

# **Community Health Center of the New River Valley**

## **Volunteer Handbook**



Community Health Center of the New River Valley  
215 Roanoke Street  
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Phone: (540) 381-0820  
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## WELCOME

Welcome to the Community Health Center! Thank you for choosing to volunteer with us—your experience here will add to the overall productivity of the Center, enrich the lives of community members, and provide you with an unparalleled experience.

This Volunteer Handbook is designed to acquaint you with the Community Health Center volunteer policies and procedures. We view each volunteer as a valuable commodity and consider you a “teammate” who shares in our mission to serve the residents of our community. We are committed to providing you with a quality volunteer experience, professional support, and an opportunity to serve others.

In order to provide you with an overview of our Center, please read and review the Volunteer Handbook and feel free to ask questions of the Community Health Center staff so that we may better serve each other and our patients.

On behalf of the Community Health Center,

*Thank you! You really make a difference!*

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## **I. Introduction**

### **Mission**

The mission of the Community Health Center of the New River Valley is to provide affordable and high quality medical, dental, behavioral and preventive health services to people of all ages and circumstances, regardless of ability to pay or insurance status.

### **About the Community Health Center**

#### ***History***

The Free Clinic of the New River Valley was founded in 1981 to serve the uninsured population of the New River Valley. Following the traditional Free Clinic model, area physicians, dentists, and other health care professionals were recruited to volunteer their services, both at the facility and in their own offices. In 2007, a third satellite clinic opened in Pearisburg and the Free Clinic began providing mental health care services at both clinics. In January 2014, the Free Clinic became a Community Health Center. In addition to serving uninsured adult patients, the Community Health Center now sees people of all ages, regardless of their insurance status.

## **II: Volunteer Policies**

The Community Health Center of the New River Valley prides itself in its ability to offer the highest quality health care. As a volunteer, your time, energy, and efforts contribute to the strong assets of our "safety net" for uninsured citizens of the New River Valley. A commitment from you is a commitment to our community.

### **Expectations**

As a Community Health Center Volunteer you can expect the following:

1. Professional and safe work environment;
2. Adequate information and training including a clear understanding of job responsibilities;
3. Trust and respect from Center staff and volunteers;
4. An opportunity to have your issues heard or grievances aired through the Site Manager.
5. Ongoing support and supervision by staff;
6. Recognition for your contributions.

### **General Policies**

Please remember that when you are at the Center as a volunteer, you are representing the Community Health Center as a whole. All volunteers are expected to be professional and respectful of both patients and staff. This includes using appropriate language, having personal conversations away from patients and staff and asking a staff member what else you can do if your specific job is completed.

## **Orientation**

All volunteers must attend a volunteer orientation. The orientation is given by the Site Manager. Volunteers should not “orient” other volunteers unless instructed to do so by the Site Manager.

## **Tours & Training**

Volunteers will be given a tour of the Center as well as training for specific job assignments. Tours and training are only given by the Site Manager. Volunteers should not give tours or “train” other volunteers.

## **Scheduling**

Once you are scheduled for a certain day and time shift, you are expected to arrive on time and leave when your shift has ended. If you need to change this, you must give at least one day’s notice, if possible. Please inform the Site Manager and the staff person you are assigned to at the Center.

## **Cancellations**

If you need to miss a volunteer shift, you must give notice a week in advance, if at all possible. Last minute cancellations create scheduling frustrations. Being a volunteer requires the same type of commitment that a compensated job does. Please inform the Site Manager of cancellations as well as your department manager by email or phone.

## **Signing In**

All volunteers must sign in upon arrival and sign-out when shifts end. This information helps the Center track hours used in reports for granting organizations.

## **Name Tags**

All volunteers must wear a name tag at all times. The name tag will be given to you on your first work day. It is your responsibility to keep up with your name tag. You are required to turn in your name tag on your last day.

## **Cell Phones**

When volunteering at the Center, cell phones should be turned off or turned to silent mode. Please try not to use your phone during your volunteer shift. If there is an emergency and you need to use your phone, please step outside for the duration of the call.

## **Dress Code**

Your personal dress is part of the “first impression” that we give of ourselves and the health care profession. You will be asked to leave the Community Health Center to change if your dress does not follow these guidelines.

The following list is a guide for men and women to follow when working in the Community Health Center. Some of the guidelines are mandated by OSHA (Occupational Safety and Health Administration) for safety of both our patients and us.

1. Clean athletic shoes or dress shoes are acceptable. NO flip-flops or open-toed sandals.
2. Pants and Capris – jeans are acceptable as long as they are in good condition. NO shorts or low rise pants).
3. Dresses and skirts are fine – no shorter than 2” above the knee.
4. No blouses/shirts with spaghetti straps, tank tops, or bare midriffs.
5. Plain t-shirts are acceptable. NO questionable logos or slogans.
6. If you are in direct patient care, you will need to limit your perfume, cologne/aftershave, wear minimal jewelry and maintain appropriately trimmed fingernails.

## **Storing Valuables**

Please do not bring valuables or medications to the Center during your volunteer shift due to limited secure places to store them.

## **Nurses’ Station Restrictions**

Volunteers are not permitted to work at the nurses’ station.

## **Letters of Recommendation**

In order to receive a letter of recommendation, a volunteer must have completed a minimum of 100 hours. If a volunteer has completed less than 100 hours, the letter will state that the volunteer worked less than 100 hours. Requests for letters of recommendation should be made at least two weeks before the letter is needed. All requests should be directed to the Site Manager.

## **Service at Discretion**

Volunteer service is at the sole discretion of the Community Health Center of the New River Valley. The Community Health Center may, at any time and for whatever reason, decide to end a volunteer’s agreement to serve. Likewise, a volunteer may, at any time and for whatever reason, decide to terminate their relationship with the Community Health Center. Notice of termination should be communicated, in writing, as soon as possible to the Site Manager.

## **Inclement Weather Policy**

In the event of inclement weather which might make travel conditions hazardous, please use the following guidelines:

Call our main number at 381-0820 to hear the recording of closure or late opening. If you feel you are unable to safely travel to the Center, please call to inform the Site Manager of your absence.

## **Community Health Center Holidays**

The Center will be closed on the following days: New Year’s Day and day after; Independence Day; Martin Luther King; Labor Day; Good Friday; Memorial Day; Thanksgiving Day and day after; Christmas Day and day after

### **III. Our Patient Services**

#### **Confidentiality**

We honor our patients' privacy and ensure that all medical information is kept confidential.

#### **Services offered at the Community Health Center**

We provide medical services for the whole family including:

**Medical:** Diagnosis of illness or injury; Physical check-ups; Diagnostic tests; Health education programs; Referrals to specialists; Women's Health; Flu shots; Influenza, pneumonia immunizations; Children's school physicals

**Dental:** Dental exams; Fillings; Extractions; Cleanings; Dentures, Crowns; Referrals to specialists

**Mental Health:** Counseling; Psychiatric evaluations; Medication monitoring; Psycho-educational groups; Mental health referrals

The Pharmacy Connection - \$40.00 Annual Fee for: Brand-name prescription medications; Diabetic supplies; Convenient medication pick-up or delivery

#### **Eligibility and Re-certification of Patients**

The Community Health Center screens uninsured patients annually for financial eligibility. Patients must bring necessary documentation for eligibility screening.

Anyone who comes to the Community Health Center for treatment can be seen by us, regardless of age, insurance status, or ability to pay.

#### **Specialty Referrals**

At the Community Health Center, we work with a network of local physicians, specialty health care providers, and area hospitals. We refer our patients to that network if the need arises. However, it is important to note that payment for these services is determined by the outside physician's office and it is the responsibility of the patient to pay these costs.

#### **Patient Education**

The Community Health Center has health education materials, brochures and flyers. These materials cover a variety of topics and are available to patients.

#### **Satellite Centers**

The Community Health Center of the New River Valley has a satellite center in Giles County.

**The Giles Center**, located at 219 Buchanan Street, in Pearisburg, is open Monday-Friday for screening, medical, dental and mental health appointments.

## **Patient Termination of Services**

The following is a list of conditions or behaviors that may result in the termination of services:

- If a patient uses threatening or abusive language toward the Community Health Center staff, volunteers, or other patients.
- Providing false or misleading information of any kind.
- Not showing-up for appointments or canceling appointments, without appropriate notice.

If, through your work with patients, you feel threatened, report the information/incident to a Center staff person immediately. You may also call 911 in an emergency situation.

## **IV: Frequently Asked Questions**

### **When is the Center open?**

The Center is open Monday through Friday from 8:00 a.m. - 5:00 p.m. and on Tuesdays until 7 p.m.

### **Do patients need an appointment?**

Yes. To be seen during regular Center hours, the patient must have an appointment.

### **If a patient requires immediate medical care will they be seen first?**

The Community Health Center does not provide emergency medical care. If a patient needs immediate care, he or she will be referred to a local hospital for emergency services.

### **Are children treated at the Community Health Center?**

Yes.

### **Who is eligible to be seen at the Center?**

Anyone.

### **How do I contact the Center?**

You can reach the Community Health Center by telephone at (540) 381-0820 or by fax at (540) 382-3391.

### **How does the Community Health Center respect patient privacy?**

Patients receiving care at the Center are given the same respect and confidentiality that they would receive at any other health care facility. All volunteers must sign a confidentiality agreement.

## **V: Volunteer Opportunities**

### **Lay Volunteer Opportunities**

**Eligibility Screener:** An eligibility screener interviews patients and obtains appropriate documentation for income verification and health information to determine eligibility for medical and pharmacy services.

**Group work:** We often receive requests from civic groups or school groups to provide large-scale volunteer assistance. We are happy to speak with anyone about our opportunities!