

Beacon Clinic for Health and Hope



Volunteer Policies and Procedures

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POLICIES

Drug and Alcohol Policy

When participating in BCHH activities volunteers are prohibited from purchasing, transferring, using or possessing illicit drugs, alcohol or prescription drugs in any way that is illegal. BCHH provides a drug and alcohol free work place in order to ensure a safe, healthy and productive environment for all staff and volunteers. If one is caught or suspected of, violating this policy disciplinary action up to and including termination will result.

Equal Opportunity Policy

BCHH maintains a strong policy of equal volunteer opportunity. We recruit, accept, train, promote and dismiss volunteers based on personal competence and position performance, without regard to race, creed, religion, sex, sexual orientation, age, marital status or handicap.

Age of Volunteers – Adult volunteers

BCHH welcomes student volunteers. We ask that the student be at least 16 or older. We can accommodate some students in the summer, so if you know someone who is interested, please have them contact our Executive Director.

Sexual Harassment Policy

What is Sexual Harassment? Under this policy, sexual harassment includes:

- Unwelcome sexual advances or invitations to engage in sexual activity
- Unwelcome invitations or pressure to engage in sexual activity as a condition of employment or volunteering
- Verbal or physical conduct of a sexually harassing nature, including nonconsensual touching
- Nonverbal conduct such as a display of sexually suggestive objects or pictures or obscene gestures (including computer accessing or downloading of a sexually suggestive files).
- Hostile environment harassment – occurs because of sexual slurs, innuendos, insults and other unwelcome conduct that makes the workplace so offensive that an

employee or volunteer find it difficult, if not intolerable to continue working in that environment. Managers, supervisors, co-workers, subordinates, clients, customers or vendors, can create hostile environment harassment.

Other Forms of Harassment

- Other forms of harassment other than sexual can unreasonably affect or interfere with work or create an intimidating, hostile or offensive work environment.

The Complaint Process

- Any employee or volunteer who believes he or she has been the subject of sexual or other harassment should report the alleged acts immediately to his/her supervisor. If a complaint involves an employee's or volunteer's supervisor, the complaint should be filed with the Executive Director.

Smoking Policy

BCHH is a smoke free environment. Smoking is totally prohibited inside the BCHH Clinic. There is a cigarette butt container to discard all tobacco products at the entrance.

PROCEDURES

DAILY ROUTINES

Hours of Operation

The clinic is open at the following times:

Tuesday 3:00 p.m. to 7:00 p.m.

Thursday 3:00 p.m. to 7:00 p.m.

INCLEMENT WEATHER POLICY

BCHH has a staff call grid that will be used to notify staff early in the morning if inclement weather will affect the opening of the clinic. If we are closed for the day, staff and volunteers do not report to work. The Executive Director will be in touch with you regarding the need for you to volunteer that day. In addition, we may have an early closing if the weather becomes inclement in the afternoon.

If you are unsure whether we are open, call the Clinic's number and an announcement will be recorded on that extension.

Safety is our paramount concern, so please use your judgment in regards to your situation. Call us directly if you cannot volunteer that day.

Attendance

At times unforeseen things come up and that prohibits you from being able to volunteer for your shift. Please call the Executive Director as soon as possible so that a replacement can be found. When you have planned time off, please notify the Executive Director with as much notice as possible.

Recording of your volunteer hours

Upon becoming a new volunteer, the Executive Director will show you where we keep the volunteer log. It is essential that at the end of each shift that you record your volunteer hours. We utilize this data for grant writing and fundraising purposes, as well as including this data in our annual financial audit. BCHH benefits by having the most accurate record of volunteer data.

Name Tags

Upon becoming a volunteer at BCHH, you will be issued a nametag. The BCHH policy is that volunteers wear nametags for proper identification. We recommend that you keep it stored in the Clinic so that you can always be assured it is here when you come to volunteer. Check with your Executive Director for the location of the stored nametags.

Parking and Access to the Building

The clinic is located at the back of Saint Paul's Church, 248 Seneca Street in Harrisburg, Pa.

You may park in the building's back lot. Parking on the side of the building is reserved for patients. In an effort to be good neighbors, we need you to honor our parking policy. Volunteers should lock their vehicles and remove their keys. BCHH is not responsible for damage, loss or theft of cars or their contents.

Volunteers shall enter the clinic entrance and buzz the door for entry.

Dress Code

The following list is considered inappropriate attire for all volunteers and should not be worn while volunteering at BCHH.

- Jeans
- Revealing Clothing such as spaghetti straps and thin tops
- Sweatpants, sweat suits, stretch pants, yoga pants
- Shorts
- Tube tops
- Fragrances – perfume, hair products, soaps, after shave – in consideration of patients, volunteers and staff with allergies/asthma
- Shirts that show too much cleavage or ride up one’s abdomen or backside
- Dark Undergarments under light clothing
- Short Skirts (Skirts should stop at the knee)
- Body Piercings and Tattoos must be professionally acceptable; please use discretion. One piercing per ear; all other piercings/ tattoos must be concealed.

In order to prevent any uncomfortable or misleading situation, we ask that all volunteers maintain a professional appearance. As BCHH has an increasing number of visitations from donors, professional appearance is of utmost importance.

Volunteer Nurse Dress Code Options

- Business casual dress, excluding jeans, shorts and Capri pants
- Scrubs
- White pants with shirt or sweater
- Comfortable shoes, excluding open toe shoes/sandals.
- Nails need to be trimmed, cleaned and only clear nail polish is to be worn

Using the Phone

To put a call on hold, we use a function called “park”. There are 3 park buttons to the right of the screen.

- **Park** – means you put someone to park on that line
- **Park** – means another person put someone to park on that line
- **Park** – the line is free to be used for another incoming call

When transferring a call to someone’s extension press:

- Transfer/Extension number/ then hang up the phone

When transferring a call directly into someone’s voicemail press:

- Transfer/#/ Extension number/ then hang up the phone

To talk to someone internally at another extension press:

- */Extension number (you will hear beep, beep, then you are able to speak through the speakerphone to the person sitting at the desk.

Dial 9 first for all outside calls and faxes. This is especially important when dialing 911 – which will be dialed: 9 – 911.

Directory Assistance

If you need to locate a telephone number, please look it up on the internet. When directory assistance is dialed from BCHH phones, we are charged \$1.99 for each call.

TIP!!! Google 411 – if you need assistance, please ask for help from a staff person.

FACILITY

KITCHEN FACILITY

BCHH has a refrigerator and a microwaves. If you bring your lunch, please clean up after yourself by putting your dishes in the dishwasher and remove any items from the refrigerator each week. Items left in the refrigerator at the end of the week are discarded.

There is a volunteer bulletin board in the office. Please check the bulletin board for updated volunteer information.

FACILITIES MAINTENANCE

Please help us to be good stewards of our wonderful facility. Make sure you clean up your workspace as YOU share your workspace with many volunteers.

When you find something in need of repair or an unsafe condition in the facility, please notify the Executive Director immediately.

BCHH'S EXPECTATION OF A VOLUNTEER

- Cheerful, respectful and pleasant towards staff, patients, vendors, donors, etc.
- Team Player
- Accepts instructions and abides by BCHH policies and procedures
- Must maintain confidentiality of patient information
- Respects cultural diversity
- Emanates a culture of caring
- Ability to be flexible with scheduling
- Computer literate

VOLUNTEER RIGHTS AND RESPONSIBILITIES

Volunteers are viewed as a valuable resource to BCHH, its staff and our patients. Volunteers shall be extended the right to be given meaningful assignments, the right to be treated fairly, the right to effective supervision, the right to full involvement and participation and the right to recognition for work done. In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the goals and procedures of BCHH.

Tax Deductions for Volunteers

You can deduct current IRS rates per mile for volunteers for your travel to and from volunteering. Keep a dated log of mileage you accrue from your home to BCHH and back for tax reporting purposes.

Appropriate Work Place Behavior

BCHH serves a multi-cultural grouping of patients, as well as having a multi-cultural staff and volunteer core. We need to be sensitive about jokes, emails and information that may be offensive to other cultures than our own. We want to be culturally sensitive in order to serve our patients as well.

Volunteer/Staff Relations

Volunteers are the key to our mission and success at Beacon Clinic for Health and Hope. You are essential to our day-to-day operations. Volunteers and paid staff are considered partners in making this happen.

A volunteer is anyone who, without compensation or the expectation of compensation, performs a task at the direction of and on behalf of BCHH.

Community Service

BCHH is not able to accommodate volunteers who are legally required to perform community service. You would need to notify the Executive Director immediately if you are volunteering under these auspices.

Injured at BCHH while volunteering

Please see the Executive Director for the incident reporting and procedures. Volunteers are not employees; therefore, they are not covered under Workman's Compensation from BCHH.

Certificate of Ability

Volunteers who indicate that they are under the care of a physician for any physical or psychological ailment, which might impede their ability to work, may be asked to present a letter from their physician as to their ability to satisfactorily and safely perform their duties. Any volunteer who enters a course of treatment, which might adversely affect upon their performance of the volunteer duties, should consult with the Executive Director.

Grievance Procedure

Volunteers and staff are expected to act professionally and in accordance with BCHH policies. Should you have a grievance concerning your volunteer assignment, you should report it immediately to the Executive Director. Every effort will be made to achieve a speedy and effective resolution. All complaints will be treated confidentially; however, in the case of sexual harassment or child abuse confidentiality may not be guaranteed.

Discontinuation of Volunteer Service

If you wish to leave your volunteer service for any reason, please contact the Executive Director so that appropriate arrangements can be made. As a volunteer, you have the right to terminate your volunteer service for any reason. BCHH reserves the same right.

Media Contact / Political Influence

Please be careful not to represent yourself as a spokesperson or representative for BCHH under any circumstances without prior approval. Only the Board President and the Executive Director or their designee may serve as spokespersons for BCHH.

Volunteers must be respectful of the views and opinions of others while volunteering with BCHH. Unless instructed to do so as part of BCHH mission and program, volunteers must refrain from advocating for specific political, social and/or religious beliefs.

Fire and Safety

Volunteers are to be aware of exits. In case of a fire proceed to the nearest exit away from the fire. All persons located in the front office and exam rooms should proceed out the entrance to BCHH.

Immunizations

Immunizations should be kept current within the Dauphin County Health Department. If you are working in an area that may have exposure to blood or other body fluids we recommend the volunteer to have the Hepatitis B series completed. All volunteers should receive an annual TB test.

CPR

CPR is required for volunteers working with patients. Certification must be presented to the BCHH.

PATIENT RELATIONSHIPS

Confidentiality

As a volunteer you will be signing the Statement of Certification upon completion of this orientation material, which means you understand and agree to abide by the Health Insurance Portability and Accountability Act of 1996 (HIPAA) Privacy Rules. They are listed in the following paragraphs for you to review:

Chart access is limited to only those individuals who need the information to do their specific job. Assure any client who may ask about privacy issues that all our staff and volunteers be held to confidentiality standards. Violation of this is grounds for dismissal.

Under no circumstances may any volunteer give out information about the status of a patient's presence for an appointment or whether he/she has left. There may be cases of restraint orders, stalking, etc. If the situation gets too difficult to manage, please refer the patient to the Executive Director. This information is protected by the privacy rules.

It is permissible to request financial information when speaking to a potential client or a current client. This information is used to determine eligibility and to apply for medications. The

information on the medical record is held to the same confidentiality standard as the balance of the chart.

It is acceptable to use protected information to communicate about a patient's eligibility for Medicaid, Medicare, etc.

Only authorized clinical personnel may give patient information regarding their test results.

Please note that a staff member must handle all requests for medical or dental records.

No discussion of patients can take place in hallways, reception area, kitchen, or any other public area. Likewise, discussion of patient information cannot be done outside of BCHH.

Practitioners are required by law to report any communicable diseases. It is not necessary to get a patient's permission to report suspected abuse.

If you are a support volunteer, you should not be accessing the patient's medical history and information. Questions or concerns regarding patient confidentiality should be directed to the Executive Director.

Please bear in mind that all of us must utilize the utmost care in patient confidentiality.

Patient Transportation

At times patients may ask you to give them a ride. BCHH understands you may want to be kind and assist the patient, but this creates a liability for BCHH and could be a potential safety and liability issue for you. It is BCHH's policy that volunteers and staff may not transport patients.

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