

 <p>Policies and Procedures</p>	Category: HUMAN RESOURCES	Policy No.: HR 1.1
	Issued by: BOARD OF DIRECTORS	Revised: 2014
Subject: BEHAVIORAL STANDARDS	Approved by: <i>Beverly Novak-Page</i> <hr/> President of the Board	Effective Date: 1.1.2011
		Supersedes Policy: None
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PURPOSE

To ensure a uniform code of behavior for volunteers while on duty in the hospital

POLICY

Volunteers will:

1. Display a demeanor of cheerfulness and friendliness toward patients and staff.
2. Introduce themselves to the staff and patients when entering a department.
3. Maintain a quiet conversational tone at all times.
4. Seek another task when finished with each assignment.
5. Accept assignments without complaint and do them to the best of their ability.
6. Inform the supervisor or charge nurse if unfamiliar with a situation, and ask for training in a new activity.
7. Will NOT accept a responsibility beyond their capability.
8. Visit with patients rather than staff or other volunteers.
9. Be punctual, consistent and dependable. Always call the department if unable to be at the hospital when expected.
 - a. Give an estimated time of arrival.
 - b. Report to the supervisor when arriving in the unit or department.
 - c. If unable to arrive at all, get a substitute if possible.
10. Remain objective and avoid becoming emotionally involved with the patients' problems.
11. Never argue with the person being served.
12. Never show favoritism of one patient over another.
13. Never criticize patients, fellow volunteers or staff. If there is a legitimate complaint, it should be discussed with the Auxiliary Membership Chair.
14. Never discuss confidential information with anyone. (If confidential information is overheard, seen when helping with hospital records, discussed by a patient, or heard via gossip, it is all confidential information and must not be repeated to anyone.)
15. Always follow hospital rules and regulations connected with the job.
 - a. When in doubt or in disagreement, ask about the rule.

16. Get permission from the nursing supervisor before suggesting any special activity for patients (e.g., shopping trips, home visits, purchasing or bringing food or gift items, etc.).
17. Never accept money or gifts from patients. (Money should never change hands unless authorized by the supervisor.)
18. Stay home if ill. (Do not share germs with patients, fellow volunteers or staff.)
 - a. Call as far in advance as possible regarding illness (see #9).