

**STEPHENS COUNTY HOSPITAL AUXILIARY
TOCCOA, GEORGIA**

THE CODE OF THE VOLUNTEER

1. I WILL BE DEPENDABLE

I will do what I agree to do. If I can't make an assignment, I will contact a replacement. If one cannot be found, I will contact the Director of Volunteer Services.

2. I WILL BE ANXIOUS TO LEARN

I will try to know all that I can about the hospital. I will learn the rules of the hospital. If I don't understand, I will ask questions, sometimes twice, until I am sure.

3. I WILL BE QUIET

I will walk and talk as quietly as I can so as not to disturb others.

4. I WILL BE COURTEOUS

I will listen to others. I will think of others. I will help others. When I meet anyone on the hall, I will smile first.

5. I WILL BE NEAT, CLEAN AND IN PROPER UNIFORM

I will be well groomed in my uniform. I will be clean in person as well as in dress.

6. I WILL BE PLEASANT

I will be understanding of the mental strain which others may be under. I will be kind to everyone and I will have a smile for all.

7. I WILL KEEP CONFIDENCES

I will not discuss patients in or out of the hospital or discuss any illness with anyone while in the hospital. Everything which I see or hear on duty, I will keep confidential.

8. I WILL NOT TRY TO GET FREE MEDICAL ADVICE

I will not consult doctors or other personnel while I am on duty, either for myself or for others.

9. I WILL NOT MAKE MY TOUR OF ASSIGNMENT A SOCIAL EXPERIENCE

I will not chat or visit with others except in the line of duty. I will take breaks very infrequently and then will I visit with my friends. I will not make or receive personal calls while on duty. I will respect that others may be busy when I am not.

10. I WILL DO MY BEST TO LEARN RULES AND REGULATIONS FOR MY JOB

11. WHEN I REPORT FOR VOLUNTEER WORK

I will perform the best that I can and be the best that I can to be to help the patients, their families and hospital personnel. I will leave my job knowing that I have been needed and appreciated. I will also leave with a better feeling about myself.

VOLUNTEER PLEDGE

Believing that Stephens County Hospital and its Auxiliary have a real need of my services as a Volunteer worker, I pledge that:

- **I will be punctual and conscientious in the fulfillment of my duties and will follow instructions to the best of my ability.**
- **I will conduct myself with dignity, courtesy and consideration.**
- **I will consider as confidential all information which I may learn, directly or indirectly, concerning patients, doctors or any personnel member and I will not seek information in regard to any patient.**
- **I will take any problems, criticisms or suggestions to the Director of Volunteer Services.**
- **I will endeavor to make my work of the highest quality.**
- **I will uphold the traditions and standards of this hospital and will interpret them to the community at large.**

ETHICS

As a volunteer, you have an important role in the overall impact of the Stephens County Hospital's public relations; therefore, you are always expected to be courteous and considerate of others. Because of your affiliation with the hospital, you are now a part of the Stephens County Hospital's image in the community and you are expected to abide by the policies of Stephens County Hospital.

Any information concerning patients, hospital personnel and doctors should always be regarded as strictly confidential. Please remember this and respect the privacy of others, just as you wish for others to respect your privacy.

Volunteers should never answer questions or express opinions regarding a patient's diagnosis or condition. Refer any such questions to the appropriate professionals.

Many times patients need to talk. Volunteers need to be good listeners but avoid discussing any controversial subject with the patient or his family. If a patient or family member has a complaint and you are unsure to whom to refer it, notify the Director of Volunteer Services as soon as possible.

Volunteers should also refrain from discussing their personal physical condition with patients or entering a patient's room when the physician is present or while the patient is receiving treatment. Volunteers should never read a patient's chart.

As a Volunteer, you will be serving in a professional atmosphere and it is important that you present yourself – the Volunteer image – in a professional manner.

Please refrain from chewing gum while on duty. Volunteers should never report for duty with alcohol on their breath.

You will frequently encounter nurses, physicians and other health care professionals while in service at Stephens County Hospital. You should never ask any of these individuals for personal medical advice.

The Director of Volunteer Services has the authority to dismiss any Volunteer who violates his/her responsibilities, the policies of Stephens County Hospital or fails to adhere to the standards of ethics herein defined.

Always remember that the patient is the most important person in the hospital. Be kind and helpful to each patient and to members of their family.

PROFESSIONALISM AND RULES OF CONDUCT

Stephens County Hospital's first priority is the care and comfort of its patients. By volunteering your time and energy, you are helping the hospital carry out this mission. Employees and volunteers communicate this spirit of the hospital to the public. Your caring attitude and helpful nature will be remembered by our patients, their family members and visitors.

DO'S AND DON'TS:

PLEASE DO:

- Be punctual and regular in attendance.
- Notify the Director of Volunteer Services if you are unable to be on duty and are unable to find your own substitute.
- Sign in and sign out at the Volunteer Office – this includes hours of any volunteer function. Be sure to sign up for any volunteer work done outside the hospital if it is for the Auxiliary.
- Inform the Director of Volunteer Services of any problems, criticisms or injuries.
- Be sure to wear the proper uniform with your name tag at all times.
- Follow all instructions carefully and completely.
- Limit eating to approved areas. No eating at the Information Desks or the Gift Shop. Drinks should be kept in an inconspicuous place.
- Report to the supervisor of your area when checking in, going on a break, leaving your assignment. (Not applicable to the Gift Shop or Information Desks)
- Knock on patients' doors before entering.
- Accept each and every assignment willingly.
- Hold elevators for others.
- Yield to patients and visitors in the hallways and elevators, providing assistance if necessary (It is particularly important for surgery patients on way to or from the O.R.)
- Report any safety hazards to the Director of Volunteer Services or your area supervisor immediately. (For example: liquid spilled on the floor).
- Refer to health professionals with respect.
- Wash hands frequently.
- Be diplomatic in your conversations, especially when your viewpoint differs from the patient, or if the patient is difficult or out of sorts.
- Be a good listener.
- Remember to SMILE!

PLEASE DON'T:

- Enter a room marked “No Visitors” or other precautions with the exception of oxygen in use.
- Enter a room when the doctor is with his patient.
- Make purchases for a patient unless you consult a nurse.
- Give a patient water or raise or lower a bed without checking with the nurse.
- Give medication, food or personal care without official approval.
- Ask a nurse or doctor for professional advice.
- Accept any remuneration for your services. If a patient insists, inform them the money will be donated to the Auxiliary.
- DO NOT chew gum or wear perfume.
- No smoking anywhere in the hospital or on hospital grounds.
- Appear rushed around the patient.
- Sit on the side of a patient’s bed.
- Make prejudicial statements while on duty.
- Pursue conversations about religion or politics.
- Make personal visits while on duty unless your station is covered.
- Bring valuables to work. The hospital cannot be responsible for your property.
- Violate a patient’s confidence.
- Leave your station to have lengthy conversations with anybody.