

HOSPICE OF THE PIEDMONT + HOSPICE OF RANDOLPH

Policy: General Expectations of Volunteers
Programs: All
Approval date:
Revision date: 9/14, 8/17, 9/19
Related polices and forms:

PROCEDURE:

- I. Communication
 - A. Volunteers must communicate with the Volunteer Coordinator or appropriate staff member via office phone or through company email
 1. To discuss concerns about issues associated with the volunteer's role during the assignment.
 2. When issues arise such as change in patient condition, family dynamics or questionable requests.
 3. If the assignment cannot be completed (please give at least 24 hour notice)
 4. For Hospice Home/Hospice House schedule changes, concerns, questions, please contact Volunteer Coordinator.
 5. All volunteers are expected to have an active, working email account.
 - B. Volunteers are requested to check their email several times weekly for updates, notifications, or patient assignment requests.
 - C. Volunteers should notify Volunteer Coordinator or other representative for abuse/neglect/suicidal concerns, same day. Between the hours of Monday-Friday 8:30am-5:00pm, notify Volunteer Coordinator, Family Care Services Team Leader or Director of Clinical Services. After 5pm or on the weekend, notify Hospice Administrator on-call through calling Hospice's main number, 336-889-8446 (High Point) or 336-672-9300 (Randolph).
 - D. A minimum of one year of volunteer service is expected from all volunteers. One full year of volunteer service is required to receive a recommendation.
 - E. Volunteers are required to volunteer a minimum of 10 hours within the 12 months from their start.
- II. Documentation
 - A. Volunteers must document time spent with patient and/or in assignment via volunteer portal within two (2) days of visit/assignment.
 - B. Patient concerns must be documented or communicated same-day so that staff can assess concern
 - C. Submission of time and patient log documentation must be submitted through the volunteer portal.
- III. Assignments
 - A. Patient/family volunteers –
 1. Must accept the new patient assignment through volunteer portal
 2. Must see patient within seven (7) days of accepting volunteer request.

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3. Must see patient as scheduled on request, unless otherwise requested or arranged with pt./fam.
 4. Must report to Volunteer Coordinator, at least one (1) week in advance, anticipated leave of absence, time-off, and/or vacation that would extend beyond seven (7) days or impact patient visits.
 5. Termination of patient/family relationship must end at death or discharge of patient. You are allowed to attend the funeral/visitation or make one (1) more visit after death for closure.
- B. Indirect volunteers (Hospice Home/Hospice House team station/front desk/office/bereavement)
1. Must report to Volunteer Coordinator anticipated leave of absence, time-off, and/or vacation that would extend beyond seven (7) days or impact patient visits.
- C. Transportation volunteers
1. Must have proof of insurance
 2. Must have NC driver's license
 3. Must not have any criminal or major traffic violations
 4. Must not assist in lifting or transferring of patient
 5. Must not use handheld electronic devices (cell phone, tablets) during transport
 6. Must contact volunteer coordinator if inclement weather prohibits transport
- IV. Identification
- A. Volunteers are required to wear the issued name badge when representing the agency.
- B. The badge is imprinted with their name, photograph and the name of the agency
- V. Dress Code
- A. Names tags are required to be worn by all volunteers
- B. Fragrances should be used only in moderation to avoid unnecessary reactions by patients/families and fellow staff. (Many people are allergic and/or sensitive to perfumes, colognes, residual tobacco odor, and other chemicals and experience a wide range of symptoms, some of which can be very serious.)
- C. Shoes must be worn at all times and must be clean, in good repair, safe, and protective of the feet. It is recommended that the volunteer should wear shoes that cover the toe and heel when working in a clinical setting such as a patient's home, long-term care facility or any location where they may be providing patient care or information. Office staff should be mindful of safety with their footwear. Rubber flip-flop sandals are not acceptable dress.
- D. All attire must be neat, clean, in a good state of repair, and worn in a manner that provides modest coverage and fit. Skirts, split skirts and dresses must be of a modest length and fit. Dress capris are acceptable
- *Attire intended for informal wear is not to be worn in the professional setting. Ripped jeans, sweatshirts/sweat pants, shorts/skort, leggings, tank tops, crop tops, spaghetti strap or open backed blouses, transparent blouses or sweaters and

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t-shirts with logos or sayings other than the Hospice of the Piedmont logo are not acceptable dress. (Jeans in good repair may be worn.)

- E. Hats are not acceptable attire in the office or patient residence.
 - F. Hair should be clean and neatly groomed, beards and mustaches must be short, neat and trim
 - G. Fingernails should be clean, neatly groomed, and of reasonable length so as to not interfere with patient care and to reflect a professional image.
 - H. Good oral hygiene must be practiced.
 - I. Volunteer coordinator may use discretion in determining appropriateness of dress. Staff may be asked to go home to change clothes if attire is inappropriate.
- VI. In-service Training
- A. Volunteers must participate in continuing education through in-service training
 - 1. Patient/Family volunteers must have 12 hours annually of education
 - 2. Indirect volunteers (office only) must have 8 hours annually of education
- VII. Communicable/Infectious Diseases
- A. All volunteers will be trained and will be expected to adhere to the agency policies regarding the reporting of infections and communicable conditions.
- VIII. Emergencies/ Accidents/ Incidents during a volunteer interaction
- A. Expectations
 - 1. If an emergency arises with a patient or a family member, the volunteer is expected to immediately notify the Volunteer Coordinator, the Director of Clinical Services or an agency Staff Nurse.
 - 2. Follow any instructions given.
 - 3. Report any accident per policy.
 - 4. Report any complaint per policy.
- IX. Gifts
- A. No cash may be given by or received from a volunteer.
 - B. Volunteers should not accept gifts if the estimated value exceeds twenty-five dollars.
 - C. Gifts such as small token items, homegrown food or flowers may be given/received when appropriate.
 - D. Volunteers are asked to check with the Volunteer Coordinator when unsure about the appropriateness of giving/receiving a gift.
- X. Smoking
- A. Volunteers are not permitted to smoke
 - 1. At the agency office
 - 2. Or in a patient's home.
 - 3. Or during patient transport

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XI. Drug and Alcohol Use

- A. All employees are forbidden to use or possess alcohol or drugs at any time during the work day or anywhere on Hospice of the Piedmont's premises or while on Hospice of the Piedmont business at either campus. The word "drugs" as used in this policy include: drugs or controlled substances (1) not legally obtainable, or (2) legally obtainable but not used in a lawful, safe, or prescribed manner, or (3) mind or mood altering substances which are not sold as drugs or medicines but are used for mind, behavior, or mood altering effects. Violators may be subject to immediate termination.
- B. The legal use of prescribed drugs is permitted only if the prescribed drug is used in the prescribed manner and does not impair the employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace. New applicants may be subjected to pre-employment drug testing.
- C. Any employee suspected of using or being affected by drug or alcohol consumption may be requested to take a drug and alcohol test immediately. Failure to promptly submit to a drug and alcohol test at that time will ordinarily result in termination of employment.

XII. Legal Documents

- A. Volunteers will not witness the signing of any legal document, for example the signing of a patient's Will, Advance Directive Document, or car title.
- B. Volunteers will not initiate or participate in the discussion of a patient's Will, or mention the possibility of making the agency a beneficiary of the patient's estate.

XIII. Confidential Information/Conflict of Interest

- A. Volunteers will sign a Confidentiality Statement and Conflict of Interest statement.
- B. Volunteers will complete Corporate Compliance education.
- C. Volunteers are asked not to talk to the press or other parties regarding patient care. Questions asked of volunteers about patients should be referred to the agency.
- D. At the completion of an assignment, all patient information is to be shredded.
- E. All information obtained about volunteers, both medical and personal, shall be held in strict confidence except for the maintenance of necessary agency files and for purposes of documentation.
- F. To prevent a conflict of interest, volunteers are asked not to engage in other activities that may be hostile to, adverse to, in conflict with, or in competition with the work, goals, and mission of the agency.

XIV. Photography/Social Media

- A. *Social media* includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether or not associated or affiliated with Hospice of the Piedmont, as well as any other form of electronic communication.

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1. Volunteer will maintain confidentiality of Hospice of the Piedmont's private or confidential information. This may include but is not limited to patient and/or family name, financial information, location of patient)
 2. Express only your personal opinions. Never represent yourself as a spokesperson for Hospice of the Piedmont. If Hospice of the Piedmont is a subject of the content you are creating, be clear and open about the fact that you are a volunteer and make it clear that your views do not represent those of Hospice of the Piedmont, fellow co-workers, patients, family members, or people working on behalf of Hospice of the Piedmont.
 3. If you do publish a blog or post online related to the work you do or subjects associated with Hospice of the Piedmont make it clear that you are not speaking on behalf of Hospice of the Piedmont. It is best to include a disclaimer such as "The postings on this site are my own and do not necessarily reflect the views of Hospice of the Piedmont."
 4. Volunteers should not speak to the media on the Hospice of the Piedmont's behalf.
- B. *Photography* - To protect the privacy of the individual, volunteers will not take any photo of patient or the home of the patient on volunteer's electronic device (cell phone, camera, tablet)

XV. Termination of volunteer role

- A. Upon resignation as a Hospice Volunteer or termination, you must notify Volunteer Coordinator of date of termination
- B. You must return your Hospice of the Piedmont name badge into Hospice Volunteer Coordinator within seven (7) days of termination
- C. You must complete all portal submissions prior to termination
- D. You must adhere to the confidentiality agreement of Hospice of the Piedmont
- E. You must not have any additional contact with patient and/or family as a representative of Hospice of the Piedmont.