

# Winship Cancer Institute of Emory University Volunteer Manual



*“The best way to not feel hopeless is to get up and do something. Don’t wait for good things to happen to you. If you go out and make some good things happen, you will fill the world with hope, you will fill yourself with hope.”*

*-President Barack Obama*

## HISTORY

Winship Cancer Institute of Emory University has been a leader in cancer care for more than 60 years. Coca-Cola and Philanthropist Robert W. Woodruff donated funds to establish the Winship Memorial Clinic in 1937 after his mother dies of cancer – the first of many generous gifts from the Woodruff family to Emory University. Named in honor of Woodruff's maternal grandfather, Robert Winship, the Winship Memorial Clinic became one of the first clinics in the nation devoted entirely to the care of patients with cancer.

The first Winship medical director, J. Elliot Scarborough, MD, believed that the key to saving people from cancer was to educate them about the early signs of the disease and to support them fully throughout their treatment. This tradition of compassionate care became the foundation for Winship's commitment to excellence, earning it a reputation nationwide as a leader in treatment programs, as well as both clinical and laboratory research. In 1999, Dr. Jonathan Simons joined the clinic and renamed it the Winship Cancer Institute. In 2009, Winship Cancer Institute announced its cancer center designation by the National Cancer Institute (NCI), to become the first and only NCI designated cancer center in the state of Georgia. This level of dedication and accomplishment continues today under the leadership of Dr. Walter J. Curran, MD, where more than 200 Emory School of Medicine faculty members from a cross-section of disciplines currently comprise the membership of the Institute.

Winship offers a wide range of outpatient clinics and cancer specialists, treating virtually every form of disease – breast, prostate, lung, skin, neurological, leukemia, gastrointestinal, ovarian and uterine. Inpatients are treated at Emory University Hospital, named as one of "American's Best Hospitals" by *U.S. News and World Report*.

In addition, Winship relies upon shared facilities to maximize the efficient use of advanced technology by all Emory scientists specializing in basic, translational and clinical research. This access to resources that would otherwise be too costly for a single department allows our researchers to make significant strides in our Cancer Prevention, Oncology Clinical Research, Pediatric Oncology, Molecular Therapy, Immunology, and Cancer Genetics programs.

# WINSHIP CANCER INSTITUTE

## PURPOSE, VALUES, & VISION

### PURPOSE

To accelerate discoveries that prevent and cure cancer, and to accelerate translation of the new knowledge to the care of the patient in Georgia, the nation and the world.

### VALUES

Seven values that guide us every day...

Each of the seven floors of Winship Cancer Institute is named for an ideal. These ideals are embedded in the landings of Winship's stairwell, and they are equally embedded in the value system of everyone who works here:

1. **Compassion.** We are always mindful of the suffering of others. Our compassion compels us to do everything humanly possible to prevent, treat and ultimately cure cancer.
2. **Caring.** Winship has developed a culture of caring that transcends every department, every floor and every team in our institute. We believe in being attentive and sensitive to our patients and their needs.
3. **Courage.** This ideal is embedded in Winship's ground floor, where patients and their friends and families enter the institute. We believe that courage is the power supply for the efforts on the other six floors of the building.
4. **Hope.** In working every day to accelerate discovery, we also working to accelerate hope. We approach our work with determination and optimism in order to give our patients and their loved ones greater reasons to hope.
5. **Imagination.** We are not constrained by impossibilities. Rather, we foster creativity and innovation in our work because we believe a cure for cancer will only come if we commit ourselves to dream and invent.
6. **Translation.** One of the twin signposts of research, translation involves taking what we learn and putting it to work to treat people. Translation keeps our research focused on the implications of each new discovery.
7. **Discovery.** The other signpost of research, discovery represents Winship's enterprising approach to science. Winship scientists are committed to constantly accelerating efforts to discover new advancements in the fight against cancer.

### VISION

We shall be one of the premier translational cancer research institutes in the world through the excellence of our faculty, nurses and staff, and our patient and family centered care.

We are "Accelerating Discovery. Accelerating Hope."

# VOLUNTEER SERVICES PROGRAM

## **PURPOSE**

Winship Cancer Institute recognizes volunteers as special individuals who share their precious time, knowledge, and experience with staff, patients, families, and visitors to further accelerate hope.

## **VOLUNTEER SERVICE GOALS**

**GOAL:** To ease the burden of cancer on our patients and their families through consistent and compassionate assistance and friendship.

**GOAL:** To provide compassionate and committed volunteers with diverse backgrounds who contribute to Winship's mission of Accelerating Discovery, Accelerating Hope.

**GOAL:** To expand Winship's delivery of world class patient care through our volunteers' ability to contribute where they are best suited according to their talent, interests, and time.

## **PROGRAM SUMMARY**

Volunteers play a vital role as members of an extraordinary team at the Winship Cancer Institute. They join scientist at the forefront of cancer research...caregivers delivering the most advanced treatments available...and patients investing all of their energy into getting better and maximizing the quality of their lives.

The contributions of our volunteers are no less valuable. They allow us to extend our programs and services in ways that would otherwise be impossible. And they provide a unique perspective: Many Winship volunteers are former cancer patients or caregivers themselves, and can address current patients' questions and concerns with experiences and compassion.

The Volunteer Services Program at the Winship welcomes the time and talents of adult volunteers 18 years of age and older. Our need is great, and we are eager to match your skills to areas that interest you-whether that might be in direct contact with patients, or in a supportive role behind the scenes. The volunteer experience is designed to help refine your existing talents, as well as discover and develop new gifts.

We ask our volunteers to be caring, compassionate, reliable, committed, and dedicated to helping us minimize the burden of cancer on patients and their loved ones. In return, we can promise that you will receive a great deal of personal satisfaction.

## BENEFITS

Volunteers who have worked at Winship say the greatest benefit they receive is their own sense of accomplishment and personal satisfaction. In addition, the Winship Cancer Institute recognizes our volunteers' time, talents and dedication with the following:

- **Free Parking** at Winship Cancer Institute while performing volunteer work
- **Use of the Patient and Family Resource Center**
- **Winship Volunteer Newsletter**
- **Twice A Year Volunteer Recognition** awards presented at a special event for volunteers (December & April)
- **Career & Education Letters of References** after a minimum of six months of service
- **Immunizations** from Emory Employee Health
- **Volunteer Jacket and Badge** to be worn during your volunteer shift (\$25.00 fee)

*NOTE: A \$25.00 volunteer jacket payment is required by each volunteer. Additionally, once a volunteer has ended their term of service with Winship, **badges are required to be returned** and jackets are optional.*

*Most importantly the privilege of helping others!*

## VOLUNTEER PREREQUISITES

In order to volunteer at Winship Cancer Institute, volunteers must meet the following prerequisites:

1. Committed to fulfilling a 6 month commitment, completing a minimum of 8 hours a month (the equivalent of at least two 4 hour shifts per month).
2. 18 years of age or older
3. Up to date vaccinations, and if applicable complete and pass a TB test
4. Receive the seasonal flu vaccine from Emory Employee Health (September – March)
5. Complete and pass a criminal background check

### Cancer Survivors and Caregivers

In addition to the above requirements, volunteers who are cancer survivors are required to have been out of treatment for at least 6 months prior to volunteering. Additionally, volunteers who have had a family member recently pass away from cancer will need to delay volunteering for at least 12 months.

### College Student Volunteers (Fall and Spring Semester):

Students who are currently enrolled in an area college/university are eligible to apply each year. The deadline to accept applications for the spring semester will be November 30<sup>th</sup>. The deadline for applications for the fall semester will be August 17<sup>th</sup>. All accepted college students will be required to attend a one-on-one interview, submit to a background check, provide proof of immunizations (Chicken pox, Mumps, Measles and Rubella, and Hepatitis B) and attend an orientation. **Fall and Spring Semester College volunteers are required to serve for 10 weeks and for a minimum of 8 hours per month.**

### College Student Volunteers (Summer Only: June – August)

Students who are currently enrolled in college are eligible to apply for Winship's summer volunteer program. Deadline for summer application is **March 1<sup>st</sup>**. All accepted college students will be required to attend a one-on-one interview, submit to a background check, provide proof of immunizations (Chicken pox, Mumps, Measles and Rubella, and Hepatitis B) and attend an orientation. **Summer College volunteers are required to serve for 9 weeks and a minimum of 8 hours per week.**

# VOLUNTEER GUIDELINES

The following general guidelines have been developed to assist you in carrying out your volunteer responsibilities at Winship Cancer Institute.

## NEW VOLUNTEER PROCESS

1. Complete and submit a Winship Volunteer Services application.
2. Upon review, applicants will be contacted to set up a personal interview with DaVida Lee-Williams, Director of Guest & Volunteer Services.
3. Complete health screening requirements. (TB test, Flu shot, and proof of updated vaccinations)
4. Complete and pass a criminal background check.
5. Once the health screening requirements and criminal background check have been cleared and all forms have been submitted to the Director, Guest & Volunteer Services, volunteers will be scheduled to attend a New Volunteer Orientation.
6. Complete New Volunteer Orientation training.
7. Commit to a program and a consistent schedule (NOTE: Volunteers must commit to fulfill a 6 month commitment, completing a minimum of 8 hours a month (the equivalent of two 4 hour shifts per month). College/University students must complete at least 10 weeks of consecutive service.
8. Obtain a uniform jacket and Identification (ID) badge.
9. Accept our heartfelt gratitude and our sincere hope that you enjoy your time here.
10. Your supervisor will be DaVida Lee-Williams, Director of Guest & Volunteer Services.

## DRESS CODE

- Wear business casual clothing while volunteering. Jeans are permitted (No holes or rips).
- Wear comfortable, soft soled shoes. **Shoes must be closed toe, no sandals permitted.** Clean white tennis shoes are fine. Socks or hose must be worn with shoes.
- **Do not** wear short skirts, stretch pants, shorts, track suits, t-shirts with obscene logos. NOTE: Sleeveless shirts are acceptable as long as your uniform jacket is worn during your time of service.
- Skirts must fall below the knee, along with capri pants.
- Avoid excessive jewelry and cosmetics.
- No perfume or aftershave lotion. NOTE: Due to patient sensitivity.

## VOLUNTEER UNIFORM (Jacket & Badge)

### Total Uniform Fee = \$25.00

- \$25.00 for the cost of your volunteer jacket

NOTE: The uniform fee will be paid directly to the Director of Volunteer Services in the form of cash, check, or credit card.

Wear your volunteer uniform jacket and ID badge at all times while volunteering at Winship

- Volunteer ID badges must be clearly visible and worn on the lapel of your jacket.
- All volunteer jackets will need to be maintained and cleaned by each volunteer. Additionally, the uniform jacket must be clean and neat for each volunteer shift.

## VOLUNTEER BEHAVIOR

- Act within the scope of your volunteer responsibilities.
- Go into treatment areas only as required by your volunteer responsibilities.

- Refrain from chewing gum, eating or smoking while performing volunteer services.
- Volunteers must adhere to the Emory Clinic Employee Handbook guidelines. Improper conduct warrants immediate dismissal from the Winship Volunteer Program.
- Please DO NOT provide any medical advice, medical opinion or counseling to patients, families, and caregivers. Improper conduct in this area warrants immediate dismissal.

### **VOLUNTEER PARKING**

- One free parking pass is provided to volunteers during their shift.

### **VOLUNTEER SIGN-IN**

- All volunteers are required to sign in and sign out at the Volunteer Services Office each day that you volunteer.
- The Volunteer Services office is located in the Patient & Family Resource Center on the 1<sup>st</sup> floor.

### **COMMUNICATING WITH PATIENTS and STAFF**

- Treat all information concerning patients as strictly confidential and discuss such information only with appropriate staff as necessary.
- Do not attempt patient care; call a nurse or nursing assistant if a patient requires assistance from treatment area to bathroom or wheelchair.
- Exhibit poise, calmness and understanding in dealing with patients and visitors. Identifying too closely with patients and their illness may aggravate an already difficult situation. Your cheerfulness and gentleness will communicate your concern and compassion.
- Do not question patients about their illness. If the patient raises the subject be a good listener without giving your opinion about the patients' illness.
- Avoid conversation with patients and visitors concerning controversial subjects such as politics, religion and social issues.
- Avoid conversations with visitors or patients concerning physicians and their methods, hospital employees, other patients and standards of other hospitals. Again, be a good listener! Such comments from patients may be referred to the clinic supervisors, if appropriate.
- Relay to clinic supervisor any information divulged by visitors concerning a patient's condition of which clinic staff may have not been apprised.
- Leave the treatment immediately and quietly if a doctor or nurse desires to see or treat a patient.

### **VOLUNTEER ABSENCES, SICKNESS and INJURIES**

- Attempt to enlist another volunteer as a substitute if you are unable to provide volunteer services at the time for which you have agreed to serve; notify your volunteer manager, DaVida Lee-Williams, 48 hours in advance of any changes in scheduling.
- **ATTENDANCE POLICY: If a volunteer receives 3 no call, no show attendances, they will automatically be placed on suspension until further discussion with the Volunteer Manager.**
- If you have a cold and/or fever, or appearance of a cold or hay fever, do not volunteer that day.
- If you become injured. No matter how slightly, while volunteering at Winship, contact DaVida Lee-Williams at 8-2405 immediately.

### **QUESTIONS & CONCERNS**

- If you have a question or concern about your volunteer experience, please do not hesitate to contact DaVida Lee-Williams, Director of Guest & Volunteer Services, directly at 404-778-2405 or email [DLeewil@Emory.edu](mailto:DLeewil@Emory.edu). We encourage your feedback!

# Department Overview

## **Ambulatory Treatment Center (ATC) aka “The Infusion Center” – All Campuses**

In the ATC, patients receive infusions of chemotherapy, blood and blood products, support medications and IV fluids. A patient’s time in the ATC depends on their individual treatment. Infusions can range from 15 minutes to several hours.

## **Radiation Oncology – All Campuses**

Radiation Oncology department patients require radiation treatment for various diagnosis, however primarily for cancer diagnosis. Patients are treated between 6:30am – 4:30pm, and occasionally on the weekend. Most patients are adults, 10% or less of the patient population comprises children from Egleston. Duration of treatment is between 20-30 minutes per patient.

## **Medical Oncology – All Campuses**

Patients visiting this department may have be having their first visit, a second opinion or newly diagnosed and under a high level of anxiety. The patient may be overwhelmed, fatigued or in denial. Returning patients may or may not have good news and be fatigued.

## **Bone Marrow Transplant (BMT)/Hematology – Clifton Campus**

Patients visiting this department have blood disorders, or receiving bone marrow transplants. The period after a bone marrow or stem cell transplant can be a difficult and stressful time for patients since their immune systems may not recover fully for some time, they are at risk for infections and colds. So, to avoid infections, patients need to avoid crowds and people who are sick, resulting in having some feelings of isolation, as well as fatigue and overwhelmed.

## **Welcome Desk – Clifton Campus**

Each Welcome Desk serves as the first point of entry into Winship Cancer Center. It is the hub of quality customer service and hospitality. Patients will need information regarding finding the location of their appointments, parking, meals, phones, elevators, etc. Patients can also receive maps and information regarding resources available an Winship.

## **Patient and Family Resource Center – Clifton Campus**

The Patient and Family Resource Center provides patients and their family members a place to receive additional informational pamphlets related to cancer, caregiving, and support groups. Additionally, it houses computers, phones, a fax and copy machine that are free to use by patients and their family members. Most importantly, the Patient and Family Resource Center serves as a haven to rest between appointments/treatments, or simply pick up a good book or enjoy a game of checkers. The Patient and Family Resource Center also is home to the Winship Volunteer Services and the *Radiance* Boutique.

## **Labs – Clifton Campus**

Patients will go and have blood drawn before their doctor’s visit or treatment in the ATC/Infusion Center. After visiting the lab, the patient will wait a period of time, anywhere between 30 minutes to more than an hour to receive their results and be seen by their doctor of receive treatment.

## **Phase I Clinic – Infusion – All Campuses**

Patients receive clinical trial drugs as treatment. Typically, patients who are in Phase I are in their last option of care to treat their cancer.

## **Infusion Pharmacy – All Campuses**

Patients receive their infusion drugs, chemotherapy, and other treatments from this pharmacy while in the Infusion Center.

## **Radiology – All Campuses**

Patients receive all x-ray scans, but not mammograms, in this department. Depending upon the scan, a patient can spend a variable amount of time in this department.

## **Breast Imaging – Clifton Campus**

The Breast Imaging department is where patients receive mammograms whether is it is cancer related or not.