VOLUNTEER AUXILIARY APPLICATION

Name (First, Middle, Last) (Name You Go By)

Address City State Zip

Date of Birth Home Telephone Number Cell Telephone Number

Person to Notify in Case of Emergency Relationship

Home Telephone Number Alternate Telephone Number City/State

Please Give an Overview of Employment Experience, If Any:

Employer: _____
(Name) City/State Number of Years

General Job Duties: _____

Employer: _____
(Name) City/State Number of Years

General Job Duties: _____

Please give an Overview of Current and/or Past Volunteer Experience, If Any:

Organization: _____
(Name) City/State Length of Service

General Duties: _____

Organization: _____
(Name) City/State Length of Service

General Duties: _____

We volunteer in many areas of Memorial Hospital. Is there anywhere that you would not be willing to volunteer? _____

Have you ever been convicted of a felony? YES _____ NO _____ If yes, please explain.

Do you have any special skills that could benefit patients, visitors and/or employees? (i.e. computer skills, talking/visiting with the public, clerical experience, bilingual, etc.)

Why do you wish to become a volunteer in Memorial Health Systems Volunteer Auxiliary?

_____

Qualified applicants are considered for positions without regard to race, color, religion, national origin, martial status, or the presence of non-job related medical condition or handicap.

I hereby certify that the answers given by me to the foregoing questions and statements are true, correct, and without omissions. I authorize Memorial Health Systems of East Texas to investigate the foregoing and any other information which might assist in determining my qualifications for volunteer service. I release Memorial Hospital and any other organization from any liability for damage that may result from such investigation. I further authorize Memorial Hospital to check my background for felony convictions.

I hereby agree to abide by the current policies, rules and regulations of Memorial Hospital and the Auxiliary as well as new and revised guidelines in the future.

I acknowledge that false statements in this application shall be considered sufficient cause from dismissal from the volunteer program.

_____ _____

(Signature) (Date)

RULES AND ETHICS OF MEMORIAL HEALTH SYSTEM VOLUNTEERS

When you become a Volunteer, you become a part of a professional team and should assume the responsibility accepted throughout the hospital, expect no favors, and keep in mind always the importance of the patient! As a volunteer you must continually strive to enhance the delivery of healthcare services throughout our hospital and across Texas.

Professionalism: Please keep your areas as "business like" as possible, yet friendly. You may talk quietly together whenever you have a slack period, but be ever alert to the happenings around you. Be sure to be neat in appearance and professional in attitude. You are urged to refrain from gossip, needless complaining, loud and boisterous talking, and other such activities that would be disturbing to patients and visitors.

Punctuality: Volunteers are expected to be on time.

Dependability: Please be dependable and work your assigned day. Do not call in at the last minute to say you will not be in unless there is a genuine emergency. **You are responsible for getting your own substitute!** A substitute list is available from your chairperson.

Dress Code: The hospital is concerned that the dress code of its volunteers be suitable to the hospital setting. The volunteer uniform consists of the following:

Ladies – Teal jacket with white pants or white skirt
White blouse – Long or short sleeve
Natural nylon hosiery. Socks may be worn with white pants only
White shoes – Preferably nurse type
Keep jewelry to a minimum

Gentlemen – Teal vest, buttoned, with white or coordinating shirt, buttoned.

Holidays: Volunteers will be excused from duty for the following holidays which are set to coincide with hospital staff holidays:

New Year's Day
Mother's Day
Memorial Day
Independence Day (July 4th)
Labor Day
Thanksgiving – Thanksgiving Day and the Day After
Christmas – The Day Prior to Christmas, Christmas Day, and the Day After Christmas

Visiting Regulations: Visiting regulations are few. Visitors are encouraged to use common sense and children should be accompanied by an adult. Children under the age of twelve (12) are not allowed in the ICU area unless prior approval has been obtained by the House Supervisor or the Guest Advocate Office. Certain areas may have posted visitation hours. Consult a section supervisor if more information is needed on a case by case scenario.

Cafeteria Hours: Hours are posted at the cafeteria entrance. Volunteers receive a free lunch or evening meal the day they work. The meal may be taken home. Drinks, coffee and water, may be taken during break times.

Mail: The mail is picked up by Central Supply Section at 4:00PM, Monday through Friday, from the mail room across from Administration. A public postal drop box is located outside the Ellis Street entrance, by the Rehabilitation Ward.

Visitors: When visitors ask to see some of the hospital, make every effort to show them throughout the hospital, where visitors are authorized.

Employment Questions: Anyone seeking employment should be directed to the Human Resources Office located on Ellis Street, behind the hospital. Persons looking for an individual employee should also be directed to the Human Resources Office. **NOTE:** RN and LVN applicants should be referred to the Nurse Recruiter, 2nd floor of the Main Hospital, in the Nursing Administration Office.

Valuables: Bring only absolute essentials with you. Carry your billfold and other valuables in your jacket pocket. Do not bring large sums of money, expensive jewelry, etc., with you. The hospital nor the volunteer auxiliary cannot assume responsibility for loss of these items.

Responsibility: You must never assume because you are temporarily not busy that you can leave your duty section to go home. Emergencies can occur at any time and your services could be urgently needed within moments. If a personal emergency arises and you must leave, notify the supervisor where you are working.

Confidentiality: All information regarding patients, personnel, and staff is strictly confidential, whether medical or otherwise, and must never be discussed or repeated. This even includes mentioning patients by name outside the hospital. Because you are trusted, you are allowed to observe and take part. Do not betray this trust!

Authority: Respect for those in authority is absolutely necessary. Perform your duties willingly and carefully. Make certain you understand instructions and, if in doubt, ask before you act. Be careful and courteous to everyone and cooperative at all times.

Public Relations: A dedicated and loyal volunteer will provide a great service to their hospital as a "Public Relations Ambassador". We encourage you to be well informed of the many facilities available at Memorial and tell the story of your hospital to your friends. If you have any doubts when answering questions, please state that you do not know, but will find out, then obtain the correct information and relay it back to those questioning.

Floor Plan: One of your first and foremost responsibilities is to learn the location of the various departments in the hospital. Be sure of a room's location before escorting a patient or visitor to a room!

Visiting: Do not go visiting on a personal basis in the hospital while you are on duty!

Telephone Calls: Incoming calls should not be of a personal nature.

Rules: Each volunteer should realize that they represent the entire auxiliary and the hospital, therefore following these Rules and Ethics is the only way the program will be fully successful.

Important Information: Always refrain from accepting any responsibility in any way regarding:

Taking Doctor's orders
Taking responsibility for a patient's valuables
Taking part in any medical discussion, in or out of the hospital, or giving medical advice.
Repeating anything overheard or observed in the hospital.
Reading any hospital charts or medical records.

Auxiliary Dues: Our auxiliary is a member of the Texas Association of Healthcare Volunteers (TAHV) which is dedicated to the further enhancement of the delivery of healthcare services throughout Texas. The main purpose of the TAHV is education and support of volunteer organizations. Dues are $5.00, per member, per year, and are due and payable to the auxiliary Treasurer at the Spring meeting.

Uniforms: Uniforms are available from the auxiliary President. The first jacket for ladies and the first vest for gentlemen are furnished by the hospital. If you require additional uniforms, you must buy them yourself.