

## **VOLUNTEER PLEDGE**

Believing that the Louisiana War Veterans' Home has a real need for my services *as* a volunteer worker,

I will be punctual and conscientious in the fulfillment of my duties and accept supervision graciously.

I will conduct myself with dignity, courtesy, and consideration.

I will consider as confidential all information that I may hear directly or indirectly concerning a resident, doctor, or nurse, and will not seek information in regard to a resident.

I will take any problems, criticisms, or suggestions to the Volunteer Coordinator.

I will endeavor to make my work professional in its quality.

I will uphold the traditions and high standards of this facility and will interpret them to the community at large.

### **GENERAL RULES**

1. It is the obligation of the volunteer not to reveal the diagnosis or any other information about a resident or his/her family. The volunteer must hold such knowledge in trust, respect the resident's rights, and not betray this confidence.
2. Be dignified and pleasant: The dignity of the volunteer will inspire confidence. A courteous manner should be extended to everyone - staff, volunteers, but particularly to residents. A cheerfulness and willingness to help will be appreciated by the residents and staff.
3. Follow instructions meticulously: Every rule and regulation has a reason and that reason is for the well being of the resident.
4. The greatest discretion should be used in conversing with a resident. Never attempt to give advice or render an opinion as to diagnosis or treatment as this might be interpreted as coming from medical authority. Avoid criticism of a resident, the Home, or its staff. Any criticism should be brought to the attention of the Volunteer Coordinator.
5. Any injury, accident or unusual incident which occurs to a volunteer on duty must be reported immediately to the Volunteer Coordinator.
6. We ask our volunteers not to transport any resident unless authorized by Volunteer Coordinator.
7. Do not lend or borrow any money from residents.