



*Clinic with a*  
**HEART**®

**VOLUNTEER  
HANDBOOK  
2017**

## ***WELCOME!***

Thank you for your decision to volunteer for Clinic with a Heart! We are excited to have you join our volunteer family! Like other volunteers, you have a busy life and schedule yet you are willing to share a portion of your time and talents with the people we serve.

Our Clinic with a Heart volunteers are a special family whom we value highly. Our volunteers take great pride in their performance to help the patients we serve.

We believe you will find your service at Clinic with a Heart rewarding. Thank you for your gift of time and talent to our “medical mission at home.”

Sincerely,

Benjamin Moore  
President of the Board

Dr. Lisa Mansur  
Medical Director

Teresa Harms  
Executive Director

Spencer Randazzo  
Director of Volunteers

## VOLUNTEER POLICIES

The success of Clinic with a Heart depends on active participation from its volunteers, patients and staff, all working towards the common goal of quality and efficient healthcare for the uninsured and underinsured in and around Lincoln, Nebraska. Clinic with a Heart requires that all volunteers respect our policies, rules and regulations.

**Confidentiality:** All information pertaining to Clinic with a Heart patients will be kept confidential. Breach of this policy will result in corrective action and possible volunteer dismissal.

**Proselytizing:** Clinic with a Heart is a faith-based organization. The work we do and the culture we create is witness to our faith. In keeping with our values of hospitality, dignity and grace, we do not allow proselytizing at the clinic. We recognize the importance of treating the whole person: body, mind and spirit. In this care, we meet patients where they are on their own journeys. Prayer is an essential part of our work and we continue to pray for and with patients as they request.

**Professionalism:** Volunteers are expected to act with the utmost professionalism while at Clinic with a Heart. Volunteers are expected to treat all patients, staff, and other volunteers with dignity, respect and courtesy. Sexual harassment, discrimination, or disrespect of any kind will not be tolerated.

**Respecting Diversity:** Clinic with a Heart prides itself on the quality of services our diverse group of volunteers provides to all our patients. Respecting diversity in culture, tradition and religion is a fundamental principle of Clinic with a Heart.

**Theft:** Anyone taking property of Clinic with a Heart will be reported to the Lincoln Police Department and will be dismissed from service at Clinic with a Heart.

**License:** Volunteers working in a position requiring current licensure will provide proof of license, as required.

**Parking:** Parking is available at the Clinic on the North and West side of the building.

### **Serving Our Patients:**

1. Remember, feelings and attitudes are not always directed personally at you.
2. Patients, staff and volunteers will be treated with respect, courtesy and equality.
3. Avoid negative tones and statements as well as patronizing or parental behaviors.
4. We strive to provide a wholesome atmosphere at our clinics. Patients have a right to receive quality care and are allowed to complain.
5. If you have a complaint or a concern, please document and forward to a clinic staff member:

**Teresa Harms, Executive Director**  
402-318-8411  
[teresa@clinicwithaheart.org](mailto:teresa@clinicwithaheart.org)

**Spencer Randazzo, Director of Volunteers**  
402-499-6470  
[spencer@clinicwithaheart.org](mailto:spencer@clinicwithaheart.org)

6. If a patient is upset, invite the patient to accompany you to a private space. Ask for assistance from the Team Leader or staff member as needed.
7. If at any time you are uncomfortable about being in a room alone, please ask the Team Leader to join you.

## Volunteer Information

All volunteers are required to complete all applicable application forms. The application process requires attendance at the Clinic 101 Orientation/Clinic Tour prior to beginning service.

**Age Limit:** All volunteers must be a minimum of 19 years of age.

**Punctuality:** Volunteers should plan to be at the clinic from their assigned arrival time until patients have been discharged or until assignments for the position have been completed. Depending on the number of patients to be seen, this can be as late as 9:00 p.m., so please plan accordingly.

Your team leader will orient you to the advance sign up scheduling system your team utilizes.

It is imperative that all volunteers arrive on time so the clinic can be ready for patients and stay on time throughout the evening. If you are unable to work your scheduled volunteer assignment, please contact your Team Leader as soon as possible.

**Volunteer Check-In and Out:** All volunteers are required to check-in and out from each clinic and assignment. Tracking of your time at the clinic is important as it is used to demonstrate support for funding opportunities and outcomes. If you are volunteering outside of the clinic at an outreach event, your hours can be recorded on our online sign in sheet:

<https://docs.google.com/a/clinicwithaheart.org/spreadsheet/viewform?formkey=dG1IN1ozem9GSFJBS1d1QTIzd1ZdkpON0E6MQ#gid=0>

**Name Tag:** All volunteers must have a Clinic with a Heart name tag while working in the clinic. First names only please. Please return your name tag when you check-out. The name tag helps patients identify who the volunteers at the clinic are.

**Dress Code:** Volunteers should wear appropriate shirts, jeans, slacks, and shoes. Tank tops and short shorts are not allowed. Your dress should inspire confidence in our patients.

**Medical Treatment:** If patients have questions or need to discuss medical concerns, they should be directed to a healthcare provider. All medical volunteers will provide services that are within the scope of practice of their training and/or license.

**Respect for the Facility:** Please respect the space and make sure it is clean and neat at the end of clinic.

**Safety Issues:** Volunteers should avoid direct contact with blood or body fluids. Contact your Team Leader immediately if this issue arises.

**In an Emergency:** Clinic Team Leaders will alert you to any emergency and provide you with instruction as to how to proceed.

**Clinic Supplies:** If you notice supplies are running low, please inform your Team Leader. Remember, we depend on each other to make certain supplies are stocked at all times.

**Communication:** Good communication is important and the easiest way to let all volunteers know what's happening is email. Please check your email on a regular basis. If you do not have email, please make arrangements with a "buddy" to keep you informed.

**Adverse weather:** If weather conditions are unsafe for driving, clinic will be closed. To check for possible closure, call the main clinic phone number (402-421-2924) and listen to the recording.

**Holidays:** The holidays we observe are: New Year's Day, Maundy Thursday (optional), Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas. There will be no clinics on these holidays.

**Smoking:** In order to promote a safe and healthy environment for our patients, it is the policy of Clinic with a Heart to have a smoke-free environment. Smoking is not allowed in or around any of the facilities in which we operate, except in designated areas outside the facility.

**Lost and Found:** All lost and found items will be turned into a Clinic with a Heart staff person for safekeeping. Unclaimed items will be donated.

**Accidents and Injury:** If you experience an accident or injury while volunteering for Clinic with a Heart, no matter how minor, immediately report it to your Team Leader.

**Volunteer as Patient:** Volunteers may become a patient at Clinic with a Heart and see medical providers on duty. Please follow the same procedure as all patients, obtain a number, complete demographic form, medical intake, etc.

## **VOLUNTEER ORIENTATION**

This handbook contains general volunteer information. You will receive further orientation and position specific training in the area in which you have been placed. Staff and experienced volunteers will help you learn how to perform your new volunteer responsibilities prior to working in your assigned position.

Our clinic staff is available Monday through Friday to answer any questions or concerns you might have.

**Spencer Randazzo**  
**Director of Volunteers**  
**402-499-6470**  
[spencer@clinicwithaheart.org](mailto:spencer@clinicwithaheart.org)

**Teresa Harms**  
**Executive Director**  
**402-318-8411**  
[Teresa@clinicwithaheart.org](mailto:Teresa@clinicwithaheart.org)

### **Clinic with a Heart Volunteer Website:**

One of the ironic things about Clinic with a Heart is that what we do is so simple yet can be so complex. There are many different roles and responsibilities working together to serve a great need. We've heard from many volunteers a desire for more training opportunities. We are fortunate to have a Clinic with a Heart Resource Intranet website specifically for volunteers. This site contains virtually all information required to operate a clinic. The site includes job descriptions, volunteer handbook, processes, clinic schedules, team sign ups, a volunteer directory, students, and more. You may access from clinic computers or your personal computer.

To access the Clinic with a Heart Volunteer Website:

<https://sites.google.com/a/clinicwithaheart.org/cwah-resources-intranet/>

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