

# New Volunteer Orientation

Peace Arch Hospital

## Agenda

### New Volunteer General Site Orientation; Peace Arch Hospital

#### Pre-orientation checklist:

- New volunteer online orientation certificate
- Violence prevention modules 1&2 with certificate
- Code Red
- Reference checks (2)
- Criminal record search & photo ID confirmed x2

#### Orientation:

- Meet in Volunteer space – The Volunteer Hub, Signing In & Out, Photo ID
- Professional image/Scent Free Policy
- Role of the Volunteer in a Health Care Environment - Commitment
- Codes – How to Call a Code - Purple Dot
- What to do if you witness a medical emergency
- Accident/injury/exposure
- Hand Hygiene
- Outbreak, Contact Precautions
- Notification of exposure to communicable disease
- Confidentiality/Finding Patients in the Hospital/Patients who are DNA or Do not acknowledge
- Immunization
- Respectful Work Place Policy
- Letters of reference
- Dismissal of volunteers
- Wheel chair safety/ No Lift and transfer/No feeding
- Dementia, Delirium
- Communication
- Parking
- Tour

#### Post Orientation checklist - Email

- Volunteer Resources Communication Guide
- Dementia Guide/Delirium Handout
- Video Clips

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Volunteers at Peace Arch Hospital are required to sign in and out using the volunteer sign in computer:

## myvolunteerpage.com

<b>USERNAME:</b>	<b>PASSWORD:</b>
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You can change your username and password anywhere by logging in to: [myvolunteerpage.com](http://myvolunteerpage.com)

It is very important that all volunteers record their volunteer hours by signing in when you start your volunteer shift and signing out at the end.

You can manually log volunteers hours at home (if necessary) by logging in to [myvolunteerpage.com](http://myvolunteerpage.com) using your username and password.

You can also check your volunteer record and print a summary of your hours from home.

Recorded volunteer hours are used in case of emergency and for statistical purposes. Hours that are not recorded can not be used for written letters of reference.

If you have trouble logging in please contact the Volunteer Resource as soon as possible at [pah.volunteerservices@fraserhealth.ca](mailto:pah.volunteerservices@fraserhealth.ca)

## Lockers for your convenience:

There is a set of lockers in the Volunteer Hub that you may use to lock up valuables such as purses and wallets. You must bring your own lock and remove your items at the end of your volunteers shift.

## Door Code:

The door leading into the volunteer space is locked at night but is almost always open during the day. Early morning volunteers and evening's volunteers may come in to find the door closed and locked. The code to access the Volunteer Hib after hours is 1948#. The code is pasted onto the back of your name tag.

## Volunteer Beverages:

Complimentary cold beverages are available to volunteers and are located in the mini fridge in the Volunteer Hub. Please help yourself. Complimentary hot beverages are available to volunteers in the cafeteria or at Tim Hortons in the main lobby to a maximum of \$2.50.

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## Peace Arch Hospital

### Fraser Health Professional Image Policy

In keeping in line with Fraser Health's values of Respect, Caring & Trust, and in alignment with Patient and Family centred Care, Fraser Health requires all staff, physicians, volunteers and students to follow the professional image policy. Unless otherwise stated, policy standards apply to all Fraser health staff, physicians, volunteers and students.

#### Identification:

- Fraser Health photo identification (ID) badges will be issued to all new volunteers and must be worn at all times while volunteering. ID badges must be worn at or above waist level with the photo facing forward.
- Volunteers will also be issued a name tag to be worn at upper chest level which must be worn in conjunction with the photo ID.

#### Grooming:

- Dress must be neat and tidy at all times.
- Hair must be clean and tidy and off the face at all times. Hair longer than shoulder length should be tied back. Facial hair must be clean and tidy at all times.
- Cosmetic use should be minimal.
- Finger nails are to be kept clean and short
- Artificial nails are not to be worn
- Nail polish is not permitted

#### Fraser Health is a scent free environment. No perfumes or heavy lotions/scented body products should be used.

**Dress – what is appropriate?** Abdomens, backs and chests are to be fully covered through all ranges of movement.

- Business casual; cotton pants, capris pants, dress pants
- Dresses or skirts around or below the knee in length
- Sleeve length should be bare below the elbow

#### Dress – What is not appropriate?

- Sweat pants, spandex, very low waist pants shorts
- Sweatshirts/hoodies
- Clothing that is sheer strapless or low cut, cropped or excessively tight
- Tank tops
- **NOTE: ANYTHING YOU WOULD WEAR TO THE GYM IS NOT ACCEPTABLE ATTIRE TO VOLUNTEER IN ANY AREA OF THE HOSPITAL.**

#### Footwear

- Footwear must **completely enclose the foot from heel to toe** including covering the top side of the foot. No high heels.

#### Accessories – the following accessories may be worn

- Small non dangling earrings, plain ring band
- Single short plain chain with or without small pendant
- Medic alert bracelet
- Watch – must be removed to perform regular hand hygiene

# How to Respond to a Medical Emergency You Witness While Volunteering

**All Fraser Health staff, physicians and volunteers have a duty to ensure the safety of our patients and visitors whether or not you have a clinical background.**

## **Remember: Attend. Assess. Act.**

**If you witness anyone fall, collapse or experience medical distress inside the walls of a Fraser Health acute facility you must:**

- Attend to that person without delay
- Notify, or send someone to notify the closest nurse or physician
- Remain with that person until a nurse or physician responds

**If you are a nurse or physician, you must:**

- Attend to any person who has fallen, collapsed or is experiencing medical distress
- Assess the person by taking vital signs
- Determine if you must call for a Code Blue response or if you must call for a porter to deliver the person directly to the Emergency Department
- Remain with the person until the Code Blue Team arrives or the porter arrives to take the patient to the Emergency Department
- It is okay to call a Code Blue and then cancel it, if the situation resolves itself
- You are covered by Work Safe BC if you are at your workplace and performing activities during the course of your shift. You are required to work within your scope of practice and follow Fraser Health policy and procedure to ensure your safety at work.

**If you witness anyone fall, collapse or in medical distress on hospital grounds, in the parking lot or outbuilding such as extended care unit or clinic, you must:**

- Attend to that person without delay
- Assess whether or not the person requires medical attention and if so, check to ensure that your actions will not compromise patients, or professional practice standards or create undue risk for the health and safety of either patients or yourself.
- If you are not able to provide the required emergency care and/or transportation call 9-1-1 immediately and report your location and nature of the situation

**If you have questions or need further clarification please contact Volunteer Resources**

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## Respectful Workplace Policy

Fraser Health's **Respectful Workplace Policy** addresses Respectful Conduct in the Workplace and Human Rights, Discrimination, and Harassment.

The **Respectful Workplace Policy** provides:

- Education about human rights, harassment, bullying, appropriate behaviour in the workplace and dispute resolution;
- A process for resolution of personal harassment incidents/disputes; and
- A process for reporting and investigation of discriminatory harassment incidents and disputes.

The **Respectful Workplace Policy** applies to all volunteers, employees, physicians and leaders in Fraser Health.

Although it is not possible to list all behaviours that are either inappropriate or appropriate, there are some general manners of behaviour that foster respectful and disrespectful environments.

### What's appropriate can include:

- Being polite, courteous and respectful.
- Listening to what others have to say.
- Being open-minded to ideas and suggestions.
- Valuing workplace diversity.
- Willingly apologizing if you have offended someone.

### What's inappropriate can include:

- Degrading comments, embarrassing jokes, swearing, yelling, gossip, physical assault.
- Bullying, intimidating or deliberately excluding others.
- Discrimination on the basis of race, colour, ancestry, birthplace, political or religious beliefs, marital or family status, physical or mental disability, gender, sexual orientation, age, or criminal conviction.
- Unwelcome sexual comments or actions.

### What do I do if I am accused of disrespectful behaviour?

- Listen.
- Be open to the other person's point of view.
- Don't ignore the complaint.
- Apologize.

### What do I do if I think someone is being disrespectful?

- Let the person know - in a respectful manner- that certain behaviours are not acceptable.
- If serious, report it to Volunteer Resources or department supervisor.

For more information about the **Respectful Workplace Policy**, please contact Volunteer Resources.

## **For your quick reference here are some important things to remember:**

### **Volunteers do not at anytime:**

- Feed patients
- Lift or transfer patients
- Assist with toileting or personal care
- Accept monetary remuneration or gifts from patients
- Give medical or personal advice of any nature

### **Fraser Health Policy:**

- Volunteers will adhere to Confidentiality, Respectful Workplace, Infection Control and Professional Image Policies as outlined in the general volunteer orientation.
- Breach of any hospital policy is grounds for dismissal.

### **Notify Us:**

- If you are injured while volunteering
- If you come into contact with blood or bodily fluids
- If you are unable to make a scheduled volunteer shift
- If you experience any unusual situation or conflict while volunteering
- Just because...

# Providing Excellent Customer Service

## Your Role as a Volunteer

Have you ever been a patient in a hospital? Were you anxious or even scared? Did you really want to be there? What did the staff and volunteers do to make you feel safe and comfortable? Was there something they could have done different to make you feel more at ease? Imagine the kind of care that you envision for yourself and your loved ones. If we could hazard a guess we would assume that you expect nothing short of the best when it comes to your health care needs; personalized, caring attention by staff and volunteers who are willing to go the extra mile.

Regardless of the role that you commit to as a volunteer at Peace Arch Hospital your primary focus will be providing excellent customer service. Treating people the way you would want to be treated.

**Ask yourself ... How can I provide the best possible service to the patients, resident's client that I meet within my volunteer role?**

### Have empathy

Hospital visitors may be experiencing any number of stressors regarding their hospital visit:

- Anxiety about pending medical procedures
- Frustration about parking
- Uncertainty. Where do I check in? How long will my appointment take? What are they going to do to me? Will it hurt?
- Fear regarding test results
- Sadness regarding failing health

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- Grief, anger, extreme sadness regarding the death of a loved one
- Any combination of the above

All of these situations are common and can affect a person's mood and behaviour as they enter the front doors of the hospital.

Hospital volunteers should be prepared to deal with all kinds of personalities, moods and emotions when dealing with the public. Remember no matter how a person presents, remaining calm and trying your best to help is the best that you can do. Never be shy to ask for help.

**As a volunteer who is focused on providing the best possible service that you can how you greet and interact with hospital visitors can help alleviate some of the stress they may be feeling and create a positive and lasting first impression.**

- Be knowledgeable about your role
- If you are volunteering with a specialized population such as Residential Care make a point of learning about the philosophy of care in the area that you are volunteering.
- Learn more about some of the disease processes that impact the people that you serve such as dementia and delirium. This will have a huge impact on your success in volunteering within the area you have chosen.
- Smile, make eye contact
- Acknowledge people as soon as they approach you. Ask if there is anything you can do to help. If you are unable to help them, find somebody who can.
- Actively listen to what the individual needs.
- Approach people who appear lost to offer assistance
- If a patient needs assistance to find their way with the hospital it is always best to personally escort them. It is our goal to make every persons hospital visit a supportive and caring one.
- Treat people as you would want to be treated. Have empathy for what your guest may be going through even though you may never know their unique situation.
- Always put people first...Tasks come 2nd.



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## Colour Code Quick Reference Guide

> To activate a code dial 7111

Refer to the site Emergency Response and Code Manual for site specific procedures and how they apply

Code	Who can activate	Who responds	What to do
<b>Red</b>	<b>Fire</b> Anyone discovering smoke or fire	<ul style="list-style-type: none"> <li>All staff</li> <li>Code Red Response Team</li> <li>Fire Department</li> </ul>	Follow RACE procedures: <b>R</b> emove people <b>A</b> ctivate alarm <b>C</b> ontain smoke/fire <b>E</b> xtinguish/Evacuate
<b>Blue*</b>	<b>Cardiac Arrest Medical Emergency</b> <small>*Adult/Pediatric where applicable</small> Anyone who finds a person in an immediate medical emergency	Code Blue Team	Make way for Code Blue Team, give assistance as directed
<b>White</b>	<b>Violence/Aggressive Behaviour</b> Anyone who witnesses violent/aggressive behaviour	<ul style="list-style-type: none"> <li>Code White Team</li> <li>Security</li> </ul>	Assist as trained to do so or as directed
<b>Yellow</b>	<b>Missing Patient/Resident</b> Charge Nurse/Designate	All staff	Refer to missing patient/resident description, search area
<b>Green</b>	<b>Evacuation</b> Administrator In-Charge/Designate	All staff	Prepare to assist with evacuation and/or receive patients in your work area
<b>Orange</b>	<b>Mass Casualty/Disaster</b> Administrator In-Charge/Designate	All staff	Activate functional area or departmental plan as directed
<b>Black</b>	<b>Bomb Threat</b> Administrator In-Charge/Designate	<ul style="list-style-type: none"> <li>All staff</li> <li>Security</li> <li>Police</li> </ul>	Give assistance as directed, conduct a visual search of your area for unusual objects
<b>Brown</b>	<b>Hazardous Spill</b> Supervisor/Designate when spill/leak meets workplace health guidelines	Contracted Chemical Response Team	Keep yourself and others away from spill
<b>Grey</b>	<b>System Failure</b> Administrator In-Charge/Designate	System specialists	Give assistance as directed, refer to downtime and code procedures
<b>Pink</b>	<b>Obstetric/Neonatal Emergency</b> Clinical staff in designated units	Code Pink Team	Make way for Code Pink Team
<b>Amber</b>	<b>Missing or Abducted Infant/Child</b> Manager/Designate	All staff	Refer to missing or abducted infant/child description, search area

Consider your safety first in any emergency



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## Requesting a Letter of Reference, Peace Arch Hospital

As is customary people volunteer for a variety of reasons many of which dictate they will require a letter of reference following their volunteer commitment or at some point during their commitment. Please read the following important information and maintain this document for future reference when requesting a letter of reference:

### Letters of Reference:

- Letters of reference may be requested after 60 hours of consistent, weekly, engaged volunteer service.
- One weeks' notice is required in order to process your letter of reference.
- Requests for letters of reference should be directed to the Volunteer Resource office you normally work through who will then solicit feedback from program staff regarding your volunteer performance.
- **Letters of reference are NOT guaranteed.** Letters of reference are based on:
  1. **Excellent attendance**
  2. Your interpersonal skills
  3. Your ability to work independently and as a valued member of the care team.
  4. A week to week commitment is essential to the success of a volunteer placement and will play heavily in our ability to provide a letter of reference.
  5. Only volunteer hours that are recorded electronically using the Better Impact Database will be used by the Volunteer Resource staff when drafting a latter of reference.

### Confirming Volunteer Hours

- Volunteer Resources is able to confirm volunteer hours prior to 60 hours with one weeks' notice in writing via email.
- Confirmation of volunteer hours will include the number of volunteer hours contributed and the role of the volunteer. This is not a letter of reference and will include no additional information.

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## Verifiers:

- Another form of recognition for volunteer services rendered is the ability for members of the Volunteer Resource team to serve as a verifier of volunteer hours for medical school and other application processes. Please consider the following when adding the contact information of any staff member to your post-secondary application:
  - Volunteer Resource (or any other staff member) must be informed that they will be contacted to serve as a verifier. Failure to inform a staff member that their name has been used for this purpose could result in your request being denied.
  - Often Volunteer Resource staff knows a volunteer by a name other than their legal name that would be used to apply for post-secondary education. Please be sure Volunteer Resource staff is aware of the name that you have used in your medical school application.

## Requesting a letter of reference:

- Volunteers Resources, or any employee being asked to provide a letter of reference, will require one week's advance notice in writing. (Email is fine)
- Requests should be sent via email to the program leader that you report to for your weekly volunteer shift and the Volunteer Resource staff member that you are most closely linked to. Volunteer Resources will liaise with your program leader to determine the scope and content of your letter.
- Volunteer Resources takes great pride in supporting our volunteers through letters of reference and other forms of recognition yet, at the same time, cannot provide letters when the contributions of the volunteer do not warrant same.

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## Wheelchair Safety & Etiquette

Like any vehicle, wheelchairs require proper handling to be safe and efficient. Please consider the following points prior to handling a wheelchair.



- When speaking to the occupant, bend down to their level, speaking slowly and clearly while making eye contact. Never move a chair without informing the occupant.
- Check that the occupant is not sliding or leaning in the wheelchair – inform staff if necessary.
- Check that the occupant's hand is not caught in the spokes of the wheelchair.
- If a set belt is used, be sure it is secure – ask for assistance if it's not.
- If the wheelchair has foot pedals, check the following:
  - Foot pedals are facing forward
  - Feet are on the pedals and in the heel hoops
  - Feet are strapped on if there are ankle straps
- Make sure that elbows and hands are tucked in.
- Make sure both brakes are off and inform the occupant that you are about to move him or her.
- Remember to always use a slow easy pace.
- TO PREVENT THE WHEELCHAIR FROM MOVING OR ROLLING UNINTENTIONALLY, APPLY THE BRAKES WHEN YOU HAVE TO LEAVE THE OCCUPANT. ALWAYS TELL THE OCCUPANT WHAT YOU ARE DOING AND WHY, AND WHEN YOU WILL BE BACK. If it is at the end of your visit, tell the person that you'll be letting staff know they are back. Inform staff if the occupant challenges you on using the brakes.
- It is better to back down an incline or curb so the chair does not get away from you.
- When going up a curb, tilt the chair back slightly when you reach the curb. Wait for the wheels to fall straight to provide a firm base.
- When entering an elevator, ensure that the elevator and the floor are level to avoid bumps, and that a person's toes are free from the doors.
- If the elevator is carrying a few people, back the chair in. If it is empty, enter and turn the wheelchair around so that the person faces the door.
- Keep the dignity of the occupant in mind at all times.

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## Test Your Knowledge

### What would you have done differently?

#### Scenario 1

A patient's daughter and her toddler grandson arrived to visit. Since Bill is a visiting volunteer in the medical unit, the patient's daughter asks if Bill can play with her son while she takes her mom out for a walk. When the patient and her daughter return from the walk, they expressed concern that the doctor might not have the patient on the correct medication. Bill promised that he would contact the doctor and look into it. Bill returns for his shift the next week and the patient has a gift for Bill to thank him for playing with her grandson and for looking into her medication.

#### Scenario 2

Kim has been volunteering for a few weeks in an outpatient clinic. Although she was only scheduled to come in on Friday mornings, she decided to go the extra mile and began coming in on Thursday mornings as well to help the unit clerk catch up on clerical work. A friend of hers has experience working in offices too, so one Thursday she brought that friend along to help.

#### Scenario 3

Mary, an 18-year old Welcome and Wayfinding volunteer, was at the information desk. She was approached by an upset visitor who was banging his hand on the desk, leaning over the counter, and using foul language. Mary responded slowly saying, "Sir, you can't talk to me like that! Calm down!" Later, Mary goes into the Volunteer Lounge during her break and starts telling her shift partner about what happened earlier.

#### Scenario 4

When Susan arrived for her weekly visit with Agnes, an elderly patient, she found the curtain was drawn around her bed and Agnes was calling out for assistance to dress herself. Since Agnes was struggling, Susan carefully helped to dress her and assisted her to the bathroom. Agnes was appreciative of the help and shared that she will be transferring to a long term care centre, inviting Susan to continue visiting her there.

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## Test Your Knowledge - Answer Key

### Scenario 1

- It is not a part of Bill's volunteer role to look after the patient's grandchild. He should politely explain this to the daughter and possibly suggest areas within the hospital they might like to go that are child friendly.
- Bill should refer the patient to her doctor to ask about her medications. At no time should Bill intervene and offer to look into a patient's care on a patient's behalf. This is clearly outside of the scope of the volunteer role.
- Volunteers do not accept monetary gifts or payment for services. Individuals who wish to make a donation can be referred to the PAHAS or the PAH Foundation.

### Scenario 2

- Volunteer Resources should be consulted with prior to any scheduling changes being made.
- Volunteers are not recruited to perform the work of paid staff nor will they be assigned.
- Volunteers are not permitted to bring friends or family in to volunteer with them but are invited to encourage friends and family to apply to volunteer.

### Scenario 3

- All volunteer roles have been designed to be as safe and meaningful as possible. While violence is not a part of your role it is important to know that people who visit hospitals are often in crisis situations and can act out accordingly. People may be emotionally upset or exhibit violent behaviors such as yelling, hitting, punching or throwing things.
- Mary should be mindful of her wording. Telling somebody to calm down may actually escalate the behavior.
- Try to remain calm. If comfortable Mary could try to clarify what help the individual needs.
- If the behavior persists Mary should call a Code White.
- Always notify Volunteer Resources about unusual incidences.
- Mary should debrief with the staff in Volunteer Resources.
- Be mindful of having conversations about patient care in public areas.

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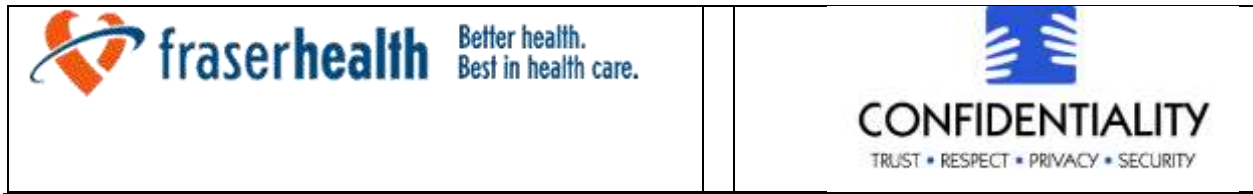
## Test Your Knowledge - Answer Key

### Scenario 4

- Susan should seek staff assistance to help Agnes. Volunteers do not assist patients to dress, bath and toilet or to lift and transfer.
- Be mindful of patient privacy. Future visits may not be possible and are not expected as a part of Susan's current volunteer role. Be careful not to promise to things that you cannot deliver.
- Susan could just thank Agnes for the offer and wish her well.

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## Fraser Health - Confidentiality Acknowledgement

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The collection, use and disclosure of personal information under the custody and control of Fraser Health is governed by British Columbia's *Freedom of Information and Protection of Privacy Act (FOIPPA)* and the policies of the Fraser Health Authority.

Volunteers are required to ensure the confidentiality of personal information and exercise discretion when discussing the business of the Fraser Health Authority. In the performance of duties, all information is confidential and shall only be accessed on a "need to know" basis to carry out individual responsibilities. Under no circumstance, will volunteers permit unauthorized access to, or use of, personal or corporate information.

Information shall not be altered, copied, interfered with, destroyed or removed except as authorized.

Volunteers acknowledge their electronic personal user ID is equivalent to a legal signature. Personal user IDs shall not be disclosed to anyone nor shall an attempt to learn or use another person's user ID be made.

Volunteers acknowledge they have an obligation to report any unauthorized disclosures or demands for disclosure from outside of Canada, including subpoenas, warrants, or court orders to the Fraser Health Information Privacy Office. Volunteers are protected under FOIPPA and can not be disciplined for reporting or refusing to process unauthorized disclosures or foreign demands for disclosure.

Compliance with the *Confidentiality Acknowledgement* is a condition of volunteering, privileges and association with the Fraser Health Authority.

***I acknowledge that I have read and understand the Fraser Health Policy entitled Confidentiality and Security of Personal Information and understand the consequences for breach of this policy. I further acknowledge that I have read and understand the contents of this Confidentiality Acknowledgement Statement.***

\_\_\_\_\_  
Name (Please print)

\_\_\_\_\_  
Date



# New Volunteer Orientation

## Peace Arch Hospital



SITE: \_\_\_\_\_

### Request For Parking Privileges –Volunteer

Name: (PRINT) \_\_\_\_\_ Date: \_\_\_\_\_

Home/Mailing Address: \_\_\_\_\_

Department: **AUXILIARY \ VOLUNTEER** Home Phone Number: \_\_\_\_\_

License Plate #: \_\_\_\_\_ Alternate License Plate #: \_\_\_\_\_

#### TERMS AND CONDITIONS OF PARKING PASS USE:

1. A \$20.00 refundable advance deposit is required prior to issuance of hanger.
2. Pass holder is fully aware that having a Parking Pass does not guarantee "Reserved" parking.
3. **Passes not returned with 21 days of cancellation, will forfeit the said applied deposit.**
4. If the Parking Pass is lost / stolen there is a \$40.00 replacement fee in effect.
5. Fraser Health is not responsible or liable for any injury, death, property damage, theft or disappearance occurring in, on, or about the parking facility to the Passholder or anyone claiming under or through the Passholder.
6. Pass holder is subject to the terms and conditions displayed on all signs in the parking facility.
7. Pass holder is limited to one Parking Pass that is valid only for the parking facility designated above.
8. Pass holder cannot re-assign or transfer this agreement. The pass may only be used when the passholder is involved in business related to your volunteer position at the designated site.
9. Vehicle identification information will not be given out and will only be used to contact the Passholder in case of an Emergency.
10. Passes are non-transferable.
11. Use of parking pass in non-conformance to the volunteer terms and conditions will result in the immediate termination of parking privileges.
12. All parking passes must be returned to Volunteer Resources upon resignation from a volunteer position at designated site or when taking a leave of absence greater than 2 months.
13. Sporadic volunteers are eligible for temporary pass which can be obtained from Volunteer Resources or their program leader.

**By signing below, I have read and understood the terms and conditions of the parking pass.**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

#### OFFICE USE ONLY:

Date Card issued: \_\_\_\_\_ Pass Number: \_\_\_\_\_

Date Card returned: \_\_\_\_\_ Pass Number: \_\_\_\_\_

Date Deposit taken: \_\_\_\_\_ Amount: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

Parking, Access & Commuter Services  
Suite 100 – Central City Tower  
13450 102<sup>nd</sup> Avenue  
Surrey, British Columbia  
Canada, V3T 5X3  
Email: [parking@fraserhealth.ca](mailto:parking@fraserhealth.ca)

#### Integrated Protection Services

Telephone: 604.930.5440  
Facsimile: 604.930.5441

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## Additional Handouts:

- Peace Arch Hospital Volunteer Parking Brochure
- Contact Precautions
- Hand Washing Brochure
- Calling Emergency Codes

## Peace Arch Hospital Volunteer Resources:

- Phone: 604-535-4500 ext 757504
- Email: [pahvolunteerservices@fraserhealth.ca](mailto:pahvolunteerservices@fraserhealth.ca)
- Peace Arch Hospital Address: 15521 Russell Avenue  
White Rock, BC  
V4B 2R4