

YAKIMA VALLEY MEMORIAL HOSPITAL

MANUAL FOR VOLUNTEERS WORKERS OF
YAKIMA VALLEY MEMORIAL HOSPITAL
YAKIMA, WASHINGTONINTRODUCTION

We extend to you an invitation to serve the patients at Yakima Valley Memorial Hospital and in so doing to serve your community.

We are grateful to the volunteers who do so many other things which add to the comfort of the patient and which, otherwise, might not be done. It is our desire to plan and arrange the tasks so that you will derive real pleasure in the accomplishment. Because of the increased demand on hospitals for services and because this hospital is a non-profit institution, there is a particular need for volunteer help.

All obligations and hospital policies are the same for both volunteers and for paid workers. Volunteers must be at their posts regularly and on time and should not ask to be excused for anything less than illness or real emergency. The volunteer's job is to supplement the professional worker. The volunteer is expected to carry on her duties with the same efficiency and interest expected of a paid worker.

All volunteers are bound by a code of ethics as strict as that of the medical profession. Everything concerning a patient should be KEPT CONFIDENTIAL. Hospital work is always CONFIDENTIAL and a businesslike behavior at all times is required. Patients should never be discussed in public or with anyone except in the line of duty. This is a moral obligation.

A volunteer must be dependable. If illness or some other valid reason for not reporting to work occurs, the Director of Volunteers should be notified in advance so that a substitute worker can be called.

Certain rules apply to volunteers as well as paid workers:

1. Sign in and out in book provided so that the hospital may have a complete time record of all volunteer work.
2. Know your hours of duty. Know ward routine and follow it.
3. Wear your volunteer uniform while on duty. Wear dark low-heeled shoes. Keep hair dressed closely.
4. Do not wear conspicuous make-up or jewelry.
5. Be sure to thoroughly wash your hands before and after contact with each patient.
6. Do not sit on patient's bed - use a chair. Do not sit on desks or tables.
7. Always show patience and consideration for each patient. Do not appear rushed.

8. Do not enter isolation wards or have any contact with isolation patients unless requested to do so by the nurse in charge. Do not report for duty if you have a cold.

9. Report to nurse in charge any accident, no matter how slight it may seem.

10. Do not offer suggestions or advice to the patients or relatives. If they have questions, refer them to the professional staff.

11. Do not chew gum or smoke while on duty.

12. Do not ask a Doctor or Nurse on duty for professional advice. If ill, report to the nurse in charge.

13. The telephones in the hospital must not be used for incoming or outgoing personal calls, except in case of emergency.

14. Address your co-workers by name or title. Do not use first names while on duty.

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Rules applying particularly to Pediatric Dept:

Precautions:

1. Be sure crib sides are up before leaving patient.
2. Always close safety pin after removing it. (never stick in bed or pillow). Put unused pins in drawer provided.
3. Always wash your hands between each patient.
4. Never leave infant alone with feeding bottle.
5. All toys should be picked up and playroom closed before meal and bed time.
6. Be sure toys are safe for children to play with.

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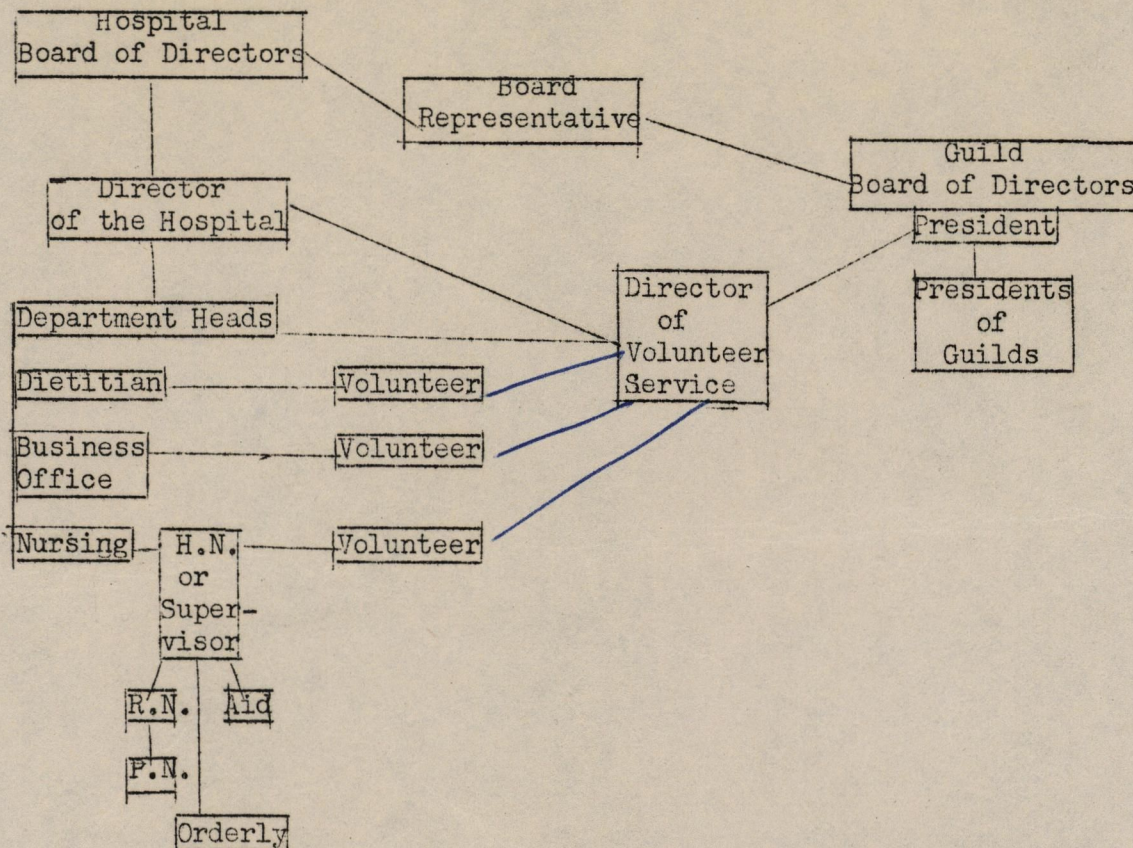
We are grateful to you for giving your services. You are performing an important community service of which you may be extremely proud. We hope that you may interest others in volunteer activities for the hospital.

<i>Blair M. Pritchard</i>	Administrator - Phone 29191
LAURA M. JAMISON	Nursing Director " 29191
MARGARET C. SCHULTZ	President- Auxiliary Board " 28920
GERALDINE GUIE	Trustee Board of Directors 6406

CHART TO SHOW ORGANIZATIONAL RELATIONSHIP OF SERVICE GUILDS

TO THE

YAKIMA VALLEY MEMORIAL HOSPITAL



Routine for Volunteer Worker

1. Report to Director of Volunteer Service for assignment to department.
2. Sign in on assignment sheet.
3. Report to Hospital Staff Member in charge of department or floor.
4. Receive duty assignment from this person.
5. Report completed assignments to this same person, or ask for any instructions needed.
6. When time is completed report off duty to person in charge.
7. Report off duty to Director of Volunteer Service.
8. Sign out on assignment sheet.
9. Enter total hours on your work record card.

Responsibilities of Director of Volunteer Service

1. Receive requests for assistance from department heads.
2. Call volunteers.
3. Make up daily assignment sheets.
4. Find replacements for regularly assigned workers who have notified her they must be excused from regular assignment.
5. Make adjustments with department heads and volunteer workers.
6. Keep records up to date.
7. Train new workers, with assistance from professional hospital staff.