WELCOME

Welcome to Redland Hospital. As a volunteer you are a valued part of our team and your ideas and opinions are important to us.

The guidelines in this book will help make your job easier as it contains information about the organisation, its policies and general tips to assist you to work with our patients and staff.

Please do not hesitate to contact the volunteer co-ordinator or myself if you have anything to discuss. I hope your time with us as a volunteer will be happy and rewarding.

David Miller
Executive Director Acute Services
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INTRODUCTION

Redland Hospital is an acute general hospital providing a wide range of in-patient and ambulatory care services to the Bayside community including emergency, medical, surgical, maternity and mental health services. Bayside Health Service District is an integral part of Queensland Health which operates under the following mission:

**Mission:** Helping people to better health and well being.

This mission will be achieved by:

- focussing on prevention, health promotion and early intervention; evidence-based clinical practice; managing public health risks
- maintaining high quality health care
- prioritising resource allocation to meet needs and equity principles
- encouraging individual responsibility for health
- fostering research and education to improve health services
- implementing the principles of Charter of the Public Service in a Culturally Diverse Society
- partnerships and collaboration with other agencies and governments

**Key Values**

- Trust and respect for people
- Performance accountability
- Integrity and professionalism

Bayside Health Service District supports this by adhering to a local philosophy, which acknowledges that:

**Health is about people**

- Health begins at home, in schools and at work
- People have power to shape their lives and the lives of their families free from the burden of avoidable disease
- People should be encouraged to use better approaches for preventing disease, alleviating unavoidable illness and disability and better ways of growing up, growing old and dying with dignity.

This philosophy is supported by the following principles:

- All people will be respected – staff and customers
- Customer feedback is essential for improvement
- A family centred approach to healthcare
- Negotiated healthcare outcomes for all customers
- The health service will achieve improvement through change
- Devolution of management and accountability is paramount to leadership
VOLUNTEER ROLES

The Redland Hospital volunteers are an integral part of the Redland Hospital Auxiliary. The auxiliary has been a long established ally of Bayside Health Service District and provides critical support services to the hospital and local community. They make the life of patients more comfortable by providing a kiosk and library service and are hugely successful in their fundraising activities, which result in the purchase of a wide range of medical equipment.

Over recent times the role of the volunteer has become wider and volunteers are now integral team members in most of our clinical and support services including:

- Emergency Department
- Medical Imaging Department
- Medical Ward
- Women & Birthing Services
- Mental Health Unit
- Health Records Department
- Surgical Ward
- Operating Theatre
- Professional Development
- Business Unit

The range of tasks involved in each area is different but all contribute to the provision of patient care.

CHOOSING YOUR ROLE

As a volunteer you are able to choose the type of tasks you feel confident and relaxed in undertaking. When you begin volunteering at Redland Hospital the volunteer co-ordinator will discuss suitable activities with you. If at a later date you wish to change your tasks or work area this should be discussed with the volunteer co-ordinator.

ROSTERS

As a volunteer you will be rostered to duties at the times agreed with the volunteer co-ordinator. A copy of this roster will be left in the volunteer room next to the kiosk. The volunteer must make any changes to the roster for the following week.

SIGN ON & OFF

Before you start work you must sign on using the book system located in the volunteers room. Signing off is also vital and must be done before you leave. This system allows us to know who is on duty at any time in case of fire, and to keep an accurate record of the hours you have worked.

As you are covered by the Hospital Auxiliary insurance these records are vital should you need to make a claim.

MEAL BREAKS
Volunteers working shifts of 4 hours or more will be provided with a voucher entitling the bearer to food/beverages to the value of three dollars. These vouchers must be signed by the volunteer and used in the Coochie Café. Breaks should be taken in consultation with the departmental supervisor.

ABSENCES

If you are unable to make your rostered time, please call the manager in your allocated area a call with as much notice as possible. Please do not report for duty if you have a cold or sore throat or are otherwise unwell.

APPEARANCE

It is expected that volunteers are neat, clean and tidy in their grooming and dress at all times. Comfortable shoes with non-slip soles should be worn. Jewellery should be kept to a minimum as rings, watches and bracelets may damage patient skin during contact. Discussions are taking place between Bayside District Health Service and the Redland Hospital Auxiliary regarding uniforms. Once determined volunteers will be made aware of the uniform policy.

RESIGNATION

If you wish to discontinue your service please advise the volunteer co-ordinator.

COMPLAINTS & GRIEVANCE PROCEDURES

Volunteers have the right to raise issues of concern with the relevant person(s).

In the event of a grievance or concern with a daily procedure, another volunteer, patient or staff member:

Discuss the matter with the immediate supervisor of the department in which you are working. (If in doubt, see the volunteer co-ordinator or director of nursing first).

If it is not resolved or you are not comfortable doing what is being asked of you, arrange an appointment time with the volunteer co-ordinator. She will follow through and feedback will be given.

DISCIPLINARY ACTION

Volunteers whose conduct is outside the philosophy and core values of the organisation or whose behaviour contravenes the Queensland Health Code of Conduct may face disciplinary action. This may result in being required to leave the service.
IDENTIFICATION BADGES

Volunteers are required to wear a photographic identification badge at all times whilst on volunteer duty. ID badges are arranged by the hospital security staff and are generally produced after 3pm on Mondays, Wednesdays & Fridays. If these times are unsuitable please liaise directly with the security personnel to arrange a mutually convenient time.

INSURANCE

Unlike paid staff volunteers are not covered by Queensland Health insurance. However, as a member of the Redland Hospital Auxiliary all volunteers are covered by their insurance.

CONFIDENTIALITY

As part of your volunteer work you will be asked to sign a confidentiality agreement. As a volunteer you are required to observe the same code of ethics followed by our staff.

Volunteers should understand:

You are only to be in the area allocated for work and only at the time organised. If these arrangements need to be changed, please only do so after speaking with the supervisor in your area or the volunteer co-ordinator.

If you wish to visit a patient (family or friend) whilst volunteering, please do so as a member of the public, ie. please remove ID badge and uniform. Further arrangements to meet family and friends should be organised in neutral areas such as the Coochie Café.

Volunteers are to maintain absolute discretion and secrecy concerning any patient or organisational information, which may come into your possession during the course of your volunteer work. Volunteers must endeavour to take care of all equipment in the hospital; avoid waste and remove neither equipment nor supplies from the hospital without written authority from a hospital department head.

EDUCATION / TRAINING

Orientation

All volunteers attend a compulsory orientation program at Redland Hospital. This program is held at various times during the year and generally lasts four hours. The program introduces volunteers to departmental heads and members of the executive team and covers subjects such as the mission and values of the organisation, infection control, workplace health & safety, confidentiality and administrative processes.
Ongoing Training

Training will be provided to orientate volunteers to their work area. The departmental manager will generally provide this.

WORKPLACE HEALTH & SAFETY

You are required to comply with Workplace Health & Safety regulations whilst on volunteer duty. Please do not attempt to do anything you are unsure of, always check with a staff member or the volunteer co-ordinator first. If you notice anything that is potentially hazardous either to a patient, staff member or to yourself please report it immediately.

FIRE & EMERGENCY PROCEDURES

Volunteers are required to attend an annual fire lecture and to:

♦ Read the emergency manual
♦ Ensure you know the route and location of the emergency assembly area
♦ Know the emergency number

INCIDENT REPORTS

Should you injure yourself in any way whilst working at Redland Hospital you should notify the department manager or supervisor immediately and fill in an incident report form.

Injuries to patients must also be reported. Please inform the supervisor immediately of any incident involving a patient.

SMOKING

As per Government Policy, smoking is permitted in identified outside areas only.

TELEPHONES

Hospital telephones must not to be used for personal calls. Public telephones are available at strategic points throughout the hospital.

VOLUNTEER RIGHTS

Redland Hospital has certain obligations towards you while you are a volunteer.

In this regard you can expect:
To be assigned worthwhile tasks that are within your capabilities; you can say no to tasks with which you do not feel comfortable.

- Respect from your fellow volunteers, paid staff and patients and their relatives with whom you come in contact.

- Training which will familiarise you with the hospital environment. This includes initial orientation, on-going training and supervision by paid staff.

- Information about Redland Hospital while you are a volunteer.

- Information about Redland Hospital’s policies, direction and new developments.

- Insurance cover from the Redland Hospital Auxiliary while you are a volunteer.

- To receive something from Redland Hospital, whether it be new skills, friendship or personal fulfilment.

- To be recognised and thanked by Redland Hospital management for your valuable time and assistance.

**VOLUNTEER RESPONSIBILITIES**

You in return have certain obligations towards Redland Hospital.

These include:

- To be loyal to Redland Hospital by upholding its standards and performing your duties according to its policies and philosophies.

- To be dependable and consistent in fulfilling your obligations; you should give the volunteer co-ordinator or departmental head notice if you are unable to make a rostered time.

- To respect the privacy, dignity and wishes of patients and their relatives.

- To treat any sensitive or personal information you acquire as a volunteer with complete confidentiality.

- To undertake training provided to help you perform your activities at Redland Hospital more effectively.

- To outline clearly, tasks which you do not feel comfortable with so they can be allocated to other volunteers.

- To provide constructive feedback and suggestions to the volunteer co-ordinator so the volunteer program can continually be improved.

- To be supportive and encouraging towards other volunteers.

- To be fair to yourself and Redland Hospital by not becoming over-committed.