

Volunteer Handbook

WELCOME TO OUR TEAM

Thank you for your interest in volunteering for Southern Health-Santé Sud. Volunteers play a very meaningful role in supporting and improving the health of residents in our region. As a volunteer, you have joined a team of individuals and groups who are committed to contributing time, talents and passions to others in the community.

People volunteer for different reasons:

- ✦ To explore a career in healthcare
- ✦ To meet new people
- ✦ To contribute skills and talents to helping people in the community



Whatever the reason, our aim is to meet the needs of the people who receive health services from our staff while helping you fulfill your personal goals.

You are now a part of the Southern Health-Santé Sud team that provides health services to over 197,000 Manitobans.

Please take the time to familiarize yourself with this handbook. If at any time you have questions about your volunteer experience, please don't hesitate to discuss them with your placement supervisor.

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Responsibilities of Placement Supervisors

Your placement supervisor is the staff person who provides you with guidance and support while you are volunteering for Southern Health-Santé Sud. They are responsible for:

- Assisting with interviewing and screening new volunteers.
- Providing you with training, orientation, guidance and supervision in your specific placement.
- Explaining the purpose of your volunteer work and how it fits into a program or service.
- Showing you the workspace and where to find things.
- Introducing you to staff, fellow volunteers and persons receiving health services as appropriate.
- Answering any questions you might have about your placement.
- Scheduling your shifts. It is important to notify the placement supervisor of your schedule changes.

*You make a living by
what you get. You
make a life by what
you give.”*

Winston Churchill

Responsibilities of Volunteers

In addition to performing the duties outlined in the activity description you received, you also have the following responsibilities:

- Becoming acquainted with and abiding by the policies and procedures outlined in this Handbook.
- Accept guidance and direction from your placement supervisor and asking for help in any situation you are unsure of.
- Be reliable, committed and mature in attitude.
- Be a goodwill ambassador. Present a positive image of Southern Health-Santé Sud and Volunteer Services at all times by being courteous, cooperative, sensitive, pleasant and caring towards staff, residents, patients and their families.
- Respect Southern Health-Santé Sud policies regarding the *Personal Health Information Act (PHIA)* and *Pledge of Confidentiality* at all times.

*Please bring any
questions you have
about this handbook
to your placement
supervisor.*

What you need to know while volunteering

Recording Volunteer Hours of Service

It is important to report your volunteer hours of service on a Volunteer Services Time Sheet that you will receive from your Placement Supervisor. These time sheets get submitted for accountability purposes, future program development, and volunteer recognition.

Cancellation of Your Volunteer Shift

If you are unable to fulfill your scheduled shift, due to illness, adverse weather or vacation, please notify your placement supervisor as early as possible.

Volunteer Identification

On your start date, you will be provided with a Volunteer Services identification lanyard and badge. This is to ensure that volunteers are identifiable to staff, security and persons who receive health services. When you no longer volunteer for Southern Health-Santé Sud, you must return your identification badge to your placement supervisor.

Dress Code/Personal Hygiene

Volunteers are expected to wear apparel that presents a professional image and is consistent with the volunteer work performed:

- Wear your identification badge and lanyard at all times.
- Hands must be clean and washed frequently.
- Clothing and footwear must be clean and in good repair.
- We are a scent-free workplace (no perfumes, scented lotions or colognes).
- Minimal jewelry is acceptable as long as it will not cause harm to clients/residents or the volunteer if grabbed.
- Hair should be neatly-styled and well-groomed.

Your Privacy

Manitoba has *The Freedom of Information and Protections of Privacy Act* (FIPPA) to protect information that is collected about you. FIPPA controls how much information is collected about you and who we are permitted to share it with.

Please let your placement supervisor know of any changes to your personal information or of life circumstances that may affect your volunteer role (health, criminal charges, etc).



Confidentiality of Personal Health Information

All personal health information of patients, clients and visitors is confidential. This includes:

- ✦ Name, address, telephone number, email address
- ✦ Health or health history
- ✦ Behavior from illness or treatment
- ✦ Type of care or treatment provided
- ✦ Numbers or symbols (ex. PHIN)
- ✦ Financial symbols, home conditions or difficulties
- ✦ Other private matters such as age or sexual orientation

Personal health information acquired while volunteering is not to be disclosed except to your volunteer supervisor or another person who needs the information to do their job. It is not to be discussed in public places.

As a volunteer, you will be asked to sign a *Personal Health Information Act (PHIA) Pledge of Confidentiality* to help safeguard the information of our clients/patients/residents.

Sharps/Dangerous Objects/Spills

Never under any circumstances should you pick up a needle, syringe or item that has sharp edges. Should you come in contact with any of these items or blood/bodily fluids, contact your placement supervisor immediately. You must seek medical attention within 2 to 4 hours.

Visitors

Please meet friends and family in public areas, such as a reception area, before your shift begins or after your shift is completed. Do not invite friends or family members to programs/clinics or to the homes of persons receiving health services.

Drugs/Alcohol

Volunteers may not report for their assignments while under the influence of alcohol or illegal drugs.

If you are taking a prescription or over-the-counter medication that affects your ability to perform your duties safely, do not report for your assignment and inform your placement supervisor immediately.



In case of any emergency, notify staff immediately. If staff are not available, dial 911.

Hand hygiene is the single most important means of preventing the spread of germs and infections.

Performance and Conduct

It is important as a volunteer to conduct yourself in a professional and responsible manner. When a volunteer is unable to fulfill their role or violates Southern Health-Santé Sud policies or procedures, Volunteer Services staff are authorized to initiate corrective action. Unless the gravity of the concern dictates otherwise, a volunteer will normally receive three written/verbal warnings before action is taken to terminate the volunteer's placement. Warnings will be documented in the volunteer file. Examples of the concerns that may lead to written or verbal warnings include but are not limited to:

- Rudeness or unprofessional conduct towards clients/volunteers/staff/general public while on duty
- Use of abusive, offensive or obscene language
- Failure to notify, in a timely manner, and provide valid excuse to supervisory personnel of absence or lateness
- Wasting time or loitering (i.e. spending excess time on a cell phone)
- Failure to report personal injury or property damage accidents to supervisory personnel within 48 hours of occurrence
- Failure to follow safe working practices
- Contributing to unsanitary conditions or poor housekeeping
- Unauthorized use of equipment or property
- Unauthorized use of Southern Health-Santé Sud telephone for personal long distance calls which are not permitted
- Unauthorized entrance on premises outside of normal hours of operation
- Entering the premises at times other than one's regular shift without permission of management or security notification
- Bringing visitors onto the premises at times other than one's regular shift without permission from management
- Does not perform the duties as required and coaching/mentoring has not been effective
- Does not work well with other personnel
- Only authorized employees may communicate information on behalf of the organization. Without permission you are not authorized to make statements, comments or press releases on behalf of the organization to media or using social networking sites. Any comments found online or in print that may damage the reputation of the organization will be grounds for corrective action.

The degree of action will depend upon the gravity of the concern, the implications for the client's well-being and security of property, and the number of previous incidents. Immediate termination may occur if the severity of the incident requires such action.

Ask your placement supervisor about the Fire and Disaster Plan for your volunteer location.

To view policies and procedures of the organization which apply to both staff and volunteers, see your placement supervisor.

Please do not distribute unsolicited religious and/or political materials to clients or staff of Southern Health-Santé Sud.

Southern Health-Santé Sud sites and grounds are smoke and scent-free.

*“The best way to find yourself, is to lose yourself in the service of others.”
Ghandi*

Conflict of Interest or Perceived Conflict of Interest

Volunteers should avoid any situation which might be viewed as a potential or actual conflict of interest. Examples include conducting business, asking for personal favors or using your affiliation with the organization for personal gain. Please discuss and disclose to your placement supervisor.

Personal Gifts

It is inappropriate to receive any gifts that have any monetary value from persons receiving care from Southern Health-Santé Sud. Sometimes a person may wish to thank volunteers and offer small gifts as their way of saying thank you. Please do not accept a gift that could be considered a form of payment, such as something that has resale or return value. If you wish to give a person a gift, you are encouraged to check with your placement supervisor beforehand.

Lifting, Transferring and Portering

Volunteers should not lift or transfer persons using wheelchairs or other mobility aids. This includes transferring persons in and out of vehicles or portering patients/residents to and from scheduled appointments or activities.

Volunteers are permitted to take a patient/resident for walks when family members are not available. If a patient/resident requests further assistance, please notify staff as this is not a volunteer role.

Feedback & Evaluation of Volunteers

As a volunteer, you will receive timely feedback on your performance and have an opportunity to provide your placement supervisor with feedback about the volunteer position. Please check in with your placement supervisor at any time with questions, comments or concerns.



Contact Us:

For more information or to submit your Volunteer Application, contact your local health site/program where you wish to volunteer.

<https://www.southernhealth.ca/join-our-team/career-development/>