





## WELCOME

Volunteers at The Moses H. Cone Memorial Hospital are held in high esteem, not only for the work they perform, but also as a valuable link with our community. They serve our patients both directly and indirectly, greatly enhancing patient care. Funds earned through volunteer projects are used to provide medical equipment, health care scholarships, education programs that promote good health practices and beautification of the hospital building and grounds.

Thank you for your decision to give of your time, skills and talents through the Volunteer Services at Moses Cone Hospital. We sincerely hope that, in return, you will experience personal fulfillment and growth.

## MAY WE HELP YOU?

The Volunteer Services staff is on duty Monday through Friday, 8:30 a.m. until 5:00 p.m. You are invited to visit the Volunteer Office located on the third floor of the hospital (suite 3903).

Volunteer Office: 574-8145

Gift Shop Office: 574-8146

Teen Volunteer Office (Summer): 574-8288

Advance Medical Directives Office: 574-8288

## VOLUNTEER SERVICES

Volunteer services began at Moses Cone Hospital in March 1953 as the Women's Auxiliary. The early volunteers, in one of their first acts of service, welcomed nurses to the new hospital, assisted them in locating appropriate housing and generally oriented them to Greensboro. Through the years, the Auxiliary has grown with the hospital, recruiting new members and adding services whenever the hospital and its patients had a need.

In 1970, the Women's Auxiliary changed its name to Hospital Auxiliary because of a new trend in hospital volunteerism—men began joining the ranks. Today, men are serving in many areas of the hospital.

In the early 1980s, other community organizations began joining forces with the Hospital Auxiliary. Our Lifeline Program is staffed by Pilot Club members, Lioness Club members and individual volunteers. Other civic and church groups contribute many hours to our volunteer services.

The role of Volunteer Services at Moses Cone Hospital is to assist the hospital in fulfilling its mission. Our volunteers donate approximately 60,000 hours each year to the hospital and its patients. Characteristically, our volunteers lead the way in good guest relations. Through funds raised by volunteer projects, the Auxiliary donates medical equipment, scholarships and many services for the enhancement of patient care and beautification of the building and grounds.

People from our community come together at The Moses H. Cone Memorial Hospital to help their neighbors during times of life-disrupting and stressful illnesses. Neighbor helping neighbor continues to be the basic philosophy of our organization.

## AUXILIARY BOARD OF DIRECTORS

The governing body of the Auxiliary is a Board of Directors which is comprised of officers, service chairmen, and three members-at-large. The board meets monthly, with the exception of May, June, July and December. Volunteer and hospital activities are reported and updated, and decisions are made regarding policies and procedures, as well as consideration of funding requests from the hospital and its staff. Appointments to the board are made by a nominating committee for terms of two years. The Auxiliary operates within the structure of its own bylaws.

## VOLUNTEER OPPORTUNITIES

The diverse services and projects of our growing Auxiliary allow new volunteers to choose work that most nearly matches their skills, interests and time schedules. The volunteer staff will be happy to provide you with additional information on any of these services.

### ADMITTING

Volunteers working with the Admitting staff help make a good first impression for the hospital. They transport patients to their rooms upon admission, and by showing genuine concern and respect, they are often able to help calm the patients' fears.

### BEDSIDE HAIR CARE

Licensed cosmetologists volunteer their time to provide shampoos, sets and hair cuts for patients who are confined to bed or cannot afford to visit the beauty shop.

### CANCER CENTER

Volunteers extend the services of physicians and nursing staff in The Moses H. Cone Regional Cancer Center, including the Oncology Nursing Unit, the Medical Day Care Unit and the Radiation Oncology Unit.

### CLERICAL

Volunteers work in the hospital's Medical Library, Nursing Staff Development, Purchasing, Human Resources and other areas, assisting with copying, filing and other clerical duties. They also assist Marketing, Public Affairs and other departments with special mailings.

### COURIER

Our couriers probably become acquainted with more of the hospital staff than any other volunteer group. Two times daily, Monday through Friday, a courier makes hospital rounds, stopping at offices and nursing stations to pick up and deliver mail.

### EXTENDED CARE CENTER

Volunteers work with a recreation therapist to provide positive experiences for the residents of The Moses H. Cone Extended Care Center. This unique nursing care facility, located on the hospital's campus, is home to 150 older adults.

## **GIFT SHOP**

Volunteers, working in pairs, serve customers in the Auxiliary Gift Shop. They sell a variety of personal and gift items to hospital employees, patients and visitors. Volunteers also take a shop cart into patient areas as a convenience to patients and staff. It is stocked with specialty and gift items, personal grooming items and packaged snack items. All profits from the Gift Shop and Shop Cart are used for Auxiliary projects.

## **HOSPITALITY**

Volunteers serve hot coffee each morning Monday-Friday, to people in the surgery, intensive care, endoscopy and emergency waiting areas.

## **NURSING SERVICES**

Volunteers assist the nursing staff by serving ice and water, coffee, juice or other refreshments to the patients, setting up their trays, visiting with lonely patients, answering the telephone and taking messages, running errands, transporting patients to X-ray and other testing or treatment areas, and other duties as the need arises. Volunteers in the Intensive Care Units assist the division clerk, serve as couriers and generally provide assistance that enables the nursing staff to concentrate on direct patient care. Compassion and friendliness are two of the assets these volunteers, who have close patient contact, bring to their work.

## **PATIENT LIBRARY**

The Auxiliary maintains a patient library and volunteers deliver magazines and novels to patients. The patient library service also offers a TV, VCR and a variety of movies to patients at no charge. Volunteers deliver and set up video movies in the patients' rooms upon request.

## **PATIENT MAIL**

Volunteers work in the hospital mail room sorting cards and other patient mail, which they deliver to the patients.

## **RECEPTION DESKS**

Visitors to Moses Cone Hospital are welcomed by friendly volunteers. They give directions and room and telephone numbers of patients. This area also serves as a hospital information center for the general public, including visitors and those who telephone.

## **SECOND FLOOR VOLUNTEER DESK**

One of our busiest areas, this desk is staffed completely by volunteers. They serve as the liaison between patient families and physicians and staff in the Surgery, Cardiac Catheterization Laboratory and Intensive Care units.

## **SOLARIUM**

Volunteers serving as hosts and hostesses complete the hospitality of our solarium. The solarium and its furnishings represent the largest financial contribution made by the Auxiliary to date. It consists of a great room with a chapel area, a sunroom, an open terrace and a roof garden. The solarium provides a quiet, serene atmosphere for patients, visitors, physicians and staff. Sunday morning worship services are held in the chapel area.

## **SPECIAL ASSIGNMENTS**

Volunteers assist in Pharmacy, Print Shop and other areas where they can use special skills and be of help to the hospital staff. Frequently, they are asked to participate in hospital functions such as Smoke-Out Day, Family Health Forum or an open house for a new service or facility.

## **SRV (SPECIAL REQUEST VOLUNTEERS)**

These volunteers work out of the volunteer office to provide quick response to requests from patients and their family members, hospital staff and physicians. They meet a variety of needs in our increasingly busy medical referral center.

## **VISITOR RELATIONS - EMERGENCY DEPARTMENT**

The Emergency Department Volunteers serve as liaison between family members and others waiting for patients in the Emergency Department and the hospital staff. The volunteers also assist families in dealing with non-medical problems, helping to meet needs as they arise in order to decrease the anxiety of the waiting families.

## **WORSHIP SERVICES**

Nondenominational worship services are conducted in the hospital every Sunday morning for patients by local ministers who volunteer on a rotating basis. Our volunteers coordinate the services, transport patients to and from the chapel area and assist with music and other elements of the service.

## COMMUNITY SERVICE PROGRAMS

### ADVANCE MEDICAL DIRECTIVE CARD PROGRAM

Volunteers coordinate and administer an Auxiliary program offering wallet-size laminated cards containing a microfilm chip of an individual's Living Will and/or Health Care Power of Attorney. A modest fee is charged for this service. This is in support of the Patient Self Determination Act, a federal law which gives every patient the right to accept or refuse medical or surgical treatment.

### LIFELINE

Lifeline is an emergency response system sponsored by Moses Cone Hospital for its community. Equipment placed in the homes of frail, elderly and disabled persons allows them to send an immediate signal to the hospital's Emergency Department. Thousands of dollars of Lifeline equipment have been underwritten by our Auxiliary. The local chapter of the Pilot Club International has joined forces with our Volunteer Services to administer and man this valuable service to our community.

### TOUR GUIDES

As a service to the public, our volunteers conduct hospital tours. Both adults and classes of school children take advantage of this educational experience. These tours are booked through the Public Affairs office, and they help to promote a positive image of Moses Cone Hospital.

## TEEN VOLUNTEERS

Teenagers 14 through 17 learn the value of serving others through volunteerism at Moses Cone Hospital each summer. This is an especially valuable experience for teens who are considering a career in health care.

Teen volunteers can be identified by the red and white striped pinafore of the girls and a white t-shirt with red letters worn by the boys.

Teenagers apply to the program through their school guidance counselors. To qualify for the program, they must maintain at least a "C" average in school and present a letter of recommendation from a teacher. They also are required to attend one full week of training.

## A COMMUNITY EFFORT

Volunteers at Moses Cone Hospital come to us as individuals or from community organizations. Volunteer referral agencies include:

### HEALTH OCCUPATIONS

Students majoring in health care occupations at local colleges are sometimes required and always encouraged to volunteer in a health care facility.

### HOLIDAY VOLUNTEERS

It is a tradition in Greensboro for volunteers from the Jewish community to relieve Christian volunteers at local hospitals during the Christmas holidays.

### JUNIOR LEAGUE

This is an organization whose primary purpose is to train its members to be effective community leaders and volunteers. Moses Cone Hospital is fortunate to have been selected as a placement site for these volunteers.

### RETIRED SENIOR VOLUNTEER PROGRAM (RSVP)

This program gives people age 60 and over an opportunity to share their skills, knowledge and experience with others. Volunteers placed through RSVP are performing valuable services at Moses Cone Hospital.

### VOLUNTARY ACTION CENTER

This is a clearinghouse for community volunteers of all ages. The Voluntary Action Center staff members interview potential volunteers and refer them to agencies such as the Volunteer Services at Moses Cone Hospital.

### VOLUNTEER FRIENDS

One of our most reliable volunteer recruitment resources is our own volunteers. When they are enthusiastic and talk about the many services performed by volunteers at Moses Cone Hospital, they draw other fine volunteers into the family.

# BENEFITS

## HEALTH SERVICES

As a Moses Cone Hospital volunteer, you are entitled to an annual health assessment by Employee Health Services. This must be done by appointment.

## CAFETERIA DISCOUNT

By displaying your volunteer name pin or membership card, you will receive a 20% discount on your meals purchased in the hospital cafeteria.

## PHARMACY/CENTRAL SUPPLY DISCOUNT

Volunteers are entitled to purchase take-home prescription drugs through the hospital pharmacy and medical and surgical supplies through central supply at cost. You may be asked to identify yourself as a Moses Cone Hospital Volunteer.

## WELLNESS PROGRAM

Exercise and fitness classes and other health-related classes are free to volunteers at Moses Cone Hospital.

## PUBLICATIONS

You will receive the *Volunteer Voice*, a newsletter published quarterly by the Auxiliary. It is edited by a volunteer. You will also receive *The Review*, a hospital publication which is issued monthly by the Public Affairs Department.

## EDUCATIONAL ASSISTANCE - LOAN PROGRAM

The hospital maintains an Educational Assistance Loan Program which may provide assistance in the form of loans for up to two years to help defray the expenses of tuition, fees, books and student activities. Loans of up to \$2,000 may be made to both students and employees planning to attend an accredited educational institution in a hospital-approved course of study. If you desire an advanced degree or certification in a particular field of study, there must be a demonstrated benefit to the hospital for the additional degree or certification.

For more information and to obtain application forms, you should contact the Training Department.

## DISCOUNT TICKETS

Discount tickets to local theaters and to amusement parks and vacation attractions in North Carolina and other states are available through the hospital's Human Resources Department. You should pay for the ticket(s) of your choice through the

hospital cashier and present your receipt to a Human Resources Department staff member to receive your discounted ticket.

### **VOLUNTEER APPRECIATION LUNCHEON**

An annual volunteer appreciation luncheon is hosted by the hospital's Board of Trustees. Service awards are presented at this luncheon, which is usually held in April.

### **OTHER BENEFITS**

Additional benefits to volunteers include free parking, recognition functions, tax deduction for charitable miles driven and uniform purchase, employment references, experience for the job market, annual cook-out and ice cream feast.

# THINGS YOU SHOULD KNOW

## SIGNING IN

Before beginning your workday, please stop by the volunteer office to sign in, and sign out as you leave. This permits us to record all volunteer hours served. Time sheets are also provided at the East, Central and West Lobbies for those who work weekends, holidays or arrive outside office hours, 8:30 a.m. to 5:00 p.m., Monday through Friday.

## DRESS CODE

Volunteers should dress neatly, but comfortably; we recommend low-heeled shoes. Women wear cherry pink smocks or aprons over their street clothing, and men wear the red or wine jackets or vests. You should wear your name tag at all times when you are in the hospital. Limit jewelry. Perfume or cologne should not be worn in patient areas. Most volunteers prefer to purchase their own uniform, but if you are unable to do so, please let the Director of Volunteer Services know. They range in price from \$8 to \$17.

## SMOKING

Moses Cone Hospital and all facilities operated entirely by Moses Cone Hospital are smoke-free. Employees and volunteers may smoke outside of the main employee entrance on the ground floor and outside of the employee entrance adjacent to the Endoscopy Department on the first floor. Visitors who wish to smoke should be directed to do so outside of the building at the main entrance, admitting entrance, AHEC entrance, Emergency Department entrance or the Solarium patio, whichever is nearest. Patients are permitted to smoke only with a physician's written order.

## CONFIDENTIALITY

The hospital is ethically and legally obligated to protect the privacy of our patients. Volunteers are bound by the same confidentiality standards that physicians and hospital staff observe.

## INFECTION CONTROL

If you are not feeling well and wonder if you should report to work, especially if you are running a fever, you should stay home. Any illness you have might be quite serious to patients in a weakened condition. Whenever you are working with a patient, you should wash your hands before and after the contact. This is one of the best means of protection for both the patient and yourself.

Patients are placed in isolation for many reasons, and when this is the case, an isolation notice will appear on the door. Please check with the patient's nurse before entering the room. All patients are considered to have a potentially infectious blood borne disease. The hospital follows the CDC Universal Precautions which means that any time there is a possibility for coming in contact with a patient's blood or body fluids, certain personal protective equipment, such as latex gloves, must be worn. Please refer to the hospital's Infection Control Manual for details.

Adult volunteers who perform direct patient care activities, who deliver patient specimens to the Laboratory or who are in contact with blood and body fluids in any way, are considered "at risk" for blood-borne pathogens. These volunteers are eligible for the Hepatitis B vaccine, which is provided at no cost through Employee Health. This is a safe and effective vaccine, and all "at risk" volunteers are encouraged to take the vaccine. Please schedule an appointment with Employee Health (379-3504). Teen volunteers are restricted from these "at risk" activities and are not eligible for the Hepatitis B vaccine.

## **JOB RELATED INJURIES**

If you are injured while on the campus of The Moses H. Cone Memorial Hospital during the performance of your duty as a volunteer, you may obtain medical assistance in the Employee Health office during the hours of 8:00 a.m. and 4:30 p.m., Monday - Friday. If the injury occurs after 4:30 p.m., notify the staff person in charge of the department or unit where you are working, and she or he will assist you in obtaining any necessary medical attention. An Employee Occurrence Report must be completed as soon as possible and delivered to the Employee Health office. Forms for this report are available in the Volunteer office.

## **PARKING**

You may park in any visitor parking area. The Volunteer office staff can issue you a parking card, which helps to secure your car. Please place the card on the dashboard of your car so that it can be seen through the windshield.

## **DUES**

Auxiliary membership is open to all volunteers who are at least 18 years of age, are interested in The Moses H. Cone Memorial Hospital and are willing to uphold the purposes of the Auxiliary. Annual dues are \$3.00 for active members. Sustaining members pay annual dues of \$10.00; supportive members pay \$25.00 annually; contributing members pay \$50.00 annually; and a benefactor pays \$100.00 annually.

## **CHANGE OF ADDRESS**

If you change your address or telephone number, please notify the volunteer office as soon as possible.

## **SOLICITATION**

Solicitation and distribution of written material, other than that directly relating to Moses Cone Hospital by employees, volunteers or others, is prohibited.

## **HOLIDAYS**

The hospital recognizes six holidays. They are New Year's Day, Easter Friday, July Fourth, Labor Day, Thanksgiving Day and Christmas Day. Administrative offices are closed on those days, and only emergency surgery will be done. The volunteer office and the Gift Shop also close on these holidays. Volunteers who work in areas that remain open on holidays may elect to work or take the day off. If you wish additional information, please contact the Chairman of your service or the Director of Volunteer Services.

## **TRAINING**

As a new volunteer, you are expected to attend an orientation session. These classes are conducted on a regularly scheduled basis. You will be preregistered by a member of the Volunteer Services staff. More job-specific training will be provided for the position you have chosen. From time to time, you may also be asked to attend an update or continuing education session.

## **GUEST RELATIONS**

The hospital has an ongoing Guest Relations Program, and employees are evaluated annually on their observance of the guest relations guidelines. Guest relations is another name for courtesy, friendliness and thoughtfulness. This is an area where most volunteers excel—in Volunteer Services, we believe that volunteers should exemplify good guest relations.

## FUND RAISING

Funds for projects are raised by volunteers working in our Gift Shop and with the Shop Cart. Additional funds are raised by our membership dues plus the Coffee Shop, self-service flower machine and lobby vending machines, which are managed on a contract basis.

Contributions of any amount are accepted for use in our projects or as designated by the donor.





