Volunteer Orientation

Section 5
Objectives

• The purpose of this section is to understand Sparrow’s policies and procedures

• Understand Sparrow’s Diversity policy
Orientation & Training

• All volunteers must complete volunteer orientation

• Volunteers must complete unit specific training

• Volunteers are required to complete the annual safety test
Standards of Dress

Volunteers must maintain a neat and acceptable appearance. Please follow these guidelines:

- Wear a red polo shirt and dress pants (khaki, black, grey) while on duty – volunteers are required to purchase their own uniforms and keep them clean and pressed at all times.
- Jeans, shorts, tank tops, scrubs and sweat pants are not permitted.
- Hose or socks must be worn as well as closed-toe, comfortable shoes with rubber or crepe soles. No sandals or high heels.
- Sparrow Photo ID badge is required and must be worn above the waist at all times while on duty.
- Only minimal amounts of light cologne or after shave may be worn. Heavy scents can be irritating to patients and co-workers.

Unacceptable Dress

Acceptable Dress
Standards of Behavior

• All volunteers at Sparrow are expected to model the ICARE Values (Section 1).

• Volunteers shall not consume alcoholic beverages, use illegal drugs prior to coming on duty. Volunteers may not chew gum or tobacco while on duty.

• Volunteers must understand and abide by the department’s expectation for behavior and boundaries for patient care and privacy.
Smoking Policy

Sparrow prohibits smoking by associates, volunteers, and visitors in and on all Sparrow owned or leased property.

If a patient or visitor asks where they can smoke, the standard reply should be:

“I’m sorry, Sparrow is a tobacco free facility and you may not smoke on Sparrow property.”
Tips and gifts

- Volunteers should not accept tips or gifts from visitors or patients. If someone tries to offer you a tip or gift your standard response should be:
  - “Thank you for the offer, but as a volunteer, I cannot accept tips (gifts, etc). If you would like to make a monetary gift to the hospital, the Sparrow Foundation would welcome your generosity.”
Discrimination and Harassment

Sparrow is committed to providing a work environment that is free from discrimination and harassment.

- Actions, words, jokes, or comments based on an individual’s race, sex, sexual orientation, disability, physical characteristics, age, religion, culture, or any other legally protected characteristic will not be tolerated.
- If it is determined that a Volunteer has engaged in harassment s/he may be subject to disciplinary action, up to, and including, termination.
- Any volunteer who feels that he or she is a victim of harassment by any associate, volunteer, customer, or agent of the hospital, should bring the matter to the immediate attention of the Volunteer Services Department director or program coordinator.
Diversity & Inclusion Position Statement

Sparrow’s culture of Inclusion leverages diversity to support our Vision of being a national Leader in quality and the patient experience.

“A mind that is stretched by a new experience can never go back to its old dimensions.”

-Oliver Wendell Holmes
Diversity & Inclusion

- Defined: Diversity is a rich collective mixture of differences and similarities among all people.

- Factors to consider: Culture, ethnicity, age, lifestyle, education, health, religion, skills and perception.
Diversity & Inclusion

• Personal Experiences help shape our behaviors, beliefs and attitudes.

• Diversity and inclusion drive creativity and diversity of thought, which can encourage each of us to believe in ourself and contribute our ideas to benefit the whole of the group.

• Value and respect those we work with and those to whom we provide service.
The End

You have completed the Policies and Procedures section of orientation please remember to complete the orientation quiz.

Thank you!