



VOLUNTEER HANDBOOK

This handbook will provide you with a helpful overview of important information at WVU Healthcare and key safety policies.

Welcome

We are pleased to welcome you as a volunteer at WVU Medicine. Your desire and dedication to helping others has enabled you to join a highly valued group of people. All will appreciate your special gift of service. You have our thanks for your very important and valuable contributions of time and talents. We believe this experience will be a rewarding one for you and of great benefit to our patients and staff.

History of Ruby Memorial Hospital

Ruby Memorial opened in July 19, 1988. Ruby Memorial Hospital, the flagship hospital for WVU Medicine, is named for the late J.W. Ruby. Ruby's late wife, Hazel Ruby McQuain, donated \$8 million toward the construction of the Hospital.

Ruby was a 21-year-old farm boy in 1924 when he went to work in the plating department of Sterling Specialty Company in Newcomerstown, Ohio. He came to Morgantown prior to World War II when Sterling Faucet purchased the idle mill complex in Morgantown. Ruby was put in charge of the plant.

Following the war, Ruby became the owner of Sterling Faucet. By the time he sold it in 1968, Ruby was involved in agriculture, mining, road paving, poultry processing, feed mills and race horses. He owned several area businesses.

Ruby died in 1972 at the age of 69. McQuain died in 2002 at the age of 93.

Ruby Memorial Hospital, the largest facility in the WVU Medicine family, provides the most advanced level of care available to the citizens of West Virginia and bordering states. Our staff consists of highly-trained, dedicated professionals who are trained in the latest techniques and technologies — and are also skilled in the art of caring.

Mission Statements

WVU Medicine's mission is to **improve the health of West Virginians and all we serve** through excellence in patient care, research and education.

Volunteer Services mission statement is to efficiently further WVU Medicine's mission to improve the health of West Virginians and all we serve through excellence in patient care, research, and education through a consistently well managed corps of volunteers.

Values

Our Patients: You and your family are the first priority in everything we do. We strive for your satisfaction by providing high quality care through respect, teamwork, and a commitment to learning and research.

Our Team: We value and respect each other. It is our skill and dedication that enable us to reach our goals. Our ideas and enthusiasm help us improve.

Our Community: We are committed to fulfilling our responsibility to improve the health status of the communities we serve.

History of Friends Auxiliary

In 1961, shortly after West Virginia University Hospitals (now WVU Medicine) opened its doors, a group of women organized an auxiliary at the behest of the Hospital's first administrator, Eugene Staples. This "Ladies Auxiliary" became "Friends."

Initially, Friends' primary activity was purchasing items needed in nursing stations and waiting rooms, but by 1965 Friends' activities expanded into a gift shop; a play therapy program for the pediatric nursing station; a sewing group that produced patient gowns and towels; a patient lending library; and fund-raising activities.

Since then, Friends' activities have expanded to match the needs of the preeminent health care facility in West Virginia. As WVU Medicine has grown, so has Friends. No longer exclusively a "Ladies Auxiliary", Friends encompasses men and women consisting of retirees, professionals and homemakers.

Friends' Mission

The purpose of Friends shall be rendering service to WVU Medicine and its patients, and assisting WVU Medicine in promoting the health and welfare of the community in accordance with charitable objectives established by WVU Medicine. In furtherance of its charitable purposes Friends will: 1) volunteer service in the Hospital; 2) provide activities for fund raising; and 3) promote public relations.

Confidentiality

Confidentiality is required at all WVU Medicine facilities. All information regarding patients, staff, volunteers, physicians and visitors is confidential. Volunteers are required to complete the HIPAA CBL and sign an annual Confidentiality Agreement acknowledging this. A violation of confidential information is a violation of hospital ethics, and a volunteer may be dismissed immediately by Volunteer Services for such a violation.

Dues

- All adult volunteers are automatically a member of the Friends' Auxiliary.
- Sustaining members shall pay dues of \$10 annually.
- A life membership is \$200 and can be paid in eight \$25 installments. Once paid, a plaque will be ordered with your name and displayed on the honor wall located in the West Lobby of Ruby Memorial.
- Student and Junior Volunteers do not pay dues and are not eligible to become members of the Auxiliary.

Service Awards

Adult volunteers will receive service awards beginning at 100 hours and then for every 500 hours thereafter. An awards banquet is held in the spring of each year. College students with 100+ hours are invited to attend the luncheon. Junior Volunteers are recognized at the end of the summer program.

Volunteer Categories

Junior Volunteer

High School students, ages 14 – 18 apply in April/May of each year for an opportunity to participate in the summer program.

College Student

College students must apply during the designated enrollment periods for each semester and summer.

Adult Volunteer

Adult volunteers are at least 18 years of age and are not attending a college, university, business or trade school. Adult volunteers may apply year round.

Training

Every volunteer is required to complete training and fill out a training list. Depending on the department that you are volunteering in, your training may be scheduled during your interview or it will occur on your first day of volunteering.

Volunteer Schedule

Volunteers are assigned a schedule based on their availability and the openings that we have. Most services are performed by volunteers during the following shifts: 8am-12p, 12pm-4pm and 4pm-8:00pm. If you serve the morning shift, please plan to serve until the end of your shift before going to lunch. If you serve the afternoon shift, please plan

to come early enough to have lunch before going to your department. If you stay all day, lunch break should be taken at a time agreed upon by your supervisor. Morning and afternoon breaks are taken as needed. If you are here all day and are taking a lunch break there is no need to clock out unless you are leaving the building.

Recording Service Hours

Volunteer Services requires a 40 hour commitment from all volunteers. Students must complete the 40 hours within two consecutive semesters. Summer is not a mandatory semester. All volunteers are required to clock in and out at the time clock located in the Volunteer Office. If you are volunteering at an offsite location you will be able to clock in and out at your location. You will use the 6 digit number located on the back of your badge to clock in and out. It not only helps the Volunteer Services office keep a total of the hours contributed, but it is legal proof that you are present and serving in a voluntary capacity which is needed under the hospital's liability insurance program. Also you may want to record volunteer experiences on applications when applying for a job or college. From your record we are able to track hours and years of service on the volunteer database. A computer printout of your hours is available upon request. Irregularities and questions regarding hours should be referred to the Volunteer Services office.

Departmental Transfers

Transfers from one work assignment to another are easily accomplished. Volunteer assignments need to be mutually enriching, productive and fulfilling for the patient, the supervisor, the volunteer and the hospital. If you are not happy for any reason after a reasonable trial period, discuss a transfer with the Volunteer Coordinator.

Resignation from Volunteer Services

Should you no longer be able to volunteer please notify Volunteer Services verbally or in writing of your impending exit. Please explain why you are leaving so we can have a clear understanding of the reason for leaving. **Please return your ID badge to the Volunteer Services office at your time of exit. Adult volunteers will also need to turn in their parking permit.**

Visiting/Phone Calls/Cell Phones

Please do not have friends come to visit you while you are volunteering. Wait to visit a relative/friend in the hospital after you have finished your volunteer service and remove your volunteer ID badge when visiting a patient. Cell phones must be kept on silent and

out of sight while volunteering. When a personal call is necessary, go to an appropriate area, be brief and keep calls to no more than two minutes.

Conversations with Patients

Conversations with patients should be limited to cheerful, non-controversial subjects. Patients may divulge information that is highly personal. If this is the case, volunteers should listen with compassion and understanding but should not invite confidences. Volunteers should never offer opinions on personal affairs, medical treatment, administering of medication, choice of physicians or referral of services. When you are visiting patients, do not discuss their illness, or your own. Do not discuss patients with others outside their rooms. Remember, even a patient who appears unconscious (or asleep) may hear. Each patient is an individual, so please respect their privacy. Patients who seem unhappy or angry may well be masking fear, worry or loneliness.

Conversations with Visitors

Visitors are also guests of our hospital. They should be treated with warmth and respect. Listen with compassion and understanding. Answer their questions professionally and with competence. Treat visitors as you would like to be treated. Treat everyone the same, regardless of age, race, color, creed, financial condition, appearance, and disability.

Some Ground Rules for Volunteers

1. Volunteers do not accept personal gifts from patients or families and do not give gifts to patients or families. The most valuable gift you can give to them is the gift of your time.
2. Volunteers are discouraged from socializing with patients and families outside of the hospital setting. This includes “friending” on social network sites.
3. Volunteers do not provide transportation away from the hospital for patients and families.
4. Volunteers do not give patients and their families their personal telephone numbers, call patients when off duty, or call patients and families following discharge just to see how they are doing or to tell them we have been thinking about them.
5. If you have special questions as to the appropriateness of an action please ask your immediate supervisor.

6. Volunteers should refrain from adding personal views regarding religion and/or politics to conversations.
7. Accidents of any kind need to be reported within 24 hours; therefore, volunteers should report any accidents immediately to your supervisor so an incident report can be filed.

General Information and Regulations

Attendance

Reporting on time to your assignment is important. You are part of the hospital team. The staff depends on you. If you are unable to volunteer kindly give a 24 hour notice when possible by calling the Volunteer Office. We will notify your department that you're not coming. After hours you will need to call the Volunteer Office and leave us a message and call your department as well.

Change of Name, Address or Email

Please notify the Volunteer Office immediately of any changes in your name, address, telephone, email address or emergency information. The Volunteer Office endeavors to keep records as current as possible.

Solicitation/Distribution

To avoid disruption in the operation of the hospital or interference with patient care, WVU Medicine's policy prohibits persons to solicit for any product, service, doctrine or organization. The distribution of literature is prohibited.

Drug and Alcohol Use

WVU Medicine prohibits the use and/or abuse of drugs and alcohol in the workplace. All volunteers are expected to abide by the terms of this policy as a condition of being able to work within the hospital. Any volunteer who is found to have violated its prohibitions is subject to disciplinary action, including suspension and/or discharge.

Smoking

WVU Medicine is a smoke free facility.

Employment Opportunities

Volunteering is not an entry to employment. All employment matters are handled through the Human Resources Department.

Food and Beverages

Food or beverages are never to be consumed in reception, registration, information or public areas of a unit or department.

Identification Badge

All volunteers are required to have an identification badge made in the Human Resources Department. Badges are to be worn visibly on the shirt collar while on duty. No person may borrow or loan an identification badge. The ID badge should be returned to the Volunteer Office when you are no longer a volunteer for the hospital.

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