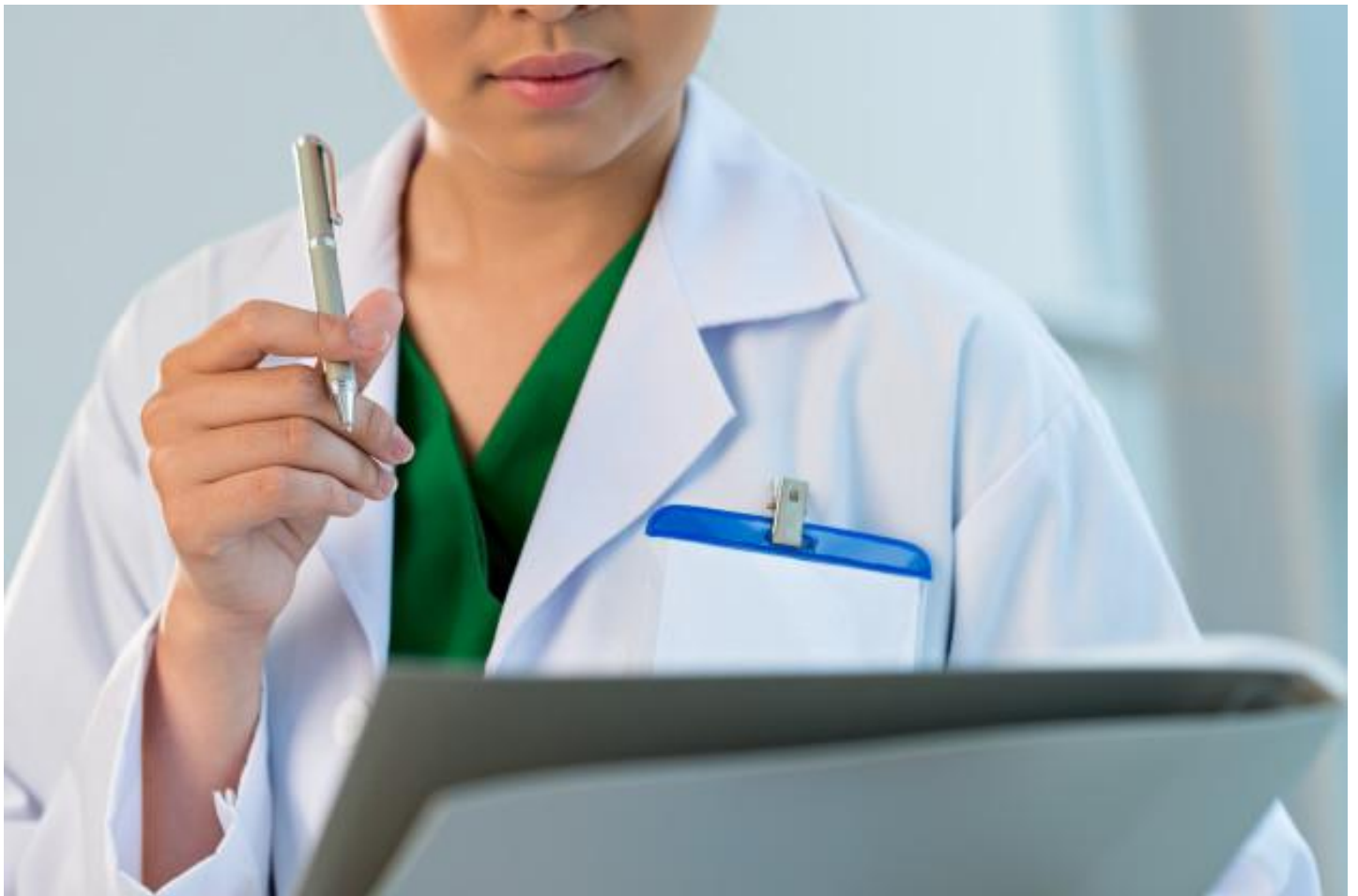




# VOLUNTEER HANDBOOK



For queries visit us at [www.salaamclinic.org](http://www.salaamclinic.org)



*Welcome Volunteers!*

*Thank you for taking the time out of your busy schedules to help support our cause of bringing the highest quality healthcare to those in need from among our community.*

*As our organization grows, it owes its ultimate success to the hard work of volunteers such as yourself, and if it fails, it is due to us in the administration not properly supporting you. Our foundations are based upon service leadership. That is, we are here to serve you as a volunteer, to help aid you in your efforts as we both learn, grow, foster, and develop a strong organization for the sake of both our own community, and the communities that surround it. Then together we both work to serve the most important individuals, the patients.*

*At our institution, we foster an environment of continuous quality improvement. At this crucial developmental stage, we expect a phase of rapid improvement. Your input is crucial and often decisive in this. Please don't hesitate to reach out to volunteer services or the administrator you will be reporting to for any concerns, questions, comments, or critiques.*

***Once again, thank you,***

- ***Volunteer Services***



## VOLUNTEER TRAINING AND ONBOARDING

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All volunteers must undergo a mandatory orientation. Orientation topics include a general overview of:

- the volunteer program
- infection control policies
- environmental safety
- liability
- age-specific competencies
- Patient confidentiality and other clinic policies and information

The Volunteer Orientation is pre scheduled and held sometime during the regular business day.

# VOLUNTEER GUIDELINES

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As members of our organization, we all must adhere to the same guidelines whether we are volunteers, employees, administration, or trustees. All onsite volunteers must adhere to the following:

- **All patient information must be kept confidential**, and a privacy agreement must be signed. As a principle, we will strictly be adhering to all applicable state and federal laws involving patient privacy, as well as complying with all HIPAA regulations. Any infraction against this may be grounds for dismissal of your time and status as a volunteer. When in doubt, it is better to keep quiet about any patient interaction you may have, or you may hear about. For specific questions involving HIPAA or patient privacy, please contact the administrator who you report to.
- **Please notify before starting your time as a volunteer which clinic dates or event dates you can commit too.** Please notify the administrator with a good amount of time for any changes in planned scheduling.
- **Repeated un-notified absences will be grounds for volunteer dismissal.** Also, notify the administrator for any anticipated lateness.
- **Dress professionally.** Our dress is often the first thing a patient may notice. Our dress code is to wear full length garments, up to the wrist and ankles, and shoes. Please avoid heavy perfumes and bulky jewelry. In some cases, you may be provided a long sleeved t-shirt to wear. Depending on the area of service, jeans may or may not be appropriate. Please be dressed appropriately for a business environment, and ask your administrator if there are any questions.
- **Identification.** Upon arrival, please identify yourself to an administrator, in some cases, you may be given an identification badge.
- Volunteers must not
  - Accept money or gifts from patients, administration, or staff
  - Accept donations from the general public unless you have been given prior permission by administration
  - Attempt to sell items to patients, or family members of patients
  - Identify themselves as employees of Salaam Clinic
- **Smoking is not permitted in the clinic, or in any sanctioned event.**
- Volunteers must report any incident involving injury (however minor) and direct supervisors or administrators to complete an incident report.

# DISCIPLINARY ACTIONS AND TERMINATION OF SERVICES

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If a volunteer's performance needs improvement, we will work with them to improve performance through the proper quality improvement initiatives and administrative channels. During this period the volunteer may be reassigned, or may be given time off from duties pending additional training or reassignment.

Salaam Clinic holds the right to terminate a volunteer's service. Infraction of Salaam Clinic's policies will result in a warning, and if warranted, possible termination of services. Any breach in patient confidentiality, harassment, theft, intimidating behavior will result in permanent and immediate dismissal from the program.

## GRIEVANCE

If there is a concern that cannot be handled by your supervisor or administrator, please request and fill out a grievance form. We hold volunteer input in a high regard, and as such if you have any suggestions or ideas, please bring them to the attention of your supervisor or administrator.

## CONFIDENTIALITY/ETHICS

Volunteers are to regard all patient information as strictly confidential. This includes identity, diagnosis, and any associated conditions. Divulging such information will result in immediate dismissal from the program, excluding when such information is divulged for use in patient care (such as discussing a treatment plan with a physician). During initial orientation or onboarding, all volunteers are asked to sign a confidentiality agreement and

complete HIPAA (Health Insurance Portability and Accountability Act) training.



## HARASSMENT

Harassment includes: Threats, demands, retaliation, or other conduct that results in the creation of a hostile workplace, whether the conduct is verbal, non-verbal, physical or visual. Sexual harassment includes any unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature. Any volunteer found to have engaged in harassment will be subject to immediate dismissal and then directed to the proper authorities.

## INCIDENT REPORTING

Any incident involving injury or harassment must be reported to the volunteer's supervisor or administrator regardless of the perceived seriousness of the incident.

## EMERGENCY RESPONSE

In case of a fire

1. Remove anyone in immediate danger.

2. Close all doors after ensuring rooms are empty.

3. Call 911.

4. Leave the area.

## GENERAL SAFETY

**Electrical/Equipment Safety** – Volunteers must have proper training to operate any piece of equipment. The departmental supervisor is responsible for proper training and/or in-service. Please inspect any equipment you are asked to utilize for safety. If there is any concern, please report the equipment.

**Security and ID Badges** – If provided, volunteers are required to wear their ID badge and volunteer tag in a visible manner while on duty. When the safety/security of patients, visitors or staff is threatened, volunteers should notify the administrator or supervisor immediately. Secure your belongings during your volunteer assignment. Please check with your supervisor or administrator to secure your belongings.



# UNIVERSAL PRECAUTIONS (INFECTION CONTROL)

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Universal precautions are utilized by health care facilities nationwide. Volunteers are asked to protect themselves by using “proper hand washing”, never attempting to clean any kind of body fluid unless trained to do so, and staying home when sick after telling your supervisor or administrator.

Blood borne diseases that are notable include:

- Hepatitis B virus (HBV)
- Hepatitis C virus (HCV)
- Human immunodeficiency virus (HIV) virus that leads to AIDS

These diseases can only be transmitted by the exchange of body fluids and not by casual contact.

**Tuberculosis (TB) is an airborne bacterium.** It is spread from person to person through the air. The risk of getting TB is greater if a person spends long periods of time indoors with someone who has active TB. A skin test called PPD can determine when a person has the germ. **For this reason, volunteers and employees are asked to have an annual PPD test done.**

Nosocomial Infections are infections obtained in the hospital environment. The Infection Control Department’s job is to track down the origin of the infection and make changes so that the infection does not occur again.

**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.

Volunteers with chronic weeping dermatitis or lesions on exposed skin surfaces should refrain from patient contact. **Also, if you have a cold or contagious disease, stay home and take care of yourself.**



For questions or concerns, please email [volunteer@salaamclinic.org](mailto:volunteer@salaamclinic.org)