

Mission: To improve the **health** of the **people** and **communities** we serve

Vision: To be the **health system** people choose **over all others**

Values:

Safety

Integrity

Quality

Stewardship

Goals:

GREAT

Colleagues

GREAT

Partners

GREAT

Access

GREAT

Experience

GREAT

Results

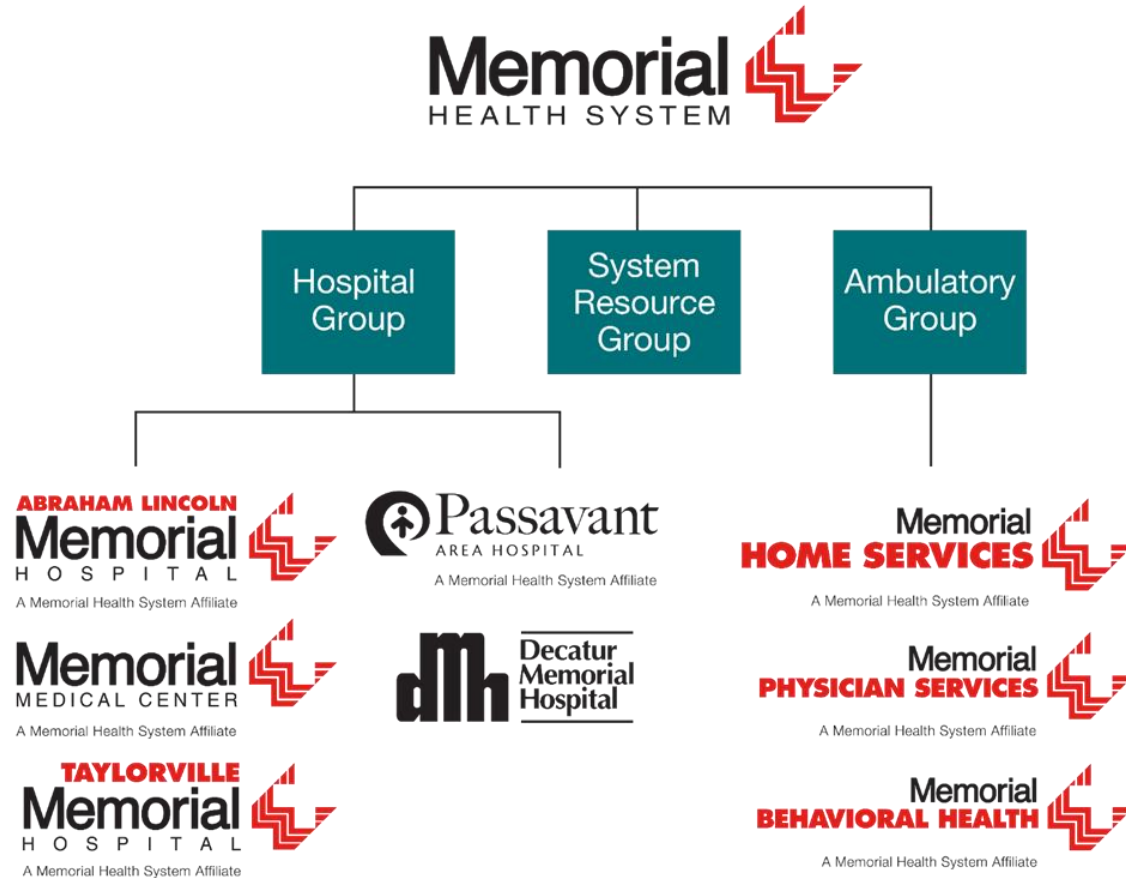
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New Volunteer Orientation



Memorial Health System - Affiliates



- Memorial Health System is a community based, not-for-profit corporation dedicated to patient care, education and research. Our health system's affiliates provide a full range of inpatient, outpatient, home health, hospice, behavioral health and primary care physician services. Memorial Health System is home to over 8,000 employees and over 1,100 volunteers.

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Memorial Health System - Hospitals

- **Abraham Lincoln Memorial Hospital (ALMH)** is a critical access hospital serving Logan and eastern Mason counties.
- **Decatur Memorial Hospital (DMH)** is a 300 licensed bed hospital located in Macon county, offering a full-range of acute inpatient, surgical, and outpatient care.
- **Memorial Medical Center (MMC)** is a 500 licensed bed, acute care Magnet® hospital in Sangamon county that offers comprehensive inpatient and outpatient services. Since 1970, Memorial has been a teaching hospital affiliated with Southern Illinois University School of Medicine for the purpose of providing clinical training for residents.
- **Passavant Area Hospital (PAH)** is a Magnet® hospital in Jacksonville serving residents in Morgan, Cass, Greene, Scott, Macoupin and portions of Brown and northern Pike counties.
- **Taylorville Memorial Hospital (TMH)** is a critical access hospital serving Christian County.

Memorial Health System: Volunteer Services

Department Overview

Each affiliate hospital has its own volunteer department. These volunteer departments are made up of paid colleagues who oversee and support our volunteer programs, gift shops, auxiliaries, and serve on various community boards and committees to promote volunteering in the community.

Rules and Policies for Volunteers

Volunteer Services is governed by industry best-practices, HR & Legal recommendations, and various accrediting standards for health systems. The safety of our patients and volunteers is of utmost importance. As a result, we are required to follow certain rules and complete annual safety requirements. You will learn more about these topics during your onboarding.

Ever-Changing Environment

Throughout Memorial Health System, we strive to provide the safest and best experiences possible for our patients and visitors. We are constantly seeking improvement and doing our best to prevent patient harm. This means we work in an ever-changing environment that requires flexibility and constant engagement.

Communication

In order to keep our volunteers informed and engaged, you have access to volunteer newsletters, emails, and letters sent to your home. Some of our larger volunteer areas receive a weekly updates on matters that affect their specific area. Please stay up-to-date on communication and never hesitate to ask for clarification when needed.



Becoming a New Volunteer: Onboarding Requirements

- **Volunteer Services Application**
- **Interview**
- **Onboarding Packet Review & Competency Quiz** – In-depth review of policies, perks, procedures and completion of accompanying competency quiz.
- **References** – Two letters of recommendation required, references on application may be contacted as well.
- **One-on-One Training** – Shadow regular volunteers an average of 3 times in area you select.
- **Criminal Background Check** – MMC submits request.
- **Health Questionnaire** – Complete, with primary care physician signature.
- **Lab Tests** – TB, Alcohol, & Drug Tests processed and paid by MMC.
- **Influenza Vaccination** – Required annually during flu season.
- **Provide a mutually beneficial relationship between Memorial and the volunteer.**



Schedules & Flexibility

Shift Hours – Due to the scope of our volunteer programs, most of our positions have set hours for their shifts. The hours of the shifts may vary depending on the area.

Afterhours Shifts – Evening and weekend shifts are available, but limited.

Regular Volunteering – Most of our volunteers train in an area of interest and then sign up for a specific shift each week, for example, helping at the Front Desk every Tuesday from 8-12.

Substitute Volunteering – Volunteers who cannot commit to a specific shift each week, or if the shift you would prefer is not available (see below) you can be put on a list to serve as a “substitute” in the areas you have been trained. If the regular volunteer cannot work their shift, you may be called to see if you would be able to cover it. If you cannot, we would call another person from the substitute list.

Waiting Lists – The shifts in each area are available based on that area’s need. If the area needs two volunteers for each shift, and two volunteers are already linked to those shifts, we will put other interested volunteers on a waiting list for when a position on that shift opens up.

Other – if you need flexibility in determining your own hours, please speak further with a volunteer services colleague before completing any additional orientation steps. Those options are limited. Volunteer positions vary in amount of patient and visitor contact, activity level, and scope of responsibilities. We will discuss this more in-depth following your interview. Remember, your preferences greatly determine the amount of opportunities available to meet your needs.

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