Volunteer Handbook

COOK COUNTY HEALTH AND HOSPITALS SYSTEM

Volunteer Services Department  312-864-0383
Office Hours:  Monday-Friday, 9:00 a.m.-5:00 p.m.
Dear Volunteer:

It is with great pleasure that we welcome you to the Cook County Health and Hospitals System (CCHHS)! CCHHS is the safety net health care provider in Chicago and suburban Cook County. The main hospital—John H. Stroger, Jr. Hospital is located in the Illinois Medical District on Chicago’s Near West Side and serves as the primary public provider of comprehensive medical services for the people of metropolitan Chicago.

CCHHS is also comprised of Provident Hospital on Chicago’s South Side and the Oak Forest Health Center in suburban Oak Forest along with 16 ambulatory and community health care centers, the Ruth M. Rothstein CORE Center, the Cook County Department of Public Health and the Cermak Correctional Health Facility.

Our success depends on our ability to recruit, retain and develop the best employees and volunteers in health care. It is through your committed efforts that we achieve our mission:

To optimize and achieve health equity for all people and communities of Cook County through our leadership and collaborations, focusing on health promotion and prevention, while advocating for and assuring the natural environmental and social conditions necessary to advance physical, mental and social well-being.

You represent CCHHS to patients, their families and visitors every day. As a volunteer, you make a vital contribution to the system that enables us to accomplish our vision where all people and communities thrive in safe, health-promoting conditions.

This handbook has been designed to help you become familiar with CCHHS volunteer policies and practices. It includes information you will want to know even before you start your first day on the job.

Because this handbook may not adequately cover all issues, we hope that you will feel free to direct your questions to the Volunteer Services Director, your volunteer supervisor or the volunteer liaison in your facility. We can serve you best when we know what’s on your mind. So let us know!

You are an important part of the CCHHS team. We look forward to working with you!

John Jay Shannon, MD
CEO, CCHHS
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Mission, Scope of Services

VOLUNTEER SERVICES MISSION

The Volunteer Services Department at Cook County Health and Hospitals System (CCHHS) strives to enhance patient and visitor satisfaction and provide community members with meaningful service opportunities that support CCHHS programs, services and projects.

DEFINITION OF A VOLUNTEER

A volunteer is anyone who chooses to perform services for CCHHS without compensation or expectation of compensation (beyond reimbursement for pre-approved, specified expenses), and who performs a task under the direction of an appointed supervisor on behalf of CCHHS. Volunteers do not provide direct care or clinical services. Volunteers enhance patient services.

SCOPE OF SERVICES

The Volunteer Services Department bears primary responsibility for planning effective volunteer utilization, for assisting CCHHS staff in identifying productive and creative volunteer roles, for recruiting and orienting suitable volunteers, and for tracking and evaluating the contribution of volunteers to CCHHS.

ABOUT COOK COUNTY HEALTH AND HOSPITALS SYSTEM

CCHHS has a longstanding mission of caring for the underserved with respect and dignity. The system celebrates a rich history: the nation’s first blood bank, first trauma unit, and the hospital where some of the greatest doctors and nurses in the history of American medicine have chosen to learn and practice. We cherish our role in this community as a beacon of hope for millions of residents.

CCHHS oversees a comprehensive, integrated system of health care facilities throughout the Chicago area including a broad range of services from specialty and primary care to emergency, acute, outpatient, rehabilitative, long-term and preventive care. CCHHS services are available to the more than five million residents of Cook County, regardless of their economic status or ability to pay.

CCHHS includes:

- Ambulatory and Community Health Network with 16 clinics
- Cermak Health Services at the Cook County Jail
- Cook County Department of Public Health
- John H. Stroger, Jr. Hospital
- Oak Forest Health Center
- Provident Hospital
- Ruth M. Rothstein CORE Center
Onboarding Process and Requirements

VOLUNTEER APPLICATION

All applicants must complete the online application form. Once an application has been completed, a confirmation will be sent to the volunteer candidate via e-mail. Within two weeks of the confirmation, a CCHHS staff member will call to schedule an interview if the applicant is eligible.

INTERVIEW AND PLACEMENT

The interview will:

• Provide the applicant with an opportunity to discuss experiences, skills, interests, abilities, availability, goals and expectations regarding a desired placement.
• Provide the applicant with the opportunity to learn about CCHHS.
• Assist staff in determining if the volunteer candidate should be referred for a second interview with a department volunteer supervisor.

If approved by the Volunteer Director, the applicant will be scheduled for a second interview with a department supervisor.

If approved by the department supervisor, the candidate will be scheduled for volunteer orientation.

References will be checked and verified. In the event that a reference cannot be verified, the applicant will be asked to provide another reference or will be excluded from further consideration.

ORIENTATION/DEPARTMENT SERVICE TRAINING

All new volunteers are required to participate in a general orientation prior to starting their volunteer assignment. This class will provide volunteer candidates with information that is essential to functioning effectively within CCHHS.

Volunteers are required to read the CCHHS Volunteer Handbook and return the “Volunteer Handbook Acknowledgement” on page 18 during the Volunteer Services Department orientation which will follow the general orientation.

Once the onboarding process is complete, volunteers may report to their department volunteer supervisor. At that time, the volunteer will receive a departmental orientation which may include, but is not limited to: department/service policies and procedures, and performance expectations.

At times, volunteers may be required to attend training or orientation sessions regarding important changes to their service area, their assignment, policies and procedures, etc.

CRIMINAL RECORDS CHECK

Criminal background checks are completed for all applicants who have been vetted during the interview and orientation process. Persons with a felony conviction are not eligible to apply.
DRUG TEST AND HEALTH SCREENING REQUIREMENTS

A pre-placement, complimentary and mandatory health screening is required of all prospective volunteers. The health screening process ensures the safety of CCHHS patients, staff and volunteers. Details of the health review will be discussed during the interview process.

Volunteers are required to take a urine drug screen and tests for tuberculosis, chickenpox, measles, mumps and hepatitis B.

Volunteers may be instructed to seek immunization documentation from their personal health care provider.

PICTURE ID BADGE

Once all requirements have been completed, the volunteer candidate will be notified by e-mail or phone to have a photo taken. A photo ID badge will be provided to the volunteer at that time by the Human Resources Department.

All volunteers must wear their identification badge while on CCHHS premises.

Badges must be worn in a visible location with the picture side of the badge displayed. No decorations or jewelry may be attached to the badge.

Volunteers who lose their ID should contact the Volunteer Services Department.

Volunteer Information

EQUAL OPPORTUNITY

CCHHS believes that it is in the best interest of all volunteers and applicants to govern all aspects of volunteer placement solely on the basis of individual qualifications related to the requirements of the position.

We make all volunteer placement decisions without regard to race, religion, color, sex, sexual orientation, age, national origin, veteran status, or disability (provided the individual is qualified to perform the essential functions of the job). Reasonable accommodation for volunteers will be provided, if possible.
VOLUNTEER CATEGORIES

1. ADULT

Non-students over the age of 18. Requirements are as follows:
- Commit to volunteering 50 hours per year.
- Submit an application.
- Participate in two interviews.
- Commit to volunteering 50 hours per year.
- Participate in a new volunteer orientation session.
- Submit to a background check.
- Sign a confidentiality form.
- Pass a health screening.
- Complete an annual re-orientation, health screening and be evaluated to maintain active status.
- Adhere to CCHHS codes of conduct.

2. TEEN PROGRAM

High school students ages 16 and older. Graduating seniors are considered to be teen volunteers. Teen volunteers are required to complete the same onboarding steps as an adult volunteer. In addition, teens will:
- Provide a parental permission form signed by a parent or guardian.
- Commit to volunteering a minimum of 35 hours per year.
- Complete a medical waiver document signed by a physician.

3. COLLEGE STUDENT PROGRAM

College students who are currently enrolled at a two or four year college or university. College student volunteers are required to complete the same onboarding steps as an adult volunteer and will:
- Commit to volunteering a minimum of 35 hours per semester.

ATTIRE

It is important for volunteers to maintain a professional, well-groomed and friendly appearance when volunteering. Dress and general appearance should reflect high standards of cleanliness and hygiene at all times. Clothing should be neat and clean.

Things to wear:
- Ladies are asked to wear dresses, slacks and skirts with a sweater or blouse. Dresses or skirts should be knee length or longer.
- Men should wear pressed slacks with a shirt or sweater.
- Please wear comfortable, closed-toe shoes while on duty.

Things not to wear:
- Jeans, shorts, cut-offs, tight fitting clothing, torn or ragged clothes, low cut blouses, bare midriffs, halter tops, T-shirts, sweats, open toe shoes/sandals, hats or clothing with obscene logos or ads for alcohol, tobacco or drugs or long chains around the neck.

Refrain from wearing heavy makeup, hairspray, perfume or aftershave. Heavy fragrances can affect patients with allergies and/or upper respiratory problems.

Please limit jewelry to a wristwatch, wedding or engagement ring and ear studs (no hoop earrings, for safety reasons).

Hair should be neat. Volunteers with long hair must pull their hair up or back while on duty.
LEAVE OF ABSENCE

Volunteers in good standing may request and will be granted a leave of absence. The Volunteer Services Department reserves the right to fill the vacant position. Every effort will be made to reinstate the volunteer returning from their leave; however, the volunteer will not be guaranteed the same position or time slot.

Volunteers on leave will retain their original starting date and time accrued for total years and hours of service contributed to CCHHS. Volunteers on leave may retain their volunteer privileges during the leave if the leave is no longer than six months. After a leave of longer than six months, the volunteer’s status would be reviewed and privileges adjusted accordingly.

RETURNING VOLUNTEERS

CCHHS encourages volunteers with good work records to return. Hours earned for past service will be reinstated. Volunteers may also be required to complete a new application, volunteer re-orientation, update immunizations and submit to criminal background checks.

DEPARTMENTAL TRANSFERS

CCHHS allows volunteers to transfer if the volunteer is working in a job that is unsatisfactory or if the volunteer is ready for a new challenge. A transfer will be offered as it becomes available.

PERSONNEL RECORDS AND PRIVACY

Volunteer records include, but are not limited to, application forms, resumes, interview reports, health screening test results, letters of commendation, evaluations and disciplinary warnings.

CCHHS will collect and maintain information related to the volunteer’s job placement in a secure location. All master records are maintained in the Volunteer Services Department. Access to personnel files will be limited to the volunteer, direct supervisor, appropriate administrator, and other members of the CCHHS management team with a legitimate business “need to know.”

Any changes in a volunteer’s name, address, or telephone number should be reported to the Volunteer Services Department or they can be updated by the volunteer by accessing the online CCHHS volunteer database.

VOLUNTEER POSITION DESCRIPTIONS

Volunteers will receive a copy of the volunteer position description for their specific assignment. Volunteer position descriptions are used in several ways:

• To identify key volunteer job duties.
• To define the physical and mental activities required to perform the essential job functions.
• As a tool for performance evaluation.
• As a guideline that may change over time.

From time to time, volunteers are asked to perform duties and handle responsibilities that are not in their position description. If, over a number of months, the new duties and responsibilities remain a significant part of the assignment, please request that the volunteer supervisor change the position description. The position description will then be sent to the Volunteer Services Department for further analysis.
Benefits

AUTOMATIC TELLER MACHINE (ATM)

For the convenience of volunteers and the public, an automatic teller machine is located in the Administration Building (first floor) and at Stroger Hospital, entrance 2.

GIFT SHOP - DISCOUNTS

Volunteers are entitled to a 20 percent discount for gifts purchased from Lori’s Gift Shop located on the first floor of Stroger Hospital.

Profits from the gift shop help support patients services at CCHHS.

VOLUNTEER PARKING

Parking is provided free of charge to all volunteers.

VOLUNTEER TAX DEDUCTIONS

The only tax deductions are those approved by the IRS. Currently, volunteers can deduct car and transportation expenses incurred to get back and forth from home to a CCHHS facility. Volunteers who drive can choose between deducting actual gas and oil used or taking a mileage deduction at the rate of 14 cents per mile.

Volunteers cannot claim general car repair and maintenance expenses, depreciation, registration fees, or the costs of tires or insurance.

Volunteers taking public transportation can deduct bus or taxi fare.

Volunteers can deduct travel expenses such as airfare and other transportation, accommodations and meals, when performing services away from home. This might include trips to attend a conference.

For up to date information, volunteers are encouraged to talk to a tax professional, use a tax preparation software program, and read IRS Publication 526, Charitable Contributions at www.irs.gov.
Volunteer Hours

RECORDING HOURS

Volunteers must sign in and out on computers located throughout CCHHS facilities. Check with the Volunteer Services Department staff or the volunteer supervisor for a computer location.

Volunteers who forget to sign in or out, must fill out the sign in/out sheet located in the Volunteer Services Department or log onto the CCHHS online volunteer database (ViCNet.)

Volunteers who work on projects at home, should keep track of hours worked and report them by calling the Volunteer Services Department or utilizing the online volunteer database.

DOCUMENTATION OF HOURS

Volunteers may request written volunteer hours documentation after having met their commitment. Documentation will not be given until a volunteer has met this commitment and has returned their volunteer ID and any other CCHHS items in their possession.

HOLIDAY HOURS

The Volunteer Services Department closes for the following holidays: New Year’s Eve and Day, Good Friday, Easter Sunday, Memorial Day, July 4th, Labor Day, Thanksgiving Day and the following Friday, Christmas Eve and Day.

Volunteers whose work schedule falls on a holiday are automatically excused, but do have the option to serve if they choose to.

REST PERIODS

All volunteers who work a minimum of three hours are encouraged to take a 15 minute break. Rest periods should be used for refreshments, phone calls or any other personal business.
Volunteer Standards

DRUG-FREE WORKPLACE

It is the intent of CCHHS to provide a working environment as free from the use of non-prescribed drugs and alcohol as reasonably possible. CCHHS has adopted the following policy regarding drugs and alcohol:

The sale, manufacture, distribution, purchase, use, possession, reporting to work or working while impaired by intoxicants, non-prescribed narcotics, hallucinogenic drugs, marijuana or other non-prescribed controlled substances is prohibited while on facility property or during working hours.

The distribution, sale, purchase, use or possession of equipment, products and materials which are used, intended for use, or designed for use with non-prescribed controlled substances also is prohibited while at a CCHHS facility or during working hours.

Volunteers may not report to an assignment with a measurable quantity of non-prescribed narcotics, hallucinogenic drugs, marijuana or other non-prescribed controlled substances in blood or urine. Reporting to or being on a volunteer assignment work with a measurable quantity of prescribed narcotics in blood or urine or use of prescribed narcotics is also prohibited where, in the opinion of the facility, such use prevents the volunteer from performing the duties of his or her job or poses a risk to the safety of the volunteer, other persons or property.

SMOKING/TOBACCO

For the health of all volunteers, staff and our patients, all CCHHS facilities are tobacco-free. Tobacco use is prohibited anywhere on CCHHS grounds or in vehicles on the grounds. We ask that volunteers be considerate of our policy and refrain from tobacco use while on duty.

SOLICITATION

To avoid disruption of health care operations, the following rules apply to solicitation and distribution of literature on facility property.

THIRD-PARTIES: Persons not employed by the facility may not solicit or distribute literature on facility property at any time, for any purpose.

VOLUNTEERS: Employees and volunteers may not solicit or distribute literature during working time or in working areas for any purpose. Working areas are all areas in the facility, except cafeterias, employee lounges, lobbies and parking areas.
Volunteers may not solicit or distribute literature at any time for any purpose in immediate patient care areas, such as patients’ rooms, operating rooms, and places where patients receive treatment such as x-ray or therapy areas, or in any other area that would cause disruption of health care operation or disturbance of patients, such as corridors in patient treatment areas and rooms used by patients for consultations with physicians or meetings with family or friends.

PERSONAL TELEPHONE CALLS

The use of CCHHS telephones and other communications equipment is for business and not for personal use. The use of CCHHS equipment for personal matters interferes with efficient operations and takes time away from work and patient care.

When answering any CCHHS phone, it is important to be courteous and convey a positive image.

Personal phone calls during a volunteer shift should be kept to a minimum. The use of personal cell phones is prohibited in patient care areas, and the use of cell phones should be kept to a minimum.

VISITORS

Visits to a volunteer by friends or relatives are discouraged while the volunteer is on duty and should be limited to the volunteer’s scheduled meal or break periods. The conduct of visitors will be considered to be the responsibility of the volunteer. Volunteer visitors must wait in public areas.

Volunteers should not visit relatives or friends who are CCHHS patients while on duty. Volunteers wishing to visit patients after the completion of a shift, should obtain a visitor’s pass from the main information desk or speak with the volunteer supervisor.

GIFTS AND TIPS

Volunteers are prohibited from accepting gifts or tips at any time while on the CCHHS premises, or in response to services provided as a CCHHS volunteer.

Volunteers may accept gifts or tips from patients and others (i.e. money, candy, flowers) when circumstances clearly show, in the opinion of the Volunteer Director or Volunteer Supervisor, that the gifts are offered for reasons of personal esteem and affection.

Volunteers may also accept advertising novelties such as pens, pencils, calendars and small food items of nominal value. Any offers of donations or tips to CCHHS should be directed to the Volunteer Services Department.

Any volunteer who receives a cash gift from a member of the community for the benefit of CCHHS should forward the gift and all accompanying documents (donor name, address, correspondence, accompanying gift, name of person or department being honored by gift) to the Volunteer Services Department within one working day or by contacting Jack Daley, Associate Administrator, at 312-864-2007.

Before a volunteer accepts a gift on behalf of CCHHS such as flowers, a microwave, etc. from a member of the community, the volunteer must have approval from Jack Daley.
If approved, the volunteer will notify the Volunteer Director of the receipt of the gift within one working day, and provide the following information:

- Donor’s name.
- Address.
- Correspondence accompanying gift.
- Reason for gift.
- Name of person receiving gift.
- Name of person or department honored by gift.

ABSENTEEISM

The nature of work in a health care setting requires regular, predictable attendance and, therefore, every volunteer has the responsibility to maintain a good attendance record. Volunteers are required to be on time for their scheduled shift and to remain on duty for their schedule number of hours.

Volunteers who miss three consecutive shifts without notifying the volunteer supervisor will be considered “inactive” and will need to contact the Volunteer Services Department to be reinstated. All volunteers should contact their volunteer supervisor if they are unable to work scheduled hours.

HARASSMENT

CCHHS strictly prohibits harassment of any volunteer by other employees, supervisors, volunteers or non-employees (such as vendors, contractors, patients and medical staff) on the basis of the volunteer’s race, color, religion, national origin, sex, age or disability.

The purpose of this policy is to prevent unwelcome sexual advances, requests for sexual favors, and other verbal, visual or physical conduct based upon race, color, religion, sex, national origin, age, or disability.

Volunteers who observe incidents of harassment (based on race, color, religion, sex, national origin, age or disability) should immediately report such conduct to the Volunteer Services Department or the volunteer supervisor.

DISCIPLINARY ACTION

Although it is not possible to list all the forms of behavior or conduct that are considered unacceptable at CCHHS, the examples of infractions or conduct on the following page are considered unacceptable in the workplace and could result in the limitation and/or termination of the volunteer relationship. If behavior does not improve, a written warning will be issued and a timetable for improvement will be established.
The following infractions are cause for immediate discharge:

- Possession of dangerous or unauthorized materials such as firearms, explosives in the workplace.
- Theft or inappropriate removal or possession of CCHHS property.
- Misuse of CCHHS funds, equipment or materials.
- Falsification of timekeeping records.
- Working under the influence of alcohol or illegal drugs.
- Possession, distribution, sale, transfer or use of alcohol or illegal drugs in the workplace, while on duty or while operating CCHHS equipment.
- Fighting or threatening violence in the workplace.
- Negligence or improper conduct leading to the damage of property.
- Gambling.
- Negligence in the performance of volunteer duties.
- Sexual harassment of a patient, employee, volunteer or visitor.
- Gross misconduct or insubordination.
- Violation of health and safety rules.
- Releasing confidential information.
- Taking photos with a personal cell phone.

**Communication**

**SIGN-IN UPDATES**

Notices that affect volunteers or items of general interest will be posted on the computer sign-in system or sent via e-mail.

**VOLUNTEER MEETINGS**

Volunteers will be encouraged to attend regular meetings which will provide a forum to voice ideas, issues or concerns and to be updated on health care system activities.

**FEEDBACK OR SUGGESTIONS**

Any idea intended to benefit CCHHS is welcome. Please feel free to offer your suggestions to the Volunteer Director or volunteer supervisor by e-mail or in writing.
Health and Safety

PERSONAL HEALTH

Volunteers should not report for duty if they have a fever, cold, skin infections, diarrhea or other signs of infection. Volunteers should notify the Volunteer Services Department staff and their supervisor if they are exposed to someone with an infection such as measles, chicken pox or hepatitis.

Before returning to active volunteer status, following an extended absence due to sickness or an accident, a note from a personal physician will be required.

VOLUNTEERS WITH LIFE-THREATENING ILLNESSES

CCHHS recognizes that a volunteer with a life-threatening illness may wish to continue to engage in as many normal pursuits as his/her condition allows, including volunteer work. As long as the volunteer is able to meet acceptable performance standards, and medical evidence indicates continued service is not a threat to the volunteer’s health and safety or the health and safety of others, CCHHS management will be sensitive to the volunteer’s condition and will ensure that he or she is treated consistently with other volunteers.

ANNUAL FLU VACCINE

Annual influenza immunization is mandatory to help protect volunteers, employees, patients, co-workers and family from seasonal influenza. Volunteer candidates will be offered immunization through CCHHS Employee Health Services or be referred to their personal health care provider. If the volunteer cannot receive the flu shot for religious or medical reasons, they will be issued a mask that must be worn in all patient care areas.

LARGE SCALE SCREENINGS AND IMMUNIZATIONS

Various immunizations may be offered and/or required from time to time, depending upon the individual’s or CCHHS needs in the event of exposure to a communicable disease.
JOB-RELATED INJURY AND ILLNESS

Volunteers are responsible for reporting all job related injuries and/or illnesses to their immediate supervisor and Volunteer Director immediately. An Incident Report is to be completed by the end of the shift.

A physician’s release may be required before a volunteer can return to work depending on the nature of the injury or illness.

Minor illnesses will be assessed by the site physician or Employee Health.

Volunteers who witness patients or visitors being injured should immediately notify area staff.

VOLUNTEER SAFETY

CCHHS makes every effort to provide safe working conditions for volunteers. CCHHS observes the safety laws of the governmental bodies within whose jurisdiction our hospitals and clinics operate.

No one will knowingly be required to work in any unsafe manner. Safety is every volunteer’s responsibility. Therefore, all volunteers are requested to do everything reasonable and necessary to keep CCHHS a safe place to work.

Safety rules as they apply to specific work areas will be explained by the department supervisor or Volunteer Director.

Each volunteer will be responsible for becoming familiar with safety rules and observing them at all times. Volunteers are encouraged to make suggestions and are expected to immediately report any unsafe conditions to their supervisor.

DOMESTIC VIOLENCE

If CCHHS becomes aware of domestic violence that would likely expose a volunteer to physical injury in the workplace, we will take every precaution to provide the volunteer protection.

If you are experiencing domestic violence, please contact the Volunteer Services Department or the volunteer supervisor so that CCHHS staff can devise a safety plan.

SECURITY

The safety and security of patients, visitors, and staff is of major importance to CCHHS. Security service is provided 24-hours per day. Stroger Hospital police can be contacted at 312-864-8097 with any security concerns.
Volunteer Separation

TERMINATION NOTICE

The Volunteer Services Department reserves the right to terminate a volunteer’s privileges if such action is in the best interest of CCHHS and/or the volunteer. Such termination could result from the failure to comply with general CCHHS rules and regulations.

No volunteer will be dismissed until the volunteer has had an opportunity to discuss the reason for possible dismissal.

Extenuating circumstances are always taken into consideration, but it is the dependable, dedicated volunteer who places their volunteer service near the top of their list of priorities who can help CCHHS and its patients the most and who receive the most satisfaction.

RESIGNATION

Volunteers may resign from their volunteer service with CCHHS at any time. CCHHS requests that volunteers who intend to resign notify their volunteer supervisor or the Volunteer Services Department as soon as possible and provide a reason for their decision.

BADGE RETURN

On the last day of a volunteer’s scheduled service, volunteers are required to turn in their badge and any other CCHHS items in their possession.

EXIT QUESTIONNAIRE

Volunteers will receive an exit interview questionnaire. This information will assist the CCHHS Volunteer Services Department in improving the program for future volunteers.

Miscellaneous

PASTORAL CARE

The Pastoral Care staff are available to all volunteers, patients, and visitors for counseling and religious services. The Chapel, is located in Stroger Hospital’s main lobby.

The Chapel is open each day for anyone who desires a quiet place for prayer or meditation. Religious services are scheduled on a daily basis. For more information, contact Pastoral Care at 312-864-6000.
LOST AND FOUND

Items left by patients in their rooms and articles found on the CCHHS premises should be turned in to Public Safety. CCHHS will not be liable for the loss of a volunteer’s personal items. Public Safety can be reached at 312-864-7892.

MEDIA

If a media representative (TV, radio, newspaper reporter, etc.) approaches you, immediately refer them to the Communications Department at 312-864-4783. Do not answer questions or make comments. As a volunteer, you may never know all sides of a story.

ELEVATORS

Since elevators must transport patients, equipment and supplies, volunteers should show courtesy and respect to patients and visitors by not entering an elevator until all patients and visitors have departed, and/or equipment has been removed.

WAYS THAT VOLUNTEERS CAN MAKE A DIFFERENCE

DO:

• Greet people with a smile.
• Welcome patients to CCHHS facilities and thank them for choosing CCHHS.
• Offer to help people who are lost by walking them to their destination.
• Pick up paper on the floor.
• Respect privacy by knocking on closed or partially closed patient doors, giving sufficient time for the patient to respond. Do not enter a room when a physician, nurse or other staff member is seeing the patient.
• Treat all persons with respect and compassion.
• Respect the cultural and religious values of patients and their families.
• Be aware of people in need and know where to refer them for help.
• Maintain confidentiality. CCHHS activities and patient information are strictly confidential. Volunteers should not discuss or reveal information concerning patients.
• Refer questions concerning CCHHS policies and procedures to the Volunteer Services Department or departmental supervisor.
• Have fun!

DO NOT:

• Handle personal or non-CCHHS business including homework, while volunteering.
• Exchange phone numbers, e-mail or other social networking information with patients and families
• Give advice to patients or their families. Refer them to a nurse.

IN CLOSING, the staff at CCHHS appreciate you and the volunteer work that you perform on behalf of our patients and their families. Your involvement is vital to maintaining and enhancing the link between CCHHS and the communities that we serve.
Volunteer Handbook Acknowledgment

I have received a copy of the Cook County Health and Hospitals System (CCHHS) Volunteer Handbook. This handbook has been provided to inform me of the policies, benefits and mutual responsibilities which apply to my volunteer service.

I acknowledge that I have entered into my volunteer relationship with CCHHS voluntarily and that either CCHHS or I can terminate the relationship at will, with or without cause at any time.

I understand that this handbook serves as a set of guidelines only and is neither a contract of employment or volunteering, nor a legal document. Since no handbook or set of policies can anticipate every possible circumstance or situation that may arise in the workplace, I understand that individual circumstances may call for individual attention. I further understand that the contents of this handbook may be changed at any time at the discretion of CCHHS.

I have read this handbook and agree to abide by the provisions and conditions contained herein. I understand that infractions of these rules may result in disciplinary action, including dismissal from the volunteer program.

I acknowledge responsibility for complying with future changes in such policies, practices and regulations communicated to volunteers from time to time, whether or not I have signed an acknowledgment of such changes.

Print Name:   _________________________________________________________________

Volunteer Signature: __________________________________________________________

Date: _________________________________________________________________

Please sign and return to the Volunteers Services Department