



Metropolitan

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Hospital Main Number: 212-423-6262
www.nychealthandhospitals.org/metropolitan

2023

VOLUNTEER HANDBOOK



VOLUNTEER HANBOOK

This handbook provides an overview of NYC Health + Hospitals Volunteer Program guidelines, policies and procedures, including general overview, ICARE Values, expectations, infection control and other important information.

In this guide, the term volunteer is used to represent both unpaid student interns and volunteers.

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WELCOME

Welcome to NYC Health + Hospitals/Metropolitan!

We are thrilled to have you as part of the Volunteer Services team to share your time, talents, and enthusiasm to support our patients, their families, and our staff.

It's our role to support the hospital in its mission of excellence in patient care, teaching, and research – and as a volunteer, you are a valuable addition to our care team. We are committed to providing volunteers who serve the hospital with dedication and compassion, with a rewarding and meaningful experience while supporting NYC Health + Hospitals/Metropolitan's greatest needs. In addition, we are committed to identifying and training dedicated, knowledgeable and compassionate individuals who align with our organizational mission, vision, and ICARE values.

Our volunteers come to us with diverse backgrounds and skillsets, all with the shared commitment to deliver an excellent patient experience. Your unique talents together with our dedicated professionals, creates a hospital environment that cares and supports both the patient and their entire family.

We are very excited to welcome you to our team and hope that you have a rewarding experience at NYC Health + Hospitals/Metropolitan.



ABOUT NYC Health + Hospitals

NYC Health + Hospitals is the largest public health care system in the United States. We provide essential inpatient, outpatient, and home-based services to more than one million New Yorkers every year in more than 70 locations across the city's five boroughs.

Our 11 acute care hospitals provide top-ranked trauma care, dozens of inpatient specialties, and mental health services, making communities healthy through a robust network of hospital-based primary care services for children and adults. Our hospitals have earned numerous special designations for quality and culturally responsive care including LGBTQ Healthcare Equity Leader, Baby Friendly, Safe Sleep, and top ranks by U.S. News and World Report.

Our five post-acute/long-term care facilities have earned the highest five- and four-star ratings by the Centers for Medicaid and Medicare for their excellent long-term care, skilled nursing care, and rehabilitation services.

Gotham Health is our network of Federally Qualified Health Center clinics across the city that offers patient-centered primary and preventive care services for the entire family and is focused on meeting community health needs.

Community Care offers comprehensive care management and better access to social support services in patients' homes and communities.

Our health plan, MetroPlus, offers low to no-cost health insurance to eligible people living in all five boroughs.

OneCity Health is the heart of our population health efforts, designed to reduce avoidable and unnecessary hospital stays. OneCity Health comprises hundreds of health care providers and community-based organizations who work together to keep communities healthy.

Our diverse workforce is uniquely focused on empowering New Yorkers, without exception, to live the healthiest life possible.



ABOUT METROPOLITAN

NYC Health + Hospitals/Metropolitan was founded in September 1875, the same year it began its affiliation with the New York Homeopathic Medical College (now known as the New York Medical College). This relationship has become the oldest medical college-hospital affiliation in the United States.

Today, NYC Health + Hospitals/Metropolitan is a full-service community hospital that provides state-of-the-art care and leading-edge technology in a modern environment. We provide culturally sensitive care to patients from all five New York City boroughs in a welcoming and hospitable setting, emphasizing primary care medicine and utilizing the latest advances in medical science.

We are proud to have a hard-working, dedicated staff of high-caliber physicians, highly skilled nurses, and administrators whose collaboration and cooperation help make Metropolitan one of the finest hospitals in New York City. At Metropolitan, each patient feels personally cared for and is treated with dignity and respect.

Adult Services

Allergy & Immunology	Dermatology	Liver Disease	Pulmonology
Asthma Care	Diabetes Care & Education	LGBTQ Health	Radiology
Behavioral Health	Ear, Nose, Throat	Nephrology	Rheumatology
Cardiology	Endocrinology	Neurology	Substance Abuse
Chronic Kidney Disease	Gastroenterology	Ophthalmology	Surgery
Collaborative Care for Depression	Hematology & Oncology	Palliative Care	Virology
Dental	Infectious Diseases	Physical Medicine & Rehabilitation	Women's Health

Children & Adolescents Services

Adolescent	Developmental	HIV & STD testing	Rheumatology
Allergy & Immunology	Endocrinology	Infectious Disease	Surgery
Annual check-up	Gastroenterology	Nephrology	WIC program & nutritional services
Asthma Care	Genitourinary	Neurology	
Cardiology	Health Education	Obesity	
Children with Special Health Care Need	Hematology & Oncology	Pulmonology	



MISSION, VISION & VALUES

NYC Health + Hospitals is an integrated health care system of hospitals, neighborhood health centers, long-term care, nursing homes, and home care – the public safety net health care system of New York City. NYC Health + Hospitals is committed to the health and well-being of all New Yorkers. We offer a wide range of high-quality and affordable health care services to keep our patients healthy and to address the needs of New York City's diverse populations.

**NYC Health + Hospitals Mission and Values**

NYC Health + Hospitals is committed to excellence in health care. Our providers work together to provide comprehensive, personalized care to all New Yorkers.

Mission

NYC Health+ Hospitals' mission is to deliver high-quality health services with compassion, dignity, and respect to all, without exception.

Vision

NYC Health + Hospitals' vision is to be a fully integrated health system that enables New Yorkers to live their healthiest lives.

Our Values

NYC Health + Hospitals has established the ICARE model of customer services standards for health care professionals. It will help us offer our patients a better experience when under our care and increase staff awareness to become better engaged with the mission and vision of the organization.

ICARE

Integrity. Keep Everyone Safe

Compassion. Keep Patients First

Accountability. Manage Resources

Respect. Work Together

Excellence. Pursue Excellence. Keep Learning



COVID-19 GUIDANCE

COVID-19 vaccines help prevent the spread of COVID-19 to others. They are safe and effective across all age groups, races, and ethnicities. They help the immune system build protection against COVID-19 and reduce the risk of severe disease, hospitalization, and death.

Getting vaccinated and practicing good infection control precautions (hand hygiene, masking, social distancing, respiratory etiquette) is a great way to provide protection against the virus.

Effective, February 21, 2022 all NYC Health + Hospital volunteers must be fully COVID-19 vaccinated AND boosted. NYC Health + Hospitals/Metropolitan provides free COVID-19 vaccination and booster shots for all healthcare personnel, including volunteers.

NYC Health + Hospitals provides guidance on personal protective equipment (PPE) based on the latest recommendations of the Centers for Disease Control and Prevention (CDC) and the NYS Department of Health.

Please note and adhere to the following policies:

- All NYC Health + Hospitals volunteers must complete the Point of Entry COVID-19 electronic screening questionnaire before entering the facility.
- Regardless of vaccination status, all volunteers are required to wear a facemask at all times while on hospital premises.
- NYC Health + Hospitals issued surgical/procedural masks are required in all clinical locations and areas where patients may be present.
- Cloth masks do not meet OSHA's PPE requirement. Scarves, bandanas, and masks with vents are not acceptable.
- In addition to universal facemask wear, specific transmission-based precautions are to be followed if applicable (N95, CAPRs).
- Social distancing remains in effect. Keep a minimum space of 6 feet between people, including when removing your mask to eat or drink.
- Follow isolation precautions and guidelines. Ask your supervisor or Occupational Health Services any questions relating to these practices.

Metropolitan Occupational Health Services

Mental Health Building – 6th Floor, 6 South

212-423-6384

metohs@nyc.hc.org

Monday – Friday 8:30am – 11:30am and 1pm – 3pm



COVID-19 SELF SCREENING

All NYC Health + Hospitals volunteers must complete the following Point of Entry COVID-19 screening before entering the facility each day of service.

Point of Entry Staff Self-Screening

Scan this QR code



Using your mobile device, scan the QR code or go to the website:
<https://covid19.nychealthandhospitals.org/selfscreening>

1. Select the 2nd portal: Visitors, Vendors, Other Self Screening
2. Answer all required (*) fields and answer the screening questions
3. Complete the screening prior to arriving to the facility

A flashing Green Pass will allow expedited entry at the First and Second Avenue entrances. Green Passes are date and time stamped and valid for 24-hours.

If you do not have a mobile device or do not get a Green Pass, you must enter at First Avenue and go to the Visitor's Desk to be screened and receive a visitor's pass.

If you have been exposed or have symptoms of COVID-19, do not enter the facility and notify your assignment supervisor and the Volunteer Services department promptly.

This process must be completed every day you report to volunteer before entering the hospital.



POLICIES & PROCEDURES

INFECTION PREVENTION REMINDERS

- Maintain exemplary hand hygiene practices. Remember to always use hand sanitizer before and after every patient interaction or entering or exiting a patient area.
- All toys should be cleaned with a sanitizing wipe after being used. Please wear gloves when cleaning and disinfecting toys and wash your hands after removing the gloves.
- NYC Health + Hospitals encourages all personnel, including volunteers, to obtain an influenza vaccination annually. Unvaccinated personnel shall be provided with surgical or procedure masks to wear in Identified Areas during Influenza Season (as determined by the NYS Commissioner of Health). Masks will be provided at no cost.

HARASSMENT

The NYC Health + Hospitals policy is to provide an environment free from sexual harassment or harassment based on age, race, religion, gender, national origin, disability, or another protected group status. Harassment that violates hospital policy is not permitted or condoned.

DRUG-FREE, SMOKE-FREE WORKPLACE

The unlawful distribution, dispensation, possession, or use of a controlled substance on hospital premises or while representing NYC Health + Hospitals off-premises is prohibited. All NYC Health + Hospitals facilities are also smoke-free. Violations of this policy will result in the immediate dismissal of a volunteer.

SOLICITATION & DISTRIBUTION

NYC Health + Hospitals does not allow any solicitation. Solicitation is defined as any form of selling, promoting, or propagandizing, such as sales or raffles. This includes distributing, providing, displaying, or handing out literature or material about any other organization event or cause. An act will be considered solicitation whether the individual being solicited is a patient, visitor, employee, or volunteer.



DRESS CODE

Clothing, grooming, and personal cleanliness affect NYC Health + Hospitals/Metropolitan's business image to patients and visitors. Therefore, all volunteers must adhere to the following dress code policy, providing a safe and sanitary work environment.

Volunteers are asked to wear business casual attire. Business casual is defined as dress pants, Docker-type pants, khakis, slacks, casual skirts or dresses (knee-length or longer), shirts with collars, blazers, sports coats, sweaters, golf shirts/polo shirts, and blouses are all appropriate pieces of clothing for a business casual wardrobe.

Volunteers may **NOT** wear the following while in service at Metropolitan Hospital:

Low cut blouses/dresses	Clothing with holes
Tank tops or sleeveless shirts	Open toe shoes, sandals, Crocs, flip flops and slippers
Sun dresses	Colorful or high-top sneakers
Skirts above the knee	Hats or head covering, unless for religious purposes
Shorts	Headphones
Sagging or tight pants	Excessive or "large" jewelry, hoop or dangle earrings
Jeans	Sunglasses
Sweatshirts, sweatpants, athletic attire	Inappropriate and/or distressed graphic tees
Leggings	Perfumes, colognes or scented lotions. Also, no facial piercings.

If your attire violates this policy, you may be sent home for the day. In addition, multiple violations of the dress code may result in the termination of your assignment.



IDENTIFICATION CARD

This policy and procedure apply to all personnel who have direct or indirect patient care responsibilities, including unpaid student interns and volunteers.

- Volunteers shall be issued an identification card (ID) based on the needs of their assignment as of the original date of the assignment and/or change of title. The ID shall be valid for the duration of the assignment, or 12 months, whichever is shorter.
- Volunteers are required to visibly wear the ID (preferably above the waist) while on duty and on-premises.
- Identification cards shall be used for official NYC Health + Hospitals purposes only.
- Identification cards are not transferable and must be surrendered to Volunteer Services/Human Resources immediately upon separation of service.
- Volunteers will make all reasonable efforts to safeguard against the identification card's loss or theft. Report such loss or theft to your supervisor, Volunteer Services, Human Resources, or Hospital Police promptly.

MEAL VOUCHERS

Volunteers who serve 4-hours or more in a day are eligible to receive a \$6 meal voucher redeemable at our food vendor Dave's Marketplace. Restrictions do apply. Contact Volunteer Services for more information.

CELL PHONE USAGE

We ask that you come prepared to give your undivided attention to the staff, patients, and families while you are volunteering. You can keep your cell phone with you, but please do not use it when in service in areas where you are interacting with patients, families, and guests.

You are not permitted to take any photos or videos on your cell phone or any device while volunteering.



SOCIAL MEDIA

The Internet, specifically social media (e.g., Facebook, Twitter, Instagram, Snapchat, etc.), allows us to communicate instantly. However, it is essential to think twice before posting information that can never be removed.

The issue is that social media promotes the idea of sharing almost every aspect of your life – from announcing that you will be away from your house for a few weeks to your financial status. Even though your privacy settings may be stringent, it does not prevent your friends (and their "friends") from copying, forwarding, or printing what you have posted. In addition, even when you take something down from one site, it may still be found elsewhere on the Internet.

People often share photos of events, occasions, or group shots. However, you must be very careful that these photos are appropriate and the individuals represented approve of their image being used. If not, there can be consequences, including loss of employment and/or fines and an investigation by the Federal government.

Important things to remember when using social media:

- You are personally and professionally responsible for everything you post.
- Respect copyright, fair use, financial disclosure, and HIPAA laws.
- What you post is not necessarily private and will be on the Internet forever.
- If you post something about work, make it clear that your views are solely your own.
- Do not cite or reference a business associate, vendor, co-worker, or the system without their approval.
- Do not allow your social media activity to interfere with your work.
- Do not jeopardize your reputation, current and/or future employment opportunities with inappropriate postings.
- Do not disclose any confidential, private, or proprietary information.
- Ensure you are following all applicable NYC Health + Hospitals policies including, but not limited to Internet usage, Social Media Use (OP 20-61), Limited Personal use of HHC Office and Technology Resources (OP 20-60), as well as the Principles of Professional Conduct ("POPC").

Keep in mind that violation of any NYC Health + Hospitals policy, including but not limited to what is in this handbook, may result in disciplinary action, up to and including termination of employment, contract, or affiliation.



DISCIPLINE/ INCIDENT REPORTS / TERMINATION

NYC Health + Hospitals/Metropolitan Volunteer Services department reserves the right to reassign or dismiss a volunteer when such action is in the best interest of the volunteer and/or the hospital. We expect your service to be mutually satisfying and beneficial.

As outlined in the Terms and Conditions of Volunteer and Unpaid Student Intern Assignments agreement, which you completed and signed prior to acceptance into this program, please be advised that violation of the policies and procedures may result in action ranging from a verbal warning to termination. Your supervisor and/or Volunteer Services staff will share an incident report with you of any potential violations or concerns. Serious violations may result in termination without prior verbal warning.

Reasons for dismissal include, but are not limited to:

- Inappropriate use of Protected Health Information (PHI)
- Sporadic attendance - Less than 80 percent of scheduled shifts
- Failure to follow dress code and/or wear hospital-issued identification
- Misconduct or insubordination
- Volunteering under the influence of alcohol or controlled substances
- Theft of property or misuse of equipment or materials
- Mistreatment of patients, hospital staff, or other volunteers
- Failure to satisfactorily meet physical or mental standards
- Failure to abide by NYC Health + Hospitals' policies and ICARE Values
- Failure to satisfactorily perform assigned duties
- Possession of a firearm on the hospital campus
- Inappropriate use of phones or computers
- Use of personal electronic devices inpatient areas
- Violation of NYC Health + Hospitals Social Media Policy



ATTENDANCE

Regular attendance is essential for all volunteers to remain in active status. However, do not report for your assignment if you are ill. This is particularly important if you have COVID-19 symptoms or a viral infection such as a cold, sinus infection, sore throat, stomach virus, or the flu. Volunteers are not required to make up missed shifts.

If you anticipate an absence or lateness, notify the Volunteer Services office at 212-423-6894 or email metropolitanvolunteers@nyc.hc.org and your assignment supervisor(s) regarding attendance. In the case of an emergency, call or have someone contact our office on your behalf.

For long-term or extended absences, please contact the Volunteer Services department.

ABSENCES AND LATENESS

Poor attendance is a reason for dismissal from the volunteer program. Repeated absences, especially without notification, have a negative impact on the volunteer program and the areas that rely on your service.

Lateness is an unauthorized absence resulting in a volunteer's arrival at their assignment after the beginning of their scheduled shift. Each lateness, regardless of whether it is at the beginning of the shift or upon return from a meal period, is a separate unauthorized lateness.

Volunteers are expected to:

- Report for their service assignment as scheduled at the beginning of their shift and upon return from a meal period. Volunteers who are not at their assignment ready to serve at the beginning of their shift are late.
- Notify their assignment supervisor and Volunteer Services by phone or email when they will be late, whether scheduled or unscheduled.
- Notify their assignment supervisor and Volunteer Services by phone or email at least 24-hours in advance if they must cancel their scheduled shift. Absences without prior notification are considered a no-show.

Excessive lateness is unexcused lateness that results in a volunteer's late arrival three or more times in one month.

Excessive absences are when a volunteer has three or more unexcused occurrences in one month.



Any volunteer with excessive absences and/or lateness will be reviewed to determine if continuation in the program is appropriate.

LEAVE OF ABSENCE/ RESIGNATION

Depending on your assignment, if you cannot volunteer for an extended period (at least a month or longer), you will need to take a leave of absence. You can arrange a leave of absence by contacting Volunteer Services. No volunteer can be on Leave of Absence for more than three months. After three months, your status will be inactive. Notify the Volunteer Services office three or more weeks before you want to return to active status. Since your position and shift cannot be reserved for you while you are on leave, you maybe assigned to another shift or position. You may also need to ensure that updated health requirements are met and any required training is completed.

If you return to service after an absence of thirteen months or longer, you will be required to repeat volunteer orientation and any necessary medical exams and trainings.

If you can no longer volunteer, please give two or more weeks' notice of your resignation. We need this time to notify your supervisor and to find another volunteer to cover your shift. After your last volunteer shift, turn in your volunteer ID badge to the Volunteer Services office.

TIMESHEETS

A record of your time is important, as volunteer hours serve as the basis for volunteer recognitions and rewards; budget purposes and reports issued to the NYC Health + Hospitals Corporation.

Volunteers are responsible for the accurate completion and timely submission of timesheets. NYC Health + Hospitals/Metropolitan Volunteer Services will send electronic timesheets to all volunteers using the email address listed on their application.

- Volunteers are responsible for logging hours using email sent to them or coming to the Volunteer Services department to use a workstation computer to log their hours.
- Timesheets must be submitted by noon on the Monday following the completion of the week served.
- If you are unable to complete an electronic timesheet, let the Volunteer Services department know.



Timesheet Sample

Volunteer Time Sheet

* 1. Contact Information

Last Name

First Name

Email Address

Phone Number

* 2. Service Type

* 3. Assignment

* 4. Time Period

Enter Week Starting Date (Sunday)

Date

 MM/DD/YYYY

SAMPLE

Enter your hours for the week below in :30 minute increments. Round up at the :15+ and :45+ minute marks.

Sunday

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

* 6. I certify that I completed the number of hours on the day(s) represented on this time sheet.

Enter your initials in the box below.



GETTING AROUND METROPOLITAN

A Quick Reference Guide

Main Entrance – First Avenue between E 97th – E 99th Streets

Information Desk – Main Entrance

ATM (Municipal Credit Union) – Main Entrance

Vending Machine: Fresh Farmer food – Main Entrance

Vending Machine: Beverages and Snacks – Second Avenue Entrance, hallway to Mental Health Building

Emergency Department - Entrance on E 97th Street

COVID-19 Vaccine Clinic – Second Avenue Entrance, in hallway to Mental Health Building

COVID-19 Testing Center – Entrance on E 97th Street next to Emergency Department in the Annex

Inpatient Services – Main Entrance, Main Building "A" Elevator Bank

Outpatient Clinics – Second Avenue Entrance, Outpatient Building (OPD) "D" Elevator Bank

Mental Health Building – "E" Elevator Bank

Employee Lounge (Respite Center) – Mental Health Building, 5th Floor

Parking: 1st Avenue between E 97th – 98th Streets. Parking fees are at the expense of the driver and are not reimbursed by the hospital.

Hospital Police – Main Entrance, Second Avenue Entrance and Main Building 8th Floor

Public Rest Rooms – Main and Second Avenue Entrances, 1st Floor

Occupational Health Services (OHS) – Mental Health Building 6th Floor, 6 South

Volunteer Services

Mental Health Building, 13th Floor (Human Resources)

Tel: 212-423-6894 Email: metropolitanvolunteers@nyc.hc.org



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CONFIDENTIALITY STATEMENT

I understand and agree that in the performance of my duties as an unpaid student intern/volunteer of NYC Health + Hospitals/Metropolitan, I must hold medical information and other information regarding a patient and/or employee in confidence, regardless of the form the information is presented. The information is defined as either paper or electronic format. Accessing confidential data is to be undertaken solely in the performance of authorized assignments as specified and directed by a superior. I also understand that using this data for other than facility business is expressly prohibited and may result in punitive action.

ACKNOWLEDGEMENT

I hereby confirm that I have read the Volunteer Handbook and understand that it describes the conduct and behavior expected of me as an unpaid student intern/volunteer of NYC Health + Hospitals/Metropolitan.

Print Name

Signature

Date

