



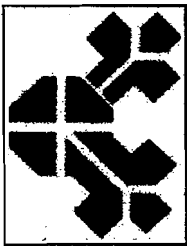
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*Thank you for taking the time to make a difference!*

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## **Mile Bluff Medical Center**

1050 Division Street • Mauston, WI  
608-847-6161 • [www.milebluff.com](http://www.milebluff.com)



## **WELCOME TO THE VOLUNTEER PROGRAM**

On behalf of Mile Bluff Medical Center we welcome you to the volunteer program! We believe that volunteers play a very important part of the team as we work to meet the needs of our patients in the hospital as well as the residents in the nursing homes.

It is our desire that you will find your experience as a volunteer to be a rewarding one. Thank you for sharing your time and talents with us!

If you have questions or concerns please contact your volunteer coordinator.



## **VOLUNTEER'S PLEDGE**

Believing that the Medical Center has a real need for my services as a volunteer worker; I will be punctual and conscientious in the fulfillment of my duties and accept supervision graciously. I will conduct myself with dignity, courtesy and consideration. I will endeavor to make my work of the highest quality. I will consider as confidential all information, which I may hear directly or indirectly concerning a patient, resident, physician, or any member of personnel, and will not seek information in regard to a patient or resident. I will take any problems, criticisms, or suggestions to my Volunteer Coordinator to which I am assigned. I will uphold the traditions and the standards of the Medical Center and will interpret them to the community at large.

## **VOLUNTEER BILL OF RIGHTS**

**YOU HAVE THE RIGHT TO:**

1. Be treated with consideration, respect and full recognition of your dignity and individuality.
2. Voice suggestions, opinions and grievances.
3. Choose an assignment of your preference.
4. Refuse an assignment.
5. Expect proper training for an assignment.
6. Know as much as possible about the facility's policies, people and programs.



## GENERAL INFORMATION:

1. **Appearance-** Volunteers are required to maintain a clean and neat appearance. Name tags are provided and are expected to be worn at all times when on duty. Comfortable, low-heeled, soft soled shoes are required for safety to reduce noise. Smocks are provided for volunteers working in the ER, hospital patient areas and other departments as required by that particular department. It is the volunteer's responsibility to keep them clean. No blue jeans are allowed to be worn while on duty. Skirts, dresses, shirts and blouses must be of proper length. Tops must be of proper length so that no skin is exposed. No midriff style shirts will be allowed. No T-shirts or sweatshirts may be worn that has controversial and obscene language or advertising that promotes alcohol, tobacco and other unhealthy lifestyles.

2. **Schedules-**Volunteers are expected to be punctual and give service at their assigned times. Volunteers not able to keep their scheduled assignments must notify either their department supervisor or their volunteer coordinator.

3. **Supervision-**Recruitment and basic orientations are provided by the volunteer coordinators. General supervision or training is provided by the head of the department or designee to which the volunteer is assigned. Further, all volunteers must participate in the Consolidated Annual Training (CAT) as soon as it is offered following their start date and once every 3 years thereafter. Volunteer coordinators may require once per year as they see fit for participation in the CAT.

4. **Coat Racks and Lockers-** Coat racks are available in the Volunteer Services office in the hospital and at various other locations in the nursing homes. There are a limited number of lockers available in the volunteer services office. Contact the Chaplain for a locker assignment and key. You are responsible for your property. It is suggested that valuables be kept locked in your car. There is a \$10 replacement fee for lost locker keys. The Medical Center assumes no responsibility for lost or stolen items.

5. **Smoking Policy-**No smoking is allowed anywhere on Mile Bluff Medical Center properties which includes the hospital, nursing homes, clinics and their grounds. This includes parking lots, rest rooms, personal vehicles, etc.

6. Volunteers are expected to update their health histories and have the required annual Mantoux tests.

### 7. While On Duty

A. Please arrive in ample time to sign-in on the volunteer sign-in sheet. It is important that you sign-in and sign-out for security purposes as well as to keep track of your hours. Volunteers who have 100+ hours for the year will receive special recognition at the end of the year. In order to receive this recognition the volunteer will have to sign-in and out so that their hours may be accounted for.

B. Meals are available in the vending machine area of the hospital dining room and the vending machine area of the Crestview dining room. Or, a volunteer can bring a sack lunch.

C. If you are ill, please remain off duty until you are well. This is to protect you as well as the patient/residents.

D. Because of allergies and the sensitivities of ill and weakened patient/residents we ask that you refrain from wearing overpowering perfumes and colognes while on duty.

E. If you become ill or injured in an accident while on duty report the incident immediately to your supervisor and volunteer coordinator.

F. Parking is available in the employee parking lots clearly marked at each of Mile Bluff Medical Center properties.

G. The program must go on even if you are absent. Therefore, it is extremely important that you notify us just as soon as you know you will be absent.

H. We are proud of our volunteers. You are an important part of the health care team. Your conduct is a reflection upon this team. Therefore, we ask and expect that volunteers will be courteous to all patients, residents, visitors and staff.

I. Our Medical Center believes in and practices strict confidentiality in the management of information concerning patients/residents. As a volunteer you may hear information or observe procedures that are confidential nature. Sharing confidential information with unauthorized personnel will be grounds for dismissal.

All medical information is confidential. This information cannot be shared with any other person without the expressed written permission of the patient/resident or authorized representative.

Further, no photographs may be taken of patient/residents without the signed consent of patient/resident using the consent form as provided by the Mile Bluff Medical Center Public Relations Department.

J. Special requests from patient/residents. Volunteers are not to shop for patient/residents. Further, the Medical Center does not cash checks for patient/residents and neither should the volunteer offer to cash checks. Check cashing should be arranged with patient/resident relatives or representatives.

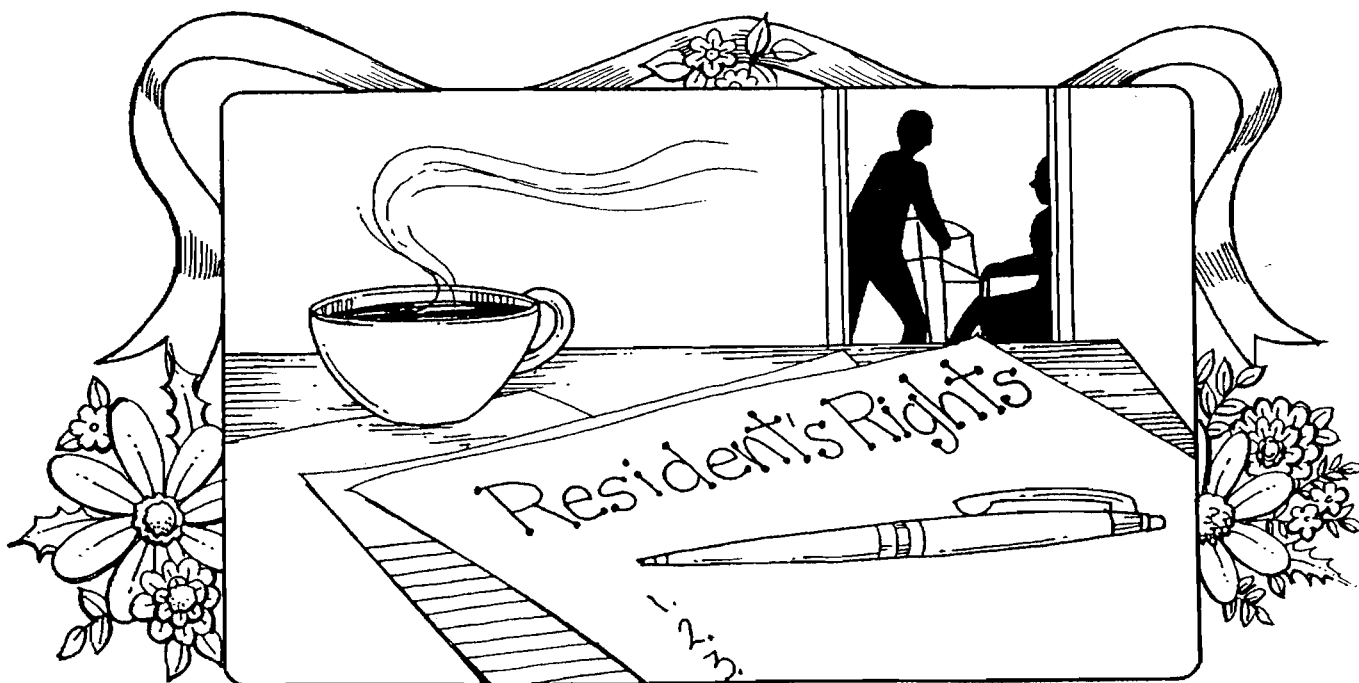
Volunteers are not allowed to accept gifts or tips from patient/residents and visitors.

K. Please do not stop any member of the professional staff for medical advice. Please make an appointment with them at their appropriate clinic site.

Below is a PARAPHRASED version of Resident's Rights.

## Resident's Rights

1. **Free Choice:** The right to choose your own physician and your own health care and treatment
2. **Freedom from Restraints:** The right to be free from abuse, corporal punishment, involuntary seclusion, and physical or chemical restraints not required to treat your medical symptoms
3. **Privacy:** The right to privacy with regard to accommodations, medical treatment, communications, visits, meetings with family
4. **Confidentiality:** The right to privacy of personal records that may be accessed upon request
5. **Accommodation of Needs:** The right to reasonable accommodation of needs and preferences where health and safety allow
6. **Grievances:** The right to voice grievances about treatment or care without discrimination
7. **Right to a Spousal Asset Assessment:** The right to request an assessment of nonexempt resources to determine eligibility for medical assistance
8. **Participation in Resident and Family Groups:** The right to organize and participate in residents' groups
9. **Participation in Other Activities:** The right to participate in social, religious, and community activities that do not interfere with the rights of other residents
10. **Examination of Survey Results:** The right to examine results of surveys of the facility conducted by federal or state surveyors
11. **Refusal of Certain Transfers:** The right to refuse to transfer to another room based on eligibility or ineligibility for Medicare coverage
12. **Notice Requirements for Transfers or Discharges:** The right to receive written notice of transfer or discharge to another unit within a facility, a hospital or institution, or into the community; the right to appeal transfer or discharge by requesting a fair hearing; also the right for a facility to accommodate any disabilities
13. **Advance Directives:** The right to written information upon arrival regarding making health decisions including the right to accept or refuse medical treatment
14. **Notice of Your Rights:** The right to be informed upon admission of payment source, legal rights, and requirements for establishing eligibility for medical assistance



## MILE BLUFF MEDICAL CENTER INFORMATION SHEET

### CODES

Code Red ..... Fire  
Code Blue ..... Life Threatening  
(patient not breathing)  
Code Gray ..... Disaster  
Code Orange ..... Bomb Threat  
Code Yellow ..... Security  
Code Pink ..... Missing Patient/Resident  
Code Black ..... Tornado

Follow department specific policies in Emergency Procedure Manual.

### CODE RED - R.A.C.E.

R- Rescue

A - Alarm ..... Pull nearest fire pull then dial  
#470, page code red (Crestview #2174).

C - Contain ..... Close doors

E - Extinguish ..... If safe

### TO USE A FIRE EXTINGUISHER - P.A.S.S.

P - Pull

A - Aim low

S - Squeeze

S - Sweep in side-to-side motion

### NO SMOKING POLICY

Smoking and other tobacco products are not permitted in all buildings and on grounds at MBMC.

### CODE GRAY - PHASE I, II, III

External disaster. An occurrence that results in a number of victims of 5 or more in critical or serious condition, or 8 or more in minor to moderate condition arriving within a close time frame. Designated department staff will report to ER. Follow department specific incident response procedure in the Emergency Procedure Manual.

### CODE ORANGE

Code orange indicates that a person received a phone call with the caller making a bomb threat. If you get such a phone call, try to find out where the bomb was planted, what kind it is, and when it will explode. Listen for background noise, voice of caller, etc. to help law enforcement in apprehension later. Follow procedure in the Emergency Procedure Manual.

### **CODE YELLOW**

Code yellow means a combative patient or visitor. Security team will respond to area. Other employees are to remain in their departments.

### **CODE PINK**

Anyone found resembling the description should be reported to charge nurse beeper #115. If the subject is accompanied by an adult, ask for the adult's cooperation, ask them to return to the location the subject is missing from (Nurses Station). If the adult is unwilling to cooperate, **do not force the issue, go to the nearest phone and page "Code Pink and your location."** If the subject is headed for the parking lot attempt to follow and get a description of the car or license plate, but do not try to stop the person, safety for all involved must be maintained. **All exits from the building should be monitored and everyone should be prevented from leaving.**

### **CODE BLUE**

In the event that any non-nursing employee should discover a person in cardio/pulmonary arrest or other life-threatening situations, that employee should immediately find the nearest nursing personnel and have them assess the person immediately. Nursing personnel will then make the decision whether or not to page a code. If paging code blue, follow this procedure, "Code Blue, location \_\_\_\_\_."

### **CODE BLACK**

Tornado Watch: Weather conditions are right for a tornado to occur. Administrative person will page, "Code Black, Watch". Staff will implement their department tornado watch procedure.

Tornado Warning: A tornado has been sighted in our area. Administrative person will page, "Code Black, Warning". Staff will implement their department tornado warning procedure. Seek shelter in an interior corridor. Help with patients and visitors.

### **EMPLOYEE COMPETENCY**

Employee competency is the ability to perform a task with desirable outcomes under varied circumstances.

### **EMPLOYEE RIGHT TO KNOW LAW**

Employers must inform their employees of what type of hazardous chemicals they will be working with. A MSDS sheet on all chemicals is required. A copy of these sheets are kept in departments and also in main book in Purchasing.

### **MILE BLUFF MEDICAL CENTER PERFORMANCE IMPROVEMENT PLAN**

**Plan - do - check - act**

**MILE BLUFF MEDICAL CENTER  
Mauston, Wisconsin**

**ADMINISTRATIVE POLICY**

**DEPT:** Volunteer

**EFFECTIVE DATE:** March 1983

**SUBJECT:** Volunteer

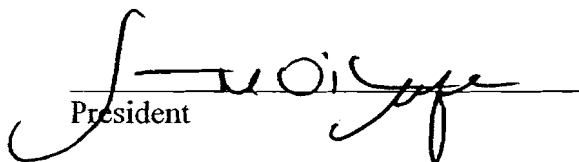
**POLICY:**

It is the policy of Hess Memorial Hospital that any volunteer not belonging to the Hess Memorial Hospital Auxiliary will be under guidance and supervision of a Volunteer Services representative. Volunteers at Hess Memorial Hospital or any Outreach Clinic will be under the supervision of the Chaplain. Volunteers at Fair View Home, Crest View and Terrace Heights will be under the supervision of the Recreation Services Director and Recreation Services Coordinator.

**PURPOSE:**

To ensure that non-hospital auxiliary volunteers are adequately supervised and/or trained in their positions as volunteers.

**APPROVAL:**

  
President

**DISTRIBUTION:** Administration  
Volunteer Services  
Crest View  
Fair View Home  
Terrace Heights

JDF	6/06
AK	6/19/06
EA	6/22/06

**REVISED DATE:** 9/96; 4/02; 6/06

**REVIEW DATE:** 5/83; 6/84; 6/86; 6/89; 11/90; 10/91; 4/93; 4/94; 1/98

Approved by the Board of Directors on 2/22/83; 5/24/83; 6/26/84; 6/25/85; 6/24/86; 6/23/87; 6/28/88; 6/27/89; 6/26/90; 6/91; 6/92;6/93; 6/94/ 4/95; 6/96; 6/97; 6/98; 7/99; 6/00; 7/01; 6/02; 6/03; 7/05

**MILE BLUFF MEDICAL CENTER  
Mauston, Wisconsin**

**ADMINISTRATIVE POLICY**

**DEPT:** Volunteer

**EFFECTIVE DATE:** October 1991

**SUBJECT:** Volunteer Health Screening

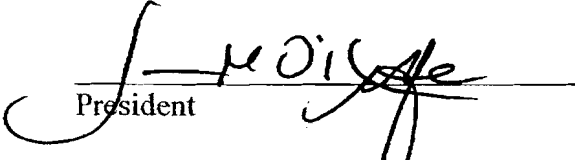
**POLICY:**

- A. Volunteers are required to complete a health history and be screened for communicable disease prior to beginning volunteer work. This will be required annually thereafter.
- B. The Mantoux test will be provided in the Emergency Room free of charge to volunteers. Two (2) step testing will be done.
- C. Any volunteer with a positive Mantoux will not be allowed to do any volunteer work until adequate verification is received that shows the volunteer is free of Tuberculosis.
- D. Volunteers with listed physical limitations or disabilities will only be assigned to duties which they are capable of.

**PURPOSE:**

- 1. To prevent the spread of communicable disease within the hospital and nursing homes.
- 2. Ensure the volunteer is able to do the volunteer work assigned.

**APPROVAL:**

  
\_\_\_\_\_  
President

**DISTRIBUTION:** All Departments  
Infection Control

**REVISED DATE:** 4/95; 4/02

**REVIEW DATE:** 4/93; 1/98; 6/06

JMF	6/06
CE	6/06
EH	6/06



**MILE BLUFF MEDICAL CENTER  
Mauston, Wisconsin**

**ADMINISTRATIVE POLICY**

**DEPT:** Volunteer

**EFFECTIVE DATE:** March 1980

**SUBJECT:** Volunteer Applicants

**POLICY:**

All persons interested in doing volunteer work at Mile Bluff Medical Center and Crest View Nursing Home need to apply with a director of volunteers prior to beginning volunteer work. Persons interested in doing volunteer work at Hess Memorial Hospital or an Outreach Clinic will apply with the Chaplain; person interested in doing volunteer work at Fair View Home, Crest View Nursing Home or Terrace Heights will apply with the Director of Recreation Services or Recreation Services Coordinator.

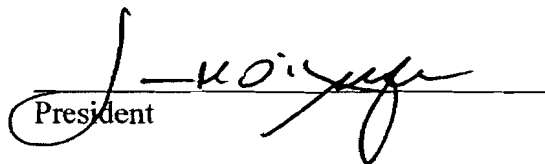
Under general supervision of a director of volunteers, all volunteers should adhere to the following:

- A. A volunteer or volunteer group is required to fill out an application form, record their volunteer hours and attend an orientation program for volunteers.
- B. All volunteers are expected to establish a regular schedule for volunteer work. If a volunteer commitment cannot be kept, he/she is expected to inform the volunteer director or a designated unit coordinator. For the benefit of the patients or residents, it is recommended that if a volunteer is ill, he/she should not come.
- C. A volunteer is obligated to keep confidential all matters pertaining to the residents and patients of the facility.
- D. Under no circumstances should a volunteer remove restraints from a patient/resident, or transfer or lift a resident in any manner without authorized assistance. Aiding a resident/patient by transporting them to and from an activity is acceptable.
- E. A patient or resident may not be removed from the facility without permission of authorized personnel.
- F. Under no circumstances should a volunteer dispense or bring in any form of medication. All medical questions posed by a resident or patient should be referred to professional personnel. (Example: What should I do for this headache, back pain, etc.?)
- G. Name badges must be worn while on duty at all times.

**PURPOSE:**

1. Ensure all volunteers are orientated and properly registered as hospital volunteers.
2. Ensure volunteers appropriately recognized for service provided.
3. To coordinate and guide volunteers and volunteer groups.

**APPROVAL:**

  
President

**DISTRIBUTION:** Volunteer Directors  
Public Relations  
Fair View Home  
Crest View  
OB/Surgical  
Medical/Pediatrics

**REVISED DATE:** 11/82; 6/90; 9/96; 4/02; 6/06

**REVIEW DATE:** 2/84; 5/85; 7/88; 8/89; 10/91; 4/93; 4/94; 1/98

JDF	6/06
CP	6/06
SA	6/06



**MILE BLUFF MEDICAL CENTER  
Mauston, Wisconsin**

**ADMINISTRATIVE POLICY**

**DEPT:** Volunteer

**EFFECTIVE DATE:** June 2005

**SUBJECT:** Orientation and Consolidated Annual Training

**POLICY:**

1. All new volunteers will have to undergo an orientation process before they are able to work for Mile Bluff Medical Center. The items that need to be covered include: confidentiality, HIPAA, fire and safety, infection control and basic body mechanics.
2. All volunteers shall participate in the Consolidated Annual Training at least once every three years. The items that will need to be covered include: confidentiality, HIPAA, fire and safety, infection control and basic body mechanics.
3. Other special in-services as need arises and at the discretion of volunteer services directors.

**PURPOSE:**

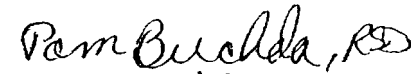
To ensure that volunteers received the required orientation and training to promote a safe and rewarding volunteer experience. This policy applies to all volunteers working in any entity that is a part of Mile Bluff Medical Center. These entities include Crest View, Fair View, Hess Memorial Hospital, Terrace Heights, the Necedah, Elroy and Lake Delton Clinics.

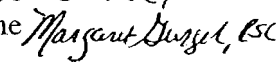
**APPROVAL:**


  
President

**RECOMMENDED FOR APPROVAL:**

Volunteer Services- Jeff Fairchild, Chaplain 

- Pam Buchda, Recreational Services/Volunteer Director 

- Margaret Gurgel, Recreational Services Coordinator Fair View Home 

- Ellen Hardy, VP - Administration 

**DISTRIBUTION:** Terrace Heights, Elroy Clinic, Necedah Clinic, Delton Clinic, Pastoral Care, Crest View, Fair View

**REVISED DATE:**

**REVIEW DATE:**

**MILE BLUFF MEDICAL CENTER  
Mauston, Wisconsin**

**ADMINISTRATIVE POLICY**

**DEPT:** Volunteer

**EFFECTIVE DATE:** October 2005

**SUBJECT:** Therapy Dogs

**POLICY:**

**Definition: Therapy Dogs**

Therapy dogs are dogs that have been trained as well as their owners/handlers to provide supervised interactions with patients in the hospital, outreach clinics and long term care facilities.

- A. Dogs and owners/handlers must be graduates of the Delta Society or other such accredited and recognized therapy dog organizations.
  - 1. All dogs must be housebroken and leashed.
  - 2. All dogs must be up to date on all vaccinations against such diseases as distemper, parvovirus and rabies.
  - 3. All dogs must be regularly groomed and examined for signs of infection.
  - 4. All dogs must have their nails trimmed to reduce risk of scratches.
- B. Before a dog and handler can provide visits each owner/handler must complete an application with one of the volunteer coordinators for Mile Bluff Medical Center.
  - 1. A facility orientation of Mile Bluff Medical Center and/or specific department must be completed.
  - 2. Orientation of specific policies and procedures related to volunteering as well as therapy dogs must be completed.
- C. Therapy dogs will not be allowed in the following areas:
  - 1. Maternity and birthing suites area.
  - 2. In severely immuno-compromised and neutropenic patients' rooms.
  - 3. Drug preparation areas and clean linen or supply rooms.
  - 4. Food preparation and storage areas.
  - 5. Toilet, shower and dressing rooms.
  - 6. Areas where soiled and contaminated materials are stored.
  - 7. Rooms of patient with allergies to dogs.
  - 8. Patients declining therapy visits.
- D. The following documentation on the dogs will be maintained in the particular volunteer coordinator's office:
  - 1. Current record of health certification

