



CHI St. Joseph  
Health

# Volunteer Services Orientation

# Welcome to CHI St. Joseph Health

We are excited you want to be part of our team. We have over 1000 volunteers a year who give their time and talents to CHI St. Joseph Health. We hope that your experience will be rewarding and enjoyable.

This Volunteer Services Orientation module is meant to give you an overview of the Volunteer Services policies and procedures.

# Meet Volunteer Services

**Director: Heather Bush**  
**Manager: William Shaw**

**Office hours:** Monday – Friday  
8:00am – 5:00pm

**Address:** 2801 Franciscan Dr. Bryan, Texas 77802

**Email correspondence  
works best:**

[volunteer@st-joseph.org](mailto:volunteer@st-joseph.org)

or call 979.776.5956

**Please email or call prior to coming in to ensure one of us is  
available to meet with you**

# What You Can Expect From Us

- Receive clear and specific job description.
- Be assigned appropriate assignments, according to skill, interests, availability, and training.
- Be trusted with confidential information that will help carry out assignments.
- Be given appropriate expressions of appreciation and recognition.
- Receive orientation, training, and supervision for the jobs you accept.
- Expect that your time will not be wasted by lack of planning, coordination and cooperation within the hospital.
- Expect that volunteer records will keep documentation of positions held, training, evaluations and hours.
- Be treated as a fellow staff member who contributes to St. Joseph through your volunteer work.
- Have all things done in a spirit of friendliness and cooperation.

# Our Expectations for You

- Your first responsibility is to know your own duties and how to do them correctly and pleasantly.
- You are expected to cooperate with staff and your fellow volunteers and maintain a good team attitude.
- You are expected to grasp opportunities for personal development that are offered to you.
- We expect you to voice your opinion and contribute suggestions to improve the quality of CHI St. Joseph Regional Health Center.
- You will attend all training sessions and health screenings scheduled for you.
  1. Initial Hospital and Volunteer Orientation
  2. Initial TB testing
  3. Flu vaccination required October – March yearly
  4. Annual Reorientation and TB Test

# Our Expectations for You

- You will sign in and out each time you volunteer.
- You need to inform your volunteer assignment as soon as possible of any planned absence or lateness.
- You will insure that you wear both your volunteer uniform and your ID badge at all times.
- You will keep all information confidential concerning patients.
- You will report to duty on time.
- You will provide feedback to Volunteer Services to help us continually improve.

Remember, you help create the healthy, pleasant, and safe volunteering conditions that CHI St. Joseph intends for you. We need your help in making each volunteering day enjoyable and rewarding.

# Your Commitment

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## College/Therapy Volunteers

- At least ONE semester
- 35 hours for spring or fall semester
- 27 hours for summer semester
- Three absences allowed during fall/spring, only two are allowed in summer

## Adult Volunteers

- 6 month commitment
- One 3-4 hour shift per week

# Termination

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- CHI St. Joseph Regional Health Center Volunteer Services is an at-will agency and has the right to terminate a volunteer without cause, but will always consider the cause leading to the termination. In general, failure to adhere to policies of St. Joseph is cause for immediate release. Grounds for immediate dismissal may include, but are not limited to....



# Benefits

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## Free annual TB and Influenza shots:

- CHI St. Joseph provides free clinics to receive annual TB and flu vaccines
  - Flu season is October-March
    - Clinic dates and locations will be sent out to all volunteers
    - Vaccine will be required for all fall/spring volunteers
  - TB clinics start in January
    - TB testing is offered year-round at our Express Care clinics free of charge for volunteers
- When you show up for your weekly shift you can get up to \$4.00 of free food/drink at the St. Joseph Café/Cafeteria. Simply show the clerk your name badge.

# General Guidelines for Dress Code

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- **College/Therapy volunteers:** wear a navy CHI St. Joseph polo with khaki pants and athletic style shoes with rubber soles. A color coordinating long sleeve top may be worn under the polo for added warmth.
- **Adult Volunteers:** wear navy CHI St. Joseph vest or smock with khaki pants and athletic style shoes with rubber soles.
- **Tattoos:** CHI St. Joseph strongly discourages visible tattoos. Visible tattoos with profanity, nudity or gang-related symbols are not permitted and should be covered.
- **Body piercing:** Jewelry may not be worn in any visible body piercing with the exception of up to two earrings worn in the ear lobe. Covering visible body piercing with bandages or any other means is not permitted.
- **Other items:** no logos that are not CHI St. Joseph Logos, Nails must be clean and NOT ARTIFICIAL (per infection control), No Hats, No strong perfumes/smells and no distracting jewelry, clothing, etc.

# Identification Badges

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- We will take your picture for your ID badge at orientation
- Your badge will be ready for your first shift
  - Main hospital volunteers: pick up at information desk
  - Offsite volunteers: badges will be dropped off
- Please wear your badge at all times while volunteering
  - Certain departments will also need security access

# Food & Drink While Volunteering

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- CHI St. Joseph **PROHIBITS** eating, drinking, applying cosmetics or lip balm, and handling contact lenses in work areas where there is a reasonable likelihood of occupational exposure.
- No eating or drinking in patient areas and no food in work areas (drinks that are kept covered may be at nurses stations, report rooms and other such areas).
- Please use designated cafeteria and café or break rooms.

# Cell Phones

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- Please refrain from using your cell phone while on duty.
- If you have a urgent matter and need to use your cell phone, please leave your work area and go to a department designated break room or other area away from your work area.

# Attendance

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- Recording your attendance is vital to our program for both legal and functional purposes.
- CHI St. Joseph Regional Health Center and CHI St. Joseph College Station Emergency have touch screen computers available for you to sign in and out.
- Other facilities have time sheets to record your volunteer hours.
- Volunteers are required to sign in and out each time they volunteer.

# How To Record Your Volunteer Time

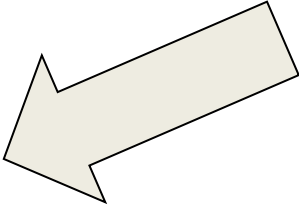
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- Touch screen computers are located at:**
  - The Information Desk(1<sup>st</sup> floor main hospital near front entrance)
  - College Station ER: behind the registrar's desk
  
- Manual time logs are available for other off site locations.

**Your volunteer pin number is your home phone number or cell phone number (no area code).  
Enter your number using the touch screen or mouse.**

**Enter your volunteer PIN number**

Enter your volunteer ID number using the keypad buttons, and then touch the Continue button.



1	2	3	
4	5	6	
7	8	9	← Backspace
*	0	#	Continue
			Cancel

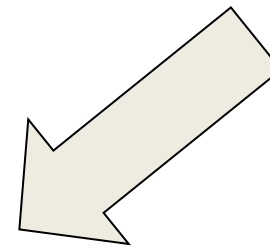


# Press Continue ...

## Enter your volunteer PIN number

Enter your volunteer ID number using the keypad buttons, and then touch the Continue button.

1	2	3	
4	5	6	
7	8	9	← Backspace
*	0	#	Continue
			Cancel



If this is you touch  
“Yes” if not touch “No” and return to step 2.

Is this Mary Bailey ?

Yes

No

# Touch your assignment, if not sure touch “Not sure”.

**Which assignment are you here to perform?**

Client Advocate [Sample Agency Name\Client Services]

Info Desk [Sample Agency Name\Administration]

Meal Delivery [Sample Agency Name\Volunteer Services]

Patient Intake [Sample Agency Name\Administration]

**Not sure** **Cancel**

# If all information is correct touch “Yes”, if not touch “No”

## Is this information correct?

If the information shown is correct, touch the Yes button. Touch the No button if you want to start over.

**Name:** Mary Bailey

**Date:** 08-16-2006

**Time in:** 9:41 am

**Assignment:** Info Desk [Sample Agency Name\Administration]

Yes

No

# A screen will appear asking “Ok?” Touch “Ok” to finish task

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- To sign out it is the same procedure as to sign in.
- If you forget to sign out, the computer will automatically sign you out.
- You will need to correct your time in the Time Adjustment binder located next to each computer.

# Volunteer Information Center or VicNet

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- Our web-based volunteer database system can be accessed from any internet ready computer.
- You can update your profile, check for messages, check your schedule and find out how many hours you have accumulated.
- You can do this from any internet ready computer.
- Accessed at: <http://www.chistjoseph.org/volunteer>

# Log-in to Volunteer Information Center

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- Your login name is your email address.
- If you applied online you should have already chosen your password.
- If you cannot access, click on “Forgot your password?” icon.
- You will receive an email with temporary password.
- At your first login change your password.

# Documentation of Volunteer Hours

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- If you need documentation of your hours, you can:
  - access your volunteer hours by logging into the Volunteer Information Center
  - Email Volunteer Services (**volunteer@st-joseph.org**) to request a report of your hours or a letter of verification
- We can only provide documentation of hours, we cannot provide letter of recommendation. These should be obtained from your assigned department.



# Information Updates

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- Any information volunteers need will be sent out via email by Volunteer Services.
- Please add our email address to your contacts so important messages do not go to junk mail

# How To Turn In Paperwork

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- If you need to turn in paperwork to Volunteer Services, please go to the Auxiliary room on the first floor or leave the paper work with the Information Desk.
- If you are assigned off-site, please have your department interoffice mail to Volunteer Services

# Parking

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- You are required to use parking areas designated for our staff. If you volunteer at the main hospital (SJRHC), free parking is available in our parking garage on levels five through six.
- Please keep in mind that parking spaces in front of the main hospital are for patients and visitors only.
- If you volunteer at our Rehabilitation facility or Manor, please use the guest parking spaces.
- Remember to lock your car every day and park within the specified areas.
- St. Joseph does not assume any liability or any loss or damages you may sustain.

# If you are injured

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- In the event of an injury while you are on duty, you are to contact the Director and/or charge nurse in the area you volunteer and report to the Emergency Room if treatment is required.
- The ER staff will assess the situation and ascertain if treatment is needed.
- You are then to contact the Director of Volunteers or Employee Health Coordinator to complete an incident report the same day of the incident.
- If you witness a fall or accident, please alert appropriate staff.

# Absences & Tardiness

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- If you need to miss your volunteer shift, please contact your department supervisor to let them know.
- You do not need to inform Volunteer Services of your absence, unless it will be past the absence limit (3).
- Please communicate with Volunteer Services if you need to take a leave of absence or you need to be removed from the schedule altogether.
- We understand things come up that are unplanned, so please just communicate well with Volunteer Services and your department.

# Make-Up Shifts

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- If you would like to make-up a shift you have missed, email Volunteer Services and we will see if there is a shift you can pick up in your assigned department
- Additional volunteer opportunities for making up shifts are available throughout each semester

# At the End of each Semester- College Volunteers

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- You should receive an email from Volunteer Services by mid-semester asking if you plan to return for the next semester.
- Once you are a volunteer, you do not have to reapply to return.
- Even if you do not get an email, it is your responsibility to notify us if you want to return, which department and what your availability is.

# Making the Most of Your Experience

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- Learn and ask questions!!
- Get to know the staff!! Introduce yourself and let them know you are there to help.
- Take time to get to know the patients
- Be assertive!!
- Smile! Your energy and positive attitude will have a impact on all those you serve.
- Show up when you are scheduled and let the department know if you will be out.

## Have Fun!!





# I WILL **INTRODUCE MYSELF** USING AIDET

<b>A</b>	<b>Acknowledge</b>
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<b>I</b>	<b>Introduce</b>
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<b>D</b>	<b>Duration</b>
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<b>E</b>	<b>Explanation</b>
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<b>T</b>	<b>Thank You</b>
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# Behavior Standards

Our Behavior Standards guide our daily activities and strengthen our processes. They are the way we live out our values as we complete our daily work responsibilities. The standards serve as a constant reminder to our staff of who we are and what we do, and they are the foundation for continued learning and development.

# Behavior Standards



- **Compassionate:** Care for others with a kind heart.
  - Takes an interest in others and their well-being
  - Offers to help, going above and beyond where possible
  - Approaches everyone in a friendly and welcoming manner.
  - Treats others with respect and courtesy.



- **Mindful:** Attention to the present moment, respectfully, with purpose and non-judgementally.
  - Carefully listens, considering the viewpoint and values of others.
  - Remains calm, considerate of emotions and the situation at all times.
  - Follows protocols and advocates to deliver safe, quality care.

# Behavior Standards



- **Innovative**: Desire for continuous improvement through original and creative thinking.
  - Continuously learns and seeks evidence-based, best practices.
  - Thinks outside the box.
  - Sees opportunities for positive change and recommends unique, effective solutions in a collaborative manner.
  - Willing to take a risk and try new approaches for the common good.



- **Confident**: Trust and faith in the ability of oneself and colleagues.
  - Takes responsibility for being knowledgeable and skilled in their job and about the organization.
  - Recognizes ones' own limits and seeks accurate answers to questions from subject matter experts.
  - Puts others at ease during times of uncertainty.
  - Respects others through empowerment.

# Behavior Standards



- **Trustworthy**: commitment to personal integrity and competence at all times.
  - Values strong relationships and works to build these through effective and consistent communication.
  - Keeps commitments and is accountable for follow through and getting results.
  - Fosters a feeling of reliability among others.
  - Maintains honesty integrity always.



- **Empathetic**: Understand and share the feelings of another.
  - Uses one's own experiences to understand and care about others.
  - Places oneself in another's position.
  - Sees with the eyes of another, listens with the ears of another, feels with the heart of another.