



Carolinus HealthCare System
Blue Ridge

Volunteer Handbook Revised 2015

BYLAWS

Carolinas HealthCare System Blue Ridge Volunteers

ARTICLE I.

NAME OF ORGANIZATION

The name of this organization shall be the Carolinas HealthCare System Blue Ridge Volunteers (CHSBRV). This organization is an unincorporated, non-profit, volunteer association.

ARTICLE II.

MISSION STATEMENT

CHSBRV functions under the umbrella of Carolinas HealthCare System Blue Ridge (CHSBR), which includes Grace Hospital, Valdese Hospital, College Pines Health and Rehabilitation Center, Grace Heights Health and Rehabilitation Center, Grace Ridge Retirement Community, Carolinas HealthCare System Blue Ridge owned Physician Practices, and Phifer Wellness Center. The mission of CHSBR is "to enhance life by excelling in care." CHSBRV are committed to helping achieve CHSBR's mission.

VISION STATEMENT

The Vision of the CHSBRV is to support and enhance the Vision of CHSBR.

CHSBR will be the recognized "best community healthcare system in America."

ARTICLE III.

MEMBERSHIP

Section 1. General.

Membership in the CHSBRV shall be open to all persons who are interested in the mission of the Volunteers, are 18 years of age or older, are high school or GED graduates, can pass the criminal and reference background checks, meet health screening standards for immunizations and Tuberculosis screening, and are willing to abide by the Bylaws and Policies and Procedures. Membership shall become effective upon submission of a signed application, non-disclosure form, Health Insurance Portability and Accountability Act (HIPAA) form, a personal interview, a new member orientation, training at the volunteer worksite, and approval by the Director of Volunteer Services. Upon meeting the requirements for membership, each new volunteer will serve a three month probationary period. During the probationary period, the new volunteer will carry out his/her assigned duties and will be required to complete twelve (12) hours of service. At the end of the probationary period, the Director of Volunteer Services will evaluate the volunteer and

determine if all requirements for full membership have been met. If the volunteer has not carried out the assigned duties and/or has not completed the twelve (12) hours of service, the Director of Volunteer Services will meet with the volunteer to determine why requirements have not been met. After meeting with the probationary volunteer, the Director of Volunteer Services may extend probation for one additional three (3) month period or terminate volunteer status.

Section 2. Membership.

Membership and its respective powers, rights, duties, obligations and privileges are as follows:

Members shall:

1. Attend annual educational review or successfully complete a written examination and other education and testing as requested or required;
2. Serve a minimum of forty-eight (48) hours in each calendar year (except under extenuating circumstances) in active service programs or projects of the Volunteers;
3. Have the sole right to vote in Volunteer matters;
4. Have the sole right to hold elective office; and
5. Be entitled to attend the annual service awards dinner.

Section 3. Responsibility of Membership.

All members of the CHSBRV shall, at all times when participating in Volunteer activities, services and functions, conduct themselves in a responsible manner which shall reflect positively on CHSBR.

Section 4. Termination.

Any Volunteer who abuses membership privileges or engages in unacceptable or inappropriate conduct reflecting negatively upon either the Volunteers or CHSBR, may be removed from membership by the affirmative majority vote of the President, Vice President and the Director of Volunteer Services. Proper documentation is required.

Section 5. Time-Limited Volunteers.

A Time-Limited Volunteer is a student who is required to complete a project or specified number of hours of service as part of an academic program.

Time-Limited Volunteers shall:

1. Be 18 years of age or older, are high school or GED graduates, can pass the criminal and reference background checks, meet health screening standards for immunizations and Tuberculosis screening, and are willing to abide by the Bylaws and Policies and Procedures. Active volunteer status shall become effective upon submission of a signed application, non-disclosure form, Health Insurance Portability and Accountability Act (HIPAA) form, a personal interview, a new volunteer orientation, training at the volunteer worksite, and approval by the Director of Volunteer Services.
2. Complete the project or hours of service, as required by the academic program, and will not be required to complete the forty-eight (48) hours of service that is required for active membership.
3. End CHSBRV status at the completion of the project or completion of hours of service unless the time-limited volunteer wishes to continue as a volunteer member. The volunteer will then be required to meet all requirements of full membership.

ARTICLE IV.

FISCAL YEAR

The fiscal year of the CHSBRV shall be the calendar year, commencing on January 1 and ending on December 31 of each year.

ARTICLE V.

OFFICERS

The Officers, their respective duties, authorities, and limitations are as follows:

Section 1. President.

The President shall preside at all meetings of the Membership and the Board of Directors and shall have supervision of the general management of the CHSBRV, cooperating with the Director of Volunteer Services.

The President shall appoint the Chairman of standing and ad hoc committees and shall appoint a successor to the Chairman in the event vacancies occur. The President shall be a voting member of all Standing Committees with the exception of the Nominating Committee.

The President, together with at least two (2) other elected officers, shall have authority to act for the CHSBRV in emergency situations, provided that such actions shall be submitted for ratification and approval at the next subsequent meeting of either the Executive Committee or the Board of Directors.

The President shall act as liaison between the Board of Directors and officers and employees of CHSBR.

The President shall have those further duties and responsibilities for which provision is made in these Bylaws.

Section 2. Vice President.

The Vice President shall, in the absence of the President, perform all of the duties and functions of the President and shall further perform those duties and functions delegated by the President.

With the exception of the Nominating Committee, the Vice President shall be a voting member of all Standing Committees.

The Vice President shall act as the coordinator of all Service Groups that shall be established by the Board of Directors in consultation with the Director of Volunteer Services.

Section 3. Secretary.

The Secretary shall keep written minutes of all meetings of the Membership and the Board of Directors. The minutes shall be open for review and inspection by any member during reasonable business hours.

The Secretary shall be responsible for developing and publishing a Volunteer newsletter and appropriate organizational reports.

The Secretary shall be responsible for compiling and recording service hours rendered by members and for presenting service awards to members at an annual service awards dinner.

Section 4. Treasurer.

The Treasurer shall chair the Budget Committee. The budget shall be submitted to and approved by the CHSBRV Board of Directors no later than October 31. The Treasurer or Director of Volunteer Service shall approve payment of all valid bills. The Treasurer is responsible for managing the finances of the Volunteers in a professional and responsible manner. The Treasurer shall be responsible for insuring compliance with the annual budget and present monthly financial reports to the CHSBRV Board of Directors, the Director of Volunteer Services, and designated members of the CHSBR Administration.

Section 5. Limitation of Terms.

The Treasurer may serve for no more than five (5) consecutive one-year terms. Other elected officers may serve for no more than two (2) consecutive one-year terms in the same position.

Section 6. Vacancies.

In the event of a vacancy in an elected office, the Nominating Committee shall propose a replacement. The vacancy shall be filled by the affirmative vote of a majority of the voting members of the Board of Directors.

ARTICLE VI.

CHSBRV BOARD OF DIRECTORS

Section 1. Powers.

The authority and duty to manage the affairs of CHSBRV shall be vested in the Board of Directors unless otherwise limited by these Bylaws.

Section 2.1 Composition.

The voting members of the Board of Directors shall be composed of:

- A. Elected Officers;
- B. The Chairman of Standing Committees for which provisions are made in these Bylaws;
- C. The immediate Past President.

Section 2.2 Ex Officio Members.

The ex officio non-voting members of the Board of Directors shall be:

- A. The President/Chief Executive Officer of CHSBR;
- B. The Director of Volunteer Services;
- C. The Administrative Representative to which the Director of Volunteer Services reports;
- D. Other individuals deemed appropriate by the President.

Section 3. Limitation of Actions.

All actions of the Board of Directors shall be reported to the Director of Volunteer Services and are subject to the approval of the Administration of CHSBR. Liaison between the Board of Directors of the Volunteers and the Board of Directors of CHSBR shall be through the President/Chief Executive Officer of CHSBR. The President shall submit an annual report to the Board of Directors of CHSBR.

Section 4. Function of Director of Volunteer Services.

The Board of Directors shall work in cooperation and coordination with the Director of Volunteer Services concerning all functions. Final decisions of the Board of Directors are subject to the approval of the Director of Volunteer Services and the CHSBR Administration.

Section 5. Regular Scheduled Meetings.

Regularly scheduled meetings of the Board of Directors will be held at least eight times each year. The location of regularly scheduled meetings shall alternate between the Grace and Valdese Hospital campuses.

Section 6. Called Meetings.

Called Meetings of the Board of Directors shall be held at such time and place as determined by the President, with notice given to the members of the Board of Directors, not less than 24 hours prior to the date of the meeting. Further, the President shall convene a meeting of the Board of Directors when requested to do so in writing by not fewer than three (3) voting members of the Board.

Section 7. Quorum.

A majority of the voting members shall constitute a quorum at any meeting of the Board of Directors. In the absence of a quorum, no official business shall be conducted.

ARTICLE VII.

EXECUTIVE COMMITTEE

Section 1. Executive Committee.

The Executive Committee shall be composed of the President, Vice President, Secretary, Treasurer and the Director of Volunteer Services, as a non-voting ex-officio member.

Section 2. Organization.

The President shall serve as Chairman of the Executive Committee and the Secretary shall keep written minutes of all meetings and actions of the Executive Committee.

Section 3. Powers.

When the Board of Directors is not meeting, the Executive Committee shall exercise all of the authority of the Board of Directors in the management of the CHSBRV except as such authority shall be limited or modified by these Bylaws or by resolution of the Board of Directors.

Section 4. Quorum.

A majority of the members of the Executive Committee shall constitute a quorum for the transaction of business and a majority vote of those present at any meeting at which there is a quorum shall be required on all matters.

Section 5. Meetings and Notice.

Meetings of the Executive Committee shall be conducted at such time and place as determined by the President, and notice of such meetings shall be given not less than twenty-four (24) hours prior to the date thereof.

ARTICLE VIII.

STANDING COMMITTEES

Standing Committee Chairmen shall be appointed by the President as follows and committee membership will be comprised of volunteers from both campuses:

Section 1. The Bylaws Committee.

The Bylaws Committee shall advise the Officers, the Board of Directors, and all Committees concerning the interpretation and application of the Bylaws and Policies and Procedures and the application of Robert's Rules of Order for all official meetings. This Committee shall review the Bylaws and the Policies and Procedures annually and shall, as if deemed appropriate, make recommendations to the Board of Directors for changes, modifications or amendments at the Board's October meeting.

The Bylaws Committee shall consist of the President, Vice President, a Chairman appointed by the President and two (2) additional Members appointed by the Chairman. The Director of Volunteer Services shall be a non-voting ex officio member of the Bylaws Committee.

Section 2. Gift Shops Committee.

The Gift Shop Committee shall be responsible for the scheduling of volunteers to operate each gift shop. Also, members of the Gift Shop Committee will assist in the purchasing, pricing, and marketing of items in each shop.

The Gift Shop Committee shall consist of the President, Vice President, Treasurer, Chair of the Gift Shop, and no fewer than three (3) nor more than twelve (12) members appointed by the Chair. The Director of Volunteer Services is the Gift Shop Manager and is a member of the Gift Shop Committee.

Section 3. Special Projects Committee.

The Special Projects Committee shall develop, promote and manage all projects and activities approved by the Board of Directors and the Director of Volunteer Services. The Special Projects Committee shall be composed of the President, Vice President, a Chairman appointed by the President, Treasurer, Chairman of the Gift Shop Committee, and other members appointed by the Chairman as the Chairman shall deem necessary or appropriate to carry out the functions of the Committee. The Director of Volunteer Services shall be a non-voting ex officio member of the Special Projects Committee.

Section 4. Nominating Committee.

The Nominating Committee shall propose a slate of officers elected by ballot. The Committee will make a documented attempt to insure that the officers nominated for election includes volunteers from both hospital campuses. The slate of officers shall be presented for approval to the Board of Directors in September of each year. The names of approved nominees shall be placed on a ballot which shall be provided to the voting Active Members no later than October 1 in each year. Ballots are to be returned to the Chairman of the Nominating Committee no later than November 1. The Nominating Committee shall tabulate the ballots and present the results to the President to be posted in each Hospital by November 5. In the event of a vacancy in an elected office on the Board of Directors, the Nominating Committee shall propose a replacement to the Board of Directors for approval.

The Nominating Committee shall consist of the Chairman and two (2) additional Members selected by the Chairman.

Section 5. Education Committee.

The Education Committee shall assist the Director of Volunteer Services in the education of all members through continuing education workshops, development and updating of position descriptions and handbooks.

The Education Committee shall be composed of the President, Vice President, a Chairman appointed by the President, and up to two (2) additional Members appointed by the Chairman. The Director of Volunteer Services shall be a non-voting ex officio member of the Education Committee.

Section 6. Publicity Committee.

The Publicity Committee shall, in coordination with the Director of Volunteer Services, assist other committees and CHSBR in the dissemination of news and publicity as appropriate.

The Publicity Committee shall be composed of the President, Vice President, a Chairman appointed by the President and two (2) additional Members appointed by the Chairman. The Director of Volunteer Services shall be a non-voting ex officio member of the Publicity Committee.

Section 7. Scholarship Committee.

The purpose of the Scholarship Committee is to:

- A. Distribute scholarship applications.
- B. Review and select scholarship recipients, and present selections to the Board of Directors at their May meeting.
- C. Award scholarships to recipients at the high schools' awards ceremonies.

The Scholarship Committee shall be composed of the President, Vice President, a Chairman appointed by the President and additional Board Members appointed by the Chairman. This represents a quorum of the Board of Directors. The Director of Volunteer Services shall be a non-voting ex officio member of the Scholarship Committee.

Section 8. Sunshine Committee.

The Sunshine Committee shall be responsible for general membership welfare to include sending cards for all occasions.

The Sunshine Committee shall be composed of the President, Vice President, a Chairman appointed by the President and two (2) additional Members appointed by the Chairman. The Director of Volunteer Services shall be a non-voting ex officio member of the Sunshine Committee.

Section 9. Meetings.

Meetings of all Standing Committees shall be called by the respective Chairman and written or telephone notice of meetings shall be given to committee members at least twenty-four (24) hours prior to the date of the meeting.

Section 10. Vacancies.

Vacancies of a Chairman of a Standing Committee shall be filled by the President. Vacancies in membership of a Standing Committee shall be filled by the respective Chairman.

Section 11. Reports.

The Chairman of each Standing Committee shall submit an annual report to the President no later than thirty (30) days prior to the Annual Meeting.

ARTICLE IX.

AD HOC COMMITTEES

The Board of Directors may establish such ad hoc Committees as deemed appropriate to carry out special functions of CHSBRV, such Committees to have those duties, functions and responsibilities fixed by the Board. The President shall appoint the Chairman and he/she shall appoint the Committee members. Ad hoc Committees shall function in accordance with the directives given them by the Board of Directors and shall exist until dissolved by action of the Board of Directors.

ARTICLE X.

ANNUAL MEMBERSHIP MEETING

Section 1. Date of Meeting.

The Annual Meeting of the Members of the CHSBRV shall be conducted during the month of November or December in each calendar year, the specific date, time and place of the meeting to be determined by the CHSBRV Board of Directors.

Section 2. Quorum.

The Members of CHSBRV present shall constitute a quorum for the transaction of business at their Annual Meeting and all transactions presented for consideration shall require the affirmative vote of a majority in order to become effective.

Section 3. Business To Be Conducted.

The business to be conducted at the Annual Meeting shall include, but need not be limited to the following:

- A. The installation of Officers will be based on the results of the election. The officers will serve in the next fiscal year. The elections are determined by a majority of the total votes cast by ballots. Members submit ballots to the Nominating Committee, and results are then posted in each hospital by November 5.
- B. Annual reports.
- C. Presentation and approval of annual budgets.
- D. Presentation of any recommended Bylaws amendments for approval.

Section 4. Notice.

Notice of the Annual Meeting shall be given to Members at least ten (10) days prior to the date of the meeting. The notice may be given in writing or by telephone.

ARTICLE XI.

FUNDRAISING/FUND MANAGEMENT

Section 1. Fundraising.

All fundraising activities of CHSBRV shall be subject to the approval of the Administration of CHSBR.

Section 2. Fund Management.

Consistent with its Mission Statement, the CHSBRV shall provide support of the mission and finances of CHSBR. All funds raised and derived by CHSBRV shall be expended only for those purposes approved by the Board of Directors.

Section 3. Issuance of Checks.

Checks shall be signed by either the President or the Treasurer.

Section 4. Audit.

The books and records of account shall be submitted for audit annually by an independent auditing firm selected by CHSBR.

ARTICLE XII.

AMENDMENTS TO BYLAWS

The Bylaws of the CHSBRV may be amended in accordance with the following procedures:

1. The Board of Directors may, at a regular or special meeting, adopt one or more amendments to the Bylaws.
2. Any amendment(s) to the Bylaws adopted by the Board of Directors shall be submitted to members of CHSBRV for final approval. A two-thirds (2/3) affirmative vote is required by members present at a meeting called by written notice or by means of a mailing.

Review/Revision Dates:

Revised: August 1995
Revised: September 1996
Revised: September 1997
Revised: September 1998
Reviewed: May 1999
Revised: August 2000
Revised: August 2001
Revised: December 2002
Revised: December 2003
Revised: December 2004
Revised: December 2007
Revised: March 2009
Reviewed: June 2010
Reviewed: June 2011
Revised: December 2011
Reviewed: September 2013
Revised: December 2013

CAROLINAS HEALTHCARE SYSTEM BLUE RIDGE VOLUNTEERS (CHSBRV)


Policies and Procedures

INDEX

POLICY NUMBER

SUBJECT

GP-1	Policy and Procedure Development
GP-2	Procedures for Becoming a New Member
GP-3	Continuing Education/Orientation
GP-4	HIPAA
GP-5	Environment of Care
GP-6	Dress Code/Hygiene
GP-7	None
GP-8	Service Hours
GP-9	Recognition of Service
GP-10	None
GP-11	Termination
GP-12	Resignation
GP-13	Nomination/Installation of Officers
GP-14	Committees
GP-15	Strategic Planning
GP-16	Automated Phone Process
GP-17	Financial Management
GP-18	Special Projects
GP-19	Volunteer Funding to CHSBR
GP-20	Travel & Educational Conference Reimbursement
GP-21	Death of a Volunteer Member
GP-22	None
GP-23	Volunteer Handbook Updates

 <p>Carolinan HealthCare System Blue Ridge</p>	<p>Manual: Carolinas HealthCare System Blue Ridge Volunteers</p> <p>Section: Policies & Procedures</p> <p>Title: POLICY & PROCEDURE DEVELOPMENT</p>	<p>Policy Number: GP-1</p> <p>Effective Date: 1-1-04</p> <p>Page Number: 1 of 1</p>
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POLICY: Guidelines shall be developed for Volunteers to use in their service.

PURPOSE: To provide a framework by which consistent and coordinated rules and regulations established in the Bylaws can be presented in a common format. (See Article VIII, Section 1 of the Bylaws)


DEFINITIONS: None.

PROCESS:

1. Policies and Procedures for the Carolinas HealthCare System Blue Ridge Volunteers shall be developed by the Bylaws Committee in coordination with the Director of Volunteer Services. Policies and Procedures are submitted for CHSBR Board of Directors approval but are not required to be approved by the general membership. All Volunteer Policies and Procedures shall be in compliance with the CHSBRV Bylaws.
2. All Policies and Procedures shall be documented in the approved format.
3. Policies and Procedures shall be distributed to all Members through the issuance of handbooks. As updates and revisions take place, copies shall be sent to members with instructions to replace same in handbook.

ATTACHMENTS: N/A

Origination Date: 4-1-94
 Originating Department: Volunteer Services
 Review/Revision Date: 8-28-08
 Reviewed by: Bylaws Committee
 Approval by BRHCV Board: 9-7-07
 Reviewed by Bylaws Committee: 9-30-09
 Reviewed by Bylaws Committee: 6-14-10
 Reviewed by Bylaws Committee: 3-8-12
 Reviewed by Bylaws Committee: 3-10-14

 <p>Carolinan HealthCare System Blue Ridge</p>	<p>Manual: Carolinas HealthCare System Blue Ridge Volunteers</p> <p>Section: Policies & Procedures</p> <p>Title: PROCEDURES FOR BECOMING A NEW MEMBER</p>	<p>Policy Number: GP-2</p> <p>Effective Date: 1-1-04</p> <p>Page Number: 1 of 2</p>
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POLICY: Prospective Volunteer members shall go through an approved procedure in order to become a Member.

PURPOSE: To provide a comprehensive overview of initial procedures required for membership.

DEFINITIONS: None


PROCESS:

1. Application – Request and complete a Membership Application form and Background Check Release form. CHSBRV holds to a non-discriminatory policy but a member must be at least 18 years of age and have a High School Diploma or a Graduate Equivalency Diploma.
2. Interview – Arrange for an interview with the Director of Volunteer Services. Items covered in this interview include: benefits available to Volunteers, requirements and responsibilities of Volunteers, areas of service available to the Volunteer, etc. This also provides a time for the prospective Volunteer to share his/her interests, talents, experiences, etc., in order to facilitate an appropriate placement and work schedule.
3. References – Application for Volunteer membership is accepted after positive references are received. The applicant shall be notified by telephone and/or letter.
4. Health Evaluation – An initial health evaluation shall be completed by TeamMate Health.
5. Volunteer Issues – With a successful background check, contact of references, the completion of Orientation and Health Evaluation, a new Volunteer is issued a CHSBRV jacket, a photo identification tag, and a Volunteer Handbook.
6. Personal Tour – New Volunteers are instructed in the sign in/sign out procedure, given a tour of the facility, and an explanation of the cafeteria arrangement.
7. Orientation/Continuing Education – This should take place prior to volunteering either in a regularly-scheduled class or on a one-on-one basis. This enables the Volunteer to learn about Carolinas HealthCare System Blue Ridge policies and procedures, fire/safety, HIPAA, infection control, and his/her role as a part of the healthcare team. Every Volunteer is required to complete annual Continuing Education to update and renew knowledge and information.

8. Training and Placement – The Volunteer shall receive a job description, specific instructions, and training for a particular service area and work with another person until he/she feels comfortable in the position. After consultation with the Volunteer Services Director, a Volunteer may transfer to a different service area as necessary.

ATTACHMENTS: N/A

Origination Date: 8-10-03
Originating Department: Volunteer Services
Review/Revision Date: 8-28-08
Reviewed by: Bylaws Committee
Approval by BRHCV Board: 9-7-07
Reviewed by Bylaws Committee: 9-30-09
Reviewed by Bylaws Committee: 6-14-10
Reviewed by Bylaws Committee: 3-8-12
Revised by Bylaws Committee: 3-10-14

 <p>Carolinan HealthCare System Blue Ridge</p>	<p>Manual: Carolinas HealthCare System Blue Ridge Volunteers</p> <p>Section: Policies & Procedures</p> <p>Title: CONTINUING EDUCATION/ ORIENTATION</p>	<p>Policy Number: GP-3</p> <p>Effective Date: 1-1-04</p> <p>Page Number: 1 of 1</p>
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POLICY: Bylaws of the CHSBRV, Article III, Section 2. reads:
“Members shall complete annual mandatory learning and other education and testing as requested and/or required.”

PURPOSE: To keep Members apprised of all safety and health rules and regulations of the healthcare facility.

DEFINITIONS: None


PROCESS:

ANNUAL EDUCATIONAL REVIEW

1. The dates for Continuing Education/Mandatory Learning are selected by the Director of Volunteer Services in conjunction with the Education Chairman at the beginning of the year and posted on the Volunteer calendar. Attendance records of the Volunteers are kept in the computer and those who have not attended a Continuing Education Class/Mandatory Learning are notified by the Education Chairman or Director of Volunteer Services.
2. In the event that a Volunteer does not attend a Continuing Education Class/Mandatory Learning or pass a written test during the course of a calendar year, his/her name shall be removed from the Membership List and all voting privileges, meeting attendance, etc., shall be cancelled.

ATTACHMENTS: N/A

Origination Date: 4-1-94
 Origination Department: Volunteer Services
 Review/Revision Date: 8-20-08
 Reviewed by: Bylaws Committee
 Approval by BRHCV Board: 10-28-08
 Reviewed by Bylaws Committee: 9-30-09
 Reviewed by Bylaws Committee: 6-14-10
 Reviewed by Bylaws Committee: 3-8-12
 Reviewed by Bylaws Committee: 3-10-14

 <p>Carolinan HealthCare System Blue Ridge</p>	<p>Manual: Carolinas HealthCare System Blue Ridge Volunteers</p> <p>Section: Policies & Procedures</p> <p>Title: HIPAA</p>	<p>Policy Number: GP-4</p> <p>Effective Date: 1-1-04</p> <p>Page Number: 1 of 1</p>
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POLICY: The Health Insurance Portability and Accountability Act of 1996 (HIPAA) is mandated by the federal government for Volunteers as well as regular CHSBR employees and federal enforcement went into effect April 14, 2003.

PURPOSE: The HIPAA law sets standards for confidentiality and includes punishments for those who violate resident/patient privacy.


DEFINITIONS: None.

PROCESS:

1. All Volunteers shall sign a confidentiality statement prior to engaging in active service.
2. All Volunteers must follow Carolinas HealthCare System Blue Ridge Policies 5751 through 5771/A System of Integrity which pertain to HIPAA.
3. All Volunteers must also attend an annual mandatory learning that includes training in specific HIPAA rules and regulations.
 - a. All information regarding a resident/patient is considered confidential even if it is spoken, written, faxed or on computer. This includes all demographic information (age, address, etc.) as well as medical information (diagnosis, medications, etc.).
 - b. Confidential information from fax machines, computers, and copiers must be disposed of properly (shredded or placed in a locked confidential shred bin).
 - c. Information overheard or accidentally seen shall never be passed along.
 - d. If the information is not necessary for you to do your job, you do not need to know.
 - e. A breach of confidence which may be revealed for financial gain may result in a fine of \$250,000 or imprisonment.

ATTACHMENTS: N/A

Origination Date: 8-10-03
Originating Department: Volunteer Services
Review/Revision Date: 9-28-08
Reviewed by: Bylaws Committee
Approval by BRHCV Board: 9-7-07
Reviewed by Bylaws Committee: 9-30-09
Reviewed by Bylaws Committee: 6-14-10
Reviewed by Bylaws Committee: 3-8-12
Reviewed by Bylaws Committee: 3-10-14

 <p>Carolinan HealthCare System Blue Ridge</p>	<p>Manual: Carolinas HealthCare System Blue Ridge Volunteers</p> <p>Section: Policies & Procedures</p> <p>Title: ENVIRONMENT OF CARE</p>	<p>Policy Number: GP-5</p> <p>Effective Date: 1-1-04</p> <p>Page Number: 1 of 4</p>
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POLICY: Members must adhere to all Environment of Care measures as taught in Continuing Education/Orientation.

PURPOSE: To provide a safe environment for all concerned.

DEFINITIONS: None

PROCESS:

Announcements of the following CODES are made over the public address system.

A. CODE RED (FIRE):

1. Treat all fire drills as a fire.
2. Protect patients/visitors.
 - a. Clear hallways of people and equipment.
 - b. Keep people off elevators/out of elevator lobby. Request that they remain in waiting areas, if possible, or in patient rooms.
 - c. If possible, keep stairways clear.
3. Should you discover smoke, fire or fire drill bucket, do the following: sound closest alarm, dial (2100 at Grace, 7200 at Valdese); identify yourself, your location, and location of fire.
 - a. Public address system announces “CODE RED along with location”, alarm sounds, and light flashes.
 - b. When drill is over, public address announces “CODE RED COMPLETE”.
4. At announcement of “CODE RED”, close all doors to prevent spread of smoke and flame.
5. Follow instructions given by staff.

B. CODE BLUE (CARDIAC/ARREST):

1. Stay off staff elevators.
2. Clear hallways.

C. CODE TRIAGE (DISASTER):

1. Secure your area.
2. Do as instructed by staff, if possible.
3. Volunteer must be wearing I.D. badge.

D. CODE GREEN (SEVERE WEATHER)

1. Do as instructed by staff, if possible.
2. Volunteer must be wearing I.D. badge.

E. CODE YELLOW (BOMB THREAT):

1. Look for anything unusual.
2. Report anything suspected or found by calling **(2100 at Grace, 7200 At Valdese)**.

F. CODE PINK (INFANT ABDUCTION):

1. Be observant of bodily characteristics and clothing of suspicious person.
2. Politely ask to see person's handbag, package, or jacket.
3. Direct person to the Front Lobby and immediately call Security (7617 at Valdese, 5701 at Grace).

G. CODE GRAY (SECURITY ASSISTANCE):

1. Volunteers have no responsibility but should be aware that patient/visitor inappropriate behavior has been reported.

H. CODE BROWN (MEDICAL GAS FAILURE):

1. Do as instructed by staff.
2. EXIT the area as quickly as possible.

I. CODE ORANGE (HAZARDOUS MATERIALS RELEASE):

1. Do as instructed by staff.
2. EXIT the area as quickly as possible and encourage others to do likewise.

J. CODE BLACK (UTILITY FAILURE):

1. Report failure to Plant Operations (7790-Valdese) or (Grace at 5910 or 5929 or 0).
2. Do as instructed by staff.

K. CODE WHITE (PATIENT/RESIDENT ELOPEMENT):

1. Be observant of patient/resident exiting the building.
2. Call Security (7617 at Valdese, 5701 at Grace).

L. CODE SILVER (ACTIVE SHOOTER)

1. Escape if possible.
2. If escape is not possible, hide behind a large object.
3. Silence cellphone, turn off lights, and any source of power.
4. Dial 9-1-1 if possible.
5. Survive.

M. ALL CLEAR:

1. This announcement is made when a CODE has ended.

N. HOSTAGE SITUATION:

1. Dial 9-911 to report the situation. If the intruder is within hearing distance, simply dial the number and leave the telephone receiver off the cradle so the operator can determine the location and hear anything that is happening.

O. SAFETY RULES:

1. Adhere to all safety rules. (See Attachment)

REFERENCES:

1. The Environment of Care Manual (red binder) may be found in the Volunteer Lounge.
2. The Infection Control Manual may be found in the Volunteer Lounge.
3. Material Safety Data Sheets (MSDS) are written or printed material on hazardous chemicals. MSDSs are maintained on each chemical. System-wide or hospital-wide MSDSs are located in Materials Management, TeamMate Health, and the Emergency Department. MSDSs that are department specific are located in that Department. The MSDS sheets for Volunteer Services are in the Environment of Care Manual (red binder) in the Volunteer Lounge.

CAROLINAS HEALTHCARE SYSTEM BLUE RIDGE VOLUNTEERS - SAFETY RULES

All Volunteers are required to read and adhere to all of the following safety regulations:


1. All accidents, however minor, must be reported to the Director of Volunteer Services so that an Incident Report is completed, and medical attention sought, if necessary. If the Director of Volunteer Services is not available, the volunteer should report to the Vice President who supervises the Director of Volunteer Services, to complete an Incident Report, and seek medical attention if necessary.
2. Volunteers shall not lift or transfer patients from one bed to another. Volunteers shall not transport patients by gurney or by wheelchair with an I.V. attached to the patient. Steadying the elbow of a patient is all that is permitted.
3. No Volunteer shall attempt to lift an object which exceeds the maximum weight of 25 lbs.
4. Push, not pull, all rolling items (including all carts and chairs). Avoid placing your hands where they can strike doorframes or other objects.
5. No Volunteer is to stand on any object other than an approved step stool or ladder designed for that purpose.
6. Volunteers may not use power equipment.
7. Cabinet drawers and doors, etc., shall not be left in positions where they may cause a hazard to others.
8. Electrical cords shall be maintained in good condition. If a cord is frayed, a plug is loose, or the grounding pin in a plug is broken, do not use it. The use of extension cords shall not be permitted in patient rooms.
9. Ensure that hot glue guns, heat guns, hair dryers, etc., used in storage rooms are unplugged before leaving the room for any reason.
10. Horseplay is prohibited.
11. Should spillage be observed by the Volunteer, the area shall be protected until cleaned. Spillage shall be reported to Housekeeping immediately (5784 or 5785) or call Customer Services at Grace 1111.
12. Report to the Director of Volunteer Services any condition or practice that might cause any injury or damage equipment.
13. Remind visitors of non-smoking policy if smoking is observed.

Failure to perform your service in a safe and efficient manner can cause severe injury to yourself, your fellow Volunteers, the staff, or the patients of this facility.

Violation of safety regulations and/or negligent service performance shall be documented and placed in your file.

Revised: 8/5/94	Revised: 9/8/97	Revised: 8/24/99	Revised: 8/10/01	Revised: 6-24-03
Revised: 10/25/96	Revised: 10/8/98	Revised: 8/8/00	Reviewed: 8/12/02	

Origination Date: 4-1-94
Originating Department: Volunteer Services
Review/Revision Date: 8-28-08
Reviewed by: Bylaws Committee
Approval by BRHCV Board: 9-7-07
Reviewed by Bylaws Committee: 9-30-09
Reviewed by Bylaws Committee: 6-14-10
Reviewed by Bylaws Committee: 3-8-12
Revised by Bylaws Committee: 3-10-2014

 <p>Carolinas HealthCare System Blue Ridge</p>	<p>Manual: Carolinas HealthCare System Blue Ridge Volunteers</p> <p>Section: Policies & Procedures</p> <p>Title: DRESS CODE/HYGIENE</p>	<p>Policy Number: GP-6</p> <p>Effective Date: 1-1-04</p> <p>Page Number: 1 of 3</p>
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POLICY: All Volunteers are required to adhere to the established Carolinas HealthCare System Blue Ridge (CHSBR) dress code (Pol #2001, effective date 4/19/13)

PURPOSE: To provide guidelines for proper dress and hygiene while in service. To comply with OSHA Regulations.

DEFINITIONS: None

PROCESS:

1. **General:** Jackets, polo shirts, vests, and aprons which are approved and issued by the Department of Volunteer Services shall be worn when visible to the public and staff.
 - a. Jackets, polo shirts, vests, and aprons shall be neat and clean at all times.
 - b. Approved I.D. badges are to be kept in good condition and shall be clipped to the right collar and visible at all times (Pol # HR2044). Items signifying system or facility-sponsored events or activities (Volunteer Week, Hospital Week, guest relations promotional efforts, cancer awareness events, etc.) may only be worn during a specified temporary period as approved by department directors or senior leadership.
 - c. Service pins shall be worn on the left side of the jacket, polo shirt, vest, or apron. Only pins issued by Volunteer Services are appropriate.
 - d. For official functions (i.e., memorial services), volunteers are requested to wear generally accepted business attire and the designated jacket issued by the Department of Volunteer Services.

2. **Clothing:** Clothes with slogans/emblems/messages, sundresses, shorts, halters, bare midriff or tube tops, tank tops, t-shirts, tight clothing, low-riding trousers, low-cut neckline dresses/tops or bare backs, sweat shirts, sweat pants, hoodies, leggings, capri pants, jean-style pants and denim clothing shall not be permitted. Hem lengths of dresses and skirts shall be no more than two inches above the knees. Pant legs shall not drag on the floor. Clothing shall be:
 - a. Clean, pressed, correctly sized and in good repair.
 - b. Appropriate to the nature of the work, work site, position, and responsibilities.
 - c. Compliant with regulatory standards set for the specific work area.
 - d. Care Team Members shall be required to wear proper foundation/underwear garments.
 - e. Undershirts may be short sleeve or long sleeve and should be solid white.

3. **Hats:** Hats shall be worn on the job only as part of an approved uniform.

4. **Footwear:** Safety shall be a primary consideration and certain footwear may not be allowed for staff in

areas where there is danger of foot injury.

- a. Footwear shall be clean, in good repair, and appropriate for the work area.
- b. Peep-toed shoes are permitted in office settings.
- c. Open-toe shoes/sandals shall not be allowed due to safety issues. Vinyl Crocs and Croc style shoes with holes on top shall not be acceptable; the use of jibbitz or adornments to plug the top hole(s) are not acceptable (OSHA Regulation 1910.1030(d)(3)(i)). Professional leather Crocs without holes on the top shall be acceptable.
- d. Shoes may be white, black, navy, or color coordinated with approved uniform jacket, polo shirt, vest, or apron.

5. **Jewelry:** Jewelry for men and women is allowed only if it does not interfere with safe job performance and does not detract from accomplishing the CHCSBR Mission Statement.

- a. Nose rings, piercings, ear gauges, or visible body piercing ornaments, including tongue studs, other than through ear lobes, are not allowed.
- b. Multiple pierced earrings are not permitted.
- c. Male care team members shall not wear earrings.

6. **Tattoos:** Visible tattoos, whether permanent or temporary, shall be covered.

7. **Perfumes, Colognes, After Shaves, Perfumed Lotions, Tobacco Scent:** Heavy scents such as perfume, colognes, after shaves, perfumed lotions, tobacco scents, etc., that could be offensive to patients/residents or might result in sensitivity reactions by customers or coworkers shall not be permitted while on duty. Tobacco odors on clothing, hair, etc., should not be detectable.

8. **Hair/General Cleanliness:** Cleanliness of body and hair, good oral hygiene, and well-trimmed nails shall be required of all care team members.


- a. Hair shall be clean, neatly trimmed and restrained (e.g., tied back) so that it neither touches a patient or visitor nor interferes with a care team member's ability to perform essential job functions.
- b. Male care team members shall be clean-shaven or shall have neatly trimmed beards, mustaches, and sideburns (OSHA Regulations 1910.1030).
- c. Unconventional hair or nail coloring or sculpting shall not be permitted. Nails shall be no longer than ¼ inch.

9. **Chewing Products:** Use of chewing gum is not acceptable in the presence of patients, residents, visitors, or guests (whether in person or on the telephone) and the use of chewing tobacco (or other tobacco products) shall not be permitted.

10. **Personal Cell Phone or Other Sound Systems:** Personal cell phone or other sound system: Electronic devices including phones shall not be used for personal purposes at work except during break or meal time.

ATTACHMENTS: N/A

Origination Date: 4-1-94
Originating Department: Volunteer Services
Review/Revision Date: 8-28-08
Reviewed by: Bylaws Committee
Approval by BRHCV Board: 9-7-07
Reviewed by Bylaws Committee: 9-30-09
Reviewed by Bylaws Committee: 6-14-10
Reviewed by Bylaws Committee: 3-8-12
Reviewed by Bylaws Committee: 3-10-14
Reviewed/Revision Date: 9-8-14

 <p>Carolinan HealthCare System Blue Ridge</p>	<p>Manual: Carolinas HealthCare System Blue Ridge Volunteers</p> <p>Section: Policies & Procedures</p> <p>Title: SERVICE HOURS</p>	<p>Policy Number: GP-8</p> <p>Effective Date: 1-1-04</p> <p>Page Number: 1 of 2</p>
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POLICY: Guidelines shall be developed for recording service hours.

PURPOSE: To provide a means by which each Volunteer must record service hours so that accurate reporting may take place and so that proper recognition may be given.

DEFINITIONS: None

PROCESS:

1. Upon completing service, the Volunteer is required to record hours on his/her card.
2. One-half hour of travel time shall be added to the daily hours of service.
3. Volunteers in all service areas shall record double hours for Saturdays and Sundays, as well as all federal holidays.
4. Volunteers shall record 24 hours of service per day when attending out-of-town conferences/workshops or other Volunteer business.
5. Volunteers are responsible for posting service hours each month. Any hours not posted by December 31 will be lost. Forty-eight (48) hours are required yearly to retain membership status.
6. Additional Volunteer service hours spent on committees, sales, telephoning, sewing, continuing education, meetings, educational classes, health evaluations, etc., shall be recorded.
7. Volunteers earn a bonus of 25 hours for each new member recruited, if that new member serves at least 20 hours.
8. Volunteers may record double hours if they agree to serve on short notice (less than 24 hours).
9. Volunteers are requested to report promptly for service duty. It is recommended that, if possible, meals be taken either before or after such duty. Time taken for meals shall not be recorded as Volunteer service time.
10. It is the duty of the Secretary to total individual hours each month as well as annually.
11. Service Pins representing 100, 500, and every 500 hours thereafter shall be presented by the Secretary at the Annual Awards Dinner.

12. Beginning in 1998, the Secretary shall maintain permanent records identifying which Volunteer members served on the Volunteer Board of Directors, by position. The purpose of these records shall be to adhere to term limitations imposed by the Bylaws on Volunteer Board membership.

ATTACHMENTS: N/A

Origination Date: 4-1-94

Originating Department: Volunteer Services

Review/Revision Date: 8-20-08

Reviewed by: Bylaws Committee


Approval by BRHCV Board: 10-28-08

Reviewed by Bylaws Committee: 9-30-09

Reviewed by Bylaws Committee: 6-14-10

Reviewed by Bylaws Committee: 3-8-12

Reviewed by Bylaws Committee: 3-10-14

 <p>Carolinas HealthCare System Blue Ridge</p>	<p>Manual: Carolinas HealthCare System Blue Ridge Volunteers</p> <p>Section: Policies & Procedures</p> <p>Title: RECOGNITION OF SERVICE</p>	<p>Policy Number: GP-9</p> <p>Effective Date: 1-1-04</p> <p>Page Number: 1 of 2</p>
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POLICY: All Volunteers shall be recognized for service hours at an annual dinner provided by Carolinas HealthCare System Blue Ridge. Other expressions of appreciation shall be scheduled as appropriate.

PURPOSE: To provide a forum for recognition of service.

DEFINITIONS: None

PROCESS:

- A. The Vice President serves as Chairman and appoints Committee Members for the Annual Awards Dinner.
1. Schedule date, place and time of the Annual Awards Dinner by January 15 in conjunction with the administration.
 2. Select menu and plan entertainment.
 3. Obtain servers (1 per table).
 4. Provide decorations.
 5. The Secretary is responsible for presentation of service awards for service during the previous calendar year.
 6. Invitations shall be sent 3-4 weeks prior to dinner to the following:
 - a. All Members.
 - b. Guests may be included at their expense.
 - c. Special guests/speakers determined by committee in conjunction with the administration.
 - (1) Include: President of Medical Staff, President of CHSBR Board of Directors, administrative staff and spouses.
 7. Program may include:
 - a. Dinner
 - (1) Welcome
 - (2) Invocation
 - (3) Dinner Music
 - b. Introduction/remarks of speaker(s), special guests, and Director of Volunteer Services.
 - c. Entertainment
 - d. Awards presentation
 - e. Introduction of the CHSBRV Board of Directors
 - f. President's remarks
 - g. Media packet/photographs
 - h. The President, Vice President, Secretary and Director of Volunteer Services are responsible for developing the printed program, which shall include the Volunteer Board, Committee Chairman, Administration, Agenda, thanks to servers and entertainers, and recognition of deceased members.

B. Activities shall be planned for the annual Volunteer Week held in April by the DVS and the Board of Directors.

ATTACHMENTS: N/A

Origination Date: 4-1-94

Originating Department: Volunteer Services

Review/Revision Date: 8-28-08

Reviewed by: Bylaws Committee


Approval by BRHCV Board: 9-7-07

Reviewed by Bylaws Committee: 9-30-09

Reviewed by Bylaws Committee: 6-14-10

Reviewed by Bylaws Committee: 3-8-12

Revised by Bylaws Committee: 3-10-14

 <p>Carolinan HealthCare System Blue Ridge</p>	<p>Manual: Carolinas HealthCare System Blue Ridge Volunteers</p> <p>Section: Policies & Procedures</p> <p>Title: TERMINATION</p>	<p>Policy Number: GP-11</p> <p>Effective Date: 1-1-04</p> <p>Page Number: 1 of 1</p>
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POLICY: Bylaws of the Carolinas HealthCare System Blue Ridge Volunteers Article III, Section 4:

“Any Volunteer who abuses membership privileges or engages in unacceptable or inappropriate conduct reflecting negatively upon either the Volunteers or Carolinas HealthCare System Blue Ridge, may be removed from membership by the affirmative majority vote of the President, Vice President and the Director of Volunteer Services. Proper documentation is required.”

PURPOSE: To remove members who do not conduct themselves in an acceptable manner.


DEFINITIONS: None.

PROCESS:

1. Any member engaged in unacceptable or inappropriate conduct shall be reported to the Director of Volunteer Services.
2. The Director of Volunteer Services shall discuss the action with said member and determine if this discussion will correct the problem.
3. After counseling with the Director of Volunteer Services, the member shall be given the opportunity to resign. If this offer is rejected, a letter of dismissal shall be sent to the member signed by the President and the Director of Volunteer Services.
4. All steps of the procedure shall be documented in writing by the Director of Volunteer Services and entered into the member’s file.

ATTACHMENTS: N/A

Origination Date: 4-1-94
 Originating Department: Volunteer Services
 Review/Revision Date: 8-20-08
 Reviewed by: Bylaws Committee
 Approval by BRHCV Board: 10-28-08
 Reviewed by Bylaws Committee: 9-30-09
 Reviewed by Bylaws Committee: 6-14-10
 Reviewed by Bylaws Committee: 3-8-12
 Reviewed by Bylaws Committee: 3-10-14

 <p>Carolinan HealthCare System Blue Ridge</p>	<p>Manual: Carolinas HealthCare System Blue Ridge Volunteers</p> <p>Section: Policies & Procedures</p> <p>Title: RESIGNATION</p>	<p>Policy Number: GP-12</p> <p>Effective Date: 1-1-04</p> <p>Page Number: 1 of 1</p>
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POLICY: Guidelines shall be developed for the resignation of Volunteers.

PURPOSE: To provide a means by which a Member may resign voluntarily or by request.

DEFINITIONS: None

PROCESS:

VOLUNTEER RESIGNATION


1. If a Member wishes to resign, he/she should write a letter to the Director of Volunteer Services advising the last date of service, giving at least two weeks notice.
2. On the last day of service, the Volunteer is requested to bring his/her jacket/uniform items, name tag, and handbook to the Volunteer Services Office.
3. A letter of appreciation shall be sent to the Volunteer by the Director of Volunteer Services.

INVOLUNTARY RESIGNATION

1. If a member is unable to comply with the requirements of his/her individual Position Description, he/she shall be counseled up to three times by the Director of Volunteer Services.
2. These sessions shall be documented in writing by the Director of Volunteer Services.
3. Should it be recommended that a member resign, such recommendation shall be presented to the member by the Director of Volunteer Services, as appropriate.
4. A letter of appreciation for service rendered shall be sent to the resignee by the Director of Volunteer Services.

ATTACHMENTS: N/A

Origination Date: 4-1-94
 Originating Department: Volunteer Services
 Review/Revision Date: 8-28-08
 Reviewed by: Bylaws Committee
 Approval by BRHCV Board: 9-7-07
 Reviewed by Bylaws Committee: 9-30-09
 Reviewed by Bylaws Committee: 6-14-10
 Reviewed by Bylaws Committee: 3-8-12
 Revised by Bylaws Committee: 3-10-14

 <p>Carolinan HealthCare System Blue Ridge</p>	<p>Manual: Carolinas HealthCare System Blue Ridge Volunteers</p> <p>Section: Policies & Procedures</p> <p>Title: NOMINATION/INSTALLATION OF OFFICERS</p>	<p>Policy Number: GP-13</p> <p>Effective Date: 1-1-04</p> <p>Page Number: 1 of 2</p>
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POLICY: Elected officers shall be installed at the Annual Membership Meeting.

PURPOSE: To place in office those persons elected by ballot in October by the membership.

DEFINITIONS: None

PROCESS:

1. The Nominating Committee Chairman shall present a proposed Slate of Officers for the ensuing year to the Board of Directors at the September Board meeting for their approval.
2. The Nominating Committee will make a documented attempt to ensure that the officers nominated for election includes volunteers from all CHSBR facilities.
3. The Slate of Officers approved by the Board shall be sent to the membership by October 1. The membership shall in turn vote for the Slate or write in a recommendation. These shall be returned to the Nominating Committee by November 1.
4. The Nominating Committee shall present the results to the President to be posted in the Volunteer Lounge and/or Gift Shops by November 5. The officers shall be installed by an individual appointed by the current President at the Annual Membership Meeting as provided in Article X, Section 3 of the Bylaws. This meeting shall be held in either November or December, the date to be determined by the Board of Directors.
5. The new officers shall assume the responsibility for their positions on January 1 after their installation.
6. It is recommended that the retiring officers work with the incoming officers during the period from the Annual Membership Meeting through the month of January to ensure a smooth transition.
7. Should a vacancy occur, see Bylaws Article V, Section 6. Vacancies.

ATTACHMENTS: Sample Ballot

Origination Date: 4-1-94
 Originating Department: Volunteer Services
 Review/Revision Date: 8-22-08
 Reviewed by: Bylaws Committee
 Approval by BRHCV Board: 9-7-07
 Reviewed by Bylaws Committee: 9-30-09
 Reviewed by Bylaws Committee: 6-14-10
 Reviewed by Bylaws Committee: 3-8-12
 Reviewed by Bylaws Committee: 3-10-14

(SAMPLE)

OFFICIAL BALLOT
CAROLINAS HEALTHCARE SYSTEM BLUE RIDGE VOLUNTEERS

The Nominating Committee presents the following Slate of Officers for Carolinas HealthCare System Blue Ridge Volunteers for the calendar year _____. You may vote for those listed by placing a **check mark** by the name or by entering a write-in vote on the line so designated.

Ballots must be returned to the Chairman of the Nominating Committee by **November 1**. A ballot box is located in the Gift Shop of each Hospital.

PRESIDENT _____ Name of Nominee _____

(write-in) _____

VICE PRESIDENT _____ Name of Nominee _____

(write-in) _____


TREASURER _____ Name of Nominee _____

(write-in) _____

SECRETARY _____ Name of Nominee _____

(write-in) _____

Nominating Committee Members:
Name, Chairman
Name
Name

 <p>Carolinan HealthCare System Blue Ridge</p>	<p>Manual: Carolinas HealthCare System Blue Ridge Volunteers</p> <p>Section: Policies & Procedures</p> <p>Title: COMMITTEES</p>	<p>Policy Number: GP-14</p> <p>Effective Date: 1-1-04</p> <p>Page Number: 1 of 1</p>
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POLICY: Guidelines shall be developed for establishing Committees and/or making appointments or recommendations for appointments to existing Committees in which the Volunteer Members are involved.

PURPOSE: To develop guidelines providing consistent and coordinated methods by which Committee positions are filled or formulated.


DEFINITIONS: None

PROCESS:

1. Standing Committee Chairmen shall be appointed by the President and serve as members of the Board of Directors. Refer to Bylaws Article VIII.
2. Ad hoc Committees shall be established by the Board of Directors. According to Bylaws Article IX., the President shall appoint the Chairman and the Chairman shall appoint the members of his/her Committee.
3. Representatives to hospital committees shall be appointed or recommended by the President upon request.

ATTACHMENTS: None

Origination Date: 4-1-94
 Originating Department: Volunteer Services
 Review/Revision Date: 8-20-08
 Reviewed by: Bylaws Committee
 Approval by BRHCV Board: 9-7-07
 Reviewed by Bylaws Committee: 9-30-09
 Reviewed by Bylaws Committee: 6-14-10
 Reviewed by Bylaws Committee: 3-8-12
 Reviewed by Bylaws Committee: 3-10-14

 <p>Carolinan HealthCare System Blue Ridge</p>	<p>Manual: Carolinas HealthCare System Blue Ridge Volunteers</p> <p>Section: Policies & Procedures</p> <p>Title: STRATEGIC PLANNING</p>	<p>Policy Number: GP-15</p> <p>Effective Date: 1-1-04</p> <p>Page Number: 1 of 1</p>
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POLICY: Strategic Planning shall be conducted annually.

PURPOSE: To establish a four-year framework, this provides direction and cohesion for decision making.


DEFINITIONS: None

PROCESS:

1. The Board of Directors shall review, update, and approve the Strategic Plan.
2. The Strategic Plan shall be distributed to the Volunteer membership by March 1.

ATTACHMENTS: N/A

Origination Date: 4-1-94
 Originating Department: Volunteer Services
 Review/Revision Date: 8-28-08
 Reviewed by: Bylaws Committee
 Approval by BRHCV Board: 9-7-07
 Reviewed by Bylaws Committee: 9-30-09
 Reviewed by Bylaws Committee: 6-14-10
 Reviewed by Bylaws Committee: 3-8-12
 Reviewed by Bylaws Committee: 3-10-14

 <p>Carolinan HealthCare System Blue Ridge</p>	<p>Manual: Carolinas HealthCare System Blue Ridge Volunteers</p> <p>Section: Policies & Procedures</p> <p>Title: AUTOMATED PHONE PROCESS</p>	<p>Policy Number: GP-16</p> <p>Effective Date: 1-1-04</p> <p>Page Number: 1 of 1</p>
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POLICY: Guidelines shall be developed for use of Automated Phone Process.

PURPOSE: To provide a line of communication between the Board of Directors, the Volunteer Services Director, and the members.


DEFINITIONS: This is a method by which all members can be contacted via telephone to notify them of critical information.

PROCESS:

1. The Director of Volunteer Services (DVS) shall serve as the coordinator of the Automated Phone Process.
2. The Automated Phone Process will be maintained at the First Baptist Church of Morganton (the church provides this service at no fee to the Volunteer Services Department).
3. The DVS shall keep the Master List of Volunteer information current. The DVS will send an updated list, at least quarterly, to the contact person at the church.
4. Communications should include, but not be limited to, reminders of scheduled and unscheduled events, schedule changes, and the death of a fellow volunteer (encouraging attendance at the funeral and a reminder to wear their hospital jackets to the memorial).

ATTACHMENTS: N/A

Origination Date: 8-10-01
 Originating Department: Volunteer Services
 Review/Revision Date: 8-28-08
 Reviewed by: Bylaws Committee
 Approval by BRHCV Board: 9-7-07
 Reviewed by Bylaws Committee: 6-14-10
 Reviewed by Bylaws Committee: 3-8-12
 Reviewed by Bylaws Committee: 3-10-14

 <p>Carolinan HealthCare System Blue Ridge</p>	<p>Manual: Carolinas HealthCare System Blue Ridge Volunteers</p> <p>Section: Policies & Procedures</p> <p>Title: FINANCIAL MANAGEMENT</p>	<p>Policy Number: GP-17</p> <p>Effective Date: 1-1-04</p> <p>Page Number: 1 of 2</p>
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POLICY: The finances of the Carolinas HealthCare System Blue Ridge Volunteers shall be managed using budget and financial controls.

PURPOSE: To establish procedures for budgeting and financial management.

DEFINITIONS: None

PROCESS:

BUDGET

1. A Budget Committee shall be chaired by the Treasurer. The Committee shall consist of the President, Gift Shop Committee Chairman, Special Projects Chairman, Director of Volunteer Services, and such other members as shall be deemed necessary by the Budget Committee Chairman.
2. The annual budget shall serve as the financial planning document for the CHSBR Volunteers. The Budget shall include, as a minimum, projection of the beginning-of-year balances, estimates of revenues from the Gift Shops, Vendor Sales, Special Fundraising Projects, and estimates of Volunteer operating expenses for travel/education, activities, and supplies. The Budget shall also include recurring donations to Carolinas HealthCare System Blue Ridge and the larger pledge donation for items such as equipment, programs, decorating, etc.
3. The Budget shall be submitted to and approved by the CHSBRV Board of Directors no later than October 31st. Final approval of the Budget shall be by vote of the CHSBRV membership at the Annual Membership Meeting. The approved budget shall then be submitted to the Administrative Representative to be submitted to the CHSBRV Board.


FINANCIAL MANAGEMENT

1. It is the policy of the Volunteers to execute the approved Budget without further vote by the Board of Directors, assuming funds are available. The Treasurer or Director of Volunteer Services shall approve payment of all valid bills.
2. It is the responsibility of the Board of Directors to review carefully and approve the Budget and to vote on any expenditures or donations that may be necessary but are not included in the Budget. The Board of Directors shall oversee the management of the finances.

3. The Treasurer is responsible for managing the finances of the Volunteers in a professional and responsible manner. The Treasurer shall be responsible for insuring compliance with the annual Budget. The Treasurer shall provide monthly financial reports to the Board of Directors, the Director of Volunteer Services, and designated members of the Carolinas HealthCare System Blue Ridge Administration. The CHSBR Accounting Department is responsible for generating monthly, quarterly and annual reports as well as insuring timely payment of invoices. The CHSBR Accounting Department will make these reports available to the Carolinas HealthCare System Blue Ridge CFO for audit purposes.
4. The Chairman of the Gift Shop Committee and the Buyers, in conjunction with the Director of Volunteer Services, are responsible for the security of Gift Shop assets. Merchandise pricing activities, as well as access to the storage areas, shall be limited to specifically-designated individuals.
5. The Volunteer membership is responsible for final approval of the annual Budget. Further, members are responsible for safeguarding the Volunteer and Carolinas HealthCare System Blue Ridge assets and for assisting the Treasurer through accurate inventories, running monthly summary tapes on time, etc.

ATTACHMENTS: N/A

Origination Date: 4-1-94
Originating Department: Volunteer Services
Review/Revision Date: 8-28-08
Reviewed by: Bylaws Committee
Approval by BRHCV Board: 9-7-07
Review by Bylaws Committee: 6-30-09
Reviewed by Bylaws Committee: 6-14-10
Reviewed by Bylaws Committee: 3-8-12
Reviewed by Bylaws Committee: 3-10-14

 <p>Carolinan HealthCare System Blue Ridge</p>	<p>Manual: Carolinas HealthCare System Blue Ridge Volunteers</p> <p>Section: Policies & Procedures</p> <p>Title: SPECIAL PROJECTS</p>	<p>Policy Number: GP-18</p> <p>Effective Date: 1-1-04</p> <p>Page Number: 1 of 1</p>
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POLICY: The Volunteers shall sponsor special sales or events annually in order to fulfill the Mission Statement of CHSBR.

PURPOSE: To provide a structure for organizing special projects.


DEFINITIONS: None

PROCESS:

1. The Special Projects Chairman shall appoint a committee to promote and manage all special projects of the CHSBR Volunteers. The Chair will coordinate volunteer participation at CHSBR Volunteer sponsored events.
2. The Special Projects Chairman will have the Director of Volunteer Services reserve rooms for all events and schedule definite sale dates with the vendors.

ATTACHMENTS: N/A

Origination Date: 1-17-03
 Originating Department: Volunteer Services
 Review/Revision Date: 8-28-08
 Reviewed by: Bylaws Committee
 Approval by BRHCV Board: 9-7-07
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 Reviewed by Bylaws Committee: 6-14-10
 Reviewed by Bylaws Committee: 3-8-12
 Revised by Bylaws Committee: 3-10-14

 <p>Carolinan HealthCare System Blue Ridge</p>	<p>Manual: Carolinas HealthCare System Blue Ridge Volunteers</p> <p>Section: Policies & Procedures</p> <p>Title: VOLUNTEER FUNDING TO CAROLINAS HEALTHCARE SYSTEM BLUE RIDGE</p>	<p>Policy Number: GP-19</p> <p>Effective Date: 1-1-04</p> <p>Page Number: 1 of 2</p>
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POLICY: Consistent with its Mission Statement, the Carolinas HealthCare System Blue Ridge Volunteers function under the umbrella of CHSBR and are committed to improving the health of our community through the financial support of its facilities.

PURPOSE: To establish a process, in conjunction with the CHSBR Administration, for submitting, reviewing, and approving requests for donations from the CHSBR.

DEFINITIONS: None

PROCESS:

1. THE CHSBR VOLUNTEERS' BUDGET

- A. The Budget Committee shall complete the proposed Budget for the new year (January 1-December 31) in time to submit it to the Board of Directors for consideration at their October meeting. Final approval of the Budget shall be by the Membership at the Annual Membership Meeting.
- B. The Budget typically addresses donations to CHSBR in two categories:
 - (1) The first category includes activities that take place on a yearly and recurring basis, such as support to the General Assistance Fund. These funds are dispensed periodically throughout the year.
 - (2) The second category takes the form of a pledge to CHSBR to be used for items that are selected by the Board of Directors.

2. SUBMISSION OF REQUESTS FOR FUNDS

- A. All requests for funds within the current calendar year shall be submitted to the Director of Volunteer Services, on the designated request form. He/she will present all requests to the Board of Directors for approval.
- B. When funds are available, a supplemental request for funding is sent by the Director of Volunteer Services to all staff in the months of February and/or July.

ATTACHMENTS: Donation Request Form

Origination Date: 4-1-94
 Originating Department: Volunteer Services
 Review/Revision Date: 8-20-08
 Reviewed by: Bylaws Committee
 Approval by BRHCV Board: 10-28-08
 Reviewed by Bylaws Committee: 9-30-09
 Reviewed by Bylaws Committee: 6-14-10
 Reviewed by Bylaws Committee: 3-8-12
 Revised by Bylaws Committee: 3-10-14

**Carolinas HealthCare System Blue Ridge Volunteers
Funding Request Form**

Date: _____

Department Name: _____

Department Supervisor: _____

Name of Person Making Request if Not Dept. Supervisor: _____

Phone Number: _____

E-mail: _____


Amount Requested: _____

Describe how the funding will be used and who will benefit:

Signature of Person Making Request: _____

Approval of Request by Dept. Supervisor: _____

Received by: _____ Date: _____

 <p>Carolinan HealthCare System Blue Ridge</p>	<p>Manual: Carolinas HealthCare System Blue Ridge Volunteers</p> <p>Section: Policies & Procedures</p> <p>Title: TRAVEL AND EDUCATIONAL CONFERENCE REIMBURSEMENT</p>	<p>Policy Number: GP-20</p> <p>Effective Date: 1-1-04</p> <p>Page Number: 1 of 2</p>
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POLICY: Volunteer members shall follow established guidelines for travel and educational conference reimbursement.

PURPOSE: To develop consistent guidelines for reimbursement.

DEFINITIONS: None

PROCESS:

1. GENERAL POLICY

- A. Unless otherwise specified, official Volunteer travelers shall be reimbursed for transportation, lodging, registration and meals.
- B. Transportation mileage reimbursement shall be at the rate set by Carolinas HealthCare System Blue Ridge.
- C. Travelers are expected to carpool whenever possible.
- D. Travelers will submit all meal receipts to the Director of Volunteer Services for reimbursement. Meals shall be reimbursed on a per-diem basis at actual cost but not to exceed the rate set by CHSBR. Travelers shall be responsible for any amount over the rate set by CHSBR and will forfeit any amount under the rate set by CHSBR. Travelers who forgo any meal provided by the meeting or conference sponsors and eat elsewhere will not be reimbursed for that meal. There shall be no reimbursement for alcoholic beverages.
- E. Travelers of the same sex shall be lodged two to a room. If an individual wants a private room, he/she must make up the difference in cost.
- F. The spouse of an expense-paid traveler is welcome but travels at his/her own expense. If an extra room is required, spouse and attendee are responsible for extra lodging costs.
- G. All volunteers who attend meetings or conferences financed by the CHSBR Volunteers will make a formal presentation to the Board of Directors at the next Board Meeting following their return.
- H. Volunteers who submit request for travel reimbursement shall do so on the appropriate CHSBR Reimbursement Form. The completed form will be submitted to the Director of Volunteer

Services for submission to CHSBR Accounts Payable. Receipts for meals, lodging, registration, and a MapQuest are required.

2. IN-STATE-CONFERENCE

All Board Members are eligible to attend at CHSBRV expense.

3. OUT-OF-STATE CONFERENCE


- A. The Executive Officers (President, Vice President, Treasurer and Secretary) shall have their expenses paid, if the budget permits. If funding is not available by CHSBR to send the Director of Volunteer Services to an out-of-state conference, the CHSBRV will pay this expense, if funding is available in the CHSBRV budget.
- B. The Budget shall identify funds for each out-of-state conference or trip to be supported during the budget year. The budgeted amount shall take into account the destination, length of conference, requirement for travel, etc. The budget process will determine if fewer than the normal complement of officers will have their travel expenses paid.

4. NCSDVS CONFERENCE

- A. If funding is not available by CHSBR to send the Director of Volunteer Services to the State Directors' of Volunteers Services Conferences, the CHSBRV will pay this expense, if funding is available in the CHSBRV budget.

ATTACHMENTS: N/A

Origination Date: 4-1-94
Originating Department: Volunteer Services
Review/Revision Date: 8-20-08
Reviewed by: Bylaws Committee
Approval by BRHCV Board: 10-28-08
Reviewed by Bylaws Committee: 6-14-10
Reviewed by Bylaws Committee: 3-8-12
Revised by Bylaws Committee: 3-10-14

 <p>Carolinas HealthCare System Blue Ridge</p>	<p>Manual: Carolinas HealthCare System Blue Ridge Volunteers</p> <p>Section: Policies & Procedures</p> <p>Title: DEATH OF A VOLUNTEER MEMBER</p>	<p>Policy Number: GP-21</p> <p>Effective Date: 1-1-04</p> <p>Page Number: 1 of 1</p>
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POLICY: Guidelines shall be developed for honoring deceased Volunteer members.

PURPOSE: To provide a means for honoring deceased Volunteer members.


DEFINITIONS: None

PROCESS:

1. The Director of Volunteer Services and the President shall be notified of the death of any Volunteer member.
2. The Director of Volunteer Services and/or the President shall notify the Human Resources Department/Senior Leadership for acknowledgement in the death of a Volunteer member.
3. Volunteer members are encouraged to attend the funeral or memorial service in a group, wearing their Volunteer jackets as a tribute to the deceased Member. The Director of Volunteer Services or the President shall activate the Automated Phone Process.
4. The Treasurer shall request that a donation of \$25.00 be made to the CHSBR Foundation as a memorial in the name of the deceased Volunteer.
5. The Chairman of the Sunshine Committee shall express the condolences of the Volunteers to the member's family in a sympathy card. The Secretary shall document the donation to the Memorial Fund.

ATTACHMENTS: N/A

Origination Date: 4-1-94
 Originating Department: Volunteer Services
 Review/Revision Date: 8-28-08
 Reviewed by: Bylaws Committee
 Approval by BRHCV Board: 9-7-07
 Reviewed by Bylaws Committee: 9-30-09
 Reviewed by Bylaws Committee: 6-14-10
 Reviewed by Bylaws Committee: 3-8-12
 Revised by Bylaws Committee: 3-10-14

 <p>Carolinas HealthCare System Blue Ridge</p>	<p>Manual: Carolinas HealthCare System Blue Ridge Volunteers</p> <p>Section: Policies & Procedures</p> <p>Title: VOLUNTEER HANDBOOK UPDATES</p>	<p>Policy Number: GP-23</p> <p>Effective Date: 1-1-04</p> <p>Page Number: 1 of 1</p>
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POLICY: The Volunteer Handbook shall be updated annually.

PURPOSE: To establish a procedure for updating and distributing the Volunteer Handbook.

DEFINITIONS: None

PROCESS:

1. The Education Committee, in conjunction with the Director of Volunteer Services, shall review and update the Volunteer Handbook annually.
2. The review and update of the handbook shall include:
 - a. General Information
 - b. Strategic Plan
 - c. Volunteer Bylaws
 - d. Policies & Procedures
 - e. Infection Control
 - f. Confidentiality (HIPAA)
 - g. Membership List
3. Upon completion, the handbook updates shall be distributed by the Education Committee to the Volunteer Membership at each mandatory learning.

ATTACHMENTS: N/A

Origination Date: 1-17-03
Originating Department: Volunteer Services
Review/Revision Date: 8-28-08
Reviewed by: Bylaws Committee
Approval by BRHCV Board: 9-15-07
Reviewed by Bylaws Committee: 9-30-09
Reviewed by Bylaws Committee: 6-14-10
Approval by Bylaws Committee: 3-8-12
Reviewed by Bylaws Committee: 3-10-14

**Carolinas HealthCare System Blue Ridge Volunteers
(CHSBRV)
Strategic Plan 2014-2018**

Purpose

According to the American Hospital Association, hospital volunteer groups should periodically redefine their purpose and objectives, revise their organizational structure and methods of operation, and expand their concept of service to meet changing demands. The four-year Strategic Plan establishes a framework to provide direction and cohesion for decision making. It is through this process that the Carolinas HealthCare System Blue Ridge Volunteers' (CHSBRV) level of effectiveness is ultimately determined.

Mission Statement

CHSBRV functions under the umbrella of Carolinas HealthCare System Blue Ridge (CHSBR), which includes Grace Hospital, Valdese Hospital, College Pines Health and Rehabilitation Center, Grace Heights Health and Rehabilitation Center, Grace Ridge Retirement Community, CHSBR owned Physician Practices, and Phifer Wellness Center. The Mission of CHSBR is "to enhance life by excelling in care." CHSBR Volunteers are committed to helping achieve CHSBR's mission.

Financial /Administration:

1. Ensure that CHSBRV donations toward CHSBR equipment and services are compatible with the CHSBR Strategic Plan.
2. Continue to provide healthcare related scholarship funding to eligible applicants within CHSBRV funding capabilities.
3. Continue support of General Assistance Funds, Nursery Program, Oncology/Infusion Center and the staff at CHSBR, and the community it serves.

Services:

1. Continue to assess the need for volunteer services in all CHSBR departments.
2. Continue to educate the CHSBR departments on how volunteers can be an active part of the Care Team.

3. Continue outreach involvement (i.e., handicapped, chronically ill, elderly and youth).
 - a) Continue volunteer program at Phifer Wellness Center.
 - b) Continue volunteer program at Grace Ridge Retirement Community.
 - c) Continue volunteer program at College Pines Health and Rehabilitation Center and special events as proposed by the staff and approved by the Board.
 - d) Continue volunteer program at Grace Heights Health and Rehabilitation Center and special events as proposed by the staff and approved by the Board.
4. Continue to assist with CHSBR departmental needs throughout CHSBR.

Customer Relations:

1. Expand recruitment by aggressive marketing of the CHSBRV Program.
 - a) Continue personal visitation/public speaking.
 - b) Increase membership by ten members per year.
 - c) Increase community awareness of volunteer opportunities.
2. Improve CHSBRV professionalism through participation in educational programming.
 - a) Continue CHSBRV Newsletter.
 - b) Increase CHSBRV membership participation in productive seminars/conferences.
 - c) Continue new CHSBRV member orientation.
 - d) Continue annual mandatory learning sessions for all CHSBRV members.
 - e) Increase volunteer participation on various advisory committees of CHSBR.

Continue Socialization:

1. Provide social functions for members as funding allows.
2. The automated phone directory is used to notify CHSBR Volunteers of the annual meeting and other communications. Other communications should include, but not be limited to reminders of scheduled events, information about unscheduled events or schedule changes, and to inform members of the death of a fellow volunteer member, encouraging attendance at the funeral/memorial service.

Revised/Updated:

March 5, 1992	January 19, 1999	January 22, 2008
May 26, 1992	January 25, 2000	August 25, 2009
April 14, 1993	January 24, 2001	June 14, 2010
April 7, 1994	January 22, 2002	May 9, 2011
February 15, 1995	January 28, 2003	February 2012
February 21, 1996	February 24, 2004	May 12, 2014
January 15, 1997	February 8, 2005	
January 20, 1998	January 24, 2006	

Carolinas HealthCare System Blue Ridge
Volunteer Services Department
Hospital/Physicians' Office Assistant
Position Description

Position Description for: Hospital/Physicians' Office Assistant

Service Area: Grace or Valdese Hospitals or Physicians' Office

Job Summary:

1. Serve patients
 - Deliver mail
 - Assist with phone calls
 - Water flowers
 - Read to patient
 - Visit with patient
 - Offer magazines, newspaper, and/ or video materials as available
 - Offer assistance with T.V./nurse console device
 - Deliver extra linens or comfort items, as requested
 - Deliver beverages and snacks, as allowed, upon request

2. Serve patient's families
 - Welcome to facility
 - Offer assistance
 - Guide to their destination
 - Notify staff of family's arrival, if requested
 - Secure extra seating, if needed
 - Provide beverages, as requested

3. Serve Care Team Members
 - Answer telephone
 - Maintain records (filing, shredding, updating, etc.)
 - Provide clerical backup (mailings)
 - Deliver mail
 - Decorate bulletin boards
 - Post information
 - Respond to call lights, as requested by staff
 - Serve as a courier between departments
 - Help decorate for special events
 - Stock supplies
 - Assist with "Rounding"

Qualifications: Meet the guidelines for volunteerism at CHSBR. Need good interpersonal relationship skills. Excellent verbal and written communication skills. Demonstrates a desire to help patients in an acute care environment.

Directly responsible to: Nursing Manager and/or Director of Nursing, and/or Office Manager of Each Physician Practice, and Director of CHSBR Volunteer Services

Training: Yearly mandatory education; specific position training at worksite

Director of Volunteer Services

Volunteer

Date

Carolinas HealthCare System Blue Ridge
Volunteer Services Department
Personal Assistant
Position Description

Position Description for: Personal Assistant

Service Area: Long Term Skilled Nursing Facility

Job Summary:

1. Serve residents
 - Deliver mail
 - Assist with phone calls
 - Water flowers
 - Read to resident
 - Visit with resident
 - Play games, such as cards and Bingo
 - Fill bird feeder, if applicable
 - Offer magazines or video materials
 - Offer assistance with T.V. and/or radio selections
 - Accompany resident to recreational activities
 - Assist with sending greeting cards and letters
 - Lead small group activities, as requested by Leisure Services Director

2. Serve resident's families
 - Welcome to facility
 - Offer assistance
 - Guide to their destination
 - Notify staff of family's arrival, if requested

3. Serve Care Team Members
 - Answer telephone
 - Maintain records (filing, shredding, updating, etc.)
 - Provide clerical backup (mailings)
 - Deliver mail
 - Decorate bulletin boards
 - Post information
 - Serve as a courier between departments
 - Secure donations for special events
 - Help decorate for special events

Qualifications: Meet the guidelines for volunteerism at CHSBR. Need good interpersonal relationship skills. Excellent verbal and written communication skills. Demonstrates a desire to help residents in a rehabilitative or long term care environment.

Directly responsible to: Leisure Services Director of Long Term and Rehabilitative Care facility and/or Director of Long Term Care Facility, and the Director of CHSBR Volunteer Services

Training: Yearly mandatory education; specific position training at worksite

Director of Volunteer Services Volunteer Date