



## LAPEER REGION

Volunteers/Friends of the Hospital

### *GENERAL COMPETENCY STANDARDS*

McLaren Lapeer Region Auxiliary and Volunteer Program are committed to supporting the Hospital Mission and Vision statements. The primary purpose of the Code of conduct is to ensure the safety and well being of all participants.

*These are standards expected of all Employees and Volunteers of McLaren Lapeer Region*

- Safety:** Reviews work for accuracy and understands the serious nature of healthcare. Maintains a safe work environment and understands the emergency procedures for all emergency codes.
- Attitude:** Maintains positive attitude, good manners and is courteous to others.
- Appearance:** Maintains cleanliness, presents professional image, appropriately dresses in uniform and is ready to work at the assigned times and areas.
- Respect:** Maintains confidentiality of patients, and treats other visitors and staff in a respectful manner.

### *RESPONSIBILITIES:*

- Dependability:** Make a commitment to your work and adhere to the work schedule.
- Confidentiality:** Do not discuss information from here outside of the hospital or in public places.
- Appearance:** Female Volunteers wear a burgundy smock, white pants and white shoes. Male Volunteers wear a blue smock, black or blue dress slacks and black shoes. Blue Jeans are not acceptable. Your identification badge must be worn and visible to patient and visitors.

### MISSION STATEMENT

*McLaren Health Care Corporation, through its subsidiaries, will be Michigan's best value in healthcare as defined by quality outcomes and costs.*

### VISION STATEMENT

*To become the comprehensive health care provider of choice of Lapeer County.*

#### **McLaren Lapeer Region Volunteers will:**

- Accept their responsibility to represent McLaren Lapeer Region with dignity and pride.
- Conduct themselves in a courteous and respectful manner.
- Respect, adhere to and enforce the policies and guidelines established by McLaren Lapeer Region.
- Abstain from and not tolerate physical or verbal abuse.
- Avoid criminal activities.
- Under no circumstances, possess, sell or consume alcohol or possess, sell or use controlled substances while representing McLaren-Lapeer Region during an event or activity.
- Under no circumstances, attend or participate in an event sponsored by McLaren Lapeer Region while under the influence of alcohol and or controlled substances.
- Accept the responsibility of promoting and supporting McLaren Lapeer Region
- Perform job duties as outlined in job descriptions.
- Accept responsibility for confidentiality of patient information.
- Agree to adhere to all Hospital policies regarding confidentiality.
- I, \_\_\_\_\_, agree to keep all information and identity of the patients with whom I come in contact in complete confidence.

It is important that all McLaren Lapeer Region Volunteers comply with the Code of Conduct. Failure to comply with any component of the Code of Conduct, or participate in other inappropriate conduct as determined by McLaren Lapeer Region representatives may lead to dismissal as a volunteer.