

Volunteer & Healthcare Workforce Development

ORIENTATION HANDBOOK

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PURPOSE

This Handbook explains Adventist Health White Memorial's history, philosophy, practices, and policies, as well as the benefits provided to Volunteers & Interns and workforce participants, and the conduct expected from you. The more you know about our organization and our department, the more comfortable you be in performing your duties.

As a participant, it is your responsibility to become familiar with what is required of you in daily operations as well as in the event of emergencies. This is your copy; keep it handy until you become familiar with how to do things. Certain information may not be needed right away (i.e. what to do before you leave WMMC), so you need to keep it for future reference as well. A copy will be placed in the Volunteer & Healthcare Workforce Development binder, which is kept in the area to which you are assigned. Any changes to policies will be placed in your area.

Our staff is available to assist you and can be reached during our regular work hours:

Volunteer and Healthcare Workforce Development Department

Office Hours:

Monday – Thursday 8:30 a.m. – 4:00 p.m.

Friday 8:30 a.m. – 12:00 p.m.

Office Telephone:

323-260-5739 ext. 6

Address:

1720 E. Cesar E. Chavez Avenue

Los Angeles, CA 90033

Alicia Román-Anaya | Manager, Volunteer & Healthcare Workforce Development Program | P 323-268-5000 x4755

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WELCOME!

Ever since we opened our doors to the East Los Angeles community in 1913, Adventist Health White Memorial has had a very simple, but important purpose to improve the quality of life and health of our community. As part of our White Memorial family, you will play an integral part in making this happen.

You have joined a Medical Staff team of more than 400 physicians, who are working together to build stronger healthcare services that will meet the demands of today's changing managed care environment.

We're also part of an innovative system of hospitals called Adventist Health. Through our affiliations with Adventist Health Glendale, Simi Valley Hospital, Paradise Valley Hospital, and South Coast, we're able to provide a wider variety of services to our patients.

And, as part of Adventist Health – a larger system of hospital in the Western United States- we're recognized as a leader throughout the healthcare industry.

We're very happy to have you on board as one of our family of employees. Together we will commit ourselves to building a better and healthier community in East Los Angeles.



Scott Reiner
Chief Executive Officer
Adventist Health



John Raffoul
President
Adventist Health White Memorial

OUR HISTORY

Adventist Health White Memorial was founded in 1913 and named after Ellen White. The hospital began as an outpatient teaching clinic for doctors training at the Loma Linda University School of Medicine. The first inpatient hospital has grown and expanded several times since then, and now is part of a large campus with inpatient, outpatient, and medical office buildings. White Memorial became an independent medical center separate from Loma Linda in 1962.

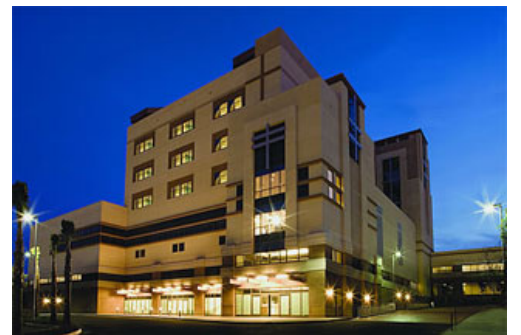
Today, Adventist Health White Memorial (WMMC) is a not-for-profit, faith-based, teaching hospital, which provides a full range of inpatient, outpatient, emergency, and diagnostic services to communities in and near downtown Los Angeles. Keeping our communities healthy has been the mission of Adventist Health White Memorial ever since our hospital was founded by the Seventh-day Adventist Church in 1913.

White Memorial services include behavioral medicine, cardiac and vascular care, intensive and general medical care, **oncology**, **orthopedic care**, rehabilitation, specialized and general surgery, and women's & children's services. As a major teaching hospital, White Memorial also plays a significant role in training physicians, nurses, and other medical professionals. And we are an employer of choice for the communities we serve.

We are affiliated with **Loma Linda University and Medical Center**, a 797-bed full-service teaching facility in the San Bernardino County, known globally for its groundbreaking cancer treatment and transplants, medical research and technology, and children's services. We were founded by the Seventh-day Adventist Church, one of the world's fastest growing Christian churches with a total of 9.5 million members. Known for emphasizing healthful living ever since its origins in 1863, the Seventh-day Adventist church operates one of the world's most comprehensive networks of health care providers with 615 hospitals, clinics, medical launches and media planes, orphanages, and homes for the elderly around the globe. We are a member and supporter of the **Latin Business Association**, an organization which promotes the advancement of Latino-owned businesses through business development, education and advocacy. We are also in partnership with the Los Angeles Minority Business Opportunity Committee (LA MBOC), a mayor's office program which promotes small and minority business office contracting.



White Memorial Medical Center
1940-1979



White Memorial today



MISSION

Living God's love by inspiring health, wholeness and hope.

VISION

We will transform the health experience of our communities by improving health, enhancing interactions and making care more accessible.

VALUES

- Integrity
- Compassion
- Respect
- Excellence

GUIDING PRINCIPLES

I will:

- Take personal responsibility to ensure the safety of patients, co-workers, and all others I come in contact with while at work
- Reach for the highest standards in my work
- Be honest in all things
- Provide services that my customers say are excellent
- Use all resources responsibly and efficiently
- Treat others with the same compassion and respect I would want my family to experience

SERVICE STANDARDS

Think about coming into a hospital as a patient. You are in a place where people use words you do not understand, who sometimes ask you to remove your clothes, who poke and prod you, and generally increase your level of discomfort. Now think about the things that might make you more comfortable in such a situation. **Customer Satisfaction encompasses six fundamentals of service and is statistically proven to make a difference.** What does it mean?

AIDET+ PROMISE

ACKNOWLEDGMENT

- Eye Contact
- Smile
- Stop whatever you are doing so your customer knows they are important

INTRODUCTION / WELCOME

- Welcome
- State your name
- State your department
- State your role in the patient's care
- Identify patient using our two identifiers (Inpatient: Name & MRN / Outpatient: Name & DOB)

DURATION / TIME EXPECTATION

- Explain how long the procedure will take
- Explain how long the test or interaction itself will take
- Explain how long a patient should be expected to wait before getting the results of the test

EXPLANATION

- Explain the test or procedure
- Explain the role of involved medical staff
- Explain if the test or procedure will cause pain or discomfort
- Offer to answer any concerns or questions, or resolve any complaints

THANK YOU

- Offer the patient verbal and written post-procedure instructions
- Say, "Thank you for choosing White Memorial Hospital for your healthcare needs."

+PLUS THE PROMISE

- The promise is personal commitment of excellent patient care and customer service.
- The promise demonstrates that you care about the patient and family.
- The promise communicates that you are committed to providing excellent care.
- We use AIDET + Plus the Promise Every Patient Every Time

In a few simple words, you are now building a relationship with the patient. If you ask a patient "Is there anything else I can do for you?" before leaving them, you'll make a positive impression. If you add the phrase "I have time," you will reduce the need for additional service later. In one study, call lights on an inpatient unit declined in the 20 minutes after staff left the patient rooms by an incredible 40%. "I have time." It shows you care.

ORGANIZATIONAL CHART

Adventist Health White Memorial
Volunteer & Healthcare Workforce Development



MANDATORY SAFETY TOPICS

BODY MECHANICS

Lifting Safety: Volunteers & Interns may **NOT** lift in excess of 20 pounds. Environmental Services (Housekeeping) should be called to do any lifting of heavy items, and nursing staff should be called to assist patients/visitors. Keep the following information in mind:

- Most back injuries result from improper lifting. According to the principles of bio-mechanics, the worst lifting situation occurs when the body is extended over the load. Also, twisting in the position invites injury. Keep your back upright to shift weight on the powerful leg muscles and reduce the lever effect.
- Get a firm footing. Keep your feet apart for a stable; point toes out.
- **BEND YOUR KNEES.** Don't bend at the waist. Keep the principles of leverage in mind at all times. Don't do more than you have to.
- Tighten stomach muscles. Abdominal muscles support your spine when you lift, offsetting the force of the load. Train muscle groups to work together.
- Lift with your legs.
- Keep load close. Don't hold it away from your body.
- Keep your back upright and avoid twisting.

Office Ergonomics: Awareness and compliance with proper posture and body alignment at your workstation will decrease work related injuries.

- Adjust backrest to maintain lower back support / use lumbar pillow
- Adjust chair to allow feet to rest flat on the floor with weight shifted slightly forward
- Work with wrists straight
- To avoid wrist/arm damage work with elbows at 90° angle

Tips:

- Listen to your body. Feeling tired or sore can mean you need to adjust your work position or methods.
- Take stretch breaks when your assignment keeps you in one position for an extended amount of time.

Electrical Safety

- Inspect all electrical cords for integrity prior to use.
- Be sure plugs fit securely into outlets.
- Grip the head of the plug to remove from socket. (Do not yank on the cord.)
- Use 3-pronged socket for all 3-pronged plugs.
- Be sure all areas surrounding use of electrical equipment are dry. (Including patient's body fluids, i.e. blood, i.v. solution, etc. which will conduct electricity.)
- Report any questionable electrical problems immediately to your area supervisor.
- Faulty equipment or cords are to be pulled from service tagged appropriately for repair

- Power strips and surge protectors are acceptable. Extension cords and multiple socket expanders are not to be used.

EMERGENCY CODES

Emergency Call Codes	
Code Gold	The Joint Commission is On Site
Code Gold – CMS	Center for Medicaid and Medicare Services is On Site
Code Red	Fire
Code Blue	Cardiac Arrest
Pediatric Code Blue	Pediatric Medical Emergency
Code Pink	Infant Abduction
Code Purple	Child Abduction
Code Yellow	Bomb Threat
Code Gray	Combative Person Situation
Code Orange	Chemical Spill
Code Silver	Weapon or Hostage Situation
Code Triage	Disaster: Internal or External
Rapid Response Team	Rapid Response to Deteriorating Patient
Rapid Response Team Stroke Alert	Rapid Response to Suspected Stroke Patient
Stroke Alert Emergency Department	Alert to Suspected Stroke Patient coming to ER
Fire Safety Acronym	PASS- P-Pull, A-Aim, S-Squeeze, S-Sweep SAFE- Safety of Life, Activate Alarm, Fight the fire, Evacuate

EMERGENCY HOT LINE: ext. 2222

General security need: ext. 0 or ext. 1300

Notify PBX operator. They will dispatch security to your location.

Clean-up issues – spills, trash etc.: ext. 1243 Notify Housekeeping Department.

Hazardous chemical spills: ext. 1700 Notify Laboratory Director.

Defective or Failed Equipment:

Take out of service. Tag with “Stop – Do Not Use”. Notify supervisor/manager.

Utility Failures: 1617

Notify Building Services Department (Maintenance)

FIRE & LIFE SAFETY

Safety of life is priority.

During a fire smoke and toxic gases take more lives than actual fire.

Heat Source + Fuel + Oxygen = Fire. Elimination of 1 will put out fire.

- Know your evacuation plan.
- Be familiar with location and access of stairwells.
- Know the types of fire extinguishers available in your area.
- Do not use elevators.
- Keep stairways clear for fire personnel.

FIRE/SMOKE

R. C. R. E.

R – rescue anyone in immediate danger & close the door

C – confine – return to area and close all doors

R – Remove anyone in danger to nearest fire safe area

(E – extinguish if fire is small) Generally not recommended.

*You will go through a departmental orientation on your first day of volunteer work.

HAZARDOUS MATERIALS SAFETY BASICS

Chemical products and medical gases are a necessary component of health care. When handled incorrectly they can burn, explode, cause tissue damage, or lead to acute and chronic health hazards. Injuries can occur through **inhalation, absorption, splashes, and ingestion.**

Chemical Product Labels Provide:

1. Chemical identity
2. Signal words such as “Caution”, “Danger”, or “Poison”
3. Information on Hazards such as flammable, corrosive, or irritant
4. Requirements for handling and storage

**** Substances transferred from original container to secondary container must be labeled with product name, any health and required Personal Protective Equipment*

**** M.S.D.S. manuals are maintained in and by individual departments for your reference*

Material Safety Data Sheets (M.S.D.S.) are maintained in each department and provide:

- 1.) Detailed information on Hazardous Materials provided by manufacturer:
 - A.) Chemical identification
 - B.) Hazardous ingredients
 - C.) Fire, explosive and reactivity data
 - D.) Health Hazards
 - E.) Special precautions for handling
 - F.) Any required Personal Protective Equipment such as gloves and eye protection
 - G.) Proper storage and disposal

YOU HAVE A RESPONSIBILITY TO:

1. Know all hazards of any product you work with. You will be oriented by your assigned supervisor.
2. Read all container labels.
3. Use any required Personal Protective Equipment.
4. Handle, store, and dispose of Hazardous Material Safety.
5. Notify immediate supervisor, security, and environmental services of any spill or release.
6. Report any hazardous material exposure to your supervisor and complete an incident report (e.g. mishap in the E.R. with rubber gloves).
7. Report all hazardous material spills to Director of the Clinical Laboratory, Ext. 1700 or Volunteer Service Ext. 4755.

INFECTION CONTROL

WHAT ALL STAFF SHOULD KNOW ABOUT INFECTION CONTROL

Handwashing

The single most important means of preventing infections

- Use water, soap, & friction
- Wash for 10 seconds
- After removing gloves
- When visibly soiled
- Before and after

P.P.E.

Personal Protective Equipment protects your mucous membranes and non-intact skin. Know where to locate:

- Gloves (if it's wet)
- Gown (if it can splash)
- Mask (if it sprays)
- Resuscitation Device (CPR)

When Hand wash

- Upon arrival to work.
- Frequently following a delivery to patient rooms.
- Before and after serving food.
- After using the bathroom.
- Before leaving work area for home.
- After removing personal protective equipment, i.e., gloves (carrying specimens)

Standard Precautions

All patient blood/body fluids will be treated as infectious. Appropriate personal protective equipment will be worn as needed: mask, eye protection, gloves, gowns, etc. If a participant has a question as to what is appropriate protective equipment needed, they are to always ask the nurse in charge of that person. *(Participants are not required to enter patient rooms with restrictions.)*

Biohazardous Waste

Placed in a red, lead-proof plastic bag and stored in a labeled, rigid container with a tight-fitting lid.

- Liquid blood
- Saturated wound dressing (drippy)
- Microbiology/Lab Waste
- Full, sealed sharps container

Linen

- Clean linen must be covered during transport and storage
- Dirty linen must be stored in leak proof, plastic bags and linen hampers must be covered
- All soiled / dirty linen is treated the same and placed in regular plastic bags.
- Wear gloves when handling soiled linen.

VOLUNTEERS & INTERNS NEVER TOUCH NEEDLES!!!

TUBERCULOSIS

- TB is an airborne disease and is transmitted by breathing contaminated air. Active TB is the presence of sign/symptoms (cough, fever, night sweats, loss of appetite and weight loss) and a positive PPD skin test, chest x-ray, or AFB smear.

RISK REDUCTION PLAN

What is your departmental role scope?

- Process – assessment, managing information or the environment of care
- Employee Health – screening, reporting exposures, and immunizations
- Measures to reduce risk- Universal Precautions, handwashing, disinfection/sterilization, food handling, handling waste/linen
- Education – orientation, annual reorientation

Alert Systems that Require Additional Precautions:

A: respiratory Alert” sign will be posted outside a patient’s room if there is the suspected presence of a disease that is transmitted by the airborne route.

***** A VOLUNTEER SHOULD NOT ENTER SUCH A ROOM! *****

Nosocomial Infections are hospital-acquired infections. Those mentioned are ventilator associated pneumonias, surgical site infections, and bacteremia’s related to central lines. Resistant organisms, TB cases, and employee exposure are also **monitored. Know where your Infection Control Manual is located.** Based on your departmental assignment, your assigned supervisor will direct you accordingly.

Rules for Volunteer/Work Experience Participants:

- If you are fighting a cold or have a fever, stay home and get well before returning to your assigned duties. Patient’s who are hospitalized already have their health compromised – bedsides, with your resistance down, you too are more susceptible to infections.
- If you have been out due to a long-term illness or injury. You must submit a medical clearance statement from your physician prior to returning to your duties at WMMC.

HARASSMENT

Any type of harassment is not acceptable and should be reported to either your supervisor, volunteer/job training management or to the Hot Line for anonymous reporting of suspected breach of ethics Ext. 8833.

- a. Gender related= “sexual”
- b. Not related to gender

Both types can be displayed verbally (jokes, sign, intimidation, rumors) or in actions (gestures, physical contact, pranks). When Adventist Health White Memorial Volunteer & Work Experience Services Becomes aware that harassment might exist, it is obligated by law to take prompt and appropriate action, whether or not the victim wants the hospital to do so.

CONFIDENTIALITY

You are responsible for maintaining the confidentiality of all proprietary or privileged information to which you are exposed while serving as a volunteer or work experience participant. Whether this information involves a single staff, volunteer, client, or other person or involves overall medical center business. No one is permitted to remove or make copies of any Adventist Health White Memorial records, reports, or documents without prior approval.

All participants are required to sign a confidentiality agreement and comply with that agreement a condition of their participation in our programs. (Graff, 1993) A violation of confidential information is a violation of hospital ethics. A volunteer may be dismissed immediately by the Manager of Volunteer Services for such a violation.

CUSTOMER SERVICE

Quality Definition: Quality is going beyond what is expected to meet customer needs.

The customers' perception of how they are treated is a major indicator of how they rate their care. High tech equipment and a beautiful facility are not worth anything if employees do not provide exceptional service. It's how we treat our customers that make them feel secure, cared for and happy.

Volunteer & Workforce Experience Participants: Since you are an extension of our staff and on the "frontline" the manner in which you interact with all patients and guests has a tremendous impact. Ways you can provide good service:

- Make eye contact with employees and guests and smile
- Offer to provide assistance (directions, opening doors, picking up something)
- Maintaining a pleasant, helpful attitude
- Make sure your appearance is neat, clean and representative of WMMC
- Complete your tasks promptly and efficiently

GOLDEN RULE OF SERVICE:

Treat others the same way you want to be treated.

Giving Directions: Visitors are usually unfamiliar with the hospital surroundings. Make an effort to assist them in location elevators, rooms, departments, cafeteria, vending machines, etc. Keep in mind the "**two turn**" concept. If you need to explain to more than two things he has to do to get where he is going, **take him to at least the first turn.**

Example: A visitor needs to go to an elevator which can be found only after making a right and a left turn down a hallway. Treat the visitor as a special guest by walking with the visitor to the first right turn. This simple courtesy can avoid confusion and lessen the visitor's anxiety.

PATIENTS RIGHTS

These Patient Rights incorporate the requirements of the Joint Commission on Accreditation of Healthcare Organizations; Title 22, California Code of Regulations, Section 70707; and Medicare Conditions of Participation.

Patients have the right to:

1. According to the law, considerate, respectful and comfortable care, should be provided and made confidential of all communication and records pertaining to patient's healthcare treatment. They have the right to respect for their personal values and beliefs.
2. They need to have a designated family member (or other representative of your choosing) to notify your physician promptly of your admission to the hospital.
3. Patients should know the name of the physician who has primary responsibility for coordinating their care. Not only physicians, but also all those professionals involved in the plan of care (interdisciplinary departments). Patients have the right to receive information about their health status, course of treatment such as (procedures, medications) and prospects for recovery in terms that they can understand. Also, they have the right to participate in the development and implementation of plan of care. They have the right to participate in ethical questions that arise during care, including issues of conflict resolution, withholding resuscitative services, and forgoing or withdrawing life-sustaining treatment.
4. Have the right in decision making regarding medical care, and receive as much information about any proposed treatment or procedure as they may need to give informed consent or to refuse a course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved, alternate courses of treatment or non-treatment and the risks involved in each, and the name of the person who will carry out the procedure or treatment.
5. Request or refuse treatment, to the extent permitted by law. However, they do not have the right to demand inappropriate or medically unnecessary treatment or services. They have the right to leave the hospital even against the advice of physicians (AMA), to the extent permitted by law.
6. Be advised if the hospital/personal physician proposes to engage in or perform human experimentation affecting their care or treatment. They have the right to refuse to participate in such research projects.
7. Reasonable responses to any reasonable requests made for service.
8. Request or reject the use of any or all modalities to relieve pain, including opiate medication, if they suffer from severe chronic intractable pain. The doctor may refuse to prescribe the opiate medication, but if so, must inform them that there are physicians who specialize in the treatment of severe chronic intractable pain with methods that include the use of opiates.
9. Formulate advance directives. This includes designating a decision maker if they become incapable of understanding a proposed treatment or become unable to communicate their wishes regarding care. Hospital staff and practitioners who provide care in the hospital shall comply with these directives. All patient rights apply to the person who has legal responsibility to make decisions regarding medical care on their behalf.

10. Have personal privacy respected. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. They have the right to: be told the reason for the presence of any individual. They have the right to have visitors leave prior to an examination and when treatment issues are being discussed. Privacy curtains will be used in semi-private rooms.
11. Confidential treatment of all communications and records pertaining to their care and stay in the hospital. Basic information may be released to the public, unless specifically prohibited in writing by the patient. Written permission shall be obtained before medical records are made available to anyone not directly concerned with their care, except as otherwise may be required or permitted by law.
12. Access information contained in their records within a reasonable time frame, except in certain circumstances specified by law.
13. Receive care in a safe setting, free from verbal or physical abuse or harassment. They have the right to access protective services including notifying government agencies of neglect or abuse.
14. Be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience, or retaliation by staff.
15. Reasonable continuity of care and to know in advance the time and location of appointments as well as the identity of the persons providing the care.
16. Be informed by the physician, or a delegate of the physician, of continuing health care requirements following discharge from the hospital.
17. Know which hospital rules and policies apply to their conduct while a patient.
18. Designate visitors of their choosing, if they have decision-making capacity, whether the visitor is related by blood or marriage, unless:
 - a. No visitors are allowed.
 - b. The facility reasonably determines that the presence of a visitor would endanger the health or safety of a patient, a member of the health facility staff, or other visitor to the health facility, or would significantly disrupt the operations of the facility.
 - c. They have told the health facility staff that they no longer want a person to visit. However, a health facility may establish reasonable restrictions upon visitation, including restrictions upon the hours of visitation and number of visitors.
19. Have their wishes considered, if they lack decision-making capacity, for the purposes of determining who may visit. The method of that consideration will be disclosed in the hospital policy on visitation. At a minimum, the hospital shall include any persons living in your household.
20. Examine and receive an explanation of the hospital's bill regardless of the source of payment.
21. Exercise these rights without regard to sex, economic status, educational background, race, color, religion, ancestry, national origin, sexual orientation or marital status, or the source of payment for care.
22. File a grievance and/or file a complaint with the state Department of Health Services and/or the hospital and be informed of the action taken.

VOLUNTEER & HEALTHCARE WORKFORCE DEVELOPMENT POLICIES

ATTENDANCE

You are expected to be dependable and punctual. People are depending on you and your accountability will be key to your success.

A schedule of your weekly service hours is agreed upon you, your assigned department and Volunteer & Workforce Services. Any variation to from that schedule requires:

1. Notification as much as in advance as possible.
 - a. Planned time off or permanent change in schedule requires written notification (Volunteer Request Form)
 - b. Unpredicted variation in schedule requires verbal notification to assigned department and Volunteer & Workforce Services (i.e. tardiness due to transportation, illness, other emergencies)
 - c. You must make every effort to notify Volunteers & Interns Services & area supervisor of any absence or tardiness.
2. When calling in information about absences or tardiness include:
 - a. Your name
 - b. Your regular work time
 - c. When the department can expect you to report in
 - d. Reason for absence or tardiness

Documentation of attendance: (See Sign – In Procedure)

AGREEMENT

When accepted as a hospital volunteer, you signed an agreement that read:

I agree to:

1. Hold as confidential all information that I may obtain directly or indirectly concerning patients, doctors, or personnel and not seek to obtain confidential information from a patient.
2. Become familiar with the organization's policies and procedures, and at all times uphold its philosophy and standards while on duty.
3. Donate my services to the organization without contemplation of compensation or future employment.
4. Be punctual and conscientious, conduct myself with dignity, courtesy, and consideration of others, and endeavor to make my work professional in quality.
5. Furnish and maintain an appropriate uniform and maintain a well-groomed appearance during my volunteer time
6. Remove uniform and ID badge prior to leaving hospital premises. They must NOT be worn while off duty.
7. Attend orientation and in-service training as scheduled.

8. Carry out assignments and proactively seek the assistance of the job supervisor when necessary.
9. Take any problems, criticism and/or suggestions to my service area supervisor first and secondly, to Manager/Coordinator of Volunteer Services.
10. Work a specified number of hours on a schedule acceptable to the organization.
11. Adhere to the department's sign-in procedures.
12. Notify the supervisor first AND Volunteer Services second if unable to volunteer as scheduled.
13. A probationary period of 15 hours or 2 weeks is required.
14. I understand that the Volunteer & Workforce Services Department reserves the right to terminate my volunteer status because of
 - a. failure to comply with hospital policies, rules, and regulations;
 - b. absences without prior notification;
 - c. unsatisfactory attitude, work, or appearance (after 3 documented counseling's);
 - d. any other circumstances which, in the judgment of the department manager, would make my continued service as a volunteer contrary to the best interests of the organization.

ANNIVERSARY DATE/RESTART DATE

The first day you report to volunteer is your "Official" anniversary date. (Should there be a break in service for more than six (6) months the "Re-Start" date will become the new anniversary date.)

BACKGROUND CHECKS

Background checks will be conducted to all participants over 18 years old. In order to conduct a background a Social Security Number is required. Individuals who refuse to comply with this request will not be accepted in the program.

BENEFITS

- Benefits offered to eligible participants include:
- Participants who volunteer a minimum of 4 hours in a day and are not compensated/paid by any agency, are entitled to a \$5.00 complimentary ticket. *This can be used in the Cafeteria, Gift Gallery, and Coffee Connection.
- Free TB screening annually or X-Rays (Every 3 years).
- Free flu vaccinations annually
- Certificate upon completion of 100 hours and special recognition after 500 hours of volunteering.
- Volunteers & Interns & Workforce participants are included in many hospital wide social functions. Employee Picnic, Christmas Brunch.
- National Volunteer Week festivities (in April).

CHANGE OF NAME OR ADDRESS

Notify Volunteer & Workforce Services immediately whenever your name, address, telephone, or emergency information changes.

COMPETENCY ASSESSMENT

Every volunteer must submit to our annual hospital wide competencies. This test will be assigned by Education and Training and administered by the volunteer staff.

COMPLAINTS

If a patient or visitor complains about something, don't argue or offer excuses; simply say, **"I'm sorry you have had difficulty. I will report that to the proper person" and do so.** Comments regarding direct patient care should be directed to the nurse or nurse manager and manager of customer loyalty. You must also inform the volunteer services department. If the complaint needs to be heard immediately by someone in authority, contact the Administrative supervisor.

If you have a complaint or problem, report it immediately to the Volunteer & Workforce Services in person or call (323) 260-5739 ext. 6. You may need to schedule an appointment if the schedule does not allow them to meet with you on that same day.

COUNSELING

When a participant has work performance problems, the area supervisor should inform the Volunteer & Workforce Services Department. It is best if the area supervisor is able to counsel the participant regarding performance concerns since they supervise the day-to-day performance. This counseling will be documented in the participant's file in Volunteer and Workforce Services Department. It is preferred that area supervisors work to instill appropriate performance and job skills. If after counseling the participant is unable to perform appropriately, consideration will be given for change of area or termination if supervisor and manager of Volunteer & Workforce Services feel is appropriate. Disregard of hospital policies by a participant such as theft, drinking while on duty, using or being under the influence of controlled substances, inappropriate behavior, etc. may require immediate dismissal by the Manager of Volunteer & Workforce Services.

DEPENDABILITY

Adventist Health White Memorial Expects From You

1. Dependability: And Accountability Report on time, ready to work
2. Responsibility: Know your own duties and perform them promptly and efficiently.
3. Team Player: Cooperate with staff and fellow Volunteers & Interns.
4. A good attitude: Do your work willingly and with pride.
5. Take Initiative: Perform your duties with minimal instruction /supervision. Look for ways to do things that need to be done and find way to do tasks more efficiently.
6. Communication:
 - Ask questions if you are unclear on how or why you are to perform duties.
 - Inform co-workers of any changes in your schedule.
 - We expect you to voice your opinions and contribute your suggestions to improve the quality of volunteer services.

7. Compliance with both hospital and volunteer policies.
8. Treat others with respect.
9. Exceptional customer service. (Patients, visitors, vendors and co-workers)

DISCIPLINARY ACTIONS

Unacceptable behavior which does not lead to immediate dismissal may be dealt with in the following manner:

1. Verbal Warning
2. Written Warning
3. Disciplinary Suspension
4. Dismissal

Discipline may be done in the listed order but may also skip to the commensurate discipline for the severity of unacceptable behavior. It is the discretion of the volunteer service manager to decide upon appropriate action.

Written warnings will include the reasons for the volunteer manager's/coordinator's dissatisfaction and any supporting evidence. You will have an opportunity to defend your actions and rebut the opinion of the volunteer manager/coordinator at the time the warning is issued.

All pertinent facts will be carefully reviewed, and the volunteer will be given a full opportunity to explain his or her conduct before any decision is reached. The Director of Human Resources or another member of senior management will give a second opinion concerning the unacceptable behavior before dismissal occurs.

DISMISSAL

Participants who do not adhere to the rules of the hospital or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. No volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with supervisory staff. However, Volunteers & Interns may be suspended until the issue is resolved.

Participants may be dismissed without warning just for cause. The hospital has the right to request a volunteer to leave immediately.

Grounds for immediate dismissal may include, but are not limited to:

- Gross misconduct
- Being under the influence of alcohol or drugs, while performing volunteer assignment.
- Theft of property or misuse of hospital funds, equipment or materials.
- Lies or falsification of records (including time sheets).
- Illegal, violent, or unsafe acts.
- Abuse or mistreatment of hospital staff, patients and/or co-workers.
- Unwillingness or inability to support and further the mission the hospital and/or the objectives of the program.

DISASTER

Participant Duties

1. Participants are free to leave the premises when the Disaster Code is announced (Code Triage). Volunteers & Interns must notify the staff person they report to in their department as well as Volunteer Services that they are leaving.
2. Participants may report to the Medical Center to assist if they are not already working when the Code is announced. Photo Identification Badges are provided for Volunteers & Interns who have passed provisional period of three months or 100 hours of service which allows them to cross fire and/or police lines in the case of a community disaster.
3. Individual departments may utilize the participants on assignments for their service in the functions of their disaster plan, if the participant chooses to stay and help.
4. Participants who are not needed in their assigned service area may report to the General Manpower Pool for directions if they choose to stay and assist during the Code.
5. Volunteer staff will coordinate utilization of Volunteers & Interns with other departments of the hospital through the General Manpower Pool.
6. Volunteer Office staff will notify and reassure families of Volunteers & Interns who remain to assist or who may be receiving treatment for injury.

DRESS CODE

PURPOSE

To identify participants and ensure that their appearance is always neat and representative of the medical center.

SCOPE

All hospital Volunteers & Interns processed through the Volunteer/Workforce program are required to wear smocks and/or dress appropriately. As determined by departmental placement.

POLICY

1. The standard uniform is a maroon shirt and is available through the Volunteer & Workforce Department prior to the start date. This shirt must be worn whenever reporting to your service area.
2. Dress Code guidelines:
 - Skirts (not too short or tight) and slacks are acceptable. (No shorts please.)
 - Comfortable closed toed shoes (i.e. tennis shoes) for safety.
 - Hosiery (nylons or socks) are required for hygiene and comfort
 - Kakis- Black slacks (Dickies)
 - **Hospital I.D. badge** is considered part of your uniform and must be **worn with photo** showing on your left collar or on standard issue ID break-away chain.
3. **Make-Up/Nail Polish** may be worn if in tasteful moderation. (No dark unnatural colors-nails, lips and eyes) acrylic or other fake nails are not allowed.
4. **Jewelry** – traditional rings, earrings and necklaces are acceptable if kept to a minimum.
 - No dangling earrings
 - Studs preferred (limited to 2 per ear)
 - No nose or tongue studs/rings.
 - No eyebrow or lip studs/rings.
5. Program participants will **not be allowed to report to duty without wearing WMMC Uniform**. Exception: If the Volunteers & Interns assigned department requests other

attire (i.e. professional, scrubs, etc.) participants may dress using the following guidelines:

- Modesty (Not too tight, too short or too revealing)
 - Professionalism (Not too casual)
 - Neatness
 - Cleanliness
6. Volunteers & Interns are responsible to **keep their uniforms clean and neat**; laundering them frequently.

EMPLOYMENT OPPORTUNITIES

Volunteering & Workforce participants may develop and use skills and general knowledge applicable to employment, but employment is not guaranteed. Participants interested in employment are encouraged to regularly check the job listing board in Human Resources and to apply for positions for which they are qualified. Applicants may use area supervisors as references. Volunteer & Workforce Services can confirm service hours at Adventist Health White Memorial. WMMC is an equal opportunity employer. All employment matters are handled through the Human Resources and Recruitment and Retention Department.

EQUAL VOLUNTEERING OPPORTUNITY

Adventist Health White Memorial's Volunteer & Workforce provides equal volunteering opportunity for everyone regardless of age, sex, color, race, creed, national origin, religious persuasion, marital status, political belief, or disability that does not prohibit performance of essential job functions. All matters relating to volunteering are based upon ability to perform the job, as well as dependability and reliability.

EVALUATIONS (Performance Reviews)

Evaluation procedures should be non-threatening and a means for reaffirming positive work habits and identifying areas for improvement. Evaluations will be performed by your area supervisor and will include:

- Attendance (including dependability, punctuality)
- Initiative and effort
- Knowledge of your job
- Attitude, willingness and courtesy, maturity
- Appearance/dress code
- The quality and quantity of your work

GRIEVANCE

Any event, condition, rule, or practice which the volunteer believes violates his or her civil rights, treats him or her unfairly, or causes him or her degree of unpleasantness or unhappiness on the job. A grievance may also deal with an attitude, a statement, or an opinion held by a volunteer staff member, volunteer supervisor or a fellow volunteer or staff.

Grievance Procedure- The sole purpose of this Grievance Procedure is to give each volunteer and Adventist Health White Memorial a chance to clear up any problem, complaint, friction, or grievance.

1. See the Volunteer & Workforce Department Manager:

If you are not satisfied with the Manager's action of the situation a grievance conference may be scheduled with the Director of Human Resources.

2. Grievance Conference:

The Director of Human Resources will review the grievance and ask you to meet with him/her. At this conference, you should feel free to openly discuss your complaint and substantiate your reason for feeling the way you do; the director will consider your input and render a decision. In most cases, the matter will usually be resolved at this stage. If you are still displeased with the decision rendered, you should bring the problem directly to the Chief Operating Officer (COO).

3. Discuss with COO:

The problem will be discussed with all concerned and final decision rendered. The COO's decision will be binding on all.

HEALTH REQUIREMENTS

- Record of immunizations (MMR); blood titers if records are not available.
- Documentation of TB current within **6 months**.
 - If negative, Step II will be given by Employee Health upon starting at WMMC.
 - If positive PPD a chest x-ray report current within **3 years** is required prior to starting
- Varicella Titer if working with children.
- Medical clearance may be required from your physician for any health concerns which may be impacted by your performing your assigned duties with us. Such cases will be determined by the Employee Health Nurse at WMMC upon review of your health questionnaire.

IDENTIFICATION BADGE

Verifies that you are authorized to perform duties within our organization.

- Badges are considered part of your uniform and must be worn while on duty and removed upon ending one's shift.
- Must be worn on collar
- Photo must be visible at all times.
- Provide access to hospital facility.
- Entitle you to benefits (i.e. discounts in the Restaurant & Gift Gallerie)
- Must be returned to the volunteer services department upon completion of service period, termination or during leaves (periods of inactivity).

INJURIES WHILE VOLUNTEERING

If you are injured while participating at WMMC, you are covered by a special supplemental insurance policy. The coverage is not mandated under state laws, but WMMC provides it as a courtesy to you for your hours of service to the Hospital. In order for the insurance to work effectively an Accident Report must be completed at the time of injury*. When you are injured, inform the department employee management staff immediately. They will complete an Accident Report first, contact Volunteer & Workforce Department (or Employee Health if Volunteer Office is closed) and send you to Occupational Medicine. ** If the injury is severe go directly to the Emergency Room.*

INTRODUCTIONARY PERIOD

Your first 15 or 30 hours or 2 weeks of service are considered an Introductory Period. This will be a time for getting to know your fellow Volunteers & Interns, your volunteer staff and the tasks involved in your volunteer service assignment, as well as becoming familiar with WMMC Volunteer & Workforce Services. During this period, we will evaluate your suitability for participating in our program and at the same time you can evaluate our program as well. At any time during this period, if your personal or work habits, attitude, appearance, attendance or performance do not measure up to our standards, we may release you. If you take approved time off in excess of five volunteer days during the Introductory Period, it may be extended by that length of time. Completion of the Introductory Period does not guarantee continued volunteering for any specified period.

MEDICAL STAFF RELATIONSHIPS

Volunteers & Interns are to maintain an ethical and professional relationship with our medical staff. Solicitations of free medical advice or prescriptions are considered discourteous. In the event you might know a physician on a personal “first name” basis, please give the doctor the professional respect by calling him by his proper title (i.e., Dr. Smith) when in the hospital.

PARKING

Parking is available in employee lots and access will be programmed for your ID badge upon request. You will have access to lot, #10. Please keep in mind that the parking spaces adjacent to or in front of our building(s) are for patients and visitors only. *Caution: If parking on the street, observe posted signs for street cleaning days.*

PATIENT CARE AREAS

To protect yourself and Adventist Health White Memorial’s, patients, you must accept certain limits on your activities. As a volunteer at Adventist Health White Memorial, you are not permitted to do the following:

- Feed patients
- Perform duties outside the scope of the service description and/or orientation.
- Replace an employee; Volunteers & Interns may complement/assist, but not supplant the duties of a paid worker.
- Give medications of any kind
- Transport medications
- Handle controlled substances
- Take telephone treatment messages or orders from physicians
- Translate for patients to nurses or physicians
- Transcribe physician's orders
- Make entries in a patient's chart
- Empty bedpans
- Discard needles
- Give bed baths
- Lift a patient or change a patient's position in bed
- Escort patients on stretchers alone

- Escort patients who are on IV medications alone
- Escort critically ill patients alone
- Enter an isolation room without the nurse's permission
- Attempt to give any form of medical or nursing care, including first aid or CPR
- Perform duties outside the scope of the service description and/or orientation.

PERSONAL PHONE CALLS/CELL PHONES

- Personal cell phones should be put on silent mode while on duty so as not to interrupt your regular duties.
- Personal call may be made from public telephones during your breaks. Inform family and friends of this policy so they know what to expect. (Hospital telephones require employees to use personal access codes to place calls outside the hospital.)
- iPods, earphones, headsets, should not be used during work hours.

RESIGNATION PROCEDURE

1. Notify your supervisor
2. Submit completed Requisition form to Volunteer & Workforce Department with as much advanced notice possible. (Preferably at least 1 week prior to final day)
3. Return ID
4. Complete "Exit Questionnaire"

*** Please make every effort to notified Volunteer Services in advance or your departure date. Your accountability is the KEY to the success of this program.

SECURITY

As Volunteers & Interns of WMMC, you are considered an extension of our staff, thus think of yourself as ("eyes and ears") of the hospital Security Program. Assist by doing the following:

1. Wear your hospital ID while on duty.
2. Inquire when a visitor looks lost, in need of help, or is acting in a suspicious manner.
3. Enforce lock down provisions. Report and/or secure any exterior doors which are propped open after 8:00 p.m.
4. After hours visitors, who are not displaying a Visitor Badge, suspicious
5. In an emergency – dial 2222 for operator assistance to get security or law enforcement. "0" for routine calls.
6. Store your purse or other valuables in a secure place and always lock your car.
7. Park in a well-lit area and request a Security escort to your vehicle during hours of darkness.

Service Descriptions are maintained for each Volunteer & Workforce Services position at Adventist Health White Memorial. This description outlines, duties, available hours, the position of your supervisor, any required skills and a listing of your duties. A copy of the service description for each specific area is kept in that area's Volunteer & Workforce Service binder. Initially this can be used as a guideline in looking for things to do between assigned tasks.

STANDARDS

Whenever people gather together to achieve goals, some rules of conduct are needed to help everyone volunteer together efficiently, effectively, and harmoniously. Some people have problems with “rules” and authority figures, and experience may have justified these thoughts and feelings; however, at Adventist Health White Memorial, we hold ourselves to a high standard of quality where the rules and authority figures simply assure that quality is maintained.

By accepting an assignment with us you have a responsibility to Adventist Health White Memorial Volunteer Services and to your fellow volunteer to adhere to certain rules behavior and conduct. The purpose of these rules is not to restrict your rights, but rather to be certain that you understand what conduct is expected and necessary.

SIGN-IN PROCEDURES

Time sheets are used to:

- Confirm your contribution of service to Adventist Health White Memorial
- Document eligibility for recognition
- Evaluate the volunteer program.
- (Workforce participants will also maintain a separate time sheet from their placement agency for calculating pay.)

All participants are required to sign and/or clock in when reporting to duty. Be sure your supervisor initials your time sheet when you sign out to confirm your hours for the day. Your current time sheet should be kept in the Volunteer & Workforce office. You are accountable for you time sheet and must make every effort to ensure its accuracy. Failure to submit your time sheet monthly will result in postponement of volunteer work assignment. **Time sheets should be submitted to our office at the end of each month or upon resignation.**

1. Volunteers & Interns must **sign in** when they report for duty.
Sign: Name Write: Date, Time In
2. Volunteers & Interns must **sign out** when they complete their assignment.
Write: Time Out, Daily Hours (round off to next half-hour)
Have supervisor initial your time sheet to confirm hours

SMOKING

Adventist Health White Memorial recognizes the serious health hazards tobacco use presents to both smokers and nonsmokers. We also understand that smoking is a leading cause of morbidity and disability in the United States. Because of WMMC's desire to provide a healthy and safe environment for all and continue to lead the way in promoting healthy behaviors, WMMC encourages health improvement, healing, disease prevention, and the reduction of all health risks and hazards caused by smoking. Effective November 17, 2011, Adventist Health White Memorial will become a smoke-free campus. No person will be allowed to smoke in any space, corridor, office, building, sidewalk, plaza, tunnel, ramp, parking lot, roof, balcony, stairwell, loading dock, etc. owned or leased by Adventist Health White Memorial. This policy supports the "Smoke-Free Campus" policy.

SOLICITATION

To avoid disruption in the operation of the hospital or interference with patient care, Adventist Health White Memorial policy prohibits persons to solicit or distribute unauthorized literature on the hospital properties at any time for any purpose in the areas of the hospital.

TELEPHONE ETIQUETTE

It is a hospital policy that Volunteers & Interns identify themselves and the department, whenever taking a call: i.e., “Guest Relations Desk, Silvia Frausto, and Volunteer.”

Telephone Techniques

After the phone has rung and before answering it, it is important to be prepared physically and mentally for the call.

- Have a positive attitude about the call when the telephone rings...instead of thinking of it as an interruption, see the call as an opportunity (e.g. to be of service, to clarify, to get information you need, etc.)
- Focus on the caller
- Physically and mentally turn away from distractions (e.g. a cluttered desk, stack of papers you need to read, the equipment you we are fixing, etc.)
- Have paper and pencil (that works) available next to the telephone.
- Turn off noisy equipment (typewriters, printers, etc.)
- Stop talking or laughing before you pick up the telephone
- Take a deep breath (your voice will be clearer)
- SMILE- the warmth and friendliness come through your voice

Procedure for Taking Accurate Messages

It is important when taking a telephone message that all the information be accurately written. The following guidelines are the correct procedure for taking messages:

- Date all messages
- Note time of call
- Record the caller’s name and verify spelling
- Record telephone number and extension, if any
- Record message
- Volunteers & Interns taking a message are to sign their name legibly
- Deliver message promptly

UNACCEPTABLE ACTIVITIES

We expect each person to act in a mature and responsible way at all times. However, to avoid any possible confusion, some of the more obvious unacceptable activities are noted below. Your avoidance of these activities will be to your benefit as well as the benefit of Adventist Health White Memorial Volunteer Services. If you have any questions concerning any volunteer or safety rules, or any of the unacceptable activities listed, please see your volunteer staff for an explanation.

Occurrences of any of the following violations, because of their seriousness, may result in immediate dismissal without warning:

- Willful violation of any hospital rule; any deliberate action that is extreme in nature and is obviously detrimental to Adventist Health White Memorial.
- Willful violation of security or safety rules or failure to observe safety rules or Adventist Health White Memorial safety practices; failure to wear required safety equipment; tampering with Adventist Health White Memorial equipment or safety equipment.
- Negligence or any careless action which endangers the life or safety of another person.
- Being intoxicated or under the influence of controlled substance drugs while volunteering; use or possession or sale of controlled substance drugs in any quantity while on hospital premises except medications prescribed by a physician who does not impair volunteer performance.
- Unauthorized possession of dangerous or illegal firearms, weapons, or explosives on hospital property or while on duty.
- Engaging in criminal conduct or acts of violence, or making threats of violence toward anyone on hospital premises or when representing Adventist Health White Memorial; fighting, or horseplay or provoking a fight on hospital property, or negligent damage of property.
- Insubordination or refusing to obey instructions properly issued to you by your volunteer manager/coordinator.
- Threatening, intimidating, or coercing fellow Volunteers & Interns; unauthorized possession or removal of any hospital property, including documents, from the premises without prior permission from management; unauthorized use of hospital equipment or property for personal reason; using hospital equipment for profit.
- Dishonesty; willful falsification or misinterpretation on your application for volunteering or other volunteer records; alterations of hospital records or other hospital documents.
- Breach of confidentiality of personnel information.
- Malicious gossip and/or spreading rumors; interfering with another volunteer on the Job; willfully restricting volunteer output or encouraging other to do the same.
- Immoral conduct or indecency on hospital property and/or off-site locations.
- Vandalism.
- Harassment of any kind towards staff, patients, or Volunteers & Interns.

Dear Volunteer Applicant:

Thank you for your interest in volunteering with Adventist Health White Memorial. Please carefully review the enclosed application materials. This will be your initial source of general information regarding your responsibilities as a volunteer at Adventist Health White Memorial.

As a volunteer, you will have the opportunity to learn many things from this environment of caring, commitment and responsibility. You will gain valuable work experiences for college, resumes, and employment applications as well as accrue the volunteer hours needed to meet school or community service requirements.

Volunteering can be fun, but it is also a serious commitment. Therefore, offer your services only if you intend to do your best, have the time and ability to do so, and can accept guidance and supervision with maturity and enthusiasm.

Your parent or guardian must approve your volunteer participation (if under 18), and you must provide a written recommendation from a teacher, counselor, coach, mentor or friend. Once your application and necessary paperwork has been completed you will need to contact the volunteer office to schedule an interview.

Pre-Requisites to Volunteering/Internship:

1. At least 15 years of age.
2. PPD tuberculosis (TB) skin test done within 6 months of application date. If history of positive PPD: Copy of chest x-ray results done within 3 years of actual start date.
3. Proof of appropriate immunizations (i.e., MMR-Measles, mumps, and rubella)
4. Varicella titer (only if you have had Chicken Pox) or immunization
5. **IF ACCEPTED:** A COVID-19 Swab Test is required. Testing is not managed by the AHWM hospital. You can schedule your appointment on this site <https://la.curativeinc.com/welcome> any center of your choice and provide a negative test result for COVID a week prior to start date.
6. Complete Orientation Post Test (see attached)
7. Agree to report on TIME regularly in full uniform, including ID badge and in compliance with the dress code each time you arrive at your assigned area.

We look forward to you joining our Team of Volunteers & Interns. Your talents and willingness to help others will strengthen Adventist Health White Memorial's mission in our East Los Angeles community. If there are any questions please feel free to contact Alicia Anaya at 323- 260-5739 ext. 6 or email at Alicia.Roman@ah.org

Sincerely,

Volunteer Services Team

HEALTHCARE WORKFORCE DEVELOPMENT/VOLUNTEER APPLICATION CHECKLIST

A check list is provided below for your use. The materials on the checklist are required and must be with you when you interview with the Manager of Workforce Development/Volunteers & Interns. **The interview will be cancelled if there are missing materials.**

- _____ Completed Application (on-line)
- _____ Education Status (on-line)
- _____ Orientation Post Test (print out)
- _____ Volunteer Agreement (on-line)
- _____ Confidentiality Statement (on-line)
- _____ Authorization Consent Photograph (on-line)
- _____ Code of Conduct Acknowledgement (on-line)
- _____ Letter of Recommendation completed by individuals not related to you
(print out)
- _____ CONFIRMATION OF VOLUNTEER ORIENTATION (print out)
- _____ Documentation of Measles, Mumps and Rubella (MMR) Immunization
- _____ Receipt/Acknowledgement Handbook (on-line)
- _____ Documentation of negative TB test within the past six months.

*** If history of positive PPD:

- _____ Copy of chest X-ray results done within 3 years of actual start date.
- _____ Influenza Vaccine *Seasonal (October 01-March31)
- _____ Original valid Driver's License or State ID, or another picture ID if neither of these are available

IF ACCEPTED: A COVID-19 Swab Test will be required. Testing is not managed by the AHWM hospital. You can schedule your appointment on this site <https://la.curativeinc.com/welcome> any center of your choice and provide a negative test result for COVID a week prior to start date.



FORMS

The following forms need to be printed and must be with you when you interview.

The online forms such as the Application, Volunteer Agreement, etc., will be printed by the Manager in the Volunteer Department.



Name: _____

Date: _____

Phone Number: _____

Volunteer & Healthcare Workforce Development Orientation Post Test

- | | | | |
|---|------------|------|-------|
| 1. Our Mission: AHWB adheres to the Adventist health approach to providing healthcare. We are a family of caring people, reaching out and continuously seeking to improve the quality of life and health of community with: A passion for excellence, A spirit of Christian service and A commitment to medical education | Page 4 | True | False |
| 2. Our Vision: The vision is our dream for our hospital- what we're working for as we progress towards the future: Building on our legacy of primary care and medical education, AHWB will become regionally respected for specialty and tertiary health care in Los Angeles. We will be known for our unwavering pursuit of excellence in quality, innovation and service. | Page 4 | True | False |
| 3. Patients have the right to considerate and respectful care. | Page 12-14 | True | False |
| 4. Patients have the right to confidential treatment of all communications and records pertaining to their care and hospital stay. | Page 12-14 | True | False |
| 5. Volunteers & Interns and Workforce participants are not required to give extra good service because they are not paid. | | True | False |
| 6. Volunteers & Interns and Workforce participants unlike employees are exempt from keeping confidentiality. | Page 12 | True | False |
| 7. If you are unable to report to duty you must contact both your area supervisor and the Volunteer & Workforce Services Department. | Page 14-15 | True | False |
| 8. It does not matter how you lift heavy objects as long as you know your own limits. | Page 7 | True | False |
| 9. Reporting damaged electrical cords or equipment is not the responsibility of a volunteer or work experience participant. | Page 7 | True | False |
| 10. Sexual harassment is displayed only by physical acts. | Page 11 | True | False |
| 11. The 2-Turn concept means – when giving someone directions, take them to at least the first turn if there are more than two turns to their destination. | Page 12 | True | False |
| 12. If during a Disaster Response (code Triage) you are not needed at your assigned area, you may report to the General Manpower Pool to assist where ever you are needed. | Page 18 | True | False |
| 13. If the patient requests it, Volunteers & Interns and Workforce participants may raise or lower a patient's bed without checking with the patient's nurse. | Page 21-22 | True | False |

14. You may not report to duty under the influence of any drug, alcoholic beverage, intoxicant or other substance (including legally prescribed drugs and medicines), which affects the ability to work safely and efficiently.	Page 18	True	False
16. M.S.D.S. (Material Safety Data Sheets) are provided by the manufacturers and give detailed information on Hazardous Materials.	Page 9	True	False
17. You are required to wear photo ID with the photo visible at all times in compliance with dress code and for security purposes.	Page 20	True	False
18. Hand washing, the single most effective way of preventing the spread of infection requires soap, running water and 10 seconds.	Page 10	True	False
19. Standard Precautions means that all blood and body fluids are always considered contaminated and precautions should be used to prevent and control infection.	Page 10	True	False
20. If you are injured while on duty, you must report it to your area supervisor and complete an Accident Report.	Page 21	True	False
21. You should sign in when you report to duty and sign out when you complete your assignment for the day.	Page 23	True	False
22. Smoking is allowed in the hospital as long as you are on your break.	Page 23	True	False
23. Dial 222 to report any emergency within the hospital.	Page 8	True	False
24. During a Code Red (Fire) Do not use the elevators and close all doors.	Page 8	True	False
25. Code Gray signifies a security emergency in the hospital. I should stay clear of this area.	Page 8	True	False
26. In case of a fire or smoke, remember: Life safety is primary, therefore remove those in immediate danger/close the door, sound alarm.	Page 9	True	False
27. It doesn't matter what I wear as long as I am comfortable.	Page 18-19	True	False
28. As long as I turn in my I.D. no notification of resignation is needed.	Page 22	True	False

Signature: _____

VOLUNTEER - LETTER OF RECOMMENDATION

Volunteer Name _____ has applied to the Volunteer program at **Adventist Health White Memorial**. To help us get to know the applicant, please complete the following information. Letter of Recommendation cannot be submitted by a family member. Acceptable recommendations for example are: Teacher, Counselor, Coach, Mentor or Friend.

Name: _____ Date: _____

Address _____

Phone _____ Relationship to applicant _____

How long have you personally known the applicant? _____

How well do you know the applicant? very well well casually other

PLEASE CHECK THE FOLLOWING:

	Good	Fair	Comments:
Cleanliness, neatness/grooming			
Dependability			
Trustworthiness			
Punctuality			
Shows initiative			
Follows instructions			
Accepts constructive criticism			
Compatibility with peers			
Compatibility with adults			

Comments:

Signature: _____ Date: _____

CONFIRMATION OF VOLUNTEER ORIENTATION HANDBOOK

Print Volunteer Name:	Orientation Date:
I am aware of the Department of Volunteer Services Policies and Procedures and/or practice standards for the following: (Please initial each area)	
Mission, Vision, Guiding Principles and Values	Initial:
Absence/ Vacations/Holidays/Illness	
Accident/ Incident Reporting	
Coaching/Counseling/Termination	
Corporate Compliance Responsibility	
Customer Service/ Quality Awareness	
Emergency Procedures & Codes	
HIPPA/ Confidentiality	
Infection Control	
Patient Rights	
Patient Safety	
Professional Behaviors	
Training/Education Requirements	
Uniform and Dress Code	
Volunteer Safety/Body Mechanics	
I have completed HIPPA Core Training (separate signed quiz).	
I have reviewed and understand the policy for Medical Evaluation/ Treatment for On Duty Volunteer Injury.	
I have signed a COMMITMENT TO CONFIDENTIALITY statement, contained in the volunteer application.	
Volunteer Signature:	Date:
Orientation Facilitator Signature:	Date:

HELPFUL INFORMATION

- **Application Process:** Applicants are recruited and selected based on their availability and interest as well as the needs of the health system. Applications may be completed on the hospital's website. Applicants over the age of 18 are required to sign a release to a criminal background check.
- **Interview:** Volunteers & Interns are interviewed by the Volunteer Services staff and placed according to interest & availability. Placement is determined by the Manager of Volunteer Services.
- **Orientation:** Volunteers & Interns will attend a 1:1 General Orientation designed to present an overview of the health system and of the Volunteer Services department. It includes organizational structure, policies, safety and emergency procedures, infection control, and customer service expectations. The session is held by the Volunteer Services staff.
- **You're First Day:** Park in the visitor parking and come to the Volunteer Services office. We will provide you with a service description of your placement and show you where to sign in to record your hours, then we will introduce you to staff and other Volunteers & Interns in your assigned area. There, you will receive training by hospital staff or a fellow volunteer.

Campus Map



- L PARKING LOT
- ER EMERGENCY ROOM
- BC BIRTHING CENTER
- † CHAPEL
- 🎁 GIFT SHOP

APPOINTMENT WITH ▶		DATE & TIME ▶	
BUILDING ▶		PARK IN LOT ▶	
FLOOR ▶	SUITE ▶	OFFICE NO. ▶	

WHITE MEMORIAL MEDICAL CENTER, 1720 E. CESAR E. CHAVEZ, LOS ANGELES, CA 90033, PHONE: (323) 268-5000