

McGuire VA Medical Center
Richmond, VA



Volunteer Orientation Handbook

Welcome

**Welcome to the Hunter Holmes McGuire
VA Medical Center!**



I trust this handbook will answer any questions you may have about volunteering at the McGuire VA Medical Center — and help you feel comfortable as you work in our facilities.

As you will soon see, volunteers are vital to the VA health care system's success. You are on the front lines, ready with warm smiles and helping hands. Your compassion makes our Veterans feel at ease, and your service truly makes a difference in how he or she feels about their care here at McGuire.

Volunteers play a major role in helping us provide excellent quality care to Veterans. As you move forward in this program, I welcome your comments and suggestions for improving our service to Veterans. Your input will assist us as the Medical Center strives to give Veterans the very best care anywhere.

I thank you for your caring support and dedication in service to Veterans.

Sincerely,

**Jason V. Gray
Chief, Voluntary Service**

Volunteer Orientation

Purpose: To provide training and sharing of pertinent information with our perspective volunteers.

Training:

- General Information
- Customer Service
- Volunteer Information
- Infection Control
- Sexual Harassment
- VHA Privacy Policy
- Suicide Prevention
- Emergency Response

Mandatory: Fingerprinting for background clearance, schedule as soon as possible

VA Structure



VA Structure, continued

Local Facilities

CBOC: The Community Based Outpatient Clinic offers primary care health services in various locations convenient to many Veterans' homes.

Vet Centers: Vet Centers provide individual, group and family counseling to all Veterans who served in any combat zone. Services are also available for their family.

Richmond VA Medical Center

- The Richmond VA Medical Center is part of the Veterans Integrated Service Network (VISN) 6.
- Since 1946, the Richmond VAMC has been improving the health of the men and women who have so proudly served our nation. We consider it our privilege to serve the health care needs of our Veterans in any way we can. Services are available to more than 200,000 Veterans coming from 52 cities and counties covering 22, 515 miles of central and southern Virginia and parts of northern North Carolina.

Community Based Outpatient Clinics

In addition to our main facility in Richmond, we offer services in our three CBOC's (community-based outpatient clinics):

- Fredericksburg
- Charlottesville
- Emporia

VA Voluntary Service (VAVS)

Director Voluntary Service Office, Sabrina Clark

- Founded in 1946 to provide for our nation's Veterans while they are cared for by VA health care facilities.
- One of the largest centralized Volunteer programs in the Federal Government.
- Over 350 organizations support VAVS
- Volunteers have provided over 700 million hours of service since 1946.

What is Voluntary Service?

Voluntary Service is responsible for recruiting, orientating and placing volunteers within the VA. Voluntary Service handles volunteer human resource issues, makes sure volunteer hours are logged into VSS, and holds award ceremonies.

Voluntary Service is also responsible for accepting and recording any donations made to the VA.

Voluntary Services Department Goals

- To train, place, and utilize volunteers so that they may best contribute to the mission of the Voluntary Service and the Healthcare System.
- Maintaining a patient focused approach to operations.
- Continuously seeking ways to improve the delivery of services throughout the VA Healthcare System.
- Maintaining and expanding our current active volunteer roster through aggressive recruitment.

Volunteer Rights

1. THE RIGHT TO BE TREATED AS A STAFF MEMBER

not just as free labor not as a prima donna

2. THE RIGHT TO AN APPROPRIATE ASSIGNMENT

with consideration for personal preference, temperament, life experiences, education, skills, ability, availability and employment background

3. THE RIGHT TO BE HEARD

to have a part in planning, to feel free to make suggestions or express an honest opinion and, when appropriate, to participate in staff meetings.

4. THE RIGHT OF RECOGNITION

in the form of promotions and awards, annual recognition ceremonies, day-to-day expressions of appreciation and being treated as part of the McGuire VAMC team.

5. THE RIGHT TO KNOW AS MUCH ABOUT THE MEDICAL CENTER AS POSSIBLE

including its people, policies and programs.

Volunteer Rights (cont)

6. THE RIGHT TO TRAINING FOR THE JOB

thoughtfully planned and effectively presented training.

7. THE RIGHT TO CONTINUING EDUCATION ON THE JOB

including information about new developments, training for greater responsibility and, when appropriate, staff in-services.

8. THE RIGHT TO SOUND GUIDANCE, DIRECTION, SUPERVISION

from someone who is experienced, patient, well-informed and thoughtful.

9. THE RIGHT TO A PLACE TO WORK

an orderly, designed space conducive to work and worthy of the job.

10. THE RIGHT TO PROMOTION AND A VARIETY OF EXPERIENCES

through advancement to assignments of more responsibility, transfers from one activity to another, special assignments and regularly scheduled evaluations.

Volunteer Responsibilities

1. **BE SURE.** Know that you really want to help other people and have the time to do so. Know your limits.
2. **BE CONVINCED.** Don't volunteer your time unless you believe in the value of "working" in a healthcare facility.
3. **BE LOYAL.** Offer suggestions, but don't be critical, particularly in front of patients, family members, staff or other volunteers. Address it specifically to your work site supervisor.
4. **ACCEPT THE RULES.** Don't criticize what you don't understand. There may be a reason. Find the staff person who knows what it is.
5. **SPEAK UP.** Ask about policies you don't understand. Don't suppress your doubts and frustrations until they drive you away or turn you into an unhappy volunteer.
6. **ACCEPT THE RULES.** Don't criticize what you don't understand. There may be a reason. Find the staff person who knows what it is.
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Volunteer Responsibilities (cont)

8. **BE WILLING TO LEARN.** Training is essential to do any job well. Attend in-services offered. Know all you can about the Medical Center and your assignment.

9. **TIME IS VALUABLE.** Time is critical in a medical center environment. Please use your time wisely and don't interfere with others' performance.

10. **WELCOME SUPERVISION.** You will do a better job—and enjoy it—if you are doing what we expect of you.

11. **BE DEPENDABLE.** Your word is your bond. Do what you have agreed to do. Don't make promises you cannot or will not keep.

12. **BE A TEAM PLAYER.** Find a place for yourself **ON THE TEAM.** The lone worker is out of place in today's complex community.

13. **SAFETY.** You must report any accident involving you or a patient to your work site supervisor immediately. Even when it does not appear an injury has resulted, a report to your supervisor is important. You will receive, without cost, emergency treatment for any injury sustained while working as a volunteer. You are a member of our VA team and will be treated like an employee who may be injured while performing assigned duties.

Ethics

To assure that every citizen can have confidence in the integrity of the Federal Government, each volunteer shall adhere to fundamentals of ethical service by following the general guidelines outlined below:

- Prevent and avoid the appearance of conflicts of interest.
With some exceptions, a volunteer must not accept a gift from a prohibited sources or one given because of the volunteer's official position.
- You must not take an official action that affects your financial interests or the financial interest of the party that you are negotiating with for employment.
- You must not take an official action in circumstances where a reasonable person would question your impartiality.
- You must not use your public office, including official time, information, property or endorsements, for personal gain.
- You must not engage in any outside employment or activity that conflicts with your official volunteer duties. You must comply with all ethics, laws and regulations.

Ethics (cont)

REMEMBER:

- Respect for each individual's values, religion/spiritual beliefs and cultural practices.
- Informing patients of the relationship of the providers to this VA Humanitarian care regardless of ability to pay.
- Courtesy, concern and compassion for patients.
- Confidentiality and privacy of patients and records
- Confidentiality and privacy of your own personal identifiable information (address, telephone number, etc.).
- Lending money to or borrowing money from a veteran is prohibited Integrity of clinical decision making.
- Patient or Surrogate (the person appointed to speak on behalf of the patient, if the patient cannot speak for his or her self) decision maker involvement in care.
- Patient's rights to determine organ donation, advance directives, and do not resuscitate (DNR) Resolutions of clinical care conflicts.
- Fair billing practices.
- Public information guidelines.

Political Activity

The Hatch Act prohibits employees and volunteers from Engaging in political activity while on duty.

ON DUTY You may not –

- Distribute campaign materials or items
- Wear partisan political buttons, t-shirts or other items
- Display campaign materials or items
- Perform campaign related chores
- Use a VA e-mail assigned account to distribute, send or forward content that advocates for or against a partisan political party, candidate for partisan political office, or partisan political group.

If you have questions, contact Voluntary Service.

Customer Service

Customer Service is our most important product. We are here to serve our customers. Our primary customers are our Veteran patients. We also serve our patient's families, employees and all other visitors who conduct business in this facility.

If anyone needs help with anything, it is everyone's duty to try to find an answer, even if it's only a phone number to call or directions to a place in the facility.

Customer Service

The patient, family, and visitors' perception on how they are treated is a major indicator of how they rate the care the McGuire VA Medical Center provides to our Veterans. Volunteers are often the first ones seen when one enters the Medical Center. The manner in which you interact with each person does make a lasting impression.

Remember:

- YOU are this Medical Center.
- You are the face people see when they arrive
- You are the eyes they look into when they are frightened and lonely.
- Your voice is the voice people hear on their way to appointments which could affect their destinies and what they hear after they leave those appointments.
- Your voice is the comments people hear when you think they cannot.
- Your voice is the intelligence and caring that people hope they will find here.
- If you are noisy, so is the Medical Center. If you are rude, so is the Medical Center. If you are wonderful, so is the Medical Center.

All they can know is what they see, hear, feel, and experience.

YOU are this Medical Center.

Types of Volunteers

Regularly Scheduled (RS) Volunteers are individuals who participate in the VAVS program on a regularly scheduled assignment under VA supervision – Frequency of participation is determined locally.

Occasional Volunteers are those individuals serving under the VAVS Program who do not meet the requirements of RS volunteers.

Without Compensation (WOC) Employee

Volunteers accepted in the VAVS Program are considered WOC employees.

WOC precludes monetary payments, or any form of compensation by VA not authorized by policy.

Benefits of Volunteering . . .

- Personal satisfaction from serving those who served our country
- Free on-site training opportunities
- Improved health
- Free flu shots
- Recognition and award opportunities
- Opportunity to learn new, marketable skills
- Free lunch when volunteering 4 hours or more

Health Requirements

- **Tuberculosis (T.B.) Screening**

- All Volunteers must be screened for T.B. initially and annually
- These tests are provided free of charge

- **Volunteer Transportation Network (VTN)**

- Complete annual physical
- Physicals provided free of charge

Background Investigation for potential volunteers

SAC – Special Agreement Check reviews all national, state and local police and court records.

A Special Agreement Check (SAC) is performed on Volunteers to ensure the safety, security and protection of Veterans information.

SAC is required for Volunteers whose assignments involve:

- Home health care
- Access to patient records
- Working alone with a Veteran
- Access to any sensitive data
- Clinical Research
- Contact with pharmaceuticals or biological agents
- Access to VA Information Systems

Volunteer Sign In and Meal ticket:

Each volunteer is required to sign in and if volunteering more than 4 hours in a day and during meal time, the volunteer is eligible for a meal ticket.

The following screens walk you through the process on how to log in and print your meal ticket.

Any questions see voluntary Service.

Note: Sign in computers are located in the messenger service office near the entrance to the multi-purpose room and the front information desk.



Welcome Volunteers

Richmond VA-Hunter H. McGuire



VA facilities are open to the public and as such please be aware that during your daily assignments you may be in contact with or in close proximity to individuals from the community with a wide range of backgrounds. If a patient, staff member, volunteer, and/or visitor is abusive, makes inappropriate gestures, advances or conversation, that is in a manner which makes you feel uncomfortable, contact your supervisor or VAVS staff person immediately.

Volunteers who receive their medical treatment here can use the first floor flu shot clinic. All other volunteers go to Employee Health on 2C

Enter your identifying code:

[Log In](#)

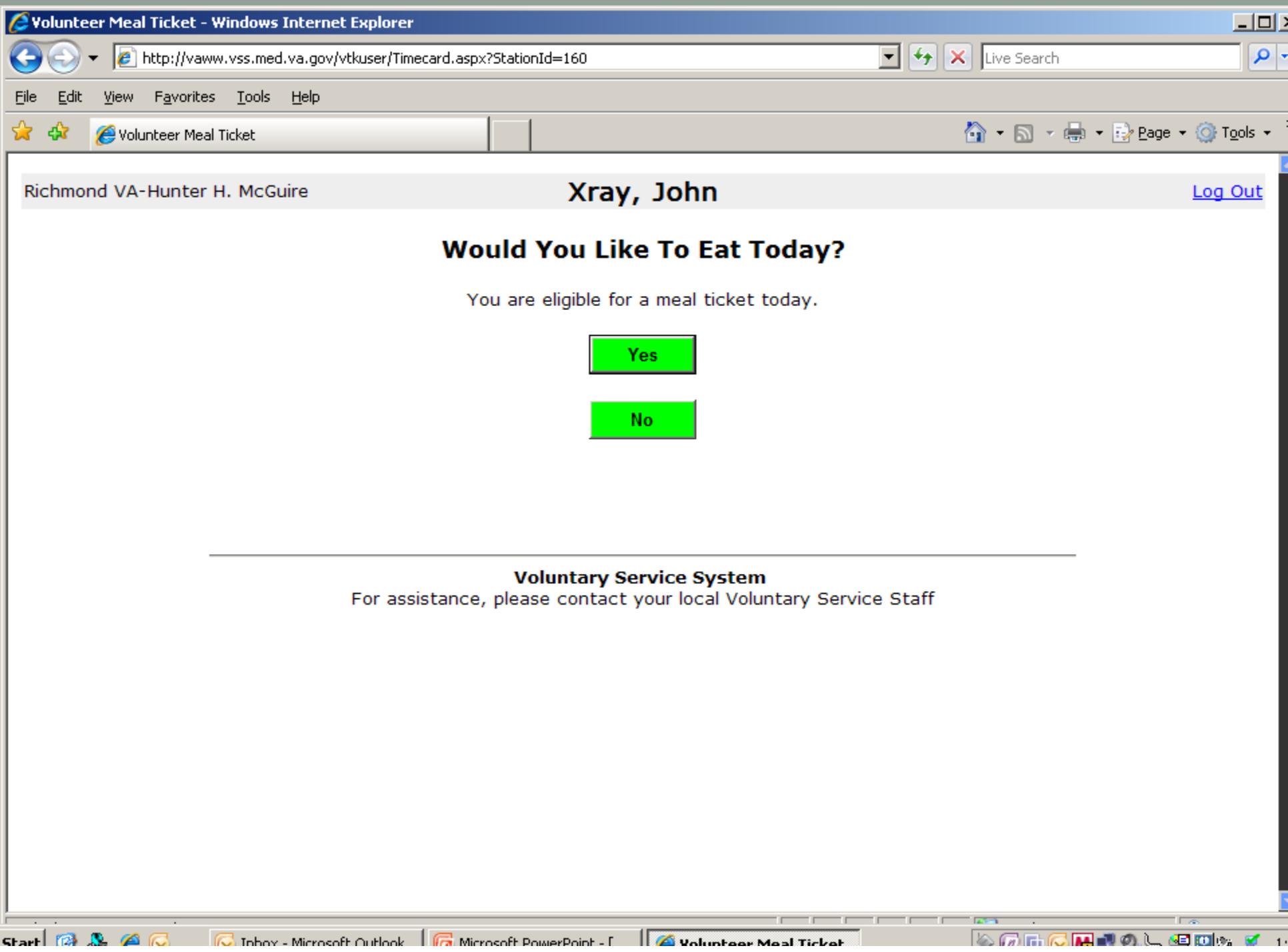
Enter Hours for Combination Code

078Q135 (UNAFFILIATED VOLUNTEER) (VOLUNTARY SERVICE)

Enter your hours for today:

Voluntary Service System

For assistance, please contact your local Voluntary Service Staff



Richmond VA-Hunter H. McGuire

Xray, John

[Log Out](#)

Would You Like To Eat Today?

You are eligible for a meal ticket today.

Yes

No

Voluntary Service System
For assistance, please contact your local Voluntary Service Staff

Thank You!

You're now logged off.

[Log In](#)

Voluntary Service System

For assistance, please contact your local Voluntary Service Staff

Enjoy your Lunch



As a regularly scheduled (RS) volunteer, you are entitled to a Veterans Canteen Service meal up to \$5.49 if you work four (4) hours or more per day during meal time.

Dress Code

1. **PURPOSE:** To provide medical center guidelines for the dress and appearance of employees in order to present a safe, neat and professional image to patients, visitors, and staff. (Note: See also M-1, Part VII, Chapter 8, for specific information on government-owned uniforms and uniform allowances.)
2. **POLICY:** Employees are expected to wear clothes which are suitable for business in a medical environment and to present themselves in a manner which brings credit to the medical center. Exceptions may be granted for medical reasons when the employee provides a written statement from his/her physician. All employees are expected to present a clean and neat appearance while on duty. VA issued identification badges will be worn above the waist with picture/name side visible and unaltered while in the performance of their duties. In job areas where personal protective equipment and clothing policies require a particular type of clothing, footwear, etc., or have jewelry restrictions, the personal protective policies, procedures and/or needs of that area will be adhered to.

Dress Code (cont)

- (3) Clothing: All clothing is to be neat, clean, safe and appropriate to the position which the employee holds. Articles of clothing that are inappropriate include, but are not limited to, the following:
- (a) Sweat pants
 - (b) Tank/Tube/Halter Tops
 - (c) Plunging or low necklines
 - (d) Sheer or revealing fabrics
 - (e) Undergarments as outerwear unless appropriate to the position such as groundskeepers.
 - (f) Shorts
 - (g) Miniskirts
 - (h) Bare midriffs
 - (i) Body contouring or tight fitting pants or slacks
 - (j) Torn clothing
 - (k) Blue Jeans
 - (l) Clothes with offensive/inappropriate lettering/slogans such as those referring to alcoholic beverages, politics, religious statements, ethnicity, sexual orientation, etc.

Volunteer Parking



Parking is available for volunteers in parking lot number 7A. To obtain a parking decal, you must complete a parking application and provide your registration to the Police Service. The decal you receive must be black.



Smoking Policy

The McGuire VA Medical Center is a “smoke-free” facility. Smoking is not permitted in any indoor area. If you choose to smoke, you must smoke outside and away from entrances.

Identification Badges

Each RS volunteer will be issued an identification badge. This ID badge must be worn while you are on duty as a volunteer in the medical center. You will receive information on scheduling your flash badge appointment after your interview. Appointments are available on Monday – Friday, between the hours of 8:30 a.m. – 11:30 a.m. and 1:00 p.m. – 3:30 p.m.

Purpose of an Infection Control Program



Control of infections in hospitalized patients is the responsibility of all health care facilities.

Infection Control

1. What do we mean by Infection Control?

Infection Control protects patients—and us. Hand washing is one of the most important things you can do to prevent the spread of infection. Everyone must work together to prevent infections in patients, employees, volunteers and visitors.

2. Why is Infection Control important?

Infections can lengthen a patient's hospital stay, cause inconvenience, pain and even death. You should take special precautions to prevent infections, even if your job does not involve direct contact with patients.

3. Why do we have an Infection Control program?

Infection Control procedures are established to prevent transmission of infectious disease to other patients, hospital personnel, visitors and volunteers. It is not always possible to identify people who have infections, so everyone has the potential to transmit communicable diseases.

4. How can you help control the spread of infection?

A. Practice good personal hygiene. It is important to make sure your clothes, hair and hands are always clean.

B. Get your annual TB test in a timely manner.

Infection Control (cont)

- C. Wash your hands frequently, using good hand-washing techniques. In particular, be sure to wash: before and after each patient contact before eating after using the restroom after blowing or wiping your nose when your hands are obviously soiled
- D. Come to work only if you are well and free of infections.
- E. Avoid contact with body fluids (blood, urine, stool, vomit, sputum, wound drainage).
- F. Notify your supervisor and Employee Health of any situations where you might have had contact with body fluids.
- G. The concept of treating every patient's body fluids as potentially infectious is known as standard precautions and may involve the use of personal protective equipment (PPE) such as gloves, masks, gowns and protective eyewear. Standard precautions help protect you from fluids that may contain bacteria (staph), viruses or fungi (thrush). Contact with infected blood—such as through a needle-stick injury, open cut or splashes into the mouth or eyes—could expose you to HIV.
- H. Do not enter an isolation room without first checking in at the nurse's station. Unless you are visiting a patient, there is no volunteer responsibility to enter patient rooms. If you are visiting a patient in isolation, you may be required to use special protective equipment to prevent the spread of infection.
- I. You may be required to use special protective equipment to prevent the spread of infection.
- J. You should use utensils and gloves when handling and serving all food products. Keep service areas clean and make sure food preparation is done in a sanitary manner.

Hand Hygiene



Hand hygiene is the most effective way to prevent the spread of germs and infections.

Hand-Washing Procedures

1. Completely wet your hands.
2. Apply soap.
3. Work up to good lather and spread soap suds over your hands and wrists. Get soap under and around your nails, between your fingers and backs of your hands, for at least 15 seconds.
4. Thoroughly clean jewelry you are wearing.
5. Rinse well, holding hands and fingertips down, under running water.
6. Dry thoroughly with paper towels.
7. Using the paper towel, turn off the faucet. Do not touch the faucet with your hands after washing. The faucet is considered dirty. Dispose of your paper towel in a waste bin.

An alternative to soap and water is no-rinse antimicrobial Purell Hand Sanitizer. Dispensers are placed throughout the facility including near the elevators, and exterior door entrances, Germ-control touchless sanitation systems are stationed throughout the facility including the entrance to each patient room. For easy use: squirt the foam in your hands, spread it over the entire area of your hands and wrists, and let dry. The Joint Commission on Accreditation of Healthcare Organizations (JCAHO or TJC)) and Centers for Disease Control (CDC) recommends washing visibly dirty or soiled hands with an antimicrobial soap and water. All soap dispensers throughout the facility are filled with an antimicrobial soap.

Sexual Harassment

The policy of the VA is ZERO tolerance for sexual harassment.

- Sexual Harassment is:
 - Sexually oriented verbal kidding, teasing or jokes
 - Repeated sexual flirtations, advances or propositions
 - Continued or repeated verbal abuse of a sexual nature
 - Physical contact such as patting, hugging, pinching or brushing against another's body.



Sexual Harassment

The Veterans Health Administration (VHA) and McGuire VAMC are committed to eliminating all discrimination, including sexual harassment and reprisal. Every VA employee and volunteer is responsible for ensuring that our facility is free of behavior that can diminish someone's self-worth or career potential, and for eliminating sexual harassment in the workplace. The Supreme Court of the United States defines sexual harassment as "such conduct [that] has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment."

Sexual harassment is illegal and may consist of:

VERBAL unwelcome suggestive remarks, sexual insults, innuendos, jokes and humor about sex or gender-specific traits, sexual propositions and threats;

NON-VERBAL unwelcome suggestive or insulting sounds, leering/ogling, whistling, obscene gestures and obscene graphic materials; and

PHYSICAL unwelcome touching, pinching, brushing the body, cornering, and actual or attempted rape or assault

The key word is "UNWELCOME". When any unwanted, unwelcome or unsolicited sexually-orientated conduct is imposed on a person who regards it as offensive or undesirable, it is sexual harassment. When a person communicates that such conduct is unwelcome it becomes ILLEGAL.

Anyone who witnesses this type of conduct and is offended by it has the right to file a sexual harassment charge.

Sexual harassment generates a harmful and threatening atmosphere and undermines the integrity of the employment relationship. Such behavior also lowers morale and interferes in the work productivity of its victims and coworkers, which can have a direct impact on the care and service we provide Veterans.

When in doubt, **don't say it, don't do it!**

What to do if you experience sexual harassment

- **Tell the person to the behavior is unwanted, unwelcomed or unsolicited, and to STOP!**
- **Keep a record.**
- **Ask co-workers if they observed the behavior**
- **Contact your site Supervisor or EEO Officer, Vanessa Falden at Ext. 5243**

VHA Privacy Policy

We are required by law (HIPAA) and VA policy to keep any interactions with patients and/or employees confidential. No conversation should be engaged in that would cause anyone within hearing range to overhear confidential information.

Be careful of:

- Conversations in elevators, hallways, break areas, cafeteria, etc.
- Confidential information such as patient records, forms, computer screens, copy/fax machines, etc. being left where it can be seen by others
- Safeguarding all information, written, verbal, or any other type

Privacy and Confidentiality

Volunteers will not discuss a patient's name, medical condition or other information with anyone other than appropriate Medical Center staff who can provide assistance to the patient. Improper disclosure of information can lead to a \$5,000 fine for the first offense and as much as \$250,000 for additional ones, according to the Privacy Act of 1974. In addition, the misuse or disclosure of patient medical information can result in a volunteer's termination. Volunteers will receive written or class training on the Health Insurance Portability and Accountability Act (HIPAA) annually, which is discussed further below.

What is Information Security?

Information Security is the protection of personal health and privacy information.



Information Security and Privacy

VHA Privacy Policy

VHA has established policies and procedures that grant Veterans certain rights regarding their health information and provide guidance on the use and disclosure of Protected Health Information (PHI). PHI consists of:

individually identifiable information (i.e., Social Security number, part or all, date of birth, address, health information, etc.)

demographic information (i.e., address, phone, age, gender, etc.)

This information can be in any form, including verbal, written or electronic, including even partial pieces of information.

VHA Policies and Procedures for PHI:

Use the computer to look up patient information only when you need it to perform your official volunteer duties (i.e., for the purpose of treatment, payment and health care operations). You may disclose patient information **ONLY** if the patient has given prior written permission or if some other legal authority permits the disclosure.

You must keep all patient information that you may discover during your assigned volunteer duties strictly confidential.

Proper Disposal of Sensitive Information

All identifiable patient information must be properly destroyed.

- Waste documentation must be placed in locked recycle bins

Suicide Awareness

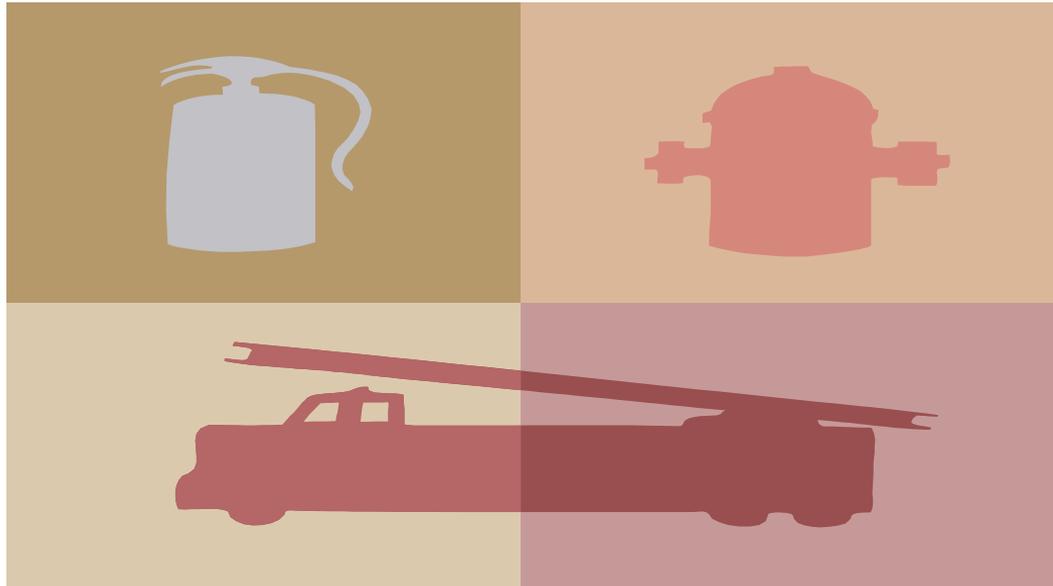
Suicide is the 10th leading cause of death in America.

Center of Disease Control indicates that about 20% of all suicides in America occur in the Veteran Population.

Rates among Veteran men are about two times greater than the rates for comparable men in the general population.

Call 1-800-273-TALK (8255)

Emergency Preparedness



Emergency Response Procedures

If you are in any area of the hospital and find any of the following emergency situations, remember the procedure to follow:

Call ext. 3333 and tell the operator what the problem is and exactly where you are. Be sure the operator repeats back the information before you hang up, just in case the wrong message was heard.

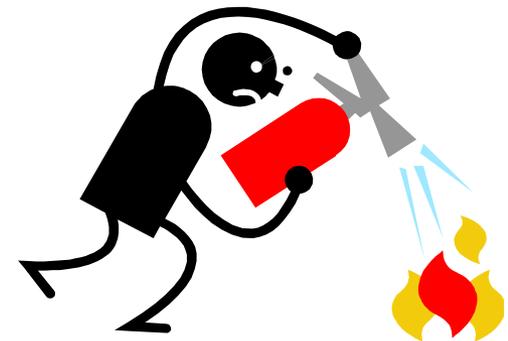
Equipment

- Fire alarm systems in hallways
- Sprinkler systems in all buildings
- Fire extinguishers throughout facility



FIRE – CALL OUT “CODE RED” (CODE WORD FOR FIRE) TO ALERT OTHERS IN THE AREA THEN

- **Rescue**
- **Alarm**
- **Confine**
- **Extinguish**





Fire Extinguishers

- Do not attempt to put out a fire unless you have been trained on how to use a fire extinguisher
- When using a fire extinguishers:

PASS

- Pull the pin
- Aim nozzle at the base of the flames
- Squeeze the handle
- Sweep the extinguisher back and forth across the fire until the fire is extinguished

Code Blue: (Code word if someone is found unresponsive when you call their name and try to wake them – Medical Emergency)

Dr. Atlas: (Code word if you come upon a patient who is acting in a threatening manner.)

Remember, you are not expected to handle the emergency by yourself. Always call 3333 and get help.

What is my next step in becoming a Volunteer?

- Complete on line orientation and required paperwork ; turn into Voluntary Service on the date of interview.

Schedule an Interview, (804) 675-5107

- Bring a copy of your vehicle registration and a government issued I.D. card on Monday -Friday, 11 a.m. – 12:00 p.m. and 1:00 p.m. – 2:00 p.m. to receive parking decal.
- If you've received a T.B. test within the past year, you may submit your test results
 - or
- Be prepared to receive a T.B. test on the day of your interview and return with 48 – 72 hours to have test read.
- If you're unable to keep your scheduled interview date or time, please contact the Voluntary Service office at (804) 675-5107.

Thank You!

