



## DEPARTMENT OF VOLUNTEER SERVICES

### Practices and Procedures

Volunteers are a vital part of AdventHealth Dade City/AdventHealth Zephyrhills. Volunteers bring a variety of experiences and talents to our overall program and patient experience. We truly appreciate your service!

\*\*\*All interview appointments are conducted at the AdventHealth Zephyrhills Volunteer Services Office.\*\*\*

1. AdventHealth Dade City/AdventHealth Zephyrhills does not employ those individuals who test positive for nicotine. This policy includes hospital staff applicants, agency, volunteers, traveler and contracted staff that seek to work at or for AdventHealth Dade City/AdventHealth Zephyrhills.
2. The Volunteer Services Manager will **interview** applicants. Job preferences will be considered; however, applicants may be placed according to hospital needs.
3. Applicants must be at least **16 years of age** and willing to commit to a minimum of one 4-hour shift each week and a minimum of 100 hours total within one year before resigning.
4. An employee or volunteer in the assigned department **will train** new volunteers. When in doubt, ask questions. After two months, should the volunteer request a change in job, it can be addressed at that time.
5. It is the responsibility of the volunteer to **be on time** to their assigned place of work and remain for the entire shift. If unable to report for duty, please call your work area, not the Volunteer Services Office and let them know you will not be available that day. **Sign in and out** every time you work.
6. ALL volunteers must attend **orientation & complete annual training once per year**. There may be other mandatory meetings scheduled that volunteers must attend (you will be notified).
7. New volunteers are required to have a **Drug, Nicotine, & TB Screening** before beginning their work assignment. This will be done at AdventHealth Zephyrhills at no cost to you. The Volunteer Services office will make an appointment for you. All volunteers must fill out an update sheet on an annual basis. Additionally, flu shots are required once per year.
8. During the course of the day, you may overhear information regarding patients, hospital personnel or physicians, this is to be considered **confidential**. Volunteers are not to discuss this information inside or outside the hospital including any other hospital volunteers.
9. AdventHealth Dade City/AdventHealth Zephyrhills is a **tobacco-free hospital**. The use of tobacco (including cigarettes, chewing tobacco, vaping, etc.) is prohibited on hospital grounds. **Do not come to work after consuming alcoholic beverages.**
10. Please notify the Volunteer Services office when you are **going on vacation**, going north, or taking a leave of absence (up to six months). You cannot always be assured the same assignment upon return, although we will try to hold your position for you.
11. Please notify the Volunteer Services office if you are **terminating your service**. This will give others a chance to fill the position and the possibility to be trained before you leave. Upon termination, please return your badge and shirt to the Volunteer Services Office.
12. Volunteers are required to remain on hospital property during their shift assignment.
13. Any in-service **accident or incidents must be reported immediately** to the Volunteer Services Office. This office will file occurrence reports.
14. Volunteers need to keep an accurate **record of all hours worked at the hospital**. Anything done for the hospital whether it is on hospital grounds or not, should be recorded. These hours will be totaled on a monthly basis. Hours must be kept up-to-date.
15. If no hours are recorded and no communication with the volunteer office for 30 days, the volunteer will be removed from the active records permanently.

- 16.** Volunteers are requested to adhere to the **dress code** listed below and must be in uniform whenever on duty at the hospital.
- Blue shirt with insignia (supplied by the Volunteer Office).
  - Black slacks or ladies may wear a black skirt that is to the knee or longer.
  - Shoes should be low-heeled with closed toes and closed heels. Shoe color should complement your outfit. Wear comfortable shoes.
  - Black or white jacket or sweater over your volunteer shirt; white long-sleeved shirt under your volunteer shirt when needed.
  - Jewelry, perfume, and after-shave should be kept to a minimum while on duty.
  - Name badges should be worn on the left side of the volunteer shirt.
- 17.** Volunteers need to keep themselves updated on hospital events and any issues that will help them complete their responsibilities more efficiently. Communication to the volunteers will be via email, telephone and/or notes. Please check your email and voice mail messages to keep up-to-date on what is available to you, as a volunteer.
- 18.** Observe all hospital rules and regulations.
- 19.** Do not witness any papers or legal documents in the hospital while you are on duty.
- 20.** Do not solicit or receive tips from patients or any other individuals.
- 21. Have fun!** Volunteering is very rewarding and helps so many people. Talk with the Volunteer Services Manager if you have any concerns.

## **VOLUNTEER BENEFITS**

- 1) Free Parking.** During the busy season, it is difficult to get a “good” parking space. The community, patients and their visitors also feel that way. Please park in the far parking lots (employee parking) during this time.
- 2) Free Meal in the Café every 4-hour shift worked.** Please go through the cashier line, only one time per shift, so the Volunteer Services Department can be charged. Please note that your allowance is \$8.00. Volunteers who spend more than \$8.00 will be responsible for paying the additional cost. **Free fountain soda, iced tea or coffee “if” you bring your own cup.**
- 3) Annual Volunteer Recognition Banquet**
- 4) Participation in hospital functions**