



Volunteer Information Booklet

Your care is vital.
Your generosity is valued.



Welcome

We very much appreciate your generosity in becoming a volunteer and know that your contribution will make a difference to the holistic care of our patients and their families.

As a Ministry of the Catholic Church, St John of God Health Care models its service delivery on the healing Mission of Jesus Christ. As a leading health care provider this means offering hospitality, hope and healing to all for whom we care. The pomegranate is the symbol associated with the Sisters of St John of God, with five seeds representing our Values.

Our Mission

To continue the healing mission of Jesus.

Our Vision

We are recognised for care that provides healing, hope and a greater sense of dignity, especially to those most in need.



Our Values

Hospitality: a welcoming openness, providing material and spiritual comfort to all.

Compassion: feeling with others and striving to understand their lives, experiences, discomfort and suffering, with a willingness to reach out in solidarity.

Respect: treasuring the unique dignity of every person and recognising the sacredness of all creation.

Justice: a balanced and fair relationship with self, neighbour, all of creation, and with God.

Excellence: striving for excellence in the care and services we provide.

Hospital Governance

The Hospital Management Committee is the governing body of the hospital, chaired by the CEO. The committee consists of:



Jeffrey Williams
Chief Executive Officer



Kym Cockin
Director of Nursing and Midwifery



Dr Keith Allenby
Director, Medical Services



Mark Hanley
Manager Finance and Administrative Services



Jack Harding
Manager Corporate and Support Services



Rebecca Ward
Director Mission Integration



John Borserio
Consumer Representative

Volunteer Services Organisation



Services Provided



145 beds

Our wards are named after some of the regions from which the first sisters originated: Slaney (Medical), Ferns (Surgical), Wexford (Maternity), Granada (Palliative), Day Procedure Unit (DPU), Coronary Care Unit (CCU)

Comprehensive Cancer Centre including Dalyellup Patient Accommodation

Some shared facilities with Bunbury Health Service

E.G: engineering, catering, Medical clinics providing consulting and diagnostic services

Operating Theatres

Oncology

Renal Dialysis Unit Bunbury and Busselton

Allied Health Services

Physiotherapy, Occupational Therapy, Social Work and Dieticians

Pastoral Care Services

South West Community Drug Service Team

Hydrotherapy

Pathology

Café



Everyone who works for SJGBH is called a Caregiver and we recognise the valuable contribution that is made by each individual, no matter what role they undertake.

As a Volunteer Caregiver you make a special contribution and we want to ensure that your experience with our organisation is one which is valuable for you.

By engaging in your role, you help to ensure our patients, visitors and other caregivers receive a high quality of customer service that reflects our Mission and Values.

Please do not hesitate to ask the Coordinator, Volunteer Services for further information if required. We appreciate your feedback and are always open to new ideas or suggestions which may improve our service.





National Standards for Volunteer Involvement

We are classified as a Volunteering Involving Organisation and as such we adhere to and operate under the National Standards for Volunteer Involvement. There are 8 Standards, summarised below:



Standard 1: Leadership and Management

We will provide governance, leadership and management support to our volunteers including escalation processes, policies and procedures.

Standard 2: Commitment to Volunteer Involvement

We are committed to involving volunteers in decision making, co-design of programs, reviews of documentation and other engagement. We do this by deliberate co-design or review session as well as our formal Consumer Advisory Council.

Standard 3: Volunteer Roles

We are committed to ensure Volunteer roles are meaningful, clearly articulated and of benefit to the needs of the hospital and its patients and visitors.

Standard 4: Recruitment and Selection

New applicants follow a recruitment and selection process which involves the completion of an Application Form, successful Police Check and agreement to a number of policies.



Standard 5: Support and Development

We are committed to supporting our Volunteers through ongoing small group training, informal catch ups and one to one support.

Standard 6: Workplace Safety and Wellbeing

We are committed to ensuring a safe workplace overseen by our Occupational Health and Safety Coordinator and Clinical and Corporate Risk Manager.

Standard 7: Volunteer Recognition

We are committed to recognising and celebrating the contribution of our Volunteers. At our end of year Christmas Function, Volunteers receive a badge to mark that year of service. Every 5 years of service, the volunteer is officially recognised with a certificate and pin, presented by the CEO.

Standard 8: Quality Management and Continuous Improvement

We are committed to continually improving and provide opportunities for Volunteers to share their ideas and feedback. Input and co-design from our Volunteers is sought through program specific events and meetings.

As volunteers, we're committed to:



Living our Values of
Hospitality, Compassion,
Respect, Justice, Excellence.



Maintaining patient
and organisation
confidentiality.



Practising hand
hygiene by washing
our hands regularly.



Treating all patients, visitors and
caregivers with care, compassion,
dignity and respect.



Concierge Volunteer

We are often the first person a visitor interacts with as they enter the hospital, so:

- Our smile and openness to assist is paramount
- We are well mannered and courteous, using a pleasant tone of voice
- We proactively approach and offer assistance
- We walk with our visitors to show them where they want to go
- We direct our visitors to the appropriate Caregiver if they have a question
- We sign the wheelchairs in and out.

We are NOT able to:

- Enter the room if there is an Infection Control sign on the door
- Enter the room if a Caregiver is in attendance, the green light is on above the door or there is a medical trolley in the passage next to the door
- Advise, suggest, modify or change any aspect of patient treatment
- Use a wheelchair to transport a patient
- Lift or attempt to lift a patient
- Give any medication
- Raise or lower the bed
- Assist patients with the intake of food or drink.



Hospitality Volunteer

We are ABLE to:

- Show patients the room facilities
- Assist patients with unpacking and packing belongings as requested
- Assist with set-up of patient tables for meals
- Assist with meal service. E.G: open packaging, cut up meal, butter bread
- Call the nurse if the patient would like their bed lowered or raised
- Chat with patients and family
- Refill water in jugs/vases
- Provide warmed blanket
- Read books, magazines, newspapers
- Offer tea/coffee to family members
- Offer to sit with patient so family member can leave
- Alert the nurse that something needs cleaning.

We are NOT able to:

- Enter the room if there is an Infection Control sign on the door
- Enter the room if a Caregiver is in attendance, the green light is on above the door or there is a medical trolley in the passage next to the door
- Advise, suggest, modify or change any aspect of patient treatment
- Use a wheelchair to transport a patient
- Lift or attempt to lift a patient
- Give any medication
- Raise or lower the bed
- Assist patients with the intake of food or drink.

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It is the little things that matter.

Sisters of
St John of God maxim

Friends of St John of God Shop Volunteer

We

- Sign in at the reception and serve visitors who wish to purchase something from the shop
- Notify the Coordinator, Volunteer Services if a particular stock item is getting low.



Care Companion

Our Care Companions provide hospitality to our patients who are living with dementia.





We are ABLE to:

- Provide reassurance to the patient
- Spend time listening and responding to questions
- Chat with patients and family or just provide quiet companionship
- Reminisce, listen to music, colour, play board games
- Offer to sit with patient so family member can leave
- Assist with set-up of patient tables for meals
- Assist with meal service. E.G: Open packaging, cut up meal, butter bread
- Call the nurse if the patient would like their bed lowered or raised
- Take patients for walks, as directed by the clinical coordinator or Nurse Unit Management (NUM)
- Refill water in jugs/vases
- Provide warmed blanket
- Offer tea/coffee to family members
- Use a wheelchair, only after required training
- Read books, magazines, newspapers
- Alert the nurse that something needs cleaning.



Happiness lives inside of the smallest moments.

Christy Ann Martine

We are NOT able to:

- Enter the room if there is an Infection Control sign on the door
- Enter the room if a caregiver is in attendance, the green light is on above the door or there is a medical trolley in the passage next to the door
- Advise, suggest, modify or change any aspect of patient treatment
- Lift or attempt to lift a patient at any time
- Raise or lower the bed
- Give any medication
- Assist patients with the intake of food or drink.



Complementary Therapies Volunteer

We are ABLE to:

- Assist in providing additional care and support to patients by offering hand and foot massage
- Collect the patient list and the therapy kit from the Coordinator, Volunteer Services Office
- Knock before entering any patient's room and introduce yourself and explain your role
- Ask if the patient would like a hand or foot massage
- Return the therapy kit to Coordinator, Volunteer Services Office.

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Healing will occur best when the patient feels pampered.

Sisters of
St John of God maxim

We are NOT able to:

- Enter the room if there is an Infection Control sign on the door
- Enter the room if a caregiver is in attendance, the green light is on above the door or there is a medical trolley in the passage next to the door
- Advise, suggest, modify or change any aspect of patient treatment
- Lift or attempt to lift a patient at any time
- Raise or lower the bed
- Assist patients with the intake of food or drink.

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No-one has ever become poor by giving.

Anne Frank

Administration Volunteer

We

- Work as part of a team to compile inpatient, day procedure and ward patient packs
- Sign in at reception and collect the Meeting Room Key
- Use the large trolley, located at hospital reception, collect from the administration store room the paperwork required
- Make up packs as requested
- Place finished packs on the shelves in the mail room and wards as requested
- Return unused paperwork to administration store room
- Lock the Meeting Room and return the key and trolley to reception.



Granada Care Companion

Our Granada Care Companions provide hospitality to our patients who are experiencing palliative care.

We:

- Chat with patients and family or just provide quiet companionship
- Read books, magazines, newspapers
- Listen to music, colour, play board games
- Offer to sit with patient so family member can leave
- Assist with set-up of patient tables for meals
- Assist with meal service E.G. Open packaging, cut up meal, butter bread
- Call the nurse if the patient would like their bed lowered or raised
- Refill water in jugs/vases
- Provide warmed blanket
- Offer tea/coffee to family members
- Alert the nurse that something needs cleaning.

We are NOT able to:

- Enter the room if there is an infection control sign on the door
- Enter the room if another caregiver is in attendance, the green light is on above the door or there is a medical trolley in the passage next to the door
- Advise, suggest, modify or change any aspect of patient treatment
- Lift or attempt to lift a patient at any time
- Raise or lower the bed
- Give any medication
- Assist patients with the intake of food or drink.

Palliative Paws Volunteer

We

- Have dogs that have proven they have the right temperament to visit patients
- Sign in at reception and visit rooms with our furry companions.

We are NOT able to:

- Enter the room if there is an Infection Control sign on the door
- Enter the room if a caregiver is in attendance, the green light is on above the door or there is a medical trolley in the passage next to the door
- Advise, suggest, modify or change any aspect of patient treatment.



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Never underestimate the healing power of that friend who's furry with paws.

Diana Loomis



Community Visitors Scheme

The Community Visitors Scheme is a national programme funded by the Australian Government. The CVS aims to enrich the quality of life of residents in **aged care facilities** who are socially isolated or lonely, and would benefit from a friendly visitor.

We commit to:

- Visiting our resident at least once per fortnight
- Spending time doing something we enjoy or just providing quiet companionship
- Sharing a walk if the resident is able
- Exercising duty of care
- Informing the Coordinator, Volunteer Services of any concerns or if you are unable to continue
- Signing the attendance register each visit.

We are NOT able to:

- Provide nursing or personal care to the resident
- Become involved in the resident's financial affairs
- Become involved in investigating or following up complaints about the facility
- Displace the relationship between a resident and their family, staff or other relationships.

Cancer Accommodation Hospitality Volunteer

We are ABLE to:

- Show guests the room and centre facilities
- Offer tea and coffee
- Bake a cake or something for morning or afternoon tea
- Run a craft activity or set up board games.

We are NOT able to:

- Advise, suggest, modify or change any aspect of patient treatment
- Give any medication
- Enter a guest's room.



Palliative Garden Volunteer

We

- Sign in at reception and collect the storeroom key. If you have a bag or jacket you can put it under front reception desk
- Collect the gardening tools from the store room.

Support and Development

We are committed to supporting our Volunteers through ongoing small group training, informal catch ups and one to one support.



Training Type

- **Hospital Orientation:** morning tea and lunch provided
- **Completion of the online Volunteer Essential Education package**
- **Completion of the online Hand Hygiene package:** completed annually
- **Orientation at Aged Care Home:** Community Visitor Volunteers only
- **Role Specific Training**
- **One-to-one mentoring:** with the Coordinator, Volunteer Services.



Useful Links

St John of God Hospital Bunbury:

www.sjog.org.au/Bunbury

National Volunteering Standards:

https://www.volunteeringaustralia.org/wp-content/uploads/National-Standards-Documents-FINAL_Web.pdf

Volunteer Essential Education:

https://rise.articulate.com/share/0z5QX0snPMqxF_icXq36yGqxeLve23Qh

Password: respect2018

For more information
contact the Coordinator,
Volunteer Services:

Call: (08) 9722 1694

Email: sue.demarte@sjog.org.au