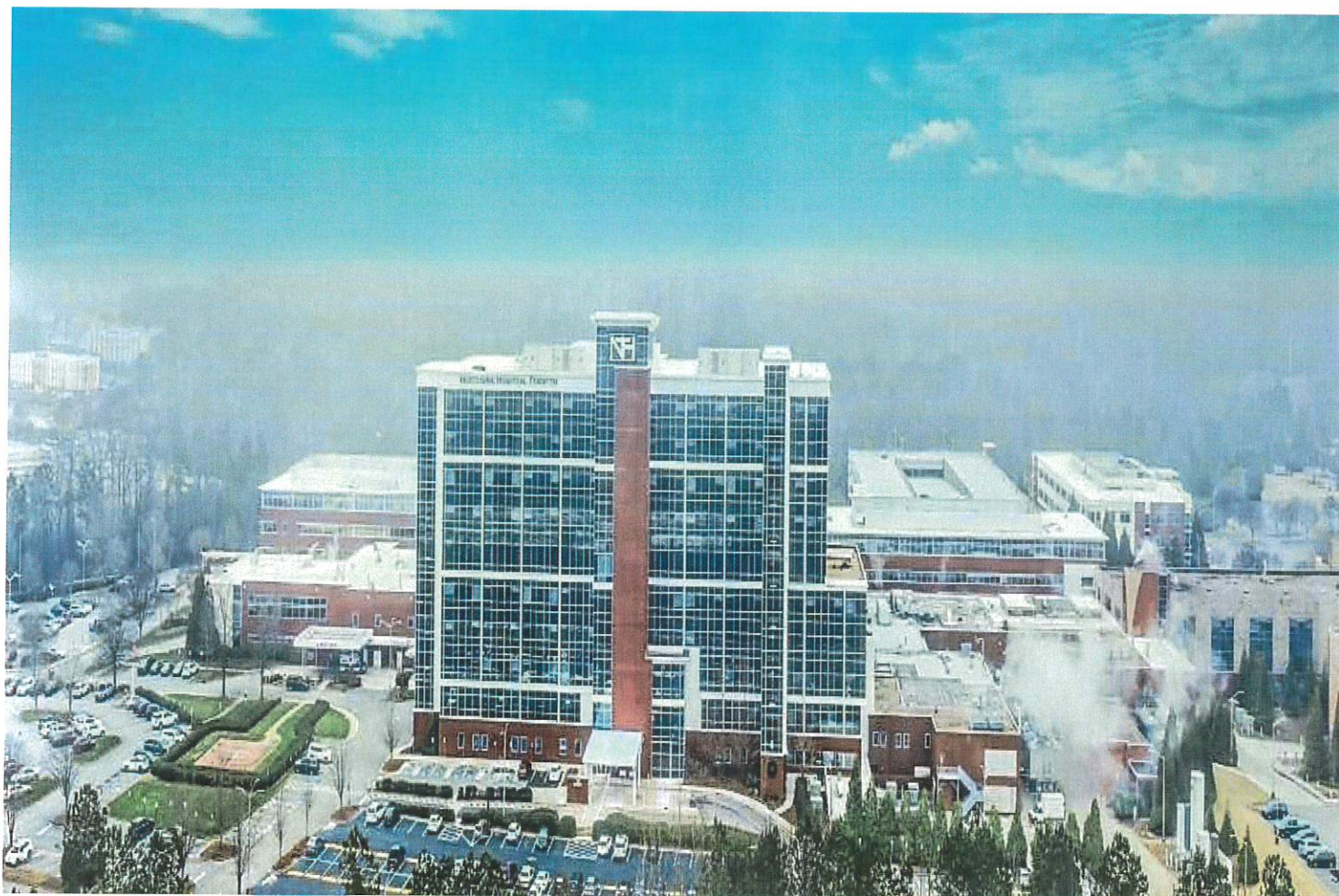


# Northside Hospital Forsyth

## Volunteer & VolunTeen

### Handbook



1400 Northside Forsyth Drive, Ste 110

Cumming, GA 30041

770.844.3430



*Excellence in patient care.....every experience, every time*

April 2023



# Volunteer and VolunTeen Orientation

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**Purpose:** To ensure that all volunteers and VolunTeens are orientated to the standards of Northside Hospital Forsyth's policies to feel informed and safe during their volunteer experience.

**Policy:** Every participant is required to complete and sign the Orientation Checklist upon completion of the orientation session. Orientations will be held at least once a month or by special request.

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## Mission Statement of NHF Hospital

Northside Hospital is committed to the health and wellness of our community. As such, we dedicate ourselves to being a center of excellence in providing high-quality health care. We pledge compassionate support, personal guidance and uncompromising standards to our patients in their journeys toward health of body and mind. To ensure innovative and unsurpassed care for our patients, we are dedicated to maintain our position as regional leaders in select medical specialties. And to enhance the wellness of our community, we commit ourselves to providing a diverse array of educational and outreach programs.

## Mission Statement of NHF Auxiliary

Northside Hospital Forsyth provides compassionate support and quality service to patients, families, staff and visitors, as well as funding for special projects, which benefit the hospital.

## Using This Handbook

This handbook is intended to give you important information that will enhance your experience and as a reference guide for new and current volunteers of Northside Hospital Forsyth. All Volunteers and VolunTeens are encouraged to review this information at the beginning of their volunteer service and on a regular basis during their service.

If you have questions concerning any of the information outlined in this handbook, please notify Volunteer Services staff, 770-844-3587.



# NHF Administrative Management



Skip Putnam

- NSF CEO, VP Administration



Lynn Jackson

- Chief Operating Officer



Carolyn Booker

- Chief Nursing Officer



Joyce Siegele

- Director of Finance



Dear New Volunteer/VolunTeen,

Thank you for your interest in becoming a volunteer at Northside Hospital Forsyth. As you begin the onboarding process, you are preparing to be a member of one of the most trusted and distinguished healthcare organizations in Georgia. Staff members and volunteers collaborate to play an important role in providing outstanding, quality healthcare to patients and our community. We have many volunteers that donate their time and talents to improve a patient's healthcare experience and we are thrilled that you have considered joining our ranks.

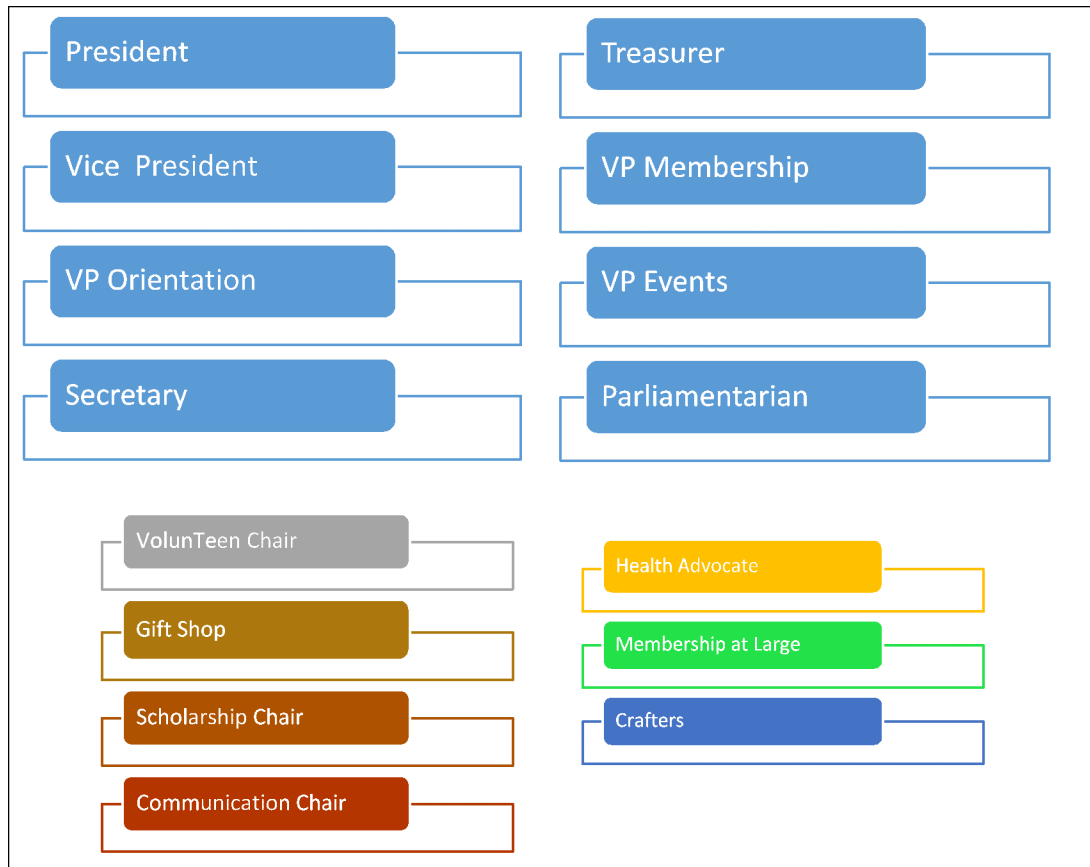
There are many deserving opportunities for service in north Georgia, and I am humbled by the variety of reasons that bring volunteers to serve at our hospital. Our hope is that, should you choose to volunteer with the Northside Hospital Forsyth Auxiliary, you will have a rewarding experience as you impact the culture of our organization through your service. I look forward to working with you and am devoted to providing the support you need to have a rewarding experience with NHF.

At your service,

Paula Malmfeldt  
Coordinator of Auxiliary & Community Engagement (CA/CE)



# NHF Auxiliary Officers and Committees



## Volunteer Assignment

A Baby's Place	Gift Shop Office	Mail Distribution
Activity Cart	Gift Shop	Pain Clinic
Admissions/Patient Access	Happy Tails Escort	Radiology
Atlanta Cancer Care	Hospitality Cart	Rehabilitation Wellness
Breast Care Center	ICU Waiting Room	Resource Center
Emergency Department	Info Desk – multiple areas	Shuttle Services
GI Lab / Endoscopy	Infusion Center	Surgery – Multiple Areas
		Transport



# History of Northside Hospital Forsyth and Auxiliary



## History of Northside Hospital Forsyth

On July 6, 1970, Northside Hospital opened its doors and treated its first patient. The 288-bed acute care hospital, located approximately 15 miles north of Downtown Atlanta, boasted 80 physicians and 400 employees.

Today, Northside is one of Georgia's largest and most respected health care delivery systems, with five full-service hospitals in Atlanta, Cherokee County, Forsyth County and Gwinnett County more than 240 outpatient service locations across the state.

Across the Northside Hospital system, more than 3,500 physicians and 21,000 employees serve more than 3 million patient visits annually across a full range of medical services. Each of Northside's hospitals has earned The Joint Commission's Gold Seal of Approval™ for health care quality, receiving Disease-Specific Care Certifications in multiple specialties.

Northside Hospital Forsyth continues to expand and add services to meet the ever-growing healthcare needs of Forsyth County and its surrounding communities. Forsyth now has 389 in-patient beds. Northside Hospital has distinguished itself among the very best maternity and newborn hospitals in the country. The Women's Center at Northside Hospital Forsyth rivals the nationally acclaimed Women's Center at Northside-Atlanta, and offers comprehensive services for labor and delivery, neonatal care, high-risk perinatal diagnostics, parenting and newborn classes and lactation consultation to Forsyth County. Peace of mind, convenience, and the latest technologies and facilities are just some of what Northside Hospital Forsyth has to offer the

## History of Northside Hospital Forsyth Auxiliary



On February 21, 1958 the Forsyth County Hospital Auxiliary was organized. The Hospital Administrator, Mr. Bruce Boggan and the Director of Nurses, Mrs. Sara Blackwell met with approximately eighteen women to assist in organizing the Auxiliary.

One of the first projects of the Auxiliary was to assist with Red Cross Blood Drives. The members provided refreshments, including homemade snacks, and volunteered to assist with such tasks as registering donors, arranging and labeling the blood collection bags and taking blood pressures.

The hospital Gift Shop opened in 1980. Over the years, in addition to the volunteer services afforded the hospital, the Auxiliary provided funds for Scholarships and Endowments. The Auxiliary also purchased many items needed to assist the patients in the hospital.

Since its inception, the Auxiliary has undergone several name changes due to changes in hospital ownership. In 1986, the auxiliary became the Lakeside Community Hospital Auxiliary, in 1993, the Auxiliary became Baptist North Hospital Auxiliary, and in 1999, Baptist Medical Center Volunteer Auxiliary.

In October 2002, Northside Hospital Atlanta purchased Baptist Medical Center and changed the name to Northside Hospital Forsyth. Since the purchase, there has not been one day that some kind of construction was not going on throughout the campus.





## **Joint Commission National Patient Safety Goals and Mission**

To continuously improve health care for the public, in collaboration with other stakeholders, by evaluating health care organizations and inspiring them to excel in providing safe and effective care of the highest quality and value.

- ◆ The hospital is accredited by The Joint Commission. The Joint Commission is an Independent, not-for-profit organization that accredits and certifies nearly 21,000 health care organizations and programs in the United States.
- ◆ The Joint Commission accreditation and certification is recognized nationwide as a symbol of quality that reflects an organization's commitment to meeting certain performance standards. The Joint Commission visits the hospital and conducts a reaccreditation survey tri-annually.
- ◆ Evidence that individual's knowledge and experience and competence are appropriate for his or her assigned responsibilities.
- ◆ To maintain a constant state of readiness, all volunteers must be aware of the following:
  - ◆ Patient Confidentiality
  - ◆ Personal Privacy
  - ◆ Patient's Bill of Rights
  - ◆ Security of Property
  - ◆ Health Insurance Portability and Accountability (HIPAA)
  - ◆ Joint Commission National Patient Safety Goals
  - ◆ Hand Hygiene
  - ◆ Standard Precautions



# Patient Privacy, Rights, Ethical Concerns & Confidentiality

## Patient Privacy

- Never discuss patient information
- No information regarding a patient is to be discussed outside the hospital
- Volunteers are bound by law to observe patient's rights to confidentiality
- Violation of confidentiality is grounds for dismissal

## Patients' Rights

- Be respectful and culturally sensitive
- Do not allow others to speak for a patient when there are language/communication issues
- Get an interpreter
- Do not behave or make comments that could be construed as discriminatory or harassing
- Report any domestic violence, abuse or neglect you observe
- Follow patient safety goals

## Ethical Concerns & Corporate Integrity

- Northside Hospital has a corporate compliance program
- Corporate Compliance Program
- Address ethical concerns to the Corporate Compliance Line  
(Number available in the Volunteer Office)
- Calls may be made anonymously
- Calls may be made 24 hours a day

## National Patient Safety Goals

The purpose of the National Patient Safety Goals is to improve patient safety. The goals focus on problems (which should be reported immediately) in health care safety and how to solve them.

- Identify patients correctly
- Improve staff communication
- Use medicines safely
- Use alarms safely
- Prevent infection
- Identify patient safety risks
- Prevent mistakes in surgery



## Non-Harassment, Discrimination and Retaliation Policy

Northside Hospital expressly prohibits discrimination, harassment and retaliation based on race, color, sex, religion, creed, national origin, disability, age veteran's status or any other category protected by law. Improper interference with the ability of the other employees to perform their expected job duties is also prohibited. Northside Hospital will not tolerate any actual or attempted reprisals or retaliation against an employee who raises a sincere and valid concern that this policy has been violated.

Northside Hospital takes all allegations of discrimination, harassment and retaliation very seriously and is firmly committed to ensuring a workplace free of those discriminatory activities. Anyone engaging in discrimination, harassment, or retaliation is subject to disciplinary action up to and including discharge.




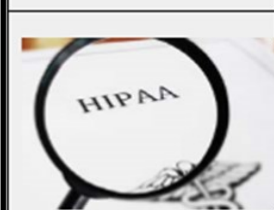

The Auxiliary does not tolerate harassment of any kind. In the case of harassment, corrective action cannot be taken unless the proper people have been informed. Any Volunteer who feels mistreated in this manner is urged to contact the Coordinator Volunteer Services immediately for assistance.



# Patient Privacy, Rights, Ethical Concerns & Confidentiality

## Confidentiality

- Never discuss patient information
- No information regarding a patient is to be discussed outside the hospital
- Volunteers are bound by law to observe patient's rights to confidentiality
- Violation of confidentiality is grounds for dismissal

	<p><b><u>Treat Health Information As If It Were Your Own</u></b></p> <ul style="list-style-type: none"> <li>• <b><i>Human error is the #1 cause of HIPAA incidents.</i></b></li> <li>• <u>Slow down</u> when giving anything containing health information to patients (i.e., prescriptions, discharge summary).</li> <li>• Multi-tasking or being distracted often leads to health information being given to the wrong patient, which greatly erodes patient trust and satisfaction and can lead to disciplinary action.</li> </ul>
	<p><b><u>Access Health Information Only for a Job-Related Purpose</u></b></p> <ul style="list-style-type: none"> <li>• Curiosity or concern never justifies accessing a medical record.</li> <li>• Northside has powerful auditing tools that will detect access for non-job related reasons, which can lead to disciplinary action such as termination.</li> </ul>
	<p><b><u>Verify Patient Identity Before Discussing/Releasing PHI</u></b></p> <ul style="list-style-type: none"> <li>• Always confirm that the person calling is actually the patient by asking qualifying questions, such as birthdate, home address, or last four digits of Social Security number.</li> </ul>
	<p><b><u>Verbal Communications</u></b></p> <ul style="list-style-type: none"> <li>• Always ask the patient's permission to discuss any <u>sensitive</u> health information (i.e, pregnancy results/STD information) in front of family or friends present.</li> <li>• Speak in soft tones when discussing identifiable patient information in open areas such as the front desk area.</li> <li>• Do not discuss identifiable patient information in public hallways, elevators or other public locations.</li> </ul>
	<p><b><u>Secure PHI</u></b></p> <ul style="list-style-type: none"> <li>• Do not leave paper PHI in open view or unattended.</li> <li>• Ensure computer screens are not visible to the public.</li> <li>• You have a responsibility to protect your log-in. Lock or log-off your computer if unattended.</li> </ul>



## Security Management

### Security

- There is 24 hour Security on this campus
- Telephone: Emergency (using an in-house phone) 54321
- Report Emergency or ask for escort: 770.844.3444 or using an in-house phone— 43444
- Security will escort you to your car and provide Vehicle Assistance upon request
- Code One – Security is needed immediately for a Combative Person or Patient Restraint Assist
- Secure your personal belongings in your vehicle or if available in your assigned work area



Code One

## Fire Safety and Emergency Codes

Volunteers should always follow directions from the staff in their area

**R—Rescue**  
**A—Alarm**  
**C—Contain**  
**E—Extinguish**

**P—Pull**  
**A—Aim**  
**S—Squeeze**  
**S—Sweep**

**F—Fire**  
**R—Respiratory**  
**E—Engineering**  
**S—Safety Officer**  
**H—House Coordinator**

Amber	•Missing or Kidnap Child
Blue	•Immediate Medical Emergency
Brown	•Evacuation
Dry	•Water System Failure
Green	•Mass Casualty Event
Grey	•Tornado
One	•Immediate Security Need
Orange	•Bomb Threat
Pink	•Missing/Abducted Infant
Purple	•Missing/Wandering Patient
Red	•Fire
Silver	•Active Shooter
White	•Snow/Ice Event
Yellow	•HazMat Decon



## General Safety Management

### Wheelchair Safety

- Place wheelchair close to the patient
- Make sure chair is locked and foot pedals are up
- Stand close alongside of wheelchair to assist patients
- Move slowly
- Back into elevators and down ramps
- Push wheelchairs up inclines
- Person picking up patient – put vehicle in park and let them assist the patient into the car
- Clean the wheelchair after each use by following the proper procedure for cleaning the chair.

### Wheelchair Cleaning

- Use provided cleaning wipes for cleaning
- Wipe down wheelchair completely after each use



### Transporting Patients

- You will not be asked to transport patients in isolation
- If you are called to an isolation room, please notify the staff immediately
- Do not transport patient with IV or other equipment without staff assistance
- Back into elevators and down ramps
- Move slowly
- Push wheelchair up inclines
- If you are uncomfortable transporting any patient, please ask an employee for assistance
- VolunTeens must be accompanied by a staff member or volunteer to transport patients



### Body Mechanics and Safety

#### Lift and Lower

- Get close to the object before lifting
- Lift with your legs – not your back
- Do not push objects, pull
- Do not twist with a load – pivot your feet
- Balance – spread feet for support
- Ask for assistance, if needed





## Infection Control

Universal Precautions are utilized by health care facilities nationwide. These procedures treat all patients as though they have an infection of some kind. Employees use protective clothing, gloves, face masks, etc., because they interact with body fluids. Volunteers are asked to protect themselves by using “proper hand washing”, never attempting to clean any kind of body fluid, staying home when sick and never entering a patient room marked “isolation”.

### Hand Hygiene

Hand Hygiene is the single most important and most effective way of preventing the spread of infection.

- Use water, soap and friction. Wash for 20 seconds. Wash all areas of your hands and rinse well.
- Use towel to turn off faucets and to open the door
- Use alcohol-based hand sanitizer throughout the day
- Make sure the hand sanitizer works, rub hands together until sanitizer is dry , do not wipe it off
- Even if you have had on gloves, they are no substitute for handwashing.

Volunteers should wash their hands before and after patient contact, whenever visibly soiled with infective material, after using the toilet, before and after eating, after wiping eyes and noses and after applying cosmetics. Volunteer attire must be clean.

If you have had fever, vomiting or diarrhea you need to be symptom free for 24 hours before returning to volunteer. If you have had pink eye you need to be on your medication for 24 hours before returning to volunteer.





# Infection Control

## Spread of Infection & Infectious Materials

- Infections can spread by
  - Not using appropriate handwashing
  - Sneezing and coughing
  - Airborne
- Do NOT come to work if you are ill
- Red bags/boxes are used for Infectious Waste



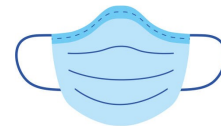
## Bodily Fluid Exposure

- Get immediate treatment from hospital staff
- Wash affected area
- Report to Employee Health for assistance
- Notify your supervisor and Employee Health or Coordinator of Volunteer Services
- Complete an Employee/Volunteer incident report
- On weekends, call the operator for hospital supervisor or security
- Go to ER ONLY if it is an extreme emergency



## Face Masks Required

Mouth and nose are required to be covered  
Worn for entire shift except when eating/drinking  
Must be hospital approved mask



To prevent infection and to slow transmission of COVID-19, do the following:

- Wash your hands regularly with soap and water, or clean them with alcohol-based hand sanitizer
- Maintain at least six feet distance between you and people coughing or sneezing
- Avoid touching your face

## Wearing Eye Protection

- Eye protection is recommended for all patient/visitor encounters
- Eye protection is reusable and should be assigned to one healthcare worker or volunteer
- It should be reused until damaged, torn, or until visibility is compromised
- Eye glasses and contacts are not considered eye protection
- Only one form of eye protection should be worn at a time





## CAMPUS MAP & PARKING GUIDE

**NORTHSIDE HOSPITAL  
FORSYTH**



**PLEASE DIAL 1-770-844-3444 FOR  
SAFETY & SECURITY ASSISTANCE**





# *Most Important Numbers...*

*Thank you for volunteering at Northside Hospital Forsyth*



## GIFT SHOP

Monday-Friday, 9a.m. - 5 p.m.

Closed Holidays

\*Hours may change based on  
volunteer availability.



## CAFETERIA HOURS

BREAKFAST, 7:00 A.M.—10:00 A.M.

LUNCH, 11:00 A.M.—2:00 A.M.

DINNER, 4:30 P.M.—8:30 P.M.

## Phone Directory

Coordinator of Auxiliary & Community Engagement (CA/CE) Paula Malmfeldt	770-844-3587
Gift Shop Manager Julie VanWagenen	770-844-3297
Chaplain -	770-201-0881 (enter call-back number after the tone)
Main Switchboard	770-844-3200
Security (Non-Emergency Only) Security (Emergency Only)	770-844-3444 54321
Employee Health	770-844-3722
Volunteer Office	770-844-3430
VolunTeen Coordinator	770-844-3390

## INTERPRETATION SERVICES

- Free Hospital Interpretation Services
- In-house Spanish interpreter  
—Mon-Fri 7:30a-3:00p / Ext. 43548
- Interpreter request system on NSH Intranet
- Agency interpreters
- Telephone interpretation  
—Call ext. 43500
- Video remote interpretation via iPad
- American Sign Language Interpretation

[WWW.NORTHSIDEFORSYTHAUXILIARY.COM](http://WWW.NORTHSIDEFORSYTHAUXILIARY.COM)



## Volunteer Requirements

### Dues

On October 1 of each year, the Auxiliary Treasurer collects annual dues of \$12.00. The Treasurer will send an email to all volunteers as a reminder to pay their dues.

### ID Badge

ID badges are required of all volunteers while on duty. Should you lose your badge, contact the volunteer office.

A replacement badge will be at your expense. The current price is \$10.00.

### Health Screening

Health screening is required for each Volunteer and updated annually.

### Uniforms

All active members will wear the approved uniform of the Auxiliary when serving at the Hospital. Uniforms for both men and women include:

- a choice of a royal blue vest or knit polo shirt with the Auxiliary logo
- blue vests must be buttoned and Jackets zipped
- black slacks or skirt (no leggings, capris, or blue jeans) and closed heel and toe shoes
- socks or stockings should be black or natural color
- black or white long or short-sleeved blouse/shirt
- black or white unadorned turtleneck or sweater may be worn for warmth
- logo t-shirts are NOT allowed
- **Your uniform must be clean and your appearance well groomed**

### Eating & Drinking While Volunteering

All food and beverages must be consumed in the cafeteria or a designated break room. The only exception during your volunteering is a water bottle.

### No Smoking

As a healthcare organization, we have an obligation to provide a healthy, tobacco-free environment for our patients, visitors, facility, staff and students. Our healthcare facilities and the entire Northside Hospital Forsyth campus are tobacco-free. All buildings are smoke-free; the tobacco-free policy applies to all areas surrounding buildings, including sidewalks and parking lots.

**NHF IS A NO SMOKING CAMPUS.**

### Cell Phone

- Put your phone on mute or vibrate while on duty
- In case of emergency, please move to a waiting room to make/take your phone call
- Taking pictures of patients are prohibited.



## Volunteer Requirements - Continued

### Steps to Change an Assignment or Adding a new or additional placement

- Fill out a Volunteer Status Change Form which is located in the volunteer office
- Submit this form to VP of Membership. Once the change is completed, the VP of Membership will contact you about the new or additional assignment
- VP of Membership or Coordinator of Volunteer Services must complete all changes

### Leave of Absence (LOA)

Volunteers who need to be away from their assignments for a period of time (3 or more weeks) are placed on a Leave of Absence (LOA). The correct procedure for submitting a LOA is:

1. Fill out a Volunteer Status Change Form located in the Auxiliary office
2. Inform your Team Leader and Department Head of the absence and expected return date
3. Attempt to find a substitute to fill the position during the absence, and provide the sub's name to your Team Leader. *If the Volunteer finds a substitute, then the position will be held for that Volunteer upon return from LOA. If the Volunteer does not find a substitute, the Team Leader will secure a sub. In that case, upon return from LOA the Volunteer may be assigned to another department/position*
4. Turn in your ID badge and access card (if assigned) to be returned when the LOA ends
5. The Volunteer's sign-in access to Volgistics will be deactivated during the LOA period
6. The LOA volunteer will continue to receive emails during the absence unless the person requests to be removed from the automated distribution list
7. While on LOA, Volunteers are encouraged to keep the Auxiliary office updated on their status
8. Procedure for returning from LOA:
  - a. Notify the Auxiliary office to discuss the return date and placement
  - b. Volunteers on medical LOA must submit a clearance letter from their doctor to Employee Health
  - c. Check to make sure your Medical Clearance information has not expired
  - d. Pay your annual dues if expired
9. A Volunteer may not be on LOA for more than **six months** during the year, unless there are extenuating circumstances and the Coordinator of Volunteer Services approves a longer absence

### Resigning from the Auxiliary

If you resign from the Auxiliary, please stop in the Auxiliary office to fill out the Volunteer Status Change Form. It is the hospital procedure for all inactive volunteers to return their ID badges and access cards if assigned



## Volunteer Requirements—Continued

### **Dismissal of Volunteers**

1. Volunteers who do not adhere to the rules and procedures of Northside Hospital Forsyth or who fail to or are not capable of satisfactorily performing their volunteer assignments may be dismissed. The dismissal of a member may be requested upon the recommendation of the Coordinator Volunteer Services, a member of the Auxiliary's Executive Board, or a Hospital representative.
2. When a problem exists, a consultation shall take place with the Coordinator, Volunteer Services, the Volunteer Auxiliary President or her/his representative, and supervisory staff, where appropriate.
3. Dismissal of a Volunteer shall be a last resort, applied only when other available and appropriate approaches have been attempted and failed.
4. Grounds for dismissal may include but are not limited to:
  - Gross misconduct or insubordination;
  - Being under the influence of alcohol or drugs while performing volunteer assignment;
  - Theft of property or misuse of hospital and/or Auxiliary funds, equipment, or materials;
  - Lies or falsification of records;
  - Illegal, violent or unsafe acts;
  - Abuse, mistreatment, discrimination, or harassment;
  - Conflicts of interest that may result in monetary benefits to the volunteer or a relative thereof;
  - Failure to abide by Hospital policy or procedure (i.e., smoking on campus)
  - Failure to abide by Auxiliary policy or procedure (i.e., serving minimum hours per year, paying dues, completing annual medical evaluation)
  - Unwillingness or inability to support and further the mission of the organization and/or the objectives of the program
  - Complaints from Hospital employees about a volunteer seeking employment

### **Employee Health Services**

The goal of Employee Health Services is to promote and ensure the health of all employees, and to provide a safe working environment for our staff and Auxiliary members as well as for our patients.

**Medical Evaluations**—In addition to performing the preplacement medical evaluation, Employee Health Services will also screen volunteers on an annual basis for tuberculosis. Employee Health offers at no cost volunteers, vaccinations for Hepatitis B, Varicella, Measles, Mumps, Rubella and Influenza, if indicated.

**INJURY**—If you sustain an injury while on duty, you should follow proper reporting procedures with your immediate Staff member and Coordinator of Volunteer Services. Thereafter, the Employee Health Department will coordinate your medical treatment with you.

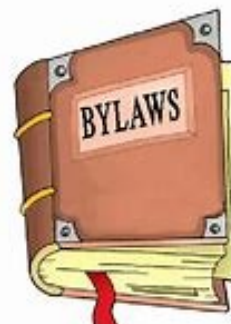


# Policies & Procedures



Complete Auxiliary By-Laws and Policies and Procedures documents are available in the volunteer office.

Policies & Procedures are subject to change at the discretion of the Auxiliary Board



## Tracking Your Service

Each time you volunteer, it is very important that you track your Auxiliary service hours by signing in and out on the computerized system in the Volunteer Services Office, behind the main Information Desk or by using the link below on your cell phone. This allows us to track your entire service while you volunteer with us.

**Your log in ID will be the last 4 digits of your phone number. Some**

A screenshot of a mobile application interface titled "Volunteer Information Center". On the left, there is a placeholder for a logo with the text "Your Logo Here" and a small graphic of people. Below this is a welcome message: "Welcome! The Volunteer Information Center is where volunteers check-in and out. If you are ready to check in or out and you have a volunteer PIN number, enter it here to get started. If you are interested in becoming a volunteer please ask us about our volunteer opportunities!". On the right, there is a section titled "Enter your volunteer PIN number" with a sub-instruction: "Enter your volunteer ID number using the keypad buttons, and then touch the Continue button". Below this is a text input field and a numeric keypad with buttons for digits 1-9, 0, and #. To the right of the keypad are three buttons: a red "Cancel" button, an orange "< Backspace" button, and a green "Continue" button.

<https://www.volgistics.com/ex/touch.dll/?FROM=267091&pw=828858440>



## VOLUNTEER BENEFITS



- Credit Union Access
- Pharmacy Discount
- Gift Shop Discount
- Scholarships
- New Friends
- Tax Deductions
- Complimentary Meal up to \$10.00 for every 4 hours worked. **1 item in each category:**
  - **Entrée** (pizza, large salad, soup, sandwich, wings, burger, rice/pasta bowl, etc.,
  - **Side:** small/side salad, fries, onion rings, fruit cup, etc.
  - **Drink:** Use cups at soda fountain only. Or visit Auxiliary Office for free bottled water.
- Free Flu Vaccine/Medical Screening
- Recognition Award Pins
- Luncheons
- Open Board Meetings (1st Tuesday of each month)





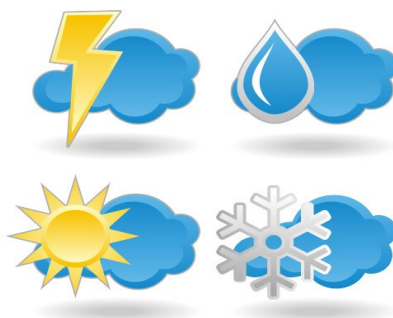
### NHF Auxiliary Observed Holidays

- New Year's Eve & New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas Eve & Christmas Day
- If you are scheduled on a NHF Holiday, you are not required to volunteer on that day.



### Inclement Weather Days

- If schools are closed due to inclement weather in Forsyth County, volunteers are also encouraged to stay home.



## SERVICE PINS



The Northside Hospital Forsyth Auxiliary honors Volunteers by awarding service pins based on hours of service rendered and on the number of years completed in increments of five years. Pins also are awarded to Board members at the time of their installation, and to Past Presidents at the conclusion of their tenure.

Pins are awarded to Volunteers for 100, 300, and 500 service hours completed and thereafter in 500 hour increments.

Pins are awarded for years of service in increments of five years (i.e., five, ten, fifteen, etc.). A year consisting of at least 100 hours is counted and credited towards this service award. These need not be consecutive years.



# Northside Hospital Forsyth Auxiliary Volunteer/VolunTeen Orientation Checklist

<b>Name:</b>			<b>Start Date:</b>	
<b>Position:</b>			<b>Team Leader:</b>	

Schedule: Day of week: \_\_\_\_\_ Time of Day: \_\_\_\_\_

Volunteer/VolunTeen provided Orientation Handbook

Date: \_\_\_\_\_

Reviewed	<ul style="list-style-type: none"> <li>• Orientation Purpose &amp; Policy</li> <li>• Management</li> <li>• Auxiliary Officers, Committees &amp; Assignments</li> <li>• History of Hospital &amp; Auxiliary</li> <li>• The Joint Commission</li> <li>• Policy &amp; Procedures</li> <li>• Patient Privacy Rights, ethical concerns &amp; confidentiality</li> <li>• Competency Evaluation</li> </ul>	<ul style="list-style-type: none"> <li>• Security Management</li> <li>• Fire Safety &amp; Emergency Codes</li> <li>• General Safety Management</li> <li>• Infection Control</li> <li>• Map of Northside Hospital Forsyth Campus</li> <li>• Phone Directory</li> <li>• Volunteer Requirements</li> <li>• Volunteer Benefits</li> </ul>
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## SIGNATURE OF VOLUNTEER/VOLUNTEEN

Print Name \_\_\_\_\_

Signature \_\_\_\_\_ Date: \_\_\_\_\_

## SIGNATURE OF COORDINATOR OF VOLUNTEER SERVICES OR DESIGNATED TRAINER

Print Name \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_



## 2021-2022 SERVICE STANDARDS

These standards are a commitment upheld by all staff members of Northside Hospital and its affiliated entities

### Professionalism

- We will facilitate a kind work environment by demonstrating respect and courtesy to patients, visitors and co-workers
- We will greet all patients, visitors and coworkers while making appropriate eye contact
- We will introduce ourselves and our role, wear name badges at all times and adhere to the organization's dress code and departmental standards
- We will conduct personal conversations in private, non-patient/ family areas and refrain from using cell phones in all public areas
- We will be mindful and take responsibility for the cleanliness and safety of the organization's environment and pick up any litter or debris
- We will be aware and sensitive to our body language and use tone of voice that is respectful when communicating with patients, visitors, and coworkers

### Communication

- We will describe procedures, treatments and services before beginning and provide explanations regarding any delays
- We will use easily-understood and appropriate language when communicating with patients, families, coworkers and others
- We will speak positively of patients, visitors, and coworkers
- We will use professional and service-oriented phone etiquette at all times
- We will incorporate principles from our "Kindness Through Communication" program into interactions with patients, families, coworkers, and others

### Responsiveness

- We will anticipate and respond to the needs and expectations of others throughout the organization
- We will anticipate and provide updates to patients, families and customers concerning wait times, thank patients and families for waiting and apologize for any delays
- We will take action to solve problems without prompting throughout the organization
- We will quickly respond to any patient, family or customer concerns or questions and assume ownership of all issues brought to our attention
- We will elevate concerns to appropriate staff or leaders

### Ownership and Accountability

- We will work consciously to promote patient, visitor and staff safety
- We will take personal responsibility for decisions and actions
- We will maintain the confidentiality of all information acquired in the course of our work (i.e. patient protected health and non-public proprietary company information)
- We will be good stewards of the organization's resources
- We will participate in process improvement activities and take part in creating solutions
- We will demonstrate kindness and cooperation with leaders, coworkers, patients, customers and vendors to ensure quality patient care and safety

### Care and Compassion

- We will create an environment of kindness through the creation of meaningful connections with patients, families, coworkers, and others
- We will demonstrate care, compassion and sensitivity at all times to all patients, visitors and coworkers.
- We will demonstrate kindness by providing emotional support to others and offer appropriate resources as needed (Spiritual Health and Education, Care Coordinators, Patient Relations, Interpretation Services, LifeCare Services)
- We will learn about our patients and honor their individuality
- We will demonstrate sensitivity and respect to all, including those whose language, culture and experiences may be different from our own
- We will maintain a patient focus at all times
- We will encourage patients, families and customers, to ask questions, express any concerns and invite them to participate in the decision process

### Commitment to Co-Workers

- We will demonstrate team work by working collaboratively toward achieving positive outcomes and resolving problems
- We will avoid threatening, intimidating, coercing, or otherwise interfering with the job performance of coworkers
- We will anticipate and respond to the needs of our coworkers at all times
- We will provide necessary information and effective plans before leaving work areas to keep others informed
- We will take responsibility for the "common work" of our area (answering call lights/phones, managing supplies)
- We will demonstrate kindness by finding opportunities to recognize coworkers and thank them for their great work

Print Name: \_\_\_\_\_

Signature of Designated Officer: \_\_\_\_\_

Signature: \_\_\_\_\_

Date signed by Officer: \_\_\_\_\_

Date: \_\_\_\_\_