



# Volunteers WITH HEART

## Handbook



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# Welcome Letter

## Dear Volunteers,

Welcome, and thank you for deciding to volunteer your time and efforts to WV Health Right's Volunteers With Heart Program. We are excited to work with you to ensure our patients experience a smooth and pleasant visit to our clinic.

Volunteers are the very foundation of WV Health Right.

**Without our “army” of 600 medical and non-medical volunteers, the clinic would be unable to serve the more than 47,975 patients who find their way to us each year.**

The support we receive from our volunteers allows us to accomplish our mission of providing comprehensive healthcare to the most vulnerable population among us.



This handbook will serve as your guide to your time volunteering with us and is designed to answer any questions you may have. If you have any additional questions, feel free to reach out to Hannah King at [hking@wvhealthright.org](mailto:hking@wvhealthright.org).

Again, thank you so much for choosing WV Health Right to volunteer your time with!

# About WV Health Right

Founded in 1982 by a group of local physicians who recognized the need for ongoing healthcare among the most vulnerable members of our community, WV Health Right remains committed to the belief that every person, no matter their insurance or financial status, is entitled to quality care.

Together, WV Health Right's staff and volunteer healthcare professionals, who offer their time and talents at no cost to the clinic or our patients, work to ensure that quality care is available to the ever-growing number of individuals seeking treatment.

WV Health Right now provides more than 47,975 medically-underserved, uninsured, and underinsured adults with free comprehensive care valued at over \$26 million annually, and we're proud to serve patients from 35 counties and counting.

**As West Virginia's oldest and largest free and charitable clinic, we focus on closing healthcare gaps across the Mountain State by providing dependable, compassionate care to those who need it most.**

## Our Mission Statement

WV Health Right provides free comprehensive healthcare to low-income, uninsured, and underinsured adults in West Virginia. We aim to make high-quality care accessible to all people, regardless of insurance or financial status.

# Volunteer Leadership Team

## Rhonda Francis

*Clinical Manager*

While on-site, volunteers will report to Rhonda Francis for instructions and assignments.

## Hannah King

*Communications Manager & Liaison to the CEO*

All communications before arrival relating to the volunteer services will come from Hannah King.

# Volunteer Roles and Duties

Our Volunteers with Heart program offers individuals an opportunity to engage more deeply with our community and assist in our daily operations by greeting patients and directing them to the appropriate departments at our East End clinic. With the addition of a new 3-story facility, these volunteers will be essential in ensuring patients reach their destinations promptly and with a friendly demeanor.

To participate, an application must be submitted. This program is open to high school students, college students, adult volunteers, and more. While volunteers are encouraged to complete a full day shift, there is also the option to choose a morning or afternoon shift.

## Job/Duties

Volunteers will reside downstairs near the front desk and will greet and guide patients to and from different areas in the clinic as directed. Volunteers will also put together patient intake packets and potentially assist with SCALE Teaching Kitchen classes.

## Clinic Hours

8am–4pm with a 12–1pm lunch break (on or off-site). Please arrive 15 minutes before your start time for a quick orientation of our building, HIPAA rules, and any other paperwork or information.

## Location

1520 Washington Street E, Charleston, WV 25311



# Logistics

## Communications

Prior to the start of the volunteer experience, Hannah King will reach out to each volunteer with all relevant information, including scheduling, forms to fill out, and an overview of the program.

## Parking

Volunteers have specific parking in the back lot with signage.

## Arrival

Once volunteers have arrived at the building to begin their shift, they will enter through the main entrance and let the front desk staff know that they are there to volunteer. Each volunteer will be given a tour at the beginning of their first shift, as well as a brief HIPAA training from our Clinical Manager, Rhonda Francis. Instruction and oversight after the tour and arrival will be provided by Rhonda.

## Finding Your Way Around

A map of the building is included at the end of this handbook to assist volunteers in learning their way around.

# **Guidelines/Code of Conduct**

## **Appropriate Dress**

Business casual with closed-toed shoes. No shorts, miniskirts, sandals, flip-flops, clogs, or open-toed shoes may be worn. Volunteers will be provided with red volunteer vests and a visitor badge upon arrival.

## **Awareness**

Be aware of and concerned about how your demeanor and actions affect patients, visitors, physicians, staff and other volunteers. Please treat all staff and patients with kindness and respect.

## **Break the Ice**

Smile! It costs nothing. Make eye contact, introduce yourself, and lend your assistance.

## **Lead the Way**

If someone looks lost, instead of giving them directions, please take them there.

## **Maintain Privacy and Confidentiality**

Always make sure to adhere to HIPAA rules and maintain patient confidentiality. No photos or videos shall be taken of any patients or any patient identifying information (such as patient info, license plates, etc.).

## **Attendance**

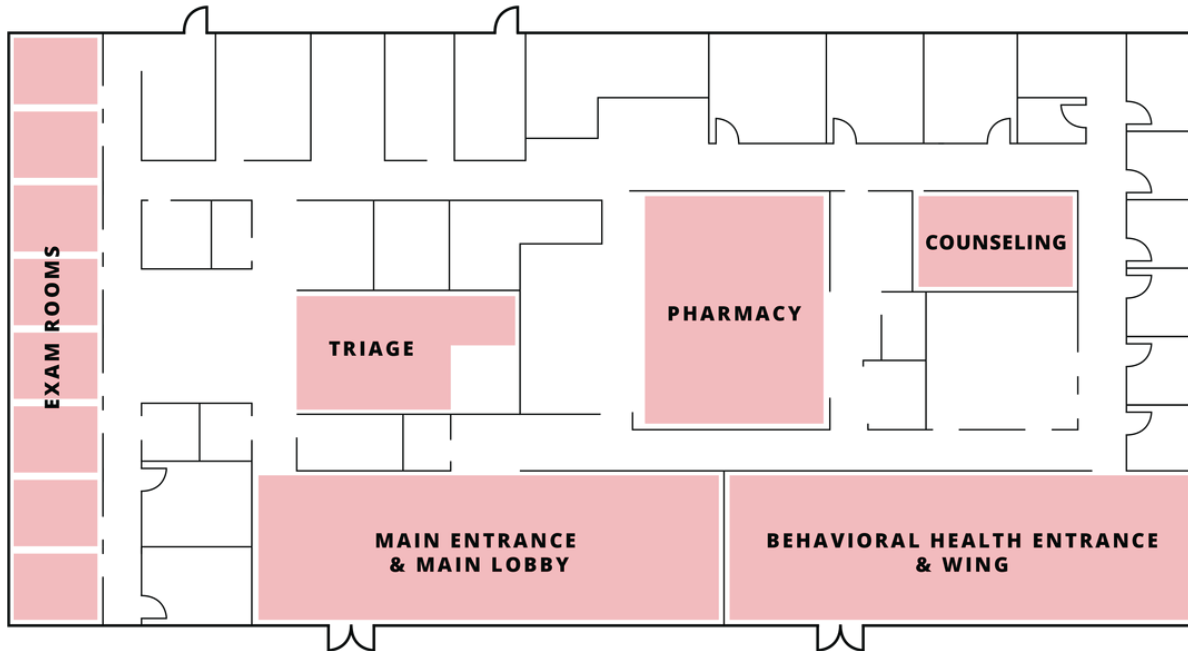
Volunteers are expected to show up for their scheduled shifts. You must report off if you are unable to make your shift.

## **Absences**

Absences should be reported at least 24 hours before your shift begins unless you have an emergency. You can call Hannah King during regular business hours of Monday–Friday 8:00am–4:00pm at 304-414-5940 or email [hking@wvhealthright.org](mailto:hking@wvhealthright.org).

# Map of the East End Clinic

## First Floor



## Second Floor

