



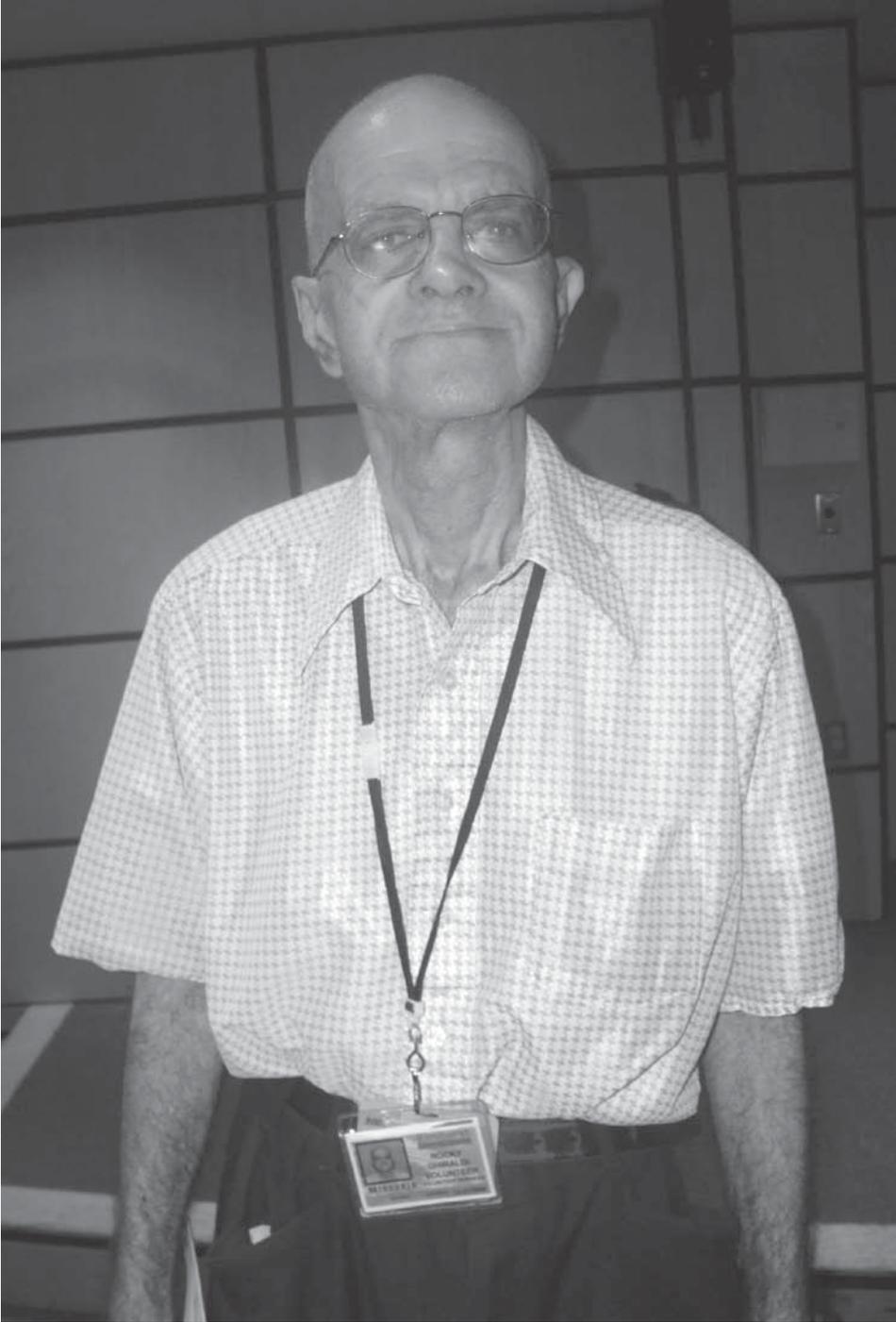
# VOLUNTEER MANUAL

**Elmhurst**  
HOSPITAL CENTER

ELMHURST HOSPITAL CENTER  
79-01 BROADWAY  
ELMHURST, NY 11373



<b>Introduction</b>	<b>Page 3</b>
<b>Executive Director’s Welcome</b>	<b>Page 4</b>
<b>Overview</b>	<b>Page 5</b>
<b>The Volunteer</b>	<b>Page 7</b>
<b>Your First Day</b>	<b>Page 8</b>
<b>Code of Conduct</b>	<b>Page 10</b>
<b>Volunteer Assignments</b>	<b>Page 12</b>
<b>Volunteer Medical Interpreters</b>	<b>Page 16</b>
<b>Awards and Recognition</b>	<b>Page 17</b>
<b>APPENDICES</b>	
<b>A Infection Control Policy</b>	<b>Page 18</b>
<b>B Fire/Life Safety Management</b>	<b>Page 19</b>
<b>C Advanced Directives &amp; Patient Bill of Rights</b>	<b>Page 21</b>
<b>D Volunteer Responsibilities and Bill of Rights for Volunteers</b>	<b>Page 22</b>
<b>E Volunteers and Student Meals</b>	<b>Page 24</b>
<b>F HIPAA - Health Insurance Portability and Accountability Act of 1996</b>	<b>Page 25</b>



## 2 INTRODUCTION

Welcome to Elmhurst Hospital Center of the Queens Health Network. You are joining an active corps of volunteers who give their time to enhance the daily lives of our patients and to support the staff in the important work of our hospital.

What you give to Elmhurst, nobody else can. You unselfishly offer your talents and your skills to assist the staff in a common purpose - the welfare of our patients. Whether you volunteer in an office, clinic setting, or a patient unit, you contribute to the care of the patients and the delivery of quality health services at Elmhurst Hospital Center.

The Volunteer Manual discusses general information about the hospital and the operation of the volunteer program. It also covers the code of conduct for the volunteer. You are expected to uphold the traditions and standards of Elmhurst Hospital as discussed in this manual.

Your volunteer service is important to us, but it also provides you with the opportunity of being productive, exploring healthcare careers, and learning new skills. Most importantly, you enjoy the satisfaction of knowing your time spent caring for patients and assisting the Elmhurst Hospital staff is vital to the entire community.

## ELMHURST HOSPITAL CENTER MISSION STATEMENT

**C**are of the highest quality

**A**ccessibility, affordability, accountability

**R**espect for patients, staff and community

**E**ducation for community, patients, staff and future  
medical professionals

**S**ensitivity to the diverse needs of our community

## WELCOME ABOARD

Elmhurst Hospital Center has quite a history in caring for people. The hospital was originally located on Welfare Island in the early 1800's. In 1957, the hospital moved to its present location in Elmhurst, Queens. During those fifty years, we have grown into a 545-bed, state-of-the-art comprehensive healthcare facility, with the capacity to treat all types of health problems. We have over 4,000 employees on our health care team today.

You will soon discover another fact about Elmhurst—it is a small city. We have our own hospital police, building services, information systems, gift shop, library, chapel, public school and many other services.

No matter where you help as a volunteer, you are a very important part of the daily operation of this Hospital. Service and compassionate care is what all who visit our hospital are entitled and expect. You give that “extra effort” to ensure that our patients, their families, and our visitors feel as comfortable as possible with the care and service we pride ourselves in providing.

We extend a warm welcome to you for joining our health care team and wish you success and good luck!

Chris Constantino  
Executive Director

## OVERVIEW

The Queens Health Network (QHN) is the major health care provider in the borough of Queens and a member of the New York City Health and Hospitals Corporation (HHC). QHN is comprised of two acute care facilities, Elmhurst and Queens Hospital Center. Elmhurst serves northwestern Queens while QHC addresses the southeastern areas.

You are now part of one of the most comprehensive medical centers and teaching hospitals. Located in Elmhurst, we provide care for the neighborhoods of Astoria, Sunnyside, Woodside, Elmhurst, Jackson Heights, Corona, Rego Park, Forest Hills, Long Island City and East Elmhurst. More than one million people live in this culturally diverse community.

Elmhurst Hospital Center is a major teaching affiliate of the Mount Sinai School of Medicine. As a large city hospital with a varied patient population, the hospital provides an ideal setting for teaching and learning clinical medicine. The Mount Sinai School of Medicine provides Elmhurst with about 700 physicians and other technical supervisory and support staff. The hospital is accredited by The Joint Commission, a national accrediting organization.

Staffed with 4,000 employees, the EHC contains 545 beds and admits more than 27,000 patients each year. The inpatient services include general medicine, surgery, psychiatry, pediatrics, obstetrics, orthopedics, and many special medical and surgical units. Elmhurst Hospital Center has an active rehabilitation medicine area, a cardiac and surgical ICU, a premature nursery and a newborn ICU. In addition, the hospital averages 4,000 births a year. More than 7,400 laboratory procedures and 6,000 prescriptions are provided to patients daily. Our active Emergency Department serves the community in three areas - General Emergency, Pediatric Acute Care and Psychiatry and receives over 127,000 visits yearly. Elmhurst is a designated Trauma Center and the Emergency Room is also a 911 receiving facility.

The Ambulatory Care Department at Elmhurst Hospital Center is the largest in the borough of Queens. It is located in the new Community Medical Center, easily accessible from the 41st Avenue entrance. There are approximately 600,000 yearly patient visits to the 90 different clinics.

## **Outpatient Department Services**

The following list includes some of the special clinics and departments in the ambulatory care services:

**Adolescent Health Services • Cardiology Services  
Methadone Maintenance Treatment Center  
Women's Health Services • Diabetes • Orthopedics  
Diagnostic Clinic • Infectious Diseases (HIV/  
Aids) • Pediatrics • Neurology Clinic • Eye Clinic  
Ear, Nose and Throat • Rehabilitation Medicine  
Pediatric Primary Care • Radiation Oncology  
Radiology • Medical Primary Care Services  
Surgery • Behavioral Health Services • Oncology**

The Community Medical Center provides outpatients with comfortable, spacious areas resembling physicians' private offices. The facility also includes state-of-the-art Radiology and Operating Rooms. The newly opened Hope Pavilion offers oncology services in one place for easy access for the patients.



## THE VOLUNTEER

By making the commitment to volunteer at Elmhurst Hospital Center, your main function is to HELP. You are not expected to do the duties of the paid staff, but to perform the additional tasks that regular employees do not always have time to do. The staff will depend on you. You must be conscientious.

After an interview and medical clearance, you are placed in an assignment where you are most needed. Your work should be of the highest quality. Faithful and regular attendance is expected. You should not feel out of place because you are new. Give yourself a chance to adjust to your new assignment. It takes time to learn any new task and to do it well. Don't hesitate to ask your supervisor any questions. It is important to look to your supervisor for instruction and guidance. No one expects you to know everything at once.

### VOLUNTEER CODE OF CONDUCT

#### Volunteer's Five "C's"

Courtesy to all

Cooperation - Always ready to help

Care - Show that you care about people and your work

Confidentiality - Respect the patient's right to privacy

Cultural Sensitivity - respect the different cultures of our patients and staff

## **YOUR FIRST DAY**

On your first day of service, please report to the Volunteer Office at least a half hour early for the following orientation:

1. A volunteer identification card and photo ID are given. Please wear the badge at all times when you are in the hospital and carry the card with you.
2. You are told the procedure for your free meal provided by the kitchen (You must volunteer for 3 hours).
3. Instructions for signing in and out are explained.
4. The new volunteer watches a required video on HIPAA (Health Insurance Probability and Accountability Act of 1996).
5. A letter of introduction for the supervisor at your volunteer assignment is provided.
6. Report to your supervisor to begin your assignment.

**GOOD LUCK - HAVE FUN!**

You must sign in when you report to the hospital and sign out at the end of your tour on your individual time sheet, becoming your personal volunteer record. You also need to sign a Daily Log and provide your primary language and the telephone extension at your assignment. In the event you are needed during the day, we can easily locate you in the hospital. This log provides an accurate account of the volunteers in the building.

You must be dependable and take your volunteer assignment very seriously. Regular attendance is expected. If you are unable to come to the hospital, please call the Volunteer Office at (718) 334-5175. We will notify your supervisor of your absence.

A volunteer orientation is scheduled monthly. Attendance at one orientation is mandatory for each volunteer. Detailed information about the hospital, its physical layout and the

available health care services are presented by the Director of Volunteers or the Assistant Director. Your responsibilities are also thoroughly explained. Additional required HIPAA training is presented. The orientation is an excellent opportunity for you to ask any questions about the hospital. You are also required to attend the Employee's Mandatory Training (schedule is posted in the volunteer office).

## Special Procedures For Weekend Volunteers

The Volunteer Office is open Monday through Friday from 8AM to 7PM and on Saturday from 10AM to 3PM. Evening volunteers during the week can sign in the office. The Saturday volunteers who come for their service before 3PM can also sign in at the Volunteer Office.

The Saturday evening volunteers and Sunday volunteers must sign the daily log posted on the door of the Volunteer Office (A1-26).

A complimentary meal is also given to weekend and evening volunteers.

Young people under the age of 18 are welcome to volunteer at Elmhurst Hospital Center. Working papers are required of all student volunteers who are under eighteen. You will also need written consent from your parent or guardian. This permits us to place a student volunteer and to provide emergency medical treatment if needed.

For those students who are interested in a medical or health career, volunteering at Elmhurst is an excellent way to observe and to learn what happens in a hospital environment.

*You are Ambassadors for the hospital. Many times you become the representative for the hospital to the community, the patients, the families and the visitors. Part of your responsibility is to express a positive attitude concerning your volunteer assignment, the staff, and the hospital. Be loyal to Elmhurst Hospital Center. Remember: THE PATIENTS COME FIRST.*

## CODE OF CONDUCT

Cooperation, courtesy and confidentiality are “key words” to remember in the daily performance of your volunteer duties. Please conduct yourself in a sincere, professional manner with all patients, employees, and other volunteers.

As a volunteer, you are expected to comply with the rules and regulations governing the conduct and work of all hospital employees. If you are concerned about performing the correct duties, please ask the volunteer office staff.

The following “Code of Conduct” offers standards for the volunteer to follow when performing daily activities in the hospital:

1. You are required to adhere to the Employee’s Code of Ethics governing the staff of the hospital.

**REMEMBER!** *All information about the patients and staff is CONFIDENTIAL. Please do not discuss the patients and their problems outside the hospital.*

2. Make it a regular practice to listen rather than talk. Smile and be friendly.
3. Visit friends and relatives who are hospitalized at Elmhurst only during the regular visiting hours.
4. We are a smoke-free hospital. Observe No Smoking signs and regulations. Never smoke while on duty at your assignment.
5. Dress Code: Neatness and good grooming are requirements for volunteers when in the hospital. Keep jewelry at a minimum. Excessive makeup is not considered appropriate. Avoid wearing shorts, flipflops, strapless tops, cut-off tee shirts or tight, suggestive clothing. Please wear comfortable shoes, preferably those with non-slip soles. You must adhere to the Department’s Dress Code where assigned. Dress like a

professional. Remember you are working with the public.

6. Carry your identification card and wear your volunteer badge at all times while volunteering. Staff, patients and visitors have the right to ask to see your photo identification card.
7. Walk, never run. Use handrails on stairs. Be cautious when approaching swinging doors, corners, and congested areas.
8. In case of an accident or injury to you while in the hospital, report the accident to your supervisor and to the Director of Volunteer Services. You may then be referred to the Emergency Department for treatment. Your supervisor must file an Incident Report. (This protects you in case of future complications).
9. Be dependable. Arrive on time. Remember you have assumed an obligation of service. All personnel must adhere to time schedules. You must too! Remember to sign-in and out in the Volunteer Office.
10. Do your assigned duties and remain at your assignment during your scheduled hours. Keep the “stay busy” attitude. Do not leave your assignment unless authorized by your supervisor. Personal phone calls from phones at your volunteer assignment are not permitted without permission. The use of cell phones is restricted to the 1st floor and the “C” wing of the hospital. You cannot use cell phones or other devices at your work assignment.
11. All matters pertaining to the volunteer’s assignment, change of assignment, or termination, should be discussed with the Director or the staff in the volunteer office. Do not change your assignment without this consultation. If you are changing or leaving your assignment, demonstrate your sense of

responsibility by notifying your immediate supervisor. We want you to like what you are doing, so speak up if you want a new assignment.

12. Do not assume any obligation or responsibility which properly belongs to the nursing and medical staff of the hospital.
13. Never accept any tips, gratuities or gifts from patients, their friends, or relatives. If patients want to express their gratitude or appreciation for the service voluntarily performed, they can make a contribution to the Auxiliary of Elmhurst Hospital Center.
14. Suggestions for improving the Volunteer Service or other hospital services are welcome. Any criticism will be carefully examined and remedied if reasonable. Always check the Bulletin Board in the Volunteer Office for announcements or other notifications.
15. When you decide that you are leaving the program, please inform your supervisor and provide the supervisor with an evaluation form which you can get from the Volunteer Office. You must return your photo ID to the Volunteer Office before leaving. The Director of Volunteer Services has the right to dismiss a volunteer for just cause.

## **VOLUNTEER ASSIGNMENTS**

### **PATIENT UNITS**

Volunteers assigned to the Patient Care Volunteer Program (PCVP) assist the nursing staff in limited patient care. Often the volunteers can make patients more comfortable and better served in small personal ways because the busy professional staff does not have the time to provide this extra care. Volunteers can also be assigned to help the clerk at the unit desk.

The Volunteer Department coordinates the volunteer placement on the patient units. The Nursing Care Coordinator/ Head Nurse and the unit clerk are responsible for the assigned duties and the supervision of the volunteer on the unit. The

volunteers in PCVP view a video and receive a booklet about their duties on the unit. Additional instructions are provided by the supervisor on the patient unit or by someone appointed by the supervisor.

**IMPORTANT REMINDER:** *All patient information is strictly confidential. Do not discuss a patient's condition or care with the patient or other people. Do not examine the patient's chart or ask probing questions. Remember HIPAA violations are a crime.*

**Volunteer duties include any of the following:**

1. Make unoccupied beds only.
2. Assist in distributing food trays. Unwrap the food and utensils on tray and place the tray within reach of the patient. Cut the food into bite-size portions, if necessary. Do not feed patients.
3. Assist staff with the handling and storing of linens and supplies.
4. Arrange and care for patient's flowers.
5. Read to the patients. Help the patients write or mail letters. Walk with the patients who have permission to be out of bed and who do not need assistance ambulating.
6. Bring patients fresh water to drink.
7. After being trained in the Discharge Assistance Program, volunteers can help patients to the front entrance in a wheelchair when discharged.
8. Perform selected clerical and messenger duties.

**SPECIAL REMINDER:** *Practice good hand washing techniques (see appendix A).  
Don't show favoritism to any patient.  
Don't directly touch a patient. No hands on care.  
Don't enter any isolation rooms.*

## **Volunteers cannot perform the following duties:**

1. Feed patients unless specially trained. You can prepare the food tray and move it near the patient. Never give the patient anything to eat or drink unless you check with the nursing staff.
2. Perform any “hands-on” work with patients. Never move a patient or give the patient a bed bath.
3. Transport a patient on a stretcher. Do not escort a patient off the hospital premises.
4. Assist in post-mortem care or in the transfer of a body to the morgue.
5. Handle patient’s urinals, bedpans, or soiled linens.
6. Enter the room or assist in the care of a patient in isolation.
7. Make phone calls or run errands for patients without permission from your area supervisor.

**FINAL REMINDER:** *Talk to the patients and listen. You should not respond to a patient’s questions regarding their medical condition. Remain non-committal. Your response should be, “You’d better ask your doctor about that”.*

## **CLERICAL/SUPPORT DUTIES**

Many volunteers assist by performing routine clerical tasks. These activities may include some of the following:

- \* Data entry
- \* Answer phones
- \* Chart work
- \* Light typing
- \* Receptionist
- \* Photocopying
- \* Collating and distributing material
- \* Give out passes at information desk
- \* Schedule and confirm appointments for clinic visits
- \* Wheel library cart to patients units



- \* Run errands and deliver packages
- \* File cards and books in Medical Library
- \* Do survey work under supervision
- \* Use a computer/word processor
- \* Use a calculator
- \* File by chart number in Health Information Management
- \* Run errands for Patient Transport
- \* Deliver supplies
- \* Tutoring patients

**REMINDER:** *Limitations on the volunteer duties in no way reflect on his/her abilities but exist for legal reasons and for the safety of both the patient and the volunteer. Knowing what not to do may often be as important as knowing what to do.*

## **Departments served by Volunteers**

Alcoholism Treatment Program • Physical Therapy/  
Occupational Therapy • Anesthesiology • Environmental  
Services • Risk Management • Admitting • Discharge  
Planning • Information Desk • Support Services • Dietary  
Central Sterile Supply • Health Information Management •  
Patient Relations • Chief of Services Office • Administration  
• Mount Sinai Services • Human Resources • Volunteer  
Service • Medical Library • Patient Library/Book Cart  
• Pharmacy • Social Work • Data Processing • Infection  
Control • Information System • Materials Management  
Nuclear Medicine • Psychiatry • Pathology • Patient  
Accounts • EKG/Cardiology • Engineering & Maintenance •  
Patient Transport • Ambulatory Care Services • Radiology

## **Special Volunteer Programs**

Chaplain's Aides • Foster Grandparents • The Living Room • The  
After School Program • A.C.E.S. • Healthy Outlook • Auxiliary  
Diabetes Care Management Program • Interpreting Services •  
Pediatric Reading Program • Retired Senior Volunteer Program •  
Discharge Assistance Program • Patient Care Volunteer Program

## **VOLUNTEER MEDICAL INTERPRETERS**

A select group of specially trained volunteers provide a very special service to the patients and hospital by acting as interpreters. The communities in Queens served by Elmhurst Hospital are the most ethnically diverse in the City of New York. This presents an interesting challenge for the hospital in providing quality health care to multi-lingual patients.

The volunteer interpreters help in all areas of the hospital and are “on-call” during their volunteer schedule in the hospital. Some volunteer interpreters come to the hospital to interpret by special request when departments make appointments in advance for certain languages or patients.

Interpreting Services answers requests for interpretations from offices, outpatient clinics, psychiatric units, and the patients’ bedsides in the medical units. The volunteer interpreters are the link between the patients, doctors, nurses, social workers, and clerks. A volunteer interpreter can relieve the patient’s fear and anxiety by interpreting necessary information for them and their family. Discretion and confidentiality are stressed at all times when a volunteer is involved with an interpretation. Volunteer interpreters are assessed and have completed a medical interpreting program.

When an interpreter is needed, a call is made to the Language Line (1500). If a face-to-face interpreter is requested, the call comes to the volunteer office. The office identifies if a volunteer is available to interpret in the requested language, and contacts them at their assignment. If available, the volunteer is directed to the interpretation assignment. If you are interested in learning more about interpreting services for our many different languages, please speak to any staff in the Volunteer Office or to the Language Access Coordinator. Over the years, Elmhurst Hospital Center has provided comfort, refuge and quality health care to people of all nations who live in the community. This mission is at the core of our Interpreting Services.

## National Volunteer Week

Every Spring, the hospital and the community recognizes the many hours of service unselfishly given by the volunteers during National Volunteer Week. An annual recognition ceremony honoring all the volunteers is held also. Awards are presented to volunteers who have accumulated at least 150 hours of service. Other awards for additional levels (500, 1000, etc.) as well as special longevity awards are also given.

## Evaluations and References

When a volunteer leaves our program, we ask the supervisors to evaluate the volunteer's performance during their time with our program. We are also happy to give a volunteer a reference for employment or college applications. You must, however, be a volunteer in our program for a reasonable amount of time, and given at least 100 hours of service.



## INFECTION CONTROL POLICY

Volunteers must be aware of the hospital environment and the potential for transmission of infection. The following guidelines for the prevention of cross-contamination in both patient care and non-patient care must be observed:

1. Practice good hand washing techniques before reporting for your assignment and while working. Hand washing is the single most important procedure for preventing nosocomial (facility-acquired) infections. Handwashing is recommended when there is prolonged contact with any patient. As a general rule, when in doubt, you should wash your hands. Even if gloves are worn, hand washing is still extremely important when gloves are removed.
2. Any volunteer in ill health should not report to their assignment, but notify the office of their absence. If a volunteer is injured or becomes ill at their assignment, please report to the Director and the immediate supervisor. Arrangements for treatment will be made. You may be required to file an incident report.
3. Volunteers are not permitted to enter an isolation room or care for any patients in isolation.
4. Observe good personal hygiene and our dress code.



## FIRE/LIFE SAFETY MANAGEMENT

As a new volunteer, you need to know about basic security and fire procedures in the hospital. You must also be aware of the general disaster plan for your area in case the hospital is asked to respond to any multiple casualty incident occurring in the Northwestern section of Queens County. All volunteers must attend mandatory training, once a year. The dates are posted in the volunteer office. Hospital safety is everyone's responsibility.

**SECURITY:** Hospital police are here for your protection and the protection of our patients, their families, and visitors. Report all missing property immediately or any stranger wandering the unit without an ID badge or visitor's pass. Extension numbers to call for assistance from Hospital Police are:

X 42580 Life Threatening Situation

X 41945 Immediate Assistance But Not Life Threatening

**FIRE:** If you discover a fire on the premises, you should immediately notify your supervisor and proceed as follows:

1. **R**escue patients or others who may be in danger.
2. **A**larm/Alert - Know where the alarm boxes are located in our area. Know how to activate the alarm if necessary. Contact the Operator (x 41911). Give your name, location and what is burning.
3. **C**onfine the fire. Close doors and windows to prevent fire/smoke from spreading.
4. **E**xtinguish only a small fire if trained in using the extinguisher or assist the supervisor.

Fire prevention is everyone's responsibility. You must locate the fire alarm boxes, fire extinguishers, and fire exits in your assigned area. You also must know the bell codes for your area.

**REMEMBER: SMOKING ANYWHERE on the hospital premises is STRICTLY PROHIBITED.**

**DISASTER MANAGEMENT:** A disaster is an unforeseen emergency involving multiple casualties in excess of the number normally handled by the available staff in the Emergency Department or Inpatient Services. The decision to implement an External Disaster Plan is made by the senior administrator on duty and the senior attending physician in the emergency unit. When declared, the operator sounds a “4-4-4” series of bells. This alarm signals all administrators, department heads, employees and volunteers to implement the Disaster Plan.

The Disaster Command Post is located in Conference Room A1-15. Volunteers and other professional and non-professional personnel who do not have specific disaster plan assignments may be referred to the Command Post to serve where needed. You may be asked to supplement other staff areas where they are more directly involved.

Remember that a disaster is an extreme emergency requiring everyone’s help and cooperation. Remain calm. Stay at your assignment. Be cooperative and courteous to all patients, co-workers, and visitors. Listen carefully to the instructions given to you. If you are at home and you learn about a disaster affecting EHC, stay at home. Call to see if your services are needed.

*If you have any questions during a disaster emergency, be sure to ask your supervisor or department head for directions.*

**The Right To Know Law:** You have the right to know what toxic substances you handle or are exposed to on the job. You are entitled to receive a detailed material safety data sheet (MSDS) on the substance in 72 hours.

**PATIENT SAFETY:** Safety is everyone’s responsibility. Please report any issues or concerns about safety to 4SAFE. You can report anonymously.

## ADVANCED DIRECTIVES AND PATIENT BILL OF RIGHTS

Advanced Directives are written instructions that state what medical care you want done if in the future you cannot make your own medical care decisions. In New York State, a document that appoints another adult to make health care decisions for you is called a Health Care Proxy. A document that gives specific directions to your doctor and others involved in your treatment is called a Living Will. For more information, you can contact Patient Relations or the Volunteer Department.

As a volunteer, you are expected to respect the confidentiality of every patient's medical and personal information. Information should not be discussed publicly or disclosed without proper authorization. Please review the Patient's Bill of Rights, which can be obtained in the Volunteer Department or Patient Relations Office.



## VOLUNTEER RESPONSIBILITIES

1. Be sure of your assignment. Do not accept an assignment you do not feel comfortable doing. Endeavor to make your work of the highest quality.
2. Be punctual and reliable. Inform your supervisor when you will be absent.
3. Be willing to learn. Training and supervision are essential to any job well done. Accept supervision graciously.
4. Be flexible. Try to meet the needs of your assignment.
5. Follow the policies and procedures of your volunteer assignment. Take any problems, criticisms or suggestions to your supervisor or Director of Volunteer Services.
6. Respect the confidence of the hospital and the patients receiving our services.
7. Maintain an open mind. Do not let preconceptions interfere with your volunteer service.

## BILL OF RIGHTS FOR VOLUNTEERS

1. The Right to be treated as a co-worker, not as “just free help”.
2. The Right to a suitable assignment with consideration for personal preference, temperament, life experience, education and employment.
3. The Right to thoroughly planned and effectively presented job training.
4. The Right to continuing education, information about new developments and training for greater responsibility.
5. The Right to know as much about Elmhurst Hospital Center as possible, including, its policies, its staff

and its departments.

6. The Right to sound guidance and direction by someone, who is experienced, well-informed, patient and thoughtful, and who has time to invest in giving guidance.
7. The Right to an orderly, designated place to work, worthy of the job to be done.
8. The Right to a variety of experiences.
9. The Right to be heard, to have a part in planning, to feel free to make suggestions and to have respect for an honest opinion.
10. The Right to recognition in the form of promotion and awards (or some tangible evidence) through day-to-day expressions of appreciation and by treatment as a bona fide co-worker.
11. The Right to work without inappropriate harassment at the workplace. There is no toleration of sexually harassing behavior - unwelcome sexual advances, sexual favors, and any verbal or physical conduct of a sexual nature. Complaints must be reported to our EEO Officer.



## VOLUNTEERS AND STUDENT MEALS

In accordance with Elmhurst Hospital Center's policy, all volunteers are provided with one free meal per working day (at least 3 hours per day). Your lunch or dinner break should be 30 minutes to one hour only.

At Food & Nutrition Services (located at the kitchen entrance in the basement), you may pick-up your free pre-packaged take out meal during:

Breakfast	8:00 a.m. - 9:00 a.m.
Lunch	12:00 p.m. - 1:00 p.m.
Dinner	5:00 p.m. - 6:00 p.m.

On weekends, the cafeteria will provide a bagged lunch or dinner for volunteers. You can pick up the free meal in the kitchen during:

Lunch	12:00 p.m. - 1:00 p.m.
Dinner	5:00 p.m. - 5:30 p.m.

Please remember that you must work at least three hours to qualify for a free meal and only one meal each time you volunteer. You can eat the meal in various patient and employee lounges throughout the hospital. Please do not eat in the hospital lobby or auditorium.



## HIPAA – HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT OF 1996

Patients have the right to control who will see their protected and identifiable health information. Confidential information would include the patient's identity, address, age, Social Security Number, illness, treatment and medication. The federal government enacted new regulations to strengthen laws protecting patients' private medical information. Under HIPAA, it is illegal to release health information to inappropriate parties or to fail to adequately protect health information from release.

It is everyone's job to protect the patient's privacy and confidential medical information. "Need to know" is the general rule for access to information. Remember it is a crime if you violate the HIPAA regulations.



