

ORIENTATION CHECKLIST FOR VOLUNTEERS



DEPARTMENT INFORMATION

- Hours of Operation: Clinic and Health & Fitness
- Volunteer/Student Hours (Schedule to be determined based on the volunteer's or the student's need)
- Office Phone, Fax & Address (both locations); Supervisor Contact Information
- Parking: for employees, for patients, for Health & Fitness Members
- Staff Introductions
- Lunch Periods/Breaks
- Locker
- Dress Code: Business Casual, "Clinical" Dress Code (Scrubs)
- Personal Cell Phone Use: Emergencies Only, No Texting During Clinic Time
- Internet Use: For Business Purposes Only

PATIENT CONFIDENTIALITY

- Maintain confidentiality
- Refrain from discussing patients with co-workers and other patients' information
- Respond appropriately to patient questions about other patients
- Request information to take home (either verbally or in writing)
- Volunteer Confidentiality Agreement discussed and signed

OBSERVATION GUIDELINES

- Entering Treatment Rooms
- Asking patients questions or discussing their condition and plan of care
- Observing evaluations
- Volunteer Confidentiality Agreement (Observation Guidelines Section) discussed and signed

GOALS, DUTIES & ACTIVITIES

- Set and discuss goals
- Handouts discussed and signed

RESPONSIBILITIES

- Cleaning of mat tables, electrodes, and other equipment
- Changing linens as needed
- Retrieving hot and cold packs
- Retrieving TENS unit/electrodes
- Locating patient charts for clinicians
- Assisting with wheelchairs as needed
- Photocopying/faxing
- Performing other delegated tasks

EMERGENCY PROCEDURES

- Safety
- Consult supervisor in case of an emergency
- MSDS Sheets

MISCELLANEOUS

- Obtain completed Volunteer Profile & Contact Information
- Review Sign In Sheet Procedures
- Explain Satisfaction Survey For Volunteers (at end of "assignment")

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