



**Memorial
Health**

Volunteer Onboarding

Mission

Why we exist:

To improve lives and build stronger communities through better health

Vision

What we aspire to be:

To be the health partner of choice

Values

Colleagues commit to:

Safety
Integrity
Quality
Stewardship

Goals

Define what we must do to achieve our mission and fulfill our vision.

Great Colleagues
Great Partner
Great Access
Great Experience
Great Results



Memorial Health 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 is a work home to nearly **9,000** employees and more than **1,100** volunteers.

Hospitals



Decatur Memorial Hospital (DMH) is a 300 licensed-bed hospital located in Macon county that offers a full range of acute inpatient, surgical and outpatient care.



Jacksonville Memorial Hospital (JMH) is a critical access Magnet® hospital serving residents in Morgan, Cass, Greene, Scott, Macoupin and portions of Brown and northern Pike counties.



Lincoln Memorial Hospital (LMH) is a critical access hospital serving Logan and eastern Mason counties.



Springfield Memorial Hospital (SMH) is a 500 licensed-bed, acute care Magnet® hospital in Sangamon county that offers comprehensive inpatient and outpatient services. Since 1970, SMH has been a teaching hospital affiliated with Southern Illinois University School of Medicine for the purpose of providing clinical training for residents.




Taylorville Memorial Hospital (TMH) is a critical access hospital serving Christian county.



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, Human Resources and 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, 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 update on matters that affect their specific area. Please stay current on communication and never hesitate to ask for clarification when needed.

Becoming a New Volunteer: Onboarding Requirements

- Volunteer Services Application
- Interview
- Onboarding Packet Review and Competency Quiz –In-depth review of policies, perks, procedures and completion of accompanying competency quiz.
- One-on-One Training –Shadow regular volunteers an average of three times in selected area.
- Criminal Background Check –MH submits request.
- Health Questionnaire –Complete with primary care physician signature.
- Lab Tests –TB, alcohol and drug tests processed and paid by MH.
- Influenza Vaccination–Required annually during flu season.
- COVID-19 –Full vaccination is required.

Schedules and 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.



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 available opportunities.