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About Silverton Hospital

MISSION STATEMENT

Through Silverton Hospital, we come together to improve the health of our communities. Recognizing our responsibility for careful use of resources, it is our mission:

- To encourage wellness and deliver quality healthcare;
- To organize ourselves as a collaborative team fostering integrity, accountability and innovation;
- And to create an environment that promotes compassion and recognizes the dignity of all, with sensitivity to the values and cultures of those who entrust us with their care.

Silverton hospital has established values to support its mission and creed. The

HEART values represent:

- H Health and Safety
- E Excellence
- A Accountability
- R Respect
- T Teamwork

Toward that end, a set of performance standards has been developed for all Silverton Hospital employees and volunteers to follow. These standards establish specific behaviors that are required to practice while on duty.

STANDARDS OF BEHAVIOR AND SERVICE

ATTITUDE

At Silverton Hospital we believe that we are here to serve our customers.

Our customers' most basic expectation is to be treated with courtesy. We are committed to providing the highest quality of service and meeting our customers' needs with utmost care and courtesy.

“There is little difference in people, but that little difference makes a big difference. The little difference is attitude. The big difference is whether it is positive or negative.”
-W. Clement Stone

This commitment must be reflected in our behavior.

- Recognize the value of all hospital team members and remain open to new viewpoints, ideas and talents.
- Promptly welcome our customers in a friendly manner, smiling warmly and introducing yourself. Do not allow anyone to feel ignored.
- Listen carefully to what our customers have to say. Avoid interrupting people unnecessarily.
- Treat everyone as if he or she is the most important person in our facility.
- Rudeness is never accepted.
- Meet the customer's immediate need or gladly take him or her to someone who will.
- Apologize for problems and inconveniences.
- Thank our customers for choosing our hospital.
- Exceed our customers' expectations.
- Recognize our customers have a sense of urgency and show them we value their time. Customers are not an interruption of our work; they are our reason for being here.

"I treat the other man like a gentleman not because he is, but because I am."

-Benjamin Franklin

APPEARANCE

Our appearance represents the Silverton Hospital organization. Therefore, our grooming and dress will reflect our respect for our customers.

While we are on duty, we will first consider our customers' expectations in how we present ourselves. Our manner and expression will convey our concern for and willingness to serve our customers.

We will take pride in our facility and do our part to maintain an uncluttered and litter-free work place.

"PRIDE is a personal commitment. It is an attitude which separates excellence from mediocrity."

PERSONAL APPEARANCE

- Our dress will always be professional, tasteful, tidy and discreet within the guidelines of Silverton Hospital's dress code policy.
- All customers will be greeted with a warm and friendly smile.
- Name Tags will be worn at all times.
- Good personal hygiene is expected.

FACILITY AND ENVIRONMENTAL APPEARANCE

- When we come across litter, we will pick it up and dispose of it properly.
- When we spot spills, we will see to it they are cleaned up. We will be especially concerned about any debris or spill that could cause someone to slip and fall.
- Equipment and furniture will be returned to its proper place.

COMMUNICATION

The goal of communication is understanding. We must be committed to listening attentively to our customers in order to fully understand their needs, including the recognition and acceptance of diverse backgrounds. Close attention should be given to both verbal and non-verbal messages.

Our messages to customers should be delivered with courtesy, clarity and care. We must avoid confusing customers and speak in terms they can easily understand.

GREETINGS AND INTRODUCTIONS:

- All communication will be respectful and non-condescending.
- Every customer will be greeted with a warm and friendly smile.
- Employees will introduce themselves promptly.
- Use "please" and "thank you," "sir" and "ma'am" in all conversations when appropriate.
- Listen to your customers' concerns in ways that show them you care.

TELEPHONE ETIQUETTE

- All employees must know how to operate the telephones in their areas. When transferring a call, first provide the caller with the correct number in case the call is lost.
- Calls must be answered within three rings.
- Answer all calls by identifying your department and yourself, asking "How may I help you?" or the equivalent. Speak clearly.
- Get the caller's permission before putting him or her on hold. Thank the caller for holding when you return to that line.
- Callers on hold will be acknowledged periodically, given the status of their calls and asked if they want to continue to hold.
- Phones will be placed on voice mail only when necessary. Recorded voice mail messages will be kept short and to the point. Avoid leaving complex messages.
- Return calls promptly.

GIVING DIRECTIONS

- If someone appears to need directions, escort them to their destination. If you are unable to personally escort a customer, take him or her to someone who can.

CUSTOMER INFORMATION AND EDUCATION

- Collaborate with each patient's physician to help reinforce the information that the physician has provided.
- Use easily understood and appropriate language when giving patients information about health, special diets, tests, procedures, medications, etc. Avoid technical or professional jargon.
- Reinforce verbal instruction with teaching sheets or other written material whenever possible.
- Whenever possible, a multi-disciplinary approach will be used when providing patients and their families with information regarding their care.
- Customers with special needs (i.e., interpreters for non-English speaking customers, translation, amplification devices and closed-captioned television for the hearing impaired) will have those needs addressed by the appropriate departments.

CONFIDENTIALITY

- Information about patients is strictly confidential. Each employee is responsible for ensuring that it is not compromised.
- Information about patients and their care must never be discussed in public areas such as elevators, lobbies, the café or waiting rooms.
- Hospital business should not be discussed in public areas.
- Releasing patients' information is limited to the patient's location, and condition.

ACCOUNTABILITY

- All employees will provide appropriate information to their supervisors to ensure proper decisions are made based on the organization's values.
- Do not leave reception areas unattended. Any hospital employee can assist by answering the telephone.
- At reception desks greet patients promptly and ask, "How may I help you?"
- Ensure continuity of care by properly reporting to relief employees before leaving the area for breaks, meals or other reasons. Return from breaks and meals promptly.
- Before leaving a customer ask "Is there anything else I can do for you - I have time."
- Contact appropriate personnel to address patient questions or concerns. (i.e., fix TV, clean room, billing, etc.)

"Respect starts from within. An attitude of respect for the customer's needs comes from one's set of personal values. It's seen on the broad curve of a smile, in that extra bit of urgency in responding, in the air of sincerity that makes such service genuine."

BACKGROUND

The Volunteer Program at Silverton Hospital began with the Seniors Plus program in 1990, however the Silverton Hospital Auxiliary began in 1958 with a handful of physicians wives who volunteered within the hospital. This volunteer group now boasts over 200 members whose main focus is to serve the hospital and assist with raising funds for equipment and programs. In addition to the Auxiliary, the Volunteer Program has grown to include Chaplaincy, Junior Volunteers, School to Work Programs, Clerical support, Special Event support and much, much more. The Volunteer Program is managed by the Director of Volunteer Services.

CONCEPT

PAID STAFF is any employee of Silverton Hospital. A PATIENT is any customer of Silverton Hospital desiring health care. A VISITOR is anyone entering the doors of Silverton Hospital. A VOLUNTEER is a person who is authorized to work within the hospital to support the mission of the hospital. Volunteers are considered unpaid staff.

What You Can Expect From SH Volunteer Program

Silverton Hospital volunteers have the right to:

1. Receive a job description and nametag for your assignment.
2. Be assigned appropriate assignments according to skill, interests, availability, and training.
3. Be trusted with confidential information that will help carry out assignments.
4. Be given appropriate expressions of appreciation and recognition.
5. Receive orientation, training, and supervision for the jobs they accept.
6. Expect that their time will not be wasted by lack of planning, coordination and cooperation within the agency.
7. Welcome your suggestions about your assignment and the Silverton Hospital volunteer program.
8. Expect that volunteer records will be kept documenting volunteer experience, positions held, training, evaluation and commendation.
9. Be treated as a fellow staff member who contributes to Silverton Hospital goals through your volunteer work.
10. Be provided a complimentary snack/meal (maximum \$4.00 value) through the Café for working a minimum of 3 hours.
11. Have all these things done in a spirit of friendliness and cooperation so that Silverton Hospital will continue to be known as "a great place to volunteer!"

What Silverton Hospital Expects From You

1. Your first responsibility is to know your own duties and how to do them promptly, correctly and pleasantly.
2. You are expected to cooperate with staff and your fellow volunteers and maintain a good team attitude, abiding by the Mission, Creed, HEART values and Standards of Behavior and Service.
3. You are expected to grasp opportunities for personal development that are offered to you.
4. We expect you to voice your opinions and contribute your suggestions to improve the quality of Silverton Hospital.
5. You will attend all training sessions scheduled for your assignment.
6. You will sign-in each time you arrive for a work assignment.
7. Inform your volunteer coordinator as soon as possible of any planned absence or lateness.
8. Insure that you wear appropriate attire and the ID badge at all times.
9. Keep all communications with or concerning clients confidential.
10. You will report for all duty on-time.
11. To serve as an ambassador for Silverton Hospital.

Remember, you help to create the healthful, pleasant and safe volunteering conditions that Silverton Hospital intends for you. We need your help in making each volunteer day enjoyable and rewarding.

VOLUNTEER PROCEDURES

When you are a new volunteer at Silverton Hospital, you may feel a little strange in your new surroundings. This is a normal feeling and is expected. Your fellow volunteers, especially your Volunteer Service Department, want to help you get off to a good start. Feel free to ask them for help.

One of the first things you should do is carefully read this Handbook. It is designed to answer many of your questions about working as a volunteer with Silverton Hospital.

Absence and Lateness

The positions volunteers fill are critical to this organization. If you fail to show up or show up, we are left short-handed. If you are unable to report to volunteer, or if you will arrive late, please contact your supervisor immediately. Give him/ her as much time as possible to arrange for someone else to cover your position until you arrive. Excessive absences may be cause for termination. If a volunteer plans to be absent consecutively for a week or more, please inform the Volunteer Services Office.

Attendance

Sign-in time sheets are necessary for our program, in order for us to keep an accurate record of your contribution to the hospital. Volunteers are required to sign in each time you volunteer. All hours are input into a database and are available to you upon request. Letters of reference and recommendation are also available for volunteers who have been involved for at least 6 months.

Background Check/Reference

In order to ensure a safe environment, all volunteers will be required to complete an application listing three references. Volunteer drivers will also be asked to submit insurance information, a medical statement, and authorize the program to make any necessary and appropriate investigations to verify the information.

Volunteer Drivers are also subject to driving record checks completed by our insurance company.

Benefits

Benefits to volunteers include the following:

- Development of marketable skills for future career opportunities.

- Training and other learning opportunities.
- Documentation of training and work experience.
- Preferred parking in our parking lot.
- Recognition for volunteers at an annual recognition banquet.

Commitment

We ask that our volunteers make a commitment a minimum of 3 months to Silverton Hospital. Most assignments are one day per week for 3-4 hours, although this may vary depending on the position.

During the school year, Junior Volunteers will typically work after school and/or weekends for no more than a three hour shift.

Computer Software (Unauthorized Copying)

Silverton Hospital does not condone the illegal duplication of software. The copyright law is clear. The copyright holder is given certain exclusive rights, including the right to make and distribute copies. Title 17 of the U.S. Code states "it is illegal to make or distribute copies of copyrighted material without authorization" (Section 106). The only exception is the users' right to make a backup copy for archival purposes (Section 117).

The law protects the exclusive rights of the copyright holder and does not give users the right to copy software unless a backup copy is not provided by the manufacturer. Volunteers are not to take copies of any agency software away from the agency for their personal use. Volunteers also should not load personal software on agency computers. Unauthorized duplication of software is a Federal crime.

Confidential Information

We have an obligation to our customers to maintain their confidentiality and respect their privacy. Every customer served by Silverton Hospital has the right to confidentiality. All volunteers will be required to receive HIPAA (Health Insurance Portability and Accountability Act) training.

As you work within the hospital wall, you may come in contact with confidential information. You must not share this information with anyone who does not have a

professional right or need to know. Such information is not to be shared with your family, friends, or acquaintances.

No one is permitted to remove or make copies of any Silverton Hospital records, reports or documents without prior approval.

RELEASE OF CONFIDENTIAL INFORMATION TO UNAUTHORIZED PERSONS CAN RESULT IN DISMISSAL FROM YOUR SERVICE, AND COULD INVOLVE YOU IN LEGAL PROCEEDINGS.

Dependability

Please be prompt and consistent! We know there will be times when you will be ill, on vacation or unable to volunteer for one reason or another. However, please let your department and/or supervisor know as far in advance as possible.

Dress Code

All staff and volunteers will adhere to the following dress code. In some cases, t-shirts, uniforms, smocks or specific clothing will be worn; however all other dress code accountabilities will apply.

RESPONSIBILITIES AND STANDARDS

Each employee / volunteer is responsible for personal neatness and hygiene, including clean hair, nails, hands, breath. Clothing will be clean and neat.

The following standards apply:

Skirt / dress

- Minimum length—slightly above the knee
- Appropriately sized

Hair

- If exceeds shoulder length must be worn back or up when in patient care areas
- Beards and mustaches neatly trimmed

Makeup

- Day wear (heavy or theatrical makeup is not appropriate)

Legwear

- Hosiery (socks or stockings) must be worn

Footwear

- Based on safety standards

- Based on job duties
- Based on professional practice guidelines

Earrings

- Two or fewer per ear

Rings

- Two or less per hand
- Should not interfere with safe working conditions or integrity of PPE

Body Piercing (other than earrings)

- Must be covered or ornament removed

Tattoos

- Must be covered

Fragrances

- Due to increased incidence of reactive airway disease, perfumes, colognes, aftershaves, or scented lotions are not to be worn to work

Name tags

- Worn visibly on outer garments when on duty

Nails

- Natural nail tips less than $\frac{1}{4}$ inch long
- Artificial nails or extenders are unacceptable in patient care areas, Environmental Services and Nutritional Services
- Polish is acceptable; chipped nail polish should be removed

Examples of unacceptable dress

• Denim clothing	• Revealing necklines
• Jean style pants	• Bare midriffs
• Skirts shorter than slightly above the knee	• Clothing with inappropriate slogans, graphics or logos
• Leggings	• Open-backed garments
• Cut-offs	• Sleeveless tops
• Shorts	• Tattered, worn, or frayed clothing

Specific Departmental Dress Standards

- Department Managers are responsible for creating department specific standards.
- In addition to the standards of professional appearance, employees/volunteers are expected to dress in accordance with department specific standards.

Driving Record

Volunteers whose volunteer work requires operation of a motor vehicle must present and maintain a valid driver's license and a driving record acceptable to our insurer. You will be asked to submit a copy of your driving record and automobile insurance to Silverton Hospital from time to time. Any changes in your driving record must be reported to the Director of Volunteer Services immediately.

Equal Volunteering Opportunity

Silverton Hospital provides equal volunteering opportunity for everyone regardless of age, sex, color, race, creed, national origin, religious persuasion, marital status, sexual orientation, political belief, or disability that does not prohibit performance of essential job functions. All matters relating to volunteering are based upon ability to perform the job, as well as dependability and reliability.

Expense Reimbursement

You must have the Director of Volunteer Services written authorization prior to incurring an expense on behalf of Silverton Hospital. To be reimbursed for all authorized expenses, you must submit an expense report accompanied by receipts and approved by the Director of Volunteer Services

Fire Response

Volunteers will be familiar with the following policy regarding fire safety:

POLICY STATEMENT: In the event of a fire, staff will perform the four basic steps for fire emergencies, RACE (Rescue, Alarm, Confine, Extinguish).

PROCEDURE:

1. **Rescue** patients from the area of the fire. This first step may also include assessing the fire, calling out for help (Code Redwood and room), as well as moving the patient from danger.
2. **Alarm** initiated by activating the fire alarm system at the nearest fire pull station.

Admitting personnel:

- Go to the annunciator panel to determine the location of the alarm.
- If there is more than one alarm indicated, push "NEXT" button to scroll through messages.
- Overhead page, "CODE REDWOOD" & ALARM LOCATION. REPEAT PAGE.
- Go to the annunciator panel to silence the alarm by pressing "alarm acknowledge" and "alarm silence"

- Call dispatch at 911 to verify the alarm status and inform dispatch that the Fire Control Officer is investigating the alarm.
 - Fire Control officer on duty (Engineering staff or House Supervisor) will inform admitting when all is clear
 - Overhead page, " CODE REDWOOD ALL CLEAR"
 - Call 911 back to report Code Redwood is all clear.
 - NEVER PRESS RESET UNLESS INSTRUCTED TO DO SO BY ENGINEERING PERSONNEL.
3. **Confine** the fire by closing the door to the room of the fire. All other doors are to be closed and the corridors cleared.
 4. **Extinguish** the fire. Assess the fire to determine whether it is small enough to extinguish. Extinguish the fire only after the Fire Department has been notified. (see policy: Fire Extinguisher Operation)
 5. **Evacuate** to a point of safety beyond smoke barrier doors or a predetermined staging area outside of the building. (See policy: Patient Relocation and Evacuation)

Gifts, Tips, Soliciting

Do not accept any tips or gifts from clients, their families or friends. We do not want to create an atmosphere where our clients feel obligated to reward Silverton Hospital volunteers for doing their job.

Also, you may not promote or solicit your own business enterprise, political agenda or religious beliefs while volunteering with us. Solicitation for a private charity is also prohibited.

Grievance Process

An efficient, successful operation and satisfied volunteers go hand in hand. Volunteer grievances are of concern to Silverton Hospital, regardless of whether the problems are large or small. The doors of Volunteer Services are always open. Please stop by at your convenience.

In order to provide for prompt and efficient evaluation of and response to grievances, Silverton Hospital will follow the following hospital policy:

POLICY STATEMENT: Silverton Hospital supports the successful resolution of complaints through the grievance process. The grievance procedure must be initiated within 7 calendar days from the time the employee (volunteer) has knowledge or should have had knowledge that a grievable event had occurred. The grievance

procedure is the sole and exclusive means for employee complaint resolution except as otherwise provided by law or contract. Employees must follow the sequence and time frames established in order to receive consideration on grievances.

DEFINITION: A grievance is defined as a complaint or claim against, a dispute, a misunderstanding, or controversy between a Silverton Hospital management representative and an employee arising out of the interpretation, application, or alleged violation of Hospital policies.

PROCEDURE:

Step 1 - Informal (Optional): Employees are encouraged to discuss problems with their supervisor prior to utilizing the formal grievance procedure. This should take place as soon as a problem is identified.

Step 2 - Formal: A formal grievance must be filed within 7 calendar days following completion of the informal grievance meeting or from the date the employee had knowledge or should have had knowledge that a grievable event had occurred. Please make an appointment to meet with the Director of Volunteer Services to discuss the matter.

Harassment

Silverton Hospital intends to provide a volunteer environment that is pleasant, healthful, comfortable, and free from intimidation, hostility or other offenses which might interfere with volunteer performance. Harassment of any sort — verbal, physical, visual — will not be tolerated.

Harassment can take many forms. It may be, but is not limited to: words, signs, jokes, pranks, intimidation, physical contact, or violence.

Silverton Hospital will not tolerate any unwelcome sexual advances, requests for sexual favors, other verbal or physical contact of a sexual nature when such conduct creates an intimidating environment, prevents an individual from effectively performing the duties of their position, or when such conduct is made a condition of volunteering, either implicitly or explicitly.

Health Examinations/TB Tests

All volunteers will be required to receive a TB testing on an annual basis.

All volunteer transportation drivers must complete a medical form before beginning your volunteer assignment. The form must be verified and signed by a physician or appropriate health practitioner. The medical form is provided by Silverton Hospital Volunteer Services.

Position Descriptions

The Volunteer Services office maintains position description for every volunteer position at Silverton Hospital. When your duties and responsibilities are changed, your volunteer positions description will be updated.

Parking

You are encouraged to use the parking areas designated for volunteers (upper parking lot of HRC) or staff parking areas in main parking lot. Please keep in mind that the parking spaces adjacent to or in front of our building(s) are for clients and visitors only. Remember to lock your car every day and park within the specified areas.

If you should damage another car while parking or leaving, immediately report the incident, along with the license numbers of both vehicles and any other pertinent information to the volunteer director. Silverton Hospital does not assume any liability for any loss or damages you may sustain.

Resignation

While we hope both you and Silverton Hospital will mutually benefit from your continued volunteering, we realize that it may become necessary for you to leave your position with Silverton Hospital. If you anticipate having to resign your position with Silverton Hospital, you are expected to notify your supervisor and Volunteer Services as far in advance as possible.

Restricted Areas

In the interest of safety and security, certain portions of Silverton Hospital's facilities may be restricted to authorized personnel only. Such areas will be clearly marked.

Security

Maintaining the security of Silverton Hospital buildings and vehicles is every volunteer's responsibility. Develop habits that insure security as a matter of course. For example:

- Always keep cash properly secured. If you are aware that cash is insecurely stored, immediately inform the person responsible.
 - Know the location of all alarms and fire extinguishers, and familiarize yourself with the proper procedure for using them.
- Staff Security officers are on duty from 6 p.m. to 6 a.m. Please feel free to ask for a courtesy walk to your vehicle if volunteering at the hospital after dark.

Smoking

Volunteers will follow the following hospital policy:

The purpose of this policy is to address smoking in Silverton Hospital and all associated facilities.

Silverton Hospital and all associated facilities are smoke free facilities. Smoking is not permitted in any building by patients, employees, practitioners, visitors or volunteers. Smoking is prohibited at public entrances and is strongly discouraged on hospital or clinic grounds. "No Smoking" signs are posted at public entrances along with receptacles. Information on smoking cessation programs is available.

Staff/Volunteers

- Staff and volunteers are not permitted to smoke in any hospital or clinic building or hospital owned vehicle.
- Staff and volunteers may smoke only in private vehicles or while off hospital property. Those who choose to smoke will be responsible for maintaining the cleanliness of that area. Department managers will ensure compliance with this policy.
- Employees who smoke are encouraged to stop through the Smoking Cessation-Employee Incentive program.

Theft

We consider theft to be the unauthorized use of agency services or facilities or the taking of any agency property for personal use. The following list of examples is not all-inclusive, but provides illustrations of several activities which are unacceptable.

1. **Use of agency copy machines for personal use.** The agency copiers are not provided as a free service to volunteers. If you wish to use an agency copier for personal use, please follow the established procedure for reimbursement of Silverton Hospital.

- 2. Use of computers.** Silverton Hospital's personal computers (the personal computers in the office) are to be used exclusively for business purposes unless you receive permission from your supervisor.

Traffic Violations

If you are authorized to operate an agency vehicle in the course of your assigned volunteer work, you will be considered responsible for fines or traffic violations incurred. While driving a hospital vehicle approved drivers are cover by the hospital commercial auto insurance.

Uniforms

Junior Volunteers are provided with a volunteer t-shirt. Seniors Plus Drivers are provided with a polo shirt and jacket. When on duty in-house, the Auxiliary will wear a teal smock or vest. Smocks and vests are purchased through the Auxiliary. Nametags are considered part of every volunteer's uniform. Please refer to the Dress Code on page 12 for dress standards.

Use Of Agency Vehicle

If you are authorized to use a Silverton Hospital vehicle for agency business, you must adhere to the following rules:

1. Volunteers shall have in their possession a valid driver's license while operating Silverton Hospital vehicles.
2. You must maintain daily mileage reports and maintenance checks.
3. You must not allow persons not authorized or employed by Silverton Hospital to operate an agency vehicle.
4. Volunteers' personal vehicles are not to be used for official duties unless prior permission is given by the Director of Volunteer Services.
5. Volunteers shall operate the vehicles in a safe manner, obeying all traffic laws.

Unacceptable Activities

Generally speaking, we expect each person to act in a mature and responsible way at all times. However, to avoid any possible confusion, some of the more obvious unacceptable activities are noted below. Your avoidance of these activities will be to your benefit as well as the benefit of Silverton Hospital. If you have any questions concerning any volunteer or safety rule, or any of the unacceptable activities listed, please contact Volunteer Services for an explanation.

If a volunteer violates any rules established by Silverton Hospital, including the following rules, that person may be subject to discipline up to, and including immediate discharge.

- Willful violation of any agency rule; any deliberate action that is extreme in nature and is obviously detrimental to Silverton Hospital.
- Willful violation of security or safety rules or failure to observe safety rules or Silverton Hospital safety practices; failure to wear required safety equipment; tampering with Silverton Hospital equipment or safety equipment.
- Negligence or any careless action which endangers the life or safety of another person.
- Possession or use of all illegal drugs or other illegal substances is prohibited.
- Excessive tardiness or absenteeism.
- Unauthorized possession of dangerous or illegal firearms, weapons or explosives on agency property or while on duty.
- Engaging in criminal conduct or acts of violence, or making threats of violence toward anyone on agency premises or when representing Silverton Hospital; fighting, or horseplay or provoking a fight on agency property, or negligent damage of property.
- Insubordination or refusing to obey instructions properly issued by the Director of Volunteers.

- Threatening, intimidating or coercing fellow volunteers on or off the premises — at any time, for any purpose.
- Theft of agency property or the property of fellow volunteers; unauthorized possession or removal of any agency property, including documents, from the premises without prior permission from management; unauthorized use of agency equipment or property for personal reasons; using agency equipment for profit.
- Dishonesty; willful falsification or misrepresentation on your application for volunteering or other volunteer records; alteration of agency records or other agency documents.
- Breach of confidentiality of personnel information.
- Malicious gossip and/or spreading rumors; engaging in behavior designed to create discord and lack of harmony; interfering with another volunteer on the job; willfully restricting volunteer output or encouraging others to do the same.
- Immoral conduct or indecency on agency property.

Termination of a Volunteer

Silverton Hospital is an at-will agency and has the right to terminate a volunteer without cause, but will always consider the cause leading to the termination. In general, failure to adhere to policies of Silverton Hospital is cause for immediate release.

Silverton Hospital has the right to ask a volunteer to leave the facility immediately.

Grounds for immediate dismissal may include, but are not limited to:

- ❖ Gross misconduct or insubordination.
- ❖ Reporting for a volunteer assignment under the influence of alcohol or drugs.
- ❖ Theft of property or misuse of agency funds, equipment or materials.
- ❖ Misusing your Silverton Hospital identification badge.
- ❖ Falsifying statements on the application or during interview process.
- ❖ Illegal, violent or unsafe acts.
- ❖ Abuse or mistreatment of clients or volunteers.

- ❖ Releasing confidential information.
- ❖ Unwillingness to support and further the mission of the organization.

Volunteer Hospitality Room

The volunteer hospitality room is located in the staff hallway. The room is accessed by a keypad. The room is equipped with a desk, umbrella holder, coat rack, bulletin board and lockers. Volunteers may bring their own padlock or use one of the key padlocks inside the desk. Please take the key with you and return borrowed padlock to drawer at when shift is complete. Nametags can also be left in this room if volunteer desires. Our volunteer bulletin board is one way of keeping everyone informed about new policies, changes in procedures, recognition items, and special events. Information of general interest is posted regularly on the bulletin board. Please read the volunteer bulletin board regularly so that you will be familiar with the information posted on it.



Welcome to our Silverton Hospital Family. We look forward to working with each of you. Please feel free to call your Volunteer Services Department staff at any time. Again, welcome and enjoy!

Judy Schmidt & Kay Seiler

503-873-1789

503-873-1786