



Volunteer Handbook

Robert J. Dole VA Medical Center
Wichita, Kansas



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“It is one of the most beautiful compensations of this life that no man can sincerely try to help another without helping himself.”

-Ralph Waldo Emerson

Welcome to the Robert J. Dole Veterans Affairs Medical Center.

I would like to thank you for volunteering at the Dole VA. Your willingness to give your time and talents to benefit those who have served our great country is commendable. The Secretary of Veterans Affairs Shinseki had the following to say about you, the Volunteer:

I expect all of you are here for the same reason. If you are not grateful for the men and women who have served our country in uniform, you simply wouldn't be here tonight. That's true, both for volunteers, and for VA employees. Once you've had a chance to meet our Veterans-to hear what they've done, and see how some have suffered, you can't help but feel immense pride and respect for them.

Now, after 14 months as secretary, I feel the same way about VA volunteers. I'm amazed at how much they do, and I'm touched by your generosity in giving of your time, talent, and resources to care for Veterans. The world would be a lot better place if everyone just did a good deed now and then.

But the truth is that "random acts of kindness" are not enough. The world cannot thrive this way. What is most needed are people who are regularly, habitually, and deliberately kind and giving-people who make caring for others a personal devotion, a part of their everyday life. That's the kindness and commitment we most need.

Someone once wrote that "volunteers don't get paid-not because they're worthless, but because they're priceless." Well, at VA, we've tried to put a price on our volunteer contributions, and we've calculated that it totals \$323 million-\$240 million in labor, plus \$83 million in donations. And that's a conservative estimate. If we had to pay the going rate for everything volunteers do, we would simply not be able to afford your services.

Because it is simply impossible to put a dollar value to everything. How much does a sincere thank-you cost? How about an hour of patience? What's the going rate for dignity and respect for one of our combat

Veterans? Such values cannot be calculated, yet they mean so much to Veterans. We can no more put a price on kindness, than we can put a price on heroism.

You are an important part of the team whose primary goal is to provide exceptional service to Veterans. It would be impossible for us to offer all the services that we provide at this medical center, without dedicated volunteers.

This handbook will familiarize you with Dole VA and Voluntary Service. It describes your privileges and obligations as a volunteer, and official volunteer policies of the VAVS Program.

If you have any questions, please ask your assigned VA supervisor first or call the Voluntary Service Office, Monday – Friday, 7 a.m. - 3:30 p.m. at 316-685-2221, ext. 53222 .

Once again, thank you for joining our team.

Sincerely yours,

A handwritten signature in black ink that reads "Bill". The letters are cursive and fluid.

William Adkins
Voluntary Service Coordinator

Robert J. Dole VAMedical Center and Regional Office

5500 East Kellogg

Wichita, Kansas 67218

For more than 78 years, the Dole VAMC has served Veterans of Kansas. Dole VAMC provides acute inpatient care to Veterans in 51 Kansas counties. Specialized programs exist in numerous areas, providing for the needs of Veterans in surgical and medical intensive care, ambulatory day surgery, outpatient psychiatry, oncology, hospice, outpatient substance abuse, outpatient posttraumatic stress disorder, rehabilitative medicine, audiology, and visual impairment services, and new programs are being brought online each year.

The Regional Office, located on the Dole VA Medical Center campus, serves the state of Kansas for administration of non-medical benefits. They provide a full range of services, including compensation for service-connected disabilities, pension, education assistance, home loan guaranty, vocational counseling and education, and insurance.

Affiliations

Our physicians have distinguished themselves with board certifications in their specialties. Several are board certified in multiple medical specialties. Many of our physicians enjoy dual appointments as faculty members at the University of Kansas School of Medicine-Wichita. As such, they provide clinical training and supervision of numerous residents and medical students.

Community Based Outpatient Clinics (CBOC)

As part of a nationwide outreach program, the Dole VA is committed to establishing Community Based Outpatient Clinics (CBOCs) in rural communities. Our goal is to provide excellence in primary healthcare to patients close to their homes.



Mission Statement

To improve the health and well being of the Veterans we are honored to serve.



VAVS Plan and Operation

The VA Voluntary Service (VAVS) Program provides for a coordinated, structured volunteer program under the VAVS Office. Through this plan, we will:

1. Assist VA staff in developing volunteer assignments beneficial to patients and appealing to the volunteers.
2. Locate, recruit, train, and place volunteers in assignments that are beneficial to Dole VA patients and rewarding to our volunteers.
3. Encourage community and service organizations to participate in the VAVS program.

For our volunteer program to be successful, you need to know VAVS:

- is an official, authorized part of VA. The Voluntary Service Coordinator is responsible for directing all aspects of its administration and operation.
- operates in a cooperative effort with veteran organizations, community groups, and individuals.
- Volunteers supplement and extend the service of paid staff members on a "without compensation basis". Volunteers do not replace VA paid staff. Emphasis is placed upon service to the Veterans--their welfare and recovery in a team effort.
- Each volunteer is supervised by a staff member who will provide guidance and training in the particular area of assignment.

We are proud to have you as part of our team, and we wish you the best in your assignment.



Voluntary Service Office

Voluntary Service has an "open door" policy and we encourage you to ask questions or share problems that may arise in the course of their assignment. We are all working together, and suggestions are encouraged.

VAVS

Building 1, Room 128

- 316) 685-2221, ext. 53222 or 53307

Hours of Operation

Monday through Friday, 7a.m.- 3:30 p.m.

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VOLUNTEER ASSIGNMENT INFORMATION

Volunteer Assignments

Every effort will be made to place you, as a prospective volunteer, in an assignment best suited to your interests, qualifications, abilities, and availability. However, please be flexible and realize that not all services in our Dole VA require the assistance of volunteers. Voluntary Service relies on requests from the services for volunteer assignments. Please do not change your work assignment(s) without contacting the Voluntary Service Manager, or designee. Youth Volunteers will not be assigned to an area where their parent is employed.

Regularly Scheduled (RS) Volunteers

Regularly Scheduled (RS) volunteers are individuals who participate in the VAVS program in an area where they have a recurring assignment under VA supervision. Frequency of participation (days and hours) is determined by the utilizing service. Individuals will be officially authorized to serve on a without compensation (WOC) basis as RS volunteers when they:

- have completed the written “Application For Voluntary Service”.
- have passed a satisfactory background or fingerprint check.
- have signed documents of any required compliance (monetary waiver agreement, privacy training form, competency assessment, etc.).
- have interviewed with the Voluntary Service Manager, or designee, and the VA supervisor, or designee, of the utilizing service and been approved for assignment.
- have completed medical tests, if required, and mandatory orientations.
- have completed a trial period as established by Voluntary Service.

Volunteer Orientation/Training

Orientation and training for all volunteers is essential. The Voluntary Service Coordinator, or designee, will provide a brief orientation to all prospective volunteers at the time of his/her interview, or provide a schedule for the next group training session. The orientation includes general information about the Dole VA, Voluntary Service, and volunteer responsibilities and benefits.

Service specific orientation and on-the-job training will be the responsibility of the VA supervisor or designee in your assigned area. Computer access will be determined on a case-by-case basis by the volunteer's supervisor.

Additional mandatory training, as required by the Joint Commission on Accreditation of Health Care Organization (TJC) and the Occupational Safety and Health Administration (OSHA) is contained in this Volunteer Handbook. All new RS volunteers will receive the book at the time of his/her appointment. All volunteers are required to read the Volunteer Handbook annually and provide a signed acknowledgement form.

Student Volunteers

Student volunteers who plan to participate in the Student Volunteer Program during the summer months (June, July & August) generally must be at least 14 years of age and attend an orientation and training session scheduled the first week in June. Students may volunteer during other periods when school is not in session with prior approval of the Voluntary Services Coordinator. Student Volunteers will not work in areas in which their parent is assigned, unless approved by the Volunteer Services Coordinator. Student Volunteers will not have computer access on any level. Students will be officially authorized to serve on a without compensation (WOC) basis as student volunteers when they:

1. Have completed the written "Application For Voluntary Service" form with parental approval.
2. Have signed documents of any required compliance (monetary waiver agreement, privacy training form, competency assessment, etc.).
3. Have interviewed with the Voluntary Service Coordinator, or designee, and the VA supervisor of the utilizing service.
4. Have participated in required orientation.
5. Have completed a trial period as established by Voluntary Service.

Note: Students under 14 years of age must obtain special approval to volunteer.



Time and Attendance

It is the responsibility of the individual volunteer to sign in **prior** to reporting to his/her assignment. Volunteers who are injured on the job are entitled to benefits provided under the provisions of Workers Compensation. Only authorized volunteers who have signed in for duty are eligible to apply for benefits. Only those hours that have been officially recorded are applied toward VAVS awards or verification of service for school/court referral purposes.

Electronic Sign-In Process

All volunteers must sign in prior to reporting to their assignment. A computer is available in the Volunteer Escort office (Bldg. 1) for this purpose.

1. Press the return key to begin.
2. Enter your Volunteer Code: This “secret” code is the first initial of your last name and the computer will assign the four numbers. There is no space between the “S” and the four digits 1234. Since this is a secret code, it will not appear on the screen. Press ”Enter”.
3. Select combination number: If you have only one job assignment, such as being an escort, the computer will automatically select that job assignment for you. However, if you have more than one job assignment or donate your hours to more than one organization, you must now choose which combination you will be working from the list provided. Select the number that appears next to the combination you will be working. Press the enter key.
4. How many hours will you be working? Select the number of hours from the Hours dropdown list. Press the enter key.
5. Will you be eating lunch today? This question will not come on the screen if you are working less than four hours. Make your selection, yes or no. Press the enter key. If you are eating lunch, the meal ticket printer will print a meal ticket valid for \$6, for the Dole VAMC Canteen.

If the terminal is not working, sign in on the Volunteer Sign In Sheet located in the Escort office and obtain a manual meal ticket from the Escort Dispatcher.

Manual Sign In Sheets

It is the responsibility of the individual volunteer working evenings, weekends, and special events, or at Community Based Outpatient Clinics (CBOCs) to sign in on the Volunteer Sign In Sheet **prior** to reporting to his/her assignment.

Volunteer Sign In Sheets will be located in designated areas for this purpose.

Records

Records of participation of all volunteers serving the VAVS program will be maintained in the Voluntary Service computer system. Names and records of volunteers who have no recorded service for a consecutive six-month period are automatically transferred to inactive status. It is the responsibility of the individual volunteer to record hours served. From these records, the volunteer and the volunteer's organization will be credited with the hours served. This does not include crediting of hours for time required to come to and from the Dole VA, except in transporting veteran patients.

Absences

If for any reason you are unable to come to work on your scheduled day and time, please call your assigned VA supervisor.

The Robert J. Dole VA Medical Center is closed on all official Federal holidays. Volunteers do not report on Federal Holidays, unless specifically requested by their Supervisor or the Voluntary Services Coordinator.

Change of Address/Telephone Number/Organization/Emergency Notification

To keep our records current, please report any change of address, telephone number, organization and/or emergency notification changes to the Voluntary Service office.

Volunteers have the opportunity to assist the Medical Center in the event of an emergency or national disaster, where Dole VAMC may be asked to provide support. If you would like to assist the Medical Center during an emergency, please let the Voluntary Services Office know.

Please do not change your work assignment(s) without permission from the Voluntary Service Coordinator. If you need to change your duty schedule (days/hours), notify your VA supervisor. Youth Volunteers are expected to be in their assigned area, unless they are on break or at lunch. Youth Volunteers are expected to conduct themselves in accordance with Medical Center policies, and disruptive or inappropriate behavior will not be tolerated. Youth Volunteers will receive a verbal warning the first time and terminated on the second occurrence.

Identification Badges

A photo identification (ID) badge will be issued to all RS volunteers. A new policy on Medical Center personnel badges is now in place. See the Voluntary Service Coordinator for information regarding badge processing.

Volunteers must wear their ID badge at all times while volunteering and are responsible for safeguarding their ID badge.

Volunteers must turn in their ID badge to the Voluntary Service Coordinator, when separated from duty.

Termination

Occasionally, a volunteer may need to terminate his/her service at the Dole VA. It is important to contact your assigned supervisor and the Voluntary Service Coordinator, informing him of this change in status. This assists Voluntary Service staff in filling the vacancy in a timely and appropriate manner.

As a Volunteer at Dole VA Medical Center you are recognized as a staff member. This designation comes directly from Mr. Sanders, our Medical Center Director. You will be held to similar standards as employees. If it is deemed necessary to speak with you about your job performance or behavior while you are here, you will be provided a verbal counseling, to correct the behavior or to be assigned to a different job assignment. If you are released from Voluntary Service you will have to wait a period of one year to reapply as a Volunteer at the Robert J. Dole Medical Center.

The Voluntary Service will also be available to provide letters of reference for those Volunteers who have demonstrated a work ethic that reflects positively on the Volunteer. You may request a letter of reference from the Voluntary Services Coordinator.

You the Volunteer

- Learn and observe the Dole VA regulations, policies and procedures.
- Be courteous and helpful to Veterans and their families, the general public, supervisors, employees and fellow volunteers. Avoid favoritism.
- Be dependable. Report to duty as assigned. Please call your VA supervisor when you are unable to work because of illness or other circumstances.
- Be properly groomed, neat and clean, and wear the official VA Volunteer name badge while on duty.
- Sign in, prior to reporting to your assignment.
- Remain in the area to which you are assigned, unless your VA supervisor or his/her designee sends you on an errand.
- Perform only those duties to which you have been assigned by your VA supervisor.
- When in a patient care area, observe posted regulations.
- All information concerning patients is strictly confidential.
- Respect patient privacy at all times.
- Do not enter a room that is posted "Isolation" or "No Visitors".
- Never sit or lean on a patient's bed. Do not give food or beverages to a patient, unless directed to do so by your VA supervisor.
- Do not enter into any financial transactions with patients or employees.
- Never accept personal gifts from patients.
- Do not give information about yourself, such as your home address, telephone number, to patients.
- Don't discuss or argue any controversial topics on the job.,.
- Advise patients to refer their medical questions or problems to the doctor/nurse. Do not make suggestions to patients about treatment or suggest remedies.
- Advise patients to refer their pension and benefits questions or problems to the Veterans Benefits Counselor or a qualified Veterans Service Officer.
- Do not distribute any religious materials to patients. The Chaplain Service has been designated as responsible for the screening and distribution of all religious materials brought to the Dole VA.
- Avoid open criticism of the Dole VA, staff or patients, on duty or off duty. Criticism should be discussed in private with your VA supervisor or the Voluntary Service Coordinator to initiate corrective action whenever necessary.

POLICIES, RULES, AND RESPONSIBILITIES

Rules and Regulations

The official description of the Veterans Affairs Voluntary Service (VAVS) Program and its rules and regulations are found in Veterans Health Administration (VHA) Directive 1620.1. It is available in the Voluntary Service office during normal business hours.

Government Equipment Policy

The Dole VA telephones are to be used for VA business only. This applies to volunteers. However, situations may arise in which you need to make a local call. Please be as brief as possible, when this is necessary.

Dress Code Policy

Each volunteer is responsible for representing the Department of Veterans Affairs in a positive manner by dressing appropriately. Volunteers are not permitted to wear shorts, torn jeans, muscle or sleeveless shirts, shirts with offensive language printed on them, mini skirts, tight skirts, see-through blouses, or halter tops. The wear of open-toe shoes is not allowed. The use of electronic devices is restricted to break periods and the Escort Office. Baseball caps, if worn, will be facing directly to the front of the head. Indications of possible gang affiliation will not be allowed. Violations of any of the dress code policies will result in the Volunteer being asked to leave for the day. Repeated violation of the Dress Policy will be considered grounds for termination.

Volunteers will be provided a facility ID that must be worn when working at the Dole VA Medical Center

Vests will be issued by the Voluntary Service Coordinator, and worn by those volunteers having frequent contact with the public or patients in inpatient or treatment areas. Volunteers who are requested to wear vests while performing their duties should keep their vests neat and clean at all times. Volunteers are required to turn in their vest when separated from duty to the Voluntary Service Manager, or designee.

Smoking

Cigarette smoking is prohibited in all government buildings and government owned vehicles. This applies to all individuals (employees, physicians, volunteers, patients and visitors). Individuals may smoke only in the designated outside smoking areas.

Hand Hygiene

Volunteers are expected to practice good hand hygiene. Frequent Hand washing has been proven to prevent the spread of illness. Volunteers should wash their hands after any physical person to person contact.

Volunteers involved in the distribution of snack items should wash their hands frequently, wear food service gloves and use tongs to serve items.

Those frequently involved in distribution of food stuffs are strongly encouraged to take the food handlers class for certification.

Drug Free/Safe Workplace

Possession of drugs, alcohol, firearms, and other weapons are not allowed on government property. This includes inside a vehicle. Do not report for duty under the influence of alcohol or drugs. Violation of this policy may result in arrest and/or fine and immediate dismissal.



Transportation and Parking

Volunteers must provide their own transportation. Volunteers based on numbers of hours at the Dole VA, age, disability or determination of the Voluntary Service Supervisor will be issued a parking decal, “RS VOLUNTEER”, which can be displayed on the left-hand side of the rear bumper or in the rear window of your vehicle. Those Volunteers who are not issued a RS VOLUNTEER decal may park in any non-restricted parking area. They may not park in areas designated for Volunteers. The VA Police/Security regularly patrols all parking areas. Prohibited parking includes:

- Parking in a posted reserved space without a proper decal displayed or a restricted area without authorization
- Parking across the parking space divider lines or on yellow marked areas.
- Parking on grass, sidewalks, driveways, loading platforms, streets, thoroughfares and fire lanes.
- Parking within 15 feet of a fire hydrant.
- Parking in “No Parking” zones.

Traffic Controls

The traffic laws of the state of Kansas and the city of Wichita apply and are a part of the Dole VA regulations.

- Pedestrians always have the right-of-way.
- The speed limit is 15 mph, unless otherwise posted.
- There will be alternating traffic at all stop signs and intersections.
- Passing is not permitted.
- All accidents occurring on VA property will be reported immediately to VA police.
- Persons violating station traffic regulations may be issued a Federal citation by the VA Police with potential monetary fines.

Distributions

Please consult the Voluntary Service Specialist / Voluntary Service Manager, or designee prior to distributing any item, handout or gift to patients. Distribution of pamphlets or placing of posters is prohibited unless approved by the Public Affairs Officer.



Taking Pictures of Patients

Taking pictures of patients without prior written approval is prohibited. If you plan to host a gift distribution or recreational activity and would like to take pictures for your organization's scrapbook/newsletter or to publicize your activity, please discuss this in advance with the Public Affairs Officer. Written consent of the patient on VA Form 10-3203, "Consent For Use Of Picture And/Or Voice", must be completed prior to the use of photographs and voice recordings. The Public Affairs Officer will determine the extent to which these pictures and recordings may be used.

Age-Specific Information

Understanding age-specific information is important for staff and volunteers who desire to promote high quality care when interacting with people of various age groups in a work setting. As people age, they experience some common changes. Although generalizations about these changes can be made, no two persons age identically. Every person is a unique individual with his or her own cultural background, life experiences, belief systems, ideas and feelings.

You, as a volunteer, need to be aware of the main concerns with mobility, sight, and hearing in the young, middle-aged, and older adult person.

Characteristics of different age groups:

Age 20-40: becomes independent; prime physical years, thinking matures, assumes greater responsibilities, may experience high levels of stress, be aware of signs of depression; upper respiratory infections are some of the most common infections.

Age 40-65: hearing and sight may decrease; metabolism slows, may gain weight; as people move into their 60's muscle bulk decreases and bones begin to become brittle.

Age 65 or older: suffer more illnesses; sight and hearing decline with hearing loss being the most common; position from lying to sitting may cause dizziness; reflexes, bone/muscle mass and strength decrease.



Health Information Portability and Accountability Act (HIPAA)

In 1996, Congress passed the Health Information Portability and Accountability Act (HIPAA). On December 28, 2000, Health & Human Services Department (HHS) published the final rule for Standards for Privacy of Individually Identifiable Health Information, known as the HIPAA Privacy Rule. Revisions have been published, and April 14, 2003 is when the VA must be in compliance with the Privacy Rule as revised.

HIPAA protects your individual health information when it is maintained or transmitted electronically, in written format, or communicated verbally. Volunteers need to know that all patient information and related health information is confidential. It is important for all volunteers to safeguard any patient health information you may come across in the course of your duties. The safeguards and extensive legislation that have now been put in place by HIPAA are designed to safeguard confidential health information, as the healthcare industry increasingly relies on computers for processing health care transactions.

The VA must establish procedures to protect the confidentiality, integrity, and availability of protected patient health information. All volunteers and employees

need to be familiar with the VA Privacy Policies and HIPAA safeguards designed to protect patient health information.

Volunteers, as “without compensation employees”, are subject to the provisions of the Privacy Act of 1974, Public Law 93-579, and the VA regulations that implement this law. Accordingly, volunteers must assist VA staff in safeguarding the privacy of patient information discovered during the course of their duties in their volunteer assignment. Unlawful release of such information could result in prosecution in a court of law and the imposition of a substantial fine (up to \$50,000).

Discussion regarding a patient’s medical condition should only occur with another individual who has a valid “need to know” and must always occur in private where it cannot be overheard. It is never appropriate to discuss medical information about a patient in a hallway, elevator, or any other area where others may overhear, even when the discussion meets the “need to know” criteria. It is every VA volunteer’s responsibility to comply with HIPAA and VA regulations concerning confidentiality.

VHA Privacy Policy

Background and Purpose

The Veterans Health Administration (VHA) is committed to protecting the privacy and confidentiality of patient information. Since it is the responsibility of the entire VHA workforce to protect patient information, all (VHA) employees, **including volunteers**, medical residents, students, and contractors are required to complete Privacy policy training, even if you may not have direct patient contact responsibilities. The purpose of this Condensed training is to provide the participants with the required knowledge of the VHA Privacy Policies. This training must be completed annually.

As a VA Volunteer, What Do I Need to Do to Complete This Training?

Volunteers simply need to read this information and then complete the form provided: **Statement of Completion for VHA Volunteers**. A more detailed print-out on VHA Privacy Policies is available from the VA Learning Catalog, if you would like additional information on this subject. Please print your name,

date the form, fill in the last four digits of your Social Security Number, indicate the training option you completed, and then return the form to Voluntary Service Office Room 128-1.

VHA Privacy Policy

VHA has established policies and procedures that grant the veteran certain rights regarding his/her health information and provide guidance on the use and disclosure of Protected Health Information.

Protected Health Information (PROTECTED HEALTH INFORMATION) consists of the following:

- Individually Identifiable Information (i.e. Social Security number, health information, etc.)
- Demographic Protected health Information (i.e. address, phone, age, gender, etc.)

- This information can be in any form (verbal, written, electronic)

The Privacy Act, HIPAA Privacy Rule, and VHA Privacy Policy provide the veteran with the right to:

- Receive a copy of the VA Notice of Privacy Practices
- Receive a copy of his/her own protected health information
- Request an amendment to his/her personal records
- Request a listing of disclosures of health information from his/her personal records
- Request and receive communications confidentially
- Request a restriction on the use or disclosure of his/her health information.

VHA also has established policies and procedures providing guidance on how PROTECTED HEALTH INFORMATION may be used within VHA and disclosed to organizations outside of VHA.

VHA workforce members including volunteers may use PROTECTED HEALTH INFORMATION only when the information is needed to perform their official VHA duties for the purpose of treatment, payment, and health care operations.

Use of PROTECTED HEALTH INFORMATION for any other purpose requires the written permission of the patient.

VHA may disclose PROTECTED HEALTH INFORMATION only if prior written permission from the patient has been obtained or other legal authority permits the disclosure.

As a volunteer, you are required to keep all PROTECTED HEALTH INFORMATION that you may discover in the course of your assigned volunteer duties strictly confidential. Here are some requirements:

- No talking in public areas about Protected Health Information as listed above
- Keep PROTECTED HEALTH INFORMATION out of public areas (i.e. elevators, stairways, open areas, etc.)
- Secure any records you may be working with before walking away
- No discussing with anyone, inside or outside the hospital, any PROTECTED HEALTH INFORMATION you may learn while carrying out your assigned duties as a volunteer.

Possible Outcomes for Not Complying with VHA Privacy Policy

Unlawful release of Protected Health Information could result in:

- Organization-specific sanctions (i.e. lawsuits, not receiving accreditation)
- Filing of a complaint by a victim of a Privacy Policy violation
- Civil and criminal penalties for VHA Privacy Policy violators
- Fines up to \$50,000 and/or imprisonment

Summary

All volunteers must be responsible for safeguarding Protected Health Information (PROTECTED HEALTH INFORMATION). As a volunteer in our hospital, you have a responsibility to keep all patient information, learned in the course of your duties, confidential and secure. Do not discuss any PROTECTED HEALTH INFORMATION discovered in the course of your assignment with anyone. Remember that you would want your personal information and health records treated in the same confidential, professional manner.

As a volunteer, take pride and ownership in the fact that your organization is concerned about privacy and recognizes its importance in providing quality healthcare.

Hospital Privacy Officer

Richard Dicaprio is our Facility Privacy Officer, and their phone number is extension 56862

Volunteers with any questions should first contact Voluntary Service Office at 316-685-2221 EXT 53222. *Together we will answer your question*

Accident/Injury

Any accident sustained on the job involving you or a patient must be reported to your VA supervisor immediately, regardless of how insignificant the injury may seem to you. You will receive, without cost, emergency treatment for any injury sustained while working as a volunteer, when it occurs within the Dole VA or in a government owned vehicle.

It is the responsibility of your VA supervisor to complete proper documentation of the accident.

Equipment and Utility Management

Any piece of equipment used in the Dole VA, whether government owned or privately owned, must be safety tested before being placed into service. This includes all coffee makers, radios, microwave ovens, etc. If you have equipment that you wish to use in the Dole VA, please notify your VA supervisor.

If you are aware of any equipment failure or utility failure, or run into problems using the equipment, please notify your VA supervisor in order that action can be initiated to correct the deficiency or action can be taken to provide equipment training.

Student Volunteers are not authorized to use the Mobility Cart assigned to the Escort Office without an authorization from a physician stating that the Student has limited Mobility issues.

Safety Management

1. Report safety incidents/hazards to your VA supervisor.
2. Read the Safety & Health manual and/or your department's specific safety policies.
3. If necessary, notify the Safety office at ext. 53205, Engineering at ext. 53188 or Police & Security at ext. 53206.

Emergency Telephone Numbers

It is the responsibility of every volunteer to understand his or her role in responding to an emergency at the Dole VA.

Medical Emergency/Code Blue (Stay on line to give information to operator)...3333

Protec Team (Stay on line to give information to operator).....3333

Fire (Stay on line to give information to operator).....3300

Police (Stay on line to give information to operator).....3911

Medical Emergency/Code Blue/Rapid Response

When a medical emergency is present, the person who discovers the situation will call 3333. Identify yourself, report exact location and request medical assistance.

Stay with the individual until help arrives. Stay calm, reassure the individual.

Follow the instructions of the medical staff responding to the emergency. If you are having a medical emergency, tell the nearest person or your VA supervisor that you are in medical distress.

Violence in the Workplace

The Dole VA has a policy that employees and volunteers should work in environments that are free from physical attack, threats, menacing and harassing behaviors. Violent behavior will not be tolerated at this facility. Persons (patients, visitors, employees, volunteers) committing acts of violence will be reported to the appropriate authorities and prosecuted to the fullest extent of the law. Appropriate disciplinary actions will be taken against volunteers who are verbally or physically aggressive.

For any angry or hostile customer or coworker:

Stay calm. Listen attentively. Maintain eye contact. Be courteous. Be patient. Keep the situation in your control.

For a person shouting, swearing, and threatening:

Signal a coworker or supervisor that you need help. (Use a duress alarm system or prearranged code words.) Do not make any calls yourself. Have someone call the VA Police at ext. 3911.

For someone threatening you with a weapon:

Stay calm. Quietly signal for help (duress alarm or code words.) Maintain eye contact. Stall for time. Keep talking, but follow instructions from the person with the weapon.

Don't risk harm to yourself or others. Don't ever try to be a hero. Never try to grab a weapon. Watch for a safe chance to escape.

Security Assistance/Code "PROTEC"

Summon Police assistance in the event of an emergency. This code enables Police to arrive at the area of the problem without disclosing Police response. Call ext. 3333 and answer the following questions:

What are you reporting? (Give name and extension)

What is the exact location of this incident? If you are unable to provide information due to circumstances beyond your control, state: PROTEC TO (give exact location). Is the situation verbal or physical at this time? (If applicable)

Are there weapons involved? Give a brief description of the subject(s) involved.

Are there injuries involved?

Patient Abuse

No patient is to be mistreated or abused in any way, physically or verbally, by any employee or volunteer. Volunteers witnessing abuse must report it immediately to their VA supervisor or the person in charge of the activity. Volunteers who abuse any patient will be immediately terminated from the volunteer roles. Please do not use derogatory labels or terms. Referring to an individual in a derogatory manner or using a derogatory slang word to describe an individual or a group of individuals is grounds for termination.

Fire/Tornado/Disaster

Volunteers are required to participate in scheduled fire, tornado and disaster drills. Your VA supervisor will instruct you concerning policies specific to your assigned work area. Make sure your supervisor explains the instructions to you.

Fire Safety

1. Know location of fire alarm pull boxes, emergency exits and fire exits, and assigned area fire plan.
2. Know location of fire doors, smoke compartments, and evacuation routes.



Fire “Code Red”

A fire should be reported to the telephone operator by dialing 3300. Give building number and your location. The operator will announce over the public address system “Condition Red” (code for a fire) to alert personnel of a fire and the area where the fire is located.

1. In case of fire, remember the word “**R A C E**”

R A C E means:

Remove Rescue/Relocate Endangered Persons – Move patients to safety.

Alarm Activate fire alarm nearest you. Call 3300 and identify yourself, report exact location and type of fire.

Confine Confine the fire by closing doors and windows to the area.

Extinguish Extinguish only if fire is small, otherwise EVACUATE.

2. How do you extinguish a fire? Remember the word “**P A S S**”.

P A S S means:

Pull the pin.

Aim the nozzle.

Squeeze the handle.

Sweep the nozzle from side to side.

3. How do you evacuate?

Persons in immediate danger may need to be moved to another area. Move the patients and other persons in the fastest, safest way possible, horizontally, beyond the fire doors and into another compartment. Remain in evacuated area until the “All Clear” announcement.

Tornado Alerts

“*Tornado Watch*” is announced when the county is placed under a tornado watch by Sedgwick Emergency Management. Volunteers must begin preparations to respond to a tornado-warning announcement.



Tornado Warning

When a tornado is in the immediate area the Switchboard Operator (or AOD after hours) will make the following announcement over the public address system:

“ATTENTION ALL PERSONNEL. TORNADO WARNING IS IN EFFECT. TAKE SHELTER IMMEDIATELY.”

When a “*Tornado Warning*” is announced, volunteers must:

- Remain calm, proceed to the nearest shelter area, do not exit the building.
- Assist in moving patients and visitors to the nearest shelter area.
- Close all windows and doors, including fire doors.
- Move to inside wall, away from windows, shelving or other furnishings that may fall on you.
- Find shelter under a sturdy desk or table. Kneel down and cover your head with your arms and duck down on your knees. (DUCK AND COVER).
- If no shelter is available, back against an inside wall (DUCK AND COVER).
- Do not use elevators.
- If you are inside an elevator, exit elevator at the soonest opportunity. If the elevator becomes disabled, push the “alarm” and use the phone to summon help.

Termination of Tornado Warning

The Switchboard Operator (or AOD after hours) will make the following announcement over the public address system:

***“ATTENTION ALL PERSONNEL. ALL CLEAR.
THE TORNADO WARNING HAS BEEN TERMINATED.”***

Volunteers may leave their shelter and return to their assignment area.

Disaster Plan

Volunteers on duty at the time of a disaster are expected to continue assigned duties until properly relieved. Every effort will be made to remove volunteers as quickly as possible from the disaster situation. Volunteers may request assignments or assist as needed during disasters as they choose. Volunteers who indicate to the Voluntary Service Coordinator they are willing will be placed on a call list and may be called if additional assistance is needed.

Infection Control

While no environment is germ-free, we can take several simple steps to prevent the spread of infection. ***Handwashing*** is the single, most effective method to prevent the spread of infection. This is especially true if you follow these simple steps:

How do you wash your hands properly?

- Wet hands with warm water and apply soap to hands.
- Scrub all surfaces of both hands vigorously for 10-15 seconds; pay special attention to areas between fingers and fingernails.
- Rinse hands thoroughly under running water.
- Dry hands with paper towels or hand dryers then turn off faucet/hand dryer with a paper towel to avoid contaminating clean hands.

When to wash hands:

- Before and after your work shift
- Before and after physical contact with patients
- After using the restroom, blowing your nose, covering a sneeze
- Before and after eating, drinking, or handling food
- Whenever hands become obviously soiled

Universal Precautions

The VA Medical Center utilizes the system of Universal Precautions. This means that all blood and body fluids from every patient are considered infectious. The following precautions should be taken with every patient: Wear gloves if you are going to be touching blood or body fluids. Wear protective eyewear and a mask if there is a chance that blood or body fluids may be aerosolized. Wear a protective gown if there is a chance that your clothing may become contaminated with blood or body fluid.

Specimen Transport

All specimens must be sealed in a plastic bag prior to transport. Volunteers should not accept specimens for delivery to the lab if the specimens are not bagged. Volunteers will, without exception, wear gloves to handle lab specimens. Gloves are available in the Escort office for volunteers to wear. After removing gloves, pull them back so that they are turned wrong side out. The gloves should then be thrown immediately in the trash.

Isolation Rooms

Volunteers must be very observant before entering patient rooms. Volunteers are restricted from Isolation Rooms and or escorting patients in any isolation status. These isolation rooms are identified with signs. Volunteers should check in with the ward's supervising nurse for information regarding the patient's condition prior to beginning their assignments.

Sexual Harassment

It is the policy of this facility that sexual harassment is unacceptable conduct in the workplace and will not be condoned. All volunteers have a right to be free from sexual harassment in their work environment.

The Equal Employment Opportunity Commission (EEOC) defines sexual harassment as unwelcome sexual advances or requests for sexual favors and other verbal or physical conduct of a sexual nature.

Volunteers will be sure their own conduct is appropriate and not demeaning to members of the opposite sex. Volunteers will not:

- Discuss sexual activities
- Make inappropriate comments
- Use crude or offensive language

- Inappropriately touch or gesture, or leer

If a volunteer encounters sexual harassment, he or she should tell the offender that his or her conduct is inappropriate/offensive. If the harassment is serious or recurring, it should be reported to the volunteer's front line supervisor or Voluntary Service Manager, or designee.

If an investigation confirms that a volunteer has violated this policy, said volunteer will be terminated. Harassment toward a volunteer by a paid employee will be reported and investigated through appropriate channels.



Wheelchair Mobility

It's important that people, who use wheelchairs, and their caregivers, follow proper handling techniques for this equipment. Doing so prevents injury and extends the life of the wheelchair.

Proper handling techniques include making sure you are using good body mechanics, and carefully planning how to move the chair across different surfaces.

Proper Body Mechanics When Using a Wheelchair

Caregivers who use proper body mechanics put less strain on their backs. If you are a caregiver to someone in a wheelchair, observe the following rules:

- When working with a wheelchair, keep your back straight and your knees bent.
- Keep the wheelchair close to your body when lifting, pushing, or pulling.
- Remember to use your legs and arms and not your back when working with the wheelchair.
- Keep your feet shoulder-width apart.
- Position your feet so that you won't twist your back when lifting or pushing.

Inclines

Good wheelchair control is important on inclines. When going up an incline, lean the person forward if possible. This helps prevent the chair from tipping

backwards. Zigzagging up an incline is easier than moving straight up. Avoid sudden stops; this can tip the wheelchair backwards.

Going down.

Before going down an incline, make sure the wheelchair handgrips are safe. Put one hand on the front of the person's shoulder. Put your other hand on the handgrip. If the incline is not very steep, you can go down in a straight line. On steeper inclines, guide the chair down in a zigzag path.

Wheel locks and electric brakes. -The locks should operate easily. Make sure brakes are engaged before sitting or standing.

Footrests - Check that the footrests are not bent and are at the proper height. Check that the latches hold securely. Open footrest before sitting in wheelchair, (NEVER STEP OVER). Open before exiting wheelchair. Always push patient front forward especially in wheelchair

Computer Ethics

Do not give your access code or verify code to anyone. Use the computer to access only the information you need to do your assignment properly. Be aware of anyone trying to learn your codes by watching when you are entering your codes. Log off whenever you leave the computer. Follow the policy of your assigned area for safeguarding the computer equipment. Report computer problems to your VA supervisor immediately.

Code of Ethics

Volunteers are considered to be WOC (Without Compensation) employees and are subject to the same ethical regulations as any other Federal employee. These are outlined in the following Basic Ethic Principals from which all the other rules in this document derive. They are essential codes of conduct and behavior for those of us working in the service industries. By adhering to that set of principles that constitute 'doing the right thing'; we avoid many of the problem issues we face in information security.

Basic Ethical Principles

- Contribute to society and human well being.
- Pursue quality, competence, enlightenment, effectiveness, and dignity in both the process and products of work.
- Avoid doing harm to people.
- Be honest and trustworthy.

- Advocate fairness and fight discrimination.
- Honor property rights and give credit for intellectual property.
- Respect privacy and confidentiality.
- Accept and provide review and evaluation.
- Understand the full implications of your actions

VOLUNTEER BENEFITS/SERVICES



Meals

A Regularly Scheduled (RS) volunteer working a minimum of four hours on a schedule that extends over the noon meal period is entitled to a \$6.00 meal ticket that may be redeemed in the cafeteria of the Veterans Canteen Service. Meal tickets are automatically printed at sign-in. If your meal ticket should not print, please contact the Voluntary Service office for assistance.

Canteen

The Veterans Canteen Service, located on the ground floor of Bldg. 26, includes a cafeteria and a retail store. The cafeteria has a full breakfast and lunch menu and the retail store displays gifts, snacks, and other items. The Canteen is open Monday through Friday, except on federal holidays.

Hours: Retail Store/ Cafeteria – 7:30:00 a.m. - 3:30 p.m.

Annual TB Skin Testing

Annual Tuberculosis (TB) testing is a state law and a federal requirement for anyone working in a health care facility. TB tests are provided free of charge to all RS volunteers. Volunteers will be notified by mail of the exact date, time and place to report for testing by Employee Health/Voluntary Service. The results will be recorded in the volunteer's record in the Employee Health office. Volunteers who are known positive reactors will not be tested.

Immunization Program

Flu shots are offered annually (late October) to RS volunteers free of charge. Watch for the immunization schedule for specifics on dates, time and location in the Voluntary Service lounge and Escort office.



Awards

Each year Voluntary Service hosts a Volunteer Recognition and Awards Ceremony. The Dole VA presents awards to volunteers based on the number of cumulative hours of service contributed through September of the prior year. VA hour pins, certificates or awards will be issued at the annual ceremony to volunteers who have served the required number of hours.

VA Pins

50 Hour Student Pin

100 Hour Pin

150 Hour Student Pin

300 Hour Pin

300 Hour Student Pin

500 Hour Pin

750 Hour Pin

1,000 Hour Pin

2,500 Hour Pin

3,750 Hour Pin

5,000 Hour Pin

6,250 Hour Pin

7,500 Hour Dedicated Service Award, Plaque & Pin

8,750 Hour Outstanding Merit Award, Plaque & Pin

10,000 Hour Honor Award, Bowl & Pin

12,500 Hour Outstanding Service Award, Pyramid & Pin

VA Award and Pin (Continued)

15,000 Hour Exceptional Honor Award, Medallion & Pin
17,500 Hour Superior Service Award, Plate & Pin
20,000 Hour James H. Parke Achievement Award, Tray & Pin
22,500 Hour Award, Mantle Clock & Pin
25,000 Hour Award, angular 6"x8" Jade Crystal & Pin
30,000 Hour Award, angular 7"x9" Jade Crystal & Pin
35,000 Hour Award, angular 8"x10" Jade Crystal & Pin
40,000 Hour Award, octagonal 8" Jade Crystal with wood base & Pin
45,000 Hour Award, octagonal 8" Jade Crystal with crystal base & Pin
50,000 Hour Award, 7"x10" Jade Crystal Tower & Pin

Certificates

VA Form 10-7031d, Voluntary Service Award for Hours and Years of Service, is presented to volunteers who have previously earned the 1000 hour pin and who have served at least 100 hours through September of the prior year. This award will **NOT** be given during the years in which the volunteer qualifies for another award.

Employment References and Recommendations

Voluntary Service will provide references and recommendations for employment, scholarships, school, and a variety of other individual needs. Volunteers should notify staff in sufficient time for a written response to be prepared.

Gifts and Donations

On occasion, volunteers also serve the VAVS program by making or coordinating donations. Therefore, it is important that you understand our donation policy and the corresponding procedures for making a donation.

The Voluntary Service Manager and/or his/her designee, is designated as the VA official to make arrangements for and accept both monetary and non-monetary donations in accordance with established VA policy.

All gifts and donations must be coordinated in advance with the Voluntary Service office. Acceptance will occur only after it is determined that there is a need for the

donation. Voluntary Service is also responsible for providing appropriate and timely acknowledgement to the donor.

Checks should be made payable to “Dole VAVS” for all your monetary donations. Please specify the account(s) you wish to support in the lower left-hand corner of the check. If uncertain as to what account you wish the monetary donation to be applied, please contact the Voluntary Service office at 685-2221 extension 53322 /53307 for more information.

A complete list of material donation needs and monetary donation accounts is available upon request from the Voluntary Service office.

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Volunteer Code of Conduct (recap)

No patient is to be mistreated or abused in any way.

Volunteers will not enter into any personal financial transactions, including purchases, sales or the borrowing or leading of money with patients, their friends, or relatives acting for them.

Alcohol, weapons of any kind (even pepper spray) and drugs are prohibited at this

facility. Volunteers will not use intoxicants in such manner that their work performance is adversely affected or their conduct becomes embarrassing to the Dole VA.

Volunteers will not distribute literature or advertising material on VA premises without proper authorization.

Volunteers may not, except as specifically authorized, use government facilities, equipment and materials for other than official purposes.

Treat everyone with dignity and respect. If there is a problem, take it to your VA supervisor and the VAVS office. Please do not use profanity when volunteering.

Please do not use derogatory labels or terms. Referring to an individual in a derogatory manner or using a derogatory slang word to describe an individual or a group of individuals is grounds for termination.

Be kind and courteous toward all patients, but not overly familiar. If there is a problem, take it immediately to your VA supervisor.

Do not tolerate sexual advances from anyone while volunteering. The Dole VA has ZERO tolerance for sexual harassment, and you must report such conduct immediately to your VA supervisor and the VAVS office. Volunteers will not behave in a way that could be perceived as sexually harassing. Inappropriate actions are grounds for termination.

Smoking in the medical center is prohibited. Only smoke in designated outdoor areas.

Always wear your ID badge when on duty, along with any other uniform that may be associated with your volunteer assignment. Always sign in, and please be on time.

Please dress appropriately for a professional work environment.