

VOLUNTEER HANDBOOK

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WELCOME to UHealth Volunteer Services!

You are now a member of a volunteer workforce who supports a 560-bed academic medical center in providing an exceptional experience to patients and families. The University of Miami Health System (UHealth) delivers leading-edge patient care by the region's best doctors, powered by the groundbreaking research of the University of Miami Leonard M. Miller School of Medicine. Hospital Volunteers play a vital role in providing compassion through selfless giving of your time and skillset to serve others.

UHEALTH MISSION & VALUES

The mission of the University of Miami Health System and Leonard M. Miller School of Medicine is to be a state-of-the-art academic medical center that serves the South Florida community and beyond.

This will be accomplished by:

- Delivering high-quality, compassionate health care
- Leading life-changing discoveries and transforming patient care through innovative research
- Educating the next generation of medical leaders
- Promoting the health and well-being of our community
- Nurturing diversity, equity, and inclusivity

“DIRECCT” Core Values:

- Diversity: Valuing and including people from all cultures and backgrounds in the pursuit of our common goals.
- Integrity: Demonstrating honesty and fairness in our words and actions.
- Responsibility: Exhibiting pride and accountability in the performance of duties and ensuring long-term success of our university.
- Excellence: Striving to accomplish our goals with quality, rigor, passion and distinction.
- Creativity: Embracing innovation, flexibility, and originality in the pursuit of our vision and mission.
- Compassion: Behaving in a caring, humane, and empathetic way.
- Teamwork: Engaging and working well together to achieve optimal results.

Service Standards

- Safety: Providing for the welfare and peace of mind for all.
- Caring: Treating every person with respect and dignity.
- Responsiveness: Delivering the highest level of quality service with the optimal use of time and resources.
- Professionalism: Exhibiting quality in our physical environments and personal behaviors.

VOLUNTEER POLICY

It is the policy of UHealth to enlist individuals who of their own free will choose to donate their time and services for charitable and/or humanitarian purposes, in support of UHealth's mission and common purpose. This policy and the procedures below do not establish, either implicitly or explicitly, any contractual or employment relationship or agreement with UHealth. UHealth reserves the right to amend this policy and its procedures at any time. All UHealth volunteers and individuals managing them in the performance of their services shall be governed by this policy.

This policy does not apply to individuals participating in events that are organized by UHealth or other efforts to promote engagement of UHealth employees. Additionally, this policy does not apply to University of Miami Board of Trustees, UHealth Board of Directors, or individuals seeking or working in a paid or non-paid internship with UHealth. For non-healthcare volunteers, please refer to the [University of Miami Volunteer Services Policy](#).

VOLUNTEER RIGHTS AND RESPONSIBILITIES

Volunteers have the right to:

- Serve in a safe & healthy workplace, and to refuse valid unsafe tasks and prohibited activities
- A supportive environment in which to serve and contribute
- Effective and meaningful volunteer involvement practices
- Provide feedback and receive feedback when requested regularly
- Ask for and receive support from their supervisor when required

Volunteers have a responsibility to:

- Conduct themselves in a manner consistent with UHealth policies and procedures, as well as established practices and/or regulations.
- Be respectful and courteous in all interactions, considerate and prompt in their service.
- To maintain UHealth's DIRECCT core values, Service Standards and Promise
- Adhere to applicable federal, state, and local laws and regulations that govern their voluntary services, including but not limited to, those relating to ethical behavior, safety, confidentiality, protected health information, computer use, financial responsibility, and drug use.

VOLUNTEER REQUIREMENTS

- Volunteers must be at least 16 years old, and U.S. citizens or legal permanent residents of the United States.
- Volunteers will be required to complete an application and submit all required documentation to the appropriate office
- Volunteers must complete appropriate Computer Based Learning (CBL) modules, HIPAA certification annually, standard and role specific orientation.
- Volunteers must consent to and successfully complete a Level I or a Level II Criminal History Background Check, depending on role.
- Volunteers must provide proof of influenza (Flu) vaccination obtained within the current Flu season October-June.

- Volunteers must provide proof of Measles, Mumps and Rubella (MMR) immunity; and (3) proof of a negative purified protein derivative (PPD) skin test for tuberculosis (TB) infection, or a negative chest x-ray result received within the last 12 months.
- Virtual volunteer medical screening requirements may differ. Refer to the role appropriate standard operating procedure (SOP).

CONDUCT AND BEHAVIOR

- Volunteers are required to wear a UM volunteer ID badge and a volunteer jacket or vest, when serving a shift at UHealth.
- Wear neat clothing no jeans or sweatpants or shorts
- Wear comfortable closed in shoes
- No volunteer may act as an official spokesperson for UHealth without designation by the Assistant Vice President of Integrative Health Services or the Chief Nursing Executive. Volunteers are encouraged to promote UHealth volunteer service in formal and informal settings which do not include media interviews.
- UHealth volunteers are expected to be committed to protecting the privacy of personal information of all stakeholders in the organization including other volunteers in accordance with HIPAA.
- No use of cell phones, that is not shift related, refrain from texting until shift is over
- Be prompt (on time or early) to scheduled volunteer shift

VOLUNTEER DRESS CODE

- Volunteer must wear UHealth ID badge on volunteer lanyard when on shift
- Volunteer must wear a fully buttoned issued uniform when on shift
- Wear comfortable, closed toe, rubber soled shoes
- Dark professional pants or skirt, (black or navy) no jeans, no shorts, no leggings, no sweatpants, no miniskirts

VOLUNTEER CHECKLIST

- I am at least 16 years of age
- I am a U.S. citizen or permanent resident
- Completed and submitted Volunteer Application
- Completed and submitted Background Search Form
- Submitted Volunteer Service Parental Consent (*If applicable*)
- Submitted Driver's license or passport (Front and back)
- Submitted Social Security Card (Front and back) (*If applicable*)
- Submitted proof of Vaccination Requirements
- Submitted proof of PPD Results or X-ray for TB (must be within 1 year)
- Submitted current year Flu shot
- Completed New Volunteer Orientation (NVO)
- Completed required Computer Based Learning (CBL)



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MILLER SCHOOL
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