



UR
MEDICINE

THOMPSON
HEALTH

VOLUNTEER HANDBOOK

THOMPSON HEALTH

Volunteer Handbook

Table of Contents

1.00 INTRODUCTION

Welcome Letter
CARES Values
Standards of Cooperation

2.00 SAFETY POLICIES

- 2.01 Safety Through Teamwork
 - 2.02 Alcohol/Drug-Free Workplace
 - 2.03 Chemical Hazard Communication Program
 - 2.04 Building Security
 - 2.05 Smoke-Free Workplace
 - 2.06 Violence in the Workplace
 - 2.07 Workplace Searches
 - 2.08 Infection Control/Bloodborne Pathogens
 - 2.09 Contagion Control Policy
-

3.00 VOLUNTEER PROGRAMS AND PROCEDURES

- 3.01 Customer Relations
 - 3.02 Parking
 - 3.03 Media Relations
 - 3.04 Personal Telephone Calls
 - 3.05 Housekeeping
 - 3.06 Dress and Personal Grooming Standards
 - 3.07 Changes in Personal Information
 - 3.08 Severe Weather
 - 3.09 Bulletin Boards
-

4.00 BENEFITS FOR VOLUNTEERS

Volunteer Benefits
Volunteer Handbook Receipt Form

SECTION ONE

INTRODUCTION

WELCOME

Thompson Health has a long and proud history dating back to 1904. You, as a Thompson Health Volunteer, are essential, integral members of Thompson Health's family. The department is dedicated to providing the highest quality of service and support respecting the dignity, individuality, and cultural diversity of our patients, residents, volunteers and the community, which we serve.

We are committed to complement and supplement goals and objectives of other programs and departments by providing compassionate and resourceful individuals who provide quality care and customer satisfaction. Our values are:

COMMITMENT
ACTION
RESPECT
EXCELLENCE
SERVICE

Our objective is to continue to maintain a caring organizational climate, which makes it possible to achieve these corporate values. Our ultimate goal is to meet the needs of Volunteers, as well as the needs of the Health System community, by delivering quality service that reflects the Health System standard of care.

This handbook summarizes many of the privileges, benefits and responsibilities, which are yours as a Volunteer of Thompson Health. If you are a new Volunteer, it will be helpful in acquainting you with Thompson Health's philosophies and Volunteer practices. If you are already a member of the Thompson Health team, this handbook will prove to be a useful reference. Above all, we know it will enhance consistency, fairness and understanding throughout Thompson Health.

In order to maintain the necessary flexibility in the administration of policies and procedures, Thompson Health reserves the right to change, revise or terminate any of the policies and/or benefits discussed in this manual. Although we would plan to provide you advance notice it may not always be possible. After you have read your handbook, please keep it handy for future reference and updating.

Welcome to Thompson Health! I am delighted that you have joined the Thompson Health team. I am confident that you will find your contribution to Thompson Health both rewarding and meaningful.

Michael F. Stapleton, Jr. FACHE
President/CEO
Thompson Health

THOMPSON HEALTH CARES VALUES

COMMITMENT is to our Customer. Our Customer is the patient and resident, family, doctor, client, Associate, volunteer and visitor- anyone to whom we provide service.

ACTIONS speak louder than words. We act in a professional and timely manner, and are accountable for our actions.

RESPECT- We treat every person with dignity, honor and appreciation. We avoid every intrusion into their privacy and hold their personal information in confidence.

EXCELLENCE- Our system is continuously providing outstanding care and exceptional service.

SERVICE- We serve with pride, creating a responsive and healing environment. This is what our team is all about.

STANDARDS OF COOPERATION

Our commitment to each other and our customers.

<p>We take responsibility for our actions. We have the ability to respond (respond-ability). We are accountable-follow through on responsibilities. We follow up and follow through.</p> <p>We verbalize our expectations of each other and the situation. Clarify expectations for both parties. We state the expected timeframe for response and responsibilities, and limitations. We seek to understand the roles and responsibilities of others. Clear, direct communication is essential. Be aware of your own style: verbal, non-verbal, and Meta (the message behind the message-what is implied). Restate objectives to ensure mutual understanding.</p>	<p>We support each other. Empower yourself and each other. Guide, rather than doing for.</p> <p>We respect each other. We will attend to, listen and be there for each other, the customer and the system.</p> <p>We appreciate and recognize others and ourselves. Give credit where credit is due, even to yourself.</p> <p>We look for the positive in each situation.</p> <p>We will not allow finger pointing and blaming of one another. We focus on a positive environment.</p> <p>We recognize that everyone has something to offer.</p> <p>We live our CARES values.</p>
---	--

SECTION TWO

SAFETY POLICIES

2.01 SAFETY THROUGH TEAMWORK

Your safety is a high priority at Thompson Health. We accept responsibility for providing you with a safe working environment, and we expect you to take responsibility for performing your work in accordance with our safety standards and practices.

Safety will only be achieved through teamwork at Thompson Health. We must all join together in promoting safety and taking every reasonable measure to assure safe working conditions exist throughout Thompson Health.

EVERYONE IS RESPONSIBLE FOR SAFETY

When you notice an unsafe condition, notify your supervisor immediately. Common sense dictates that Volunteers remedy some unsafe conditions immediately, such as spilled liquid on floors.

ACCIDENTS

Report any injury received at work to your supervisor immediately, even if it appears minor, and explain how the injury occurred. All injuries and health exposures must be reported immediately by completing and signing an Accident Investigation Report. The completed report must be given to your supervisor or their designee before the end of the shift during which the injury occurred.

VOLUNTEER RESPONSIBILITIES

Volunteers are never allowed to physically move a patient, client, resident other than transporting them in a wheelchair or on a stretcher.

Volunteers are never allowed to help feed patient/residents without specific, documented training from a licensed professional employed by Thompson.

SAFETY VIOLATION

Violation of a safety measure is in itself an unsafe act. A violation will be grounds for disciplinary action, the extent of which will be determined by the nature of the violation.

2.02 ALCOHOL/DRUG-FREE WORK PLACE

Thompson Health is committed to providing Volunteers with a work environment that is free of the problems associated with the use and unlawful possession of controlled substances or alcohol. We also are responsible for providing our customers with quality service at reasonable costs in a safe and efficient manner. As a condition of volunteering with Thompson Health, all Volunteers are required to fully comply with the provisions of this policy. This policy supersedes any other policy or practice on this subject.

DEFINITION OF CONTROLLED SUBSTANCES

"Controlled substances" are defined as those drugs listed in Schedules I through V of Section 202 of the federal Controlled Substances Act, 21 U.S.C. 812, and include but are not limited to marijuana, cocaine (including "crack" and other cocaine derivatives), morphine, codeine, PCP, phenobarbital, heroin, amphetamines, and many barbiturates.

UNAUTHORIZED PRESENCE OF CONTROLLED SUBSTANCES

The unauthorized use, sale, possession, distribution, dispensation, formulation, manufacture, or transfer of controlled substances on Thompson Health property, in Thompson Health vehicles or while on Thompson Health business, even if that business is off Thompson Health premises, is strictly prohibited.

Further prohibited is the unauthorized use, sale, possession, distribution, dispensation, formulation, manufacture or transfer of controlled substances on non-working time to the extent such actions impair a Volunteer's ability to perform his/her job or otherwise adversely affects Thompson Health's business interests, integrity or reputation.

All Volunteers must report any convictions for drug/alcohol offenses to the Director of Human Resources or his/her appointee within 5 days of the conviction. In this context, a "conviction" means a finding of guilt on a criminal drug statute (including a guilty or no contest plea) or imposition of a sentence, or both, by any judicial body charged with responsibility to determine violations of the federal or state criminal drug statute.

REPORTING THE USE OF PRESCRIPTION DRUGS

If you are taking drugs prescribed for you by a physician, dentist or other licensed practitioner which may affect your ability to safely perform your job, you must obtain a written statement from your attending physician. This statement must specify any work restrictions and is to be given to the Associate Health Nurse prior to your starting work under the influence of this drug(s).

Continued on Next Page

2.02 ALCOHOL/DRUG-FREE WORK PLACE (Continued)

ALCOHOL IN THE WORK PLACE

The unapproved use, sale, possession, distribution, dispensation, formulation, manufacture, or transfer of alcohol on Thompson Health property, in Thompson Health vehicles or while on Thompson Health business is strictly prohibited. Further prohibited is the reporting to work under the influence of alcohol.

FOR CAUSE TESTING /REASONABLE STANDARD OF SUSPICION:

If there is reasonable cause to indicate that a Volunteer has consumed, stolen or is under the influence of controlled substances or alcohol at work, the Volunteer will be required to undergo drug and alcohol testing, method to be determined by the Associate Health Nurse, or the after-hours HealthWorks drug and alcohol testing service. Reasonable Suspicion testing will take place when a Supervisor or Manager believes a Volunteer's actions, appearance or conduct are indicative of the use of alcohol or an illegal drug, or the inappropriate use of a prescription or over-the-counter drug. Refusal to consent is considered a positive test and grounds for immediate termination.

Reasonable cause is defined as, but not limited to, the following:

- Involvement in a preventable on-the-job accident or injury;
- High incidence of one-the job injuries;
- Documented on-going performance problems such as, but not limited to, unexplained frequent absences, pattern of absences, tardiness, failure to follow directions;
- Involvement in a vehicular accident;
- Narcotic dispensing discrepancy;
- Unusual behavior, alteration in gait, slurred speech;
- Smell of alcohol on one's breath;
- Cognitive Impairment;
- Sleeping while on duty;
- Report or confirmation of possession of illicit drug-related paraphernalia and/or;
- Report of suspected drug/alcohol use of suspicious activities.

Continued on Next Page

2.02 ALCOHOL/DRUG-FREE WORK PLACE (Continued)

DEPARTMENT OF TRANSPORTATION REGULATIONS

Jobs requiring a Commercial Drivers License (CDL) are governed by the Federal Department of Transportation regulations regarding alcohol/drug issues or potential issues. Those DOT regulations are adopted as Thompson Health's policy for positions requiring a CDL.

The DOT regulations require pre-placement, reasonable suspicion and random drug/alcohol testing as well as automatic testing for drugs/alcohol immediately following certain on the job motor vehicle accident involving those in CDL-required jobs.

VIOLATION OF ALCOHOL/DRUG-FREE WORK PLACE POLICY

Volunteers violating this policy will be subject to disciplinary action, which may include termination for a first offense.

FOR MORE INFORMATION

Associate Services is responsible for the administration of this policy.

NON-DISCRIMINATION

Thompson Health does not discriminate against individuals participating in supervised treatment programs, recovering addicts or former drug users.

TRAINING, COUNSELING AND ASSISTANCE

Periodically, Volunteers may be required to attend training sessions at which the dangers of drug abuse, Thompson Health's policy regarding drugs and alcohol, the availability of counseling, and the Employee Assistance Program will be discussed.

2.03 CHEMICAL HAZARD COMMUNICATION PROGRAM

Thompson Health's Chemical Hazard Communication Program has been created with your health and safety in mind. To be successful, this program requires your full commitment. Working together, we then can keep our workplace safe.

OBJECTIVE OF PROGRAM

The purpose of this program is to ensure Thompson Health's full compliance with the OSHA Hazard Communication Standards, thereby keeping our Volunteers informed of the hazardous chemicals to which they may be exposed. The scope of the program includes:

- Maintaining a list of all hazardous chemicals used in our work areas and updating the list as necessary,
- Ensuring all containers have proper labels,
- Maintaining Materials Safety Data Sheets (MSDS) for every substance on the list of hazardous chemicals and making the MSDSs readily available to all Associates,
- Training Associates to recognize and interpret labels, warnings, and signs that are fixed to containers,
- Training Associates to understand the elements of the MSDS and to recognize possible risks to health and physical harm,
- Making this written program available upon request to Associates,
- Provide personal protective equipment (PPE) that is needed to safely handle hazardous materials.

REPORTING ACCIDENTS

Each department is responsible for monitoring and updating their department specific Chemical Hazard Communication Program at Thompson Health. Any accidents pertaining to chemicals or hazardous materials should be reported immediately to the department head.

If a hazardous material spill cannot be cleaned by the department, dial 6666 to report the spill and ask for assistance.

2.04 BUILDING SECURITY

The security of Thompson Health's offices and facilities is of the utmost importance. To control building security, all visitors who require access to our non-public areas must be accompanied by an authorized Associate.

VISITORS

Visitors requiring access to Thompson Health's non-public areas are to be met in the reception area by an authorized Associate, escorted while in the building and accompanied back to the reception area when leaving the building. Visitors should only have access to the areas/offices within the building needed to conduct business.

DELIVERIES

Delivery people are seldom thought of as visitors, but they are to be treated as any other visitor. Vendors must check in with purchasing and receive proper identification badges. Thompson's solicitation policy is applicable to delivery people and vendors also.

PROHIBITED ITEMS

The following articles may not be brought by anyone onto Thompson Health premises:

- Firearms, weapons, explosives;
- Narcotics or alcoholic beverages;
- Personal cameras, copying or reproduction devices;
- Other items similar in effect or purpose to any of the above, as well as items which may be considered illegal under local, state or federal laws or contrary to standard industrial practice.

Any personal items brought on the premises are subject to inspection as necessary to protect Thompson Health property and personnel.

USE OF THOMPSON HEALTH PROPERTY

Thompson Health property may not be removed from the premises without the approval of the Department Leader. Thompson Health equipment may not be operated for personal use without obtaining the approval of the Department Leader. (This includes phone listings or Associate listings which are not for work-related use.)

2.05 SMOKE-FREE WORKPLACE

The following smoking provisions have been adopted in accordance with the Clean Indoor Air Act of 2003 and in the interest of providing a safe and healthy environment for Associates, volunteers, patients/residents/participants and visitors to our building.

SMOKING RESTRICTIONS

Smoking is prohibited at our facility, either in buildings or on the grounds with the exception of designated smoking locations. Patients/residents may be escorted to the designated location for smoking only with a written doctor's order.

COMPLIANCE

Associates, volunteers, patients/residents and visitors are required to comply with this smoking policy while on Thompson Health premises.

2.06 VIOLENCE IN THE WORKPLACE

Thompson Health is committed to providing a safe environment for Associates, volunteers, patients/residents/participants and visitors. Thompson Health has a zero tolerance for violence. Associates and volunteers who display any violence or threaten violence in the workplace are subject to disciplinary action up to and including termination. No talk of committing violence or joking about committing violence will be tolerated.

DEFINITION

Violence in the workplace includes, but is not limited to physically harming another, shoving, pushing, brandishing weapons, and explicit or implicit threats or talk of committing violence.

WEAPONS

All Associates and volunteers are prohibited from carrying a weapon while in the course and scope of performing their job for Thompson Health, whether they are on Thompson Health property at the time or not and whether they are licensed to carry a gun or not. This policy also prohibits weapons at any Thompson Health-sponsored functions such as parties or picnics.

Failure to abide by this policy may result in disciplinary action up to and including termination. Further, carrying a weapon onto Thompson Health property in violation of this policy will be considered an act of criminal trespass and will be grounds for immediate removal from Thompson Health property, and may result in prosecution. This policy shall not be construed to create any duty or obligation on the part of Thompson Health to take any actions beyond those required of an employer by existing law.

REPORTING VIOLENCE

It is everyone's responsibility to prevent violence in the workplace. You must report what you see in the work place that could indicate that a co-worker is in need of help. If the need is emergent and significant, immediate assistance can be obtained by dialing 6666, reporting the incident and requesting security. You must report any incident that may involve a violation of Thompson Health's policies that are designed to provide a safe work environment. Concerns may be presented to your supervisor, the Associate Services Department or the Director of Facilities Services. All reports will be investigated and information will be kept confidential, except where there is a need to know in order to effectuate a solution to the problem.

2.07 WORKPLACE SEARCHES

Thompson Health reserves the right to conduct searches of any person, vehicle, or object that enters onto Thompson Health property. This right would be exercised only in the event of alleged or suspected criminal activity.

SEARCHES

Please be aware that Thompson Health reserves the right to search lockers, desks, briefcases, baggage, toolboxes, lunch sacks, clothing, purses, vehicles parked on Thompson Health property and any other item in which something may be hidden. Additionally, Thompson Health may search Thompson Health-owned vehicles that are primarily used by the Associate, regardless of whether the vehicle is located on Thompson Health property at the time. Searches may be conducted by Thompson Health Management. Thompson Health also reserves the right to authorize searches by law enforcement on its property with or without the Associate being present.

2.08 INFECTION CONTROL/BLOODBORNE PATHOGENS

Bloodborne pathogens are microorganisms that in human blood can cause disease in humans. They include but are not limited to the hepatitis B and C virus and the human immunodeficiency virus (HIV). The OSHA standards mandate work practices, controls, and personal protective equipment that, combined with training, will reduce the risks for all Associates who may be exposed to blood and body fluids.

INFECTION CONTROL

The Infection Control Program at Thompson Health consists of a multi disciplinary Infection Control Committee consisting of physicians, directors and liaisons that represent all areas of the system.

The Thompson Health System Policies and Procedures Manuals contain all infection control policies to which Thompson Health Associates and physicians must adhere. These policies address standard precautions, isolation policies and procedures, infection prevention policies and procedures. A copy is available in every clinical area and department. Please call the Infection Control Practitioner with any questions or concerns. Rounds on acute-care units and avenues are made daily by the Infection Control Practitioner.

STANDARD PRECAUTIONS (Universal Precautions) means handling the blood and body fluids from all patients/residents as potentially infectious.

HANDWASHING

Before and after each contact with patients/residents or specimens. Wash hands after removing gloves. Handwashing is the most important infection control practice.

GLOVES

Wear whenever contact with blood or other body fluids is expected.

STERILE GLOVES

Contact with wounds, burns or other open lesions and for all sterile procedures.

Continued on Next Page

2.08 INFECTION CONTROL/BLOODBORNE PATHOGENS (Continued)

MASK & TB RESPIRATORS (N95 MASK)

When there is close contact with coughing patients/residents and/or when contagious respiratory infections or airborne infections are suspected, a surgical mask or N95 respirator must be worn.

MASKS AND PROTECTIVE EYEWEAR

Wear whenever aerosolization or splatter of saliva, blood or other body fluids may occur.

PROTECTIVE CLOTHING (COVER GOWNS)

To be worn whenever clothing is likely to be soiled with body fluids. The yellow cover gowns should be worn only at point of use.

CONTAMINATED SHARPS

All sharps need to be disposed of in a puncture-resistant sharps container designed for this purpose. Disposal must be done immediately and at the point of use immediately. Sharps should never be left for someone else to dispose of.

FLU VACCINE, HEPATITIS B VACCINE AND PPDS

Available through the Associate Health Nurse. Call to set up an appointment.

OCCUPATIONAL EXPOSURES

All exposures, needle sticks and splashes must be reported to the Associate Health Nurse. See the Thompson Health System Policy 10.009, Bloodborne Pathogen Exposures for complete instructions.

STERILE GOWNS, GLOVES AND MASKS

Whenever a sterile procedure is performed, such as placing a central line, sterile gloves, gown and mask must be worn. See the specific policy in Thompson Health System Policy and Procedure Manuals located on all units and in each department.

Continued on Next Page

PATHOGENS (Continued)

REGULATED MEDICAL WASTE

Regulated medical waste is any waste that is contaminated with the following body fluids: blood, blood products, semen, vaginal secretions, cerebral spinal fluid, synovial fluid, pleural fluid, pericardial fluid, amniotic fluid and any other body substance with visible blood. All regulated medical waste must be placed in a red bag at the point of use.

TRANSMISSION-BASED PRECAUTIONS

Contact Precautions

Airborne Precautions

Droplet Precautions

Patients/residents with MRSA/ORSA, VRE and C. difficile must be isolated. Please observe signs on patient/resident doors.

The Infection Control Practitioner may be reached at Ext. 6654 or Pager 781, Monday through Friday, between 7:00 a.m. and 4:30 p.m. and after hours through the operator.

POST-EXPOSURE

Thompson Health has procedures for confidential medical evaluation and follow-up in the event of a bloodborne pathogens exposure. Should an exposure incident occur, immediately inform your supervisor and page the Associate Health Nurse. Each exposure must be documented on an Accident Report and submitted to the Associate Health Nurse immediately. Copies of these forms are available from the Nursing Supervisor.

Consult Bloodborne Pathogens Policy 10.009 for directions as to post-exposure follow-up requirements.

2.09 CONTAGION CONTROL POLICY

A Volunteer who has been exposed to a highly communicable disease or is determined to be a carrier should meet with the Associate Health Nurse immediately. The Associate Health Nurse will collaborate with the Infection Control Nurse to determine the level of risk posed by the exposure/carrier.

PROCEDURES

If Associate Health or the Infection Control Nurse finds the Volunteer to be at risk for infecting susceptible persons or contracting the disease, the Volunteer will not be allowed to perform work in contact with the susceptible persons during the potential communicable period. It is the responsibility of the direct supervisor to attempt to locate a temporary alternate assignment for the Volunteer. Associate Health must be notified of any temporary alternate assignments before such assignments occur. Temporary alternate assignments can include project work to be performed at home.

If no temporary or alternate assignment can be reasonably made and the Volunteer will be out of work for the communicable period.

Volunteers who become aware that they have been exposed, or are contagious with a highly communicable disease must inform Associate Health within 24 hours.

SECTION THREE

VOLUNTEER PROGRAMS & PROCEDURES

3.01 CUSTOMER RELATIONS

The professional treatment of our customers as well as the impression that we make on our community are important. Thompson Health's reputation is based on product excellence and quality service. To maintain our reputation as an industry leader requires the active participation and cooperation of every Volunteer.

EACH VOLUNTEER'S RESPONSIBILITY

The opinions and attitudes that customers and potential customers have toward Thompson Health may be determined for a long period of time by the actions of one Volunteer. Each Volunteer must be sensitive to the importance of providing courteous treatment in all working relationships.

QUALITY SERVICE

Quality service can only be achieved when every Volunteer understands that customers are critically important to the success of Thompson Health.

Some of us have internal customers (co-workers) for whom we provide service and some of us work with individuals external to Thompson Health who have given us the privilege of their business. In both situations, we are presented with opportunities each day to show care and concern for these people through both words and actions and to use our abilities to turn potential problems into winning situations.

3.02 PARKING

Free parking facilities are available to the associates/volunteers of Thompson Health. When using these facilities, park in an orderly and courteous fashion.

USE OF THE PARKING LOT

Volunteers may use the appropriate designated associate parking areas while working at Thompson Health. Associates are prohibited from parking in visitor/patient designated parking. All associates are required to fill out a Vehicle Registration form for any vehicles that may be parked in the designated associate parking areas. Loitering in the parking areas for periods of time before or after a scheduled shift at Thompson Health is prohibited. Please honor notifications regarding parking restrictions during inclement weather or special events.

PROTECTION OF PROPERTY

For your protection, always lock your car doors. Thompson Health is not responsible for loss, damage or theft in our parking area.

SAFETY IN THE PARKING LOT

Volunteers must adhere to normal traffic laws while driving in our parking lot. This includes full adherence to stop signs, pedestrian crossings and speed limits.

3.03 MEDIA RELATIONS

Communication with news reporters and other journalists is sensitive in nature. Therefore, contact with the media may be handled only by Corporate Communications.

MEDIA REQUESTS FOR INFORMATION

Any telephone calls or visits from members of the media should be directed to Corporate Communications. Volunteers may not discuss any work-related matter with the media, including giving personal opinion on questions posed by media personnel regarding Thompson Health matters.

3.04 PERSONAL TELEPHONE CALLS

It is important that our telephone lines be free during working hours for customers and other business-related calls.

PHONE CALLS

Due to the disruption of services caused by excessive phone usage, Volunteers are not to use Thompson Health phones for personal use. It is Thompson Health's policy to provide public pay phones throughout the facility for Volunteers use. Phones are only to be used for personal use in the event of an emergency and with your supervisor's approval.

Calls for Volunteers received through the switchboard will be transferred to the Associate Services Department or the appropriate supervisor. Unless an emergency situation exists, the Volunteer will be notified that a call was received and will be able to return the call at an appropriate time.

LONG DISTANCE CALLS

Thompson Health's telephones may not be used to make non-business long distance calls.

3.05 HOUSEKEEPING

Thompson Health's Environmental Services Department provides regular cleaning of our facility. However, each Volunteer is responsible for keeping his/her own work area neat and orderly.

WORK AREAS

You may personalize your work area as long as this does not result in clutter or disorder. Thompson Health reserves the right to exercise judgment as to what is or is not acceptable.

RECEPTION AREA

Since all visitors pass through the reception area, it must present a professional impression of orderliness. The reception area should not be used for Associate gatherings.

KITCHEN AREA/CAFETERIA

Thompson Health provides facilities for refrigeration and microwaving of food in certain areas, as well as a cafeteria. Please remember when using these facilities that others will use them after you. If you spill anything, clean it up!

BEVERAGE BOTTLES

Beverage cans and bottles should be disposed of in recycling containers and not left to accumulate.

OFFICE PAPER RECYCLING

Clean office paper is to be placed in the blue recycling baskets, not regular wastebaskets. Any color office paper may be recycled. Cardboard or other types of specialty papers are not recyclable.

3.06 DRESS AND PERSONAL GROOMING STANDARDS

Thompson Health Volunteers should take pride in the professional image they present to our visitors, patients/residents, and others. We expect that while on duty, Thompson Health Volunteers' appearance, personal hygiene and dress will be neat, clean and appropriate to the function and performance and always in adherence to the requirements listed. Volunteers are expected to use good taste and common sense in appearance and conduct.

Specific departments may have additional requirements depending upon the job type.

Sensitivity to these issues will ensure that our good relationships with customers are maintained and fostered.

CLOTHING

Appropriate street clothes and required uniforms must be clean, neat and properly fitting. In all instances, blue jeans, tank tops, t-shirts, Capri or cropped pants, and shorts are prohibited while on duty.

FOOTWEAR

Footwear must be clean, secured, comfortable and safe in relation to the job being performed. Specific color footwear and hosiery may be required as part of a departmental uniform. Hosiery must be worn with all footwear. For safety purposes, open toe shoes (sandals, flip-flops) are not to be worn while on duty.

TATOOS

Tattoos are to be covered or unobtrusive.

BODY PIERCING

- Ear piercing is allowed as long as the amount and type of jewelry does not detract from the professional appearance of the Volunteer.
- For safety purposes, large hoop earrings are not to be worn by patient care Volunteers while on duty.
- Pierced jewelry on any other part of the visible body, including the tongue, while at work, is not allowed.

POLICY VIOLATIONS

All Volunteers who are not in compliance with the above guidelines will be sent home, until he/she adheres to the policy and will be subject to disciplinary action.

3.07 CHANGES IN PERSONAL INFORMATION

You are responsible for notifying the Volunteer Office when there is a change in your personal data. Timely notification of these changes will also enable Thompson Health to assist you and your family in matters of personal emergency.

NOTIFICATION

In the event that your personal information changes, Volunteers need to complete and submit to the Volunteer office the following information:

- Name
- Address
- Telephone Number
- Emergency Contact

3.08 SEVERE WEATHER

Inclement weather is to be expected during the winter months. Driving, although rarely impossible, may be difficult at times. When caution is exercised, you normally will find the roads are passable.

3.09 BULLETIN BOARDS

Thompson Health maintains bulletin boards in suitable places for the posting of official notices relating to Thompson Health business, job opportunities, sponsored activities and federal and state regulations.

GENERAL

Thompson Health Information of interest and importance to you is regularly posted on our bulletin boards. Make a point to look at the bulletin boards regularly to keep up with "what's happening." These bulletin boards are for administrative use only so Volunteers may not post or remove any items on them.

The "Associate Classified" bulletin board, in the cafeteria, may be used by Thompson Health Volunteers wanting to post "classified items" only. All postings must be reviewed and be authorized by Associate Services prior to posting. Unauthorized postings will be removed.

The Community Board, located in the cafeteria, is limited to community events and activities only. All items must be reviewed and be authorized by Associate Services prior to postings. Unauthorized postings will be removed.

AUTHORIZATION

Postings are to be taken to Associate Services for approval in accordance with the Solicitation Policy. Postings will be labeled as "approved" and marked with an expiration date (classified-three weeks, community- after the event).

SECTION FOUR

BENEFITS FOR VOLUNTEERS

VOLUNTEER BENEFITS

Thompson Health provides the following benefits to you as a volunteer.

- An opportunity to gain valuable career experience.
- Free parking.
- Meal program available – earn credits for use in the Cafeteria.
- Annual Volunteer Recognition Luncheon.
- Free Flu immunizations.
- 20% discount coupon for the Thompson Health Guild Gallery Gift Shop during your birthday month; a 10% discount all other times, on selected items.
- Discounted tickets to designated theme parks and local movie theaters.

Please contact the volunteer office at (585) 396-6660 for more information.