

# Volunteer Agreement

I, \_\_\_\_\_, agree to serve as a Volunteer for McLaren Greater Lansing and to uphold the following expectations:

- Follow all hospital rules, regulations, policies/procedures, including those listed in the Volunteer Handbook, and uphold the philosophy and standards of the hospital at all times.
- Satisfactorily meet the requirements of the position with no monetary compensation
- Report for shifts when scheduled or notify the service or Volunteer Services Department when emergencies arise preventing you from working the shift
- Conduct myself with dignity, courtesy and consideration of others and endeavor to make my work professional in quality
- Not to impose personal beliefs or values on patients, families, visitors, volunteers or paid staff
- Maintain confidentiality of patients by never discussing a patient or information relating to a patient with another person except as it may directly relate to required duties
- Attempt to resolve any problems/concerns related to my volunteer duties with the supervisor or Service President, and, if needed, will contact the Volunteer Services Department for possible solutions
- Attend service meetings, read newsletters and participate in all mandatory programs such as annual TB tests, and health/safety and HIPAA trainings

## **I understand that MGL Staff Agree To:**

- Provide the volunteers with appropriate policies, procedures, and regulations
- Provide orientation, training, resources and supervision for volunteer work assignments
- Provide job descriptions (in conjunction with individual departments and services)
- Give volunteer assignments compatible with volunteer skills and interests
- Treat volunteers as part of the team like other paid/unpaid staff
- Keep volunteers informed about the organization through newsletter and service meetings
- Give recognition for time and energy devoted to MGL
- Suggest new assignments or alternate assignments as appropriate
- Resolve conflicts as necessary

I understand that the Volunteer Services Department reserves the right to terminate my volunteer status as a result of A.) failure to comply with hospital policies, rules and regulations; B.) absences without prior notification; C.) unsatisfactory attitude, work or appearance; or D.) any other circumstances which, in the judgement of the department director, would make my continued service as a volunteer contrary to the best interests of McLaren Greater Lansing.

If I am unable to continue as an MGL Volunteer, I will notify the Volunteer Services Department at least one month in advance.

I attest that on \_\_\_\_\_ I reviewed and will comply with the following documents:

- **Standards of Conduct adopted by McLaren Health Care and its subsidiary organizations**
- **Acceptable Use and Confidentiality Acknowledgement**
- **Volunteer Handbook**
  - Mission Statement and Company Information
  - Purpose and Scope
  - Milestones over 100 years
  - McLaren into the Future
  - Customer Service Standards
  - Core Values: TEAMWORK
  - Volunteer Handbook
    - Volunteer Policies and Procedures
    - Statement of Values and Ethical Guidelines

- Volunteer Standards of Conduct
  - Volunteer Benefits
  - Employment of Volunteers
  - Additional Online Resources
- Compliance
  - Confidentiality
  - HIPAA
  - Patient and Guest Safety Factors / Quality Improvement
- Environment of Care
  - Infection Control
  - Standard Precautions for Volunteers
  - Occupational Health & Safety
  - Safety and Security
  - Appendix A – Emergency Codes
- **Student Volunteer Training Manual** (if applicable)

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Volunteer Name (print)

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Volunteer Signature

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Date

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School Affiliation if applicable

***\*\*\*Return this signed form to the Volunteer Services Department\*\*\****

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Date Received

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Volunteer Services Signature