The purpose of this handbook is to orient you to the Ascension Genesys organization and to prepare you for your volunteer service. It is also designed to be a reference as you volunteer. Our goal is to ensure that you feel as comfortable as possible before you begin and during your volunteer experience here at Ascension Genesys.

In this handbook, you will learn about:

- Ascension Genesys Mission and Values
- Ascension Health and what it means to you
- Current initiatives (Living Our Values, Patient Experience, HRO, Falls)
- What the Corporate Responsibility Program is all about
- Diversity Statement
- How to get around Health Park without getting lost!
- Helpful Security and Safety Information
- Infection Control Guidelines
- HIPAA – What does that mean?
- The Patient “Bill of Rights”
- How to communicate with all ages of individuals
- Requirements of volunteering
- What happens next after I am done with my orientation?
The Ascension Genesys Mission
(Shared mission across Ascension)

Rooted in the loving ministry of Jesus as healer, we commit ourselves to serving all persons with special attention to those who are poor and vulnerable.

Our Catholic health ministry is dedicated to spiritually centered, holistic care which sustains and improves the health of individuals and communities.

We are advocates for a compassionate and just society through our actions and our words.

Our Values

Service of the Poor
Generosity of spirit, especially for persons most in need.

Reverence
Respect and compassion for the dignity and diversity of life.

Integrity
Inspiring trust through personal leadership.

Wisdom
Integrating excellence and stewardship.

Creativity
Courageous innovation.

Dedication
Affirming the hope and joy of our ministry

“Love cannot remain by itself -- it has no meaning. Love has to be put into action, and that action is service.”

~ Mother Theresa
Ascension Health

- Ascension Genesys Hospital is part of the Ascension health ministry.
- As part of Ascension Health, we are the largest not-for-profit Catholic health care system in the United States and the largest Catholic health system in the world. Being a Catholic organization is defining but not confining. We respect and celebrate everyone’s faith traditions and share many similar beliefs and practices.
- Ascension Health facilities are in 24 states and the District of Columbia.

- Ascension Genesys is part of the “Michigan Ministry” of Ascension which includes:
  - Ascension St. Joseph Hospital – Tawas
  - Ascension Standish
  - Ascension St. Mary’s – Saginaw
  - Ascension Genesys – Grand Blanc
  - Ascension Providence Rochester (formerly Crittenton)
  - Ascension St. John Hospital – Detroit
  - Ascension River District
  - Ascension Providence - Southfield
  - Ascension Providence - Novi
  - Ascension Macomb-Oakland - Warren
  - Ascension Macomb-Oakland - Madison Heights
  - Ascension Borgess – Kalamazoo
  - Ascension Borgess-Lee – Dowagiac
  - Ascension Borgess-Pipp – Plainwell
  - Ascension Allegan - Allegan
LIVING OUR VALUES

Service of the Poor: Generosity of spirit, especially for persons most in need.

Reverence: Respect and compassion for the dignity and diversity of life.

Integrity: Inspiring trust through personal leadership.

Wisdom: Integrating excellence and stewardship.

Creativity: Courageous innovation.

Dedication: Affirming the hope and joy of our ministry.

Living Our Values with Others
At Ascension Genesys, we are privileged to create and experience sacred moments that make a profound difference in the lives we touch. These moments bring a higher purpose to the work we do, and therefore, require awareness that every one of our gestures, comments and actions – no matter how subtle – has an impact on the people we serve. Knowing that we all want to provide exceptional experiences for our patients and ourselves, we look to our Values to guide us in our daily service.

Living Our Values with Co-Workers:
Every one of us plays a vital role at Ascension Genesys, and none of us works alone. Our work is interdependent, and together we make it possible for Ascension Genesys to touch the lives of thousands of people everyday. And what we do becomes more meaningful – individually and collectively – when we work and conduct ourselves with guidance from our Values.
PATIENT EXPERIENCE

Ascension Genesys is undertaking a significant journey to improve the “patient experience”. Our goal is to provide an exceptional experience, every person, every time. We measure our success by monitoring customer service scores and embark on initiatives to improve our performance. As a volunteer, your role is to greet all patients, guests and employees that you encounter with a warm welcome.

HIGH RELIABILITY ORGANIZATION

In parallel with our Patient Experience Initiatives, we are also on a journey of being an exceptional place of safety. The reliability journey involves an understanding that safety is a core value that cannot be compromised.

As part of our reliability journey, Ascension Genesys is striving to eliminate all patient falls. Every patient is assessed for fall risk and assigned a colored wristband and a room sign accordingly. All patients and family members are educated about the risks of falling.

- Red – EXTREME Fall Risk
- Orange – HIGH Fall Risk
- Yellow – LOW Fall Risk

As a volunteer in a patient area, if you see a patient with an orange or red wristband walking or standing alone, please find a nurse or caregiver in the area and notify them immediately!

Safety + Quality + Satisfaction = Exceptional Care

“It is one of the most beautiful compensations of life, that no man can sincerely try to help another without helping himself.” ~ Ralph Waldo Emerson
ASCENSION GENESYS HOSPITAL DIVERSITY STATEMENT

Ascension Genesys strives to foster and sustain an environment of inclusiveness that empowers us all to achieve our highest potential without fear of prejudice or bias.

We commit ourselves to building an exemplary healthcare community that offers a nurturing and challenging intellectual climate, a respect for the spectrum of human diversity, and a genuine understanding of the many differences – including race, ethnicity, gender, socio-economic status, national origin, sexual orientation, disability and religion. All enrich a values-based healthcare system.

We expect every member of our health system family to embrace the underlying values of this vision and to demonstrate a strong commitment to attracting, retaining and supporting our employees and volunteers who reflect the diversity of our larger community.

CORPORATE COMPLIANCE PROGRAM

At Ascension Genesys Hospital, we are dedicated to following a high, ethical standard of individual conduct as well as acting as responsible corporate citizens.

The Corporate Compliance Program is a guiding force for ensuring that all associates and volunteers conduct business in a way that is lawful, ethical and of the highest standards. It promotes good corporate citizenship, identifies high-risk areas, prevents and detects ethical violations and ensures compliance with federal, state and local laws.

Please refer to the “Ascension Health Compliance Program” booklet on the volunteer website.
HOW TO NAVIGATE HEALTH PARK

Ascension Genesys Hospital is a 410-bed acute care hospital built in the middle of 500 acres to be in a very healing type environment. The hospital itself can be a difficult place to find your way around. These tips will help you as you get acquainted with the building.

Information Desk: As you enter the Atrium, you will see the Information Desk on your right. Next to the Information Desk is a tall pedestal. On top of the pedestal is a globe. In the globe is an arrow and the arrow points north.

Elevators: Visitors use either the Maple or Cherry elevators to reach other floors.

♦ The Cherry elevators serve the “North Loop.” Tip to help you remember this: The arrow in the Atrium points toward the Cherry Elevator. Cherry trees grow in northern Michigan.

♦ The Maple elevators serve the “South Loop.” Tip: The Maple elevator has wood the color of sand and you will find sand when you go south to Florida.

Rotundas: Once you arrive on the desired floor, turn toward the Rotunda. The Rotunda is the round area on each floor and is used for waiting areas.

Boulevard: If you continue through the Rotunda areas, you arrive on the Boulevard. There are two elevators on the north and three elevators on the south of the Boulevard. These elevators are labeled “Staff Only”, and volunteers ARE PERMITTED to use these elevators. There is also a large elevator at the far end of the South Loop known as the Megavator. This is reserved for patient transport only.

For patient privacy and courtesy, please step off the elevator if a patient in a bed is being transported on the elevator you are riding on. If an elevator arrives for you and a patient is already on it being transported, please wait to catch the next elevator.

Reflection Room: At the very North end of the Boulevard is the Reflection Room. This room is for any associate, physician, visitor patient or volunteer who wants to take some time to pray, think, decompress or just to sit quietly. The room is surrounded in antique leaded stained-glass windows that were originally in St. Joe’s hospital in Flint. It truly is a beautiful setting to reflect.

Please offer your assistance to patients and guests who appear lost!
SECURITY AND SAFETY

The Security Department is in operation 24 hours a day, seven days a week. They are responsible for:

♦ The identification badge distribution and verification
♦ Building access control
♦ Key distribution
♦ Overall security and safety in the building and on campus

In your packet, there is a “Purple Pocket Guide.” Please read it and keep it with you always as a reference for all safety codes.

How can Security help?

▪ With non-patient incidents like a vehicle problem in the parking lot or an irate family member in the Surgical Lounge.
▪ Security provides a safe environment by video taping portions of the hospital buildings and grounds via security cameras.
▪ Security is responsible for patient valuable storage and retrieval.
▪ Lost and found is in the Security Office.

Unauthorized Items and Activities

There are several items and activities that are not authorized on the Health Park campus:

▪ Unauthorized solicitation by vendors of any type
▪ Carrying firearms or other weapons
▪ Use of alcohol or illicit drugs
▪ Disorderly conduct
▪ Loitering
▪ Profane or abusive language
▪ Other security infractions

Emergency Response Manual

Ascension Genesys Hospital has an Emergency Response Manual that contains instructions to follow in the event of a disaster, emergency or fire. The *Emergency Response Manual* can be found on the hospital intranet. This is sometimes a question asked by Joint Commission surveyors. If you are asked where the policies are located, you may respond “on the intranet”.

For an Emergency, call 65699 from a hospital phone or (810) 606-5699 from your cell phone

PLEASE REPORT ANY SUSPICIOUS ACTIVITY TO SECURITY
EMERGENCY CODES

- Code “Blue” means EMERGENCY!
- Code “Rapid Response Team” means MEDICAL ASSISTANCE NEEDED!
- Code “Red” means FIRE!
- Code “Black” means DISASTER!
- Tornado Watch/Warning means TAKE COVER!
- Code “Yellow” means BOMB THREAT!
- Code “Adam” means CHILD ABDUCTION!
- Code “Green” means Patient Elopement

**Code Blue**: An example of a Code Blue is a cardiac arrest. Please stay out of the way of medical personnel who will be running to help a patient in need. Also, stand with family members until the staff arrives.

**Code Rapid Response Team**: This code is called when individuals in the hospital, medical office building or on the sidewalks of the hospital need emergency medical assistance.

**Code Red**: means fire. Remember R-A-C-E

- **Rescue**. If you see or smell smoke, get down on your hands and knees to investigate at once. If you discover a fire, see that any patients, employees or others who are in immediate danger are moved to a safe area.
- **Announce**. Pull the nearest fire alarm box.
- **Contain**. Close the door of the room containing the fire. All doors marked with a “Z” will close automatically. **All other doors should be opened to facilitate the operation of the hospital smoke evacuation system.**
- **Extinguish**. Use a fire extinguisher from the nearest fire station and extinguish the fire only after the alarm has been sounded, and only if it is safe to attempt.
  - Remember the **Extinguisher PASS-word**.
    - **Pull** the pin: This unlocks the operating lever to allow you to discharge the extinguisher.
    - **Aim low**: Point the extinguisher nozzle (or hose) at the base of the fire.
    - **Squeeze** the lever below the handle.
    - **Sweep** from side to side keeping the extinguisher aimed at the base of the fire.

**Code Black** means there is a disaster somewhere in or near Genesee County. It means that all three hospitals may receive many patients at once. During a Code Black, ask the nearest staff member what you can do to help.

**Tornado Watch/Warning**. Listen to the announcements on the Public-Address System. During a “Phase III”, take cover in a non-glass area.

**Code Yellow** means there has been a bomb threat. Stay on the line, take notes, alert the nearest staff member and try to stay calm.

**Code Adam** means child abduction. Look for any suspicious behavior, note a description of the person and alert Security immediately.

**Code Green** means that a patient has left his room without notice to the care team. Look for the person that is described when the code is called and alert a staff member immediately.
**Electrical Safety**

- Never use three prong plugs via two prong adapters.
- Do not use extension cords unless they are specifically approved by the hospital.
- Never unplug a device by pulling on the power cord. Unplug equipment by grasping and pulling on the body of the plug.
- If you ever receive even a small, non-static electrical shock from a device, report it immediately to your supervisor.
- Report any devices with obvious damage. Devices that have been dropped, had fluid spilled on them or have damaged power cords could be hazardous.

**Lifting Essentials**

- Lift twice: First size up the situation and lift with your eyes and mind. Second, lift with your body.
- Get help when the job is more than you can handle. Volunteers are not to lift any item over 10 pounds.
- Bend your knees and lift with your legs!
- Keep the load close to you.

**Material Safety Data Sheets (MSDS)**

You have the right to know about the hazards of chemicals in a hospital environment. Material Safety Data Sheets (MSDS) are available in each work area. Contact your supervisor for more details.

**Radiation Safety**

Radiation guidelines are designed to limit the exposure to radioactive materials. Areas of the hospital where radiation is in progress or radioactive materials are used are marked appropriately. MAGENTA and YELLOW signs are used for Nuclear Medicine, Radiation Oncology and selected patient rooms. Other signs such as *Radiation in Progress, Do Not Enter*, etc. are posted on the front of X-Ray rooms. DO NOT ENTER ANY ROOM WITH RADIATION SIGNS POSTED.

**Job Related Injury and Illness**

If you have a job-related injury or illness, report to your immediate supervisor or go to the Employee Health Office where an Incident Report will be completed. If the Employee Health Office is closed or the injury is serious, report immediately to the Emergency Department.

“I shall pass through this world but once. Any good thing therefore that I can do, or any kindness that I can show to any human being, let me do it now. Let me not defer it or neglect it, for I shall not pass this way again.”

~ Etienne de Grellet
ACTIVE SHOOTER SAFETY

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined space or other populated area. In most cases, active shooters use firearms and there is no pattern or method to their selection of victims.

Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims. Active shooters usually will continue to move throughout the building or area until stopped by law enforcement, suicide or other intervention. If Genesys faced an active shooter situation, an announcement would be made over the Public-Address system to engage active shooter procedures.

In an active shooter situation, you should quickly determine the most reasonable way to protect your own life. You should:

1. **Run**: If there is an accessible escape path, attempt to evacuate the premises.
2. **Hide**: If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.
3. **Fight**: As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter.

**Run**
If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- Warn individuals not to enter an area where the active shooter may be.
- Have an escape route and plan in mind.
- Evacuate regardless of whether others agree to follow.
- Leave your belongings behind.
- Help others escape, if possible.
- Keep your hands visible.
- Follow the instructions of any police officers.
- Do not attempt to move wounded people.
- Call 9-1-1 when it’s safe to do so.

**Hide**
If safe evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Your hiding place should:

- Be out of the active shooter’s view.
- Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door).
- Not trap you or restrict your options for movement.

To prevent an active shooter from entering your hiding place:

- Lock the door.
- Blockade the door with heavy furniture.
- Close, cover and move away from windows.
ACTIVE SHOOTER SAFETY (continued)

**Fight**
As an absolute last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter:

- Act as aggressively as possible against him/her.
- Throw items and use improvised weapons.
- Work together to incapacitate the shooter.
- Commit to your actions.

**When Law Enforcement Arrives**
Law enforcement’s immediate purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard. The first officers to arrive at the scene will not stop to help injured persons because their first priority is life safety, so they will need to secure the scene first.

When law enforcement arrives:

- Remain calm and follow officers’ instructions.
- Put down any items in your hands (i.e., bags, jackets).
- Immediately raise hands and spread fingers.
- Keep hands visible at all times.
- Avoid making quick movements toward officers, avoid physical contact.
- Avoid pointing, screaming and/or yelling.
- Do not stop to ask officers for help or direction when running—just proceed in the direction from which officers are entering the premises.

While it is frightening to think about the possibility of an active shooter incident during your volunteering, it is very important that we are all prepared to react in a way that will protect ourselves and others if the unthinkable occurs.
INFECTION CONTROL GUIDELINES

It is important for you to understand infection control and to follow the guidelines that keep both you and others safe. These guidelines are prepared so that:

- You will not infect a patient or others... and vice versa.
- You will feel informed and thus comfortable with assisting in our setting.
- You can be aware of current scientific knowledge, Michigan Department of Public Health Rules and the Federal (OSHA) Standards.

When you are ill
Please do not come in to volunteer if you are ill. Stay home and get well so that you can come back as soon as possible. This includes, but is not limited to, cold, influenza, bronchitis, respiratory infection, cold sores and open Shingles rashes. Please check with Volunteer Office if you have questions.

Chicken Pox
If you have never had the Chicken Pox and are exposed to it, please call the Infection Control Department for instructions at (810) 606-5490.

TB Tests
TB tests are an OSHA requirement for everyone who works or volunteers in any health care setting in the United States. At Ascension Genesys, T-spot (blood draw) TB test is required upon starting your volunteering. The TB test is arranged through the Volunteer office and the Ascension Michigan at Work office, and is usually administered directly after orientation.

Flu Vaccination
Flu vaccinations are REQUIRED by all volunteers, associates and physicians. Flu shots may be obtained at the annual Volunteer Flu Clinic in October (email notification) or your doctor’s office or pharmacy. Documentation/receipt of flu vaccine and location is required. Please submit documentation to the volunteer office. Exemptions are considered for medical or religious reasons – appropriate declination form is required and will be reviewed; see volunteer office for appropriate forms. Volunteers who choose not to obtain a flu shot (outside of an approved waiver) will be placed on Leave of Absence during flu season (October 1 – April 1), and can return to volunteering when given the okay by the volunteer office.

Isolation/Precaution Rooms
Volunteer are NOT PERMITTED to enter isolation/precaution rooms. These rooms are indicated by a sign on the door and personal protection equipment (masks, gowns, etc.) in a caddy on or near the door.
HAND HYGIENE

Hand hygiene is the most important practice to prevent the spread of infection.

Volunteers wash their hands:
- Prior to starting work and before going home
- Between patient contacts
- Before serving food/water
- After using the restroom or handling nasal tissues
- After delivering/handling fresh flowers or plants
- At any time in which hands are felt to be contaminated or soiled
- Before/after eating meals

Hand washing procedure:
1. Turn on water faucets and leave running
2. Using soap, lather hands and scrub for ten seconds
3. Rinse soap from hands under running water
4. Wipe hands with paper towel
5. Use the paper towel to turn off faucets to not re-contaminate the hands

If your hands are not visibly soiled, you may use the alcohol foam located in the patient rooms.

What can’t I do as a volunteer?
Ascension Genesys practices Universal Precautions, which means that all persons have the potential to spread infection. Volunteers may not perform ANY function that has the potential of physical contact with blood or body fluids.

In the event of an unforeseen accident, where the volunteer has contact with a fluid, needle, or item of unknown or questionable safety, contact with the Employee Health Office must be made within 24 hours.

Please call the Office of Epidemiology at (810) 606-5490 with any questions or concerns about Infection Control
**HIPAA / CONFIDENTIALITY**

All medical and personal information regarding a person receiving health care services at Ascension Genesys shall be confidential.

Breaking confidentiality violations a patient’s rights and can be a breach of HIPAA. Legal suits may be brought against the hospital and volunteer who divulges information about a patient. In fact, an individual responsible for a HIPAA breach may be personally fined thousands of dollars.

Names of patients, medical and personal information may not be released without the patient’s consent.

Volunteers shall not have access to patient charts or medical records without proper authorization.

Volunteers shall not communicate any information concerning a patient’s medical condition or pertinent personal information to anyone other than the appropriate hospital personnel.

“Protected Health Information (PHI)” is information that could identify or be used in finding the identity of an individual. PHI includes facts contained in abstracts of patient charts, case histories, descriptions of medical procedures that include or refer to a patient’s name or social security number and any pertinent personal information communicated orally.

Examples of what could identify an individual:
Name, birthdate, social security number, driver’s license number, phone number, zip code, photographs, email addresses, license plate number, health insurance numbers, medical record number, financial account number.

Confidentiality applies to:
- Electronic/computer information
- Paper records including nurses and doctor notes and patient lists
- Films, such as x-rays
- Verbal information including discussions in the cafeteria, elevators or over the phone

Volunteers shall refer any questions concerning the condition of a patient from relatives or friends to the appropriate nursing personnel or physician.

The release of confidential information by a volunteer to any unauthorized person shall be regarded as a breach of confidentiality and constitutes grounds for immediate termination.
**QUIET TIMES**

Quiet Time occurs daily on inpatient bed loops from 1pm – 3pm and 11pm – 4am.

Ascension Genesys is committed to promoting a healing environment by allowing patients periods of uninterrupted rest.

During quiet times, overhead lighting in inpatient nursing units will be dimmed, signs will be posted to remind associates and visitors it is quiet time and visitors will be asked to allow patients to rest and encouraged to move to the visitor’s lounge.

Most volunteer roles are designed to occur outside of the designated quiet time hours. If you find it necessary to be on the inpatient loops during quiet time, please check in with the nurse before entering patient rooms, and remember to:

- Avoid use of bright overhead lights in patient rooms.
  - Use softer over-bed lighting
- Avoid startling noises
- Speak softly
- Limit conversations outside patient rooms
- Limit activity that is not essential
- Coordinate activities to decrease interruption of rest time

**CUSTOMER SERVICE – AIDET**

AIDET is a communication framework that helps our patients feel informed and included, free from anxiety created by the unknown, and trust in the entire team caring for them. All staff, physicians and volunteers are asked to practice AIDET when interfacing with a patient.

AIDET stands for: **Acknowledge, Introduce, Duration, Explain, Thank You**

- Acknowledge the patient by name, make eye contact and smile
- Introduce yourself by name and role
- Discuss duration of time; how long the exam, procedure or discussion will take
- Explain what will happen next
- Thank them and ask if they need anything before leaving

Please remember to greet our patient(s) and guests, introduce yourself and that you are a volunteer, explain why you are there/what you can assist them with, and at the end of the interaction thank the patient.
WORKPLACE HARASSMENT

Ascension Genesys Hospital is committed to providing volunteers with an environment that is free from all types of unlawful discrimination and harassment. Actions, words, jokes, or comments based on an individual’s sex, race, ethnicity, age, religion, or any other legally protected characteristic will not be tolerated. Volunteers are encouraged to bring any incidents of workplace harassment to the immediate attention of a direct manager or Human Resources.

PROFESSIONALISM

Volunteers at Ascension Genesys Hospital are expected to maintain a level of professionalism consistent with the hospital mission and standards. This allows us to provide a healing atmosphere for patients, families and guests of Ascension Genesys and to maintain patient dignity and privacy. All volunteers are responsible for:

- Behaving in a professional, efficient, courteous and unobtrusive manner
- Being prompt and dependable
- Maintaining a neat, clean appearance with regulation uniform. Genesys dress and personal appearance policies will be followed
- Cooperating with supervisors and adhering to hospital rules and safety precautions
- Remaining on the assigned job, not leaving that post unless asked by the supervisor

PATIENTS’ RIGHTS & RESPONSIBILITIES

It is the policy of Ascension Genesys Hospital that each patient admitted to the hospital shall have the Rights and Responsibilities that are within Ascension Genesys Hospital capacity, mission and law/regulations. We believe that a patient who understands and participates in his or her health care may achieve better results. The hospital has the responsibility to give adequate and appropriate care, to respect the rights and to recognize the responsibility of the patient. The Patient “Bill of Rights” is posted in detail in designated areas throughout the hospital, on the Genesys Intranet and in the patient Admissions booklet.
AGE-SPECIFIC COMPETENCIES

Age-specific competencies are skills you need to use to give care that meets each person’s unique needs. Every person is an individual and has his or her own likes and dislikes, feelings, thoughts and beliefs, limitations and abilities along with life experiences. Below are guidelines for interacting with individuals in all age groups.

Newborn/Infant (birth to 1 year)
- Soothing and comforting the infant as needed
- Keeping parents in infant’s line of vision as appropriate
- Offering familiar objects to the infant
- Ensuring a safe environment

Pediatrics (1 – 12 years)
- Using a direct approach with the child; allowing choices when possible
- Recognizing that play is important
- Soothing and comforting as appropriate, allowing for verbalization of fears
- Using praise as a reward for desired behavior

Adolescent (13 – 17 years)
- Encouraging questions and verbalization of fears
- Acknowledging the importance of relationships with peers
- Allowing the adolescent to have some control/choices when possible
- Recognizing the importance of privacy for adolescents

Adults (18 – 64 years)
- Allowing the patient to maintain control and involving them in decision making
- Encouraging the verbalization of fears

Geriatric (65+ years)
- Speaking directly to the person
- Allow the patient to maintain control and involve them in decision making
- Recognize the potential for loss of hearing/vision and responding appropriately
- Ensuring a safe environment

The Ascension Values Line is available at 800-707-2198, or you can find it online at www.AscensionHealthValuesLine.org
All reports to the Values Line are fully investigated.
MAKING SURE YOUR VOLUNTEERING IS OFF TO A GOOD START!

Parking
Please park in the front public lots. Your parking tag is included in your packet and must be placed on your rearview mirror facing out, so it can be seen by Security.

Please note:
- Do not park in spaces designated for “Patients Only”
- Lock your vehicle and remove valuables
- Parking is prohibited in posted areas such as fire lanes, handicap parking or areas reserved for ambulances, emergency vehicles and patients.

Entrance
Please enter the building through the Main Entrance.

Signing In and Out
You MUST sign in and out every time you volunteer. It guarantees an accurate service record for each volunteer and enables us to monitor attendance.

Sign in and out using the VSysOne touch screen located just outside the Volunteer Office. You will need a four-digit PIN number (Personal Identification Number) which is provided to you at orientation. If you have trouble signing in, please let the volunteer office know so that they can assist.

Where do I put my coat/purse?
In most areas where you are volunteering, there is a place to put your personal items. Just be sure it is secure. Lockers are available on the Garden Level Boulevard if needed. Volunteer male lockers are 155-165. Volunteer female lockers are 67-77. Keys for the female lockers are available from the Volunteer Service Office.

Meals
In recognition of your contributions as a volunteer, Ascension Genesys Administration provides you with a $6.00 credit towards a nourishing meal in the hospital cafeteria. Please show the cashier your I.D. badge to be scanned at the register. You are responsible to pay for any amount in excess $6.00 at the time of purchase. Your meal/snack is for you alone on the day of your volunteering and food may not be purchased to take home.
REQUIREMENTS OF VOLUNTEERING

Many first impressions are made about us based on our personal appearance. Each of us represents Ascension Genesys Hospital in the eyes of the public and the patients we serve. Presenting ourselves in a professional and conservative fashion helps to increase patient and public confidence in us as efficient, professional representatives of the hospital.

Name Badges
You MUST wear your name badge always. You will be issued a photo I.D. badge from Security. Name badges must be returned to the Volunteer Services office if you decide not to volunteer. Name badges cannot be altered and are to be worn only by the volunteer to whom it is issued.

If you forget your name badge, please come to the Volunteer Office to be issued a temporary name badge for the day.

Volunteer Uniform
All Ascension Genesys volunteers within the building are required to wear the volunteer uniform except for Eucharistic Ministers, Patient Visitors, and Pet Therapy Volunteers who wear “business casual” dress. The volunteer smock or polo shirts are available only through the Volunteer Services Office.

If volunteering outside the building (gardeners), casual clothes can be worn. Please make sure your name badge is visible (clipped on your collar).

What else do I wear while volunteering?
Each volunteer and employee represent the hospital in the eyes of the patients and other guests we serve. It is your obligation to have clothes, jewelry, grooming and hygiene that projects a professional, business-like appearance. Because of allergies, please do not wear perfumes.

Besides your smock/jacket or shirt and I.D. badge, you are asked to wear business casual slacks (khakis, twill, dress slacks). Absolutely no jeans, shorts, capris, yoga pants, leggings, scrubs or sweats are permitted. Tennis shoes or any comfortable walking shoes are great! Please keep your smock or polo shirt clean and pressed.

Cell Phone Usage
Use of cell phones is permitted on an emergency basis. Please keep the phone on “silent” while on duty as a volunteer and step away to a private area to answer a call or text.
Other Considerations for Being a Volunteer

▪ Volunteers supplement/complement employee’s work. Volunteers DO NOT displace employees... we work as a team!
▪ A hospital employee cannot volunteer in the same capacity as his/her vocation.
▪ Please restrict your duties to the “Service Description” specific to your volunteer area. The Service Description is in your packet or available in the Volunteer Office.
▪ Do not act as a legal witness if asked. Refer the patient to a staff member for assistance.
▪ Do not ask for medical advice. Please see your own physician.
▪ Do not argue or be sharp with a patient/guest. Please remain calm. Resources for you are the nearest staff member, the Spiritual Care Department, the Social Work Department or Security.
▪ Do not give liquids to patients unless authorized by staff.
▪ Do not feed patients unless you have been trained.
▪ Do not lift patients unless you are assisting staff.
▪ If you are assisting patients in a wheelchair, remember:
  • LOCK THE WHEELS!
  • BACK INTO ELEVATORS!

If you are in doubt about anything, please ASK!
BEING AN ASCENSION GENESYS HOSPITAL VOLUNTEER

Ascension Genesys Volunteers is the name of the volunteer organization at Ascension Genesys Hospital. It consists of a Board of Directors, Service Chairs, Fundraising chair and membership, which you are now a part of.

In addition to service and fundraising efforts, the Ascension Genesys Volunteers participate in gatherings and fun events throughout the year. We have educational programs, celebrate national Volunteer Week and have a Christmas and a Spring Appreciation Luncheon. The meetings and events offer opportunities for volunteers to meet each other, have some fun and learn new things.

Visit the Ascension Genesys Hospital website for information and resources about volunteering: https://healthcare.ascension.org/grandblanc-volunteer. Please use this link to refer friends and family who are interested in volunteering.

Ascension Genesys Health Club
After 60 hours of volunteering, Ascension Genesys volunteers are eligible to receive the employee discounted initiation fee and the monthly dues to the Ascension Genesys Health Club. You must maintain 60 hours per year of volunteering to continue the discounted monthly rate at the Club.

Be sure to visit the beautiful sanctuary garden located on the walking trails behind the hospital!
WHAT’S NEXT?

Congratulations! You have now completed your orientation. A few final details that you need to take care of:

- Obtain your TB test if you did not already do so following orientation class
- Read the Corporate Responsibility Program book online, sign the Standards of Conduct Acknowledgement form that was included in your orientation packet and return it to the volunteer office
- Purchase your volunteer uniform (shirt or jacket/smock) prior to your first training day.

Your name will be given to the volunteer leader or staff person who oversees training and scheduling for the area you have chosen. Your leader/staff person will call you to ask when you are available to train and what you are looking for in a regular schedule.

We ask for one shift per week and one shift is normally four hours. Once you are on the regular schedule, you will be sent a calendar page of the upcoming month by email or by the regular mail. That way you will know when you are scheduled to volunteer.

If you are scheduled to volunteer and are unable to do so, please contact your service chair or the volunteer office. If you change your shift with another volunteer, please let the volunteer office know of the change.

If you have any questions or concerns, please call the Volunteer Services Office at (810) 606-5100. We want to be sure your volunteer experience is an excellent one and that you have fun doing it!

ASCENSION GENESYS VOLUNTEER SERVICES STAFF

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