

**BLANCHARD VALLEY HEALTH SYSTEM (BVHS)  
VOLUNTEER ADMINISTRATIVE POLICY**

SUBJECT: Annual Mandatories 2017

PERTAINS TO: All Volunteer Associates

PAGE 1 of 1

PREPARED BY: Volunteer Services

REVISED DATE: January 2017

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**PURPOSE:**

To ensure the review and education of BVH Auxiliary Members who actively serve the Health System.

**POLICY:**

In order to ensure the consistency of information as to the expectations of volunteers as service providers in all volunteer areas, the Auxiliary and Volunteer Services Department require each volunteer to read and sign to verify their understanding of these mandatories.

**PROCEDURE:**

A. Attitude & Presence: Volunteers are often the first impression a visitor has of BVHS. Please do your best to make this impression a positive one. Greet each visitor with a smile and quiet demeanor and offer to help or assist them to their destination. Be discrete and respect confidentiality. Respect cultural and socio-economic diversity. Cell phone use: keep on vibrate while volunteering; use when not around patients/guests. Remember the hospital is a “quiet zone”.

B. Dress Code: BVHS expects a professional appearance from associates and volunteer associates. The ID badge is to be worn above your waist with your photo showing. The volunteer uniform for women is the one of the three Auxiliary Board approved pink tops (buttoned). For men, the burgundy polo shirt. All volunteers are asked to wear long khaki or dark slacks, closed toe shoes and no jeans. Volunteers in the Gift Shop and Nearly New may wear capris pants and open-toe shoes. Hair must be of a natural-looking color. Please keep jewelry to a minimum and no perfume or cologne at any time. Cell phones are to be kept on vibrate and used away from patient/guest areas.

C. Infection prevention: Wash your hands when you arrive and when you leave. Use hand gel provided by BVHS or soap and water each time you enter and exit a patient room and often as you prefer. Refrain from transporting infectious materials or linens unless you have been specifically trained. Volunteers should remain home if ill.

D. TB (Tuberculosis) Screens and Flu Vaccinations: A one-time Tuberculosis (TB) Screen is required for ER volunteers & Cuddlers. Flu vaccinations are required annually for ER volunteers & Cuddlers and strongly recommended for all volunteers. Volunteers who decline the flu vaccination are required to attend the BVHS education session and wear a mask during a “flu outbreak” period.

E. Safety: Volunteers are responsible for recognizing the Alert Codes, located on the back of your ID badge. Volunteers are responsible for knowing the meaning of RACE (for fire). Please report any safety issue or potential issue to management and kindly refuse when asked to do something you are uncomfortable doing.

F. Legal issues: HIPAA (Health Insurance Portability and Accountability Act): a patient’s medical information must be kept private. Waiver of Liability: volunteers release BVHS from liability and waive their right to sue BVHS; volunteers assume all risks related to volunteering at BVHS; volunteers agree to hold BVHS harmless from any and all claims and will be responsible for their own medical treatment. Volunteers are provided protection from liability exposure in their actions as a volunteer.

G. BVH Auxiliary Mission Statement: “Service to BVHS, Our Community and Each Other. Exceptional People. Extraordinary Hearts”. BVHS Mission: Caring for a lifetime. BVHS Vision: Extraordinary people. Exceptional care. BVHS Values: Integrity, Compassion, Skill, Collaboration, Innovation and Humor.

H. All volunteers will sign that they have read and understand this policy after orientation and by January 31<sup>st</sup> annually.

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Volunteer Signature