

# Baptist Health Louisville Volunteer Handbook



We would like to thank you for deciding to share your special talents with Volunteer Services who are sharing their special talents with Baptist Health Louisville.

This guide to assist you in having the best possible experience here at Baptist Health Louisville. As you know, there are certain risks that you will be exposed to. In order to minimize those risks, you need to be aware of certain administrative, clinical and safety procedures used at this hospital. The purpose of this booklet is to outline those procedures and provide you with some basic but very important information, and also act as an Orientation for you to the Volunteer Service Department, then you will be oriented later for your specific assignment. You are expected to follow these procedures and instructions while at this facility. Should you have any questions, please contact a hospital staff member for assistance.

## Mission

Baptist Health demonstrates the love of Christ by providing and coordinating care and improving health in our communities.

## Vision

Baptist Health will lead the transformation to healthier communities.

## Faith-Based Values

Integrity      Respect      Excellence  
Collaboration      Joy

## Baptist Health Commitment to Service Excellence and Standards of Conduct:

During your volunteering opportunity you will be expected to maintain excellent customer service and conduct yourself as a professional. As an organization, we place the highest priority on our mission, vision, and faith-based values and believe the best way to ensure they are fulfilled is to treat our volunteers and employees with the same high regard we have for our patients. This is reflected in a variety of ways, such as working environment, compensation and benefits plans, and opportunities for training and advancement. We are grateful to the thousands of volunteers who have chosen Baptist Health since the organization was founded in 1924.

## Baptist Health Louisville Commitment to Volunteers

We believe all volunteers deserve a safe work environment that fosters teamwork, innovation, initiative and opportunities for growth through personal and professional support, training and development. We believe in a climate of mutual trust and respect promoted through processes of fair evaluation, ongoing support and consistent recognition of behavior, which enhances our core values. We respect the diversity of volunteer's gifts and talents, and we believe in each volunteer's unique ability to contribute toward quality patient care. We believe in fostering an environment

that allows all volunteers to serve patients with a compassionate attitude and caring spirit. We believe all volunteers are entitled to a clear understanding of their roles and the information necessary for informed decision making and planning. We believe that all volunteers must be treated with respect.

### **Baptist Health Louisville Commitment to Patients**

We believe that our patients' needs and expectations are our highest priority. We believe in recognizing and respecting the familial, social, emotional and spiritual needs and values of our patients and their families. We believe in supporting the individual's and family's right to informed decisions in the ethical provision of healthcare.

### **Baptist Health Louisville Commitment to Community**

We believe it is our responsibility to provide accessible healthcare. We believe it is our duty to be financially responsible in the structure and delivery of healthcare services. We believe it is our responsibility to contribute to the improvement of the general health and wellness of our community and environment through a continuum of care, effective community education and continuous quality improvement of our services. We believe that it is our responsibility to be a good corporate citizen by conducting business in a manner that is in the mutual best interest of the hospitals and the communities they serve. We believe it is our responsibility to foster an environment that encourages volunteers from the community to contribute their diverse talents to enhance our services.

### **Baptist Health Louisville Commitment to Safety & Promoting a Just Culture**

Baptist Health supports and promotes a Just Culture that recognizes that we must properly design systems to ensure safe practices and we must hold individuals properly accountable without fear of receiving blame for errors that occur through no fault of their own. To that end, we ask both our employees and leaders to make a personal commitment to supporting a Culture of Safety and supporting Baptist's Just Culture. As a Volunteer, I personally commit to:

- Eliminate harm, Report safety concerns, Manage safety risks, Comply with regulatory requirements, Encourage colleagues to report safety concerns confidentially also Comply with safety policies and practices.

### **Baptist Health Louisville Commitment to Stewardship**

We believe the essence of stewardship is accomplished through prudent decisions and actions which result in a system that is stronger and better positioned for future generations. We believe it is our responsibility to manage effectively all of our resources (human, capital, material, time and others) to their maximum efficiency. We care deeply about our system and are committed to its long-term viability. We believe in creating our future through openness to new concepts and ideas that can enhance our status as a leading provider of quality healthcare within prudent financial boundaries.

### **Philosophy of Baptist Health Louisville Volunteer Services**

Baptist Health Louisville's goal is to provide the patient with the best possible quality care within its means. The goal of Volunteer Services is to enhance the work of hospital personnel in their efforts to heal the whole patient; to help promote in the community an understanding of the hospital and its services; and to help interpret the spirit of Baptist Health Louisville to the patient and to the public. All requests for volunteers are initiated by a department's submission of a written description of the service to be performed. Hospital personnel may not contact a volunteer directly since all volunteer assignments are coordinated through Volunteer Services unless the volunteer has done work for the department in the past. Training for specific roles performed by the volunteer is the responsibility of the department to which the volunteer is assigned except in those areas where

training is done by Volunteer Services. All comments, observations or criticisms of the performance of a volunteer should be made to the Volunteer Director, who will then discuss it with the volunteer.

### **Baptist Health Louisville Statement of Purpose**

The objectives of Volunteer Services of Baptist Health Louisville are two-fold:

- To help attain and maintain in the hospital, an atmosphere of Christian love and service.
- To promote and advance the welfare of the hospital and the people it serves through ways approved by the Administrative Board of Baptist Health Louisville.

The above purposes shall be accomplished by interpretation of the hospital to the public, through service to the hospital and service to the patients.

### **NEW VOLUNTEER REQUIREMENTS**

All Volunteer Applicants will be required to fulfill the following requirements:

1. Complete Volunteer Application
2. Attend Volunteer Interview with Director
3. Pass a Baptist Health Louisville Criminal Background Check: *could result in no placement if the results do not meet with our hospital standards.*
4. Complete a blood draw for Tuberculosis and TB Risk Assessment
5. Complete the Volunteer Training Test and Annual Training Confirmation.
6. Return all Onboarding Requirements\*.
7. Complete Department/Unit Orientation
8. Review and Sign the Volunteer Handbook Agreement

### **Attendance**

A volunteer is an important member of the Baptist Health Louisville team. Therefore, dependability is the key to a successful volunteer experience. If you are unable to volunteer as scheduled, **PLEASE NOTIFY YOUR SUPERVISOR OR THE VOLUNTEER OFFICE** as soon as possible. It is very difficult for your Supervisor to call a substitute for you the morning of your workday, so we would appreciate as much advance notice as possible, but we certainly understand there are times when you have no notice of emergency situations or sickness.

### **Benefits of Volunteering at Baptist Health Louisville**

- *Cafeteria Discount* - Volunteers are given the employee discount in the Baptist Health Louisville Cafeteria and Cafe. To receive the discount you must wear your namebadge.
- *Gift Shop Discount* - The BHL Gift Shop offers a 25 percent discount on most gift items, excluding candy, flowers, balloons, magazines/paperbacks, cards, sundries and items already on sale. To receive the discount you must wear your namebadge and you should remind the Gift Shop Volunteer of your discount before ringing up your purchase.
- *Health Services* - Volunteers will receive a free TB test and/or risk assessment annually. Free flu vaccines are also offered annually for the regular dose.
- *Tax Deductions* - Volunteers may deduct certain unreimbursed expenses incurred while volunteering. The deduction volunteers take most frequently is for transportation expenses. There are other deductions. For details, talk with your accountant or the local IRS office.
- *Inclusion in Employee Events* - Volunteers are considered to be part of the Baptist Health Louisville healthcare team and are included in any special employee events, such as Hospital Week activities and Christmas events, etc.
- *Awards and Recognition* - BHL hosts an annual Awards and Appreciation Luncheon during Volunteer Week in the spring. Service awards are presented at that luncheon based on hours accrued by the end of the previous year. Recognition of volunteer services is an ongoing activity since Baptist Health Louisville believes in showing their appreciation year-round.
- *Pharmacy* - Volunteers are entitled to receive a discount on prescriptions purchased in the hospital pharmacy. It is suggested that you check with the pharmacy first to make sure their

price is cheaper than your local pharmacist. Items that they keep on hand for patients can be ordered at a cheaper price, but if it is an item that they do not prescribe for patients, it may have to be special ordered. The pharmacy does not accept insurance coverage for prescriptions. This is available only to volunteers who do not have prescription coverage.

- *Camaraderie and Fellowship* - Probably the most important benefit of becoming a BHL Volunteer is the camaraderie and fellowship experienced by many of our volunteers. New friendships are formed and old friendships are rekindled.

### **Newsletters, Bulletin Boards and other forms of Communication**

A Volunteer Newsletter is published each quarter and sent to all Active Volunteers by email or postal mail. You may submit items for the newsletter to the Volunteer Office. The Day Chairmen also furnish information to the Volunteer Director to be published in the newsletter. In an attempt to keep Volunteers informed of new services, changes and anything of interest to Volunteers, a message will be put on the computer system with this information. Please be sure to read this when you sign in. We also have two large Bulletin Boards located in the Volunteer Office, where we post upcoming events and items of interest to Volunteers.

### **Conflicts**

If you have a problem with a visitor, patient or hospital personnel, contact the Director of Volunteer Services. If not possible, notify the staff member in charge of the area in which the problem pertains; never engage in a dispute regardless what the provocation and be sure to bring the matter to the attention of the Volunteer Office as soon as possible.

### **Database- Volgistics**

All of your volunteer information is stored in our secure volunteer database. To access your Volunteer Profile, go to [www.baptisthealthlouisville.com](http://www.baptisthealthlouisville.com) and click the "About" tab, then scroll down to "Volunteer Program" and at the top of the page is "Active Volunteer Login". Just click on that and enter your Login Name (email address) and Password (sent to you by email). This program keeps all your information on file and also allows you to sign in using the touch screen computer in the Volunteer Office or enter hours and update information from home. Here's what you can do:

1. Enter hours and dates that you have volunteered (if you did not sign in at the Volunteer Office.)
2. Check messages that we may have sent you about TB tests due, information needed and general Volunteer Department Information.
3. Check your schedule if utilized.
4. Check your Service History and view a listing to print if desired.
5. Update your Volunteer Profile – new address? new phone number? new email?

In order to have this capability, you need to have an email on file in the Volunteer Office. You will use your email address as your Login Name. We will send you a separate email with your password, so please make note of it.

### **Health and Training Requirements**

All Active Volunteers are required to complete the following:

1. Training will be provided in the form of a PowerPoint, printed or mailed that can be completed at home. A test of the information is required during onboarding, but a read/sign is needed annually. Tests are completed online via Classmarker or in a paper format upon request.
2. TB Blood drawl is initial for onboarding, then assessed annual during the Volunteers birth month with a TB Risk Assessment or labs depending on the placement of the volunteer.
3. Complete a Position Description and Competency Checklist for the area in which they are volunteering shortly after starting, and updated every 3 years.

-Baptist Health will explore reasonable accommodations when necessary and assistance is requested. However, a volunteer must be able to perform essential functions of their job.

## **Injury - Volunteer**

If you fall or are injured while volunteering, please contact your Supervisor and the Volunteer Office immediately so the proper care and reports can be completed. If a fall occurs resulting in Emergency Medical Assistance, Baptist Health staff will get involved to see you are properly cared for.

## **Meals and Breaks**

Volunteers are entitled to take time for meals and breaks when they choose, but we do ask as a courtesy to your area, that these times be cleared with the area supervisor.

## **Parking**

The Volunteers have the option of parking in the Employee Parking Garage or the Visitor Lots in the front of the hospital. The entrance to the garage is on the service road at the back of the hospital. There is no designated parking in the garage, so the Volunteers may park anywhere in the garage, **except for the Ground and 2nd floors where spots are marked reserved**. Volunteers may also park in Lots #1 in the front of the hospital, or use valet if needs apply. These lots are Visitor Lots, but may also be used by the Volunteers.

## **Recording Service Hours**

Signing in and out is IMPORTANT. This is the only record we have of the hours of service donated. It is what we use to determine the individual hourly awards. Also, this information is used in developing statistical reports to Administration and showing the value of service our Volunteers provide on an annual basis to our hospital.

All Volunteers are to record their hours of services by signing in on the Touch Screen computer in the Volunteer Office on the first floor. If the volunteer has a valid email, they can also be set up to sign in on the department or unit where they work. The Volunteer Office is open from 8:00 a.m. to 4:00 p.m., Monday through Friday. Volunteers who work other hours have access to the Volunteer Office with their name badge. If you cannot stop in the Volunteer Office to sign in, you can also call the office and leave a message with your name and when you arrived.

## **Resignations – Voluntary or Involuntary**

Volunteers and the service delivered by volunteers are vital to the overall operation and quality of care delivered to patients of Baptist Health Louisville. Thus, not having a volunteer's donation of time and talent is a loss. However, we realize that there are occasions when resignations are necessary. Volunteers may wish to leave their assignment due to scheduling conflicts, family commitments, health problems, etc. If a volunteer chooses to leave, please contact the Volunteer Director by phone or email prior to discontinuing services. There are times when a volunteer may be asked to resign. Grounds for requesting a volunteer to discontinue their service are:

- 1) Breaches of confidentiality – not complying with our Confidentiality Policy.
  - 2) Repeatedly failing to come to volunteer at the scheduled place and time without notifying the Volunteer Office.
  - 3) Bringing or consuming alcoholic beverages or narcotics on the premises and other serious misconducts, which violate hospital policies and procedures.
  - 4) Inability to function as a safe and productive member of the BHL healthcare team.
- At the time of resignation, the Volunteer is required to turn in their namebadge to the Volunteer Office.

## **Schedule and/or Placement Changes**

Prior to making any changes in one's schedule, please consult your unit supervisor and the Volunteer Director. We will make every effort to accommodate your wishes, but it is imperative that changes be made through the Director so as to avoid complications with other volunteers and the employees in the volunteer service areas.

## **Solicitations and Gratuities**

*Solicitations* - To protect our volunteers, employees and patients from harassment, Baptist Health Louisville does not permit soliciting of money, signatures, pledges, the selling of merchandise, tickets, chances or raffle material; nor the distributing of printed matter, charity or political appeals by anyone on Baptist Health Louisville property without administrative approval.

*Gratuities* - Volunteers are not to accept gifts, tips, or donations for services rendered. Please refuse such offers courteously.

## Uniforms

Uniform top and Business Casual is the required dress for all volunteers for Baptist Health Louisville. In detail this means **no jeans, inappropriate logos or attire**. If you have specific questions, please notify the BHLou Volunteer Team. You will be provided a NAVY POLO as a welcome gift! Any other uniform pieces will have to be purchased, business casual should incorporate one of the following:

- Women- Salmon/Pink Smock OR Navy Scrub Jacket with appropriate shirt, blouse, or t-shirt underneath. Solid Color Slacks or Skirt (no blue jeans please) with Comfortable Shoes – no sandals in patient care areas.
- Men- Navy Jacket OR Vest with shirt underneath. Pants should be slacks, khakis or casual dress pants; no jeans. Comfortable Shoes – no sandals in patient care areas

Polo Shirts are available in BOTH Women and Men sizes and are part of the uniform options.



## Appearance Guidelines

Volunteers should remember that they are a representative of the hospital and are the first person some patients and with whom visitors come in contact therefore they should be cognizant of their appearance. Please check your personal appearance often. Clean, pressed clothing, like good grooming are a mark of professionalism.

*Namebadges* - You will be required to wear a hospital issued namebadge at all times while on the hospital campus. By wearing a namebadge, you will be in compliance with security procedures and regulatory guidelines, and provide identification to staff and visitors. The namebadge should be worn in a manner that is readily visible at all times, preferably on the upper chest level of your clothing.

### *Appearance Guidelines*

- All volunteers are expected to dress appropriately in uniform, and to report to the assignment in a neat, clean, and well-groomed manner.
- Good personal hygiene is required. Offensive odors, unkempt hair, open wounds, are unacceptable hygiene situations. Poor hygiene will terminate the volunteer opportunity.
- Because some our patients may be sensitive to strong perfume, we ask you use it sparingly.

## STEPS TO SUCCESS

**1 Review and Complete the Volunteer Training:** You need to be aware of what to do in case of fire or natural disaster, how to protect yourself from infectious diseases and guidelines pertaining to patient rights, confidentiality, etc. The training contains very important information that you will need to know while volunteering at Baptist Health Louisville.

**2 Be Dependable:** You are part of the hospital health-care team. We are counting on you to be here on a regular basis and fill much needed positions in our

departments. Be Prompt. Others are depending on you.

**3 Be Consistent in Attendance:** We realize that you cannot always be present for the time slot for which you have committed, but please notify your supervisor of any changes in your schedule or a vacation.

**4 Remember to Smile:** Did you know that if you smile, you not only make someone feel better, but you feel better yourself!

**5 Wear your Name badge at all times:** This is a hospital policy – your name badge must be worn and your picture must be visible.

**6 Wear Sensible Shoes:** Not only for the comfort of your feet, but for safe walking on all surfaces in the hospital.

**7 Sign In:** Be sure to sign in on the touch screen computer in the Volunteer Office or call the Volunteer Office at Ext. 7045 and we'll sign you in. We need to keep track of all the hours our volunteers give to our hospital.

**8 Be Considerate:** Most patients and their families are not happy to be in the hospital. Their anxiety level is high. Your pleasant smile and helpfulness can often contribute to a patient/visitor's comfort.

**9 Lock Up Valuables:** There are cabinets in the Volunteer Office for you to lock up your valuables and hang coats or leave them in the trunk of your car.

**10 Be Respectful of Patient's Privacy:** Always knock before entering a patient's room and state your reason for being there. Keep patient's medical condition confidential.

**11 Ask Questions:** If you don't know the answer, don't be afraid to ask questions. We won't bite. I promise.

**12 Support the Hospital:** There is a reason for many actions our hospital may take and we must support those decisions because we don't know all the facts.

**13 Communicate Effectively:** The goal of good communication is understanding. We are committed to listening attentively to our customers in order to fully understand their needs. Give close attention to both verbal and nonverbal messages. Deliver messages to customers with courtesy, clarity and care. Speak in terms customers can easily understand.

**14 Have Fun!** Our volunteers are like family. They enjoy being with each other every week. They tell me they get more out of volunteering than they ever imagined!

### **Suggestions**

The Volunteer Services staff welcomes any suggestions, constructive criticism or questions. Please feel free to come to any member of the Volunteer Services staff.

HAPPY VOLUNTEERING, WE ARE EXCITED TO HAVE YOU JOIN OUR TEAM!!!!

---