



Clinic with a
HEART®

**VOLUNTEER
HANDBOOK
2010**

WELCOME!

Thank you for your decision to volunteer for Clinic with a Heart! We are excited to have you join our volunteer family! Like other volunteers, you have a busy life and schedule, yet you are willing to share a portion of your time and talents with the people we serve,

Our Clinic with a Heart volunteers are a special family whom we value highly. Our volunteers take great pride in their performance to help the patients we serve.

We believe you will find your service at Clinic with a Heart rewarding. Thank you for your gift of time and talent to our “medical mission at home.”

Sincerely,

Dr. Rob Rhodes
Founder & President Emeritus

Dr. Chris Caudill
President

Teresa Harms
Executive Director

Shirley J. Foster
Director of Volunteers

VOLUNTEER POLICIES

The success of Clinic with a Heart depends on active participation from its volunteers, patients and staff; all working towards the common goal of quality and efficient healthcare for the uninsured and underinsured in and around Lincoln, NE. Clinic with a Heart requires that all volunteers respect the policies, rules and regulations.

Confidentiality: All information pertaining to Clinic with a Heart patients will be kept confidential. Breach of this policy will result in corrective action and possible volunteer dismissal.

Professionalism: Volunteers are expected to act with the utmost professionalism while at Clinic with a Heart. Volunteers are expected to treat all patients with dignity, respect, and courtesy. Sexual harassment, discrimination, or disrespect of any kind will not be tolerated.

Harassment: Harassment of any kind by volunteers will not be tolerated. In general, ethnic or racial slurs and other verbal or physical conduct relating to a person's race, color, religion, gender, national origin, age, marital status, sexual orientation, veteran status, income, or disability constitutes harassment.

Theft: Anyone taking property of Clinic with a Heart, will be reported to the Lincoln Police Department and will be dismissed from service at Clinic with a Heart.

Respecting Diversity: Clinic with a Heart prides itself on the quality of services our diverse group of volunteers provides to all our patients. Respecting diversity in culture, tradition, and religion, is a fundamental principle of Clinic with a Heart.

License: Volunteers working in a position requiring current licensure will provide proof of license, as required.

Parking: Volunteers will park in areas designated by host sites.

Serving Our Patients:

1. Remember feelings and attitudes are not always directed personally at you.
2. Patients, staff and volunteers will be treated with respect, courtesy and equality.
3. Avoid negative tones and statements as well as patronizing or parental behaviors.
4. We strive to provide a wholesome atmosphere at our clinics. Patients have a right to receive quality care and are allowed to complain.
5. If you have a complaint or a concern, please document and forward to a clinic staff member:

Teresa Harms, Executive Director
402-421-2924

teresa@clinicwithaheart.org

Shirley Foster, Director of Volunteers
402-499-6470

shirley@clinicwithaheart.org

6. If a patient is upset, invite person to accompany you to a private space. Ask for assistance from the Team Leader as needed.
7. If at any time you are uncomfortable about being in a room alone, please ask the Team Leader to join you. Keep the door open, and ask a co-worker to get “Charlie” – a person who has been designated as a security volunteer. This person should provide a calming presence.

Volunteer Information

All volunteers are required to complete all applicable application forms. Completed forms should be given to the Director of Volunteers. A tour at a Tuesday Clinic at Center for People in Need is required.

Age Limit: All volunteers must be a minimum of 19 years of age.

Punctuality: Clinic hours for patients are 5:30-7:00 p.m. Volunteers should plan to be at the clinic from their assigned arrival time until patients have completed check out or assignments for that position have been completed. Depending on the number of patients to be seen, this can be as late as 9:00 p.m., so please plan accordingly. Some positions require being on duty at 4:30 pm.

It is imperative that all volunteers arrive on time so the clinic can be set up, ready for patients and stay on time throughout the evening. If you are unable to work your scheduled volunteer assignment, please contact your Team Leader as soon as possible.

Volunteer Check-In and Out: All volunteers are required to check-in and out from each clinic and assignment. During check-in you will be given a name tag. Please return your name tag when you check-out. Tracking of your time at the clinic is important; it is used to demonstrate support for funding opportunities and outcomes. Please print legibly and complete all fields.

Dress Code: All volunteers must have a Clinic with a Heart name tag while working in the Clinic. Volunteers should wear appropriate shirts, jeans, slacks, and shoes. Tank tops and short shorts are not allowed. Your dress should inspire confidence in our

patients. A Clinic with a Heart shirt may be purchased at your expense. See clinicwithaheart.org website.

Medical Treatment: If patients have questions or need to discuss medical concerns, they should be directed to a healthcare provider. All medical volunteers will provide services that are within the scope of practice of their training and/or license.

Respect for the Facility: Please respect the space and make sure it is clean and neat at the end of clinic.

Safety Issues: Volunteers should avoid direct contact with blood or body fluids. Contact your Team Leader immediately if this issue arises.

In an Emergency: Clinic Team Leaders will alert you to any emergency and provide you with instruction as to how to proceed.

Clinic Supplies: If you notice supplies are running low, please inform your Team Leader. Remember, we're all depending on each other to make certain supplies are stocked at all times.

Communication: Good communication is important and the easiest way to let all volunteers know what's happening is email. Please check your email on a regular basis. If you do not have email, please make certain your Team Leader has both your home and work phone numbers.

Adverse weather: If weather conditions are unsafe for driving, clinic will be closed. To check call the main clinic phone number (402-421-2924) and listen to the recording.

Holidays: The holidays we observe are: New Year's Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas. There will be no clinics on these holidays.

Smoking: In order to promote a safe and healthy environment for our patients, it is the policy of Clinic with a Heart to have a smoke-free environment. Smoking is not allowed in or around any of the facilities in which we operate, except in designated areas outside the facility.

Lost and Found: All lost and found items will be turned into a Clinic with a Heart staff person for safekeeping until the items have been identified.

Accidents and Injury: If you experience an accident or injury while volunteering for Clinic with a Heart, no matter how minor, immediately report it to your Team Leader.

Volunteer as Patient: Volunteers may become a patient at Clinic with a Heart and see medical providers on duty. Please follow the same procedure as all patients, obtain a number, complete demographic form, medical intake, etc.

VOLUNTEER ORIENTATION

This handbook contains general volunteer information. You will receive further orientation and position specific training in the area in which you have been placed. Staff and experienced volunteers will help you learn how to perform your new volunteer responsibilities prior to working in your assigned position.

Our clinic staff is available Monday through Friday to answer any questions or concerns you might have.

Shirley Foster
Director of Volunteers
402-499-6470
Shirley@clinicwithaheart.org

Teresa Harms, Executive Director
402-421-2924
teresa@clinicwithaheart.org

Clinic with a Heart Volunteer Website:

One of the ironic things about Clinic with a Heart is that what we do is so simple yet can be so complex. There are many different roles and responsibilities working together to serve a great need. We've heard from many volunteers a desire for more training opportunities. We are so excited to tell you of the launching of a new website just for volunteers. This site will be "by invitation only" and will feature online training. But wait -- there's more! The site will also include:

- Newsletters
- Announcements
- Specialty service schedules

And more!

Volunteers will need a Google account (not a Google email address) to access the site. This is a free service Google offers. You will set up your own account and set up a password. We won't know what your password is. Many people who use a Google application already have an account. If you don't have a Google account, you can set one up at:

<https://www.google.com/accounts/NewAccount>

Once you have an account you can access the volunteer area from our Clinic with a Heart website or by going directly to the site:

<http://sites.google.com/site/clinicwithaheartvolunteers/>. If you have any questions or suggestions, contact Teresa@clinicwithaheart.org

END