

# Volunteer Handbook



**Volunteer Services Department**

**240-677-1057**

**[www.umcapitalregion.org](http://www.umcapitalregion.org)**

**901 Harry S Truman Drive N  
Largo, Md 20774**

# Welcome!

## To the UM Capital Region Health Volunteer Team!

It is a pleasure to welcome you to UM Capital Region Health. Our volunteers play an integral role in the healthcare services we provide to our patients and the community.

It is extremely important for all of us to be responsive to the needs of our patients, because our combined effort provides a “healing environment.” Every member of our healthcare team has a specific role in maintaining a high quality of care. Each patient with whom you come in contact with may judge his or her experience at UM Capital Region Health by the standards you set.

As you make this commitment to volunteer in partnership with our hospital, we want you to be well informed. As part of your training, you will be asked to read this volunteer handbook, and the policies. You must complete all volunteer requirements and all necessary paperwork.

UM Capital Region Health will support your volunteer interest by providing a friendly and stimulating atmosphere for you. We are confident your volunteer service will become an opportunity for you to learn new skills, meet new people and share in the great satisfaction that comes from helping others.

Volunteers have made priceless contributions to our hospital since the volunteer program began by offering a variety of skills and experiences to support our goal of service excellence. UM Capital Region Health is proud of all our volunteers and grateful to them for their hard work and generous spirit! We are thankful for the commitment you have made by joining our team.

Thank you for taking the opportunity to be a part of the UM Capital Region Health Volunteer Team.

Sincerely,

**Wanda Harper-Howard**



**Volunteer Services Coordinator  
UM Capital Region Health**



# MISSION VISION VALUES

## MISSION

To purposefully advance the shared principles that are foundational to our work.

### **Compassionate, High-Quality care**

We are unrelenting in our dedication to compassionate, high-quality, patient and family-centered care.

### **Commitment to Community**

We are inherently entwined in the social fabric of our communities and demonstrate an unwavering commitment to the health and well-being of Marylanders.

### **Health Care Transformation**

Leveraging our scale and geographical reach, we transform the way we deliver health care to bring more value to our patients and their communities.

### **Discovery-based medicine**

Blazing new trails in medicine is inherent in us. We invest in and partner with those who are committed to the highest ideals of innovation, discovery-based medicine and health education.

## VISION

We build upon our tradition of excellence in patient care and innovation, to be a national leader in the transformation of health care.

## VALUES

To advance our mission and vision, our organization and people are aligned around core values that define our work.

### **COMPASSION**

We provide care and embrace our patients, families, team members and communities with compassion.

### **DISCOVERY**

We are relentless in our pursuit of discovery and innovation.

### **EXCELLENCE**

We strive for excellence across all aspects of our mission.

### **DIVERSITY**

We foster inclusion and embrace diversity in human experiences, ideas and perspectives.

### **INTEGRITY**

We earn the trust of patients, one another and our communities by behaving morally, ethically and with integrity.

## VOLUNTEER SERVICES MISSION STATEMENT

The volunteer services department of UM Capital Region Health has been established to provide a competent, dependable and professional volunteer program which will support and complement the hospital staff in providing quality care to patients, their families, visitors and the community.

## **VOLUNTEER REQUIREMENTS**

All prospective volunteers must complete a volunteer application online. **Please attach a copy of your resume to your application.**

**Note:** To access the Volunteer Application form via the link above, please use Google Chrome, Microsoft Edge, Safari or Firefox. **The form will not appear if you are using Internet Explorer or Microsoft Edge.**

Good health, emotional stability, a desire to serve, willingness to follow hospital ethics and the ability to devote regular periods of time to the hospital are essential requirements in qualifying for service.

The following steps are required to become a UM Capital Region Health volunteer and all steps must be completed.

1. Minimum age for students to volunteer is **16 years of age or older**. Parental or legal guardian is required to attend orientation with minor.
2. Submit an online application [umcapitalregion.org](http://umcapitalregion.org).
3. Attend a volunteer orientation/interview with the volunteer services coordinator.
4. Please bring a copy of acceptable documents to orientation (ex. driver's license, student ID, passport etc.) a list will be sent to your email
5. A background check will be requested and must come back without criminal convictions
6. Must receive immunization clearance from Employee Health
7. Volunteering during flu season must have a flu shot
8. Other immunizations may be required (ex COVID-19 vaccination, or other screenings)
9. Completion of all online volunteer training competencies (UMMS U)
10. Required to commit to 100 hours in within a 12 month period
11. Required to do 4 hours per shift

After completion of all required paperwork, you will be issued a UM Capital Region Health volunteer photo ID badge, red jacket or UM Capital Region Health red t-shirt

If your badge is lost or stolen, the replacement cost is \$20.00.

### **LIST OF FORMS TO SIGN AT ORIENTATION**

- Volunteer Interview Questions
- Volunteer Agreement (ages 16-17 need parental or legal guardian's signature)
- Confidentiality Statement
- Release and Waiver of Liability (COVID-19)
- Personal Release & Waiver of Liability (ages 16-17 need parental or legal guardian's signature)

# Volunteer Locations

## **UM Capital Region Medical Center**

901 Harry S Truman Drive N  
Largo, Md 20774

## **UM Bowie Health Center**

15500 Health Center Drive  
Bowie, Md 20716

## **UM Laurel Medical Center**

7300 Van Dusen Rd  
Laurel, Md 20707



## **UM Capital Region Medical Group at Largo**

901 Harry S Truman Drive N  
Largo, Md 20774

## **UM Capital Region Health Medical Group at Bowie**

15500 Health Center Drive  
Bowie, Md 20716

## **UM Capital Region Health Medical Group at Laurel**

7300 Van Dusen Rd  
Laurel, Md 20707

## **UM Capital Region Health Medical Group at National Harbor**

2251 National Harbor Blvd Suite 500  
Oxon Hill, Md 20705

## **UM Capital Region Health Medical Group at Suitland**

5001 Silver Hill Rd  
Suitland, Md 20746

## **UM Capital Region Health Medical Group New Carrollton**

4000 Garden City Drive  
Hyattsville, Md 20785

## **Volunteer Department Listings**

**(volunteer opportunities may vary at each location)**

- Central Sterile
- Diabetes Center
- Critical Care
- Communications
- Community Health Events
- Domestic Violence/Sexual Assault Center (DV/SAC)
- Education Department
- Emergency Department
- Environmental Services
- Food & Nutritional Services
- Gift Shop
- Guild (Auxiliary)
- Heart Center
- Labor & Delivery
- Materials Management
- Medical Records Department
- Nursing Units

- Registration Department
- Spiritual Health Services
- Materials Management

## **BENEFITS**

We appreciate you giving your time and commitment to UM Capital Region Health

- 20% discount in the Lori's Gift Shop
- Active participation in special hospital functions, events, health fairs etc.
- Annual awards recognition reception (held during National Volunteer Week in April)
- Complimentary \$8.00 meal ticket during your normal work schedule
- Free immunizations, flu shots, TB, etc.
- Complimentary parking
- UM Capital Region Health uniform shirt or red jacket
- Volunteer ID Badge (must return ID badge before leaving permanently)
- New skills
- Opportunity to learn of giving back to your community



## **ATTENDANCE POLICY**

- ❖ All volunteers are responsible for maintaining a satisfactory level of attendance.
- ❖ If a volunteer will be absent, he/she must notify his/her supervisor and the volunteer services coordinator as soon as possible.
- ❖ You are responsible for the time you accept an assignment, and must be punctual and dependable. Volunteers are expected to meet their commitments to their scheduled service hours.
- ❖ You must inform your department, and the volunteer office ahead of time if you need a leave of absence. If our records indicate you have not been volunteering for more than 90 days, volunteers will be inactivated and are required to re-apply.
- ❖ You must turn in your ID badge in to the volunteer services office before your leave

## **BACKGROUND CHECK**

The University of Maryland Capital Region Health has partnered with HireRight to manage your background verification. You will receive an email from HireRight requesting additional information, including authorization to conduct a verification of your background. Please complete the information requested in the email you receive as soon as possible to avoid processing delays (the link will expire after some time!). If you fail to receive the HireRight email within a few days, be sure to check your SPAM/JUNK folder as it may be delivered there.

## **CELL PHONES/IPODS AND ELECTRONIC DEVICES**

Cell phones and electronic devices may not be used while volunteering. Volunteers may only use personal electronics during break times and in non-public and non-work areas of the hospital. Headphones, earphones or ear buds are never to be worn in the hospital. Cellular phones and other devices interfere with some patient care equipment. Patient safety is our priority.

## **CHANGE IN PERSONAL INFORMATION**

Please inform the volunteer services department when personal information such as address, phone number or emergency contact changes.

## **CONFIDENTIALITY AND PRIVACY**

ALL patient information is confidential and it is extremely critical that patient privacy be protected at all times by everyone. NEVER provide information about a patient condition to anyone on the telephone or in person. Confidentiality means that the disclosure of information is prohibited—whether that material is written, retained in personal memory or stored and retrievable in any manner. Liability—you may be held liable if you disclose information in inappropriate circumstances.

As a member of the UM Capital Region Health family, volunteers must abide by the hospital's code of ethics and by Health Insurance Portability and Accountability Act (HIPPA) regulations, as do doctors, nurses and all staff members. This means holding in strict confidence all information acquired through service in the hospital regarding a patient's identity, admission, diagnosis or treatment. Any discrepancy or breach in conduct must be reported to the volunteer services coordinator. Breach of conduct is also grounds for immediate discharge from volunteer services at the hospital.

## **DRESS CODE**

A professional and neat appearance is required to properly represent the organization and to have a positive influence on those you meet. All volunteers are required to wear red t-shirt and black pants, no jeans allowed. Please wear nice and neat comfortable shoes.

- A neat, clean, professional appearance is required.
- Fingernails should be clean and the length of natural nails shall not exceed ¼ inch and shall not interfere with work performance, patient care.
- For the easiest compliance, we will provide 1 branded shirt or red jacket and ask that you wear black pants and comfortable, clean, closed toe shoes.
- Always wear your identification badge and the Emergency Code “badge buddy” when volunteering.
- No jeans, sweat pants, shorts, flip flops or sandals.
- Hair should be neat, clean, and pulled back from your face.
- Avoid long necklaces, loose bracelets and long earrings due to the type of area where you work.
- These items can get caught in machinery, personal protective equipment, hospital blankets, or accidentally pulled by patients you are assisting.
- Avoid perfume and cologne (strong fragrances in general) while volunteering. Many people have allergies to different scents.
- The supervisor of your work area may have other requirements for shoes, head protection, etc. to ensure that you are comfortable, safe and do not ruin your clothes while volunteering. Please adhere to those requirements.
- If you have any questions or need guidance, please let us know.

## **DRUG-FREE WORKPLACE**

UM Capital Region Health is a drug-free workplace – this means that those working at the facility cannot use illegal drugs under any circumstances on or off-site. Violators will be dismissed.

## EMERGENCY CODES & BASIC RESPONSES

**All emergency conditions are to be called to the Operator by dialing 71111/LRH or 74444/UMCRH**

| PROBLEM   | EMERGENCY CONDITION   | INITIAL RESPONSE   | SECONDARY RESPONSE  | FOLLOW-UP  |
|---|---|--|---|--|
| <b>CODE RED<br/>(Fire)</b>                                | Fire<br>Smoke; smell of smoke or burning  | Rescue those in immediate danger (if safe to do so)<br>Activate the alarm (pull manual alarm & call operator with exact location)<br>Contain the fire (close doors)<br>Extinguish the fire (if safe to do so)              | Use an extinguisher to put out the fire:<br><br>Pull the pin<br>Aim the hose<br>Squeeze the handle<br>Sweep from side-to-side at base of fire                                     | Evaluate if appropriate  |
| <b>CODE YELLOW<br/>(Disaster)</b>                         | Internal or external disaster   | Listen to overhead announcement<br>Level 1 – all staff needed<br>Level 2 – limited staff needed<br>Level 3 – staff in-house enough   | Await instructions from Incident Command Coordinator  | Evaluate   |
| <b>CODE ORANGE<br/>(Haz Mat)</b>                          | Hazardous materials (i.e., chemicals, chemotherapy agents, and/or radioactive) spill or exposure                                  | 1. Call Page Operator with the exact location.<br>2. Spill area identified with a warning sign<br>3. Restrict access to spill area   | 1. Contact 3E at (800) 360B3220 for MSDS information<br>2. Follow directions according to information in MSDS   | 1. Complete Report of Hazardous Material Emergency Incident<br><br>2. Evaluate |
| <b>CODE GOLD<br/>(Bomb Threat)</b>                        | Reason to believe a bomb or suspicious device is in the hospital  | 1. Call Page operator if suspicious device is found or if threat is received (usually by telephone)<br>2. Complete Bomb Threat Call Checklist if you receive the call<br>3. If suspicious device is found, DO NOT TOUCH IT | Coordinate search area utilizing bomb search checklist  | Evaluate   |
| <b>CODE PINK<br/>(Infant/Child Abduction)</b>             | Infant/child (to age 14) missing  | 1. Listen to overhead announcement for location<br>2. Departments secure exits   | 1. Security will initiate a search<br>2. Protect the location where the abduction occurred  | 1. Complete Confidential Incident Report<br><br>2. Evaluate                    |
| <b>CODE GREEN<br/>(Combative Person)</b>                  | Immediate assistance is needed for patient/visitor exhibiting behavior which presents a danger to self, others or the environment | Call Page Operator with the exact location   | If requested, additional personnel will be called.  | 1. Complete Confidential Incident Report<br><br>2. Evaluate                    |
| <b>CODE BLUE<br/>(CPR - specify Adult, Child, Infant)</b> | Patient/visitor without pulse and/or respiration  | 1. Call Page Operator with the exact location<br>2. Begin CPR  | 1. Code cart to room<br>2. Place patient on monitor<br>3. Place backboard beneath patient<br>4. Assist with two rescuer CPR until CODE team arrives<br>5. Follow CODE Blue Policy | 1. Complete Cardiopulmonary Arrest Report<br><br>2. Evaluate                   |

|   |  |   |   |                                       |
|---|--|---|---|---------------------------------------|
| <b>CODE PURPLE</b><br>(Security Only response)                    | Immediate Security assistance is needed  | Call Page Operator with exact location  | If requested, additional personnel will be called   | Complete Confidential Incident Report |
| <b>CODE SILVER</b><br>(Person with a weapon or Hostage situation) | Immediate assistance is needed for patient/visitor/employee with a weapon or a hostage situation | If possible, call Page Operator with exact location   | Security will assess situation and notify County Police for support   | Complete Confidential Incident Report |
| <b>CODE GREY</b><br>(Patient Elopement)                           | Immediate response is required to locate a patient   | 1. Call Page Operator and request assistance from Security<br>2. Initiate search for patient on immediate Unit/Area | 1. Security will coordinate a search of facility and may initiate a controlled exiting process from the Hospital<br>2. Security will notify County Police as needed | Complete Confidential Incident Report |
| <b>CODE TEAL</b><br>(Emergency Department near full)              | Response is required to prevent ambulance diversion  | Call Page Operator and request code teal  | Unit Managers/Directors to respond to the Emergency Department  |                                       |

## **FIRE SAFETY**

In case of a fire, follow the phrase “RACE”

**R-Rescue**—Relocate any persons in immediate danger.

**A-Alert**—Dial extension 7-4444. Tell the operator CODE RED

**C-Confine**—Close all doors and windows.

**E-Extinguish**—If possible, use the fire extinguisher or evacuate.

## **HOW TO USE FIRE EXTINGUISHER**

To use the fire extinguisher, follow the phrase “PASS”

**P-Pull** the pin

**A-Aim** the nozzle at the base of the fire

**S-Squeeze** the handle

**S-Sweep** from side-to-side

## **GRATUITIES**

Acceptance of gratuities is contrary to the basic philosophy of this hospital. Volunteers may not accept tips or gifts from patients or visitors for any duties that they perform. The solicitation of a tip or the acceptance of a gift or favor may result in disciplinary action.

## **HAND HYGIENE TECHNIQUE**

### **SOAP & WATER**

- Turn on water and adjust temperature—avoid using “hot” water.
- Wet hands and wrists thoroughly, pointing fingers toward the bottom of the sink to ensure maximum hand coverage.
- Dispense soap onto hands by swiping hands under dispenser.
- Scrub each hand with the other, covering all surfaces of hands and fingers, and under nails, creating as much friction as possible; continue scrubbing for 15-20 seconds.
- Rinse hands thoroughly by holding them under running water with elbows higher than hands so water can flow off hands into the sink.
- Dry wrists and hands with paper towel, working from wrists to fingertips.
- Use paper towel to turn off faucets.
- Dispose of paper towel in waste receptacle. Please use hand sanitizer.
- Assure hands are free of any visible debris.
- Apply only enough product to cover all surfaces of hands and fingers.
- Rub hands together-covering all surfaces of hands and fingers and allow to air dry

## **HOLIDAYS**

The UM Capital Region Health celebrates the following holidays: New Year’s Day, Martin Luther King’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas. Volunteers should discuss with their supervisors if they should report to volunteer.

## **IDENTIFICATION BADGE**

All volunteers must wear your UM Capital Region Health ID badge and volunteer emergency code tag visibly attached to your clothing so that others can identify you as a volunteer.

## **INCLEMENT WEATHER**

We encourage all volunteers to be safe when the weather is bad, however we welcome anyone who can make it to the hospital in a safe manner.

## **INFECTION CONTROL**

Infection Control is everybody’s business! All employees and volunteers play a vital role in the Infection Control program in preventing and controlling the spread of infections in the hospital setting. This is accomplished through education and training, good work practices such as good hand washing, and following policies for universal/standard precautions and other isolation/precaution policies. Volunteers should not work if they are ill or show symptoms of infection. Please report contagious illnesses to the volunteer services coordinator or employee health.

## **INJURIES WHILE ON DUTY**

Any accident or injury occurring while volunteering in the hospital should be reported immediately to the volunteer coordinator and the supervisor of the area to which you are assigned.

## **LEAVE OF ABSENCE**

If there is a time in which a volunteer must be gone for a period of time but does not wish to be removed from the volunteer roll, he/she must request a leave of absence (LOA). The LOA is available for up to six (6) months. If a volunteer does not notify us and is not active in the volunteer program for a period of three (3) months, we will assume service has ended and the ID badge will be deactivated.

## **MEALS**

Volunteers, who serve four or more hours in one day, may receive a free \$8.00 meal ticket. Any meal over \$8.00 you will be responsible for the difference. Only **one** meal ticket per day is permitted at the cafeteria. You must turn in your meal ticket to the cashier when ringing up your meal.

## **MATERIALS SAFETY DATA SHEETS (MSDS)**

Each department, in the hospital, has a MSDS book at the nurses' station. Any volunteer can have access to this information upon request within one day of the request.

## **PARKING**

Free parking is available. You may park in the North or South lot after receiving ID Badge. Parking is subject to change.

## **PATIENT TRANSPORT**

- Do not transport a patient under any type of isolation precautions.
- Volunteers must receive wheelchair usage training before transporting patients.
- Volunteers will not be able to transport patients by wheelchair if an IV pole is attached to the wheelchair or if other attached medical equipment is attached.
- Volunteers may only transport patients by bed or gurney if they are assisting a nurse or a designated hospital employee. (Do not transport patients without staff)
- Volunteers may never transport patients by bed or gurney on their own at any time.
- Make sure you verify that the patient you are about to transport is the right person by always confirming the patient's room number.
- When entering the patient's room, ask the patient his/her name and check the name on the patient's ID band against the name on the chart.
- When you arrive at a destination, never leave the patient unattended.
- Do not leave until a staff member has acknowledged receipt of the patient and has taken responsibility for him/her.
- For discharges, never leave a patient until someone has arrived to pick him/her up

## **PERFORMANCE & CONDUCT**

It is critical for all volunteers to realize the importance and effect that their conduct has on the institution's ability to meet the needs of our patient/customers and peers. The following standards of conduct must be adhered to at all times.

- Whenever interacting with patients/customers, all volunteers must introduce themselves by name, title or department when appropriate and ask if they can assist in any way. Make sure your ID is readily visible.
- Privacy and confidentiality are to be maintained at all times! When entering a patient’s room, make sure you knock first and state the purpose of your visit. Be professional about what you say and where you say it.
- Be courteous - Look for and acknowledge your customers. Greet them by asking, “How may I help you?” Use a pleasant tone. Be patient and listen.
- Be professional - Present an image of confidence and competence. Convey calmness and self-confidence with customers; assure them that they are being taken care of well.
- Be part of the team - help and support each other. Keep each other informed. Do not place blame. Work toward our goal of excellence.
- Be caring and concerned – communicate an interest in meeting your customer’s needs. Treat them like you want to be treated. Introduce and turn them over to the appropriate contact person. Go the extra step to serve and satisfy.

## **PERFORMANCE EVALUATION**

Volunteers will also receive an annual performance appraisal which occurs during the volunteer’s completion of one year. The performance appraisal will address the volunteer’s total work performance. It is essential for the successful operation of UM Capital Region Health that volunteers accept and support the values of service excellence.

## **PERSONAL PHONE CALLS**

Telephones are an integral part of hospital business. It is important that telephone lines be available for that purpose. In emergency situations, emergency phone calls may be made or received. Cell phones may not be used when on duty, unless it is an emergency. Volunteers must avoid using hospital telephone to make or receive personal calls, except in emergencies.

## **PERSONAL PROPERTY**

UM Capital Region Health is not responsible for lost or stolen personal property. It is preferable that volunteers leave valuables at home.

## **POSITION DESCRIPTION**

The UM Capital Region Health department of volunteer services defines each volunteer assignment, competencies, requirements, supervisors and responsibilities in a volunteer position description. Volunteers should never attempt a task outside of the signed volunteer position description.

## **PRECAUTION SIGNS**

Please be aware of all precaution signs on patient doors. Volunteers are not allowed to go into patients’ rooms. Please adhere to the safety guidelines.

|                                       |                             |
|---------------------------------------|-----------------------------|
| Airborne/Enhanced Contact Precautions | Contact Precautions         |
| Airborne/Contact Droplet Precautions  | Droplet/Contact Precautions |
| Airborne/Contact Precautions          | Droplet Precautions         |
| Airborne Precautions                  | Enhanced Contact Precaution |

## **PROBATIONARY PERIOD**

All volunteers serve a 90 day probationary period at the commencement of placement. This provides the volunteer with the opportunity to evaluate the hospital and decide if it satisfies his/her goals.

At the end of the probationary period, volunteers will be evaluated to determine if they satisfactorily meet the requirements of their position. Volunteers are expected to be fully competent to perform the duties outlined in their volunteer assignment.

A volunteer's overall work performance is carefully evaluated during the probationary period and the hospital may elect to change the volunteer's placement or terminate the volunteer relationship prior to or at the end of the probationary period.

## **PROTECTED HEALTH INFORMATION (PHI)**

UM Capital Region Health operates in compliance to the Health Information Portability and Accountability Act of 1996 (HIPPA). The key component of this policy is focused on patient privacy and confidentiality of health information.

Protected Health Information is any information on an individual that is created or received by the hospital that relates to the past, present or future physical or mental health condition of the individual.

This includes all printed documents and verbal conversations in public areas about a patient's protected health information.

Disclosure of protected health information must be kept to the "minimum necessary" to perform the request or reach a specific goal. Any document containing a patient name or identifiable information must be protected.

## **REASON FOR TERMINATION**

Smoking, drugs, or use of alcohol is not permitted on hospital grounds. Failure to comply will result in immediate termination. Poor performance are also grounds for termination.

Violation of confidentiality will result in corrective action up to and including immediate termination

## **REFERENCE REQUEST LETTER**

If you are requesting a reference letter, please submit request by email to volunteer coordinator. Must complete 100 hours.

## **RESIGNATION**

If you decide to leave the volunteer services program, please give your assigned department and the volunteer services department two or more week notice of your resignation.

## **SAFETY & SECURITY**

- ✓ Always wear your photo ID Badge.
- ✓ Ensure that others around you have a badge; visitors should have a sticker badge as well.
- ✓ Ask for Security to escort you to your car if you are uncomfortable walking to your vehicle, especially after dark.
- ✓ Keep the doors of your car locked with windows up.
- ✓ Keep valuables in your car out of sight.
- ✓ Keep yourself and other Team Members safe by being aware of your surroundings at all times.

If you see something or someone suspicious, notify Security UMLMC at 410-963-6508 at UMCRH 240-677-0911.

## **SEXUAL HARASSMENT**

Harassment/Violence in the Workplace We are a harassment-free workplace committed to providing an environment in which the diversity of our workforce is valued and respected. Harassment (including sexual harassment) and violence, whether verbal or physical, are illegal, unacceptable and will not be tolerated. In the event that an individual's actions become violent and pose a safety risk to the individual or others, security and/or other trained staff may restrain the individual until rational behavior is restored, or help arrives.

## **SIGNING IN/OUT**

It is essential that volunteers sign in when they arrive and sign out when they leave. This enables the volunteer services department to find a volunteer in case of emergency or building evacuation. All volunteers must sign in at the designated location at each facility

## **SOCIAL MEDIA**

Only authorized staff members of UM Capital Region Health leadership and UM Capital Region Health Marketing and Communications are permitted to speak on behalf of all UM Capital Region Health facilities(s) official external websites, blogs, or social media channels can only be created through approval by UM Capital Region Health Marketing and Communications Department.

## **SMOKE AND NICOTINE FREE ENVIRONMENT**

UM Capital Region Health will be smoke and nicotine-free on all of its campuses.

## **SOLICITING**

In order to avoid disruption of patient care, volunteers will not solicit for any purpose nor may they distribute literature for any purpose unless on hospital or volunteer association business.

## **STUDENT SERVICE LEARNING VERIFICATION FORM**

Student Learning Verification forms will only be signed by the volunteer coordinator after completion of 100 hours.

## **SUBSTANCE ABUSE**

UM Capital Region Health strives to provide a substance free, healthy, safe, and secure working environment. UM Capital believes the unlawful manufacture, distribution, disbursement, sale, possession, and use of controlled or illegal drugs and alcohol may prevent an individual from performing to the established expectations of his/her duties.

## **TRANSFERS OR ADDITIONAL ASSIGNMENTS**

Volunteers who wish to transfer to another department must speak to their supervisor and the manager of volunteer services. It is expected that the volunteer spend at least three months in their current position before transferring because of the specific training required for each department. In an effort to provide satisfaction to our customers, you may be asked to transfer and complete additional assignments in various departments.

## **VERIFICATION OF HOURS**

All volunteers will receive verification of hours upon request. Verification will only be provided upon completion of 100 required hours. Please provide by sending the volunteer coordinator an email.