It was built on the banks of the South Umpqua River where ADAPT currently stands.

In the late 1960s the Sisters of Mercy determined that continued operation of the hospital on the small five-acre site no longer met their requirements for offering the best healthcare possible to the community and the search for a new hospital site was initiated. In 1977, the new Mercy Medical Center opened on a beautiful, then-secluded 90-acre site on Stewart Parkway.

In May 1996, Mercy's parent, Catholic Health Corporation, merged with Franciscan Health System of Aston, Pennsylvania, and Sisters of Charity Health Care Systems of Cincinnati to form **Catholic Health Initiatives (CHI)**.

Mercy has since grown into a sophisticated 174-bed medical center with advanced technology and a continuum of services to ensure Douglas County residents have access to state-of-the-art healthcare without having to leave town.

Today, more than 1,000 talented and dedicated employees and 100 compassionate and giving volunteers work throughout Mercy. It is their commitment that has helped Mercy become one of the country's most highly rated hospitals for quality.

CommonSpirit Health

CHI and Dignity Health have come together as one ministry: CommonSpirit Health - Your commitment and dedication to our patients, residents, communities, and one another have brought us here. CommonSpirit Health is committed to building healthier communities, advocating for those who are poor and vulnerable, and providing innovations within healing in our care sites and the communities we are privileged to serve. Spanning 21 states and representing communities of all sizes, we will have the resources, expertise and influence to change our country's health care landscape. Building on the legacy that our founding women religious entrusted to us, we will boldly innovate, faithfully serve, and passionately advocate for the voiceless and those in need.

Mission – As CommonSpirit Health, we make the health presence of God known in our world by improving the health of the people we serve, especially those who are vulnerable, while we advance social justice for all.

Vision – A healthier future for all – inspired by faith, driven by innovation, and powered by our humanity.

Cultural Attributes of our Core Values

Compassion

- Care with listening, empathy and love.
- Accompany and comfort those in need of healing.

Inclusion

- Celebrate each person's gifts and voice.
- Respect the dignity of all.

Integrity

- Inspire trust through honesty.
- Demonstrate courage in the face of inequity.

Excellence

- Serve with fullest passion, creativity and stewardship.
- Exceed expectations of others and ourselves.

Collaboration

- Commit to the power of working together.
- Build and nurture meaningful relationships.

SECTION II: ORIENTATION

(Throughout this manual the word “Staff” will be used to include both employees and volunteers.)

The Administration of Mercy believes that it is important for each new staff person to have an informative and complete orientation. Therefore it is mandatory that all new volunteers complete orientation and attend the one-on-one interview prior to beginning volunteer service. The purpose of orientation is to acquaint you with Mercy’s overall operation, philosophy, and mission, and to ensure that you understand the important role you will play in the organization. Volunteers will be provided with an overview of Mercy’s policies and procedures to ensure that they have all the information needed to perform their role safely and effectively. Additionally, specific area or departmental orientation will be scheduled to help volunteers adjust to their new environment.

HIPAA Privacy and Security:

Our Values in Action

HIPAA (Health Insurance Portability and Accountability Act) is a Federal regulation imposed on health care organizations including hospitals, home health agencies, physician offices, nursing homes, other providers, health plans and clearinghouses. **Refer to the “Our Values in Action Policy and Reference Guide.”**

Confidential Information

In the course of volunteering, you may have access to confidential information regarding patients’ records, personal records, and Mercy corporate records. It is of the utmost importance to protect the privacy and confidence of patients, residents, staff, and the Mercy organization. Any confidential

information should be used only in the performance of your duties. Failure to respect the confidentiality of information will result in corrective action up to and including termination. **Refer to page 8 of “Our Values in Action Policy and Reference Guide.”**

Workplace Harassment

Mercy is committed to providing and maintaining an environment free of harassment, discrimination, intimidation, or exploitation by any person and in any form on the basis of Race, color, religion, age, sex, national origin, sexual orientation, veteran status, disability or any other legally protected status. Concurrent with this commitment is management’s obligation to take appropriate remedial action when it learns of any harassment. **Refer to page 15 of “Our Values in Action Policy and Reference Guide.”**

Violence-Free Workplace

Mercy Medical Center is committed to providing a safe environment for its community including employees, patients, visitors, volunteers, physicians and guests. We refuse to tolerate violence or threats of violence in the workplace in order to maintain a healthy, safe work environment for all. We will make every effort to prevent violent incidents from occurring by implementing this Zero Tolerance policy and implementing a workplace Violence Prevention Program. **Refer to HR “Workplace Violence Prevention” Policy located in the Volunteer Resources office.**

Drug and Alcohol Policy

Mercy is committed to maintaining an alcohol- and drug-free workplace. We have a commitment to our staff, those who use or come into contact with our services/products, and to the general public to ensure that a safe environment exists for all involved parties. To satisfy this goal, Mercy strives to comply with

the federal Drug-Free Workplace Act and seeks to establish a work environment that is free from the negative effects of alcohol, controlled substances, illegal drugs, and other performance-impairing substances. **Refer to HR “*Drugs and Alcohol*” Policy located in the Volunteer Resources office.**

Solicitation

To protect the right to privacy for all Mercy staff and to guard against outside intrusion, Mercy does not permit outside vendors to sell or advertise products or services at any Mercy facility. If staff wish to post any items on Mercy premises, they must first obtain authorization from the Human Resources Department.

Attendance

Mercy recognizes that regular attendance and punctuality are an important aspect of a staff members performance, and consistent with our standards of behavior. Mercy, therefore, expects staff to be at their station and ready to work when scheduled.

Mercy understands that there are times when a staff member will be absent due to personal illness, injury, family emergency, or other such reasons. However, continued patterns of absenteeism or tardiness, regardless of cause, are not in the best interest of Mercy or the departments you volunteer with.

The volunteer must call Volunteer Resources or the department representative. **Refer to “*Attendance*” policy located in the Volunteer Resources office.**

Badges

All staff are required to have an identification badge. This badge must be worn at all times while giving service, either on your clothing at collar level, or on the lanyard provided to you by the volunteer office. No person may borrow or loan an identification badge. Lost badges may be replaced within one day (24 hours),

except on holidays and weekends, at a cost of \$10.00. Contact the Security Department for a replacement badge. **Refer to “*Identification Badges and Time Reporting*” policy located in the Volunteer Resources office.**

Appearance

Cleanliness and personal hygiene are vital considerations in health care. Our patients and the public have every right to expect Mercy staff to present a well-groomed and professional appearance. Uniforms, if worn, must be in compliance with applicable department standards. Beards and moustaches (when worn) must be kept neatly groomed. Facial jewelry and tattoos must follow the guidelines specified in the ***Dress Code* policy**. Scented hairspray, cologne, and perfume are prohibited in patient care areas, and must be used sparingly in all other departments of the hospital. **Refer to “*Dress Code*” policy located in the Volunteer Resources office.**

Tobacco-Restricted Environment

In an effort to promote healthful practices and reduce exposure to unnecessary risk factors, Mercy Medical Center Board of Directors and Medical Executive Committee have determined that Mercy Medical Center shall be a tobacco-free organization except in designated smoking areas. This policy is intended to facilitate healthier communities, and to ensure that all staff, medical staff, patients and visitors to Mercy Medical Center benefit from a tobacco-free environment. In addition, Mercy provides opportunities and support to staff, practitioners, and the community in programs that encourage and assist in the cessation of tobacco use. **Refer to HR “*Tobacco Restricted Environment*” policy located in the Volunteer Resources office.**

Gifts and Tips

Service to the residents and patients of Mercy is based on a ministry of service and healing, and should be given without thought of personal reward.

Volunteers are prohibited from accepting personal gratuities or tips, or borrowing money or personal belongings from patients, relatives of patients, or representatives of patients. **Refer to HR “*Gratuities from Patients*” policy located in the Volunteer Resources office.**

Placement of Volunteers with Related Employees

Volunteers will not be given placements in departments with an immediate related employee unless such individuals are scheduled on different shifts from one another and the related employee is not involved in the supervision of the volunteer. **Refer to “*Placement of Volunteers with Related Employees*” policy located in the Volunteer Resources office.**

Staff Conduct and Corrective Action

Mercy is committed to orderly operations and providing the best possible work environment. Staff are expected to follow rules of conduct that protect the interests and safety of all employees, volunteers, and internal and external customers.

It is the duty and responsibility of every staff person to be aware of and abide by existing rules and regulations. It is also the responsibility of all volunteers to perform duties conforming to the standards set forth in their position descriptions.

Mercy supports the use of a process called “progressive discipline” to address conduct issues such as poor performance or misconduct and to encourage staff to become more productive and modify their behavior to achieve Mercy’s standards and expectations.

Management shall approach corrective action in an objective manner. **Refer to “*Corrective Action*” policy located in the Volunteer Resources office.**

Grievance Process

The volunteer grievance procedure is designed to provide volunteers with a mechanism to resolve problems arising from their relationship with Mercy. Volunteers having a complaint or question concerning any matter relating to their role at Mercy, working conditions (including discipline and performance review), or the interpretation of any of the provisions of Mercy policy, should adhere to this process. No volunteer will be discriminated against or retaliated against for bringing a question, concern, or complaint to our attention. **Refer to “*Grievance*” policy located in the Volunteer Resources office.**

SECTION III:

Health and Safety

Employee/Volunteer Health

Mercy is committed to the health of its staff and the community it serves. Therefore, an employee health program is maintained to prevent the spread of infection between patients and staff, to maintain a healthy environment for staff, to protect staff from illness and injury, and to advise staff on health matters.

Infection Prevention

It is our responsibility to protect our patients, co-workers and visitors health through consistent observance of infection control measures. Through orientation and ongoing education, volunteers are made aware of their responsibility in maintaining a safe environment. The first step in safeguarding our environment takes place when you, as a prospective volunteer, are required to have a TB skin test. In addition, volunteers and employees are encouraged to get a flu shot, provided by CHI Mercy Health, each fall.

Hand Hygiene: When and What - The single most important factor for preventing the spread of infection is proper hand hygiene.

Hand hygiene is the most effective way to prevent the spread of infection. We employ both soap and water hand washing and alcohol hand decontamination agents. It is the policy of Mercy that doctors, nurses and staff are required to wash their hands before and after each visit with every patient. Because this policy is in place to protect the safety of our environment, **volunteers must abide by the same practice.** As a volunteer you should practice hand hygiene when hands are visibly soiled, when you arrive at the hospital, when you use the restroom, when you cover your cough or sneeze, after blowing your nose, before eating or drinking, before and after using gloves, before and after leaving a patient room, before you leave the hospital at

the end of your shift. You, as a non-clinical member of our team, can set an example for others and help to keep yourself and those who come in contact with you safe from infection.

Adhering to Isolation Guidelines - When our patients have infections that can spread to others, and we know how the spread can occur, we isolate those patients. Anyone entering the room must use Standard Precautions to protect themselves from the blood and body fluids of all patients. This includes using personal protective equipment, including gloves, masks or gowns when coming in contact with body fluids from any patient. The most frequently used form of isolation is **CONTACT** isolation. Contact isolation is required when an infection is spread by a person touching the infected person (or object used by the patient) and then transferring the infection to themselves. **Some volunteers are permitted in contact isolation rooms after they have had specific, detailed training by Employee Health.** Isolation signs are posted outside a patient's room. Please watch carefully for patient isolation signs BEFORE entering a patient room. **Refer to "Infection Control and Volunteers" policy and CHI "Transmission Based Isolation Precautions" policy located in the Volunteer Resources office.**

Personal Responsibility - Please stay home when you are sick!

Maintain Your Vaccinations

General Safety

Safe practice in the performance of all duties is a requirement of being a volunteer at Mercy. The following rules should guide your actions in your daily routine.

1. Be sure that you understand the safe way to perform any task given to you. If in doubt, ask your supervisor.
2. Your own good health is important. Report your illness promptly. Use every safeguard. Stay home if you are not feeling well.
3. Always practice good body mechanics, and obtain help when lifting large or heavy items etc.
4. Report all injuries, your own and anyone else's, as soon as possible, to either Volunteer Resources or Security. **Refer to "Incident/Adverse Event Reporting" Policy and CHI "Incident/Adverse Event Reporting" policy located in the Volunteer Resources office.**
5. Report all unsafe conditions to your supervisor immediately. This includes broken furniture or broken glass; defective electrical equipment, hand tools, appliances, loose or defective floor tiling; spilled liquid or any other material that could cause someone to slip and fall.
6. Always walk, never run, in halls or on stairs. Walk to the right and approach corridor intersections cautiously.
7. Keep shoes and clothing in good repair. Torn or oversize uniforms can be dangerous.
8. If it is necessary to climb, use a ladder. Don't over-reach while on a ladder – move it.
9. Horseplay frequently gets out of hand and can cause injuries to others. Such behavior is strictly prohibited and will result in disciplinary action up to and including termination.

10. Instructions for care and exposure to contagious or infectious diseases must be strictly followed.

As a volunteer, you may help us maintain a safe environment by remaining conscious of the environment at all times. Please take the initiative to notice any electrical hazards and report them to the supervisor. Odd smells, frayed cords or smoking equipment are examples of hazards. In the event of a power outage essential functions at Mercy will maintain power due to an emergency generator. Outlets that are connected to the generator are located throughout the hospital. **These outlets are designated with a RED switch plate cover.** These outlets are to be used at all times for critical patient care electrical equipment only. For instance, a ventilator, not a television set. Take pride in the hospital environment: pick up trash that is lying around, report spills or other slipping hazards to Environmental Services immediately. The Safety Data Sheet book contains information on every potentially harmful substance found in the hospital. Each department has a Safety Data Sheet or SDS sheet on all substances used in that department. Each SDS sheet contains the following information:

- Name of chemical
- Manufacturer's name
- Safe handling instructions
- Appropriate personal protective equipment
- First-aid measures in the event of exposure
- Clean-up procedures

Emergency Management Program

Mercy has a disaster plan to facilitate a prompt response in the event of emergencies that could occur within the facility or in the community. When volunteers are familiar with hospital emergency procedures they can be an asset by providing assistance to our guests rather than being an additional person

in need of assistance. Emergencies are reported to the hospital operator by dialing ext. "175-3366" from any hospital telephone. Volunteers have the right and the responsibility to call a code when necessary. When the phone is answered, state the nature and the location of the emergency. In the event of any emergency, volunteers are instructed to take direction from their immediate supervisor regarding the role they should play in any response. Never leave the hospital during an emergency without first notifying the Volunteer Resources Department and/or the service area supervisor. Once an emergency is reported, the information has to be communicated to all hospital staff. However, since we do not want to alarm our guests, we use an emergency code system to communicate the nature of the emergency to our staff without providing too much information to anyone else. When announced overhead, codes will note the location of the emergency. For example: "Code Blue in ICU." Please help responders by helping to clear hallways of equipment or obstructions, including visitors or other people that may be in the way. Please avoid the areas affected by any codes. **An Emergency Code reference card is given to all staff that goes behind your badge.**

Fire Regulations/Evacuation

Every volunteer of Mercy should know the location of the fire extinguisher and fire hoses in his/her work section. If in doubt, please ask your department supervisor.

The signal for fire at Mercy is "Code Red" (three times) on the public address system. A call "Code Red, room 312" means there is a fire in room 312 on the third floor. Mandatory drills and in-services are held from time to time.

The "Code Red – Fire Response" policy refers to evacuation. The removal of patients, staff, visitors, volunteers and contractors in response to a situation which renders the facility unsafe for occupancy or prevents the delivery of necessary patient care. In the event of an evacuation, pre-determined gathering points have been established for each department. **Volunteers are to gather in the Employee Overflow lot (see flyer and parking lot map posted on the Volunteer Communication Board). Refer to CHI Mercy Health policy "Code Red-Fire Response" located in the Volunteer Resources office.**

Occupational Safety

Mercy is committed to providing its staff with a safe work environment. Volunteers are expected to follow safe work practices.

If an accident or near miss occurs on-the-job, volunteers must report it immediately to either the Volunteer Resources department or Security. Failure to report immediately may lead to disciplinary action up to and including termination. **Refer to "Incident/Adverse Event Reporting" policy and CHI "Incident/Adverse Event Reporting" policy located in the Volunteer Resources office.**

Medical Gas Safety

A volunteer may be asked to transport a patient who is using an oxygen tank. Volunteers **SHOULD NOT** handle oxygen tank cylinders! If the patient needs assistance with the oxygen tank cylinder, please ask a supervisor for assistance. **REMEMBER:** An oxygen tank cylinder can become a deadly missile if compressed gas is not controlled.

Care of Equipment and Supplies

Accidental breakage or loss should be reported to the Volunteer Resources department or department supervisor.

When required to make use of equipment with casters, such as carts, oxygen tanks, and stretchers, staff should be especially careful not to run into walls, doors, or door jams.

Unauthorized removal of any Mercy property and/or supplies will result in immediate correction action up to and including termination.

Electronic Communications

Mercy's electronic communications systems (including voicemail, E-mail, computer files and Internet) are available for use by staff for business purposes. Any information on the system is not considered a private communication. Mercy reserves the right to monitor and access communication via the systems as necessary, with or without notice. Inappropriate personal use may result in disciplinary action up to and including termination.

Emergency Codes and Immediate Staff Response

For further response details please consult the policies located on the intranet

CODE/CONDITION	RESPONSE
AMBER ALERT Abducted or Missing Child or Infant	<ol style="list-style-type: none"> 1. Call 175-3366 2. Staff to monitor exits near them 3. Be aware of your surroundings
CODE BLUE Cardio/Pulmonary Arrest	<ol style="list-style-type: none"> 1. Call 175-3366 2. Designated staff report to area where code is paged
CODE GRAY Combative Person	<ol style="list-style-type: none"> 1. Call 175-3366 2. Designated staff report to area where code is paged
CODE ORANGE Hazardous Material Spill Response	<ol style="list-style-type: none"> 1. Immediately evacuate area. Close all doors and restrict access 2. Call 175-3366 3. Code Orange responders will report to spill site
CODE RED Fire	<ol style="list-style-type: none"> 1. Rescue person(s) in immediate danger 2. Activate alarm and call 175-3366 3. Close ALL doors 4. Extinguish by smothering with blanket or use fire extinguisher 5. Relocate if directed to do so
CODE PURPLE Suicide Emergent Risk	<ol style="list-style-type: none"> 1. Rescue person in immediate danger 2. Call 175-3366
CODE SILVER Hostage Situation or Weapon	<ol style="list-style-type: none"> 1. Call 175-3366 2. Personnel shall immediately instruct individuals to take cover behind closed doors and shelter in place 3. Close all doors and barricade them if possible 4. Do not come out until "all clear" is announced overhead
INCIDENT ALERT An External/Internal Event Has Occurred	<ol style="list-style-type: none"> 1. Prepare to respond if necessary 2. Any recalled staff will report to employee entrance and sign in

Off-campus sites call 9-911 for any Code

Incident Alert & Stages of Response

Definition

Incident Alert: Any emergency situation within the hospital or in the community that may negatively impact our ability to provide care to our normal standards.

General Procedure

- Upon notification of a disaster situation, PBX will be instructed to announce three times (x3) "Incident Alert (Stand By, Stage 1, 2, or 3)."
- The Nursing Supervisor will assume the role of Incident Commander.
- Incident Command will most often be located in the Board Room.
- All departments work at the direction of the Incident Commander.
- All departments are to send bed and staff availability information to Incident Command as soon as an Incident Alert is called.
- No employee may leave work without approval from Incident Command.
- Upon termination of Incident Command operations, PBX will announce "Incident Alert, All Clear."

Stages of Response

"STAND BY" – An event has occurred and Mercy has been notified, but the extent of the situation is not known.

- Response:
 - Prepare bed and staff availability and send to Incident Command.
 - **Operating Room:** Inform Incident Command of status.
 - **Blood Bank:** Notify Incident Command of blood availability.
 - Other responses as needed/directed.
 - Continue routine inpatient and outpatient procedures and other electives.

"STAGE 1" – Patients with injuries are expected soon.

- Response:
 - Same as **STAND BY, PLUS:**
 - Lab, Imaging, EKG, Respiratory Therapy representatives report directly to the Emergency Department.

"STAGE 2" – An influx of patients with mixed injuries are imminent.

- Response:
 - Same as **STAND BY** and **STAGE 1, PLUS:**
 - Suspend all elective surgeries and heart procedures.
 - Assess all patients for potential immediate discharge.

"STAGE 3" – A large influx of patients with mixed injuries is imminent or expected.

- Response:
 - Same as **STAND BY, STAGES 1 and 2, PLUS:**
 - Cancel all routine inpatient/outpatient procedures.

Code Red

FIRE RESPONSE

Hospital Procedure

1. Smell something burning but don't see smoke, call Facilities to investigate.
2. If smoke or fire is sighted: **R.A.C.E.R.**
 - R Rescue** – Rescue anyone in immediate danger.
 - A Alarm** – Pull the nearest fire alarm. Dial 175-3366 to notify PBX of the location. Announce "Code Red" to those nearby.
 - C Contain** – Close all doors and ensure all hallways are clear of storage, equipment, etc.
 - E Extinguish** – Attempt to use one fire extinguisher if it is relatively safe to do so.
 - R Relocate** – Remove all individuals from the hazardous area. If the hazard is not in your area, shelter in place until you receive further instruction.

Oxygen Shut Off

Oxygen valves will only be shut off by Facilities Management as directed by the Nursing Supervisor or Fire Department.

General Guidelines

- Within the hospital, shelter in place by remaining in the area you are occupying when the alarm is activated, unless that area is directly impacted by the cause of the alarm.
- Inform patients and visitors that we are in a fire alarm condition and we will provide further information or instruction as needed.
- Unless there is no alternative, never evacuate through an area of the facility that is already compromised by smoke or fire.
- Evacuation routes are identified by EXIT signage.
- Only attempt to use one (1) fire extinguisher if it is relatively safe to do so. Do not put yourself or others in harm's way or otherwise jeopardize your ability to safely evacuate.

Fire Extinguishers

To operate a fire extinguisher, use P.A.S.S.

- P Pull** the pin.
- A Aim** the hose at the base of the fire.
- S Squeeze** the handle down.
- S Sweep** from side to side.

Blood / Body Fluid Exposures >>>

CODE RED

BLOOD / BODY FLUID EXPOSURES

SECTION IV

Customer Service

CHI Mercy Health is a community of competent and caring individuals. It is the desire of all of us to continue to deserve that reputation. We should all conduct ourselves in a professional manner, always taking into consideration the image that is being presented to our guests and fellow team members. We believe that we are here to serve our customers and exceed their expectations by providing the highest quality of service with the utmost care and courtesy. These are some of the ways we can show we care about our patients, their families, and one another:

Simple Courtesies

- Do not allow anyone to feel ignored.
- Initiate a friendly greeting with immediate eye contact, smile and say “hello.”
- Introduce yourself by your first name. Tell the customer who you are and what you will be doing.
- Address patients as they wish to be called. **DO NOT refer to patients as honey, sweetie, etc.** Address all patients older than yourself as Miss, Mrs., Mr., Dr., etc. unless they request to be called something else!
- Face the patient or family member when speaking, using clear, distinct words.
- Listen attentively and do not interrupt.
- Knock on the patient’s door before entering.
- Observe visitors. If someone appears to need directions, offer to help and **TAKE** the customer to his or her destination. If you are unable to personally escort a customer, take him or her to someone who can.

Attitude in Action

- Recognize that the people we serve have a sense of urgency, and show we value their time. **They are not an interruption of our work; they are our reason for being here.**
- Treat every person as if he or she is the most important person at CHI Mercy Health.
- Listen carefully and with an open mind to what people have to say. Show a sincere interest. Avoid unnecessary interruptions.
- Be receptive to comments, suggestions, questions and complaints.
- Use good manners.
- Rudeness is never tolerated.
- Meet an individual’s immediate needs, or gladly take him/her to someone who can. Proudly exceed expectations.
- Always be eager to help patients under any circumstances. Never say: “It’s not my job.” Or “I don’t have time.”
- Assist in making sure patients are taken directly to areas you have been assigned to take them to. The patient is your number one priority. Don’t stop to chitchat with a coworker or friend. Your mission is the patient!
- Before leaving, ask, “Is there anything else I can do for you?”

Elevator Etiquette

- Our customers always have the right of way while using elevators and navigating hallways. Use this as an opportunity to make a favorable impression.
- Always transport patients in wheelchairs facing the elevator door

Conversations with Patients

Conversations with patients should be limited to cheerful, non-controversial subjects. When visiting patients, do not discuss their illness. Patients may divulge information that is highly personal. Volunteers should listen with compassion and understanding, but should not invite confidences. Volunteers should never offer opinions on personal affairs, medical treatment, administration of medication, choice of physicians or referral of services.

Telephones

The manner in which staff use the telephone has direct bearing on Mercy's public relations. All Mercy staff should:

- 1) Answer phones promptly and cheerfully, and with a smile, stating your name and department.
- 2) Request that friends and relatives not call during working hours, except in an emergency.

Concerns

If a patient or visitor complains about something, don't argue or offer excuses. Simply say, "I'm sorry you have had difficulty." Then report the complaint either directly to the Patient Advocate or the volunteer resources office. If the comment/complaint needs to be heard immediately by someone in authority, contact the following offices in this order:

- Patient Advocate
- Volunteer Resources Office
- Unit Manager

Volunteer Code of Conduct

- **Be Positive:** Display a *positive* image of CHI Mercy Health by demonstrating courteous and professional behavior toward patients, physicians, employees and visitors and by following the values of CHI Mercy Health.
- **Be Sure:** Look into your heart and know that you really want to help others. Know your own limits.
- **Be Convinced:** Believe in the value of what you are doing.
- **Accept the Rule:** Don't criticize what you don't understand. There may be a good reason.
- **Speak Up:** Ask about things you don't understand.
- **Be Willing to Learn:** Training is essential to any job well done. Prepare for each assignment.
- **Keep on Learning:** Know all you can about your hospital and your assignment. Use your time wisely; don't interfere with others' performance.
- **Welcome Supervision:** Consult with supervisor when unclear on policy or action. You will do a better job and enjoy it more if you are doing what is expected of you.
- **Be Dependable:** Your word is your bond. Do what you have agreed to do. Don't make promises you can't or won't keep.
- **Be a Team Player:** Find a place for yourself ON THE TEAM. Constructive feedback will improve effectiveness.

SECTION V: MISCELLANEOUS

Volunteer Rights

- **The right** to be treated as a team member.
- **The right** to a suitable assignment with consideration for personal preference, temperament, life experience, education and background.
- **The right** to know as much about the organization as possible – the policies, the people, and the programs.
- **The right** to be trusted with necessary confidential information.
- **The right** to continuing education on the assignment as well as follow-up to initial training.
- **The right** to guidance and direction by someone who is experienced, patient, and well-informed.
- **The right** to be heard, to have a part in planning, to feel free to make suggestions, to have respect shown for an honest opinion.

Benefits

Active volunteers receive the following benefits:

- Free meal (up to \$7) on the days you volunteer.
- 20% discount in the cafeteria on days not volunteering.
- Annual flu shot at no charge, if available.
- TB screening at no charge.
- Participation in certain hospital receptions, open houses, picnics, parties and other events.
- Volunteers can request letters of recommendation.

Meal Periods

The average time spent volunteering is four hours. Therefore, volunteers are asked to take their meal periods either before, or after their scheduled shift. Meal periods are not to be included in work hours. Food and beverages are never to be consumed in reception, registration, information or public areas of a unit or department.

Observed Holidays

The following are holidays that are observed by Mercy. Volunteers are not expected to work on any of these observed holidays: New Year's Day, Memorial Day, Easter, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Special Events/Activities

Mercy sponsors a number of special events during the year as our way of saying "thank you" for all that staff do. All staff are invited to attend the holiday celebration, the staff picnic, and other events designated for the enjoyment of all staff.

Internal Communications

Employee Bulletin: The Bulletin is a publication circulated throughout Mercy by the Communications Department, featuring general information for staff and items of special interest.

Bulletin Boards: Volunteer Resources maintains a special volunteer bulletin board with important postings relevant to volunteer roles and flyers of upcoming events.

Volunteer Information Center (VicNet): This online feature gives you an easy way to keep-in-touch with the volunteer program. You can check your schedule, post your hours, receive messages, and much more: anytime, and from any Internet connected computer.