Junior Volunteer Program

I. General Information
   a) Applicants must be between 14 and 17 years of age.

   b) Applicants must submit to the Manager of Volunteer Services, a completed application including a parental permission form, a recommendation for a non-family adult, a recommendation from a teacher and a guidance counselor, and a copy of your immunization record from your family physician. A personal interview is required before selection into the program.

   c) Junior Volunteers must work a minimum of 3 hours and a maximum of 9 hours each week during the school year. During school breaks and summer Junior Volunteers with the permission of their parent/guardian may work multiple shifts. There may be exceptions to this policy with permission from the Manager of Volunteer Services. A meal is provided in the cafeteria at no charge to the Junior Volunteer, provided a 3-hour shift is being worked.

   d) Schedules will be set up with an effort made to accommodate each Junior Volunteer. Each one is required to work where and when he or she is scheduled. Numerous unexcused absences will result in suspension or dismissal. Notice of at least 24-hours is required if not available for the scheduled shift.

   e) No visible body piercing or tattoos.

   f) Junior Volunteers are required to sign in and out in the Log Book located on the desk in the main lobby.

   g) If you are unable to report for duty, you MUST notify the Manager of Volunteer Services Rhonda Whaling at 953-5291 or 250-5388. If you are unable to reach Rhonda please call the desk, 953-5151.

   h) Trainees will be assigned to work in pairs with experienced volunteers until you feel comfortable completing a task on your own.

_____Initial _______________Date
II. Junior Volunteer Duties
   a) Assist in admitting and discharging patients.
   b) Assist in transferring wheelchair patients.
   c) Assist staff in errands to and from the laboratory, diagnostic imaging, patient registration, patient floors, etc.
   d) Deliver floral arrangements/mail to appropriate patients.
   e) Water and rearrange flowers for patients if they wish you to do so.
   f) Run errands for patients, get magazines, etc.
   g) Provide a cheery and helpful service to the patients and hospital staff.

III. Hospital Ethics for the Junior Volunteer
   a) Remember that YOU are a representative of the hospital. What you do and the way you do it will affect people’s impressions of the hospital. Strive to make the image you project to the community a positive one.
   b) Respect the privacy of the patient.
      • Don’t discuss a patient or a patient’s illness either inside or outside the hospital.
      • Don’t discuss one patient with another patient or volunteer.
      • Remember that patient charts are both private and legal. Never read them while escorting patients or at any time a chart may be available to you.
      • Unless you have been instructed to do so, never enter a room with a closed door.
      • If you have been instructed to enter a room where the door is closed, ALWAYS KNOCK before entering.
      • ALWAYS KNOCK before entering a room when the door is open.
      • Leave the room promptly if a physician enters or a nurse comes in to give the patient a treatment or medication.
      • NEVER give a patient food or drink without first checking with the nurse. This applies to filling water pitchers also. (Remember: N.P.O. means Nothing by Mouth, even water.)
      • Never inquire of the patient or family what is wrong with the patient. If you are asked what is the patient’s problem, respond by saying, “Patient confidentiality does not allow me to say.”
      • Always keep your voice at a moderate level. This is in keeping with a professional demeanor.
   c) Elevator Etiquette
      • When entering the elevator, always step aside to allow visitors and staff to enter the elevator first.
      • When leaving the elevator, always allow guests and staff to exit first.
      • Standing directly in front of the elevator door causes unnecessary congestion when stretchers and x-ray equipment must exit quickly.

_________Initial ____________Date
d) A short break is permitted while on duty. This must be taken in the dining room only. The hospital dining room is the only area that you may eat or drink while on duty. Please check with a Senior Volunteer before going on a break.

e) The following actions are strictly prohibited:
   • Smoking tobacco or chewing tobacco in the hospital.
   • Lounging on the counter top or using the telephone for personal calls at the information desk.
   • Entering a room marked ISOLATION.
   • Accepting gifts, tips or making dates with patients is strictly forbidden.

f) Be dependable.
   • Follow instructions accurately and put away any materials you work with when you are finished.
   • Remember, there is always something to do. The fact that you are available is most important. Some times will be busier than others. Remember that to be useful, a volunteer must be flexible, observant, and use initiative.

Please sign and return a copy of the revised Junior Volunteer Responsibilities to Rhonda Whaling, Manager of Volunteer Services; Montgomery Regional Hospital; 3700 South Main Street; Blacksburg, VA 24060.

_______________________________ Signature  _______________ Date