



MedStar Health

Medstar National Rehabilitation Network

Volunteer/Shadow Observer Guide

It's how we treat people.

About Us

MedStar National Rehabilitation Hospital is a private, not-for-profit facility with 137 beds and approximately 2,000 admissions per year located in Northwest Washington, DC. We treat patients of all ages on our inpatient rehabilitation units.

Our Outpatient therapy network, MedStar Health Physical Therapy, provides over 700,000 ambulatory visits annually at more than 60 locations in Washington DC, Maryland and Northern Virginia. We are proud of the recognition that we have received by various stakeholders. Consistently ranked by physicians in U.S. News & World Report as one of America's "Best Hospitals" for Rehabilitation, MedStar National Rehabilitation Network is fully accredited by The Joint Commission, the Commission on Accreditation of Rehabilitation Facilities (CARF), with CARF accredited specialty programs for spinal cord injury, brain injury, amputees, pediatrics, stroke and outpatient cancer. In addition, our outpatient programs (MHPT) received the prestigious Ascend Practice Award in recognition of its robust programming and educational efforts to elevate the proficiency and expertise of therapists. For more information, please go to www.MedStarNRH.org.

Volunteer Services Guide includes:

- Becoming a Volunteer Information Sheet
- Vision, Mission and Values
- Volunteer Job Description
- Volunteer Job Requirements
- Dress Code
- Checklist
- Application Form
- Background Check Form (Volunteers only)
- Separate attachments:



—Shadow Observer Forms

- Health Clearance, Authorization, Code of Conduct, Confidentiality Statement, and Training Manual

—Volunteer Forms

- Application, Health Clearance, Code of Conduct, Background Check Authorization, Commitment of Hours and Personal Statement, Confidentiality Statement

Becoming A Volunteer/Observer

Thank you for your interest in the volunteer/observer programs at MedStar National Rehabilitation Hospital (MNRH) and MedStar Health Physical Therapy (MHPT). Our credo, "It's How We Treat People," underscores our deep appreciation for the invaluable contributions made by volunteers and observers in maintaining the highest level of excellence in patient care. Whether you are seeking to fulfill community service hours, broaden your horizons, or make a meaningful difference in your community, the MNRH/MHPT volunteer/observer program is dedicated to assisting you in discovering the perfect opportunity that aligns with your unique talents and skills. Please note, you must be age 16 or older to volunteer/observe with MNRH and MHPT.

Types of Volunteer Programs:

Shadow Observer Program

The MNRH and MHPT shadow observer program provides opportunities for students and health care professionals to observe an associate in the healthcare setting, and likely may include observation of patient care (upon approval by the patient). The shadow experience must fit the schedule of the health care associate, and the length of time may vary, from a few hours up to 64 hours.

Volunteer Program

Our volunteer program is available to adults and any student who needs to complete community service or required volunteer hours for admission to a health careers program. Our volunteers commit to a *minimum of 64 hours of service* (4 hours per week for a minimum of 6 months; or 64 hours for short-term programs).

Through these programs, many volunteers may work throughout the MedStar National Rehabilitation Network.

Service areas include:

- Information Systems
- Materials Management
- Environmental Service
- Nursing Units
- Front Desk
- Physical Therapy
- Occupational Therapy
- Medical Record
- Speech Therapy
- Administration

Network Volunteer or Shadow Observer Program

If you are interested in being a volunteer/observer, please complete form at:

<https://www.medstarhealth.org/locations/medstar-national-rehabilitation-hospital/volunteer>



MedStar Health

**MedStar National
Rehabilitation Network**

Our vision, mission, **and values.**

Vision

To be the trusted leader in caring for people and advancing health.

Mission

To serve our patients, those who care for them, and our communities.

Values

Service

We strive to anticipate and meet the needs of our patients, physicians, and co-workers.

Patient first

We strive to deliver the best to every patient every day. The patient is the first priority in everything we do.

Integrity

We communicate openly and honestly, build trust and conduct ourselves according to the highest ethical standards.

Respect

We treat each individual, those we serve and those with whom we work, with the highest professionalism and dignity.

Innovation

We embrace change and work to improve all we do in a fiscally responsible manner.

Teamwork

System effectiveness is built on the collective strength and cultural diversity of everyone, working with open communication and mutual respect.

MedStar National Rehabilitation Network mission: Our mission is to serve the community as a regional and national leader in rehabilitation services through five major areas: 1) quality patient care in inpatient, outpatient; 2) rehabilitation research; 3) education and training of rehabilitation professionals and the community; 4) assistive technology that helps persons with disabilities live productive lives; 5) advocacy—working with persons with disabilities to communicate their needs to policymakers at the local, state, and national levels.

Inpatient Volunteer Job Description

General Summary

Volunteers perform all, or a combination of the duties described below depending upon the assigned work area and the specific needs of the area. Duties will vary according to service area, volunteer program/ assignment and ability. For students who are completing community service/internships, the duties will vary according to program. Students must abide by hospital policies and procedures while completing hours/program and work closely with on-site/department management/ instructor/preceptor

General Duties and Responsibilities

1. Receives and screens telephone callers, provides information per service area/Hospital policy, and/or routes calls to appropriate personnel. Demonstrates consistent, professional telephone etiquette.
2. Greets patients, visitors, and staff to the office/service area, determines their need(s) and assists/directs them accordingly.
3. Assists patients with comfort needs and emotional support, as assigned.
4. Runs errands.
5. Escorts patients, visitors/guests around hospital.
6. Performs array of clerical/office/ computer tasks.
7. Delivers/stocks/labels/stores supplies.
8. Notifies volunteer coordinator of changes that may compromise the health and safety of patients, guests and employees.
9. Visits with patients; provides social/therapeutic interaction with patients/visitors which may include but not limited to reading, writing, drawing, communicating, music (when/where permitted/appropriate).
10. Provides other services and duties as requested within scope of ability. May assist staff with other tasks as needed once volunteer gains experience and express an interest in learning more.

Outpatient Volunteer Job Description

General Summary

Under the supervision of a Physical, Speech, and/or Occupational therapist, the Volunteer will observe and learn about the physical, speech and/or occupational therapy profession. Their duties will include but will not be limited to maintaining treatment areas, equipment, supplies; performance of routine office duties; assisting with patient treatments as directed by a physical, speech and/or occupational therapist and responding to other assistive request(s) to promote the overall therapeutic program. Duties will be conducted in accordance with the Physical/Speech/Occupational Therapy Practice Act of the District of Columbia, Maryland and Virginia. Volunteers will not have “Hands-On” contact with patients.

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General Duties and Responsibilities

1. Check daily schedule for assigned duties upon arrival each day

2. Help keep the therapy area clean, orderly and safe

- Return equipment to proper place
- Maintain open areas for wheelchair passage and ambulatory patients
- Change and discard used linens promptly after use
- Stock linen cabinets and maintain appropriate levels of linen

3. Perform clerical duties to include but not limited to

- Photocopying
- Filing
- Replenishing forms or bins
- Collating
- Faxing
- Restocking office supplies
- Computer data entry

4. Phone answering once proper Customer Service training has been completed.

5. Assist therapist in patient care and preparation of treatment area

- Greet, escort and/or transport patient to and from therapy area
- Prepare area and/or equipment for patient treatment
- Supervise exercise programs as directed by physical and/or occupational therapist
- Stabilize wheelchair for patient's transfer
- Bring wheelchair to a patient who is ambulating
- Assist group leaders during exercise groups
- Prepare hot and cold packs

Volunteer Requirements

AGE: You must be 16 or older to volunteer.

EDUCATION: Requires the ability to read and write English. Also requires the ability to speak and understand written and oral directions in English.

COMPLEXITY AND JUDGMENT: Work consists of several varied tasks. Volunteers must have decision making capabilities using standard instructions, policies, protocols and/or procedures for guidance. The on-site supervisor will be consulted to handle non-standard activities.

WORKING CONDITIONS: Working conditions may involve occasional exposure to dust, fumes, noise, heat, or similar elements. moderate visual attention to a computer, video display terminal, or similar equipment or device. Injuries, should they occur, would be minor (e.g., minor cuts, burns and abrasions).

PHYSICAL DEMANDS: Duties may require exerting up to ten pounds of force occasionally and/or small amounts of force frequently. Any sedentary work typically involves sitting most of the time, however as tasks vary per service area/role, the volunteer may be subjected to brief and/or extended walking or standing, pushing, pulling, lifting, bending, and stooping.

OTHER: Annually, all volunteers must be up to date on their Vaccinations and Flu shots and successfully complete MedStar Health SiTEL educational modules including but not limited to: HIPAA, Infection Control, Injury Prevention and Workplace Violence.

The duties stated are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of a volunteer. Other related duties may be assigned within scope of ability.

Dress Code

All Volunteers are expected to abide by the following MedStar Health Dress Code:

Policy Statement

MedStar Health believes in providing high quality and safe care, treatment and services to patients. Therefore, MedStar Health volunteers and associates are required to dress in a manner that is safe and is based on MedStar Health dress code and personal appearance guidelines while on duty; while on property owned or leased by MedStar Health; or when representing MedStar Health in public.

Philosophy Statement

MedStar Health expects all associates to contribute to a professional and collegial environment by exemplifying the SPIRIT (Service, Patient First, Integrity, Respect, Innovation, and Teamwork) values with our patients, visitors, customers, and colleagues.

Procedure

I. Dress Code

a. Religious Dress

MedStar Health is committed to promoting diversity and equality of opportunity within the workforce and will therefore respect an individual's religious preference or requirements of customary dress. Leaders will consider associates' religious or cultural dress requirements and the needs of the patients that we serve. A review of our infection prevention and safety standards will be conducted as appropriate.

b. Identification Badges (outpatient)

ID badges must be worn by volunteers at all times while on premises and should be displayed according to entity standards. No pins or other stick-on items may be attached to the badge. Volunteers who damage or lose their ID badges are responsible to pay for replacement badges.

c. General Requirements (Applicable to Patient Care and Non-Patient Care Areas)

It is essential that each associate presents a neat, professional, well-groomed appearance while on duty, on the entity premises, and while representing the entity off premises. Associates should adhere to the following dress and personal appearance requirements:

- i. Associate's appearance should be clean, neat and professional. Clothing should be unexaggerated in style, clean, properly fitting and not wrinkled. Clothing should not appear too tight, too baggy, too short in length, revealing, faded, or in need of repair. Certain items are not appropriate, including, but are not limited to, denim materials, T-shirts, and shorts.

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- ii. Lab coats and scrubs may only be worn by authorized clinical personnel, unless required by regulatory agencies or department policy.
- iii. Volunteers are expected to follow their department-specific dress code standards.
- iv. Hats and other head coverings are not permitted, unless required for religious purposes or part of the uniform.
- v. Shoes need to be appropriate in style, depending on the nature of the position. Flip flops and non-business style open toe shoes are not appropriate.
- vi. Extreme or eccentric hairstyles (i.e. spiked, shaved message, striped, etc.) or extreme hair color (i.e., blue, purple, green, etc.) are not permitted.
- vii. Fingernails should be kept clean and be in compliance with the applicable MedStar Health practice. Neon nail polish and nail jewels are not acceptable. In some areas (such as food services), nail polish may be prohibited.
- viii. Due to close contact with patients, visitors and coworkers, the use of strong, heavy scents and fragrances is not permitted.
- ix. Generally, visible tattoos and facial piercings are prohibited.
- x. Moderate jewelry is permitted and must be appropriate to the nature of the associate's job. In some areas, jewelry may not be permitted or limited in size/amount for safety and/or infection control reasons.
- xi. Volunteers are expected to follow any additional guidelines related to their specific duties.

d. Additional Requirements Applicable to Patient Care Areas

- i. Fragrances may not be worn.
- ii. Long hair should be worn up, secured in back, or appropriately covered in accordance with established departmental standards/protocols.
- iii. Nails must be trimmed no longer than ¼ inch in patient care areas (unless more stringent standards have been established based on nature of duties.) In accordance with CDC guidelines, no artificial fingernails or extenders may be worn by associates providing patient care.

II. Definitions

Patient Care Areas: Any area where volunteers have direct patient contact or patient interactions.

Non-Patient Care Areas: Any area where volunteers do not have any direct patient contact or interactions and/or areas where direct patient contact or interactions are minimal, such as, limited to contact in the halls, cafeteria, etc.

III. Responsibility

a. Volunteers

Every volunteer is expected to follow this policy as established by MedStar Health and the departments in which they volunteer. Failure to follow the dress code and personal appearance policy can result in discontinuation / removal from the volunteer program.

b. Leaders

- i. Ensure that dress code and personal appearance policies are contained in department manuals or are accessible to volunteers, and that each new volunteer is informed of such policies during departmental orientation.
- ii. Ensure compliance with this policy in addition to the applicable department's dress code and personal appearance policy and address violations of this policy through coaching and/or corrective action.
- iii. Interpret and enforce this policy in a consistent manner.
- iv. Ensure that the associate's appearance is consistent with the mission and environment of the department and meets the following objectives:
 1. Demonstrates a public image commensurate with the quality of patient care and services.
 2. Protects the health and safety of patients, visitors and associates.
 3. Meets infection prevention standards for a safe environment.

IV. Exceptions

Exceptions may be granted to portions of this policy (either on a case-by-case basis or through a department dress code and personal appearance policy) for departments/locations with no patient, visitor, or vendor face-to-face contact and/or based on the operational function of the department. All exceptions require the approval of the relevant senior Human Resources leader.

Examples of an exception: Volunteers working in a non- air conditioned warehouse, may be permitted to wear shorts during the summer months or associates working in a satellite call center or business office with no face-to face contact with patients, visitors, or vendors are permitted to wear business casual attire or participate in a sponsored "jeans/denim" day.