

WEST LINCOLN **MEMORIAL AUXILIARY**

**169 Main Street East
Grimsby, Ontario
L3M 1P3**

Established 1944



VOLUNTEER MANUAL

Revised December 1, 2025

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WLMH Mission Statement

***A caring team partnering with our Communities to
provide quality healthcare close to home.***

WEST LINCOLN MEMORIAL HOSPITAL VALUES

- **Compassion and Competence**

We strive to meet patient care needs compassionately, personally and competently, recognizing physical, mental, emotional and spiritual needs.

- **Diversity and Respect**

We value diversity and we respect all people, including patients, their families, Hospital and medical staff, volunteers and our communities.

- **Trust, Honesty and Integrity**

We value and promote fairness, honesty and openness in our relationships with patients, their families, Hospital and medical staff, volunteers and community partners.

- **Empowerment**

We value an innovative approach to improving the health of the community through teamwork, open communication and empowering all individuals to have input into decision making. We recognize and encourage the contributions of all staff, physicians, volunteers, patients, their families and our community partners.

- **Excellence**

We value continuous improvement in quality of service and strive for excellence in patient care delivery.

- **Partnership**

We value dynamic relationships with both internal and external partners for delivery of integrated, patient-focused health care.

HOSPITAL POLICIES, PROCEDURES AND CODE OF CONDUCT

Volunteers must be sure to adhere to hospital policies and procedures, including the:

- Hamilton Health Sciences Values-Based Code of Conduct “RESPECT” (posted on WLMA website; note: volunteers will be required to sign at time of application confirming they have read and agree to abide by the Code of Conduct);
- Hospital Ethics, Interpersonal and Interdepartmental Relations policy on page 4;
- Volunteers will sign a “Terms of Engagement” form before placement commences.
- Use of Wheelchairs on page 9;
- Safety Reminders and Vaccination Policy on pages 9; and
- How to Hand Wash on page 10.

HOSPITAL ETHICS AND INTERPERSONAL RELATIONSHIPS

For you, who have chosen to be a volunteer at WLMH, “discretion” is the keyword.

Each patient admitted to the hospital, either as an inpatient or outpatient, places their trust in all of the personnel including the volunteer, to respect the confidentiality of their visit or stay in the hospital.

You may know some of the patients personally. No reference is to be made, either within or outside the hospital, as to the identity of any patient that is admitted to the hospital, any diagnosis or any treatment.

You, the volunteer, may be mistaken for hospital personnel. The patient, or their family, may seek your advice. Never express any opinion on the patient’s condition or treatment to the patient, relatives or any other person – including the hospital staff.

The patient may express such feelings as loneliness, depression or criticism of something or someone. The volunteer should deal with these with sympathy and understanding. It would be most helpful to the nursing staff if the volunteer would refer this to the department Manager – avoid attempting a solution to the problem.

Do be cheerful, positive and friendly but not familiar.

INTERDEPARTMENTAL RELATIONS

The attainment of our stated goals is dependent upon the entire hospital perceiving itself as a team with a shared purpose.

We believe that dialogue within and between departments and across disciplines strongly affect the quality of our results.

We believe that each and every job contributes to the functioning of our hospital.

We believe in the invisible teams, not formally defined or structured, that rise to the occasion and solve problems that occur during normal operations.

We believe in striving to continually improve the quality of care and service provided by the individual volunteers.

We believe in participation on quality improvement teams within the hospital that require input from a volunteer perspective.

The effectiveness of West Lincoln Memorial Hospital is dependent on the collective impact of each individual performance.

VOLUNTEER PROGRAM

What is Volunteering?

Volunteering is giving your time, skills or expertise. There are many benefits to volunteering and we believe volunteering can be very satisfying at any time in your life. It can be customized to your interests, available time, and reasons for wanting to volunteer.

Volunteering creates strong, healthy communities.

Purpose

The volunteer program supplements the professional and trained staff with responsible volunteers who will bring to the patients and their families those additional services that tend to enhance the warm, friendly atmosphere in the hospital.

Objectives

- To provide a thorough orientation program for the volunteers.
- To train volunteers to function safely and effectively within the hospital setting. Each program has a coordinator who will provide instruction.
- To assist the volunteer to enjoy a feeling of personal satisfaction by giving a worthwhile service to patients, the hospital, and the community the hospital serves, without financial remuneration.
- To assign volunteers to areas requiring service within the hospital.
- To provide care and comfort for all who need it.

Hospital volunteer associations exist to:

- enhance patient care
- raise funds for the hospital and to help hospitals meet their goals
- provide leadership and educational opportunities to their members
- promote the involvement of young people as volunteers
- respond to change and progress in the volunteer healthcare field

WLMA Motto “Together we can make a difference”

QUALIFICATIONS OF A SUCCESSFUL VOLUNTEER

Motivation: The personality factor common to all effective volunteers is a need to serve, to share and to interact with others.

Tolerance: Relate easily with patients and staff from many different cultures.

Warmth, Empathy, Tact, Discretion: These are necessary qualities to be a good volunteer.

Confidentiality: Must have the same respect and responsibility, as do the professionals, for patient confidentiality.

Humour: It is helpful not to take oneself too seriously.

Dependability: Adhering to your agreed volunteer times and duties is very important. Each scheduler works very diligently to fill all required hours.

Commitment: Volunteering is a commitment and people (staff, patients and other volunteers) rely on you being able to fulfill your obligation to your shift.

AUXILIARY PLEDGE FOR VOLUNTEERS

May we have the wisdom and ability, to serve in our hospitals in which we strive to bring comfort and hope to all who are in distress of mind or body.

May we be mindful of the privilege given us to help the aged, the ill and the very young – with generosity, with discretion and with gentleness.

May we have the strength to labour diligently – the courage to think and to speak with clarity and conviction but without prejudice or pride.

May we have both wisdom and humility in directing our united efforts to others which will be mutually rewarding to all.

GENERAL INFORMATION

Reporting for Service

A \$25 admin fee is requested when joining the Auxiliary. This fee also helps to offset the cost of the volunteer uniform and ID badge which must be worn at all times while you are on duty. The uniform consists of either an apron plus visor (for Café volunteers) or a vest (for all other volunteers). The uniform and ID badge must NOT be worn outside of the hospital boundaries unless for a special event.

Dress code:

A patient's confidence can be affected by the appearance of those who are providing care; therefore, it is essential that personal grooming and appearance be appropriate while volunteering. As an ambassador of WLMA and West Lincoln Memorial Hospital, volunteers must convey a consistent, professional appearance at all times.

- Volunteer uniforms must be worn while volunteering.
- Tank tops and athletic apparel (i.e. yoga pants) are not permitted, as are tops with advertising or slogans.
- A hospital personal photo identification badge must be worn and visible, either on a breakaway lanyard or clipped to the uniform at all times.
- While dress shorts and skirts (at, or just above the knee) are acceptable, short shorts and skirts (e.g. skorts, golf skirts and mini-skirts) are not permitted.
- Neat and clean jeans are allowed. Frayed, worn, torn, or cut-off jeans are not permitted.
- Clean and quiet shoes are required (no flip flops). Footwear suitable to the task is required. Closed toed shoes are recommended for infection control, as well as health and safety reasons.
- Jewelry should be kept to a minimum.
- Hair that is shoulder-length or longer should be tied back. A head cover (i.e. visor, hat or hair net) must be worn by volunteers working in a food service area such as the Café.
- No hats (except in Café) or sunglasses are to be worn while volunteering.
- WLMH is a fragrance restricted hospital to allow access for those with sensitivities or allergies to fragrances. Please refrain from using or wearing scented products of any kind.
- Volunteers will take care of and maintain their uniforms and return them upon termination or leave of absence.

All volunteers working within the hospital are covered by the hospital insurance for personal liability and/or property damage provided they are acting in accordance with instructions given by the Auxiliary and acting reasonably and in good faith. Volunteers are not covered by workplace safety insurance through the hospital.

Volunteers must track their volunteer hours. There are two ways to do this. One is to download the application onto your mobile device, so you can start the clock and stop the clock for each shift while at the hospital. There is a kiosk/tablet located in a public space at the hospital where volunteers can start and stop the clock as they enter and leave the building. Volunteers must clock-in/out at the kiosk for every shift. There is also a mobile

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app and a website where volunteers can record their off-site hours. Instructions on recording volunteer hours will be provided to new members. Annual awards for service are determined based upon up-to-date records.

Photo I.D. Name Badges

The Volunteer Coordinator will arrange with the hospital Security Office to issue a photo ID badge to a new volunteer, or a replacement badge for an existing volunteer.

Police Record Check

All volunteers are required to obtain and provide the Auxiliary with proof of a valid Police Vulnerable Sector Check or Police Criminal Record Check dated within 1 year of the check being conducted (***Police screening requirements will be discussed at your interview***).

Meals

The Coffee Shop (on the main floor) will provide each volunteer with *one complimentary beverage per shift*. It serves hot and cold beverages, sandwiches and other small food items.

Paid Parking

There is a daily flat rate parking fee for all lots at West Lincoln Memorial Hospital. However, Auxiliary members are provided with a parking permit to hang from the rearview mirror of their vehicle whenever they are attending the hospital in connection with volunteer work. **NOTE:** Modifications to parking onsite will occur during 2026 to accommodate access to the new building and preparation for decommissioning the existing building. Separate instructions will be provided upon joining as to the location of the designated parking spots for volunteers and regular updates to any changes impacting parking will be communicated to volunteers.

Smoking

The hospital and surrounding property is a non-smoking facility.

Illness or Absence

If you have a cold or other infection, or if you are to be unavoidably absent, please arrange, if possible, your own replacement or notify your area volunteer coordinator.

If possible, please estimate the length of time you will be away so that substitute arrangements can be made for you, and please notify the coordinator when you are ready to return.

If your area coordinator can't be reached, please call the Auxiliary Office (905-945-2253, ext. 11391) and leave a message. Please note the Auxiliary Office is staffed by volunteers Monday-Friday, 9:00 am to 12:00 noon so messages will be received during those hours only.

If you become ill or incur an injury while on duty, please report directly to Emergency.

Telephones

The telephones at the Nursing Stations are not available for private calls. Do not answer the phone at a Nursing Station unless you are asked to do so by the nurse in charge.

USE OF WHEELCHAIRS

Wheelchairs present special problems. Accidents may occur when not properly used.

- Volunteers must **NOT** transfer patients in or out of a wheelchair.
- If a patient requires a wheelchair, the volunteer must ask a nurse or call portering to assist the patient. Volunteers in the front lobby can use the Auxiliary office phone to call for portering to assist the patient.
- Only volunteers who are designated to the role of 'Wayfinding' and are trained in that role and the use of wheelchairs may transport a patient in a wheelchair.

SAFETY REMINDERS

While you are helping as a volunteer, always be aware of the working hazards. Outlined below are some procedures to remember.

- Know and observe the procedure for the use of wheelchairs.
- Never put bedsides down for a patient.
- Report potential hazards to the Department Head e.g. broken glass, malfunctioning equipment, blocked fire exit, spilled fluid or flower petals on the floor (a fall hazard!).
- Never move a patient. Call a nurse.
- Do not untie safety restraints for patients.
- Do not buy food or candy for a patient without first checking with a nurse on the ward.
- Ask department staff where the fire exits and firefighting equipment are in your work area.

Infection Control

Masking is currently an individual preference at WLMH. However, masking may become required during high transmission risk periods and or outbreaks. Any adjustments to the masking policy at WLMH will be made based on local viral activity in keeping with provincial guidance and recommendations by the regional hospital infection prevention and control expert group.

Masks will continue to be available upon entry to the hospital. We ask that everyone support their fellow volunteers, as well as staff, physicians, learners and visitors in their individual choice regarding masking. Volunteers may be required to wear personal protective equipment (PPE) such as masks and gloves, depending on the type of tasks they are conducting as part of their role.

Do not enter a patient's room where **"ISOLATION PRECAUTIONS"** are being observed.

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It is important that you practice meticulous personal hygiene. Frequent hand washing is required. Please read the How to Wash Hands procedure below. Hand hygiene is the single most important way to prevent infections.

Vests should be clean and neat at all times. While working with patients or in the coffee shop long hair should be tied back. Visors (or a hair net) must be worn in the coffee shop. DO NOT wear vests outside the hospital.

How to handwash

Lather hands for 15 seconds

- 

1 Wet hands with warm water.
- 

2 Apply soap.
- 

3 Lather soap and rub hands palm to palm.
- 

4 Rub in between and around fingers.

Lather hands for 15 seconds

- 

5 Rub back of each hand with palm of other hand.
- 

6 Rub fingertips of each hand in opposite palm.
- 

7 Rub each thumb clasped in opposite hand.
- 

8 Rinse thoroughly under running water.

- 

9 Pat hands dry with paper towel.
- 

10 Turn off water using paper towel.
- 

11 Your hands are now safe.

 **JUST CLEAN YOUR HANDS**



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VOLUNTEER PROGRAM OPTIONS

The Volunteer Coordinator will discuss the needs of various volunteer positions throughout the hospital and help the volunteer to select a suitable area. The volunteer is encouraged to select several areas for training. After working in the area, if the volunteer wishes to change to another area then please contact the Volunteer Coordinator.

I.D. must be worn while on duty.

High School Student Volunteer Program

This program is run by the Student Volunteer Coordinator and includes high school students who currently work in the Coffee Shop.

Clerical

Volunteers who have training in data entry, filing, computers or any other office work may be required to volunteer for special projects.

Daisy Cafe

The Daisy Cafe is open Monday to Friday between 8:00 am and 6:00 pm and weekends from 9:00 am to 3:00 pm to serve the staff, patients and visitors. A friendly, pleasant attitude is a must. Volunteers are responsible to make and serve coffee, tea, cold drinks, sandwiches, baked goods, grab-and-go snacks & confectionary items, etc.

Gift Shop

Volunteers staff the Gift Shop days, evenings and weekends. A friendly and outgoing personality is required. Duties include encouraging and processing sales, restocking shelves, keeping the shop neat and clean.

H.E.L.P.P. – Hospital Equipment Lottery Project for People

The Hospital Equipment Lottery for People Project (HELPP) allows hospitals in Ontario to sell break-open tickets, with proceeds donated back to the hospital. These tickets are sold by hospital auxiliaries and are used to raise funds for hospital equipment and services. Volunteers are stationed at a table in the lobby area of the hospital from 9:00 am to 3:00 pm weekdays.

Mail Delivery

This service is currently provided by volunteers. The volunteer delivers mail to departments and offices throughout the hospital. This includes mail that comes into and goes out of the hospital as well as interdepartmental mail that needs to be delivered within the hospital.

Information/Reception Desk – Front Lobby

Monday – Friday days, you will greet people, remind them to use the hand sanitizers, direct them to their destinations (Outpatient Services, Diagnostic Services, Surgery, etc.). Raffle tickets for Auxiliary fundraising may occasionally be sold by volunteers at the Information Desk.

Wayfinding – Front Lobby and Emergency Entrance

Monday – Friday days, you will greet all patients, visitors and staff entering our hospital; be accessible in the Main Lobby or at the Emergency Department entrance, as assigned, to provide assistance; escort patients and visitors to destinations as per directions provided by the Information Desk or Emergency Department (as applicable). This may include transporting patients in wheelchairs.

Emergency Department (ED)

The volunteers in the ED provide internal assistance to medical staff. This could include stocking supply carts and the exam rooms; greeting visitors/patients to the waiting room, assisting visitors/patients with basic questions they may have and helping them navigate the hospital, etc.

Inpatient Units and Obstetrics

Monday through Friday mornings, volunteers assist with various duties on inpatient units. For example, providing patients with fresh water, stocking supplies and supply carts throughout the units, watering flowers/plants at patient bedside.

Fundraising

Members of the Fundraising Committee organize events throughout the year. Annual events include a Mother's Day Raffle; Bake Sales; Strawberry Tea & Fashion Show; Afternoon Tea & Shopping Spree; Poinsettia Sale; Spirits Basket Raffle; and Breakfast with Santa.



"Volunteers are paid in six figures... S-M-I-L-E-S"
Gayla LeMaire

"Volunteers don't get paid, not because they're worthless, but because they're priceless."
Sherry Anderson

EMERGENCY HOSPITAL CODES

CODE	DESCRIPTION
AQUA	FLOOD
BLACK	BOMB THREAT/SUSPICIOUS OBJECT (REPORT TO DEPARTMENT LEAD FOR FURTHER DIRECTIONS)
BLUE	CARDIAC ARREST/MEDICAL EMERGENCY
BROWN	IN-FACILITY HAZARDOUS SPILL (REPORT TO DEPARTMENT LEAD FOR FURTHER DIRECTIONS)
GREEN	PRECAUTIONARY AND STAT EVACUATION (REPORT TO DEPARTMENT LEAD FOR FURTHER DIRECTIONS)
GREY	INFRASTRUCTURE LOSS OR FAILURE
ORANGE	EXTERNAL DISASTER (EMERGENCY ROOM IS EXPECTING AN INFLUX OF PATIENTS) (REPORT TO DEPARTMENT LEAD FOR FURTHER DIRECTIONS)
PURPLE	HOSTAGE TAKING (REPORT TO DEPARTMENT LEAD FOR FURTHER DIRECTIONS)
RED	FIRE
SILVER	SHOOTING INCIDENT / ACTIVE SHOOTER
WHITE	VIOLENT PERSON
YELLOW / AMBER	MISSING ADULT / MISSING OR ABDUCTED INFANT OR CHILD

In addition to wearing a Photo ID badge at all times while on duty at the hospital, volunteers are issued an Emergency Code card to be carried along with their Photo ID. Volunteers are responsible to know what to do on discovery of a code situation and on notification of a code. This information is detailed on the reverse side of the Emergency Code card.

Additional information about the Emergency Codes is available to volunteers from the Auxiliary Office. As code updates become available, they will be communicated to the volunteer membership via email.

Be aware of the role of the Code Captain at WLMH. The Code Captain is an HHS staff volunteer who serves as a representative for the HHS Office of Emergency and Disaster Management (EDM) for their unit or program. Code Captains support EDM training and education activities such as regular drills or disseminating EDM information to their teams. Code Captains also serve as the resident subject matter during EDM activities and emergency response.