



Modbury Hospital Foundation
Serving the Community

Modbury Hospital Foundation

Policy Manual for Kiosk Volunteers

Modbury Hospital Foundation believes volunteers are an important community resource and value their service.

Updated : June 2010



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Welcome & Introduction

Welcome to the Modbury Hospital Foundation and thank you for volunteering your services.

The aim of the Volunteer Policy Manual is to provide volunteers with information to assist them in their daily activities.

To become a Volunteer at Modbury Hospital Foundation we would require that you:

- Offer your services for 4 hours a week or more (exceptions may apply for specific duties)
- Complete an orientation about Modbury Hospital Foundation's policies and procedures.
- Sign the attached Code of Conduct form.

The Modbury Hospital Foundation strive towards a goal of 'excellence in voluntary service', through the provision of a wide range of services, which view our customers as being of paramount importance.

We believe that these services should always be delivered in a professional and efficient manner that reflects positively upon the work undertaken by the Foundation. The organisation is committed to providing appropriate training, support and personal development to its team members to enable this to occur.

The Foundation shall foster an environment which embraces a notion of 'reciprocity' - which acknowledges not only what a person can contribute to the organisation, but also what they hope to gain from their involvement.

We acknowledge and recognise the many personal benefits associated with undertaking voluntary work, such as the development of skills, knowledge and social contact. We also provide an environment conducive to volunteers attaining both personal and organisational goals.

Each volunteer, client and paid staff member of the Foundation should be treated as an equal and should be free from harassment of any type. The Foundation acknowledges every person's right to their own belief and value systems.



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Team members work in an environment which is safe and hazard free, and will be allocated tasks which are meaningful and for which they have been properly trained &/or oriented.

Volunteer Coordinators or the Administration Assistants will deal sympathetically and fairly with problems relating to volunteer conduct of complaints. Efforts should always be made to reach a mutually acceptable solution.

Volunteers' Rights and Responsibilities:

Part of undertaking voluntary work is being aware of, and abiding by, your responsibilities to Modbury Hospital Foundation staff. Your rights as a volunteer are equally as important as your responsibilities.

Rights

Volunteers have the right:

- To adequate training and support for the tasks they are to undertake.
- To Occupational Health, Safety and Welfare Information to maximize their safety and welfare.
- To be valued by everyone within the Modbury Hospital Foundation system.
- To a safe working environment.
- All volunteers who work a full shift are entitled to a light snack and beverage to be consumed in the Kiosk area.



Responsibilities

Volunteers have the responsibility to:

- Be reliable, honest and mindful of Modbury Hospital Foundation's good name.
- Treat everyone they meet when representing Modbury Hospital Foundation with courtesy and respect.
- Be able to provide a service that is within their means i.e.: does not affect the health or well being of the Volunteer.
- Maintain the privacy/confidentiality of all patients and staff.
- Report any incident or accident (however minor) directly to the Volunteer Coordinator or the Food Services Manager. Ask questions and never assume.
- Be dressed neatly. (If any piercings are considered inappropriate, be aware that you may be kindly asked to remove them.)
- Use appropriate language.

Modbury Hospital Foundations Duty of Care:

- Modbury Hospital Foundation will provide the training and supervision required to maximise the safety and welfare of volunteers. Volunteers and Modbury Hospital Foundation staff have a joint responsibility to risk assess any activity undertaken by each volunteer.
- Modbury Hospital Foundation's public liability insurance policies cover the activities of volunteers, however;
 - Insurers will not cover the personal belongings of volunteers against loss or theft;
 - Volunteers using their own vehicles for Modbury Hospital Foundation business are responsible for making sure they are adequately insured for the tasks they are undertaking. Advice is available to volunteers upon request.



Confidentiality & Privacy

At all times, volunteers must:

- Maintain the privacy of all patients.
- Not pass on any information relating to any patient.
- Remember that the Modbury Hospital Foundation may be legally liable for breaches of confidentiality.
- Acknowledge that the Modbury Hospital Foundation *will terminate a volunteer immediately for breaches of confidentiality.*

Confidentiality Procedures & Guidelines:

1. A list of current volunteers and their contact details may be kept by the Volunteer Coordinator, as well as the Food Services Manager, and may only be used for purposes of rostering and general Foundation management. This information is to be viewed as **strictly confidential**, and should be kept in a secure location and not be given out to any third party without the prior approval of the person involved.
2. Should it be requested, volunteers shall have total and immediate access to any records pertaining to themselves and their performance. Accordingly, any notes written about volunteer performance should be done so in a manner that does not lend itself to litigation.
3. As part of the interview / application process, all volunteers shall be asked if they approve of their name and other details (including their image) being reproduced in Foundation documents. At those times that the volunteer does not give their permission, a note shall be made on the Volunteer register to indicate same.
4. Area specific information may also be kept by the Volunteer Coordinator. This may include information pertaining to volunteers, the family members of volunteers, finances or vendors in business avenues. This information should also be treated as confidential and given out only by the Volunteer Coordinator/Administration Officer after appropriate consultation with the person(s) involved.
5. Any person seeking to contact a volunteer should do so via the Volunteer Coordinator in the first instance. **No volunteer is to automatically assume that these details are public domain.**
6. The same criteria applies to all **financial records.**
7. Breaches of confidentiality shall be dealt with in accordance with the Code of Conduct Policy.



Confidentiality and Release of Information Declaration

It is acknowledged that all staff working within a health care setting are in a privileged position, in that they have access to certain information that is confidential in nature for individuals. Modbury Hospital Foundation upholds the rights of all clients to be assured of confidentiality of their personal information.

Confidentiality is binding on all health workers, professional and non-professional, paid and voluntary who provide services to our patients.

Modbury Hospital has a policy that outlines the protection of the confidentiality of all its patients. All volunteers must be aware that:

“Strict confidentiality of information is the right of every client of this Hospital. The very fact that a person is a patient in the hospital is in itself information.”

Any disclosure or discussion of such private information is considered a “Breach of confidence” and could result in termination of service.

Emergency Codes:

It is important that Volunteers are aware of the following emergency codes and how to initiate the correct response in case of an emergency. At **NO TIME** must you endanger yourself. Ensure you know where all fire exits are located.

A **Duress Button** is available in the case of an emergency. This button/tag is located alongside the phone in the kitchen area of the Kiosk.

The hospital emergency telephone number is **33#**

Code BLACK	=	Personal threat/aggressive or potentially violent situation
Code BLUE	=	Medical emergencies
Code RED	=	Fire/Smoke
Code PURPLE	=	Bomb/arson threat
Code YELLOW	=	Internal emergency
Code BROWN	=	External emergency
Code ORANGE	=	Evacuation procedure

Once a code is called and put into place, appropriately trained staff will attend.



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There are times when patients may become aggressive towards staff. At **NO TIME** are you to place yourself in danger. A code **BLACK** will be implemented.

Code Black Notification

Any volunteers caught up in a Code Black situation/incident, have a responsibility to report the incident to their Volunteer Coordinator or the Food Services Manager. This will ensure that appropriate follow up can be made with volunteers who were part of such an incident.



Code of Conduct

Policy Statement:

The Modbury Hospital Foundation's Volunteer Program is committed to supporting the Foundation's Mission and Vision Statements. The primary purpose of the Code of Conduct is to ensure the safety and well being of all participants. The Code of Conduct is a statement of behavioural principles, expectations and ideals. The Code aims to reflect the values of the past as well as guide us through the ever-changing future.

The Modbury Hospital Foundation is committed to maintaining appropriate standards of conduct.

Commitment

- accept the responsibility to represent the Modbury Hospital Foundation with dignity and pride
- respect and adhere to the policies and guidelines established by the Modbury Hospital Foundation
- share and promote the culture, purpose and objectives of the Modbury Hospital Foundation

Respect

- respect the cultures, beliefs, opinions and decisions of others although we may not always agree
- treat each other with courtesy, sensitivity, tact, consideration and humility
- seek to understand and appreciate each other's abilities by working together and providing support
- honour the confidentiality people place in us
- foster an environment of well being, happiness, health and prosperity

Safety

- put safety first in all our activities
- respect and use all equipment in the way in which it was intended
- follow all procedures to the best of our ability at all times
- promote healthy and safe work practices
- report all injuries, illnesses, accidents and near misses immediately to the appropriate people
- recognise that training is fundamental to our safety
- agree to wear an identification badge and sign in at the start of our shift



Self Discipline

- abstain from and not tolerate physical or verbal abuse nor any sort of harassment or discrimination
- avoid using potentially offensive language
- avoid criminal activities and conflicts of interest
- avoid gossip and the spreading of rumours
- under no circumstances, attend a shift or participate in an event while under the influence of alcohol and or controlled substances
- refrain from breaching any privacy issues
- refrain from the removal or external use of intellectual data belonging to the hospital
- accept responsibility for confidentiality of patient information
- agree to adhere to all Hospital policies regarding confidentiality and 'best practice' standards
- exercise self control in managing stress, anger and our behaviour
- know when to walk away
- recognise our limitations and those of others
- believe in doing a job the right way and with appropriate enthusiasm
- create an environment that is supportive and encouraging to all volunteers
- share the load and provide encouragement to fellow volunteers
- offer sympathy and understanding when appropriate

Communication

- value effective two-way communication
- respect constructive comment and feedback
- practise effective listening and be alert to non-verbal forms of communication
- seek advice whenever appropriate
- recognise the directives of Management as part of our leadership structure
- defuse conflict by focusing on the issues
- act in a responsible manner at all times

Equity and Diversity

- treat all people as unique individuals and value their beliefs, opinions, knowledge and experiences
- use language that will not offend the morals and belief of others
- actively discourage bullying, victimisation or demeaning humour
- value others irrespective of race, religion, colour, age, gender or creed



Food Handling & Preparation

High standards of hygiene and product protection shall be maintained in relation to food handling services of the Modbury Hospital Foundation, in accordance with all relevant regulations, acts and standards.

It is expected that:

- All volunteers working in areas where food is prepared or served will recognise & understand the important role of maintaining good personal hygiene and sanitation practices.
- By adhering to these practices, the Modbury Hospital Foundation shall avoid the spreading of disease through its food services.
- By adhering to these practices, the Modbury Hospital Foundation shall meet all relevant Government standards which apply to food handling.
- Clear training and orientation processes shall be in place to ensure that the relevant information is passed on to all volunteers and staff of the Foundation.
- All volunteers and staff are responsible for ensuring that consumers are protected from contaminated food and the risk of food poisoning.

Safe Food Handling Procedures are:

1. Where staff or volunteers observe any practice by any other person which they believe to be in conflict with general hygiene standards, this should be reported to the Volunteer Coordinator or Food Services Manager immediately, in order to rectify the problem.
2. Staff and volunteers are expected to report to work each day in clean clothing and apron as provided.
3. Hair should be clean, tidy and secured in place. If below shoulder length hair must be tied back or a hair net worn.
4. Clean gloves must be worn at all times while preparing food and should be changed regularly. Gloves should not be used when handling money.
5. Tongs or other appropriate utensils must be used in handling food where gloves are not appropriate (eg. Taking pies from the pie warmer)
6. Smoking, eating & drinking is not allowed in areas where food is stored, prepared or served.



7. Hands must be kept clean and must be washed regularly with soap and hot water, especially;
 - ✓ When entering food handling areas
 - ✓ Before touching any cooked or prepared food and after handling raw food
 - ✓ After using the toilet
 - ✓ After having a cigarette
 - ✓ After handling garbage or cleaning equipment and chemicals
 - ✓ After using a handkerchief or tissue or stifling a sneeze or cough
 - ✓ After handling money and prior to food preparation
 - ✓ Before resuming work after any break or change in work area
8. Report to the Food Services Manager:
 - ✓ Any skin irritations (eczema, dermatitis etc) especially on the hands
 - ✓ Any stomach complaints or bowel conditions
 - ✓ When you feel generally unwell (eg colds etc)
 - ✓ Any changes in health which may affect your ability to perform duties
 - ✓ All accidents, injuries, hazards and near misses as soon as practicable
 - ✓ All cuts, scratches and wounds which may contaminate food must be dressed and bandaged immediately

It will then be the responsibility of the Food Services Manager to reallocate jobs if necessary.

9. In addition to this Policy all Foundation personnel shall be required to follow those guidelines described in the Food Safe - Handling Food with Care Manual. This information is from the Food Handler Training Program Workbook by the Australian Institute of Environmental Health. It is available to all volunteers through the Modbury Hospital Foundation Kiosk.
10. Quality checks must be conducted as required per procedures. These include - time and temperature checks and sanitation and cleaning schedules. Corrective action should be taken immediately to eliminate or reduce any identified hazards.



Food Preparation - Use of Gloves

The correct use of gloves in food handling shall be a practice to be used in food handling procedures

It is expected that all volunteers working in areas where food is prepared or served will recognise & understand the important role of maintaining good hygiene practices through wearing gloves

Glove usage protocols are:

1. Hands should be washed prior to placing gloves on hands
2. Once gloves are on hands, the person is to consider their hands a 'sterile area', and should accordingly be handling only those items relevant to the preparation of the food item(s)
3. Once an item/object outside of the immediate food preparation area has been touched, the gloves must be discarded and replaced by a fresh pair. Items and objects to be considered not to be sterile would include:
 - Handling money
 - Answering phones / writing messages
 - Touching one's own hair, face or clothing
 - Opening fridges, freezers, drawers, etc
 - Touching garbage bins or cleaning other surfaces
4. Gloves must also be changed:
 - After handling raw food and before handling cooked food
5. Any breaches of these guidelines should be reported immediately to the Volunteer Coordinator or Food Services Manager.
6. While it is the responsibility of the Food Services Manager to ensure that all volunteers are aware of the correct use of gloves and other hygiene factors, it is expected that volunteers will avail themselves of any training required & requested by the Manager.



Kiosk Purchase Protocol

The Board of the Modbury Hospital Foundation is committed to ensuring that the integrity of its volunteers and paid staff is maintained during all financial dealings with its members.

It is expected that volunteers and paid staff will not be placed into situations where monetary transactions may be misunderstood or misconstrued. A clear process shall exist and be followed for all such transactions.

Purchasing Procedures:

1. Volunteers are *not* to approach vendors directly for orders. Requests shall be forwarded via the Food Services Manager .
2. Where any doubt exists regarding the acceptance of any gift, foods or service, advice should be obtained from the Food Services Manager or Volunteer Coordinator.
3. All volunteers and paid staff wishing to purchase items or goods for personal use are to firstly ask the Foundation staff or in their absence another volunteer to arrange and witness the purchase on their behalf.



Occupational Health, Safety & Welfare

The Modbury Hospital Foundation is committed to providing a working environment in all areas of its operations, which is conducive to the safety of its volunteers, staff and those to who it provides a service.

The OHS&W Policy is expected to:

- Ensure a safe and healthy work environment is provided for all volunteers, paid staff and clients of the Foundation.
- Encourage and enable staff and volunteers to use safe work practices.
- Reduce accidents, injuries or damage to property & equipment.
- Promote health, safety & welfare awareness amongst Foundation volunteers.
- Establish guidelines for clear paths of action in the avoidance of injury, as well as in cases where an injury is sustained.

All Foundation volunteers have a 'duty of care' to:

- Take adequate precautions to safeguard their own health & safety.
- Ensure that their negligence or carelessness does not contribute to the injury of another worker or client.
- Report to the Volunteer Coordinator &/or the Food Services Manager any potential hazard or injury as soon as it is evident/occurs.
- Use any equipment provided for health, safety or welfare purposes (eg trolleys, gloves)
- Not be affected/under the influence of drugs or alcohol to endanger themselves or others.

To ensure a safe working environment it is important that the following are reported immediately to staff:

- Hazards
- Injuries
- Near misses

Modbury Hospital does have an Occupational Health, Safety & Welfare manual, so please familiarise yourself with this, copy available upon request from the Volunteer Coordinator .



Reporting Procedures

In the case of an accident/incident

An incident does not need to be physical in nature, and can include such things as aggression or abuse.

1. Ensure that others are immediately safe from the hazard/cause of injury - and if not take emergency measures to ensure that hazard is removed. (This may mean moving people from the area)
2. Take appropriate action for the injured person - Eg Call an ambulance, take to Emergency Department, apply other first aid as required.
3. As soon as possible after the incident, the Volunteer Coordinator &/or Food Services Manager are to be notified of the incident. After hours the Volunteer Coordinator can be contacted via mobile phone.
4. A Modbury Hospital Foundation 'Safety Report Form' should be completed by the most senior person in the area at the time of the incident/accident *prior to leaving that shift*, or if occurring in a community setting - within 24 hours.
5. This form is to be forwarded to the Volunteer Coordinator, who is to investigate and make comments on the form and forward immediately to the Food Services Manager.
6. The Food Services Manager, in consultation with the Volunteer Coordinator and where possible the Hospital OHS&W Representative is to investigate the incident *as a matter of priority*, taking and recording action as required.
7. Copies of all report forms to be forwarded onto OHS&W Representative by the Food Services Manager.
8. The Food Services Manager will advise Risk Management Services, where appropriate.

In the case of a Near Miss

A near miss is any incident which occurs and which has the potential to cause injury to a volunteer.

1. Notify immediately the Volunteer Coordinator or Food Services Manager where possible.
2. If the cause of the near miss is likely to recur, and it is possible to directly and safely correct the problem - this should be done immediately.
3. In cases where the near miss is likely to recur and is not immediately fixable ensure that appropriate signage or warnings are given to others in potential danger of a repeat of the incident.



4. The Senior person in the area should complete a Modbury Hospital Foundation 'Safety Report Form' prior to leaving that shift, or within 24 hours if working in a community based setting.
5. This form should be forwarded to the Volunteer Coordinator , who is to make appropriate comments and forward immediately to the Food Services Manager.
6. The Food Services Manager, in consultation with the Volunteer Coordinator and where possible the OHS&W Representative is to investigate the incident **as a matter of priority**, taking and recording action as required.
7. Copies of all report forms to be forwarded onto OHS&W Representative by the Food Services Manager.
8. The Food Services Manager will advise Risk Management Services, where Appropriate.

In the case of a potential hazard being identified

A hazard is anything, which has the potential to cause harm to another worker or client. All Foundation members have an obligation to report observations of this kind.

1. Report immediately to the Volunteer Coordinator the hazard which has been identified.
2. Take corrective action if possible.
3. In cases where the hazard is not immediately fixable, ensure that appropriate signage or warnings are given to others in potential danger of the hazard.
4. The Senior person in the area should complete a Modbury Hospital Foundation 'Safety Report Form' prior to leaving that shift, or within 24 hours if working in a community based setting.
5. This form should be forwarded to the Volunteer Coordinator , who is to make appropriate comments and forward immediately to the Food Services Manager.
6. The Food Services Manager, in consultation with the Volunteer Coordinator/Administration Assistanr and where possible the OHS&W Representative is to investigate the incident **as a matter of priority**, taking and recording action as required.
7. Copies of all report forms to be forwarded onto the OHS&W Representative by the Food Services Manager.
8. The Food Services Manager will advise Risk Management Services, where appropriate.



Identification Badges

To ensure the safety of patients and to assist in identification. All Modbury Hospital Foundation volunteers shall be issued with an official identification badge which must be worn at all times while on duty

All Modbury Hospital Foundation volunteers shall be clearly identifiable and accountable.

1. Once accepted as a volunteer, all Modbury Hospital Foundation personnel shall be issued with Modbury Hospital Foundation identification badge by the department approved to distribute ID badges.
2. All staff and volunteers **must** have their Identification Badges on and clearly visible whilst on duty in the Hospital and while undertaking all Modbury Hospital Foundation activities. Volunteers are not permitted to wear their ID badges outside of their regularly rostered shift(s) unless attending an official Foundation function.
3. For security reasons surnames will *not* be printed on Identification badges
4. Students wishing to undertake a placement within the Modbury Hospital Foundation should ideally have an Identification Badge from their school or college. Where this is not possible a temporary badge will be provided for them by the Modbury Hospital Foundation.
5. Identification badges which are lost should be reported to the Volunteer Coordinator as soon as practicable so that a replacement badge can be arranged.
6. Identification badges shall be surrendered when a decision has been made to terminate involvement with Modbury Hospital Foundation



Media Contact/Official Communications

The dissemination of all official communications on behalf of the Modbury Hospital Foundation, with significant external agencies including the media, shall only be conducted by persons authorised to do so.

It is expected:

1. That there shall be clear points of contact for official communications with external agencies
2. That members of the Modbury Hospital Foundation shall not be put into difficult situations in needing to deal with the media or external agencies

In matters pertaining to the Modbury Hospital Foundation

The Executive Officer of the Modbury Hospital Foundation and her delegated appointees are the official spokespeople for the Modbury Hospital Foundation. All official communication with the media, politicians and outside organisations pertaining to the Modbury Hospital Foundation must be undertaken *only* by these officers.

All matters pertaining to the Modbury Hospital Foundation should be directed to the Foundation's Executive Officer, who is the official spokesperson for the Foundation.

The Executive Officer will determine whether the issue requires sanctioned comments from other senior staff, or will take other alternate action as is appropriate.

In times of the Executive Officer's absence, matters of this kind shall be directed to the person acting in the Executive Officer's role, or Volunteer Coordinator.



References / Statements of Attendance

The Foundation recognise that for many volunteers, the opportunity to participate in voluntary activity creates an avenue for gaining experience for the paid workforce and other purposes, and accordingly all volunteers have the right to a report of their progress.

Clear guidelines shall exist for the development of reference documents and processes for volunteers working in the Modbury Hospital Foundation

1. All official references, whether written or by telephone shall only be given by paid Foundation staff.
2. Requests for **written references** need to be made to the Food Services Manager or the Volunteer Coordinator by the volunteer. The volunteer should ensure that adequate notice is given to the Food Services Manager or Volunteer Coordinator to properly prepare a suitable reference.
3. The Food Services Manager or Volunteer Coordinator will arrange for a written reference to be made, which will be signed by the author. The reference should include comments about the volunteers starting date, their work performance, their strengths and weaknesses.
4. Written references of this kind will only be issued after a volunteer has contributed 3 months of ongoing service.
5. Where a volunteer requests a written reference prior to completing 3 months of service, a statement of attendance only will be given. The statement of attendance will simply confirm that the person has been a volunteer and list both their start and finish (if relevant) dates.
6. Requests from volunteers for paid staff to be listed as **phone referees** should be made under the following conditions;
 - 6.1 The same 3 month trial period as in point 4 applies to this type of reference request.



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- 6.2 Paid staff are to be asked *prior* to the volunteer listing their name as a telephone referee
9. Volunteers and paid staff are to understand that any references given are to be done honestly and not fabricated to the advantage of the volunteer. Prospective employers place great emphasis on the report of other agencies and failure to give an accurate report may reflect badly upon the Modbury Hospital Foundation and may result in legal action.
10. Students undertaking approved field placements are able to have reports filled out at the satisfactory conclusion of their placement - even if the period is less than 3 months.



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Please Sign and Date this form after you have read each section and only return to Foundation Management when completed.

Name: _____ Start Date: ___/___/___

Address: _____

_____ Postcode: _____

Home: _____ Mobile: _____

Emergency Contact:

Name: _____ Phone: _____

Yes, I have read and agree to abide by the Modbury Hospital Foundation Volunteer Policies

Subject:	Signature	Date
Volunteers Rights & Responsibilities	_____	... / ... / ...
Duty Of Care	_____	... / ... / ...
Confidentiality & Privacy	_____	... / ... / ...
Emergency Codes	_____	... / ... / ...
Code Of Conduct	_____	... / ... / ...
Food Handling & Preparation	_____	... / ... / ...
Kiosk Purchase Protocol	_____	... / ... / ...
Occupational Health, Safety & Welfare	_____	... / ... / ...
Media Contact	_____	... / ... / ...
References/Statements of Attendance	_____	... / ... / ...
Reference of Employment Statement	_____	... / ... / ...
Vol Coordinator/FS Manager	_____	... / ... / ...

Thank you