

SENTARA HEALTHCARE HOSPITALS

VOLUNTEER SERVICES

Halifax Regional Health

2204 Wilborn Ave • South Boston, VA 24562
(434) 517-3133

Martha Jefferson Hospital

500 Martha Jefferson Drive • Charlottesville, VA 22911
(434) 654-7327

Sentara Albemarle Medical Center

1144 N. Road Street • Elizabeth City, NC 27909
(252) 384-4676

Sentara CarePlex Hospital

3000 Coliseum Drive • Hampton, VA 23666
(757) 827-2439

Sentara Life Care

251 South Newtown Road • Norfolk, VA 23502
(757) 892-5426

Sentara Leigh Hospital

830 Kempsville Road • Norfolk, VA 23502
(757) 261-6940

SENTARA HEALTHCARE HOSPITALS

VOLUNTEER SERVICES

Sentara Norfolk General Hospital
600 Gresham Drive • Norfolk, VA 23507
(757) 388-3461

Sentara Northern Virginia Medical Center
2300 Opitz Boulevard • Woodbridge, VA 22191
(703) 523-1345

Sentara Obici Hospital
2800 Godwin Blvd • Suffolk, VA 23434
(757) 934-4788

Sentara Princess Anne Hospital
2025 Glen Mitchell Drive • VA Beach, VA 23456
(757) 507-1488

Sentara RMH Medical Center
2010 Health Campus Drive • Harrisonburg, VA 22801
(540) 689-6400

Sentara Virginia Beach General Hospital
1060 First Colonial Road • Virginia Beach, VA 23454
(757) 395-8014

Sentara Williamsburg Regional Medical Center
100 Sentara Circle • Williamsburg, VA 23188
(757) 984-7194

Welcome

Dear Volunteer,

Welcome to Sentara Healthcare and Volunteer Services.

The information contained in this handbook is a combination of philosophy, policies and traditions. The intent is to emphasize and reinforce those principles which protect the safety, rights, and integrity of all individuals.

We are very proud of the conscientious volunteers at our hospitals and consider them to be a tremendous asset. Sentara focuses on the highest level of safety, quality, and services in healthcare for our customers.

Sentara volunteers should have the following qualities:

- **Confidentiality in all situations**
- **Desire to be of service to others**
- **Ability to get along with others**
- **Ability to show concern for others**
- **Provide assistance where needed**
- **Patience in all situations**

We truly hope that the time you dedicate with us IS fulfilling..

Volunteer Services

THE SENTARA MISSION

We Improve Health Every Day.

SENTARA HEALTHCARE COMMITMENTS TO IMPROVING HEALTH EVERY DAY

As a member of the Sentara team, I am committed to the well-being of my customers and creating an extraordinary healthcare experience for them. I will serve as a role model and align my behaviors to each commitment.

I commit to:

ALWAYS KEEP YOU SAFE

- Pay attention to detail
- Communicate clearly
- Have a questioning attitude
- Hand off effectively
- Never leave my wingman

ALWAYS TREAT YOU WITH DIGNITY, RESPECT, AND COMPASSION

- Greet customers immediately with a smile
- Introduce myself and explain my role
- Protect the privacy of my customers
- Listen to customer's ideas and thoughts without interruption
- Ask, "Is there anything else I can do, while I'm here?"

ALWAYS LISTEN AND RESPOND TO YOU

- Make eye contact with my customers
- Be sensitive to body language
- Quickly attend to the needs of my customers
- Take responsibility to acknowledge, address, and champion concerns
- Thank my customers for sharing their concerns with me

ALWAYS KEEP YOU INFORMED AND INVOLVED

- Welcome the questions of my customers
- Partner with my customers in decisions that affect them
- Explain things in a way that is easy for my customers to understand
- Anticipate the needs of my customers for information and provide it frequently

**ALWAYS WORK TOGETHER AS A TEAM
TO PROVIDE YOU QUALITY HEALTHCARE**

- Introduce team members and explain their role to my customers
- Respect the work and skills of others
- Make our communication visible to my customers
- Acknowledge information about my customers received from team members
- Take responsibility for keeping other team members informed and safe

SENTARA VALUES

- PEOPLE:** Employees, volunteers, physicians and students are the source of our strength. They create our success and determine our reputation. We will treat everyone with respect, dignity and courtesy and endeavor to create an environment of safety and caring.
- QUALITY:** Because our community is our primary concern, we will strive to achieve excellence in everything we do.
- PATIENT SAFETY:** Our commitment is to keep you from harm. Patient safety is a top priority for all Sentara staff. We encourage you to ask questions and be involved in your safe care.
- SERVICE:** Our commitment is to create and maintain the best possible state of health for you.
- Your trust in us is taken very seriously.
- We promise to meet the high standards you expect from Sentara.
- INTEGRITY:** We will be honest and fair in our relationships with all those who are associated with us, and other healthcare providers as well. We will act in a professional manner.

VISION

To be the healthcare choice of the communities we serve.

VOLUNTEER SERVICES PHILOSOPHY

Volunteer Services supports the efforts of Sentara Healthcare in providing quality care to the communities we serve. Volunteer Services is committed to the mission and vision of Sentara Healthcare.

We believe volunteerism is key to community success.

VOLUNTEER TYPE

Adult volunteers are 18 years and older.

Junior volunteers must be at least fourteen (14) years of age or older and have completed the 8th grade.

ORIENTATION

All Volunteers must receive the appropriate orientation prior to starting their service. Volunteers are oriented to observe the Sentara Healthcare standards, policies and procedures with respect to our accreditation organizations. Orientation includes, but is not limited to, Sentara's mission, vision, service, values, safety commitments and confidentiality.

After successfully completing orientation requirements, volunteers are assigned to an area where they will receive specific training. The amount of training time depends on the needs of the area and the volunteer. To ensure your volunteer experience is fulfilling Volunteer Services welcomes your feedback.

VOLUNTEER IDENTIFICATION

Each volunteer receives a picture name badge which must be worn at all times while on duty, above the waist and with the picture facing forward. The procedure for obtaining the badge varies slightly per facility. Upon leaving the volunteer program **permanently**, the badge **must** be returned to Volunteer Services.

ROTATION, TRANSFER AND REASSIGNMENT

Volunteer assignments are based on accommodating the needs of the organization. If reassignment is desired, you must notify Volunteer Services in advance.

RECOGNITION

Sentara strives to recognize all volunteer contributions to the organization throughout the year, and especially during National Volunteer Week.

VOLUNTEER ABSENCES

Sentara recognizes the need to have personal time away from service. Volunteers are expected to communicate the dates as soon as possible to Volunteer Services as well as your assigned department.

In the event of inclement weather volunteers should evaluate their ability to arrive for their scheduled shift, keeping in mind that personal safety is paramount. If you

believe there is the slightest risk to your personal safety, do not report for duty. If you are unable to report for any reason, please inform Volunteer Services and your assigned department.

After serious illness/hospitalization, documentation from your attending physician regarding ability to fulfill volunteer responsibilities must be presented to Volunteer Services.

HEALTH PROTOCOLS

Volunteers are required to follow recommended tests by Sentara Occupational Health.

Volunteers should not report to duty if they are ill.

If an accident/incident occurs while on duty, the volunteer must report the occurrence to the assigned manager and Volunteer Services. If the volunteer is injured or exposed to infectious disease while they are volunteering, she/he must report to Occupational Health. **All incidents must to be documented.**

BENEFITS

Sentara offers a variety of discounts to volunteers. Please check with Volunteer Services.

RECORDING SERVICE HOURS

Volunteer service hours are recorded and reported at all Sentara facilities.

UNIFORM AND DRESS GUIDELINES

The uniform is a symbol of volunteer service and identifies the volunteer as a unique member of the healthcare team. While on duty, the uniform should be worn with pride and dignity.

Details about the uniform policy are discussed at the interview and copies are provided.

Non-compliance with Sentara Healthcare dress code and grooming policy will result in disciplinary action.

NO SOLICITATION AND DISTRIBUTION

It is the function of Sentara Healthcare to serve the community by providing the highest standard of patient care. In order to ensure an atmosphere in our facilities which is conducive to high-quality patient care, solicitation for and distribution of goods are not allowed.

TOBACCO FREE POLICY

All Sentara facilities are **tobacco free**. Tobacco use in any buildings owned and leased by Sentara, and on the grounds, is prohibited. Smoking and smokeless tobacco products will not be permitted anywhere on the property, including all sidewalks and parking lots.

CELL PHONE POLICY

Cell phones are permitted in our facilities however, they should be on silent/vibrate and used with discretion.

ANNUAL EDUCATION

Volunteers must successfully complete annual education as required by our accreditation organizations.

EMERGENCY PREPAREDNESS

Each facility has specific guidelines to be followed in case of an emergency. All volunteers are trained in emergency preparedness during orientation.

CONFIDENTIALITY AND DISCRETION

Sentara's Privacy of Protected Health Information Policy states that *Only individuals with a legitimate "need to know" may access, use, disclose protect Health Information*. This includes all activities related to treatment, payment or healthcare operations on behalf of the company, Each individual may only access, use or disclose the minimum information necessary to perform his or her designated role regardless of the extent of the access provided to him or her. Protected health information is

defined as any individually identifiable health information collected or stored by a facility. Individually identifiable health information includes demographic information and any information that relates to past, present, or future physical or mental condition of an individual.

Patients will frequently share personal information with a volunteer. This information is considered protected health information and should **only** be shared with members of the patient’s healthcare team that have a legitimate “need to know”. Volunteers are considered by our staff as being a part of the team –if a member of the healthcare team shares information with you about a patient, this information should not be discussed with the patient or anyone else unless instruction to do so. Failure to comply will result in termination.

VISITING OF PATIENTS

Volunteers are expected to leave the patient’s room when a member of the healthcare team enters.

Personal visits to patients should not take place during your shift.

DEPARTURE FROM VOLUNTEER SERVICES

If the volunteer initiates the departure, it is a considered voluntary resignation. Volunteers should give as much advance notice as possible, either in writing or verbally, to Volunteer Services. The ID badge and other specific items must be returned to Volunteer Services.

Volunteers will be terminated if performance fails to meet established standards or in such circumstances as serious misconduct or violation of policy.

SOCIAL MEDIA

When participating in social media sites such as MySpace, Facebook, LinkedIn, YouTube or Twitter, or blogs or any other sites where text, images or videos can be posted (referred to “internet activity” for the purpose of this policy). Sentara Healthcare employees and volunteers are expected to portray a positive image of Sentara, refrain from spreading rumors and gossip, and not share confidential or proprietary information. Sentara employees and volunteers will be held accountable for any Internet activity, personal or business-related as they relate to Sentara HIPAA regulations.

THANK YOU FOR VOLUNTEERING

Volunteer Services is here to assist volunteers in providing services to our patients, staff, physicians and visitors. Every effort is made to make the volunteer experience a most rewarding one.

We welcome you to the Sentara Healthcare team.