

DHMC AUXILIARY VOLUNTEER AGREEMENT

Definition of Volunteer

The term "volunteer" applies to any individual who performs a task on behalf of Dartmouth-Hitchcock without compensation or expectation of compensation, after being officially accepted and approved by the Director of Volunteer Services to serve in a volunteer capacity for Dartmouth-Hitchcock.

Volunteers enhance the work of paid staff, not replace it. Conversely an employee cannot volunteer to do the same or similar job description for which they are paid.

Paid employees may serve in volunteer roles which are outside the scope of their paid work, in a different department location within the organization and outside of their regular working hours.

It is unacceptable to displace paid staff with volunteers. Volunteer jobs must be part time and small enough in scope to be productively completed in a few hours a week, or else designed to be shared among a group of volunteers. Anything beyond this may need to be done on a paid basis.

Employees who wish to volunteer must complete a volunteer application, participate in a volunteer interview, and complete an orientation for new volunteers with the department of volunteer services. We welcome DHMC Retirees to apply to volunteer, but they must be placed to volunteer in a department other than their home department.

If accepted as a volunteer at DHMC, I agree that I am making a commitment to serve and agree that I will:

Know and support the missions of the Hospital and Volunteer Services / Auxiliary

Be aware of and concerned about how my actions affect patients and their families, visitors, employees, medical staff, and fellow volunteers;

Call the Volunteer Services Office with as much advance notice as possible if I am unable to be here on my scheduled day;

Serve and help patients, families, visitors, and co-workers and respect each individual's dignity and privacy

FURTHERMORE AND WITHOUT EXCEPTION, I shall hold as absolutely confidential all information that I may obtain directly or indirectly concerning patients, doctors, or personnel, and I will not seek to obtain information from a patient.

I will contact the volunteer office on a regular basis to report my volunteer time, or enter it myself at http://giving.dartmouth-hitchcock.org/volunteer/report_hours.html

If I demonstrate behaviors that do not reflect the guidelines outlined above, I understand I may be asked to discontinue my volunteer role at DHMC.

If at any time I discontinue my volunteer commitment to DHMC, I will contact the volunteer services office to notify them of my resignation and I will return my photo identification badge. I will return my volunteer jacket to the office as well.

I agree to follow these guidelines and confirm that I am offering my time as a DHMC volunteer with no expectation of pay.

Volunteer Print Name _____

Date _____

Volunteer Signature _____

Director of Volunteer Services _____

Mission

Dartmouth-Hitchcock Volunteer Services empowers and mobilizes high impact community involvement, contributing in essential and observable ways to the quality of the patient and visitor experience through volunteer action, visual and healing arts, information desk services, and supplemental funding made possible through the proceeds of the gift shop.

Values

We strive to be leaders in volunteer engagement, mobilizing volunteer applicants into high impact roles and projects compatible with their level of skill and commitment, creating powerful collaboration at all levels of the organization as dynamic partners in patient satisfaction outcomes.