

North Florida/South Georgia Veterans Health System VOLUNTEER ANNUAL TRAINING

1. **Sign In Procedures** – Unless otherwise instructed, use the computer terminal in the office. The hours you log in are from the time you start volunteering onsite until the time you leave. You do not count travel time and time spent preparing for your visit, such as shopping, only the time you are here. VTN driver's hours begin at van pick up and end at van drop off. Additional time only approved by Chief, Voluntary Service. **Also, if you are at the VA for a personal medical appointment, you do not sign in for any time associated with the appointment. None of the appointment time counts toward volunteering or receiving a meal ticket.** Not all Outpatient clinics have a sign in kiosk and varying methods may exist. Please check with Administrative Officer if you are at a location that does not have a Volunteer Coordinator.
2. **Meal Ticket** – Must volunteer a minimum of 4 hours to be eligible for a meal ticket. It is only to be used by the Volunteer and only on the day it is received. It may not be given away for any reason.
* Not provided at all locations.
3. **I.D. Badge** – You must wear your VA ID when volunteering. The badge identifies who you are and your role at the facility. **ID must be current.** If you need a new one check with Voluntary Service at the medical centers/Volunteer Coordinators at OPC's or the Administrative Officer at the CBOC's. **Badges are the property of the government and must be turned in when you no longer Volunteer.**
4. **Parking** – Do not park in reserved parking/handicapped parking unless you have the appropriate decal(s). More specific instructions are available at the facility where you work.
5. **Proper Attire** – Please dress appropriately, no tank tops, open toed shoes **or shorts are authorized (VTN and Golf Cart Drivers does not apply).**
6. **Smoking Policy** – No smoking, chewing tobacco, or electronic cigarettes are permitted anywhere on VA property or in government vehicles.
7. **Inactivation** – If no volunteer hours are recorded for 12 consecutive months, you will automatically be inactivated in the Voluntary Service System as a volunteer. If you wish to return you will need to reapply.
8. **Volunteer/Patient Relations/Sexual Harassment** – Professional behavior is expected when volunteering. Sexual harassment will not be tolerated. In its simplest terms, sexual harassment is defined as any act, gesture, comment, etc. that is deemed offensive by the recipient or third party. For additional information on this topic, you can obtain a copy of the "Code of Conduct" policy from Voluntary Service.
9. **Privacy/Confidentiality** – As a Volunteer, you are a "Without Compensation" employee of the VA. Therefore, you are subject to the same policies as all VA employees and specifically, that of Patient Privacy and Confidentiality. [Please click here for training on this subject.](#)
10. **Chain of Command** – No matter where you volunteer, there is a distinctive chain of command/line of supervision. You should have a first (work area) line supervisor at your area that you are familiar and communicate with. Not Voluntary Service unless working in our office.

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11. **Reporting Absence** – Please call your work area supervisor if you are going to be absent.
12. **Infection Control/Fire Safety/Disaster** – The best way to avoid spreading germs after contact with another is to properly wash your hands with soap and water. Observe patient room signs for various precautions. If the patient is in an isolation room, do not enter. When serving coffee, donuts, or refreshments, you must wear food service gloves that are available in the kitchen.

Practice the following in case of a fire: RACE
Rescue – all individuals in the immediate area should be evacuated
Alarm – pull the alarm box nearest to you
Contain – contain the fire, close all doors and openings
Evacuate – leave the premises and wait for the fire department
13. **Cash Transactions** – **Volunteers are not authorized to handle the money of patients. Lending or borrowing money from a patient is strictly prohibited. All donations should be directed to the Voluntary Service Office.** Volunteers do not accept tips.
14. **Reporting Incidents** – If you are injured while performing your volunteer duties, report your injury to the staff that is responsible for your supervisor. Volunteers injured in the course of their assigned duties are authorized medical services.
15. **Mission/Vision** – Mission: To improve the health of our veteran population by providing the highest quality primary, specialty, and extended care in an integrated health care delivery system, enhanced by research and sustained through education. Vision: To provide health care excellence that makes a difference in the lives of veterans and their families.
16. **Cyber Security** – If you use a computer as part of your volunteer position you are required to complete cyber-security training, privacy, and HIPPA via TMS annually. You must complete this training in order to maintain access. It is very important you practice secure measures when using government computers.
17. **Suicide Prevention Training** – If you encounter a Veteran that appears to be an immediate risk to harm him/herself or others, escort the Veteran to the ED. If the Veteran appears violent or incoherent, contact the VA Police. If the Veteran is not an immediate risk for harm to him/herself or others, you may ask if they have a Primary Care Provider, and escort them to their Primary Care Provider's office. If they do not have a Primary Care Provider, you may give them the Veterans Crisis Line: 1-800-273-8255 Press 1.
18. **Flu Shots/COVID-19** – As a VA Volunteer it is mandatory to receive an annual flu shot. Flu shots are given at all facility locations or you can provide documentation to Employee Health from the location and physician in which you received your flu shot. Before Flu season each year, Volunteers are provided detailed information. At this time and until changed, all volunteers, staff, patients and visitors are required to be screened at the entrances of VA Healthcare facilities in North Florida/South Georgia.

