

GUIDELINES FOR VOLUNTEERS

In order to comply with Hospital policies and assure the safety of both patients and our volunteers, we are asking you to assist us by following certain procedures.

1. Confidentiality: Protecting the privacy of patients is essential. All volunteers must sign a Confidentiality Form and honour this policy. Please do not speak about what you see at Agape House when you leave here. We do encourage you to speak with either the Clinical or Volunteer Coordinator about any concerns you have.

2. Recording the hours you work: Many volunteers say they don't record their hours because they don't do it for recogni-



tion. We **want** to acknowledge the many hours you work! Even more importantly, we are required to report volunteers hours to the Bermuda Hospital Board. Hospital accreditation necessitates that all volunteer hours be documented. Please help us comply with this important policy by recording your time after each shift in the *Hour Record Book*, located in the lobby.

3. Wearing a name badge:

Hospital Security requires that all volunteers be identified. In order to assure the safety of patients, staff and other volunteers, we all must be identified by name badges. Please remember to bring along and wear your name badge each time you report for your shift.

4. Filling in the Vacation Log:

There is a Vacation Log hanging on the volunteer bulletin board in the lobby. Please fill in your name, the last day you will be available to work your normal shift and the day you will be back to work. This allows us to find someone else to fill in for you when you are on vacation.



5. Reporting for your assigned shift:

We count on your being here when you work an assigned shift. We also understand there are times you cannot make it. Please call our office at 232-0859 when you are unable to report for duty.



6. Fire Safety:

In the event of a fire, alarms will sound in the building. It is essential that volunteers report to the Volunteer or Clinical Coordinator. You may be asked to assist with getting patients to safety. You must be mindful of your own safety and leave the building, reporting to the lower driveway, which is marked "patient fire zone." Remain outside the building until the all clear is given.



7. Incident Report:

Please report any accident sustained by yourself or a patient, as soon as possible, to the Volunteer or Clinical Coordinator. An incident report will be filled out, signed and submitted to the appropriate hospital department.

8. Isolation Room: Room 5 is sometimes used for patients requiring isolation. You will be informed if any extra precautions are required.

9. Health and Safety:

In order to limit the spread of germs it is required that all volunteers use the hand sanitizer dispensers outside each bedroom upon entering and leaving each room. If you are feeling under the weather we request that you postpone your next visit until you are well again.

THANK YOU FOR YOUR COOPERATION!!