

**MAYO CLINIC HEALTH SYSTEM**  
**VOLUNTEER SERVICE GUIDELINES AND AGREEMENT**  
**DART (Dependable and Resourceful Transport) Services 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 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 provide consistent, adequate coverage for transporting and escorting patients, delivering items between departments, and other requested ancillary services, promoting a sense of welcoming and caring service to our patients, families, and staff. This service by volunteers will enable paid staff to remain on the units and in departments to perform professional duties, thus providing enhanced care and service to our patients and visitors.

DART volunteers must be able to do a considerable amount of walking for the duration of the shift.

**LOCATION:** Dispatch/volunteer base: Hospital first floor in Volunteer Services area; Service areas: Primarily between 3<sup>rd</sup>, 7<sup>th</sup> and 9<sup>th</sup> nursing units in the Hospital (St. Francis bldg.) and ancillary service areas such as Radiology, Rehab Services, etc.; also the Clinic (Skemp bldg.), Cancer and Surgery Center, Professional Arts building, and St. Ann building.

**COVERAGE:** Monday-Friday; morning shift and afternoon shift, up to three volunteers per shift

**RESPONSIBLE TO:** Cindy Wemette, DART Dispatcher, 608-392-9053, [wemette.cynthia@mayo.edu](mailto:wemette.cynthia@mayo.edu)

**TRAINING BY:** Experienced volunteers; other staff as needed

**ASSIGNMENT SPECIFIC DUTIES:**

1. Report to dispatch area as scheduled; put on volunteer uniform; check in with dispatcher.
2. Respond to request for transports, errands, etc. on iPod
  - The group of volunteers working each shift will generally rotate/take turns completing requested services, but team members can offer to make an extra trip, etc. if they choose.
  - All transports occur within buildings. Volunteers do not bring patients outside.
3. Wait for next request.
4. Record your service hours in your volunteer profile.

**INFECTION CONTROL GUIDELINES:**

- 1) Always wash hands with **soap and water**:
  - a) after using restroom facilities
  - b) before and after eating
  - c) if hands are visibly soiled
  - d) after sneezing, blowing nose or coughing into hands
- 2) Hand sanitizer is located throughout campus to be used between hand washings.  
“Foam in – Foam out” when you enter (inside the room) and exit a patient’s room.

**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