

**MAYO CLINIC HEALTH SYSTEM
VOLUNTEER SERVICE GUIDELINES AND AGREEMENT**

Caledonia Clinic Volunteer

PHILOSOPHY:

In executing all duties and responsibilities of the Volunteer service guidelines, the volunteer identifies and displays a commitment to the Mayo Clinic Health System mission and philosophy in patient care and employee/volunteer relations through demonstrated respect for human dignity and the uniqueness of each person regardless of social or economic status, personal attributes or the nature of health problems.

STANDARDS:

In conjunction with a specific assignment description, each volunteer must:

- Have a sincere interest in service as a volunteer.
- Be dependable in attendance and service.
- Possess good communication skills.
- Maintain and convey a positive attitude within the work environment.
- Assure each patient's, medical staff's and employee's/volunteer's right to privacy by **judiciously protecting information** in a confidential manner.
- Prevent an infection from spreading by using the appropriate **hand hygiene; covering your cough or sneeze; and staying home when you are sick.**
- Embrace the values of Respect, Integrity, Compassion, Healing, Teamwork, Innovation, Excellence, and Stewardship (RICH TIES) in accomplishing the Mission of Mayo Clinic Health System.
- Meet department-specific dress code requirements.
- Communicate changes in your availability, and opportunities to improve service, to your supervisor.

ADVISORIES:

- Volunteers have a visible and audible presence in our lobbies, waiting areas and with our patients, therefore, always be aware of body language and verbal comments that others will overhear. Political and religious views should be avoided as part of conversations while on duty.
- While polite conversations with patients are encouraged, volunteers must not ask any medical-related information of the patient or family except in circumstances where this information is vital to performing one's volunteer duties.

PURPOSE OF ASSIGNMENT: Volunteer will assist patients, visitors, and staff at the Caledonia clinic with tasks that include, but are not limited to: greeting at the door, assisting with wheelchairs, sanitizing chairs, handing out masks, helping with tablets, getting and disbursing mail, putting away office supplies when delivery comes, other duties as assigned.

KEY REQUIREMENTS: Volunteer 16 years of age or older, capable of tolerating frequent standing and walking. Must be capable of pushing a wheelchair, and be comfortable interacting with the public to the extent the patient/visitor wishes, always within the parameters of HIPAA.

LOCATION: Caledonia Clinic, 701 N Sprague Street, Caledonia, MN 55921

COVERAGE: Monday-Thursday 8am-12pm & 12-4pm. Friday 8am-12pm

RESPONSIBLE TO: Kim Gravos, LPN, Caledonia Clinic; 507-725-3353 x45234, gravos.kimberly@mayo.edu

Kate Dunnum, Volunteer Services Coordinator; 608-392-9102, dunnum.kate@mayo.edu

INFECTION CONTROL GUIDELINES:

1. Proper hand hygiene is required. Always wash hands with soap and water:
 - i. after using the restroom
 - ii. before and after eating
 - iii. after sneezing, blowing nose or coughing into hands
2. Hand sanitizer is located throughout the area for use between hand washings.

VOLUNTEER AGREEMENT:

I understand that my services are donated to Mayo Clinic Health System without promise, expectation, or receipt of compensation or future employment. I also understand that volunteering should not be viewed as a means of obtaining permanent employment at Mayo Clinic Health System. I agree to comply with all policies and guidelines of Mayo Clinic Health System and its volunteer program.

I attest that I have reviewed, understand, and have been provided the opportunity to ask questions about the material in this document.

Volunteer Name

Date