

Volunteer Policies and Procedures

1. A volunteer for Dublin Methodist Hospital will be accepted through Volunteer Services and scheduled by the Manager. The Manager of Volunteer Services is directly responsible for all volunteers. A volunteer does not replace the work of paid hospital personnel, but augments the services to provide that personal touch to our customers.
2. All volunteers must be at least 15 years of age before volunteering in the hospital. Volunteers are encouraged to perform at least 100 hours of service annually.
3. All volunteers are required to have a tuberculosis test (TB), interview and background check before working in any patient care areas and throughout the hospital. Volunteers are to follow guidelines regarding infection control, confidentiality and safety practices. Volunteers must sign appropriate forms according to hospital policy. Annual updates will also be distributed in order to stay compliant with The Joint Commission (TJC) standards. Your signature is required on these forms as well. All active volunteers must adhere to these policies and attend in-services as required by hospital administration.
4. Volunteers are required to call the ***Volunteer Office at 544-8038*** if unable to report for duty. All new volunteers will be on probation for 90 days following orientation. During this probation volunteers should not call-off more than 3 times unless it is an emergency.
5. All volunteers are required to sign "in and out" in the volunteer office. These records are important as they are used for awards and become a permanent record for the volunteer.
6. Once a year all volunteers are evaluated for their performances as a volunteer. The Manager of Volunteer Services or specific department managers according to Department Policies and Procedures may do this evaluation.
7. An incident report must be filed, should a volunteer need treatment in the Emergency Room during their service at Dublin Methodist Hospital. Please contact the volunteer office for all incidents.
8. Dublin Methodist Hospital is a tobacco free campus, as are all OhioHealth facilities. Smoking is NOT permitted on site during your service.
9. Volunteers will receive a picture badge prior to their start as a volunteer.
10. The hospital cannot assume responsibility for any loss incurred by the volunteers. Women are encouraged not to bring their purses to the hospital. Volunteer Services will inform you where to leave your personal things while on duty. Money should be kept in your pocket.
11. Food service is available in the cafeteria located on the ground floor. The volunteer is awarded a \$5.00 coupon for his/her meal. *Any cost above \$5 will be payable by the volunteer.* After the volunteer works for four (4) hours, lunch passes will be provided at the sign-in station. Thirty (30) minutes are allowed for lunch or dinner. Cafeteria conversations should be kept light.

12. Volunteers will receive extra service hours when they volunteer any hours on the following days: New Year's Eve, New Year's Day, Easter, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, Christmas Eve, Christmas Day, National Volunteer Week and their birthday. *This does not include those volunteers required to have service hours.* Volunteers working after 4:00 p.m. and on weekends will receive merit hours.
13. Volunteers will be provided the same discounts as employees to community establishments. Human Resources has a list of programs available to staff and volunteers. Volunteers are also welcome to attend and participate in all employee functions and meetings where appropriate.
14. Free parking is available in the last row of the front parking lot.
15. Some of the benefits of volunteering include the following: Complimentary Meals, Free Flu Shots, Concierge/Errand Service, Holiday Potlucks, and Recognition Pins.
16. All reporters, journalists, and outside media must go through OhioHealth Media Services to receive permission to interview or film/photograph hospital property. Please contact Security at 544-8800 if unauthorized media is onsite.
17. Your Source for Straight Talk is the OhioHealth newsletter which is printed monthly. It is full of interesting articles about our hospitals and others in the OhioHealth system. Pebble Notes is a weekly Dublin Methodist Hospital publication with the most recent updates on "what's happening" at our hospital. You can find a copy on the communication board in the volunteer office.
18. Behaviors which may result in dismissal from the program include, but are not limited to:
 - Being absent without notifying **Volunteer Services**.
 - Three unauthorized absences (no call, no show)
 - Insubordination
 - Stealing hospital property – a volunteer may be prosecuted if caught stealing
 - Failure to complete performance appraisal, TB test, required training or yearly education
 - Lack of cooperation
 - Charting or reading charts
 - Not following policies/procedures from other hospital staff while working in their areas.
 - Breach of Confidentiality and non-compliance of HIPAA policies
 - Smoking, drug/alcohol use
 - Entering without specific authorization, restricted areas which are as follows:
 - Restricted patient rooms
 - Delivery, & Operating Rooms
 - The Morgue
19. A neat, clean, well-groomed appearance is a must at all times. All volunteers must adhere to the dress code. No T-shirts, no shorts or short skirts, and **no jeans (including colored denim)** are permitted. Tennis shoes are recommended. Socks must be worn at all times. Khaki, or black slacks are required with a white polo (students) or a mint button down (adult) uniform (all shirts are available for purchase through the Volunteer Department). Wear your hospital I. D. badge at all times.