



VOLUNTEER HANDBOOK

Volunteer Services

2021

“THOSE WHO CAN, DO.

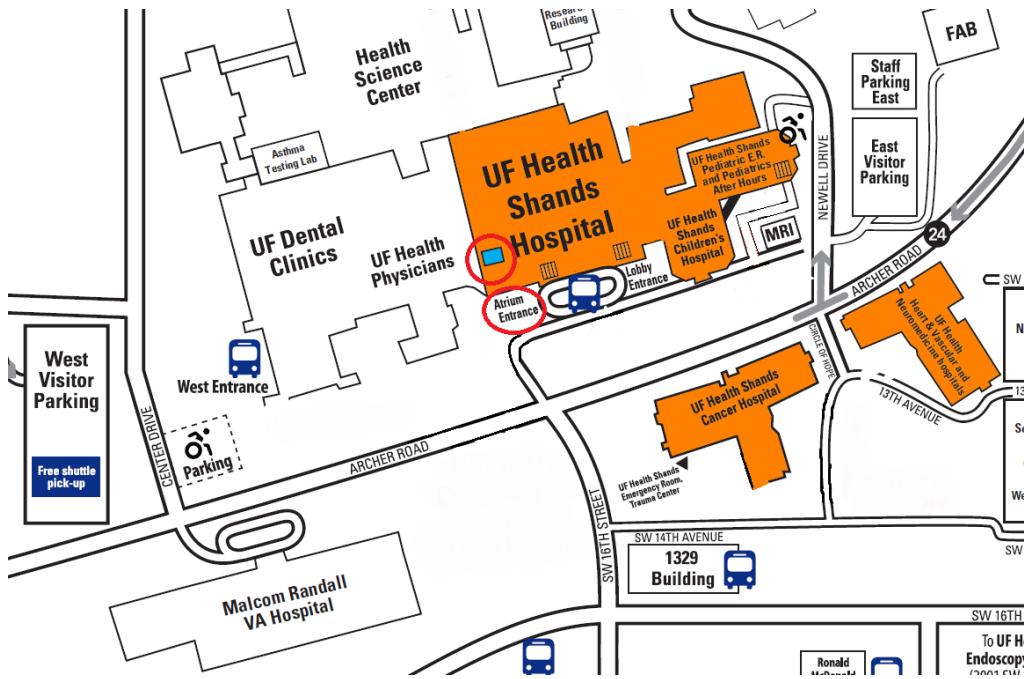
**Those who can do
more,**

VOLUNTEER.”

- Author Unknown

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HOW TO USE THIS HANDBOOK

WELCOME

Welcome to the team! We hope you enjoy your time as a UF Health volunteer. This handbook is designed to help you understand volunteer policies and expectations and to use as a resource when you have questions.

This handbook is arranged by topic and includes a table of contents to allow you to easily find information. It is important that you read through the handbook in its entirety before you complete the volunteer onboarding process and we encourage you to use it when questions arise during your volunteer service. If you have questions about any or the topics in this handbook, please contact Volunteer Services.

Thank you so much for volunteering with UF Health. Volunteers like you help make our hospital better for our patients and community.

VOLUNTEER SERVICES TEAM

Director of Volunteer Services – Allyson Crawford

Volunteer Coordinator – Vacant

Volunteer Coordinator – Kiah Coleman

Administrative Clerk – Vacant

WHAT WE DO

Volunteer Services coordinates over 3,000 volunteers each year. The mission of UF Health’s volunteer program is to enhance the patient experience and support UF Health staff through the coordination and placement of volunteers.

Volunteer Services is responsible for ensuring that all volunteers are cleared by Occupational Health, trained and scheduled for a volunteer assignment, and in compliance with hospital and volunteer policies and procedures.

VOLUNTEER SERVICES CONTACT INFORMATION

Office Hours: Mon - Fri 8:00a – 4:30p

Phone Number: (352) 265-0360

General Information Website: www.ufhealth.org/volunteering

Volunteer Information Center (VIC) Website: <https://ufhealth.org/volunteer-information-center-vic>

THIS HANDBOOK WILL HELP YOU UNDERSTAND THE POLICIES, PROCEDURES AND PRACTICES OF THE UF HEALTH VOLUNTEER SERVICES PROGRAM. IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT VOLUNTEER SERVICES. FINAL DECISION REGARDING THE IMPLEMENTATION OR INTERPRETATION OF POLICIES AND PROCEDURES RESTS WITH VOLUNTEER SERVICES AND HOSPITAL ADMINISTRATION. VOLUNTEER SERVICES MAY AMEND OR ALTER POLICIES OR PROCEDURES AT ANY TIME.

“There is a light in this world, a healing spirit more powerful than any darkness we may encounter. We sometimes lose sight of this force when there is so much suffering and pain. Then suddenly, the spirit will emerge through the lives of ordinary people who hear a call and answer in extraordinary ways.” – **Mother Teresa**

VOLUNTEERING

POLICIES & GUIDELINES

CODE OF CONDUCT

Like employees, Volunteers must adhere to the UF Health [Code of Conduct](#).

- Violation of the Code of Conduct may result in disciplinary action or dismissal from the volunteer program. See [Disciplinary Actions/Processes](#)

VOLUNTEER UNIFORM

First impressions are very important. We want you to be safe, comfortable and positively represent the UF Health volunteer program. Your appearance should not detract from the role you are performing. In order for our patients, staff, and visitors to easily identify your role in the healthcare team, you must wear the required volunteer uniform whenever you are volunteering.

VOLUNTEER DRESS CODE	
Required	
<ul style="list-style-type: none"> ✓ UF Health Volunteer polo shirt (Volunteer polos can be purchased by showing your volunteer name badge and paying the cost at the Gift Stop at Shands hospital.) ✓ Full-length tan colored khaki pants ✓ Volunteer name badge (provided by Volunteer Services during your Placement Appointment) ✓ Closed toe shoes that also cover the heel, like an athletic shoe ✓ Wash your uniform after every shift ✓ Wear a long sleeve shirt or sweater under your polo to stay warm. 	
Not allowed	
<ul style="list-style-type: none"> X Scrub sets (scrub tops, pants) X Capris, shorts, skirts, tights/leggings, or full-length pants in a color other than tan khaki X Clothing or hats with offensive messaging or sensitive subject matter; advertisements for other healthcare organizations X Wearing a jacket or sweater over your polo while volunteering. 	
<i>If you arrive for your volunteer shift and are not in the proper uniform, you will be sent home and it will be considered an absence.</i>	



VOLUNTEER IDENTIFICATION

- Healthcare regulations require that identification must always be worn – This means you MUST wear your volunteer name badge when volunteering!
- If you leave your name badge at home, come to the Volunteer Services Office and we'll provide you with a temporary badge for the day.
- If your badge is lost, request a replacement badge from the staff in the Volunteer Services Office during business hours.

ALCOHOL & DRUG USE

- The use, sale, or possession of alcohol or controlled substances by a volunteer while on duty or showing up to volunteer while under the influence will result in disciplinary action up to and including dismissal. See [Disciplinary Actions/Processes](#).

PARKING

ON-CAMPUS LOCATIONS

Shands Hospital (North Tower), Cancer Hospital (South Tower), Heart Vascular and Neuromedicine Hospital (East Tower), Medical Plaza (Med Plaza)/Davis Cancer Center, Orthopedic Sports Medicine Institute (OSMI)

DEGREE SEEKING VOLUNTEERS

We cannot provide parking for UF student volunteers! The method of transportation you use to get to campus for classes should be the same method used for getting to your volunteering shift.

Santa Fe & other non-UF students who volunteer in one of these areas during the week may park in the visitor garages and receive a parking voucher from the Volunteer Office. A valid student ID must be shown for a parking voucher to be provided. This voucher will need to be obtained for each shift.

WEEKENDS

Weekend volunteers should consult the UF Transportation and Parking website to determine the times and locations of lifted parking restrictions. These times and locations can vary semester-to-semester so always check for the most current information.

NON-DEGREE SEEKING VOLUNTEERS

Parking is provided for non-degree seeking volunteers who are not employed by the University of Florida, UF Health, or Shands Hospital. Adult volunteers may request a parking pass from Volunteer Services that will allow them to park in any of the visitor parking garage spaces or valet park free of charge. Please reach out to Volunteer Services for more information.

OFF-CAMPUS LOCATIONS

The Oaks Clinics, Magnolia Parke, Springhill Clinics, Freestanding Emergency Departments

Many, but not all, of our off-campus locations have free parking available for volunteers. If you volunteer off-campus you should check with staff before your first day to see where staff parking is located and if you can park there. Do not park in patient parking or ask if you are able to park there as a volunteer.

HOLIDAY ABSENCES

DEGREE SEEKING VOLUNTEERS

- Each semester, there are specific dates which are considered excused volunteering days due to being either federally recognized holidays or University of Florida holidays.
 - Exact dates are listed for each semester on the VIC Home Page; they also show up in your schedule in the VIC portal.
- If your shift falls on one of the listed holiday dates, you're not required to volunteer that day.
 - If you would like to volunteer for a shift that falls on a holiday date, check with the staff in your service area to see if that is possible.

NON-DEGREE SEEKING VOLUNTEERS

- Non-degree seeking volunteers are expected to volunteer on student specific holidays like Spring Break and the break between semesters. However, all federal and hospital related holidays are excused.

PERSONAL ABSENCES

- All absences must be reported in two places:
 - Directly to the service area in which you volunteer – contact information for the service area is provided on the Volunteer Agreement you're given during placement. Our areas rely on their regularly scheduled volunteer help and it is professional courtesy to provide them with as much notice as possible.
 - Online through the Volunteer Information Center (VIC) portal. (Please see the Volunteer Information Center (VIC) Portal section of the handbook for more details about reporting absences online.)

DEGREE SEEKING VOLUNTEERS

- In addition to holidays, you can take up to two (2) personal absences each semester without penalty.
 - Personal absences can be used to cover circumstances such as getting sick, taking an exam during your volunteer shift, going out of town for unexpected family emergencies or planned trips with clubs/organizations, religious holidays, etc.
 - We strongly encourage you to use these absences wisely and only take one when truly necessary. Chronic absences may make you ineligible to continue with our program.
- If circumstances occur in a semester that cause you to need to take more than the two (2) personal absences, you will need to complete make-up shifts for the absences exceeding the two (2) allowed.
 - This means, if you have taken 3 absences, you will need to make up 1 shift to remain in good standing and eligible for future semesters. If you have taken 4, you will need to make up 2; and so on.
 - Please refer to the VIC calendar for the deadline to complete make up shifts for semester.

NON-DEGREE SEEKING VOLUNTEERS

- We understand that you have personal obligations and may need to miss your shift occasionally. We ask that you keep absences to a reasonable amount. If absences become excessive you may be removed from the program in order to provide more stable volunteer support to the department.

BONUS HOURS

- When opportunities arise for you to help out with special events, they will be posted on the VIC Home Page. The post will include a description of the opportunity, the dates and times volunteers are needed, and instructions on how to sign up.
- Bonus hours can be used to make up personal absences.
- Bonus hours are a great way to pick up extra hours, help out in a different capacity from your regularly scheduled shift, and potentially network with other volunteers.
- Unless otherwise instructed, you are required to wear your volunteer uniform (including name badge) when volunteering for bonus hours.

RELATIONSHIPS WITH PATIENTS, VISITORS, STAFF & OTHER VOLUNTEERS

- As a volunteer, relationships with patients and visitors shall always be professional. This means you cannot provide your personal contact information (including phone number, e-mail address, and social media handles) to patients or visitors, and cannot visit patients (in the hospital or outside the hospital setting) outside of your volunteering time.
- Bringing gifts to individual patients (including cards, flowers, homemade food, etc.) is not allowed. If you would like to donate items for patients, a general donation must be made to the hospital and the items will be distributed by staff.
- These policies protect you as a volunteer, and they help to ensure that we are treating all patients equally and not showing favoritism.
- Maintain a professional relationship with staff where you are volunteering. Do not exchange personal contact information, and refrain from connecting on social media.
- If you have challenges with a staff member or volunteer in your area please talk to Volunteer Services so we can help you address the issue. We don't want you to be in an uncomfortable situation, and we can't help if we don't know what's going on.

SEMESTER WITHDRAW

- The semester withdraw date for the current semester is listed on the VIC.
- Withdrawing after the semester withdraw date may make you ineligible to continue volunteering. If there are extenuating circumstances that cause you to withdraw after the withdraw deadline please reach out to Volunteer Services as soon as possible so we can determine if your situation warrants an exception.
- If you are unable to keep your commitment to volunteering with us for any reason, please contact the Volunteer Services staff as soon as you know this is the case. It is important that we receive this information in a timely manner so that whenever possible we can open that spot up for another volunteer; and it increases the chances you will be eligible to volunteer in the future.

VOLUNTEER STATUS

- Your volunteer status in our system is determined as follows:
 - If you are newly accepted to the volunteer program, you are considered a NEW volunteer.
 - If you've volunteered at least one of the last two semesters and meet all training and immunization requirements you are considered a RETURNING volunteer.
 - If you last volunteered with us two or more semesters ago or your mandatory trainings lapsed your status is INACTIVE and you will need to re-apply and follow the process for new volunteers to continue with our program. You will no longer have access to your volunteer hours on the VIC portal but will not be able to sign up for a placement appointment.

ANNUAL ONLINE VOLUNTEER ORIENTATION & HIPAA TRAININGS

- To keep important information fresh in everyone's minds, and because it is a healthcare requirement, you must renew your online orientation every year throughout your volunteer career with us.
 - Annual trainings are due either June 30th or December 31st.
- You will receive an e-mail reminder when mandatory trainings are due soon. We recommend completing the training and submitting the certificate to Volunteer Services as you get the first reminder e-mail.
- Failure to renew mandatory trainings before they expire will result becoming ineligible to volunteer and may impact your eligibility to volunteer in the future. Any shifts missed due to expired trainings count as absences.
- To renew trainings, complete trainings through <http://mytraining.hr.ufl.edu> and email a PDF of the certificates to the Volunteer Services team. If you don't have access to email, you may print out the certificates and bring them to the Volunteer Services Office instead.
- Some areas require additional trainings. Volunteers will be notified of additional required trainings during their placement appointment.

LUNCH/SNACK BREAKS

- Because volunteers are typically here for a three-hour shift, we do not offer time for breaks. Please make sure you eat something before you come for your shift.
- It is very rare, but if you volunteer for 6 hours or more, you need to clock out for a 30-minute break.

LOCKERS

- There is limited space available in our service areas, so lockers are provided in the Volunteer Office for volunteers to store their personal belongings (backpacks, purses, laptops, etc.) during their shift. Phones in lockers must be on silent and all alarms should be turned off.
 - Instructions on how to use the lockers are posted in the Volunteer Office.
 - If you volunteer in the Shands or Children's Hospital at night or on the weekends please reach out to Volunteer Services for a code to enter the office after hours.
- If you volunteer in a location that is not on campus please bring as little with you as possible.

The ONLY CONSTANT is change.

The healthcare environment is ever changing. Successful volunteers are flexible and adapt to change. They are receptive to new ideas, and willing to ask questions.

EXPECTATIONS

VOLUNTEER EXPECTATIONS

LENGTH OF COMMITMENT

DEGREE SEEKING VOLUNTEERS

- One scheduled three-hour shift on the same day and time each week for an entire semester.
- If you are a dental volunteer, the College of Dentistry requests a two-semester commitment due to the level of additional trainings required. The two semesters do not have to be sequential and you may have different assignments within the College of Dentistry for each of those semesters.

NON-DEGREE SEEKING VOLUNTEERS

- One scheduled three-hour shift on the same day each week for a minimum of six months.

SIGN IN AND OUT EVERY SHIFT

- For us to keep accurate records of your volunteer time, you must sign in and out for every shift. This also helps us to know where volunteers are in case of an emergency.
 - Please do not sign in for your shift until just before you are heading to your service area. (i.e. lock up your stuff, change into your uniform, etc. before you sign in). Signing in early and "hanging out" to get more time on your record is unethical.
- Most volunteers will use a PIN number to sign in and out on a designated computer. The pin is typically the last five digits of your phone number. A reminder about how to determine your PIN number is displayed on each sign-in screen.
 - Follow prompts to complete the sign in/out process. Remember to hit the "ok" button and return to the initial screen, otherwise the computer doesn't enter your time!
 - If the computer has a black screen, touch the screen to wake it up. Log books next to the computers should only be used as a final resort.
 - Please report any computer issues to Volunteer Services so we can work with the IT team to get them fixed.
- Some areas have log books instead of computers for volunteers to sign in and out. These time sheets are faxed or brought to our office for manual entry, so there will be a delay in when your hours show up in the VIC if you use a log book to sign in/out.
 - Please note there will be delays in entry of paper log hours during peak times for Volunteer Services– i.e. the beginning and end of each semester.

- Some areas have a second sign-in location. If your service area instructs you to sign in/out in a second location you will need to sign in/out in BOTH locations!
- Sign in at the time you arrive, and sign out at the time you leave. Signing out for the end of your shift and then leaving early is unethical and can result in removal from the volunteer program.

CELL PHONE USE

- Cell phones are not to be used during your volunteer shift!
- When using lockers, please make sure your phone is set to silent and that all alarms set during your shift are turned off.
- If you cannot leave your phone at home or in a locker, you must turn your phone off and leave it in your pocket during your volunteer shift.



REMEMBER, CELL PHONES, AND CELL PHONE USE IS PROHIBITED WHILE VOLUNTEERING!

PROFESSIONAL BEHAVIOR

- Arrive for your shift on time and stay for the duration (unless explicitly dismissed by your service area).
- As a volunteer you are here to make a valuable contribution to patient care; we expect you to be friendly, helpful, and to have a positive attitude.
- Promptly communicate with the staff in your service area and with Volunteer Services.

VOLUNTEER RESPONSIBILITIES

- It is your responsibility to keep track of your volunteer start date, schedule, and the date/time for any required trainings for your service area. Volunteer Services will provide you with tools and resources and our staff are available to answer questions. However, you are ultimately responsible for your attendance, training, and volunteer experience.
- Volunteer Services uses multiple methods to communicate with volunteers (see the "[Communication Methods](#)" section for more details).
 - If your contact information changes, update the information in your VIC profile otherwise you may miss important information and deadlines.
 - Regularly check your email and the VIC homepage.
 - Make sure that our emails are trusted and that they are not marked as spam.
- If you wish to volunteer for the next semester, you must sign up for and attend a placement appointment. Volunteer assignments DO NOT rollover from semester to semester!
 - Even if you want to stay in the same area, you must attend a placement appointment and be assigned to that area again.
- After you are placed for a semester, it is your responsibility to notify Volunteer Services in a timely manner if you have any scheduling conflicts with your assigned volunteer time, or if there is any reason you cannot fulfill your semester commitment.
 - Not providing us with timely notification may result in ineligibility to continue volunteering. *The sooner you notify us, the better.*

PATIENT GUIDELINES & SAFETY

PATIENT SERVICES GUIDELINES

ENTERING A PATIENT'S ROOM:

Always knock softly and wait to be greeted by the patient. Greet the patient and identify yourself upon entering. State your purpose and gain permission. "Hi, I'm (insert name), a volunteer, and I have your mail." Or, "Hi, I'm (insert name), a volunteer, would you like for me to close your room door so that you can rest?"

- Do not wake a sleeping patient.
- If the curtain is pulled all the way around the bed, do not open the curtain.
- Do not question the patient regarding his/her illness.
- The key to interacting with patients is being a good listener.
- Always excuse yourself when the medical team enter the room.

TIMES YOU SHOULD NOT ENTER A PATIENT'S ROOM:

- Do not enter a room when the door is closed unless invited. Feel free to knock. If you question whether you should enter a room, feel free to check at the nurses' station.
- Do not enter a room when a doctor or other medical professional is present. Return later.
- Do not enter when a patient's room is noted, "Visitors Check at Nurses' Station."
- This will be noted on the door and usually a cart with mask, gloves, etc. is outside the door.

RESTRICTIONS – DO NOT PERFORM THE FOLLOWING SERVICES:

Restriction	Reason for Restriction
Help a patient sit up	Risk of patient injury
Transfer patient from bed to wheelchair Help patient walking to bathroom	Patient may fall. Both volunteer and patient may be injured
Raise/lower bed	May cut off tubes, wires
Cut nails	Infection control/patient safety concerns
Feed patient	Patients may choke; dietary restrictions; allergic reactions
Take down bed rails	Patient may fall out of bed; risk of injury
Sit or place items on bed	Infection control

ADDITIONAL RESTRICTIONS - VOLUNTEERS MAY NOT:

- Manage an IV and/or infusion pump.
- Offer pain relief or give medications to a patient.
- Remove meal trays or water pitchers without nurse approval.
- Turn off any alarms.
- Explain medical procedures/treatments.
- Assist in any medical task or tasks ordinarily performed by paid hospital employees such as administer medication, bathe patients, handle bed pans, urinals, syringes, attend to "bathroom needs," operate or adjust equipment (wheelchairs excluded).
- Give opinions/advice on personal affairs, medical treatment, administration of medication, choice of physicians, or referral of services.
- GIVE A PATIENT ANYTHING TO EAT OR DRINK WITHOUT PERMISSION FROM THE NURSE.
- Carry or walk with a pediatric (child) patient.
- Leave the rails down on a crib or bed of a patient.

VOLUNTEERS SHOULD ALWAYS!

Remember to use key words if you **CANNOT** assist: "Let me find the appropriate person to help you. I'll wait for them to come and assist you."

Always ask staff questions when in doubt. Never assume. You will learn by asking questions.

Always report patient injuries and falls, no matter how minor they may seem.

Check signs on the outside of patient doors and follow their instructions.

HEALTH & SAFETY

PERSONAL HEALTH

ILLNESS

Don't come to volunteer with:

- Fever of 99.4° F + (37.5C).
- Cold – sneezing, coughing, runny nose, sore throat.
- Burn and/or dermatitis.
- Vomiting and/or Diarrhea.
- Draining or infected sore.

IF YOU ARE NOT FEELING WELL AND/OR HAVE PERSISTENT SYMPTOMS, YOU MUST STAY HOME UNTIL SYMPTOMS SUBSIDE. MANY PATIENTS AND FAMILIES HAVE COMPROMISED IMMUNE SYSTEMS WHILE IN THE HOSPITAL, SO KEEPING GERMS AWAY FROM THEM IS EXTREMELY IMPORTANT. PLEASE REPORT YOUR ABSENCE IN THE VIC AND NOTIFY YOUR SERVICE AREA DIRECTLY.

FLU, MONO, STREP OR OTHER ILLNESS

- If you have been diagnosed with the flu, strep throat, mono, COVID, or have recently been on antibiotics, please reach out to Volunteer Services BEFORE you return to volunteering. You may need to be cleared by Occupational Health before you return and we will provide you with the steps.

COVID-19 & OTHER COMMUNITY SPREAD VIRUSES

- The well-being of our patients, families, volunteers, and staff is our utmost priority. In the event of any community spread virus, and with the direction and guidance of hospital leadership, we may place our volunteer programs on hold. We will communicate program changes to volunteers via the VIC homepage, and by email. See [Communications Method](#).
- Volunteers are required to follow any return protocols, including testing, immunization, and uniform changes. These guidelines may change without notice.

REMEMBER

- Do not volunteer when ill.
- Contact Volunteer Services if you have been diagnosed with an infectious illness or prescribed antibiotics for an infection.

SAFETY

Safety is everyone's responsibility. There are many things you need to do and remember to keep yourself and our team safe.

VOLUNTEER SAFETY

OBSERVE THESE SAFETY PRECAUTIONS

- Maintain close contact with hospital staff for direction and supervision.
- Report any unsafe condition or act that you observe.
- Observe "Wet Floor" signs by walking on the opposite side of the corridor.
- Report any spills on floors to the nearest staff, if possible, utilize the "spill stations" to assist with clean up.
- Open doors slowly, using the handle or push plate.
- Walk to the right in hallways, using caution at intersections.
- When in doubt, ask your supervisor for clarification or additional training.
- Do not perform tasks without training.
- Do not handle needles or sharps

THUNDERSTORMS & INCLEMENT WEATHER CONDITIONS

- Rainstorms and thunderstorms are frequent weather conditions. Volunteers are still expected to report to their volunteer assignments, but please use your best judgement and keep your safety as a priority. Remember to report any absences on the VIC and directly to your service area.
- In the case of a hurricane, we will monitor communications from the University of Florida, UF Health Command Center, Alachua County Schools, and the Alachua County Emergency Management to determine if we will suspend volunteering. Please check the VIC homepage and your emails for updates during any active hurricane or severe weather in our area.

INFECTION CONTROL

RISK OF EXPOSURE

Risk of exposure to an infectious disease exists in all public settings, including UF Health!

HAND WASHING

Proper hand hygiene, washing with soap and water for at least 20 seconds or using hand sanitizer, is the single most effective way to prevent the spread of disease and should be done each time you:

- Arrive to work/volunteer
- Before leaving restroom
- Before and after eating
- Before putting on Personal Protective Equipment (PPE) and after safely removing PPE
- Before and after entering a patient room
- Before you put gloves on and after you remove gloves.
- After using devices such as walkers and wheelchairs and between interacting with patients that are in the same room.
- You must wash your hands with soap and water if they are visibly soiled.

REMEMBER: EVERYTHING YOU TOUCH HAS GERMS, SO YOU CAN NEVER WASH YOUR HANDS TOO MUCH WHEN IN THE HOSPITAL!

INCIDENT/ACCIDENT REPORTING

- If anything happens to you while you are volunteering, make sure your service area is aware of the situation immediately and contact Volunteer Services right after! It's important for us to know about accidents when they happen so we can evaluate the situation and help you determine what steps need to come next to keep you safe.

EXAMPLES OF INCIDENTS/ACCIDENTS: TWISTING YOUR ANKLE IN THE HALLWAY, CUTTING YOUR FINGER ON A TAPE DISPENSER, PASSING OUT, BEING EXPOSED TO BLOOD/BODY FLUIDS/CHEMICALS, GETTING STUCK BY A NEEDLE, ETC.

- If you witness incidents/accidents involving a patient, report the incident to the patient's nurse immediately. Even things that may seem minor could have a big impact, and it's important for nurses to know about incidents/accidents and make note of it in patient records.

RESOURCES

VOLUNTEER INFORMATION CENTER (VIC) PORTAL

USING THE VIC

The VIC portal is a vital resource for volunteers. You will use it often throughout your volunteer career to:

- Receive important information (updates are found on the VIC homepage).
- Find links to important documents, announcements, and reminders.

- Report absences to Volunteer Services (follow directions on the Timesheet tab).
 - In addition, report your absence directly to your service area.
- View your semester start date. (You can view your start date for each semester under the “Service” tab. Your start date will be labeled “Start Date” and will have zero hours.)
- See your schedule and assignments.
 - Your schedule for the semester is located under the “My Schedule” tab. Holiday dates will show up on this calendar as well – your regular assignment will be replaced by the name of the holiday and a reminder that the date is excused.

If you notice any discrepancies, or do not see your schedule showing on the calendar, please contact Volunteer Services immediately so we can make the needed corrections.
 - On the home page in the box labeled “Your Assignments”, you should see your current assignment. If your assignment from a previous semester is still listed, please contact Volunteer Services so that we can update the information.
- Determine how many absences you have.
 - If you have reported all your absences on the VIC timesheet, simply add up your absences for the semester.
 - If you have not reported all your absences on the VIC timesheet, compare the dates you have on the “Service” tab for this semester (remember, your first day will be marked “Start Date”) with your regular schedule on the “Schedule” tab. Any days you are regularly scheduled to volunteer and don’t have service recorded are considered absences.
- Track volunteer hours.
 - A record of your volunteer hours can be found in the “My Service History” tab, including a printable version.
 - If you notice inconsistencies in your hours, please contact Volunteer Services immediately.
- Sign up for placement each semester.
 - Returning volunteers can sign up to volunteer the next semester. Returning volunteer placement appointments happen before new volunteer placement appointments as a way to thank volunteers for continued service. When we open the sign up, you can sign up through the VIC under the “My Schedule” tab. See the [Placement Process](#) section of the handbook for more details about how placement works.

The screenshot shows a calendar for July 2020. At the top, there is a dropdown menu for "Show openings in" set to "All my assignments". Below the calendar, there are navigation buttons for "Prev month", "Next month", and "Printable view", along with an "Exit" button.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1 1:00 p - 4:00 p Volunteer Services Internship	2	3 Independence Day - Observed - Ex	4 Independence Day - Excused
5	6	7	8 1:00 p - 4:00 p Volunteer Services Internship	9	10	11
12	13	14	15 1:00 p - 4:00 p Volunteer Services Internship	16	17	18
19	20	21	22 1:00 p - 4:00 p Volunteer Services Internship	23	24	25
26	27	28	29 1:00 p - 4:00 p Volunteer Services Internship	30	31	

COMMUNICATION METHODS

Volunteer Services uses multiple methods to communicate with our volunteers. It is your responsibility to make sure the email address and phone number in your VIC profile are correct and that you have not marked our emails as spam.

- E-mail
 - We typically send important information and announcements via e-mail. *Please make sure that the e-mail address you have on your VIC profile is one you check regularly so you don't miss anything!*
 - If you need to change your contact information, please use the "My Profile" tab on the VIC or reach out to Volunteer Services.
 - Make sure your spam filters are set so that our e-mails are going to your inbox and not your spam folder.
 - If you opt out of any type of e-mail, you may miss important information! *Please make sure that you are set to receive all types of e-mails from Volunteer Services.* You can do so by making sure all boxes are checked in the "What kinds of email would you like to receive?" section of your "My Profile" tab in the VIC.
- VIC Home Page
 - As a backup in case our e-mails do not reach you, important information sent in e-mails may also be posted on the VIC home page.
 - Some information is posted only on the VIC home page and not sent out via e-mail, so be sure you are in the habit of checking the home page frequently throughout the semester.
- Phone
 - For time-sensitive matters we may reach out to you via phone, so please make sure your phone number is correct and you are checking your voicemails.
 - If you need to update your phone number you can do so through the VIC portal- click on the "My Profile" tab and follow the directions on the page.
- VIC Sign-In Screen Messages
 - These messages will appear when you sign in for your shift.
- Text
 - We are currently exploring how we can communicate quickly and effectively with volunteers by text messages for urgent matters (hurricane closures, etc.)

PLACEMENT PROCESS

DEGREE SEEKING VOLUNTEERS

- Placement happens every semester for ALL degree seeking volunteers!
- Your schedule DOES NOT rollover into the following semester, even if you wish to continue volunteering in the area where you are currently volunteering!!
- As a returning volunteer, you have "priority placement" in the sense that we schedule all return volunteers before we schedule new volunteers.

- Return Volunteer placement appointments are typically held during the last 2-3 weeks of the semester or the first two weeks of the new semester (occasionally during reading days and/or exam week if needed).
- You will sign up for a Return Volunteer placement appointment online through the VIC portal (usually about a week before appointments start – information will be posted on the VIC Home Page).
- If you volunteer with Arts In Medicine (AIM), Ronald McDonald Family Room, Alz Place, or Streetlight, you will arrange your semester schedule with the coordinator for that area, however, you **MUST ALSO** schedule a placement appointment with Volunteer Services to update your paperwork! Failure to do so may result in being unable to volunteer that semester or suspension from volunteering.
- New volunteers are placed at the beginning of each semester according to the number of spots available after all returning volunteers have been placed.
 - You can sign up for ONE placement appointment online through the VIC portal after you have completed an online application.
 - All required documentation must be complete before your appointment!

VOLUNTEER AGREEMENTS

- During your placement appointment, you will be given a copy of the Volunteer Agreement for your service area. This agreement contains important information such as contact information for reporting absences, service area location, requirements, responsibilities, where to sign in/out, your start date and shift time, etc.
- Please make sure you read this agreement in its entirety so you do not miss any important information about your service area!
 - We highly recommend putting this agreement in a safe place that will be easy for you to find later in the semester or that you take a picture of it and save the picture in an easy to access file in case you need to refer to any of the information later.

SCHEDULE CONFLICTS AFTER PLACEMENT

- Requests for changes to your volunteer schedule must be made in person by the **schedule change deadline**. Please refer to the VIC portal for the date each semester. Changes must be made in person at Volunteer Services Office and there must be a valid reason for needing to make the scheduling change (i.e. conflict with your class or work schedule).
- Requests should be made as soon as you know there is a conflict! The sooner you contact us, the more options will be available to you.

START DATES, ASSIGNED SHIFTS, AND REQUIRED TRAININGS

- Your Start Date is the first day you are scheduled to volunteer for the semester. Your Start Date is a **REQUIRED** shift and if you do not attend, it will be considered an absence.
- You will be assigned a weekly shift on the same day each week at the same time.
 - When you are signing up for a shift, please consider all aspects of your schedule and make sure it is a day and time you will not have conflicts with at any time during the semester.
- Some service areas require that you attend a group training before you begin volunteering. If a group training is required, you will sign up for group training during your placement appointment.

- It is your responsibility to keep track of the date/time for your training, make sure you are in attendance, and make sure that you check in/sign in appropriately so your attendance is recorded!
- If you cannot attend the training you originally signed up for, contact Volunteer Services prior to the training so we can try to get you re-scheduled into another training (this may change your start date). You CANNOT begin volunteering until after you have attended the training!
- **If you do not attend the required training for your area, and have not notified us that you are unable to attend in advance, you will be unable to volunteer.**

FULL SEMESTER VOLUNTEERING

- Because most areas require training, all volunteering is for a full semester and we do not offer mid-semester assignment changes.
 - Please schedule an appointment with the Volunteer Services office to discuss any circumstances as to why you would like to change your assigned volunteer area.

You are only allowed to volunteer during your scheduled day and time set during your placement appointment and for make-up shifts schedule through Volunteer Services. Any unapproved attendance and volunteer hours may be removed from your record. Additional [Disciplinary Actions](#) may be taken.

NON-DEGREE SEEKING VOLUNTEERS

- After your initial volunteer placement, your assignment will continue as scheduled indefinitely. If you want to change your service area, change your shift time, or add a new placement, come talk to us!

VERIFICATION OF SERVICE HOURS

UNOFFICIAL REPORT OF VOLUNTEER HOURS

- You have access to a report of your volunteer hours through the VIC portal. If you do not need a signature from staff in Volunteer Services, you can print a report of your hours straight from the VIC.
 - Use the "printable view" button under the "My Service History" tab.
 - If you need to print out the exact dates of your volunteering, click on the year to expand it and then click on "printable view."

OFFICIAL REPORT OF VOLUNTEER HOURS

- A signed, official copy of your volunteer hours can be obtained from Volunteer Services.
 - You can either request a hard copy in person at the Volunteer Office or send a request for an electronic copy via e-mail.
 - Please allow at least 2-3 business days for Volunteer Services to process requests for official hours reports. (More time may be needed for processing during busy times for Volunteer Services, i.e. the start and end of semesters.)

REFERENCE LETTERS FOR EDUCATIONAL PURPOSES

- Reference letters are only written for volunteers with 150 hours or more of volunteer service.
- Please request reference letters at least four (4) weeks before they are needed. Include any pertinent information (who to address it to, what it is for, etc.) with your request so that we may better tailor it for the intended audience.
 - Please also include with the request if you would prefer to receive a scanned copy of the letter via e-mail or would prefer to pick up the hard copy from the Volunteer Office.
- Provide detailed instructions on how to submit any letters (i.e.: AMCAS, NursingCAS, AADSAS, PTCAS, Interfolio)

REFERENCE LETTERS FOR EMPLOYMENT PURPOSES

- We are unable to write letters or recommendation for employment. We are unable to serve as a reference for employment.

VERIFICATION OF HOURS FOR EMPLOYMENT

- We can confirm volunteer hours for employment purposes.

HOURS VERIFICATION FOR UF AFFILIATED AWARDS OR STUDENT GROUPS

- Please provide a copy of the form to the Volunteer Services office at least 1 week prior to the date it is due. These forms include Presidential Award, sorority hours confirmation

DISCIPLINARY ACTIONS/PROCESSES

DISCIPLINARY ACTIONS

The Volunteer Services Department reserves the right to take corrective action when volunteers are not meeting their obligations or violate department/ hospital standards.

Corrective action may include:

- Sending a volunteer home with an absence.
- Requiring a volunteer to attend additional training.
- Reassigning a volunteer.

TERMINATION

While many situations can be addressed with corrective action, there are instances where volunteers may be dismissed from service entirely. Examples of actions that would result in dismissal include:

- Not following rules, regulations, policies and procedures (including but not limited to those listed in this handbook, provided in online training, and shared during in person training).
- Excessive absences and/or tardiness.
- Breach of confidentiality.

- Harassment of patients, staff or other volunteers.
- Alcohol/substance use while volunteering.
- Inability to perform volunteer position.
- Inability to follow volunteer and hospital guidelines/policies.
- Unsatisfactory job performance.
- Unprofessional appearance or conduct.
- Other actions that are not in the best interest of UF Health.

Infractions of volunteer or hospital policies and procedures will be handled on an individual, case-by-case basis.

- Volunteers will be asked to meet with Volunteer Services to discuss the situation.
- The disciplinary course that will be taken will be determined based on hospital policy, the severity of the infraction, and the conversation Volunteer Services has with the volunteer.

Volunteer Services must look out for the safety and well-being of ALL patients, staff, and volunteers in our healthcare system.

REFERENCES

CUSTOMER SERVICE

Customer Service is the key focus of the Volunteer Services Department and of all departments of this hospital.

- ✓ Remember to smile
- ✓ Your appearance must be neat and professional
- ✓ Have a positive attitude when you come in to volunteer
- ✓ Always identify yourself when speaking to a patient or visitor
- ✓ When addressing a patient, please use their formal name, not their first name or a term of endearment
- ✓ Be courteous and respectful of patients, visitors and staff
- ✓ Assist patients and visitors as appropriate
- ✓ Privacy and confidentiality is a must
- ✓ User proper telephone etiquette when answering the phone (see telephone etiquette below)

WHEELCHAIR TRAINING

- You will **not** be transporting patients that have I.V. poles or any other types of tubing (unless you are assisting medical staff).
- Always ask the patient if you may assist them, and then hold your arm out for them to hold.
- Lock the wheels before the patient sits down and before the patient gets out of the chair.
- Make sure the patient's foot pedals are down and their feet are resting on the pedals.
- Make sure the foot pedals are lifted before the patient gets out of the wheelchair.
- Be sure the patient's clothing is not hanging outside the arms of the chair (this is so the clothing doesn't get caught in the wheels of the chair).
- Bring the wheelchair in the elevator backwards and off the elevator backwards (if not crowded).

- When exiting the elevator if crowded, use the foot bar to guide the small front wheels over the elevator door track.
- Walk at a normal pace while pushing the wheelchair.
- Push the wheelchair with caution when going around corners – use safety mirrors in the hallways to see if anyone is coming around the corner.

TELEPHONE ETIQUETTE

- Identify yourself and the department. If you smile when you answer the phone, your voice will sound warm and friendly.
- Listen attentively; use the caller's name to personalize the call.
- Be prepared to take notes. Make sure you understand their reason for calling so you can direct the call to the appropriate person.
- Name of caller
- Date and time of call
- Content of message (as much as they provide)
- Action desired (i.e. return call, message only, returning message, etc.)
- Phone number
- Repeat message if necessary back to caller – If you do not understand their name, politely ask them to spell it for you.
- ASK questions if necessary.
- End conversation with 'thank you' and/or 'have a nice day'.

WHO'S WHO IN THE HEALTHCARE SYSTEM

Listed below are the roles and responsibilities of clinical staff and practitioners in the healthcare system that volunteers may encounter.

- **Support Tech** – Support Techs provide clerical support, mobility, and comfort. They can help to locate a patient's room and identify which nurse is assigned to a patient.
- **Patient Care Associate (PCA)/Certified Nursing Assistant (CNA)** – The PCA assists the nurse by taking the patient's vital signs and helping patients with needs like eating, bathing or dressing. They can provide a volunteer with information about a patient's general physical capabilities.
- **Registered Nurse (RN)** – The Registered Nurse is responsible for guiding care of the patient based upon an individualized plan. Ask them about signs on the door, if any special precautions need to be taken when working with the patient, and if it is okay for the patient to leave his/her room to attend a group workshop.
- **Charge Nurse**– A charge nurse is responsible for orchestrating patient care on the unit. Check in with the charge nurse before doing an activity, so as not to disrupt the flow of care on the unit. If you cannot find a patient's nurse, you can ask the charge nurse about any special precautions before making a bedside visit.
- **Nurse Manager**– The nurse manager coordinates the unit's financial and business operations. The nurse manager oversees and approves the implementation of regularly scheduled volunteers on the unit.
- **Clinical Leader**– The Clinical Leader coordinates the efforts of interdisciplinary patient care teams to keep everyone on the unit in accord with the patient's condition and care plan.

- **Case Managers**– Case Managers are an integral part of the healthcare team who work closely with patients and their families to help them solve problems, through the provision of counseling, psychosocial support, crisis assistance, community referrals, discharge planning, housing, transportation assistance, financial assistance, and patient education.
- **Guest Services**– Guest Service Specialists provide hospitality services, answer visitors' questions, and give directions and information about non-medical resources in the hospital and Gainesville area.
- **Child Life**– Child Life Specialists at UF Health Shands Children's Hospital are certified professionals who specialize in child development and provide developmentally appropriate psychosocial interventions in an environment that will support normal growth and development of children and young adults.
- **Pastoral Services**– Chaplains are available to patients and families for counseling, spiritual support, rituals of faith and as a communication link with spiritual resources in the patient's home community.

**“Life’s most
persistent
AND URGENT
QUESTION IS:
What are you
doing for
others?” -
Martin Luther
King, Jr.**

WEBSITES

Volunteer Services www.ufhealth.org/volunteering

Volunteer Information Center (VIC) Website: <https://ufhealth.org/volunteer-information-center-vic>

QUIZ

VOLUNTEER HANDBOOK QUIZ

Volunteer Name _____ Date _____

Please answer the following questions:

- 1) Typically, your volunteer pin for signing in on the computer is _____
- 2) The volunteer uniform consists of the following: 1. _____
2. _____ 3. _____ 4. _____
- 3) Hand washing/ hand hygiene is the single most effective way and most important thing you can do to help prevent the spread of infection. TRUE FALSE
- 4) Volunteers are expected to report their absences in two ways. TRUE FALSE
- 5) UF Students are allowed to park in the patient/visitor garages. TRUE FALSE
- 6) Where do you report absences to Volunteer Services? _____
- 7) Who else do you report absences to? _____
- 8) I can volunteer if I feel sick. TRUE FALSE
- 9) Where can you update your contact information on the VIC portal? _____
- 10) Besides email, what are two ways that Volunteer Services communicates with volunteers?
1. _____ 2. _____
- 11) Name two ways you can find excused volunteer holidays on the VIC.
1. _____ 2. _____
- 12) Volunteers who are not affiliated with UF or UF Health can get a parking pass from Volunteer Services and park for free in visitor garages or valet parking. TRUE FALSE
- 13) If I get hurt while volunteering I should keep it to myself. TRUE FALSE
- 14) The first step in entering a patient's room is to softly knock. TRUE FALSE
- 15) It's ok to ask a patient why they are in the hospital. TRUE FALSE