



Volunteers' Handbook

Table of Contents

Letter from the Director	5
About Dartmouth-Hitchcock Medical Center	7
Dartmouth-Hitchcock Volunteer Services Mission	8
Our Office	10
Facility Parking Map	11
Standard Procedures	12
Benefits	17
Volunteer Protection Act	18
Volunteer Rights	18
Volunteer Responsibilities	19
Emergency Procedures	20





“All the beautiful sentiments in the world
weigh less than a single lovely action.”

—*James Russell Lowell*

with Hitchcock
1000



Dear Dartmouth-Hitchcock Volunteer:

Welcome to the Dartmouth-Hitchcock family! You are now part of a group of over 450 Dartmouth-Hitchcock Volunteers, using your talents and time to help others. You are stockbrokers, teachers, lawyers, accountants, entrepreneurs, artists, students and stay-at-home parents. You are patients, family members, friends and neighbors. You each do your part to enhance the patient experience. We are honored to serve with you.

You are joining a community of 13,000 staff and volunteers who serve the Dartmouth-Hitchcock mission of advancing health care in our community, providing each person with the best care, in the right place, every time. Volunteers enhance the healthcare experiences of our patients, families and the greater community by promoting a healing environment. You do that by bringing connection, care and compassion to those we serve.

This handbook contains information to help you navigate Dartmouth-Hitchcock and your role as a volunteer. Please feel free to reach out to us if you have any questions or concerns. Our door is always open for you.

Warmly,

A handwritten signature in black ink that reads "Kristin Roth". The signature is written in a cursive, flowing style.

Kristin Roth
Director, Volunteer Services



Dartmouth-Hitchcock Medical Center

Dartmouth-Hitchcock Medical Center

About Dartmouth-Hitchcock Medical Center

Dartmouth-Hitchcock (D-H) is New Hampshire's only academic health system, serving a population of 1.9 million across New England. D-H includes:

- **Dartmouth-Hitchcock Medical Center (DHMC)**, our flagship hospital and the only Level I Adult and Pediatric Trauma Center in the state.
- **The Dartmouth-Hitchcock Clinic**, a network of more than 900 primary and specialty care physicians throughout Vermont and New Hampshire.
- **Mary Hitchcock Memorial Hospital**, New Hampshire's only teaching hospital.
- **Children's Hospital at Dartmouth-Hitchcock (CHaD)**, the only children's hospital in New Hampshire.
- **The Norris Cotton Cancer Center (NCCC)**, which is a designated Comprehensive Cancer Center, and a premier facility for cancer treatment, research, prevention, and education.

Our mission

We advance health through research, education, clinical practice and community partnerships, providing each person the best care, in the right place, at the right time, every time.

Our vision

Achieve the healthiest population possible, leading the transformation of health care in our region and setting the standard for our nation.

Values

- Respect
- Integrity
- Commitment
- Transparency
- Trust
- Teamwork
- Stewardship
- Community

History of Dartmouth-Hitchcock Auxiliary Volunteers

In 1933, the Mary Hitchcock Memorial Hospital Auxiliary was formed at the request of the Mary Hitchcock Memorial Hospital (MHMH) Board of Trustees to help support the hospital by fundraising and offering volunteer services throughout the hospital. Since hundreds of people from many local

communities already were donating home-grown and/or preserved foods every fall on “Donation Day” to “Mary’s House” as MHMH was affectionately called, it was felt that the Auxiliary could use this momentum to grow into a formal unit. Contributors of cash, produce, or supplies automatically became Auxiliary members. No gift was too small and every one made a difference.



MHMH Auxiliary X-ray aids assisting a patient in the 1940's.

“How wonderful it is that nobody needs to wait a single moment before starting to improve the world.”

—Anne Frank—

The Donation Days continued until the Hanover-Norwich Auxiliary Drive replaced them in 1955. This was supplemented by a variety of annual Auxiliary benefits which included concerts, plays, and dances. The Pink Smock Gift Shop opened in 1971, and its financial success precluded the need for additional fund raising.

In 2015, as the gift shop had long been our sole fundraising arm, it was decided to rename the Auxiliary the D-H Volunteers. The Pink Smock Gift Shop was also renamed to The Gift Shop at D-H.

Since hours recording became computerized in the late 1990s, volunteers have given more than 1.1 million hours of service to the medical center. Since 2001, The Gift Shop has donated more than \$4 million to the Dartmouth-Hitchcock Medical Center in the form of grants of equipment, supplies and scholarships to help nurses advance their careers.



An MHMH Auxiliary volunteer with a patient in the 1970's.

Dartmouth-Hitchcock Department of Volunteer Services Mission

The Office of Volunteer Services' mission is to contribute in essential ways to the quality of our patients' and visitors' experience. We collaborate with volunteers and Dartmouth-Hitchcock staff across our system, working together as partners to serve patients and visitors.

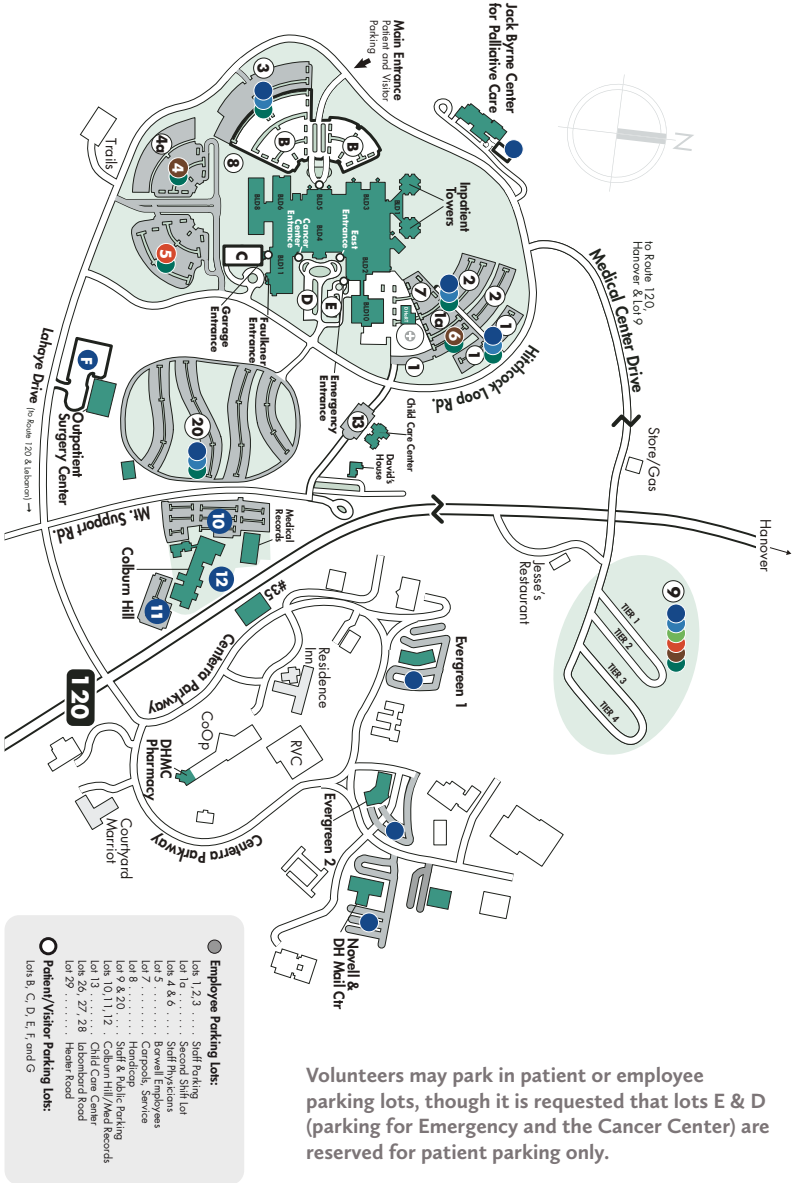
Our Office

The Office of Volunteer Services is home to volunteer programs within Dartmouth-Hitchcock Medical Center (DHMC), including programs at the Jack Byrne Center for Palliative and Hospice Care and The Gift Shop at Dartmouth-Hitchcock. Volunteer Services oversees operations at DHMC's information desks as well.

As part of the Office of Patient Experience at DHMC, Volunteer Services is dedicated to enhancing the experience of patients, families and guests during their time at DHMC. The Office of Patient Experience also includes Interpreter Services, Patient & Family Relations, Chaplaincy and Creative Arts.



Facility Parking Map



Volunteers may park in patient or employee parking lots, though it is requested that lots E & D (parking for Emergency and the Cancer Center) are reserved for patient parking only.

Standard Procedures

Volunteers serve patients, visitors and staff on behalf of Dartmouth-Hitchcock without compensation or expectation of compensation.

Volunteers enhance, but never replace, the work of paid staff.

AGE REQUIREMENTS

You must be at least 16 years old to volunteer at D-H. There is no upper age limit for volunteering.

BAD WEATHER

It is at the discretion of individual volunteers whether to venture out in inclement weather. When local schools are closed, volunteers are not expected to report for duty. Always notify Volunteer Services when you will not be coming in to volunteer.

CHANGING ASSIGNMENTS/LEAVING THE PROGRAM

If a volunteer wishes to serve in a different capacity, or plans to leave the program entirely, please make an appointment to meet with the Director of Volunteer Services to discuss. We welcome feedback about the volunteer experience.

CONFIDENTIALITY

Volunteers must be aware of, and abide by, the Health Insurance Portability and Accountability Act (HIPAA) pertaining to patient privacy. They must protect and safeguard any confidential or private information they learn, as part of their role as a D-H volunteer, in compliance with Dartmouth-Hitchcock's policies on Ethical Conduct and on the Privacy & Confidentiality of Patient Information. Volunteers often come in contact with or recognize people they know in the hospital. They also may have access to or learn patients' confidential medical or personal information, as well as other D-H proprietary, confidential, and financial information. That information must not be shared outside of the hospital setting and only shared in the hospital if there is a legitimate need to know. Volunteers may be removed from their roles for any violation of D-H policy.

COMPLAINTS AND CONCERNS

Please direct all patient complaints and concerns to Patient Relations in the Care Management Office. You can reach Patient Relations at 603.650.4429 or patient-relations@hitchcock.org. Volunteer concerns should be brought to the Director of Volunteer Services.

DEPENDABILITY

It is very important that volunteers be consistent in fulfilling their commitment to their program. If you are not able to come in for your shift, please let Volunteer Services, or your department contact, know as far in advance as possible. This permits sufficient time for our office to recruit a substitute or for the department to re-organize the work which was assigned to you. Two or more absences that occur without notice may result in separation from the program.

DRESS CODE

By State regulation, a Dartmouth-Hitchcock Volunteer photo I.D. must be worn by all volunteers while on duty. I.D. badges are obtained at the Security photo booth with permission from Volunteer Services. In addition to your I.D. tag, all volunteers must comply in the use of their assigned program's standard-issued uniform (an apron, a polo shirt, a vest, or a jacket). The clothing article assigned will depend upon your program placement and will be provided by Volunteer Services. Uniforms must be taken home after each shift and washed at minimum once per week.

The hospital is a professional setting. Care must be given to look neat and presentable at all times. Casual jeans, sweat pants, shorts, short skirts and sandals are not acceptable. Closed shoes are firmly recommended for safety and infection control. D-H cannot be held liable for injuries related to improper footwear. Any assignment where a volunteer pushes a wheelchair requires closed shoes. We ask that you do not use perfume, hairspray, aftershave or other cosmetics with fragrances, as patients we interact with often have sensitivities.

GIFTS AND SOLICITATIONS

Volunteers must not accept personal gifts from patients or their families for themselves. The Development Office can accept all gifts on behalf of D-H. Conversely, a volunteer never solicits goods or services, requests contributions, or distributes literature of any kind in the hospital setting.

LEAVES OF ABSENCE

If you have vacation plans or must take a leave of absence, please give Volunteer Services two weeks' notice. When a volunteer takes medical leave, a Physician's note (kept confidential) stating approval for return to duty is required in order to return from a prolonged absence due to a medical leave/issue.

MEDIA RELATIONS

It is D-H policy that any staff member or volunteer approached by a representative of the media must either have a Communications and Marketing representative present or suggest that the media contact the Department of Communications and Marketing.

MEDICAL ADVICE

Volunteers must never ask for advice of medical staff when performing their volunteer duties nor should they offer medical advice. This includes discussing personal medical or surgical histories with staff, patients, or other volunteers while on volunteer duty.

PARKING

Volunteers must obtain a D-H parking sticker from the Security Office. Volunteers may park in the garage, employee or patient parking lots. We request that Volunteers do not park in the limited parking lots for Emergency or the Norris Cotton Cancer Center. Volunteers at the Jack Byrne Center should park in employee parking at the back of the facility and never in the limited patient parking at the entrance to the center.

PERSONAL PROTECTIVE EQUIPMENT

Volunteers will wear all personal protective equipment (PPE) required for their volunteer role and will be trained in proper use of that PPE. If a volunteer is incapable of wearing required PPE or has not been trained in proper use of required PPE, they should decline the assignment and contact Volunteer Services or their volunteer supervisor for further guidance.

RECORDING HOURS

Volunteer Services is required to report to the hospital administration the total annual hours accrued by volunteers. Volunteers are asked to report their hours through our website or with Volunteer Services.

SERVICE DESCRIPTIONS/LIABILITY

Every volunteer will receive a written description of the agreed upon service. Liability insurance is provided by D-H to volunteers while they are performing the role as described in the service description.

SMOKING

DHMC is a smoke-free environment. Smoking is strictly prohibited inside the buildings and outside the public entrances. Smoking is prohibited on the entire DHMC campus, with the exception of inside of personal vehicles.

SUBSTANCE ABUSE

The unlawful or improper presence or use of controlled substances, alcohol, or illicit drugs within the Medical Center is prohibited. A violation of this regulation will result in termination of volunteer assignment.

TELEPHONE CALLS

We ask that you not make personal calls while on duty. We recognize that some volunteers find that it is useful to utilize their cell phones for their volunteer role. For example, Patient Escorts have found this useful for connecting a patient to their ride. Should you need to use your cell phone for a personal reason during your shift, you should step away from the area where you are serving to either a public part of D-H such as the Mall or to an area approved for private conversation by your volunteer supervisor.

TROUBLESHOOTING

A hospital environment is one in which emotions can rise and fall quickly. Please use reasonable judgment in making decisions when there appears to be no policy or the policy has not been communicated to you. Then, as soon as possible, consult with Volunteer Services, or your departmental supervisor, for further guidance. Do not attempt to discuss or negotiate controversial issues with department members or patients.

WITNESSING DOCUMENTS

Dependent on their comfort level, volunteers may act as witnesses for legal documents as directed by the Office of Care Management.

VACCINATIONS

All volunteers are required to have up-to-date vaccinations, including an annual flu shot, unless they have a medical exemption form signed by their physician. These can be completed at the Department of Occupational Medicine at no charge to the volunteer. Call (603) 653-3849 for availability.

VOLUNTEER RULES OF CONDUCT

The Office of Volunteer Services follows D-H Human Resources protocols with regard to corrective action or dismissal, should a failure to follow the D-H Code of Ethical Conduct or Disruptive Behavior Policy occur. Termination could result from sexual harassment, disrespectful language or any inappropriate action that would jeopardize the health or welfare of patients, families or staff or the volunteer's ability to fulfill their assignment. Every effort is made by Volunteer Services to correct a situation before a volunteer is asked to leave the program.



Benefits

DISCOUNTS

Volunteers are eligible for employee discounts at the DHMC pharmacy. With the exception of Dartmouth College Athletics programs, volunteers receive the same discounts at area businesses as DHMC employees.

EDUCATION

Volunteers are offered a variety of Educational Meetings throughout the year and are eligible to participate in many DHMC courses.

INSURANCE

Liability insurance is provided by DHMC to volunteers while they are performing their duties as outlined in their service description.

LIBRARIES

Volunteers have access to the Matthews-Fuller Health Sciences Library. To borrow materials, a library privileges form needs to be filled out and signed by a Volunteer Service Staff member.

RECOGNITION

Volunteers are awarded pins for hours of service and are recognized annually at a luncheon in the spring. “Gold Stars” are awarded throughout the year to volunteers and staff who serve above and beyond the call of duty. Volunteer Emeritus status is awarded to volunteers who have given many years of service when they retire.

“Experience is not what happens to you, it is what you do with what happens to you.”

—Aldous Huxley—

Volunteer Protection Act

In 1977, Congress passed the Volunteer Protection Act. The law ensures that people who volunteer can do so without worrying that their offer of free services ends up costing them in legal fees.

The law also provides that Volunteers for non-profit organizations or governmental entities cannot be sued for actions taken during their work for the organization or entity if:

- ▶ the volunteer was acting within the scope of his/her responsibility.
- ▶ the volunteer did not engage in willful or criminal misconduct, gross negligence, reckless misconduct, or conscious, flagrant indifference to the rights of an individual harmed by the volunteer.

Volunteer Rights

IT IS YOUR RIGHT

- ▶ to be matched with a job that is worthwhile and challenging, with freedom to use existing skills or to develop new ones.
- ▶ to be trusted with confidential information that will help you carry out your assignment.
- ▶ to be kept informed through newsletters, telephone contacts and emails about DHMC programs and special events.
- ▶ to receive orientation, training and supervision for the role you accept and to know why you are asked to do a particular role.
- ▶ to expect that your time will not be wasted by lack of planning, coordination and cooperation within DHMC.
- ▶ to know whether your work is effective and how it can be improved, and to have a chance to increase your understanding of yourself and others at the DHMC.
- ▶ to ask for alternative duties within the DHMC Volunteer Program.

Volunteer Responsibilities

IT IS YOUR RESPONSIBILITY

- ▶ to keep confidential all patient information and to not disclose this information outside of DHMC “need to know basis”. This includes patient health information, patient demographics, patient schedules, billing and any financial information pertaining to DHMC. Some volunteer duties include selective access to patient information; this information is only to be accessed for reasons outlined on volunteer service descriptions. It is strictly forbidden to look up any confidential patient information without a verifiable “need to know.” Unauthorized or unnecessary accessing of confidential information may result in termination from your volunteer assignment and D-H.
- ▶ to accept an assignment of your choice with only as much responsibility as you can handle.
- ▶ to decline a role that is not acceptable to you; to not let biases interfere with performance and to not pressure others to accept your standards.
- ▶ to continue only as long as you can be useful to the service.
- ▶ to contact the Volunteer Director if you have any concerns.
- ▶ to report volunteer hours and wear the volunteer uniform including photo ID while on duty.
- ▶ to use reasonable judgment in making decisions when there appears to be no policy or the policy has not been communicated to you. Then, as soon as possible, consult with the Director of Volunteer Services for future guidance.
- ▶ to provide feedback, suggestions and recommendations to Volunteer Services Staff, if these might increase the effectiveness of the program.
- ▶ to respect and work as a team member with all staff and other volunteers.
- ▶ to complete annual safety review as required by DHMC, JCAHO, State, and Federal regulations.

Emergency Procedures

TYPES OF EMERGENCIES

Volunteers should be aware of these CODES:

- ▶ Code Red (fire)
- ▶ Code Blue (cardiopulmonary arrest/non-responsive person)
- ▶ Code White (emergency in a public, non-clinical area/responsive person)
- ▶ Code Amber (suspected/actual infant or child abduction)
- ▶ Code Black (bomb threat)
- ▶ ED Mass Casualty or Code Purple (disaster/mass casualty)
- ▶ Active Shooter/Violence with Weapon or Code Silver (workplace violence)

IN ANY EMERGENCY

- ▶ In a public area of DHMC, please call 5555.
- ▶ Say your name and exact location of the event including the building, floor, or room number.
- ▶ Give a brief description of the problem.
- ▶ Stay on the phone line until the operator instructs you to hang up.
- ▶ The operator will determine the type of emergency and send the appropriate response teams.
- ▶ Once the problem has been resolved, the communications operator will announce over the intercom system that the code has been cancelled.

When volunteering at other D-H locations, please ask about the emergency plan specific to that location.

FIRE SAFETY REGULATIONS

Fire prevention is the responsibility of every volunteer. The best protection against fire is constant alertness to fire hazards and prompt action to eliminate unsafe conditions. Should a fire occur, instantaneous action could protect against loss of life and property.

Decisive action is only possible if volunteers are thoroughly familiar with the Fire Safety Program in the Medical Center. Know the location of the alarm boxes, extinguishers, and exits in your area.

CODE RED

Code Red is the code for Fire. If there is a fire alarm in the hospital, there will be an announcement of “CODE RED” and the location. Flashing strobes will indicate that the alarm is in your area. Please await further instructions. In most cases, it is okay to remain on duty. If you are instructed to evacuate the hospital, or your immediate location, please follow the directions announced overhead or those given to you by staff in the area where you are volunteering.

When the alarm is over, there will be an announcement for “CANCEL CODE RED.”

FIRE SAFETY PLAN

If fire breaks out in your area, use any phone to call 5555 and follow RACE:

Rescue people from the danger area

Alarm by using the fire alarm pull box and, if safe to do so, by calling 5555

Contain by closing all doors in the area

Extinguish if possible, using a fire extinguisher and prepare to evacuate.

Do not use elevators. Await instructions from security or staff member.

FIRE EXTINGUISHERS

Fire extinguishers are provided throughout the hospital. The locations are convenient and are clearly marked. Extinguishers are easy to operate, and if used in the early stages of fire can prevent serious damage. Know where extinguishers are located in your area of service and what type of fire they can put out.

OPERATING A FIRE EXTINGUISHER

PASS should be followed in the operation of fire extinguishers:

Pull the pin on the extinguisher to activate the squeeze handle

Aim the nozzle at the base of the fire

Squeeze the handle to activate the extinguisher

Sweep to spray the fire with the foam or chemicals

CODE BLUE/CODE WHITE

Code Blue is the hospital's response to a non-responsive person or cardiopulmonary arrest in a public location. Code White is the hospital's response to a responsive person in a public location who needs medical assistance due to an event such as a fall or fainting. These codes are NOT announced overhead.

CODE AMBER

Code Amber is the code for an actual or a suspected child abduction. If a Code Amber is announced overhead, please remain on alert for any adult or child matching the description(s) announced. Alert Security, or call 5555, if you see anyone who fits the description announced.

CODE BLACK

Code Black is the code for a bomb threat. If you receive a phone call with a bomb threat, remain calm and try to prolong the conversation as long as possible so the call can be traced. Try to remember all details of the message. If possible, alert someone nearby to call 5555 to report the call. Otherwise, call 5555 immediately when the call ends.

If a Code Black is announced overhead, follow any instructions that are being communicated.

ED MASS CASUALTY/CODE PURPLE

In the event one of these codes is announced while you are here on duty, please report to the Volunteer Office or to your direct supervisor. In most cases, you will either be directed to remain on duty as assigned or sent home. In the event of a large-scale emergency in the area, volunteers in select programs may be asked if they are comfortable staying to support the hospital's response to the event.

ACTIVE SHOOTER/VIOLENCE WITH WEAPON

In the event of an active shooter or other violent event within the hospital, this code will be announced. We ask that you follow the **Avoid Hide Fight** response.

AVOID: If you are in the immediate area of the event and can safely evacuate to another part of the hospital, do so. If possible, bring others with you. **DO NOT** delay your escape to bring others with you. If you are not in the immediate area of the event, **AVOID** the area where the event is taking place.

HIDE: If you are not in the immediate area of the event, shelter in place or in a nearby office locking all doors, turning off lights, and silencing phones (including cell phones). If needed, barricade doors further using furniture. If you are in the immediate area and unable to seek other shelter, do what you can to hide your presence by hiding underneath desks, in closets or behind furniture.

FIGHT: If you have no other alternative but to fight, use makeshift weapons such as pens or pencils, telephones, chairs or fire extinguishers.

“The only ones among you
who will be really happy
are those who have sought
and found ways to serve.”

—Albert Schweitzer—



Telephone: (603) 650-7056

Email: Volunteer.Services@Hitchcock.org
careers.dartmouth-hitchcock.org/volunteer.html