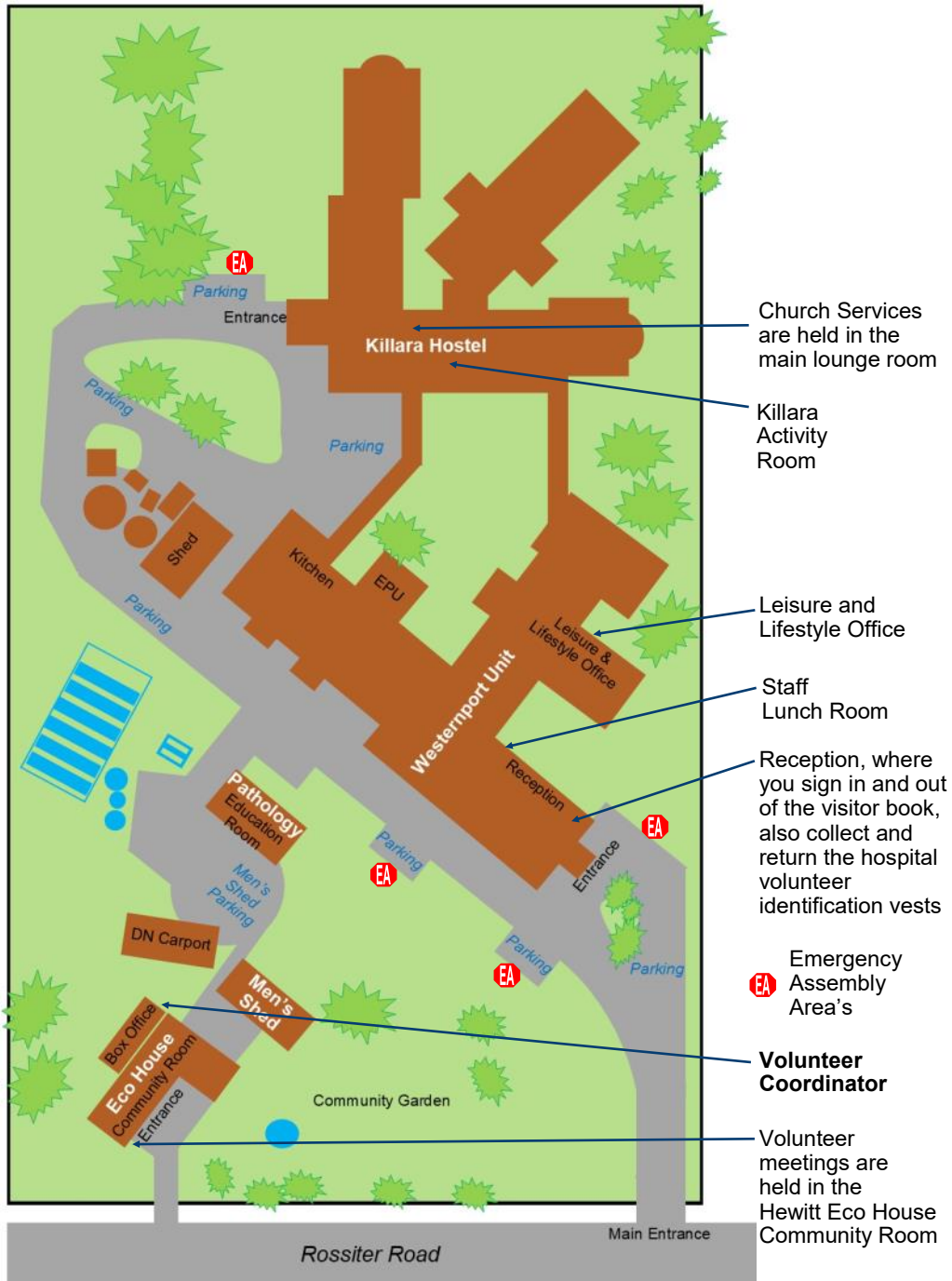


## Map of the Facility



# Volunteer Handbook



# Contents

- 3. Congratulations
- 4. Our Organisation
- 5. My Checklist
- 6. Your Volunteering Activities
- 7. My notes
- 8. What benefits do I gain from volunteering
- 9. Volunteer Support
- 10. Getting Started
- 12. Environmental sustainability
- 13. A chance to get together
- 14. Tips on how we can work well together

## Induction

- 16. Confidentiality
- 18. Occupational Violence and Aggression
- 19. What to do in an emergency
- 20. Covid-19
- 21. Hand hygiene
- 26. Face Masks
- 27. Occupational Health and Safety
- 28. Safe food handling and preparation
- 30. Personal and professional boundaries
- 32. Elder abuse
- 34. Volunteer rights
- 35. Volunteer responsibilities
- 36. Code of conduct
- 37. Police and Working with Children's Check
- 38. Position description
- 40. Map of facility

## Volunteers are requested to:

- Be discreet at all times, what is seen and heard is confidential, Volunteers must not discuss incidents or repeat conversations.
- Be respectful of nationality, beliefs, dignity and privacy of the person, place and property.
- Contact your Supervisor or co-ordinating team at KRHS if you are unable to attend and avoid attending if feeling unwell.
- Refer to Emergency Response Policy and Induction. Be safely conscious, avoid heavy lifting and dangerous tasks and ask for assistance when unsure. Contact your Supervisor immediately should an injury occur.
- Dress appropriately and according to task or activity and be mindful of personal hygiene at all times. Wear suitable clothing appropriate to the task with Volunteer Vest whilst in the Hospital.
- Wear appropriate closed in flat footwear at all times and be mindful of trip or slip hazards. Report trip or slip hazards to Supervisor.
- Avoid asking staff for medical advice.
- Advise the Volunteer Co-Ordinator of any health concerns that may be affected in volunteering role and concerns with individuals or tasks.
- Completion of 'Compliments and Concerns' Forms is encouraged and are available at Reception.
- At all times comply with Kooweerup Regional Health Service Volunteer Guidelines and Policies relating to volunteering. These are kept with the Volunteer Coordinator.
- Comply with Smoking Regulations.

## Position Description

### As a Volunteer at KRHS, you will have agreed to:

- Be engaged as a volunteer.
- Apply for a Volunteer position, attend interview with Volunteer Co-ordinator and complete all relevant document and regulatory checks. Follow up interview with Unit Manager to establish suitable activity and time.
- Commit to a minimum of six months to the program.
- Apply for and pass a Victorian Police National Police Check, which is conducted at Kooweerup Regional Health Service expense and complete and pass a Victorian Government Working with Children's Check.
- Update your regulatory checks as they expire, Working with Children are renewed every five years and National Police Checks are renewed every three years. Kooweerup Regional Health Service will notify you of the need to renew checks and can assist with the process. The cost of photos can be reimbursed upon receiving a receipt.
- Immediately advise Chief Executive Officer/Director of Nursing if you have been convicted of a precluding offence in the three year period between obtaining/renewing your Police Check and Working with Children Check.
- Complete mandatory Induction Training and complete relevant Competency Certificates and online learning modules appropriate to your area.
- Be supervised and supported by KRHS staff member in workplace and follow directions and requests.
- Secure all personal belongings and valuables in area provided. KRHS cannot be responsible for the safety of personal effects.
- Assist in designated roles on a voluntary basis according to activities timetable and schedule with set task/s designated by Unit Manager or Supervisor according to set minimum and maximum hours per week for each volunteer (three hours' maximum per day, 16 hours maximum per week, subject to approval and change). You will not receive payment for your volunteering.
- We would appreciate if you could report any changes to timetable and ensure all changes approved by Volunteer Co-Ordinator and Departmental Managers.
- Be mindful of personal health and safety, by ensuring you move around the workplace carefully to reduce the risk of slip and trip injuries.

## Congratulations

### Congratulations on becoming a Kooweerup Regional Health Service Volunteer.

Giving the gift of time involves you in something that is linked to greater health and happiness and making a difference in our community.

Your involvement will enrich the lives of our clients, residents and yourself by supporting the hospital in providing a high quality service.

#### Some of your activities may include:

- *Lifestyle activities in our residential care, such as outings, reading, cooking, craft, music programs, games and events.*
- *Community advisors and advocates.*
- *Administration support.*
- *Youth programs including mentoring young people to explore social interaction, education pathways and after school activities.*
- *Community Garden participation, which provides opportunities to connect with nature and develop sustainable living practices.*
- *Ladies Auxiliary involvement, which contributes to fundraising for much needed equipment at Kooweerup Regional Health Service (KRHS).*
- *Men's Shed coordination and program involvement*
- *L2P learner driver programs*
- *Hospital Board membership*

This handbook delivers important information for you whilst volunteering at KRHS. Use this handbook as a reference for day to day information, advice and tips.

# Kooweerup Regional Health Service (KRHS)

## Our Organisation

KRHS is a public hospital committed to providing high quality health services to the community.

KRHS provides acute care, residential care, health support, youth and community programs.



## Who you need to know

Volunteer Coordinator  
Phone **5997 9704**

Hospital Reception  
Phone **5997 9679**

Leisure and Lifestyle Office  
Phone **5997 9650**

Youth Development Worker  
Phone **5997 9687**

## Our Vision and Values

### Vision

A Healthier Community

### Values

Accountability, Integrity, Respect and Individual Care, Professionalism.

KRHS acknowledges the Traditional Owners and Custodians of the Land – the Bunurong people and we pay our respects to them, their culture and their elders past, present and future.

KRHS is proudly inclusive and supports everyone's rights to feel respected, safe, welcomed and valued.

We continually update the services we provide and invite your feedback.

**Kooweerup Regional Health Service**  
**235 Rossiter Road**  
**Koo Wee Rup Vic. 3981**

Email: [info@krhs.net.au](mailto:info@krhs.net.au)

Website:  
[www.kooweeruphospital.net.au](http://www.kooweeruphospital.net.au)

Find us on 

# Why we need Police and Working with Children's Checks

We need checks in order to help keep people safe.

Every hospital and community volunteer must consent to a National Police Check and Working with Children Check (with the exception of the Ladies Auxiliary, Men's Shed and Community Garden members). KRHS can assist with your applications and will cover the cost of the process.

Police Checks and Working with Childrens Check are processed by KRHS on your behalf, they are kept confidential and must be renewed when they expire.

If you have an existing Working with Children Check you must contact Working with Children Check Victoria and nominate KRHS as an organisation you volunteer at. If you have teacher registration you must apply for a separate Working with Children Check as a volunteer for KRHS

Volunteers will be notified 4 - 6 weeks prior to checks expiring. Police checks expire after 3 years and Working with Children expires after 5 years.

## Volunteer Identification Badge

Each member of staff and all volunteers are issued with an identity badge, which must be worn at all times whilst on the premise. This supports security and enables easier identification (proof) of staff and volunteers. It must not be defaced and remains the property of KRHS. The loss or damage of identification badges must be reported to Volunteer Coordinator or main reception immediately. The ID card must be returned immediately to Main Reception if you resign or conclude your volunteer work.

## Changes to Personal Details

Any changes to personal details such as name, address, phone numbers or emergency contact should be recorded with Volunteer Coordinator or main reception.

## Resignation

All volunteers must notify the Volunteer Coordinator in writing of their decision to leave.



## Code of Conduct

### Smoke Free Environment

KRHS has been a smoke free environment since 30<sup>th</sup> May 2009, volunteers, staff, patients and visitors are not permitted to smoke within the grounds of the Hospital, Nursing Home and Hostel as per Occupational Health and Safety Standards and Legislation and KRHS Policy July, 2015.

Staff and patients must smoke outside the facility; 10 metres to the left of the front gate only.

A special butt bin has been placed on the concrete base alongside the park bench to the left of the front gate.

This will be maintained by Cardinia Shire. Small butt bins are available from Reception. (see Sharyn Gregory).

Failure to comply with this policy will lead to disciplinary action being taken.

### Code of Conduct

KRHS Code of Conduct expresses who we are and what we stand for. Supporting our core values, it describes the way we will behave, manage and work with each other. Impartiality, integrity, accountability, responsive service and respect are values that form the basis of all our activities and relationships.

#### Impartiality

- *Behave in a manner that is fair and free of favouritism.*

#### Integrity

- *To earn public trust you must be open and honest, avoid conflict and report improper conduct.*

#### Accountability

- *Take responsibility for actions, work effectively with people and accept the consequences of actions and decisions.*

#### Responsive Service

- *Provide the best standard of service and advice that is relevant, matches the need and values the views of the client.*

#### Respect

- *Treat others fairly and without discrimination, harassment and bullying.*

## My checklist

KRHS Volunteers are required to renew their training every year.

Activity	Task complete	Date
Interview with Volunteer Coordinator		
Questionnaire completed		
Position description explained		
Handbook received		
Application Form completed		
Police Check completed		
Working with Children Check completed		
Induction explained (highlighted section)		
Meet Area Manager and complete timetable		
Identification badge received		
Orientation and induction		
Confidentiality		
What to do in an emergency		
Hand hygiene		
Safe food handling and preparation		
Occupational Health and Safety (OH&S)		
Personal and professional boundaries		
Elder abuse		
12 month refresher training		
Special notes:		
	Tick	Date

## Your volunteering activities

<b>Monday</b> Activity				
Time				
<b>Tuesday</b> Activity				
Time				
<b>Wednesday</b> Activity				
Time				
<b>Thursday</b> Activity				
Time				
<b>Friday</b> Activity				
Time				
<b>Saturday</b> Activity				
Time				
<b>Sunday</b> Activity				
Time				6

## Volunteer Responsibilities

**As a volunteer of KRHS you are responsible for the following:**

- *Respect the confidentiality of other volunteers, paid staff and all other users of this service.*
- *Value and support other team members.*
- *Accept supervision and advice to enable tasks to be performed effectively.*
- *Follow organisations guidelines, policies and procedures.*
- *Carry out the work you have agreed to responsibly and properly within the limits of your position description.*
- *Take reasonable care of your own health and safety, ensure your own acts do not adversely affect the health and safety of others.*
- *Notify your supervisor of any absence or leave.*
- *Be reliable and committed to your role.*
- *Attend relevant training.*
- *If you are unwell, avoid coming in as you are probably infectious.*
- *Take holidays just as you would normally.*
- *There is a folder with up-to-date policies, relevant to volunteers at reception. Please ensure you familiarise yourself with these and any updates.*

Volunteers are not covered by awards or workplace agreements, however they do have rights under legislation and will be recognised by KRHS.

### All our volunteers have rights to the following:

- *To work in a healthy, happy and safe workplace with proper insurance cover.*
- *To be considered as a valued member of the team, treated fairly, regardless of background, religious or cultural beliefs.*
- *To receive respect and support from co-workers.*
- *To choose tasks that are suitable, useful and provide satisfaction.*
- *Receive orientation, training and assistance to develop new skills.*
- *To not fill the position previously held by a paid worker.*
- *To choose the time and days you can be available with the opportunity to take leave.*
- *Receive support and supervision.*
- *Have access to KRHS Discipline/Grievance Policy and Procedure (June, 2015) without fear of retribution.*
- *Be reimbursed for approved out of pocket expenses.*



## What benefits do I gain from volunteering

**The benefits** of volunteering at KRHS are enormous to you, your family, and your community. It gives you the opportunity to meet new friends, connect with your local community, learn new skills and share your skills, and even advance your career.

- *The Volunteer Coordinator will assist in processing your Police check and Working with Children check at no cost*
- *The Volunteer Coordinator will try and match your interests, skills and abilities to the various activities and programs available.*
- *'Get Togethers' are arranged for Volunteer Week in May and Christmas Lunch in December*
- *You have access to free safe parking*
- *Ongoing training will be made available throughout the year, schedules will be advised by our Volunteer Coordinator.*
- *Lunch may also be ordered from reception, this must be ordered and paid for before 10am each day.*
- *You have access to an annual free immunisation (flu shot).*

*If ordering lunch from the hospital it will be delivered to the administration staff room at midday.*

### Employee Assistance Program

The Employee Assist Program (EAP) is a professional, confidential counselling service that is available free of charge for all employees and volunteers.

All counsellors are experienced qualified professionals with extensive training in counselling.

Counselling can help clarify a problem, identify options and develop plans to approach difficult issues in a constructive manner.

EAP can help with a broad range of work related and personal issues including and not restricted to: conflict and tension, pressure and stress, alcohol and drug issues, work pressure issues, emotional stress, separation/divorce, relationship difficulties and more.

## Did you know ...

- 54% of people volunteer to do something worthwhile.
- 65% of people volunteer to help other / community.
- In 2014 formal volunteering was worth \$28.8 billion to the Australian community.
- Volunteers are happier, healthier and sleep better than those who don't.
- 95% of volunteers say that volunteering is related to feelings of wellbeing.
- Volunteering is associated with greater health and happiness.

*"Grahame is a valued volunteer who provides fun and meaningful activities for the residents. He always has a new story to tell while cooking the resident's pancakes on a Wednesday morning and brings a fun and enthusiastic vibe when calling bingo in the afternoons".*

**Lauren** - Leisure and Lifestyle worker 2017

*"I love what I do and can't wait for the end of the week to catch up with my peers and the beautiful residents in lifestyle".*

**Alexandra** - volunteer, Leisure and Lifestyle 2017

*"A big thank-you to everyone for making me feel so welcome doing something that I just love".*

**Gwen** - volunteer, Leisure and Lifestyle 2017





## What is Elder Abuse ?

Seniors' Rights Victoria (2016) define elder abuse as any act which causes harm to an older person by someone they know and trust.

If you notice something that you believe may be defined as elder abuse, your duty of care as a volunteer requires you to notify your supervisor and discuss your concerns confidentially.

KRHS staff will then follow procedure according to policy to investigate further.

Elder abuse is any form of mistreatment that results in harm or loss to an older person. It is generally divided into the following categories:

**Physical abuse:** physical force that results in bodily injury, pain, or impairment. It includes assault, battery, and inappropriate restraint.

**Sexual abuse:** non-consensual sexual contact of any kind with an older person.

**Domestic violence:** an escalating pattern of violence by a partner where the violence is used to exercise power and control.

**Psychological abuse:** the wilful infliction of mental or emotional anguish by threat, humiliation, or other verbal or nonverbal conduct.

**Financial abuse:** the illegal or improper use of an older person's funds, property or resources.

**Neglect:** the failure of a caregiver to fulfil his or her care giving responsibilities.

**Self-neglect:** failure to provide for one's own essential needs.

## Volunteer Support

### Support

**Your Volunteer Coordinator** is your key contact and support person and will be the first person you talk to about your applications, Police or Working with Children Checks and renewals, duties, tasks and timetables.

**The Youth Development Worker and Leisure & Lifestyle Manager** will also be available to talk to you regarding any other concerns.

**Formal concerns** can be addressed by talking to your supervisor, volunteer coordinator or by completing a concerns form. These forms are available at the Leisure and Lifestyle office or main reception.

Once filled in please pass on to main reception, Volunteer Coordinator or Leisure & Lifestyle Manager.

### Insurance

All volunteers are covered by insurance while undertaking any activity covered by their job description.

Should any injury occur, you must immediately report to the volunteer coordinator or area supervisor.

An incident report must be completed so that an accurate record of the event is held.



# Getting Started

## Hospital Volunteers

- Sign in and out in Volunteers visitor book at reception, then report to Leisure & Lifestyle office or supervisor.
- QR Code / Attestation to be completed
- Identification badges issued at orientation, must be worn at all times. If lost please report to volunteer coordinator
- Identity vests are collected at the main reception and worn at all times when volunteering in the hospital. Vests must then be returned for collection at reception for laundering.



**Community Volunteers** includes a wide range of community programs such as Men's Shed, Youth Mentors, Broadband for Seniors, and the Community Garden

- Report to supervisor and sign in the Volunteer's visitor book at Reception.

### Why we need to Sign In and Sign Out...

For insurance purposes and safety reasons, in the event of an emergency all people on site can be accounted for.

An initiative from the Auditor General requires that KRHS record attendances to assist with placing a value on volunteering.

## Representing KRHS and use of social media guidelines

You must not speak or write publicly on behalf of KRHS without the explicit approval of an Executive Director.

Personal and professional use of social media by KRHS volunteers must not:

- Imply KRHS endorsement of personal views, products or services
- Bring KRHS into disrepute or compromise the reputation of KRHS
- Breach the confidentiality or privacy of patients, staff or volunteers
- Bully, harass or humiliate other KRHS workplace participants.



## Quality and Customer Relations

Why is quality important?

Quality in healthcare involves our staff, our volunteers, our patients and our community. It is about serving community needs, meeting and exceeding expectations.

We strive to develop and enhance care and services to ensure a good experience for every consumer, every time, providing healthcare which is safe, effective, person centred, timely, equitable and efficient.

### How can I help with quality improvement?

If you have an idea in your area, share it with your Supervisor or Volunteer Coordinator.

Provide feedback of your observations.

Become involved in quality improvement activities.

## Personal and Professional Boundaries

Personal and professional boundaries refers to the law and policy affecting the relationship between you as a volunteer and the clients.

The differences between acceptable and unacceptable behaviour and emotional connections in relation to clients (or clients' families) in or outside work.

### Money & Gifts

- *Do not borrow or lend money or give financial advice*
- *Do not accept money or gifts*
- *Do not give gifts or money*

### Private & personal involvement.

- *Maintain a clear volunteer role and ensure this role is not crossed*
- *Do not share personal or private information*
- *Addressing patients by their first name should be agreed by client*

### Transport

- *We have a policy surrounding the transportation of residents by volunteers. Refer to the Volunteer Coordinator for information.*

### Common courtesy

- *Knocking before entering a room*
- *Avoid intimate physical or emotional relationships with clients*
- *Touching a client should be approached with caution to avoid misinterpretation and discomfort even when well intentioned*

### Personal Space

- *Individual's personal space (safety zone) is an invisible boundary line that must be respected.*
- *This can differ based on personal or cultural reasons*

### Respect

- *Never assume you know what's best for others, respect their right to make their own decisions.*

Following your interview, application process and police and working with children checks, you will be invited to attend an orientation meeting with your area manager.

- Activity options will be discussed
- A brief tour of the departments so you can find your way around.
- Timetable for activities will be completed.
- Visitor sign in and out system at reception explained and attestation.
- You will be issued with an identification badge and the identification vest system will be explained.

Contact your supervisor or main reception if you are unable to attend.

### What to wear

Appropriate/suitable clothing and footwear will be dependant on activity and with health and safety in mind.

Be mindful of personal hygiene at all times, and wear appropriate clothing suited to the task.

Sunscreen is available from your supervisor. Closed-in footwear is compulsory whilst in the hospital and may be advised for other areas in the hospital grounds.





# Environmental Sustainability

## Environmental Challenge

KRHS are committed to meeting the challenges posed by climate change and have committed to sustainability in areas of energy, water, transport and waste.

KRHS is a member of the International Hospitals Health Promoting Network and Global Green and Healthy Hospitals. We have adopted a philosophy of environmental sustainability to reduce our ecological footprint and integrate consideration of the environment into all our decision making and activities.

We strive to reduce our climate footprint and protect native wildlife such as the endangered Southern Brown Bandicoot which lives on our grounds.

At the Hewitt Eco House we recycle batteries, mobile phones, globes and florescent tubes, plastic bread tags, E-waste, x-rays, plastic milk bottle tops.



**Hands must be kept clean and must be washed regularly with soap and hot water, or approved hand sanitisation gel, especially:**

- When entering food handling area
- Before touching any cooked or prepared food and after handling raw food.
- After using the toilet
- After having a cigarette
- After handling garbage or cleaning equipment and chemicals
- After using a handkerchief or tissue or stifling a sneeze or cough
- After handling money and prior to food preparation
- Before resuming work after any break or change in work area
- After touching hair, face or other parts of the body

**Report to the Team Leader if you have:**

- Any skin irritations (eczema, dermatitis etc) especially on the hands
- Any stomach complaints or bowel conditions
- When you feel generally unwell (e.g. colds etc.)
- Any changes in health which may affect your ability to perform duties
- All accidents, injuries, hazards and near misses as soon as practicable
- All cuts, scratches and wounds, which may contaminate food must be dressed and bandaged immediately



## Safe Food Handling and Preparation

As a volunteer you may be involved in food preparation activities such as making pancakes, BBQ's, baking cakes or handing out afternoon tea to our residents and patients.

All volunteers working in areas where food is prepared or served will recognise & understand the important role of maintaining good personal hygiene and sanitation practices.

It is very important to ensure risk of cross contamination of food, and food poisoning is minimised, particularly when working with the elderly as they are more vulnerable to becoming unwell.

An annual Food Safety Training course is offered at KRHS. Volunteers will be notified of session dates and times.

### Steps for safe food handling:

- *Clean and neat clothing to be worn.*
- *Hair should be clean, tidy and long hair tied back. Appropriate hair nets may be required (supplied by KRHS).*
- *Clean gloves must be worn at all times while preparing food and should be changed regularly. Gloves should not be used when handling money.*
- *Tongs or other appropriate utensils must be used in handling food where gloves are not appropriate.*
- *Smoking, eating & drinking is not allowed in areas where food is stored, prepared or served.*

## A chance to get together

### Meetings

Meetings and celebrations occur at various times throughout the year.

You will be notified when they're on.

These events are a great opportunity to get together, share ideas, skills and meet other volunteers.

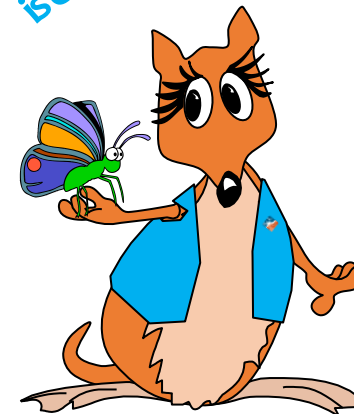
### SMS text messaging service

SMS text messaging services are utilised to notify you of upcoming meetings or events.

To opt out of this service you must advise the Volunteer Coordinator.

Notices for meetings, events and general information are regularly posted on notice-boards located at Leisure and Lifestyle office and at the Men's Shed. Please check these on a regular basis to ensure you are informed of important events and information.

*No act of kindness,  
no matter how small,  
is ever wasted*





## Tips on how we can work well together

### Hospital Volunteers

Volunteers provide community contact, and contribute to patients and residents quality of life. With considerable face to face contact, it is essential to follow this advice and useful tips to ensure meetings are positive and helpful.

- *Be friendly and cheerful, calm and helpful as this will make sure patients and residents feel relaxed. Do not discuss your own concerns/problems/illnesses etc. with residents.*
- *Providing support and friendship to patients and residents.*
- *Be mindful and have consideration and respect for people's personal space and boundaries, language and physical contact, nationality and beliefs.*
- *Lifting and feeding of patients and residents is not a volunteer's responsibility.*
- *Inform your supervisor if a patient or resident tells you of a worry or appears in any way upset (as some patients and residents may not be able to voice concerns).*
- *You must not offer advice regarding formal complaints, you must only advise the patient or resident to follow the KRHS proper complaints processes.*
- *Do not purchase or distribute any medicine to patients or food/drink without permission from an appropriate member of staff.*
- *Never discuss patients' treatment with them, refer them to a staff member.*
- *Do not accept money or gifts from patients, residents or visitors.*
- *Do not witness or sign documents on behalf of residents, and/or carers/family members.*
- *Leisure & Lifestyle staff and Personal Care Assistants are responsible for the care and wellbeing of patients and residents.*
- *Lock away your valuables in areas provided. While KRHS takes care, the organisation is not responsible for your personal effects.*

## Occupational Health and Safety

### Minimal Lift

It is the policy at KRHS that volunteers not undertake heavy lifting tasks. Volunteers are not permitted to lift patients or residents.

Before lifting or moving an object, assess the weight and position of the object, then make the decision if you can safely move it by yourself. If not, utilise the assistance of others in lifting or use mechanical equipment to do the job.

If in doubt, DO NOT lift or move an object without assistance and avoid injury.



“Volunteering, health and happiness together create a positive, reinforcing loop: the more you volunteer, the healthier you become, the more you want to volunteer.

Volunteering is a true community builder in that sense.”

(Dr Nielson as cited in Volunteers Australia 2016)

## Face Masks

Wearing a face mask protects you and your community by providing an additional physical barrier to coronavirus [COVID-19].

What you need to keep doing:

- Wash your hands regularly
- Keep 1.5 metres from others
- Get tested, even if you have mild symptoms
- Stay home if you're feeling unwell.



Wash your hands before putting on the mask.



Make sure it covers your nose and mouth and fits snugly under your chin, over the bridge of your nose and against the sides of your face.



**Do not touch the front of the mask while wearing it.**

If you do touch the mask, wash or sanitise your hands immediately.

Do not allow the mask to hang around your neck.



To remove the mask wash or sanitise your hands first. Carefully remove your mask by grasping the ear loops or untying the ties. For masks with a pair of ties, unfasten the bottom one first, then the top one. If your mask has filters, remove them and throw them away.

Fold the mask and put it directly into the laundry or into a disposable or washable bag for laundering. Single use surgical masks should be disposed of responsibly.



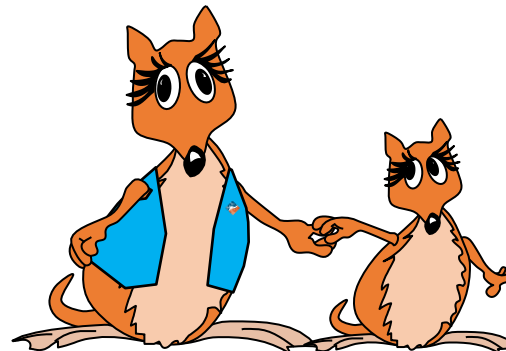
Wash or sanitise your hands after removing the mask.

## Community Volunteers

As a volunteer in a Community Program you will be assisting with the setup and operation of mentoring programs, the supervision of young people, Men's Shed, Ready2Go and Community Garden activities.

To develop and maintain a purposeful, inspiring and supportive relationships, it is important to follow this advice and useful tips.

- *Actively participate in activities.*
- *Ensure the safety of all participants during the program.*
- *Ensure that the area is left tidy at the end of each session.*
- *Always inform the coordinator of issues that arise.*
- *Build a positive relationship with all participants, providing friendship and non-judgemental support.*
- *Provide the time to listen to and support young people in youth programs without telling them what to do but rather supporting them to find their own answers.*
- *Provide regular feedback to the coordinator.*
- *Have fun at the program.*
- *Adhere to the program code of ethical conduct.*
- *Attend ongoing training.*



*If you feel upset or angry, leave those feelings at the door. Only your cheerful presence will lift the mood of our patients and residents, and can spread in a good way.*

## Confidentiality

Personal and sensitive information regarding clients or residents is to be kept private and confidential at all times, and must not be discussed with any other volunteer, resident, client or third party.

If you have concerns relating to the person's wellbeing, discuss with your supervisor. As part of the application process you will have signed and agreed to the Confidentiality and Privacy Statement in the Volunteer Application form, therefore you have agreed to the following:

- *You must refrain from discussing any client or resident's information with any person in or outside KRHS, except in the course of your duties. Failure to do so is not only a breach of confidence and the hospital by-laws, but also may involve you, and KRHS, in legal proceedings.*
- *Respect clients and residents' privacy by knocking before entering their room.*
- *Under no circumstances may an unauthorised statement be made to any media outlet. (e.g.: Social media, TV and Newspaper and Journalists).*



6



6. Rotational rubbing of left thumb clasped in right palm and visa versa



7. Rotational rubbing with clasped fingers of right hand in left palm and visa versa



8. Once dry, your hands are safe



Try not to touch your face

Maintain at least 1.5 metre distance



Wear a mask



## Hand Hygiene - Alcohol Rub



1. Apply a palmful of the product in a cupped hand



2. Rub hands palm to palm



3. Right palm over left back of the hand with interlaced fingers and visa versa



4. Palm to palm with fingers interlaced



5. Backs of fingers to opposing palms with fingers interlaced

## Examples of breaking the rules of confidentiality

- *Discussing details of a patient, resident or youth with other staff, friend or partner.*
- *Repeating conversations about KRHS, staff, patients, residents or youth.*
- *Answering questions about a patient's condition or treatment.*
- *Comparing similar medical conditions.*
- *Reading a patient's case notes or chart.*
- *Performing duties outside your area of responsibility.*
- *Giving professional advice.*
- *Being critical of a patient's treatment or interfering with hospital routine.*
- *Accepting money or gifts.*
- *Giving money or gifts.*
- *Imposing your own beliefs (including religious) or attitudes on anyone at KRHS.*
- *Becoming personally involved with staff, patients or residents at KRHS.*
- *Taking photos of patients, residents, youth or staff at KRHS.*
- *Allowing your family to attend and become involved without applying through the KRHS application guidelines.*
- *Giving personal contact details to staff, patients or residents and allowing them to contact you or contacting them.*

## Occupational Violence and Aggression (OVA)

OVA is defined as an incident where a person is abused, threatened or assaulted in circumstances relating to their job. It takes many forms from verbal abuse and threatening language to the more extreme actions of being grabbed, pushed, hit or kicked or having something thrown at you. It is important to remember that this may occur in any area of the service.

Volunteers may come across this when transporting clients, visiting patients or residents in our homes or even a distressed family member or friend in our wards and hallways.

It is important to be aware of the surrounds that you find yourselves in, move away from areas where an incident may be occurring and refrain from becoming involved in any altercations you witness.

KRHS does not tolerate threatening behaviour being directed at anyone in its service and expects all incidents to be reported so that check-ins and follow ups can occur with those involved.

**It's never ok**



**6.** Backs of fingers to opposing palms with fingers interlocked



**7.** Rotational rubbing of left thumb clasped in right palm and visa versa



**8.** Rotational rubbing with clasped fingers of right hand in left palm and visa versa



**9.** Rinse hands with water



**10.** Dry thoroughly with a single towel



**11.** Use towel to turn off tap



## Hand Hygiene - Soap and Water



1. Wet hands with water



2. Apply enough soap to cover all hand surfaces



3. Rub hands palm to palm



4. Right palm over left back of the hand with interlaced fingers and visa versa



5. Palm to palm with fingers interlaced











## What to do in an Emergency

1. Ensure personal safety first
2. Report to the nearest nurses station

- *In an emergency, firstly ensure your own personal safety, then report to the closest nurses station. They will notify main reception of your location and you will wait instructions.*
- *It is important to follow this procedure so as not to interfere with the KRHS emergency action plan.*
- *Emergency response training will be offered on a needs basis for volunteers who require these skills as part of their role.*



## COVID - 19 Identifying the Symptoms

Symptoms		COVID-19 Symptoms range from mild to severe	Cold Gradual onset of symptoms	Flu Abrupt onset of symptoms	Allergies* May be abrupt or gradual onset of symptoms
Fever		Common	Rare	Common	No
Cough		Common	Common	Common	Common (asthma)
Sore Throat		Sometimes	Common	Sometimes	Sometimes (Itchy throat and palate)
Shortness of Breath		Sometimes	No	No	Common (asthma)
Fatigue		Sometimes	Sometimes	Common	Sometimes
Aches & Pains		Sometimes	No	Common	No
Headaches		Sometimes	Common	Common	Sometimes
Runny or Stuffy Nose		Sometimes	Common	Sometimes	Common
Diarrhoea		Rare	No	Sometimes, especially for children	No
Sneezing		No	Common	No	Common

## Hand Hygiene

Hand hygiene refers to the use of soap and water or waterless hand rub to cleanse your hands.

Germes are invisible, our hands may look clean but can transmit germs to others and the environment. Hand hygiene is the most important and effective way of reducing hospital gained infections.

### Soap & Water:

Used when hands are visibly dirty, as follows:

- Remove excess jewellery
- Wet hands with water, apply soap
- Rub all over, rinse off water
- Pat hands dry with paper towel.

### Alcohol rubs:

Used when hands are visibly clean, as follows:

- Use enough to cover both hands
- Roll to spread over palms, back of hands and between fingers
- Rub hands together until dry

### When:

As you enter and when you leave KRHS and also:

- After going to the toilet, blowing your nose, smoking and handling pets.
- Before, during and after preparing food
- When your hands are visibly dirty

### Why:

To reduce micro-organisms on the hands that can be transmitted to those that are frail, not fit and healthy. Therefore it is important to ensure you have cleans hands when visiting someone at KRHS.