Welcome!

Welcome to Allina Health. In becoming a volunteer, you have joined a team of people dedicated to a high-quality patient experience. Your support helps us provide the finest possible care and service to our patients, families and visitors.

First impressions are very important. As a new volunteer, you are forming your first impression of what it will be like to volunteer in the hospital. “Little things” suddenly seem important: a smile, a friendly hello, being greeted by name. In these ways you are no different from our patients or visitors. They, too, notice if staff is courteous and respectful of their needs. You represent the hospital; what you do and say will have a profound effect on all the people with whom you interact.

By working together as a team and sharing a common objective of excellent patient and visitor experience, our hospitals and clinics have earned the reputation of being one of the finest health care providers in the Twin Cities.

This guide is for your information and reference and we ask that you read it carefully. If you have any questions concerning its content, please speak with Volunteer Center staff.

Thank you for making the decision and the commitment to include us in your world of caring.
Table of Contents

Welcome ..............................................................................1
Confidentiality and Privacy ............................................3
Volunteer Service Standards ..........................................5
AIDET .................................................................6
Infection Prevention .........................................................7
Safety and Security ........................................................10
Environmental Safety .................................................... 11
Emergency Preparedness ............................................12
Safety ...................................................................13
Wheelchair Training .......................................................14
Transporting Patients with Oxygen Tanks ..............15
9 Things You Need to Know Before
Entering a Patient Room ...........................................15
Volunteering in the Emergency Department ......16
Volunteering at Allina Health .....................................17
Our Commitment to Care ...........................................18
Mission ...............................................................................19
Confidentiality and Privacy

Patient Confidentiality

Information concerning the care of a patient is always personal in nature, and, therefore, any information about his/her condition, care, treatment or personal data is absolutely confidential and must not be discussed with anyone other than those directly responsible for care and treatment. Only designated employees of the hospital may release information about patients. Any inquiries concerning a patient’s diagnosis, condition or treatment must be referred to the nurse manager in charge or other designated employee staff members. Unauthorized release of information about patients, whether deliberate or not, is a violation of hospital policy.

A violation of confidential information is a violation of hospital policy and the Health Insurance Portability and Accountability Act (HIPAA), a federal regulation that promotes and ensures the confidentiality of patient/family information. A volunteer may be dismissed immediately by the Volunteer Center staff for a patient confidentiality violation.

As a guideline for confidentiality, ask yourself, “Would I know this person was in the hospital if I was not volunteering here today?”

1. Today when I was volunteering I went into a patient room and was surprised to see my neighbor’s sister. What do I do?
   a. I go to the nearest phone, call my neighbor and ask if she knows her sister is in the hospital.
   b. I call my neighbor when I get home to see how her sister is doing.
   c. I don’t say anything to my neighbor but I tell my husband and my daughter.
   d. I don’t ask any questions of the patient and I keep this information to myself.

2. I’m using the patient census to help a guest and notice the name of someone I know on the census report. What do I do with this information?
   a. Post it on Facebook.
   b. Go to their room to visit them and see how they’re doing.
   c. Absolutely nothing.

3. I hear through the “grapevine” a volunteer I know well has just been brought in by ambulance through the Emergency Department. What do I do?
   a. Walk down to the Emergency Department and ask the staff person at the desk if this is true. What is their status?
   b. Call the Volunteer Center to see if they know what’s going on.
   c. Call the volunteer’s family to see what I can find out.
   d. Keep this information to myself and wait to be told.
4. I’m in the Surgical Guest Lounge and see the name of a friend from my church. The friend had told me she was going to be having sinus surgery. She is here today and I can see she is really having a facelift. What do I do?
   a. Call all of our friends and mutual acquaintances and tell them of the deceit.
   b. Wait until my friend is out of surgery, go to her room and see how she reacts.
   c. Talk to my minister and tell him what kind of surgery she is really having.
   d. Keep it to myself. I know nothing.

5. I’m working in the lobby and see a celebrity sitting in a chair. What do I do?
   a. Tell other employees and volunteers who I saw.
   b. At the end of my volunteer shift, stop by the Volunteer Center and tell them who I saw in the lobby.
   c. Send a tweet and a twit pic to let my followers know.
   d. Keep this information to myself.

6. I’m escorting a guest to the Surgery Center. The receptionist tells me to take the guest back to room 12. I notice a volunteer I know is a patient, in room 11. What do I do?
   a. Stick my head in the door and say “hi” to the volunteer.
   b. Phone a mutual acquaintance and ask if they knew this person was in the hospital.
   c. Ask Volunteer Center staff why the volunteer is here.
   d. Do nothing and return to work.

7. I’m looking up a patient on the census for a guest and he tries to help me find the name by looking over the census, too. What do I do?
   a. Allow him to help me find the name on the patient census.
   b. While he’s looking at the census, tell him to go ahead and see if he knows anyone else who is on the census.
   c. Hand him the patient census so he can look up the name himself.
   d. Turn my body with the patient census in hand so he can’t see it and say, “I’m sorry, but this list is confidential. I need to keep patient information covered at all times.”

What is the question you need to ask yourself whenever you have a question about confidentiality?
The hospital's primary reason for using volunteers is to meet the needs of patients and guests. When patients and guests are visiting the hospital, it's very important to remember they may not be at their best, as they are typically going through a stressful time. They may be facing a daunting procedure, their loved one may be having surgery, and they are most likely distracted.

When you are interacting with patients and guests please remember to put yourself in their shoes. Would you rather feel like you are interrupting a personal conversation when you approach a desk or be warmly greeted? Would you rather be given convoluted instructions of how to navigate a large campus or appreciate someone taking you to your destination?

Four Fundamental Duties

There are three Fundamental Duties that must happen in all areas you volunteer at all times:

1. Smile and greet everyone who enters the hospital (employees, too!)
2. Escort guests to their destination. We assume everyone needs an escort to their destination. We do not ask if we CAN take them there, we state we WILL take them there!
3. At the end of all guest interactions ask, “Is there anything else I can do for you before I leave?”
4. Practice hand hygiene consistently and encourage guests to do the same.

Other Standards

Guests will recognize you as a volunteer and may ask you for assistance. For this reason, the ability to communicate in English is required. It is important you are available to answer questions when you leave the Volunteer Center to report to your service area.

- We ask that you do not use your cell phone, or any other small electronics (iPods, headphones, etc.) while volunteering. Computer games, personal reading and personal phone calls are not allowed in public work areas at any time.
- Playing computer games, downloading software or using the computer for personal use is not allowed for volunteers or employees.
- Demonstrate a professional and positive attitude at all times. Please do not gossip or complain in public areas!

Volunteer Uniform

As a volunteer you are an ambassador to Allina Health patients and guests. It is important volunteers follow the Allina Health dress code.

- Volunteers receive one uniform vest and shirt. A long-sleeved solid white or black shirt may be worn under uniform shirt. No sweatshirts.
- Black or khaki pants, capri pants or skirt – no jeans, shorts or work-out pants.
- No cardigans, as they cover up the uniform.
- No hats.
- Socks must be worn with shoes. No flip flops.
- Volunteers must wear uniform in order to volunteer.
AIDET

Five Fundamentals of Patient Communication

AIDET puts customer service in an easy to remember format for you to use when working with guests.

A – ACKNOWLEDGE

Whether you acknowledge patients and guests by name or with a friendly smile, patients and guests know that you have connected with them. Acknowledgement includes putting down paperwork and making the patient or guest your focus. Stop whatever you are doing so the customer knows they are important. Be alert! Eye contact and a smile are both non-verbal ways of acknowledging a patient or family member. Anticipate the question or need of the customer.

I – INTRODUCE

Introduce yourself by name, state your department and describe what is going to happen. “Good morning. My name is Lisa and I am a volunteer. I will take you to the ...”

D – DURATION

Give an estimate of the time it will take to complete a procedure. For example, a volunteer may say: “It will take us about five minutes to walk to the X-ray department,” or “X-ray is just down the hall.”

E – EXPLANATION

Use easily understood terms when providing information. Avoid acronyms! Offer to resolve any concerns, questions or complaints.

T – THANK YOU

Say thank you to the patient and their family. Be sincere! Provide a business card if they are new to the hospital. “Thank you for choosing us for your health care needs. Is there anything else I can do for you?”

People will walk away with the message they see versus the message they hear 100 percent of the time. Be aware of your nonverbal communication!
Infection Prevention

Patient, staff and volunteer safety is Allina Health’s number one priority. Infectious diseases can spread within a health care facility when staff or volunteers fail to use proper precautions. The focus of infection prevention is to avoid the spread of infections from patients to health care workers and from health care workers to patients. The most effective method of infection prevention is careful hand hygiene.

Why is Hand Hygiene Important?

- Fact: 80% - 90% of infections are transmitted via people's hands.
- Hand hygiene (using waterless hand-sanitizing foam or gel (preferred) or washing hands with soap and water) is the single best way to prevent the spread of infection to patients, guests, other hospital staff and ourselves.
- When patients acquire an infection while at a hospital, it can result in complications to their prognosis, extended hospital stays, and can even lead to death.

What is My Responsibility as a Volunteer?

- ALL volunteers must practice hand hygiene at all times. You play an important role in preventing the spread of infection and can make a difference!
- Use the hospital issued waterless hand-sanitizing foam or gel in between patient and guest interactions: pushing patients and guests in wheelchairs, pushing belonging carts, handling equipment, shaking hands, etc. Also clean your hands before eating, drinking, handling food, after blowing your nose and using the restroom.
- The foam or gel hand-sanitizing canisters are mounted on walls in hallways, near elevators and near all patient room doors.
- Posted signs help you to remember to FOAM IN when entering a patient room, FOAM OUT when exiting the patient room (even if you will not be touching anything in the room).

Hand Hygiene

**Waterless hand-sanitizing foam or gel** – the primary method of cleaning hands.

- Dispense a walnut-sized amount of foam or gel into the palm of one hand and rub hands together, covering all surfaces on hands and fingers.
- If an adequate volume is used, it should take 15-25 seconds for hands to dry.
- Wash hands using non-microbial soap and water when build-up is felt after multiple uses.
- Continue to practice hand hygiene using the sanitizing foam or gel.
Soap and water

- First, wet hand and wrists with warm running water.
- Apply soap and lather well.
- Rub hands together vigorously for at least 15 seconds. Generate friction on all hand surfaces, including under fingernails.
- Rinse thoroughly with warm water with arms extended downward and dry with disposable towel.
- Use towel to turn off faucet unless sink has wrist blades or foot pedals.
- Apply hospital issued lotion at least three times per day or as needed.

Patients who are in Isolation

Occasionally, you will see colored “stop signs” posted outside a patient’s room. These signs indicate the patient is in isolation and are designed to protect you and the patient.

- Volunteers are NOT to enter rooms with stop signs.
- If staff offers to teach you how to gown and glove, decline and let them know you are not to enter rooms with stop signs.

<table>
<thead>
<tr>
<th>DROPLET PRECAUTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>VISITORS &amp; STAFF</strong></td>
</tr>
<tr>
<td>Hand hygiene on room entry and exit</td>
</tr>
<tr>
<td><strong>STAFF</strong></td>
</tr>
<tr>
<td>Mask</td>
</tr>
<tr>
<td>Always</td>
</tr>
<tr>
<td>Door</td>
</tr>
<tr>
<td>May be open</td>
</tr>
<tr>
<td>Equipment</td>
</tr>
<tr>
<td>Clean with disinfectant wipes between patients</td>
</tr>
<tr>
<td>Transport</td>
</tr>
<tr>
<td>For essential purposes only</td>
</tr>
<tr>
<td>Patient: Snug fitting surgical mask</td>
</tr>
<tr>
<td>Staff: No barriers</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CONTACT PRECAUTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>VISITORS &amp; STAFF</strong></td>
</tr>
<tr>
<td>Hand hygiene on room entry and exit</td>
</tr>
<tr>
<td><strong>STAFF</strong></td>
</tr>
<tr>
<td>Gloves</td>
</tr>
<tr>
<td>Always</td>
</tr>
<tr>
<td>• Hand hygiene before donning</td>
</tr>
<tr>
<td>Gown</td>
</tr>
<tr>
<td>Always</td>
</tr>
<tr>
<td>Equipment</td>
</tr>
<tr>
<td>Dedicate equipment</td>
</tr>
<tr>
<td>Clean with disinfectant wipes between patients</td>
</tr>
<tr>
<td>Transport</td>
</tr>
<tr>
<td>For essential purposes only</td>
</tr>
<tr>
<td>Patient: Clean gown</td>
</tr>
<tr>
<td>Staff: Clean gown &amp; gloves only if patient transported in own bed or contact with blood or body fluids expected</td>
</tr>
</tbody>
</table>

Soap and water

- First, wet hand and wrists with warm running water.
- Apply soap and lather well.
- Rub hands together vigorously for at least 15 seconds. Generate friction on all hand surfaces, including under fingernails.
- Rinse thoroughly with warm water with arms extended downward and dry with disposable towel.
- Use towel to turn off faucet unless sink has wrist blades or foot pedals.
- Apply hospital issued lotion at least three times per day or as needed.

Patients who are in Isolation

Occasionally, you will see colored “stop signs” posted outside a patient’s room. These signs indicate the patient is in isolation and are designed to protect you and the patient.

- Volunteers are NOT to enter rooms with stop signs.
- If staff offers to teach you how to gown and glove, decline and let them know you are not to enter rooms with stop signs.
Transmission-Based Precautions

Certain diseases (known or suspected) may warrant additional transmission-based precautions above and beyond standard precautions. For these diseases various colored “stop signs” are posted outside of the patient’s room. Do not enter these rooms unless instructed to do so by volunteer center staff.

Do not touch any equipment, needle containers, specimen transport containers, or infectious waste bags to which this symbol is affixed.

When Should I Not Volunteer?

To prevent transmission of infection to patients, hospital staff and other volunteers, do not volunteer when you have:

- A fever
- Respiratory infections, including colds and sore throats
- Diarrhea
- Open areas on skin, especially when reddened and draining
- Cold sores, until dry and crusted
- Any infection diagnosed by a physician
- Been exposed in previous three weeks to a communicable disease to which you are non-immune, e.g., chicken pox or measles
- Undiagnosed rash
- Eye infection

Equipment Cleaning (wheelchairs, carts)

Just as we practice hand hygiene to prevent the spread of infection, it is also important to disinfect equipment. Wheelchairs and carts must be disinfected between transports and deliveries.

When cleaning wheelchairs between use:

1. Take several disinfectant wipes and wipe down all surfaces where anyone came in contact with the wheelchair.
2. Wipe down the back, seat, arm rests, handles and brake handles.
3. Allow the wheelchair to air dry for three minutes. (Do not wipe dry with another cloth.)
4. Do not fold up the wheelchair before it is thoroughly dry.
5. Once dry, fold up the wheelchair.
Patient Safety

If you are escorting a patient and the patient falls, you should:

• Stay with patient!
• Call out for help so a clinical employee can quickly respond.
• Call Security if you are able.

If you are waiting at the front entrance with a patient, and he or she complains of being light headed or feeling nauseous and says, “I don’t know if I should go home yet. I feel really awful,” ask an employee to help you call the patient’s nurse.

Patient Identifiers

Two patient identifiers are always used when transporting patients: name and date of birth.

• When identifying a patient, please say the following: “For your safety, may I please verify your name and date of birth?”
• Have each patient verbally give you this information, or you may check their hospital ID band.

Volunteer Safety

Your safety is a priority at Allina Health. When you are in the hospital or using one of the parking facilities, please remember the safety tips below.

Escorts

• Escorts to and from your vehicle are provided by Security officers upon request, 24 hours a day.
• Call the Security number on the red sticker on any Allina Health phone to request an escort.

Suspicious Persons

Call Security any time you see a suspicious person in or around the hospital premises. This means being aware of people in and around your work area. Do you know them? Do they belong there? When you call Security, be prepared to give a description of the person(s). Also, call Security if you become aware of any potentially dangerous situation.
Environmental Safety

Sometimes your environment includes potential hazards associated with day-to-day activities. Be alert to caution signs indicating wet floors, construction areas or items that block the halls. If you encounter unsafe conditions or hazards in the hospital environment, call Security and report it immediately.

Latex Balloons

Latex balloons are not allowed in Allina Health hospitals. Many people are acutely sensitive and allergic to latex products therefore only Mylar® balloons are allowed.

Cell Phones

Volunteers are asked to have personal cell phones silenced and refrain from using them while on duty. Please respond to personal phone calls or text messages in a non-public area of the hospital.

Personal Emergency Care

What should I do if exposed to blood and body fluid?

- Remove the contamination immediately. Wash skin contamination with soap and water; rinse eyes, nose or mouth with water.
- Contact Employee Health Service 24/7 at 612-262-4490 to report exposure.
- Identify yourself as an Allina Health volunteer and indicate you received the exposure while on duty.

What should I do if I’m injured while on duty?

- First, notify your supervisor and call the Volunteer Center.
- Contact Allina Health Work Injury at 612-262-4490 to report an injury.
- Identify yourself as a volunteer.
- Indicate that the injury occurred while on duty.
- If your need is an emergency, please go directly to the Emergency Department.
An emergency develops unexpectedly and demands immediate action. Hospital emergencies can be compounded by persons, items or situations that increase the possible harm if action is delayed. Emergencies may occur as a result of external forces such as mass casualty events (plane crash, fire), severe weather, or threats to hospital security. Hospitals must maintain, practice and follow defined guidelines when emergencies happen.

The following information is key to understanding the role a volunteer may play in response to an emergency alert or code:

**Yellow — Security Threat**

Notices of a bomb threat on campus, usually by an outside caller. Keep the caller on the line. Stay calm. Be alert to overhead announcements and evacuate as directed.

**99 or Blue — Indicates a Cardiac or Respiratory Arrest**

During a Code 99 or blue it is imperative volunteers clear the area where the code is happening.

**Pink — Infant/Child Abduction**

When this code or alert is announced, become very alert to those around you. Call Security to report any unusual activity, including individuals carrying a baby or child in a carrier, bag, or in their arms out of the hospital.

**Orange — Internal/External Disaster**

This code or alert involves a large number of injuries and requires a high level of urgent care. As a volunteer, unless assigned on your work unit, you will report to the Volunteer Center for further assignment.

**Green — Behavioral Emergency**

This code or alert page is broadcast when it is necessary to quickly draw Security to a given location for protection and/or restraint.

**Gray — Patient Wandering/Adult Elopement**

Report anyone you see matching the description from the overhead page to Security.

**Red — Fire**

RACE is the acronym that helps you to remember what needs to be done in case of a fire. Remember a volunteer’s first responsibility is to alert staff to the fire. RACE stands for:

- **Rescue** – Persons in danger from fire.
- **Alert** – Announce fire and tell others to pull the fire pull station and call Security.
- **Confine and Clear** – Close all doors and windows between you and the fire. Clear all objects from exit corridors.
- **Extinguish and Evacuate** – Use a fire extinguisher only if an exit path is needed. Evacuate only if it becomes necessary.

**Violent Event**

If you are in the immediate area of a violent event such as a shooting, quickly determine the most reasonable way to protect your own life.

- Hide out of public view.
- Silence your cell phone.
- Remain quiet and calm.
- Call 911, if possible, to alert police to shooter's location. If you cannot speak, leave line open and allow the dispatcher to listen.
- Stay out of public view until an "all clear" has been paged.
- If an escape path is accessible, attempt to evacuate the premises.
Fire Safety

RACE

RACE is the acronym that helps you to remember what needs to be done in case of a fire. Remember a volunteer’s first responsibility is to alert staff to the fire. RACE stands for:

- **Rescue** – Persons in danger from fire.
- **Alert** – Announce fire and tell others to pull the fire pull station and call Security.
- **Confine and Clear** – Close all doors and windows between you and the fire. Clear all objects from exit corridors.
- **Extinguish and Evacuate** – Use a fire extinguisher only if an exit path is needed. Evacuate only if it becomes necessary.

**In Case of Fire**

Fire pulls and extinguishers are located near stairwells and exits.

**Weather/Tornado Alert**

When sighted and announced by the National Weather Service, hospital operators will overhead page. If you are with a patient, close drapes and blinds, move the patient away from the windows and, if possible, seek shelter in lower level of building. Evacuate as directed.

Evacuation

Evacuation can be a life-saving measure in response to an internal emergency (e.g., massive utility failure, gas leak, fire, bomb threat, and severe weather). It is only initiated when the situation seriously threatens personal safety. As a volunteer, unless assigned to help on your work unit, report to the Volunteer Center for further assignment.

Handling Unknown Substances

If you accidentally spill a substance (such as water or coffee), clean it up immediately. This will ensure that no one will suspect the substance may be hazardous and report it.

If you find an unknown substance (powder, liquid or other), do not attempt to clean the area, handle the substance or open any container. Secure the area, substance and/or container and immediately inform the charge nurse or department manager who will contact the safety office and infection control practitioner. They will help ensure the safety and health of all people in the area and determine if additional resources are needed.

Material Safety Data Sheets (MSDS)

For hazardous materials information, search for MSDS using MSDS Solutions, an online database providing detailed hazard and precautionary information for hazardous materials. Also, ask staff for help.
Wheelchair Training

Things to remember before transporting a patient:

• Clean your hands using sanitizing foam or gel before entering patient rooms. Clean your hands after exiting patient rooms, and between each transport.
• If a volunteer feels that they are physically unable to transport (e.g. patient is not self-ambulatory or too heavy) let staff know someone else will need to provide the transport, but you are able to assist as needed. Please use your discretion.
• Patients wearing red socks are a fall risk. If you come across a patient to discharge who is wearing red socks, speak with a staff member. Patients who are at risk of falling must be assisted by a staff member. The volunteer may offer to help with the patient's belongings.

Questions About Wheelchairs

1. When you enter a room to discharge a patient, how do you greet them?
   • Use AIDET: “Hi I’m, ___, a volunteer. I will take you down to the lobby to meet your ride. It will take just a couple of minutes and we will have you on your way home.”

2. What two items of information do you use to verify you have the correct patient?
   • Double patient identifier: Name and Date of Birth

3. What do you need to do before a patient is seated in the wheelchair?
   • Lock the breaks (VERY IMPORTANT!)

4. How do you enter the elevator when you have a patient in a wheelchair?
   • Back into the elevator

5. If you use the curb cutout, how do you get the wheelchair down the curb cutout?
   • Back down the curb cut

6. When you are getting the patient out of the wheelchair, what is the first thing you do?
   • Lock brakes
   • And then you want to remove obstacles (flip up foot rest, swing out foot rest assembly)
Transporting Patients with Oxygen Tanks

- Volunteers CANNOT transport patients who are using “E” oxygen tanks. These are large metal tanks which are on the back of a wheelchair.
- Never hand carry an “E” oxygen tank. Volunteers MAY transport patients who have portable oxygen tanks which sit on the patient’s lap.

9 Things You Need to Know Before Entering a Patient Room

1. Introduce yourself to staff on the unit and ask if it is okay to go into patient’s room.
2. Always knock before entering a patient’s room.
3. Before entering the patient’s room clean your hands using waterless hand-sanitizing foam or gel.
4. Use AIDET when speaking with the patient and/or family member. Patients encounter health care workers many times during their stay. It’s important they know who you are.
5. Remember, do not answer questions specific to the patient’s condition. Direct the patient to speak with a nurse.
6. Perform Environmental Rounding – this helps reduce patient falls! Ask patients if they would like their phone, table, tissue, etc. moved within their reach. Straighten up the room by folding blankets, cleaning up trash, and replacing bathroom towels if needed.
7. Before leaving the room, always ask, “Is there anything else I can do for you before I leave? I have the time.”
8. When exiting the patient room, clean your hands using waterless hand-sanitizing foam or gel.
9. Never enter a patient’s room which has a stop sign posted outside its door. (refer to page 8)

Population-Specific Competencies

1. Adolescent
   a) Speak to an adolescent patient as you would an adult.
   b) As with any patient, be non-judgmental.
2. Non-English speaking patients and visitors.
   a) Request assistance from an employee if you need help communicating with a non-English speaking patient or guest.
What is EMTALA?

• EMTALA (Emergency Medical Treatment and Active Labor Act) is a federal law established to ensure all patients needing emergency treatment receive treatment regardless of ability to pay.
• The purpose of the law is to prevent hospitals from rejecting and “dumping” patients.
• All hospitals are required to follow EMTALA guidelines.
• Failure to follow these guidelines may result in penalties for a hospital.
• Physicians may be fined up to $50,000 per violation; hospitals may be fined up to $150,000 per violation AND may lose Medicare funding.

Key points to remember:

• All patients who present for treatment must be logged in to Excellian.
• All patients need to be seen by a physician.
• Once a patient is on our property, they are our responsibility.
• We must document any patient who leaves prior to seeing a physician.
• Refer patient and/or any questions you have to the triage staff in the Emergency Department.
• If you overhear information regarding how busy it is in the Emergency Department, never relay this information to patients or guests.
• If you are asked about this, always tell patients or guests to direct their question to an Emergency Department staff member.
Volunteering at Allina Health

Reporting for Work
Sign IN and OUT on the designated volunteer computer. This record is essential for length of service recognition and record keeping.

Uniform
Volunteers are required to be in uniform when reporting for duty. See page 5 for uniform requirements.

Online Scheduling
When you begin volunteering, you will receive login and password information for VicNet, our online volunteer scheduling system. You will be able to access your schedule from anywhere you have online access, including adding or removing yourself from the schedule.

Planned and Unplanned Absences
Allina Health expects consistent and reliable service from its volunteer support team.
- Please report on time and stay for the assigned period.
- Dependability is essential to effective performance.
- Excessive absences constitute grounds for termination.

Planned Absence
If you need to inform us of a planned absence (vacation, appointment, etc.) you can:
- Remove yourself from the schedule in VicNet (preferred) or
- Email to report the planned absence.

Unplanned Absence
If you are unable to volunteer and need to cancel the day of your shift you can:
- Remove yourself from the schedule in VicNet (preferred) or
- Email to report an unplanned absence.

Holidays
The volunteer office is closed on recognized holidays including Memorial Day, July 4, Labor Day, Thanksgiving Day, Christmas Day and New Year’s Day.

Meals
Each person is entitled to a meal credit on the day you volunteer.
- Your meal break should be taken before or after your volunteer shift.
- It is helpful to carry change in your pocket in case your meal exceeds allowance value.
- The bar code on your ID badge provides a credit in various locations.

Parking and Transportation
Courtesy parking vouchers, one-way bus passes or one-way Metro Mobility passes are available on days you volunteer. All ramps are accessible by tunnel and/or skyway.

Guests and Volunteers
Infection prevention requirements do not allow anyone to accompany you during your volunteer shift.
We are all here to help patients on their path to better health.

When every employee, physician and volunteer consistently demonstrates Our Commitment to Care in interactions with patients and each other, we fulfill Our Promise and deliver an exceptional patient experience.

- I respect your time.
- I contribute to a positive, safe and effective work environment.
- I engage you in your care as a partner and decision-maker.
- I provide safe and compassionate care.

- by involving you and those helping with your care in creating and managing your care plan
- by discussing and summarizing information in a way you can understand
- by addressing your questions and concerns
- by recognizing and encouraging your efforts

- by being prepared
- by being fully present and actively listening to you
- by following through on my commitments to you
- by keeping you informed and setting clear expectations

- by introducing myself with a smile and having a positive attitude
- by maintaining privacy and confidentiality
- by promoting effective team behaviors
- by instilling confidence and trust in your care team
- by acknowledging problems and apologizing with sincerity

- by being positive, professional and respectful in all interactions
- by taking accountability for my work
- by thanking others for their efforts and offering constructive feedback in private
- by following policies and procedures and speaking up if they are not followed
Allina Health

Allina Health is a not-for-profit family of 12 hospitals, over 90 clinics and other specialty care services dedicated to meeting the lifelong health care needs of communities throughout Minnesota and western Wisconsin. Allina Health receives more than 4 million visits each year!

As we deliver exceptional health care and support services, our nearly 24,000 employees, 5,000 associated and employed physicians, and 2,500 volunteers share a common mission, vision and values.

Mission, Vision and Values

Mission

We serve our communities by providing exceptional care, as we prevent illness, restore health and provide comfort to all who entrust us with their care.

Vision

We will:

• put the patient first
• make a difference in people’s lives by providing exceptional care and service
• create a healing environment where passionate people thrive and excel
• lead collaborative efforts that solve our community’s health care challenges

Values

Integrity: We live our values and mission in our decisions and actions. We match our actions with our words. We are honest and just in everything we do. We hold ourselves accountable to each other and the communities we serve.

Respect: We treat everyone with honor, dignity and courtesy. We respect the values, cultures, beliefs and traditions of others. We value the skills, talents and dedication of everyone with whom we work. We are committed to working collaboratively with one another and to providing consistent, coordinated care. We demonstrate cooperation and teamwork in all our actions.

Trust: We commit to meet the expectations and act in the best interests of our patients, physicians, communities and one another. We are thoughtful and purposeful in all our actions. We strive to foster an internal community of mutual trust.

Compassion: We are dedicated to creating a healing and caring environment and supporting the emotional, physical and spiritual well-being of all. We recognize and honor the individual needs of our patients, caring deeply for them in life and death.

Stewardship: We recognize that health care is essential to the common good and hold our resources in trust. We commit ourselves to using these resources wisely and distributing them with utmost care and consideration. We commit ourselves to being thoughtful stewards of our time, energy and talent. We hold ourselves accountable for good financial management that enables us to provide for the present and future needs of our patients, physicians, employees and communities.
Thank you for volunteering at Allina Health!