

WEST LINCOLN **MEMORIAL AUXILIARY**

**169 Main Street East
Grimsby, Ontario
L3M 1P3**

Established 1944



VOLUNTEER MANUAL

Revised February 7, 2020

INDEX

Page

2	Mission Statement
3	Hospital Values / Policies, Procedures & Code of Conduct
4	Hospital Ethics and Interpersonal Relationships / Interdepartmental Relations
5	Volunteer Program – Purpose and Objectives
6	Qualifications of a successful volunteer / Auxiliary Pledge
7	General Information
8	Use of wheelchairs
9	Safety
10	How to Hand Wash
11 – 13	Volunteer program options
14	Fire discovery & notification
15	Emergency Hospital Codes
16 – 18	Hospital floor plans – ground level, 1st floor, basement

WLMH Mission Statement

A caring team partnering with our Communities to provide quality healthcare close to home.

WEST LINCOLN MEMORIAL HOSPITAL VALUES

- **Compassion and Competence**

We strive to meet patient care needs compassionately, personally and competently, recognizing physical, mental, emotional and spiritual needs.

- **Diversity and Respect**

We value diversity and we respect all people, including patients, their families, Hospital and medical staff, volunteers and our communities.

- **Trust, Honesty and Integrity**

We value and promote fairness, honesty and openness in our relationships with patients, their families, Hospital and medical staff, volunteers and community partners.

- **Empowerment**

We value an innovative approach to improving the health of the community through teamwork, open communication and empowering all individuals to have input into decision making. We recognize and encourage the contributions of all staff, physicians, volunteers, patients, their families and our community partners.

- **Excellence**

We value continuous improvement in quality of service and strive for excellence in patient care delivery.

- **Partnership**

We value dynamic relationships with both internal and external partners for delivery of integrated, patient-focused health care.

HOSPITAL POLICIES, PROCEDURES AND CODE OF CONDUCT

Volunteers must be sure to adhere to hospital policies and procedures, including the:

- Hamilton Health Sciences Values-Based Code of Conduct “RESPECT” (posted on WLMA website; note: volunteers will be required to sign at time of application confirming they have read and agree to abide by the Code of Conduct);
- Hospital Ethics, Interpersonal and Interdepartmental Relations policy on page 4 (note: volunteers will be required to sign a Confidentiality Pledge);
- Use of Wheelchairs on page 8;
- Safety Reminder on page 9; and
- How to Hand Wash on page 10.

HOSPITAL ETHICS AND INTERPERSONAL RELATIONSHIPS

For you, who have chosen to be a volunteer at WLMH, “discretion” is the keyword.

Each patient admitted to the hospital, either as an inpatient or outpatient, places their trust in all of the personnel including the volunteer, to respect the confidentiality of their visit or stay in the hospital.

You may know some of the patients personally. No reference is to be made, either within or outside the hospital, as to the identity of any patient that is admitted to the hospital, any diagnosis or any treatment.

You, the volunteer, may be mistaken for hospital personnel. The patient, or their family, may seek your advice. Never express any opinion on the patient’s condition or treatment to the patient, relatives or any other person – including the hospital staff.

The patient may express such feelings as loneliness, depression or criticism of something or someone. The volunteer should deal with these with sympathy and understanding. It would be most helpful to the nursing staff if the volunteer would refer this to the department Manager – avoid attempting a solution to the problem.

Do be cheerful, positive and friendly but not familiar.

INTERDEPARTMENTAL RELATIONS

The attainment of our stated goals is dependent upon the entire hospital perceiving itself as a team with a shared purpose.

We believe that dialogue within and between departments and across disciplines strongly affect the quality of our results.

We believe that each and every job contributes to the functioning of our hospital.

We believe in the invisible teams, not formally defined or structured, that rise to the occasion and solve problems that occur during normal operations.

We believe in striving to continually improve the quality of care and service provided by the individual volunteers.

We believe in participation on quality improvement teams within the hospital that require input from a volunteer perspective.

The effectiveness of West Lincoln Memorial Hospital is dependent on the collective impact of each individual performance.

VOLUNTEER PROGRAM

What is Volunteering?

Volunteering is giving your time, skills or expertise. There are many benefits to volunteering and we believe volunteering can be very satisfying at any time in your life. It can be customized to your interests, available time, and reasons for wanting to volunteer.

Volunteering creates strong, healthy communities.

Purpose

The volunteer program supplements the professional and trained staff with responsible volunteers who will bring to the patients and their families those additional services that tend to enhance the warm, friendly atmosphere in the hospital.

Objectives

- To provide a thorough orientation program for the volunteers.
- To train volunteers to function safely and effectively within the hospital setting. Each program has a coordinator who will provide instruction.
- To assist the volunteer to enjoy a feeling of personal satisfaction by giving a worthwhile service to patients, the hospital, and the community the hospital serves, without financial remuneration.
- To assign volunteers to areas requiring service within the hospital.
- To provide care and comfort for all who need it.

Hospital volunteer associations exist to:

- enhance patient care
- raise funds for the hospital and to help hospitals meet their goals
- provide leadership and educational opportunities to their members
- promote the involvement of young people as volunteers
- respond to change and progress in the volunteer healthcare field

WLMA Motto “Together we can make a difference”

QUALIFICATIONS OF A SUCCESSFUL VOLUNTEER

Motivation: The personality factor common to all effective volunteers is a need to serve, to share and to interact with others.

Tolerance: Relate easily with patients and staff from many different cultures.

Warmth, Empathy, Tact, Discretion: These are necessary qualities to be a good volunteer.

Confidentiality: Must have the same respect and responsibility, as do the professionals, for patient confidentiality.

Humour: It is helpful not to take oneself too seriously.

Dependability: Adhering to your agreed volunteer times and duties is very important. Each scheduler works very diligently to fill all required hours.

Commitment: Volunteering is a commitment and people (staff, patients and other volunteers) rely on you being able to fulfill your obligation to your shift.

AUXILIARY PLEDGE FOR VOLUNTEERS

May we have the wisdom and ability, to serve in our hospitals in which we strive to bring comfort and hope to all who are in distress of mind or body.

May we be mindful of the privilege given us to help the aged, the ill and the very young – with generosity, with discretion and with gentleness.

May we have the strength to labour diligently – the courage to think and to speak with clarity and conviction but without prejudice or pride.

May we have both wisdom and humility in directing our united efforts to others which will be mutually rewarding to all.

GENERAL INFORMATION

Reporting for Service

The Volunteer Office is located in the **FRONT LOBBY**. A nominal annual membership fee is requested when joining the Auxiliary, plus a one-time fee for an Auxiliary vest which must be worn when volunteering. Active members are not required to renew their membership annually. However, inactive members must pay an annual membership fee.

All volunteers working within the hospital are covered by the hospital insurance.

Binders are provided for you to record your volunteer hours at the front lobby desk and in the areas in which you perform the work. Please record time worked in the appropriate department binder.

Vest and your I.D. badge are required to be worn at all times that you are on duty. Vests and I.D. badges must NOT be worn outside of the hospital boundaries unless for a special event.

Please wear shoes that are closed toed, low-heeled and comfortable with non-slippery soles. No sandals in patient areas or coffee shop.

Photo I.D. Name Badges

The Auxiliary office provides regular communiques to the Auxiliary membership as to upcoming dates when the photo IDs will offered and the location (typically in the swing office space in the basement). No appointment required. Dates will be posted in the Auxiliary office.

Police Record Check

All volunteers are required to obtain and provide the Auxiliary with proof of a valid Vulnerable Sector Check and/or Criminal Record & Judicial Matters Check within 1 year of the check being conducted (***Police screening requirements will be discussed at your interview***).

Meals

The Coffee Shop (on the main floor) will provide each volunteer with *one complimentary beverage per shift*. It serves hot and cold beverages, sandwiches and other small food items.

Paid Parking

There is a daily flat rate parking fee of \$5.00 for all lots at West Lincoln Memorial Hospital. However, Auxiliary members are provided with a parking permit to hang from the rear view mirror of their vehicle whenever they are attending the hospital in connection with volunteer work. As long as the permit is displayed in your vehicle's front window there is no need to purchase a ticket to park.

WLMA Manual

Smoking

The hospital and surrounding property is a non-smoking facility.

Illness or Absence

If you have a cold or other infection, or if you are to be unavoidably absent, please arrange if possible, your own replacement or notify your area volunteer coordinator.

If possible, please estimate the length of time you will be away so that substitute arrangements can be made for you, and please notify the coordinator when you are ready to return.

If your area coordinator can't be reached, please call the Auxiliary Office (905-945-2253, ext. 11391) and leave a message. Please note the Auxiliary Office is staffed by volunteers Monday-Friday, 9:00 am to 12:00 noon so messages will be received during those hours only.

If you become ill or incur an injury while on duty, please report directly to Emergency.

Telephones

The telephones at the Nursing Stations are not available for private calls. Do not answer the phone at a Nursing Station unless you are asked to do so by the nurse in charge.

USE OF WHEELCHAIRS

Wheelchairs present special problems. Accidents may occur when not properly used.

- Volunteers must **NOT** transfer patients in or out of a wheelchair.
- If a patient requires a wheelchair, the volunteer must ask a nurse to assist the patient.
- Volunteers in the front lobby can use the phone to call for a nurse to assist the patient.

Wheelchairs in elevators:

- Be sure that the car is level with the floor.
- Push the wheelchair into the elevator.
- Set the brakes.
- At the destination floor, press the ON button to hold the doors open.
- Release the brakes and pull the wheelchair out of the elevator, after looking both ways along the corridor.
- Return the elevator door switch to original position.

Traffic considerations:

- Don't speed
- Keep to the right side of the corridor
- Pedestrians have the right of way except in an emergency
- Look both ways when crossing hallways
- Slow down when turning a corner
- Always back out of doorways or into traffic areas
- Parked equipment should not obstruct corridors, doorways, or elevators

SAFETY REMINDER

While you are helping as a volunteer, always be aware of the working hazards. Outlined below are some procedures to remember.

- Know and observe the procedure for the use of wheelchairs.
- Never put bedsides down for a patient.
- Report potential hazards to the Department Head e.g. broken glass, malfunctioning equipment, blocked fire exit, spilled fluid or flower petals on the floor (they can cause a fall).
- Never move a patient. Call a nurse.
- Do not untie safety restraints for patients.
- Do not buy food or candy for a patient without first checking with a nurse on the ward.
- Ask department staff where the fire exits and firefighting equipment are in your work area.

Infection Control

Infection control in the hospital is equally important to the patient, employee, visitor and volunteer. A comprehensive plan to control infection spread in our hospital is directed by the Infection Control Committee and supervised by the Infection Control Coordinator.

If you have a bad cold or an infection, please do not come in. Find a replacement or call the Auxiliary Office.

Do not enter a patient's room where "**ISOLATION PRECAUTIONS**" are being observed.

It is important that you practice meticulous personal hygiene.

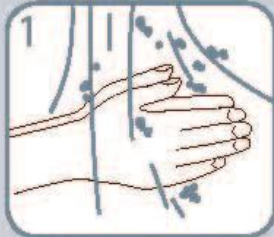
Frequent hand washing is required. Please read the How to Wash Hands procedure on page 11.

Vests should be clean and neat at all times. While working with patients or in the coffee shop long hair should be tied back. Visors (or a hair net) must be worn in the coffee shop. DO NOT wear vests outside the hospital.

In health care settings, hand hygiene is the single most important way to prevent infections.

How to handwash

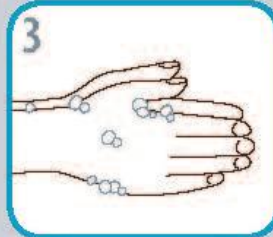
Lather hands for 15 seconds



1 Wet hands with warm water.



2 Apply soap.

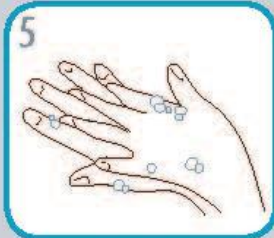


3 Lather soap and rub hands palm to palm.



4 Rub in between and around fingers.

Lather hands for 15 seconds



5 Rub back of each hand with palm of other hand.



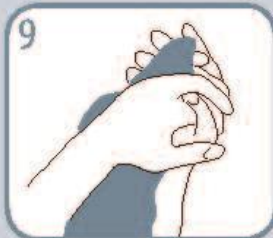
6 Rub fingertips of each hand in opposite palm.



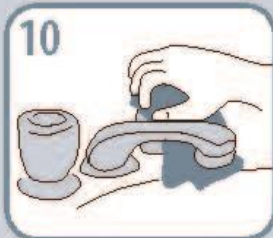
7 Rub each thumb clasped in opposite hand.



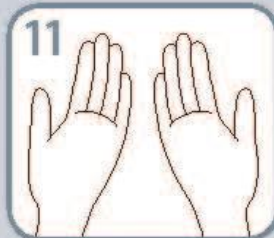
8 Rinse thoroughly under running water.



9 Pat hands dry with paper towel.



10 Turn off water using paper towel.



11 Your hands are now safe.



**JUST CLEAN
YOUR HANDS**

Catalogue No. CIB-2152908 30M Jan/08 © Queen's Printer for Ontario



VOLUNTEER PROGRAM OPTIONS

The Volunteer Coordinator will discuss the needs of various volunteer positions throughout the hospital and help the volunteer to select a suitable area. The volunteer is encouraged to select several areas for training. After working in the area, if the volunteer wishes to change to another area then please contact the Volunteer Coordinator.

I.D. must be worn while on duty.

Student Volunteer Program

This program is run by the Student Volunteer Coordinator and includes high school students. They work in the Coffee Shop, Wards and other departments as needed.

Clerical

Volunteers who have training in data entry, filing, computers or any other office work may be required to volunteer for special projects.

Outpatient Clinic Reception

Check patients in for their appointment with the doctor providing outpatient clinic.

Coffee Shop

The coffee shop is open to serve the staff, patients and visitors. A friendly, pleasant attitude is a must. You will be responsible to make and serve coffee, tea, cold drinks, sandwiches, toast etc.

Training is provided and a list of instructions is available in a binder in the shop.

The work schedule is prepared, posted in the coffee shop and Auxiliary Office. Times are arranged by the Adult and Student coordinators.

Each volunteer should have a “spare contact person” to fill in for them in case of illness or emergency. It is the volunteer’s responsibility to find a replacement in the first instance, if possible. Please contact the Coffee Shop coordinator in the second instance and if the coordinator is unavailable, then contact the Auxiliary Office (905-945-2253, ext. 11391 during office hours, Monday-Friday, 9:00 am – 12:00 noon) to find a replacement.

Gift Shop

Volunteers staff the gift shop days, evenings and weekends. A friendly and outgoing personality is required. Duties include encouraging and processing sales, restocking shelves, keeping the shop neat and clean.

H.E.L.P.P. – Hospital Equipment Lottery Project for People

This lottery (break open tickets) is an ongoing major fundraiser on the hospital premises. All monies are used to purchase hospital equipment. Volunteers sell the tickets in the hospital lobbies.

Mail

This service is provided twice daily – mornings and afternoons.

The volunteer will pick up the mail cart and the mail at the Information Desk. Mail is delivered to various departments.

Physiotherapy Escorts

Weekday mornings volunteers report to the Physiotherapy Office to receive a list of in-patients requiring treatment. You will pick up the patient from the ward and transport them in a wheelchair to the Physiotherapy Department. After treatment you will transport the patient back to the ward. Other duties may be assigned by the department.

Reception – Front Lobby

Monday – Friday days, you will greet people, remind them to use the hand sanitizers, direct them to their destinations (X-ray, Physio, Ward B or C, etc). Raffle tickets will also be sold at the discretion of the Auxiliary President.

Emergency Department (ED)

The volunteers in the ED provide internal assistance to medical staff.

Therapeutic Recreation

The Therapeutic Recreation Director will direct the volunteer and assist them in their supportive role.

Transport Assistant (TA) Position

Volunteers transport patients on discharge from the hospital, or within the hospital. TA's are responsible for the inventory and management of hospital wheelchairs. Hours are 9:30 am - 12:30 pm and 12:30pm - 3:30pm, with scheduling dependent upon the OR and Day Surgery schedules.

Wards

Monday through Friday mornings, always check in at the Nurses Station before starting work to receive any special instructions. Sample duties include:

- Fresh containers of water
- Changing flower water
- Changing garbage bags
- Storing supplies

WLMA Manual

Be sure to adhere to the Hamilton Health Sciences Values-Based Code of Conduct “RESPECT” (posted on Auxiliary website); the Hospital Ethics policy on page 4; the Use of Wheelchairs instructions on page 8; the Safety Reminder on page 9; and How to Hand Wash on page 10.

OTHER ACTIVITIES AVAILABLE

- Fundraising Committee – members of this committee provide help with the Lasagna Dinner, Strawberry Tea, Raffles and other fundraising events
- Gardens
- Marathon Bridge
- Obstetrics department



"Volunteers are paid in six figures... S-M-I-L-E-S"
Gayla LeMaire

"Volunteers don't get paid, not because they're worthless, but because they're priceless."
Sherry Anderson

FIRE DISCOVERY AND NOTIFICATION

Upon hearing the fire alarm

1. Close all doors and windows in your area regardless of fire location.
2. Remain in that area and assemble in the hallway so that paging can be heard. This is essential. Staff will be notified by paging or telephone if help is required. Assign one person to handle incoming calls to your department.
3. Keep all phone lines unoccupied.
4. Do not attempt to return to your department through fire separation doors unless requested to do so by the supervisor responsible for hospital activities during the fire.
5. Patients are your primary consideration. If help is required in your area, notify the switchboard.
6. Visitors are to remain with patients and await instructions.



EMERGENCY HOSPITAL CODES

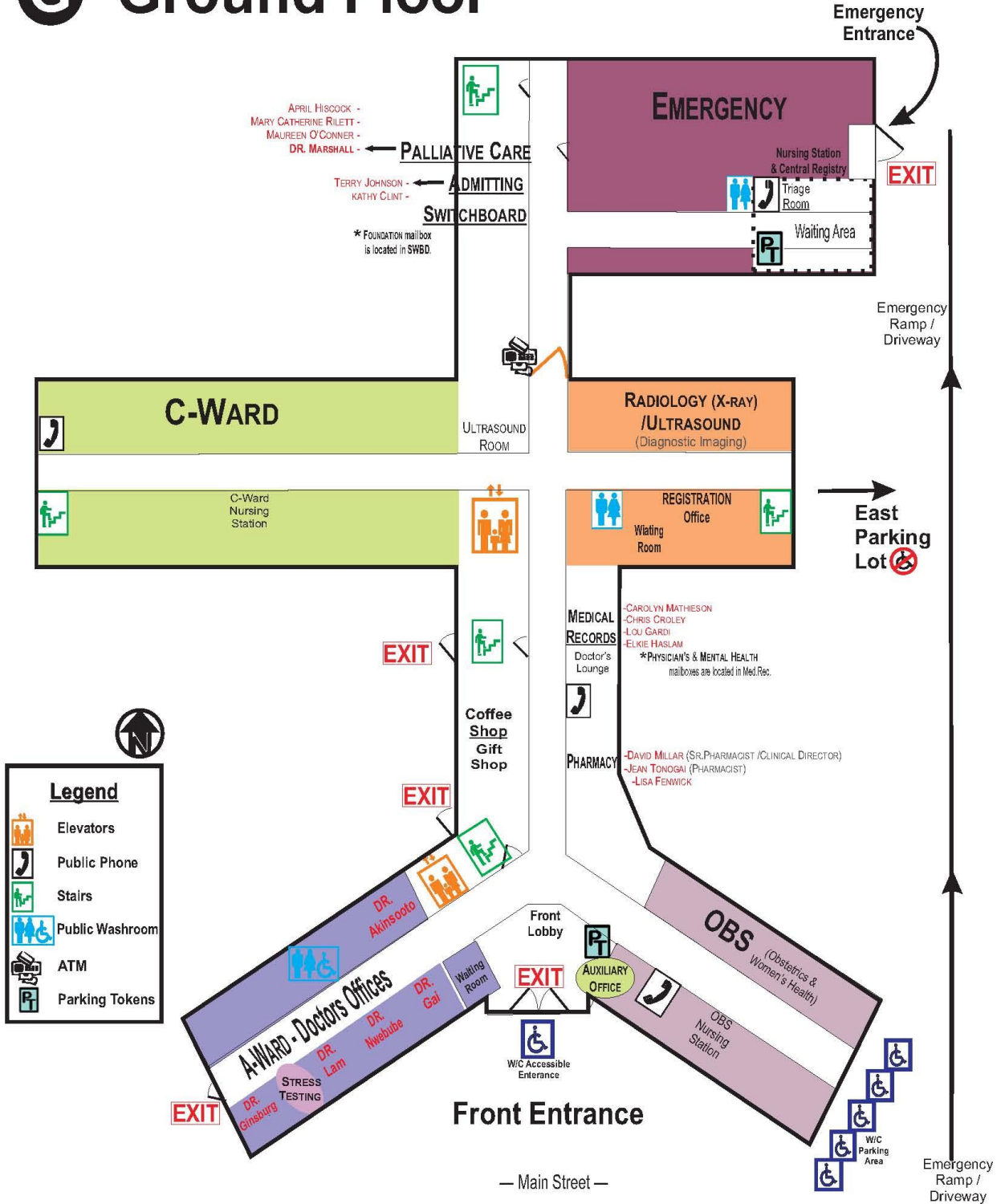
CODE	DESCRIPTION
AQUA	FLOOD
BLACK	BOMB THREAT/SUSPICIOUS OBJECT (REPORT TO DEPARTMENT LEAD FOR FURTHER DIRECTIONS)
BLUE	CARDIAC ARREST/MEDICAL EMERGENCY
BROWN	IN-FACILITY HAZARDOUS SPILL (REPORT TO DEPARTMENT LEAD FOR FURTHER DIRECTIONS)
GREEN	PRECAUTIONARY AND STAT EVACUATION (REPORT TO DEPARTMENT LEAD FOR FURTHER DIRECTIONS)
GREY	INFRASTRUCTURE LOSS OR FAILURE
ORANGE	EXTERNAL DISASTER (EMERGENCY ROOM IS EXPECTING AN INFLUX OF PATIENTS) (REPORT TO DEPARTMENT LEAD FOR FURTHER DIRECTIONS)
PURPLE	HOSTAGE TAKING (REPORT TO DEPARTMENT LEAD FOR FURTHER DIRECTIONS)
RED	FIRE
SILVER	SHOOTING INCIDENT / ACTIVE SHOOTER
WHITE	VIOLENT PERSON
YELLOW / AMBER	MISSING ADULT / MISSING OR ABDUCTED INFANT OR CHILD

In addition to wearing a Photo ID badge at all times while on duty at the hospital, volunteers are issued an Emergency Code card to be carried along with their Photo ID. Volunteers are responsible to know what to do on discovery of a code situation and on notification of a code. This information is detailed on the reverse side of the Emergency Code card.

Additional information about the Emergency Codes is available to volunteers from the Auxiliary Office. As code updates become available, they will be communicated to the volunteer membership via email.

HOSPITAL – MAIN (GROUND) FLOOR

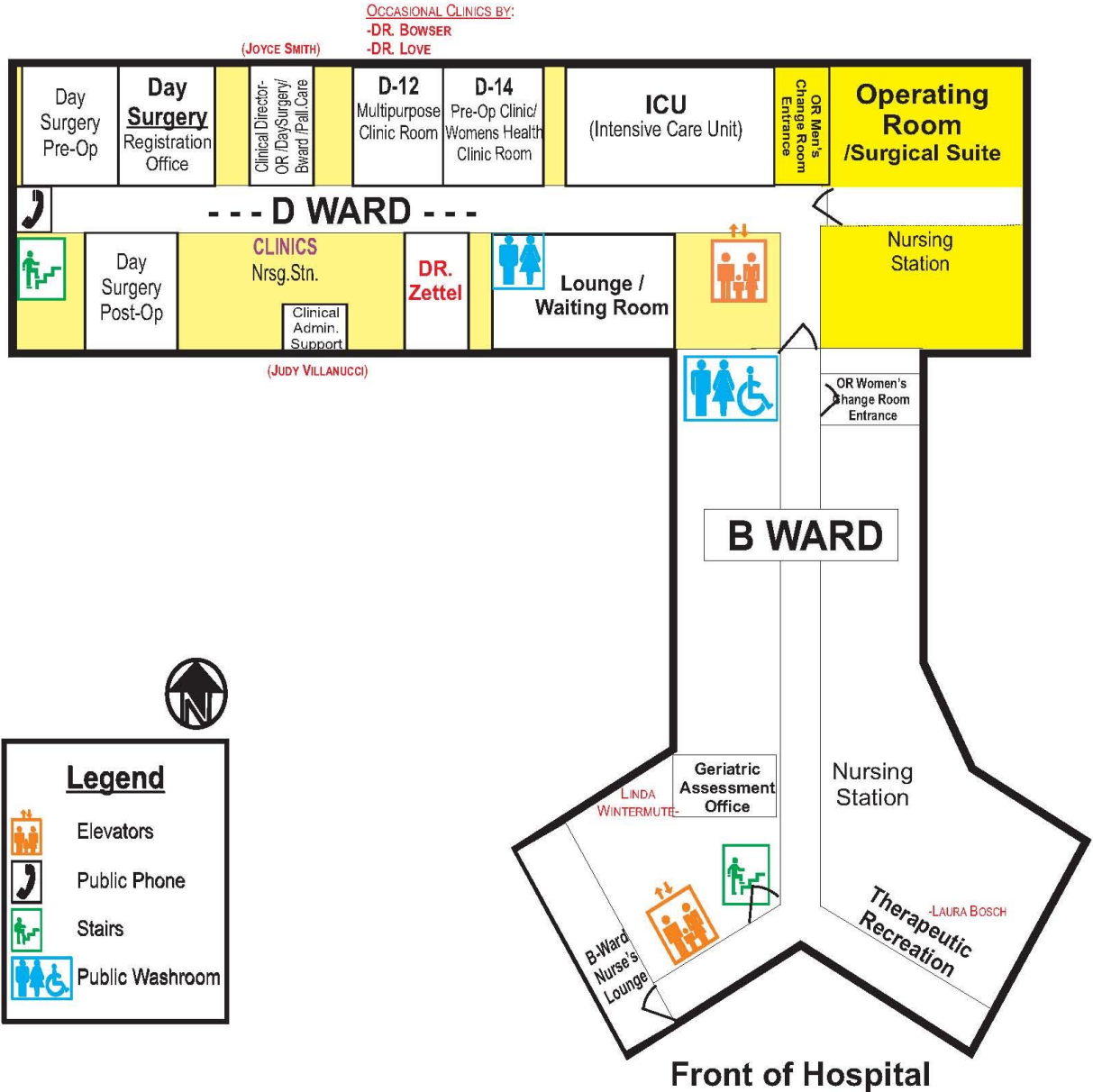
West Lincoln Memorial Hospital
G Ground Floor



HOSPITAL – FIRST (TOP) FLOOR

West Lincoln Memorial Hospital

1 First Floor



HOSPITAL – BASEMENT FLOOR

B West Lincoln Memorial Hospital
Basement

