

MAYO CLINIC HEALTH SYSTEM VOLUNTEER SERVICE GUIDELINES

OCCUPATIONAL THERAPY VOLUNTEER

PHILOSOPHY:

In executing all duties and responsibilities of the Volunteer Assignment Description, 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 OF ASSIGNMENT:

To provide observation and some clinical experience for pre-physical therapy students, pre-occupational therapy students, pre-recreational therapy students or students who are interested in learning more about occupational therapy and the health care field.

KEY REQUIREMENTS:

College students who have participated in the orientation provided by volunteer services. Students must be of good physical health, punctual, and be responsible for their own learning experience.

RESPONSIBLE TO:

Cindy Hafner, Rehab Tech, hafner.cindy@mayo.edu, 608-392-1148

ASSIGNMENT SPECIFIC DUTIES:

Each student will be responsible to arrange a minimum of one day per week of volunteering Monday through Friday in Occupational Therapy. Prior to each volunteer experience, volunteers will discuss with Cindy what area they will be volunteering in that day, based on patient census.

Students are also responsible to keep a log of activities that they participate in daily. The log and checklist must be turned in if you are planning to receive a reference. If you are planning on having a staff member fill out forms they must be presented to that employee at least one month before they are due. Since each student differs in knowledge and experience in Occupational Therapy, it is each student's responsibility to ask questions that they might have.

Students' time will be divided: 40% shadowing an occupational therapist and 60% participating in office duties. Examples of office duties might include photocopying, chart compiling, stocking, typing, organizing, supply inventory and transportation of patients. The above information may be subject to change depending on patient census.

Students will contact Cindy about general scheduling after they have completed their volunteer orientation. Students will also need to schedule a 15-minute general orientation with Cindy where they can meet staff, be oriented to Occupational therapy space and receive checklists. If a student is unable to attend during his or her scheduled hours, it is essential that they call Rehab Services at 608-392-9768, to leave a message for Cindy. It is easiest to communicate through e-mail at: hafner.cindy@mayo.edu.

If a student wishes to use Mayo Clinic Health System's Occupational Therapy Department as a reference it is essential that they present professionalism, acceptance, enthusiasm, appropriate social skills and a general interest in learning to this experience. Overall, it is the student's responsibility for his or her own learning experience.

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