



Marshall
Medical Centers

Many Reasons. One Choice.

Youth Volunteer Handbook



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MISSION STATEMENT

It is the Mission of the Marshall County Health Care Authority and Marshall Medical Centers to provide quality health care services in a professional, caring fashion that are responsive to the needs of our patients, physicians, staff and community.

In pursuing our mission, we commit to these guiding principles:

- To deliver quality care and services at a price that represents value to our customers;
- To uphold the basic rights and responsibilities of patients and to encourage active participation in their care;
- To ensure that the medical staff of the institutions governed by the authority consists of physician specialties appropriate to the communities needs;
- To monitor the quality of services to meet customer expectations and professional standards;
- To retain a professional and competent health care team through maintaining a competitive salary and benefits program, promoting continuing education and recognizing the provision of exceptional service;
- To ensure that all current technology is available and consistent with the needs of the medical and clinical staff and is maintained to ensure safety and competency in results;
- To encourage and participate in community activities and educational programs to promote wellness, and maintain or improve health standards for the residents of Marshall County and the surrounding area; and
- To manage, individually and collectively, our time, equipment, and supplies to further improve our financial strength and to assure fulfillment of our mission.

The Summer Youth Volunteer Program is a service of
Marshall Medical Center South and
The Foundation for Marshall Medical Centers



ATTENDANCE AND ID BADGES

Your attendance as a volunteer is important. Every employee and volunteer is important in providing efficient and effective patient care. Unnecessary or frequent absences and late arrivals put an added burden on others. If you are unable to report to work, you should notify your department manager or supervisor as soon as possible before the start of your shift.

Each volunteer is expected to wear his/her own ID badge every day they report to work. In the event that a volunteer reports to duty without his/her badge, it must be immediately reported to the supervisor.

Badges lost must be immediately replaced. Volunteers will be charged \$10.00 for the replacement badge. All badges are the property of the Medical Centers and are to be turned in to the Personnel Department upon termination or completion of volunteering.

DEPARTMENT RULES

All departments are authorized to establish rules and procedures appropriate for their areas of responsibility. You are expected to know and to observe the rules and procedures developed for your department. You should ask your supervisor to explain these to you.

WORK RULES AND REGULATIONS

Whenever people work together each person must conform to standards of reasonable conduct in order to maintain an orderly and efficient atmosphere. This is particularly true in a Medical Center where the actions of one employee or volunteer may adversely affect patients, their visitors or fellow employees.

The following work rules are common sense standards necessary for any business operation. We rely on your good judgment and sense of responsibility to conduct yourselves with the courtesy and decorum befitting your position. Rule violations may be considered grounds for immediate disciplinary action up to and including discharge. The purpose of rules and regulations is not to restrict the rights of anyone, but to define them and to protect the rights of all employees and volunteers working together in mutual cooperation and respect.

These rules are intended only to illustrate typical situations. They do not include all situations, which may arise. In order to maintain consistent treatment of all employees and volunteers, corrective action may be instituted should rules not be followed.

PERSONAL APPEARANCE AND DRESS CODE

Purpose

Patients and family members need reassurance that the people with whom they are dealing are professional. Marshall Medical Centers recognizes that appearance greatly impacts our customer's opinions. For these reasons Marshall Medical Centers have adopted a personal appearance and dress code policy.

Identification Badge

All employees must wear an ID badge. The badge should be worn picture-side out on the upper part of the body (lapel area) or about the neck if worn with the hospital-provided necklace. Badge may not be worn at the waist or below.

Insignia

In an organization devoted to caring for ill persons, every effort should be made to provide a calm and pleasant atmosphere, including the curtailing of personal beliefs which some patients may find offensive, regardless of the merit of the cause.

No volunteer on Marshall Medical Centers property shall wear any buttons, badges, stickers, novelty messages, armbands or clips or any other insignia other than those of them alma mater or those distributed by the Marshall Medical Centers or approved by Administration.

Clothing

Uniforms and street-wear must be freshly laundered, pressed and in good condition. All clothing must fit properly and be appropriate for the job being performed.

All tops (shirts, blouses, scrubs, etc.) should have sleeves and be tucked in pants, unless the top is specifically designed to be worn outside of pants. Unacceptable apparel would include leggings, jeans of any kind or color, denim-look scrubs, Capri pants, tee shirts, tank tops or muscle shirts, skorts, sweat pants, sweat shirts, culottes, harem pants, socks that do not completely cover the ankle, plunging necklines, or backs, midriffs, sleeveless or see-through clothing, skirts or dresses that are shorter than 5 inches above the knee.

Appropriate undergarments should be worn but not visible through clothing. No writing or screen printing can show on the undergarment.

Volunteers are expected to have a daily bath, good oral hygiene, clean hair, and use appropriate deodorant daily. Frequent and thorough hand washing is required for proper infection control for the employee and the patient.

Hair (including beards, sideburns, mustaches, goatees, etc.) should be combed and neatly styled or trimmed. Personnel in certain departments may be required to cover hair with hairnets to meet infection control or health department standards, Bizarre/eccentric hair or otherwise extreme hairstyles for either men or women are not permitted. Hair must be styled away from the face, and may be fastened with conservative hair accessories in a way that will not interfere with a volunteer's performance of duties.

Nails should be kept clean and neatly shaped. Eccentric/bizarre polish may not be worn: polish must be without chips. Artificial nails may NOT be worn.

Lightly scented after shaves, colognes, perfumes and lotions are permitted but should be used in excess.

Hosiery or socks (completely covering the ankle) must be worn year round.

Shoes must be clean, polished and in good repair and appropriate to the department. Dress-style sandals may be worn in non patient-care areas ONLY. No thong sandals or flip-flops may be worn. Heels or pumps must be of sensible, safe height. Tennis shoes are allowed in the appropriate departments and must meet the following guidelines:

- Clean

- Entirely laced

- High tops must be covered by pants

Jewelry must be kept simple and to a minimum. The following jewelry items are unacceptable:

More than two rings per hand	Ankle bracelets
More than two earrings per ear	Nose rings
Visible body piercing other than ears	Ear Cuffs
Large accessory items	

You may be asked to cover any tattoos or other unnatural body markings that are deemed inappropriate.

Chewing gum is not permitted.

Youth volunteers must wear v-neck burgundy scrubs with a solid white undershirt, soft-soled tennis shoes (no sandals) and solid white socks that cover the ankles or white hose.

SECURITY PROGRAM

The Medical Centers want to ensure that adequate and appropriate security and protection are provided for patients, visitors, staff, premises, and property at the Medical Centers. A Security Officer is provided for this purpose. You should report any suspicious person or circumstance to your supervisor or to security immediately. During the absence of a guard, report any unusual situations that require prompt and immediate response to the Director of Personnel, the Administrator or the House Supervisor.

The Medical Centers cannot be responsible for loss or damage to the personal property or valuables of volunteers, employees, patients, or others.

MAIL

Please have your personal mail sent to your home, not the Medical Centers. A mailbox for patient out-going mail is located in the mailroom.

CONFIDENTIAL INFORMATION

Health information is considered confidential and should be released only with proper authorization from the patient, their legal guardian or as required by State and Federal Law. Please refer to the Medical Center's Confidentiality Policy for procedure regarding confidentiality.

SOCIAL MEDIA

MMC understands that some volunteers and employees may maintain social media sites or profiles (including but not limited to blogs, Twitter, LinkedIn, Facebook, MySpace, product or service review sites like CitySearch, etc.) or may contribute posts to those of other persons. Social media programs, platforms, and sites have nearly unlimited communication potential. Even if you take precautions to restrict access to your site or profile, it is possible that someone - perhaps even someone who is permitted to view the site - can copy it and use it in a way you did not intend. MMC expects that those who maintain or contribute to social media sites will abide by the following guidelines, as well as practice common sense.

MMC's equipment, including computers and electronic systems, are not to be used for social media. When posting (which includes but is not limited to writing a blog post, any type of comment or wall post, status updates, modification of your profile, or "tweeting") about your work at home on your own time, you must abide at all times with all legal and ethical requirements as well as MMC policies regarding confidentiality, non-harassment, and other matters. Under no circumstances should you disclose a patient's health information, even if you do not identify the patient by name. You should assume that people, including supervisors, co-workers, patients, and patients' family members, are reading your postings. You may not make discriminatory, defamatory, libelous or slanderous comments when discussing MMC, its management, your supervisors or co-workers, patients, vendors, or other health care facilities. You should not post in a way that is detrimental to MMC's mission. You should not use social media sites as a vehicle for personal attacks.

LOST AND FOUND

You should notify your supervisor whenever you find articles on Medical Center premises. A lost and found service is maintained by Environmental Services. Articles that are found should be turned into this office along with the date, time, place and name of person who found the article. Persons inquiring about articles that have been lost should be referred to this office. The Medical Centers cannot accept the responsibility for items lost or found. Items that have not been claimed within 30 days will be discarded.

SAFETY

We strive to make our Medical Center safe for patients, employees, volunteers, and the public. You have a key role in our safety program to do everything possible to prevent accidents. We urge you to find out the safe way to perform a task before attempting it. Report hazardous conditions at once to your supervisor.

The following is important safety information you must know.

- **Hand Washing** – Hands should be washed when entering the hospital and when leaving the hospital.
- **Fire Safety** – Code Red is system code for a fire or a fire drill. Do not use the elevators. You will be advised if there is a need to exit the area or building. BE aware of the location of the nearest stairs to the outside.
- **Infant/Child Abduction** – Code Pink is the code for infant/child abduction. Monitor exits. Report suspicious people to your supervisor.
- **Severe Weather**- Weather Alert 1 is a tornado watch; Weather Alert 2 is a tornado warning. Report immediately to your supervisor. Stay away from glass.
- **External/Internal Disaster** – For a code D report to your supervisor immediately.
- **Signs on Doors** – Please observe, without fail, the safety signs that are posted on doors.

PATIENT OR VISITOR ACCIDENTS

Accidents or injuries involving patients or visitors are serious matters and require thorough investigation. Please immediately report any accident or injury to your supervisor.

If you are involved in, witness or discover an accident or injury, notify your supervisor or someone in authority at once. Do this no matter how minor the accident may seem. Any visitor involved in an accident or injured while on the property should be directed to the Emergency Room.

You should not assume that the Medical centers are automatically responsible for accident. Do not make statements to anyone about who is at fault.

NOISE

The activity within a busy medical center can cause noise problems. As you perform your duties, keep in mind that noise can be upsetting to the sick person or worried relatives. Avoid loud talking, laughing, whistling, or other behavior that might be disturbing. Handle equipment carefully to prevent it from banging or dropping. Do your part to help keep Marshall Medical Centers a quiet and pleasant place, one conducive to the patient's recovery.

USE OF ELEVATORS

Your cooperation to eliminate unnecessary use of elevators will help provide the best possible service to the patient. Whenever you are on an elevator or waiting for one, keep in mind that the patient comes first. Watch for patients in wheel chairs. Step off the elevator, if necessary to make room for the patient.

GRATUITIES

Every patient at Marshall Medical Centers is entitled to the most efficient, courteous, and helpful service our employees and volunteers can provide. Sometime grateful patients or visitors may want to give a tip, gift or gratuity. If this happens, explain that hospital policies prohibit your receiving these gifts and kindly decline.

HUMAN RELATION SKILLS

Keep in mind that hospitalization is a new and perhaps frightening experience for many. Your kindness and understanding are necessary to provide the desired patient environment.

PHOTOGRAPHS OF PATIENTS

It is forbidden to photograph patients without their specific written permission filed with the Marshall Medical centers. Photographs of minor children require the parent's permission.

LOITERING

Upon completion of your shift, you are to leave the Marshall Medical Center premises. If you visit with patients, you may do so on your own time only and you are expected to follow the regular visiting regulations. You may not visit with employees during working hours.

TELEPHONE CALLS AND INTERRUPTIONS

The telephone switchboard is the heart of Marshall Medical Center's communications system and handles an extremely large number of calls every hour of the day and night. Many of these calls are emergencies with life or death hanging in the balance. Therefore, our telephone lines must be kept free of all unnecessary calls. For this reason, we urge you to discourage friends and relatives from calling you unless it is an emergency.

Personal calls, when necessary, must be kept as brief as possible. We request that any and all cell phones be turned off while you are on duty.

BREAK PERIOD AND LUNCH PERIOD

Break periods of 15 minutes may be granted as work schedule permits, during each four hours of continuous work. You are encouraged to take them away from your work area and return promptly.

A thirty (30) minute lunch break is authorized for those who work more than four (4) hours on a shift. Supervisors will schedule lunch breaks at times least disruptive to patient care and regular work. Please do not abuse the 30-minute lunch break and return to your assigned area promptly at the end of your lunch break.

EATING FACILITIES

To accommodate employees, medical staff, volunteers and visitors, Marshall Medical Centers have provided a cafeteria and vending area. Meals in the cafeteria are on a cash basis. Cafeterias hours are posted outside these facilities. The vending area is open 24 hours a day. Do not eat food from patient trays or floor refrigerators. This food is for patient consumption only.

PARKING

Parking is available on a first-come, first-serve basis. Parking areas and driveways must be kept open to allow fire trucks and other emergency vehicles to maneuver quickly on the Medical Center grounds. For this reason, we insist that you park your vehicle only in designated parking spaces. The Medical Centers cannot be held responsible for any damage or loss to your vehicle while parked in an employee parking area.

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