



Dear Prospective Volunteer,

Thank you for expressing an interest in joining Asante Three Rivers Medical Center (ATRC) Auxiliary.

Within the packet you will find an Application with Consent for Criminal History, Volunteer Commitment and Agreement form, Volunteer Services Confidentiality of Information Agreement form as well as an overview of the diverse services the volunteers provide to patients and their families, visitors, team, and community.

Please complete the application form and return it to the address on the application either by mail or place in an envelope and give it to a volunteer at the front lobby desk making sure you include: ATTN: Membership Coordinator on the envelope.

Once your application is received, the Membership Coordinator or Assistant Coordinator will contact you for a first phone interview. Per the outcome of the phone interview, you will be scheduled to an in-person interview.

New volunteers who have met the requirements must be able to attend the Orientation conducted by the Membership Coordinator.

As a member of the Asante team, you will be a part of helping us achieve our goal, which is recognition by all for medical excellence and outstanding customer service. We are looking forward to seeing you becoming part of our team.

If you have any other questions, please call me (541) 789-4410 or email VolunteerTRMC@asante.org

Sincerely,

Darleen Walsh BHS

Membership Coordinator

ATRC Auxiliary

Asante Three Rivers Medical Center Auxiliary

500 S. W. Ramsey Avenue

Grants Pass, OR 97527

(541) 789-4410



Volunteer Services Application for Auxiliary Membership

Full Name _____ Date _____
(First) (MI) (Last)

Current Mailing address _____ City _____ ZIP _____

Primary phone _____ Alternate phone _____

Volunteers must be 18 or older and out of high school to join the Auxiliary. Are you 18 or older? ___ Yes ___ No

HOW DID YOU HEAR ABOUT THE AUXILIARY? _____

Gender: _____ Male _____ Female Date of Birth: _____
(mm/dd/yyyy)

Email address: _____ *Social Security Number: _____

*I understand this information will only be used to complete the required background check process and to avoid misidentification.

Work and/or Volunteer Experience _____

Auxiliary members that can be used as references: _____

I have personal medical insurance that would cover me if I am injured while volunteering. ___ Yes ___ No

CONSENT TO RELEASE INFORMATION

I hereby authorize and request that you make available to any duly authorized representative of Asante any information relevant to my employment history, background, criminal history, and personal character. I hereby waive any right I may have with regard to the release of this information to Asante.

Be sure to read, complete, and sign both sides of this application. Return it at your earliest convenience to:

Asante Three Rivers Medical Center Auxiliary

Attention: Membership Coordinator

500 SW Ramsey Avenue

Grants Pass, OR 97527

Signature _____ Date _____

Office use only:

Date received _____ Interview date _____ Interviewed by _____

Date of orientation _____ Jacket size _____ Outcome of interview _____

Health Screen completed _____ HR process completed _____ ID badge no. _____ Volunteer PIN no. _____

Comments _____

Volunteer Commitment and Agreement

- I shall hold as absolutely confidential all information I may obtain directly or indirectly concerning patients, doctors, or personnel, and I will not seek to obtain confidential information from or about a patient.
- My services are donated to the hospital without compensation or contemplation of future employment and are given for humanitarian and charitable reasons.
- I may not solicit any business for attorneys or insurance companies for compensation, both on or off of the hospital premises, nor may I act as a runner or capper for an attorney in the solicitation of business. I shall report all known occurrences of solicitation for attorneys to the Auxiliary Board.
- I may not attempt to sell goods or services, request contributions, or solicit persons to sign or distribute political petitions on hospital premises, unless I receive the express authorization from the Auxiliary Executive Board to engage in these activities.
- I shall submit to medical examinations, which may include chest X-rays, skin tests, appropriate laboratory tests, and immunizations, that may be necessary as part of my volunteer service.
- I shall complete the required onboarding requirements in a timely manner. I shall be punctual and conscientious; conduct myself with dignity, courtesy, and consideration of others; and endeavor to make my work professional in quality.
- I shall perform my duties and responsibilities to the Auxiliary and in service to the hospital always being aware of Asante's Values of *excellence, respect, honesty, service, and teamwork*.
- I shall attempt to resolve any problems related to my volunteer activities with my supervisor or the service chair; if unsuccessful, I will attempt to resolve any such problems with the Auxiliary Board.
- I shall make my best effort to fulfill my commitment to the hospital by completing all assignments that I accept.
- I shall at all times uphold the philosophy, Values, and standards of Asante.
- I understand that the Auxiliary reserves the right to terminate any volunteer as a result of (a) failure to comply with hospital policies, rules, and regulations; (b) Auxiliary bylaws, policies, procedures, and Standing Rules; (c) or any other circumstances which, in the judgment of the Auxiliary Executive Board, would make my continued service as a volunteer contrary to the best interests of Asante.
- I understand that Asante assumes no responsibility for any contact, visits, or services provided by me outside the responsibilities assigned through the Auxiliary volunteer program.

I understand that volunteers are not covered by Asante's medical insurance if an injury occurs while on duty and that volunteers must ensure that their personal insurance is current during their volunteer service.

I have read all of the above conditions, I agree to abide by them, and consent to the release of information.

Name (please print)

Signature

Date



ATRC VOLUNTEER SERVICES CONFIDENTIALITY OF INFORMATION AGREEMENT

Confidentiality is one of the primary responsibilities of every Asante Three Rivers Medical Center (ATRC) employee and **volunteer**. Confidential information is defined as any information, written, spoken or electronically transmitted, whose unauthorized or indiscreet disclosure could be harmful to the interest of a patient, employee, physician, volunteer, student or the institution. Examples of such information include, but are not limited to, personally identifiable medical and social information, proceedings of medical staff committees and financial information.

Confidential information obtained either during assigned duties or by accident shall not be released to any person or institution except in accordance with ATRC policy. No ATRC staff, volunteer, vendor, or contractor shall seek access to confidential information out of curiosity, for malicious purposes, or for financial gain. Discussion or consultation involving a patient's care or a staff member's confidential information should be conducted in private. Individuals not directly involved in the patient's care should not be present without the patient's consent.

All information about patients, including the nature of the patient's disease, diagnosis and treatment is to be considered protected by applicable state and federal laws, such as HIPAA privacy rules. Financial and operating data, personnel records and payroll information, the minutes of medical staff and hospital committees, physician credential files, incident reports relating to risk management issues, personally identifiable medical and social information, and any other information designated as of a private or sensitive nature is also included in the category of confidential information. These matters should only be discussed in the appropriate business or clinical setting, not in public areas such as the cafeteria or outside of Asante.

Medical records are the property of the hospital and cannot be removed from the hospital except in the company of the custodian of records in response to a subpoena or court order.

Computer passwords are solely for the use of the person to whom they were assigned and must not be shared in order to prevent unauthorized access to confidential information.

By signing this document, you the employee/volunteer/student, agree to hold the above-mentioned information confidential and understand that staff, volunteers or students will be subjected to disciplinary action, including discharge and/or civil penalties, should confidentiality be breached.

I, (please print name) _____ acknowledge that I have read, understand and agree to comply with the above policy.

Volunteer Applicant's Signature _____ Date _____

MEMBERSHIP AGREEMENT – Service Related Rules

April 27 , 2025

A. Sign-in and Report to Duty

1. Sign in upon arrival for duty at the hospital wearing proper uniform and badge.
2. If unable to work your shift, attempt to either trade with someone or find a substitute who is qualified and trained in that Service. If you find a replacement, notify the Service Chair or Scheduler of the change. If unable to find a replacement, contact your Service Chair/Scheduler immediately.
3. DO NOT report for duty if you have any symptoms of illness.
4. Be punctual, conscientious, and conduct yourself with dignity, courtesy, and consideration for others.
5. Be available at the workstation for the duration of your shift. No breaks are allowed. Bathroom visits are the exception.

B. Service Hours and Requirements

1. Active volunteers are expected to work a minimum of 100 hours annually and required to attend at least one in-service meeting per year for each service worked.
2. It is necessary for a member to meet the required qualifications for a service prior to being assigned to that service.
3. All service hours are to be recorded regardless of where or how performed. Actual time spent in meetings, training, special events, committees, phoning, baking, preparation time, etc. may be reported. Service and meetings performed at the hospital shall be electronically recorded by checking in at the Volunteer Information Center (VIC) station. Some meetings will be recorded by Systems Administrator from sign in sheets. Offsite services will be manually recorded.
4. Auxiliary members working a full shift may have one chargeable visit that day in the cafeteria up to a value authorized by TRMC. Charges over the allowed amount will be paid by the volunteer at the time of service. Meal benefit should be taken prior to or following the shift. Exception will be made for

evening shifts. If a shift exceeds 5 hours, a 30 minute meal break may be taken at the discretion of the Service Chairperson.

C. Wheelchair Training

1. Services that require the use of wheelchairs will only be filled by Auxiliary members who are physically capable of pushing a wheelchair and who have attended the wheelchair training sessions.
2. Auxiliary members who are physically incapable of pushing a wheelchair will be assigned to other Services not requiring wheelchairs.

D. Volunteer Incapacity

1. If a volunteer becomes incapable of fulfilling the required duties of a specific Service, the provisions of Article XIV, Section M, item 2 of the Standing Rules shall be carried out.
2. Performance problems will be documented, and the President of the Auxiliary notified.

E. Service Scheduling

1. Members may reserve specific work periods in services for which they are trained. Reservation of permanent shifts is at the discretion of the Service Chair and may be limited in some cases.
2. Not all services are provided for major holidays, i.e. New Years Day, Easter Sunday, Memorial Day, July 4th, Labor Day, Thanksgiving Day, Christmas Day.

F. Injury

1. If injured while on duty, you must report immediately to the Emergency Department and complete any required documentation of the incident. Notify the Auxiliary Liaison as soon as possible for assistance in completing the online Incident Report.
2. If you witness an accident or injury of patient, visitor, employee or other volunteer, notify the Auxiliary Liaison and complete any documentation of the incident that may be required.

G. Confidentiality & Patient Welfare

1. All information obtained directly or indirectly concerning patients, doctors, or personnel shall be held as absolutely confidential. Confidential information must not be sought from a patient.
2. Do not enter a patient's room if the doctor or nurse is in attendance. If you are in the room when the doctor enters, excuse yourself and leave immediately.
3. Do not do anything for a patient without first consulting the nurse on duty.
4. **DO NOT UNPLUG OR CONNECT THE PATIENT TO ANY EQUIPMENT. SEEK A NURSE.**
5. Remember your HIPAA training. Do not discuss your illnesses or the illnesses of others with patients or families. Don't be curious about the patient's illness or discuss his/her condition.

H. Professional Conduct

Volunteers are subject to the Asante Code of Conduct and are expected to demonstrate and uphold the following Asante Values: **Respect** for all; **Honesty** in all our relationships; **Service** to the community and each other; **Teamwork** – always.

1. Volunteer services are donated to the hospital without compensation or contemplation of future employment.
2. Any selling or attempts to sell goods or services, to request contributions, or to solicit signing of petitions is forbidden without express authorization of the Auxiliary Executive Board.
3. Never seek a doctor's advice for personal troubles or illness while on duty.
4. Keep your voice low at all times and noise to a minimum.
5. Keep conversations with other volunteers or hospital staff quiet and brief in public areas. Always consider the comfort and ease of patients and their families as a prime concern.
6. Do not be critical of staff or the hospital or interfere with hospital routine.
7. Contact a Member-At-Large if you have any personal complaint or constructive criticism relating to Auxiliary services. Do not involve hospital staff in these matters. Once contacted, the Auxiliary Executive Board shall

respond to any and all issues with thoughtful consideration and answer any questions that arise.

8. Be courteous to all and strive to cooperate with other volunteers and hospital staff.

CONFIDENTIALITY, RESPECT AND THE WELFARE AND COMFORT OF PATIENTS ARE OUR PRIORITIES.

Agreement:

I shall at all times uphold the philosophy and standards of the Hospital and Auxiliary. I understand that the Auxiliary reserves the right to terminate my volunteer status as a result of (a) failure to comply with Hospital/Auxiliary policy, rules and regulations; (b) absences without notification; (c) unsatisfactory attitude, work or appearance; or (d) any other circumstances which would, in the judgment of the Executive Board, make my continued services as a volunteer contrary to the best interests of the hospital.

It is also understood that I will be provided a uniform jacket/vest to be worn while on duty. The Auxiliary jacket/vest, patch and identification badge are furnished to me free of charge by the Auxiliary and Hospital. A lost badge will be replaced one time free of charge. If there are subsequent losses, the volunteer will pay the replacement cost as determined by security. If at any time, for any reason, I resign my membership or my membership is terminated, I agree to return the jacket and identification badge to the Auxiliary within five working days. I also understand that I must return the jacket and patch in clean, reusable condition.

The **Bylaws, Standing Rules, Asante Code of Conduct, Behavioral Standards and Membership Agreement** have been read and discussed, and I have received a copy and agree to be bound by them.

Volunteer Signature _____

Date _____

ATRC Auxiliary Service Descriptions

As of June 2025

Cancer Center

The Spears Cancer Center is located adjacent to the main hospital. All positions require compassionate, self-motivating individuals with the willingness to become a part of the patient's journey. Effective communication and active listening skills are critical to this position. Must be able to work closely with staff to help provide a special layer of care that is essential for a positive outcome for both the patient and their families. Must be able to push a wheelchair or food cart.

**Moderate/High activity level*

Targeted Coverage: Various shifts available Sunday through Friday

Emergency Department

The Emergency Department (ED) reception desk requires volunteers with an easy and calming manner, as many patrons are under stress while in the ED. Volunteers in this service work with hospital staff to ensure that patients are seen as soon as possible and that family members are kept apprised as the situation warrants. Volunteers are trained to use a computer to access census data and must be able to push a wheelchair. Light phone work may be required. Our goal is to have two volunteers per shift.

**High*

Targeted Coverage: Monday through Friday 8 a.m. to 12 p.m.; 12 p.m. to 4 p.m.

Family Birth Center

The Family Birth Center, located on the second floor of the hospital, is behind security doors that must be monitored by volunteers, who act as the receptionist and control access to and from the birth center. There are no requirements to use a computer or push wheelchairs. Volunteers work directly with nurses, patients, and visitors. Monitoring the entry door is the main task for this area.

**Low*

Targeted Coverage: Daily 8 a.m. to 12 p.m.; 12 p.m. to 4 p.m.

***Activity Level:**

Low: Mostly sitting; may have occasional periods of low customer contact.

Moderate: Both standing and sitting may be involved; some periods of low customer contact

High: Mostly standing/walking; frequent interaction with staff, visitors, patients and/or families

Family House

Volunteers in this service function as host to guests of The Family House. The Family House contributes to our patient care objective of treating the whole patient, by providing a healing environment, caring for the attending family members, and allowing patients and their families to rest easier during a time of medical need. Volunteers check guests in and out of the guesthouse and RV parking area as well as create and maintain a comfortable and caring environment. The service requires the use a computer to keep reservation and occupancy records.

**Moderate*

Targeted Coverage: Monday through Friday, 8 a.m. to 12 p.m.; 12 p.m. to 4 p.m.

Gift Shop

The “Thoughtful Things Gift Shop” is a small retail store located in the main mall of the Three Rivers Medical Center that makes a significant financial contribution to the hospital. Duties include operating a computer terminal and a credit card reader. Volunteers ring up sales, handle cash, balance the cash drawer and the extra cash at the beginning and the end of the day. Volunteers also do light dusting, keep candy and greeting cards stocked and blow-up balloons before the shift starts, keeping the shop neat and presentable throughout the day. Complete training is provided; retail experience is helpful but not required.

**Moderate*

Targeted Coverage: Monday through Friday, 7:30 a.m. to 12 p.m.; 12 p.m. to 4:30 p.m.

Hospital Main Entrance Information Desk

This desk is located inside the hospital’s front entrance and is usually the first contact patrons have inside the hospital. Volunteer is required to use a computer to access census data and has some light phone duty. Volunteer may be required to assist with wheelchairs as well as to run errands throughout the hospital. Volunteer must be alert to customers arriving and departing and must be courteous and friendly. Familiarity with the hospital layout and knowledge of all the Asante facilities in Grants Pass is necessary.

**Low/moderate*

Targeted Coverage: Monday through Friday, 8 a.m. to 12 p.m.; 12 p.m. to 4 p.m.

Outpatient Surgery

The outpatient surgery department is located on the third floor of the Center for Outpatient Health. These volunteers greet surgical patients as they arrive and interact with them until they are called back into the unit. The volunteer must use calming interpersonal skills to help make the patient and family comfortable and at ease during the waiting time. Volunteer will prepare and utilize some paperwork. Light phone duty and computer use required.

**Low*

Targeted Coverage: Monday through Friday, 8 a.m. to 12 p.m.

PACU

The Peri Anesthesia Care Unit (PACU) volunteers have many varied duties. No computer use is required; however, there is a printed Surgery Schedule and Epic computer screen to be followed. Telephone skills are necessary. Volunteers must work closely and efficiently with hospital staff and must be able to prioritize and multitask. These volunteers escort surgical patients into the unit and help get them settled on a gurney in a private bay. PACU volunteers must be able to push gurneys and wheelchairs and must be able to stoop and lift. When the surgery is over, volunteers arrange the consultation between the family and the surgeon. The volunteer inventories patient supplies, stocks, cleans, and make up gurneys, and resets bays. This service is located on the second floor of the main hospital.

**High*

Targeted Coverage: Monday through Friday, 7 a.m. to 11 a.m.; 11 a.m. to 3 p.m.

Pillow Talk

Volunteers in this service make the pillows that are given to hospital in-patients. These pillows are used to make patients more comfortable by supporting arms, legs, and necks; mastectomy pillows are for hugging to control pain. The Pillow Talk group meets on Wednesday morning at the Center for Outpatient Health on the fourth floor in the Demonstration Kitchen. Fabric, stuffing, and all tools are provided. This is where the pillows are stuffed, and hand sewn closed. Cutting of fabric and machine sewing are done in some homes. This is a very social group that produces a very welcomed and greatly appreciated product.

**Low*

Targeted Coverage: Wednesday, 9:00 a.m. to 12:00 p.m.

Spiritual Care

Spiritual Care volunteers extend spiritual support to patients and families in all areas of the hospital. Ministry opportunities may include praying, listening to the concerns of patients and families, holding a hand, and offering gentle reassurance, helping a person find meaning in his illness, and reducing loneliness or stress with a caring presence. Volunteers undergo an interview process, 20 hours of interfaith spiritual caregiver training, and mentoring. Contact the hospital chaplain at extension 57234 for more information.

**High.*

Targeted Coverage: Various

SERVICE ON HOLD UNTIL STAFFING LEVELS INCREASE

Blood Pressure Desk

The Auxiliary provides this free service as a courtesy to the community. Members of the public are welcome to come to our desk at the hospital and have their blood pressure taken by a volunteer. This service is offered on weekdays and is frequented by many patrons, some of whom have limited social contact. Often the patron is eager to visit while his or her blood pressure is taken, and we are happy to oblige. We encourage our patrons to monitor their blood pressure on a regular basis, and we provide a record for them to do so. Our blood pressure equipment is an easy-to-use digital device, and volunteers are trained in the proper procedure. There are no computer or phone requirements in this service.

**Low*