

# Mountain View Hospital/Summit Crest Lodge

## Guidelines for Volunteers Interacting with Patients/Residents

We appreciate individuals/groups who wish to invest their time and energy toward improving the lives of our patients/residents. In order to provide for the safety and well-being of both the volunteers and the patients/residents, the following guidelines must be followed.

Confidentiality of patients/residents must be maintained at the highest level. Patients/residents names will not be released to others. Information regarding the patient/resident will not be repeated. Events of the patients/residents lives that are sad or interesting must not be repeated as often these details will reveal their identity. If these events are shared during a group or individual situation, volunteers must refrain from seeking more details or trying to act as a therapist to the patient/resident.

Sometimes a volunteer may recognize a patient/resident and have either a friendly or family relationship with them. If this happens, the volunteer must excuse themselves from any activity that involves this patient/resident.

Volunteers will not pursue a social relationship with any patient/resident that they meet here. There shall be no exchange of addresses or telephone numbers.

Volunteers will not bring any object into the hospital that might be used to cause harm to any individual. No sharp, glass, or metal objects can be placed in close proximity to the patient/residents. Purses or bags should be secured or left in the volunteers' automobile.

Volunteers must check in at the switchboard, provide proper identification and the purpose of the visit. A staff member will be called to escort them to the unit.

Volunteers will not allow a patient to use their cell phone or any other electronic device. These will not be used in patient/resident areas.

Volunteers will not be on the premises in an intoxicated or drugged state. They will be asked to leave and escorted from the property. Alcoholic beverages or illegal substances are not allowed on the property.

Volunteers will gain staff approval prior to giving patients/residents gifts or food. They will not bring food for their personal use and eat in front of the patient/resident.

If asked to leave a unit during a crisis situation, volunteers will leave quickly and quietly. Volunteers will not attempt to assist staff in physically controlling a patient/resident due to the risk of endangering themselves, staff, or the patient/resident.

Smoking is allowed only in designated areas outside of the building.

In the event of a fire alarm, volunteers will follow staff directions and will go to the area designated by staff.

Volunteers will refrain from derogatory or inflammatory language when talking with patients/residents.

Volunteers are encouraged to contact administrative staff if they witness anything that might affect the safety or well being of the patient/resident or violate their rights in any way. This includes actions of other volunteers, staff or another patient/resident. There is always a supervisor on duty or call one of the numbers listed below.

Sandra M Bidy LPC, Clinical Coordinator or Renae Bevel, LPC, Clinical Director at 256-546-9265

I have read and understand the above and agree to follow the guidelines as written.

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Signature

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Date