Guidelines for
Clinical Volunteers

- Communicate with your Volunteer Service Manager regularly
- Arrive on time to assignments.
- Dress appropriately:
  - Business casual (no jeans, tight clothing, shorts or sleeveless shirts)
  - Always wear your name badge.
  - Wear closed toed shoes.
  - Refrain from perfumes, aftershaves or scented lotions.
- Communicate with facility staff prior to or during the visit
- Sign in at the nursing facility, IPU/IPC where applicable.
  - Indicate your name and ‘HWR’ under patient name-do not identify patient in public log
  - If facility requires a patient name, look for an exclusive HWR sign-in log
- Patient visits:
  - Introduce yourself to the patient, family and/or caregivers.
  - Discuss your role as a volunteer with patient and/or family (where applicable).
  - Screen for patient’s pain level – communicate with facility staff or HWR staff if necessary
    - Scale of 1-10
    - Verbal
  - Demonstrate active listening and communication skills.
  - Demonstrate respect and compassion for patient, family, caregivers and coworkers.
- Perform hand hygiene before and after each patient visit, and between each patient
- Maintain clean area of car trunk with plastic container (i.e. Rubbermaid)
  - Complete change of clothes (top to bottom including shoes)
  - Plastic garbage bag for soiled items
  - OSHA kit (for home care visits)
    - Verify sanitizer bottle and pads expiration dates yearly
- Remember HIPPA privacy practices
  - Carry minimum amount of patient information and destroy when the assignment ends.
  - Patients are never discussed with anyone but team members.
- Accurately complete and submit volunteer visit report within 24 hours.
  - Return paper timesheet in pre-stamped envelope, or
  - Website: www.hospicewr.org
    - “Submit Volunteer Hours” (Timesheet): (bottom right side of any page)
      - Log-in: Register as a new user or login with your credentials
- Stay up to date with volunteer events and continuing education.
  - Information emailed or mailed quarterly, or
  - Website: www.hospicewr.org
    - “Current Volunteers”: Log-in: azpub\volunteer; Password: ______________________

My Volunteer Number is: _________________________________

Important Phone Numbers: (keep them in your phone for easy access)

<table>
<thead>
<tr>
<th>Volunteer Service Manager</th>
<th>Primary Clinical Team</th>
<th>Other Important Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Desk Phone:</td>
<td>Admin Office</td>
<td>216.255.9090</td>
</tr>
<tr>
<td>Cell Phone:</td>
<td></td>
<td>216.255.9090</td>
</tr>
<tr>
<td>BYS/On-Call</td>
<td></td>
<td>216.383.5265</td>
</tr>
</tbody>
</table>
Guidelines for Non-Clinical Volunteers

- Communicate with your Volunteer Service Manager regularly
- Arrive on time to assignments.
- Dress appropriately.
  - Business casual – no jeans, tight clothing, shorts, or sleeveless shirts
  - Always wear your name badge.
  - Refrain from perfumes, aftershaves or scented lotions.
- Remember HIPPA privacy practices
  - Patients are never discussed with anyone but team members.
  - Lock computer screens when walking away from volunteer computers
- Accurately complete and submit volunteer timesheet
  - Utilize on-site timesheet books, sign in logs, or
  - Website: www.hospicewr.org
    - “Submit Volunteer Hours” (Timesheet): (bottom right side of any page)
      - Log-in: Register as a new user or login with your credentials
- Stay up to date with volunteer events and continuing education.
  - Information emailed or mailed quarterly, or
  - Website: www.hospicewr.org
    - “Current Volunteers”:
      - Log-in: azpub\volunteer, Password: ______________________________

My volunteer number is: ______________________________

Important Phone Numbers: (keep them in your phone for easy access)

<table>
<thead>
<tr>
<th>Volunteer Service Manager</th>
<th>Support VSM</th>
<th>Volunteer Admin Office</th>
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<tbody>
<tr>
<td></td>
<td>Debbie Ludvik</td>
<td>Nancy Guder or Cindy Gagnon</td>
</tr>
<tr>
<td>Cell Phone:</td>
<td>Cell Phone: 216.470.3958</td>
<td>216.255.9090</td>
</tr>
<tr>
<td>Direct Line:</td>
<td>Direct Line: 216.298.0249</td>
<td></td>
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</tbody>
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