



ADIRONDACK MEDICAL CENTER

A MEMBER OF ADIRONDACK HEALTH

P.O. Box 471, Saranac Lake, NY 12983
Kelly Rutledge, Manager, Volunteer Svcs. & Gift Shop...897-2230

APPLICATION FOR VOLUNTEER SERVICE

NAME: _____ DOB: _____

ADDRESS: _____

PHONE # (H): _____ (W) _____ SS#: _____

E-Mail: _____

Emergency Contact: _____

Address: _____

Phone #: _____ Relationship: _____

GENERAL INFORMATION

Are you Employed? Y N Where: _____

Are you Retired? Y N Previous Occupation: _____

Any physical conditions limiting the type of assignment you could accept? Y N

If yes, explain: _____

Name of Physician: _____ Phone: _____

How were you referred to the Adirondack Medical Center Volunteer Department?

_____ Walk-in _____ Newspaper _____ Employee

_____ Volunteer _____ Friend _____ Other

Please list two (2) character references, including addresses and phone numbers.

Name: _____ Phone #: _____

Address: _____

Name: _____ Phone #: _____

Address: _____

Background Verification

Sheriff's Department

Date

Volunteer Position

Records Division
Franklin County Sheriff's Department
45 Bare Hill Road
Malone, NY 12953

Applicant

Address

Date of Birth

City, State, Zip Code

I understand that consideration for volunteerism is contingent upon the results of a reference and background check. I therefore authorize Adirondack Medical Center to contact the Franklin County Sheriff's Department to conduct such investigation as it judges necessary to determine my qualifications and suitability for volunteerism, including a check of public and criminal records.

I hereby authorize the release of all information pertaining to any arrests, convictions and pending criminal matters that I have been involved in. I further release from liability the Franklin County Sheriff's Department or other persons contacted by and providing information to Adirondack Medical Center.

Applicant's Signature

Social Security Number

Date

We appreciate your cooperation in this matter. Space is provided below for your response. All information received will be treated confidentially. If you have any questions, please contact Kelly Rutledge 897-2597

Adirondack Medical Center
Volunteer Office
PO Box 471
Saranac Lake, NY 12983

Comments:

Background Verification

Police Department

Date

Volunteer Position

Records Division
Saranac Lake Police Department
1 Main Street
Saranac Lake, New York 12983

Applicant

Address

Date of Birth

City, State, Zip Code

I understand that consideration for volunteerism is contingent upon the results of a reference and background check. I therefore authorize Adirondack Medical Center to contact the Saranac Lake Police Department to conduct such investigation as it judges necessary to determine my qualifications and suitability for volunteerism, including a check of public and criminal records.

I hereby authorize the release of all information pertaining to any arrests, convictions and pending criminal matters that I have been involved in. I further release from liability the Saranac Lake Police Department or other persons contacted by and providing information to Adirondack Medical Center.

Applicant's Signature

Social Security Number

Date

We appreciate your cooperation in this matter. Space is provided below for your response. All information received will be treated confidentially. If you have any questions, please contact Kelly Rutledge, 897-2597.

Adirondack Medical Center
Volunteer Office
PO Box 471
Saranac Lake, NY 12983

Comments:

Volunteer Health Assessment

VOLUNTEER NAME: _____

DATE: _____

Dear Health Care Provider:

In order for Adirondack Health to comply with New York State Department of Health Regulations, we must obtain documentation of a health history from each of our volunteers. The individual listed is seeking a volunteer position at the Adirondack Medical Center. We request that you review their health history, clarifying any potential problems to the Volunteer Service. Complete and sign this form indicating that a physical examination has been done within one year and that no infectious process or condition exists that would prohibit any participation as a volunteer in a health care setting. We appreciate your assistance in this matter. If you have any questions concerning this, please contact me at 897-2230.

Thank you

Kelly Rutledge
Manager, Volunteer Services & Gift Shop

Volunteer Name: _____

Is in good physical health and is free from contagious disease. I feel that he/she is fully qualified to serve as a volunteer at the Adirondack Medical Center.

Health Care Provider

Date

Check here if current PPD status is positive: _____

What treatment was provided: _____

Date of last chest x-ray: _____

Date applied: _____ by _____ site _____

Manuf _____ Lot # _____ exp _____

Results: _____ **Negative**, 0 mm of induration; _____ **Positive**, _____ mm. of induration

Date test read: _____ by _____



ADIRONDACK MEDICAL CENTER
2233 State Route 86
P.O. Box 471
Saranac Lake, NY 12983
p: 518-891-4141
f: 518-891-1191

**ADIRONDACK MEDICAL CENTER/
LAKE PLACID**
29 Church Street
Lake Placid, NY 12946
518-523-3311

MERCY LIVING CENTER
114 Wawbeek Avenue
Tupper Lake, NY 12986
518-359-3355

UHLIN LIVING CENTER
185 Old Military Road
Lake Placid, NY 12946
518-523-2464

ADIRONDACK DENTAL SERVICES
29 Church Street
Lake Placid, NY 12946
518-523-1122

LAKE PLACID HEALTH CENTER
29 Church Street
Lake Placid, NY 12946
518-523-1717

MOUNTAIN HEALTH CENTER
2841 State Route 73
Keene, NY 12942
518-576-9771

TUPPER LAKE HEALTH CENTER
7 Stetson Road
Tupper Lake, NY 12986
518-359-7000

www.adirondackhealth.org

Dear New Volunteer:

Welcome to volunteer service at the Adirondack Medical Center! By your decision to become a volunteer at AMC, you have joined a group of people the hospital "family" values highly. Volunteer assignments may not be glamorous, but your commitment is valued by all staff, patients and visitors.

Your willingness to serve because you care helps to retain the feeling of personal warmth and concern that distinguishes our facility. This dimension of care cannot be duplicated by other departments or services.

To any new staff member, our compact hospital can be very confusing. All new volunteers are given a tour of the facility before they are assigned duties. Orientation to general hospital policies, standards and procedures will also be provided by qualified staff. As a part of the team, each volunteer needs a thorough introduction to the organization he or she is serving!

The attached contains information about policies, benefits and procedures relevant to volunteers. If you have questions that are not answered here, please feel free to contact me.

Thank you for giving your time and talents to AMC. I hope that you will discover volunteer service to be challenging and exciting. I also hope that you will find great personal satisfaction from performing significant work, well done, among friends.

Sincerely,

Kelly Rutledge
Manager, Volunteer Services & Gift Shop

Volunteer Program Requirements

The first step to becoming a hospital volunteer is to complete an application that explains your interests and gives the Manager of Volunteer Services general information about you. Applications are available at the Volunteer Services office.

Once your application, background check and medical release have been completed, the Manager of Volunteer Services will discuss your interests and availability with you and identify an appropriate placement. You will also be scheduled to attend a hospital employee orientation. There you will learn about emergency procedures, safety precautions, and the hospital's mission and values.

Adequate orientation is offered in all volunteer positions, either with an employee or with a volunteer who has served in that position. Only when you are comfortable with your job description will you be "on your own".

Hours of Service

Scheduling regular hours of service allows hospital staff and volunteers to get to know each other and to become a more effective team. Hours for volunteer assignments depend upon the nature of the assignment, but most positions are scheduled either from 8-12 am or 12-4 pm, Monday through Friday. However, there are assignments that need to be done in the evening or on weekends, so usually a schedule of service can be arranged to fit whatever time the applicant is available.

If you are unable to come at your scheduled time, please inform the Manager of Volunteer Services by phone so that other arrangements can be made if necessary. If planning a vacation, please provide several weeks advance notice, and complete a volunteer leave request form and return it to the Manager of Volunteer Services.

Appearance

Because volunteers represent the hospital, we ask that your appearance be neat and clean. Please limit the use of perfumes and scented lotions, as some patients may be sensitive to these smells. Clean, comfortable shoes, ideally with rubber soles, are recommended. Each volunteer will be issued a smock and photo ID tag, similar to those worn by employees. *It is important to wear your smock and ID each time you volunteer.*

Blue jeans are not considered appropriate hospital attire. All clothing should be modest and in good taste.

Register of Hours Served

It is important to document the time you spend volunteering. Please sign in when you report for duty and sign out when you finish for the day. The log book is kept in a side drawer at the Volunteer Desk in the main lobby. This record of time served is used for award presentations and statistical reports. Community volunteer agencies, e.g., RSVP, also use this data to give credit to volunteers associated with their programs.

Health Requirements

Every volunteer must provide a signed statement from their healthcare provider indicating that the volunteer is free from infectious disease and in good physical condition. A form for the physician to sign is provided by the Manager of Volunteer Services.

An annual PPD (tuberculosis test) is required for all hospital staff, including volunteers. An opportunity for volunteers to get their annual PPD is provided yearly.

AMC also provides flu shots and hepatitis vaccines to all staff. The cost of flu shots is billed to Medicare for those with Medicare coverage, but no one is asked to pay for the shot themselves.

Annual Competency Review

Once yearly an in-service is held for volunteers to review important competencies, or skills that apply throughout the hospital. Infection control, the fire plan, emergency codes, and other matters of general interest are covered. This in-service is required training for all volunteers.

Code of Ethics

As a volunteer, you will be exposed to personal and sensitive information. Patients have the legal right to expect that the confidentiality of their medical information will be preserved and respected. A variety of federal and state laws protect this confidentiality. The unlawful use or disclosure of any patient's medical information may expose AMC to civil and criminal liability.

Confidentiality is an ethical responsibility of every volunteer. All hospital information that you may acquire through hospital records or through communication with staff must be kept in absolute confidence. This information is never discussed inside or outside the hospital.

Information regarding patients that you may have acquired outside the hospital should not be discussed at the front desk or while you are on duty as a volunteer.

Avoid faultfinding or criticism of staff or of the hospital. When problems arise, bring them to the manager of volunteer services or appropriate department manager.

Confidentiality Policy: All hospital information acquired, whether it relates to patients, the hospital, physicians, professional nursing staff or other volunteers and employees of AMC, must be held in strict confidence.

Violation of this policy is cause for dismissal.

Volunteer Benefits

- A free meal in our cafeteria if you have worked at least a 4 hour shift
- 20% discount on merchandise in the AMC gift shop, excluding flowers.
- 20% discount in the AMC Pharmacy
- A private room, if available, at no extra charge if you are an inpatient at AMC

Recognition of Volunteers

An annual awards luncheon is held each spring to recognize those volunteers who have passed milestones in their service to AMC. Volunteers who have passed 5-year and 500-hour marks in the preceding year are presented with pins and recognition.

The volunteers also celebrate the holiday season with a Christmas party during the month of December, usually held at a local restaurant.

These forms of recognition are less important however than the simple "thank you's" and grateful smiles that enrich the days of volunteers!

Volunteer-Patient Relationship

Be considerate. Remember, patients' emotions may be unstable during their illness and they may be impatient or irritable. Treat them and their families with patience and understanding.

- ✓ Speak to people cheerfully and with a smile.
- ✓ Call people by name when possible.
- ✓ Be friendly, helpful, genuinely interested; listen carefully.
- ✓ Be alert to give service.
- ✓ Do not accept gifts, tips or other remunerations.

Volunteer-Staff Relationship

Staff members are frequently under pressure and may not always be as cordial and appreciative as they would like to be. The staff welcomes you and depends on you. As a volunteer, you can smooth the edges of a rough day.

- ✓ Be loyal to the hospital staff, especially in your assigned area.
- ✓ Accept supervision gracefully.
- ✓ Observe and learn the policies and procedures of your assigned area.
- ✓ Be generous with praise, cautious with criticism, and thoughtful of the opinion of others.

Areas of Service

Following are brief descriptions of the positions available to volunteers at AMC. Our goal is to provide volunteer opportunities that capitalize on the gifts and skills of the prospective volunteer. We are always open to new ideas!

Reception Desk/Greeter

Greet visitors and provide information for them as well as incoming patients. Work in teams of 2-3 per shift. Run errands through the hospital as requested by staff via phone calls to the desk. Various clerical duties each day depending on shift. Contact family members/friends in waiting area with messages from OR, ASU, or ER. Provide assistance to patients needing wheelchair transport. Assist Nutritional Services with patient menu selections.

Gift Shop Cashier

Wait on customers in the gift shop, complete sales using the cash register. Wrap gifts if requested, and take phone orders for flower arrangements or patient needs on the floors. Assist with routine shop housekeeping, for example, dusting, pricing merchandise, or filling displays.

Clerical Assistant

Several hospital departments routinely need help with filing, collating chart packs, shredding of waste paper, mass mailings, data entry and photocopying. These include Medical Records, Medical Imaging, Human Resources, Preadmission Testing, AMC Foundation and Bariatric Services. These assignments are usually on an as-needed basis.

Renal Dialysis

Assisting patients with snacks, placing telephone calls. Obtaining patient supplies and keeping supply containers complete. General housekeeping, running errands to other departments, and offering support to patients.

Pet Therapy

Visit with patients that have requested a visit from the pet therapy dog.

Spiritual Care

Provide routine visits to AMC patients who are assigned by the Pastoral Care Director.