

MAYO CLINIC HEALTH SYSTEM VOLUNTEER SERVICE GUIDELINES AND AGREEMENT

CLINIC/HOSPITAL LOBBY HOST

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 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/visitors are encouraged, volunteers must not ask *why* the person is here, *what* the procedure is that he/she is having, etc. – except for circumstances where this information is vital to performing one's volunteer duties.

PURPOSE:

To greet and assist patients and visitors as they enter and use the clinic service, and to assist the paid Door Attendants with transport services from the lobby to clinical departments. All transports occur within buildings. Volunteers do not bring patients outside.

KEY REQUIREMENTS:

Friendly, enthusiastic adult who is physically capable of transporting wheelchair patients and is comfortable doing a considerable amount of walking. Must successfully complete Wheelchair Use training. Vision and hearing must be within the normal range, good communication skills, clear verbal communication in English. Volunteer must be dependable, possess good communication skills; and respect confidentiality.

LOCATION:

Lobby - 1st floor La Crosse Clinic and Hospital/1st floor Onalaska Clinic

COVERAGE:

Monday – Friday, morning shift and afternoon shift, one volunteer per shift

RESPONSIBLE TO:

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

If you are unable to make it in for your shift, and are not able to find a replacement, please contact Mary Mooney, Supervisor of Door Attendants. She will alert the Door Attendant of your absence. She can be reached at 608-392-2921 or mooney.mary@mayo.edu.

ASSIGNMENT SPECIFIC DUTIES:

Be available in the Clinic Lobby to serve patients and/or visitors

- a. Make eye contact and greet/welcome people; give directions (walk people to their destination if possible, rather than just point). **Lobby Hosts provide door-to-door service only, and may not transport/escort a patient outside of our buildings.**
- b. Provide wheelchair transportation inside the facility as needed
- c. Provide wayfinding services to patients and families from the lobby to their destination
- d. Deliver items to other departments as needed
- e. Witness Advance Directive documents if requested (paid staff cannot sign/witness)

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