



MDI Hospital Volunteer Handbook

Welcome to Mount Desert Island Hospital! We are delighted you have chosen to volunteer with our organization. This handbook will provide you an overview of your engagement with us as a volunteer. Your role is valued and important to us and we want to be sure our mutual expectations are met.

Our Mount Desert Island Hospital Mission

To provide compassionate care and strengthen the health of our community by embracing tomorrow's methods and respecting time-honored values. To be our community's medical home by pursuing innovative models through the continuum of care. Our integrated system will be the standard by which others are measured.

Purpose of our Volunteer Program

Mount Desert Island Hospital's commitment to community includes engaging motivated, compassionate volunteers who are willing to supplement and support specific activities of our team members in our mission to provide quality care close to home. Meaningful opportunities bring value to our teams, strengthen our connections to our community, and enrich the lives of volunteers, staff, and patients alike.

Key Contacts and Roles:

Molly Moon, Public Affairs Coordinator, Molly.Moon@mdihospital.org / 207-801-0003, is responsible for recruitment, interview, placement and support for volunteers and their supervisors.

Vickie Mayer, Communications Associate, Victoria.Mayer@mdihospital.org / 207-460-6933, is responsible for recruitment, interview, placement and support for volunteers and their supervisors.

Your Volunteer Supervisor will be your key contact. This will be the person who will work to set your schedule, orient you to your volunteer role, and ensure that mutual interests and standards are met.

There may be other key contacts in the department with whom the volunteer may regularly interact. Note their contact information here.

Volunteer Position Description

A volunteer position description is being provided which reflects our expectations of your assignment. We strive to make your engagement meaningful and upon intake and periodically thereafter, will consult with you about your personal objectives with respect to your engagement as a volunteer.

Policies

There are several MDI Hospital Policies that pertain to hospital volunteers. In general, volunteers must abide by all policies of the organization under the guidance of their Volunteer Supervisor, whether-or-not volunteers are referenced in the policy. If there are any questions, please consult with your department Volunteer Supervisor first, then our Community Engagement Coordinator. We will be happy to answer your questions.

Current Policies are included in the appendix of this handbook. For some of these you will receive online orientation.* Current policies are subject to updates and change and the most current version is available on our MDI Hospital Policy Stat database. Consult your supervisor for more information as necessary.

- MDI Hospital Organization Volunteer Policy is the overarching policy for volunteers of our organization.

Volunteers receives online orientation or receives information pertinent to the following Policies:

- MDIH / BBRV Healthcare Personnel Immunization / Infectious Disease Screening Requirements
- Employee Identification Badges
- Emergency Operations Plan*
- Fire Alert Plan*
- Sexual and other Unlawful Harassment*
- Information Systems Acceptable Use Agreement*
- Hand Hygiene Policy*

Orientation Modules* cover aspects of the above and include training on:

- Influenza Vaccination Policy and Procedure for MDIH / BBRV Personnel
- Plain Language Codes*
- Patient and Employee Confidentiality (HIPAA)*
- The Volunteer signs a Volunteer Confidentiality Agreement (paper) and Acceptable Use Agreement (online).
- Bloodborne Pathogen and Exposure Control*as referenced in the Infection Prevention and Control Program Plan

While orientation modules are not provided for these, the following Policies are also relevant to you as a volunteer:

MDIH / BBRV Employee Infectious Disease Reporting and Work Restrictions

Mount Desert Island Hospital and Health Centers Towing Policy

Annual Requirements

Each calendar year, you will be required to be compliant with current Immunization Standards.

Each calendar year, you will be required to complete current Volunteer Online Orientation Modules.

Legal Considerations

On a high level, a volunteer:

- Contributes time to benefit a non-profit, charitable, civic, or humanitarian organization. *MDI Hospital is a not-for-profit tax-exempt organization and qualifies.*
- Works less than full time and does not receive (or expect) benefits.
- Provides service freely and without pressure or coercion.
- Is engaged in services typically associated with volunteer work.
- Is not displacing a paid position with their service.

There are Federal Regulation and Protections that pertain to volunteers and protections for you as a volunteer you should know about. It is our organization's responsibility to be sure your engagement meets these expectations and standards.

[Title 29 of the United States Code of Federal Regulations](#)

§ 553.101 "Volunteer" defined.

(a) An individual who performs hours of service for a public agency for civic, charitable, or humanitarian reasons, without promise, expectation or receipt of compensation for services rendered, is considered to be a volunteer during such hours. Individuals performing hours of service for such a public agency will be considered volunteers for the time so spent and not subject to sections 6, 7, and 11 of the FLSA when such hours of service are performed in accord with sections 3(e)(4) (A) and (B) of the FLSA and the guidelines in this subpart.

(b) Congress did not intend to discourage or impede volunteer activities undertaken for civic, charitable, or humanitarian purposes, but expressed its wish to prevent any manipulation or abuse of minimum wage or overtime requirements through coercion or undue pressure upon individuals to "volunteer" their services.

(c) Individuals shall be considered volunteers only where their services are offered freely and without pressure or coercion, direct or implied, from an employer.

(d) An individual shall not be considered a volunteer if the individual is otherwise employed by the same public agency to perform the same type of services as those for which the individual proposes to volunteer.

[The Volunteer Protection Act](#)

The US Federal regulations also afford volunteers protection under the Volunteer Protection Act, an excerpt as follows:

SEC. 4. LIMITATION ON LIABILITY FOR VOLUNTEERS.

(a) LIABILITY PROTECTION FOR VOLUNTEERS. —Except as provided in subsections (b) and (d), no volunteer of a nonprofit organization or governmental entity shall be liable for harm caused by an act or omission of the volunteer on behalf of the organization or entity if—

- (1) the volunteer was acting within the scope of the volunteer’s responsibilities in the nonprofit organization or governmental entity at the time of the act or omission;
- (2) if appropriate or required, the volunteer was properly licensed, certified, or authorized by the appropriate authorities for the activities or practice in the State in which the harm occurred, where the activities were or practice was undertaken within the scope of the volunteer’s responsibilities in the nonprofit organization or governmental entity;
- (3) the harm was not caused by willful or criminal misconduct, gross negligence, reckless misconduct, or a conscious, flagrant indifference to the rights or safety of the individual harmed by the volunteer; and
- 4) the harm was not caused by the volunteer operating a motor vehicle, vessel, aircraft, or other vehicle for which the State requires the operator or the owner of the vehicle, craft, or vessel to—
 - (A) possess an operator’s license; or
 - (B) maintain insurance.

Volunteering is “At Will”

We value you sharing time and service with our organization and want the experience to be worth your time. Our engagement is “at will.” We set standards for your role which we expect you to meet, and we consider your objectives as a volunteer and incorporate that in your engagement, if possible. In most cases, our expectations and your objectives will match. In some cases, they do not. We offer no guarantee of continued opportunity as a volunteer and understand that, at any time, you may choose to discontinue providing your time and skills with us. We want to make this a successful relationship for all. In a successful volunteer match, this will be accomplished!

Our Expectations.

- Your volunteer position description includes expected responsibilities and duties. Discuss this with your Volunteer Supervisor if you have any questions about the duties. Let them know if your interests and needs have changed, or to share updates on your interests and needs.
- Your supervisor will set a schedule that all parties agree to. Please be sure to communicate directly with your supervisor if you are not able to come on a day you are expected. We are flexible, but count on regular, predictable schedules as part of the volunteer engagement.
- As a volunteer we require you keep record of your time volunteering. A sample time log is part of this manual. Your Volunteer Supervisor is charged with collecting and reporting on this information. The log or a proxy recording method is acceptable. The time log must be available to the Volunteer Supervisor at all times.
- Volunteers are expected to adhere to the confidentiality standards and you must comply with rules regarding Protected Health Information and other protected information of the organization.
- Please adhere to the health standards outlined in our Infectious Disease Reporting and Work Restrictions and follow the Hand Hygiene best practices as defined in policy.
- Please notify your supervisor if you are ill and do not volunteer if you are not feeling well.
- In case of an emergency, volunteers may be called to serve in specific pool or support role under the direction of your supervisor or assigned emergency leader.

Understanding your Needs

At intake and during the volunteer engagement, we would like to understand the following:

- a. Reason for Volunteering. What motivates you and makes you passionate about serving?
- b. What are your Must Haves? These are ways you WANT to contribute to make the engagement meaningful.
- c. What are your Non-Negotiables? Whether or not you have a specific skill, there are certain things they you may NOT WANT to do, and we’d like to know that.
- d. Skills to share. We want to know what skills you are willing to share and also skills you are seeking to grow through engagement in volunteer service.
- e. Comfort in Specific Situations. It is important to anticipate how you may react in certain situations. We will accommodate this, as appropriate, by not assigning duties that may be uncomfortable for you and/or may provide support if this is a growth area of mutual need and interest.

Maintain Dialogue

Have periodic check-ins with your volunteer supervisor to discuss how things are going, share your ideas, and address any concerns. Your input and feedback is part of our successful relationship.

Attitude Counts

Your attitude is a key element to a successful volunteer engagement. Sometimes serving in a new support role in a new setting has challenges. Be open to the dynamics of the team you are working with and don't be afraid to ask questions. If you have any challenges, touch base with your supervisor and/or with the Community Engagement Coordinator. We will do our best to address what we can to support your success.

Volunteer Recognition Opportunities

We typically schedule an annual recognition event or gathering for our volunteers and each year a Volunteer of the Year is recognized for their service at both MDI Hospital and Birch Bay Retirement Village.

MDI Hospital Volunteers are invited to our Annual Community Meeting in the late summer/early fall.

Your department may include you in events they schedule.

MDI Hospital hosts an annual holiday social, to which volunteers are also invited.

Thank you for volunteering with MDI Hospital!