VA San Diego Healthcare System

RULES AND ETHICS TRAINING

• Log-in immediately before beginning your volunteer assignment. Volunteers must log in to the VA volunteer computer or sign in on the Voluntary Service sign-in sheet. Off station volunteers will send the time sheets to the Voluntary Service office on the first of each month.

• Be punctual and dependable.

• Notify your assignment supervisor if you cannot report as scheduled.

• Wear your identification badge. The badge must be visible at all times while volunteering with the picture showing above the waist. No person may borrow or loan an identification badge. The identification badge is the property of the facility and should be returned to the Voluntary Service office when you no longer volunteer or when the volunteer will be gone for an extended period of time.

• Smoking is permitted outside in designated areas only.

• Volunteers may not accept gifts from patients directly or indirectly. Volunteers may not borrow, lend money or make personal transactions with or for patients.

• Gambling, being under the influence of alcohol or narcotics, bartering or soliciting are prohibited.

• Use of profane language or creating a disturbance is prohibited.

• Damage, theft, destruction, loss or misuse of VA property or that of patients, employees or other persons is prohibited.

• Interference with treatment and comfort of patients is prohibited.

• Distribution of religious material is prohibited.

• VA telephones are for VA business only. Use cell phones for emergencies only.

January 2017
• Liquor, narcotics, firearms, ammunition, knives, other weapons, lighter fluid, and straight edge razors are prohibited.

• Do not show favoritism among patients.

• Do not under any circumstances enter a room that is posted "No Visitors" or "Isolation."

• Do not make suggestions to patients about medical treatment or suggest remedies.

• Photography in facility and photographing of patients is **strictly prohibited** without the written authorization of the patient. Publicity for publication should be discussed with the Chief of Voluntary Service who will assist you with submitting such articles.

• Do not become personally involved with a patient.

• Do not question facility rules publicly. If you feel that a rule is wrong, discuss it with your supervisor or with Voluntary Service staff.

• If a situation arises which you cannot handle, or unusual requests, suicidal statements, etc. report it to your supervisor.

• Avoid showing pity to a patient. Be cheerful. If a patient wishes to talk to you, be a good listener.

• Be very careful to avoid discussing religion, politics or other controversial subjects with patients. Inappropriate questions from a patient should be brought to the attention of staff.

• Do not discuss Veteran benefits eligibility information with patients.

• Do not lend or borrow money from patients or employees, cash patients’ checks or act as an intermediary in cashing patients’ checks.

• Shopping for patients and/or transporting patients by vehicle are prohibited unless proper accountability and liability protections are established prior to assignment. Volunteers may be held liable for losses if established procedures are not followed and neglect exists.

• Do not give your home address or telephone number to a patient.

• Notify the Voluntary Service office immediately whenever your name, address, telephone or emergency information changes.

January 2017
GENERAL INFORMATION

- Solicitations – personal funding raising, sale of raffle tickets, various commercial products or soliciting organizational memberships are activities considered inappropriate for volunteers on duty.

- Witnessing Signatures - Volunteers are discouraged from participating as witnesses in the signing of various official papers that are to be notarized.

- Food - Check with staff before offering patients food. All patients are not allowed all foods.

- Service animals are permitted for the benefit of a person with a disability.

- Volunteers are required to report fraud, waste, and abuse to appropriate authorities.

- All volunteers must be at least sixteen years old to volunteer at the VA San Diego Healthcare system. This includes community groups that visit patients.

- Volunteers cannot bring friends or children with them to their assignment unless the other person is also a regular volunteer with a sign in code.

- Avoid any actions creating the appearance that you are violating any law or ethical standards.

“To know even one life has breathed easier because you have lived – that is to have succeeded.”

-Ralph Waldo Emerson