

# UnityPoint Health – Des Moines Volunteer Orientation Checklist

Today's Date \_\_\_\_\_ Volunteer's Name \_\_\_\_\_

1	Mission, vision, values
2	Customer Service/Service Excellence
3	Dress Code/Photo ID
4	Confidentiality/HIPAA/HITECH Act
5	Patient Privacy/Interaction
6	Cultural Diversity
7	Hospital emergency phone number/Hospital Codes/Environment of Care
8	Could this be a Heart Attack/Stroke Warning Signs
9	Infection control/Hand Hygiene/Standard Precautions/Isolation
10	Volunteer Policies and Procedures
11	Child and Dependent Adult Abuse for Non-mandatory Reporters
12	Scheduling/Substitution
13	Attendance/Recording Volunteer Hours
14	Department of Public Safety/Parking Permit
15	Performance Improvement (Feedback & Coaching)
16	Exiting Procedures
17	Patient Rights and Responsibilities
18	Picture for Volunteer File

I have read and understand the UnityPoint Health – Des Moines Volunteer Handbook as well as the Patient Rights and Responsibilities. I understand that I can access them through the Document Library online at <http://www.iowahealth.org/volunteer-services-document-library.aspx> at any time to review. I have been advised of all the above procedures, understand my responsibilities and know what is expected of me as a UnityPoint Health – Des Moines volunteer.

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Volunteer Signature

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Staff Signature