

NCH Healthcare System

2023 Volunteer Annual Education



Welcome!

- Volunteers are required to complete an Annual Education training and quiz each year. Our goal is to ensure a complete understanding of:
 - Hospital Accreditation Agencies
 - Patient Privacy & Confidentiality
 - Life Safety & Compliance Information
 - Customer Service
 - General Volunteer Information
- The final slide of this presentation provides a link to your online Annual Education Quiz.
- Submit your quiz by August 31st, 2023 to remain in good standing with the NCH Volunteer Program.



NCH Mission & Vision

Mission:

Helping everyone live a longer, happier, and healthier life.

Vision:

Striving to be a world-class leader of excellence in healthcare.

- Can you think of any world-class businesses and organizations?



Here is some inspiration...



These companies have been recognized for their quality and World-class service.



Volunteer Services has its own Mission & Vision

Mission:

To *develop* and *retain* competent and diverse volunteers who embrace the NCH Healthcare System's Mission and Standards of Excellence.

Vision:

To be a premier leader for Healthcare Volunteer Services by inspiring and celebrating volunteerism in our community.



And of course to have fun!





Our Hospital



Who We Are

- Not-for-profit Community Healthcare System
- Over 700 Board Certified or eligible physicians
- Accredited through The Joint Commission (TJC)
- Alliance with Mayo Clinic
- Community Sponsor of the Blue Zones Project



Meet Paul Hiltz, FACHE

- President & CEO of NCH Healthcare System
- Joined NCH in September 2019
- *Some top initiatives include:*
 - Improving NCH's Culture
 - Improving Relationships with Physicians & Community Members
 - Increasing Quality
 - Improving Operating Performance



Meet the Team

NCH has 4800 employees.



- *Includes:* Full-time Staff, Part-time Staff, Seasonal Staff, Residents, Contract Staff, NCH Physicians Group, Outpatient Rehabilitation Centers and Imaging Centers

455 volunteers support our mission and vision each year.

- *Includes:* Full-time Volunteers, Seasonal Volunteers, College Student Volunteers and VolunTeens



Fun Facts

- NCH has never closed its doors to the community. We have been open 24/7 since 1956!
- You made an impact! In 2021 NCH provided:
 - 44,384 inpatient & observation admissions
 - 120,098 emergency visits
 - 3,430 births
 - 13,240 surgeries and 488 open heart surgeries
 - 800,000+ patient encounters by NCH Physician Group





Confidentiality & Patients Rights



HIPAA Privacy & Security Rule

- **Patient Bill of Rights:** All patients have the right to privacy and they trust that their personal information will be securely stored.
- **Health Insurance Portability and Accountability Act of 1996 (HIPAA):** Made patient privacy federally regulated in 2003.

Who must comply?

- Any health care provider that maintains/transmits health care information in paper or an electronic form is thereby governed by laws and regulations in the handling of such data. This would include all employed, contracted and VOLUNTEERING individuals.



HIPAA Privacy & Security Rule

What is Privacy?

- Patients trust that we will keep their information private and use it only for the purposes intended.
- All oral conversations and patient information in paper form (Protected Health information or PHI)

While engaging in conversation, think:
“Is sharing this information required to do the volunteer role?”

What is Security?

- Patients trust that the data that we store will be secure and protected from intrusion both internally and externally.
- All patient information stored electronically (Electronic Protected Health Information or EPHI)

If you come into contact with confidential data, not essential to your volunteer role, it can be disposed in a shredding box.



HIPAA Privacy & Security Rule

What information can be used or disclosed?

- Protected Health Information (PHI) should not be used or disclosed when it is not necessary to satisfy a particular purpose or carry out a function.
- The use of PHI is granted to volunteers to the degree that is necessary to perform their jobs as defined by their job descriptions.

Examples:

- Family Waiting Room Volunteers may utilize the Operating Room Schedule for their role. *Always keep the Operating Room Schedule with you if leaving the room, and no other volunteer is present. Do not leave it on the desk or hide it.*

REFLECT: Do you have access to PHI in your service area?



HIPAA Privacy & Security Rule

What are my responsibilities as a NCH Volunteer?

- To view or communicate information that is required for your position at NCH. This principle is referred to as “**Need to Know**”. To perform your designated job duty you will be granted access to the necessary information.
- To report suspected breaches of information to the Privacy Officer.
 - The Privacy Hotline can be used to report anonymous. 888-380-0009
 - The Privacy Officer can be reached at 624-9375.

What does NCH do to protect our patients?

- Audit for compliance with the HIPAA Privacy and Security Rule.
- Apply corrective action, up to and including termination, for violations of policies and procedures.



HIPAA Privacy & Security Rule

- We are very proud of our Volunteers and their contributions to our shared mission of providing excellent care to our patients.
- We know that you are proud of your contribution as well but anything that you learn on the job, stays within the walls of the hospital.
- Over sharing can lead to privacy breaches.
 - **NEVER** take pictures or video of yourself, computers screens, patients or co-workers.
 - **NEVER** use social media to “share” your NCH experiences and chance breaching a patient’s privacy.
 - **ALWAYS** report privacy breaches.



HIPAA Privacy & Security Rule

Did you know that violating the privacy or security of a patient subjects you to civil penalties?

Examples:

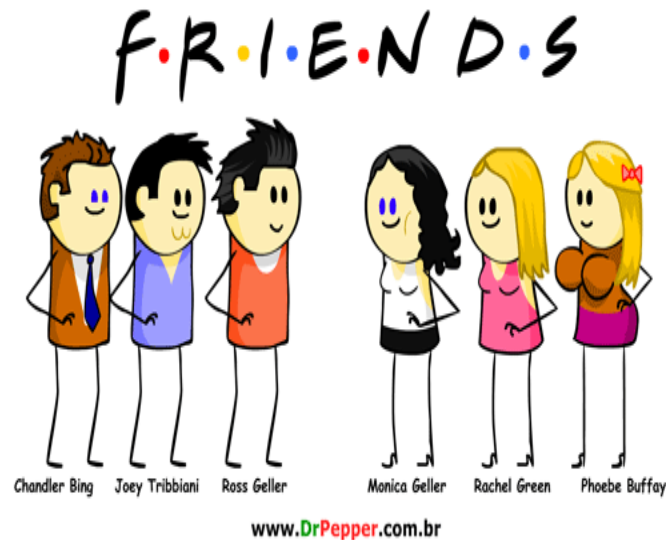
- **Loss in reputation**
- **Loss of licensure**
- **Monetary Fines**
- **Imprisonment**



HIPAA Privacy and Security Rule

Let's take a look at a few real-life scenarios:

In doing your job as a volunteer, you find out that a friend has come to NCH for treatment. You would like to go see him or her to offer moral support. Can you? (Yes or No)



HIPAA Privacy and Security Rule

NO - you learned the information through your job and you should not use it for personal reasons!

If you obtained the information outside of work it would be ok to visit your friend, but even then you should not ask for their diagnosis.

The patient has the right to their privacy.

HIPAA Privacy and Security Rule

You have had a very eventful day at the hospital and want to share your experience with your friends via Facebook, Twitter or Instagram. Can you do this? Yes or No



HIPAA Privacy and Security Rule

E Gads! NO !!!!!

Our society is very socially driven but something posted on the Internet is there forever, even if you delete it.

Never post anything on social media concerning your volunteer activities at NCH.



Safety & Compliance



Hospital Accrediting Agencies

- Several Regulatory and Accrediting Agencies visit NCH each year.
 - NCH's outstanding reputation is confirmed by its Joint Commission accreditation.
 - Other accrediting agencies include: AHCA: Agency for Health Care Administration, CARF: Commission on Accreditation of Rehabilitation Facilities
- The “stamp of approval” from these agencies assures customers that healthcare best practices are followed.
- Volunteers are required to have an understanding of basic safety and compliance information; surveyors will often speak to staff and volunteers to learn about processes in place.

Let's refresh on life safety & compliance...



Emergency Codes –

At Hospital Locations – Downtown & North Naples

We empower volunteers to ‘call a code’ if necessary. In serving on the frontlines of our healthcare system, YOU are the eyes and ears for potential emergency situations.

- From a house-phone dial x33333, and report the situation
- Code will be announced over the intercom system.

Example: “Code Red. 2 North. Code Red.”

- Pay close attention
- Follow staff’s response



Emergency Codes –

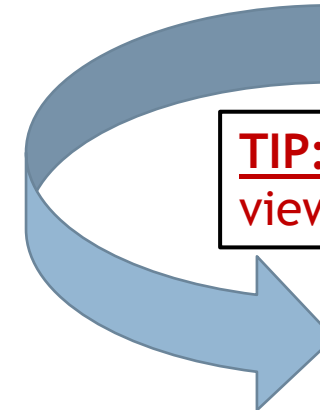
At off-Site locations (i.e. Outpatient Rehab, White Elephant, Marco Urgent Care) or outside of the main hospitals (i.e. parking lot)

- Call 911
- Report the situation to the dispatcher
- Pay close attention
- Follow staff's response



Emergency Codes

- Comprehensive Code List:
 - **Red** - Fire
 - Blue - Medical Emergency
 - **Pink** - Infant/Child Abduction
 - Black - Bomb Threat
 - Grey - Security/Violence
 - **Orange** - Hazmat Incident
 - **Green** - Mass Casualty
 - Brown - Severe Weather
 - White - Hostage
 - **Yellow** - Facility Lockdown
 - Silver - Active Shooter



TIP: Turn your badge over to view the code list at any time



Severe Weather (Code Brown)

- Call office for updates
- Follow Collier County Office of Emergency Management
- NCH is not a shelter site

Medical Emergency (Code Blue)

- Code Team
- Listen to announcement

Infant/Child Abduction (Code Pink)

- Man all doors
- Intercom announcement
- Be observant

Facility Lockdown (Code Yellow)

- One secured entrance/exit
- Be observant to suspicious behavior
- Report to management and await further instruction

Hazmat Incident (Code Orange)

- Hazardous internal or external chemical spills
- Trained staff team
- Only victims in the hazmat site

Mass Casualty (Code Green)

- Emergency Department expects an unusual number of patients.
- Contact the Volunteer Office if you would like to volunteer



Bomb Threat (Code Black)

- Phone Threat - Don't Hang Up
- Written Threat
- Suspicious Device

Violence (Code Grey)

- Stay away
- Notify staff
- Provide details
- Decreasing stressors

Hostage (Code White)

- Person has barricaded themselves and/or taken hostages
- Remain calm & observant
- Guidelines for hostage survival: avoid displays of emotions; do as told; keep a low profile; never argue or confront the captor; don't try to negotiate; if needed ask for medications

Active Shooter (Code Silver)

- Protect your own life
- When safe call code or 9-1-1
- Seek refuge from open, common areas
- Barricade yourself
- Silence cell phones
- Remain quiet



CODE RED: FIRE

How to Report a Fire (RACE)

- R - Rescue Victims
- A - Activate Fire Alarm
- C - Close Doors/Confine Fire
- E - Extinguish Fire

TIP: This is on the back of your badge.



KNOW YOUR SURROUNDINGS:

Volunteers should know the location of the closest fire alarm pull station and fire extinguisher. This is a common question from Joint Commission surveyors.



CODE RED: FIRE

TIP: This is on the back of your badge.

How to Operate a Fire Extinguisher (PASS)

- P - Pull the Pin
- A - Aim at the Base of the Fire
- S - Squeeze the Handle
- S - Sweep from Side to Side



NCH Security

- Security is accessible 24 hours per day 7 days per week
- Is our safety patrol throughout the hospital
- NCH Security does not protect valuables in vehicles in parking lot/garage. Always lock your vehicle upon exit.
- Alert security of any dangerous conditions, safety violations, or suspicious activity



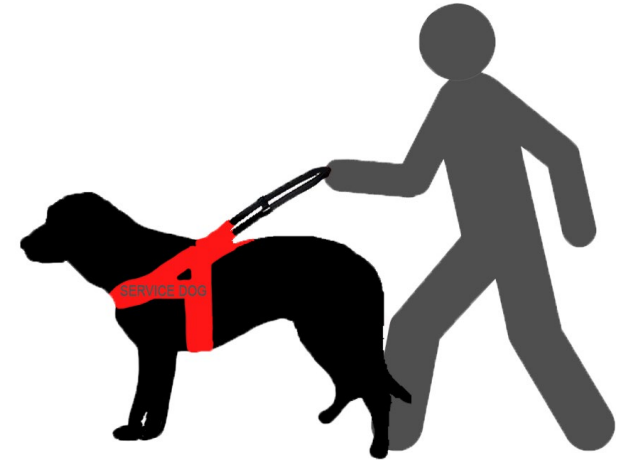
Badging Policy

- All visitors are required to present identification and receive a badge upon entry
- Visitor badges are valid for one day
- The badge color changes each day to alert Security and frontline volunteer if a visitor needs a new badge.
- Escort customers without a badge to the lobby to receive a badge



Additional Safety Measures

- All newborns in the Birth Place have umbilical GPS monitors which is read every 10 seconds
- All children in Pediatrics have a wrist GPS tag which is monitored by security
- In the parking garage alone, the Downtown campus has 63 cameras and North Naples has 38 cameras
- No firearms or weapons permitted; exception granted for on-duty government employees
- Only working service dogs per ADA guidelines and approved NCH Dog Visitation Volunteers permitted in the facilities



Fact or Fiction

The #1 place people do not sanitize when washing their hands are their wrists.

- Fiction. *Fingertips* is the most often forgotten place when washing hands.



Infection Control

Wash your hands!



- When you arrive, before and after patient contact, before and after eating or drinking, and of course, after restroom use.
- Scrub hands with soap and water for **20 seconds**.
- Ensure that handwashing practices are visible to patients.

TIME IT! Hum the “Happy Birthday” song from beginning to end twice. Rinse your hands well under clean, running water.



Infection Control

- Waterless alcohol hand rinses may supplement handwashing.
- Artificial nails are not permitted with direct patient contact. Even with diligent handwashing practices, studies show that nailbeds harbor high concentrations of bacteria.
- Do not enter a patient's room if this sign is posted on the door or a yellow cart is outside the room. This patient is in an isolation room. Volunteers are not permitted to enter isolation rooms.
- Read Smart Room panels before entering a patient room. Red flashing panels indicate an Isolation Room.



Infection Control

- If you see a spill on the floor of any kind, secure the area with a caution sign, never leaving the site, while you ask someone to contact Environmental Services (EVS).
- Sanitize equipment often and always after patient use.
Examples of Equipment: beds, wheelchairs, phones
 - Use gloves
 - 2-minute wet time
 - Close lid after use



Infection Control

If you are sick, we will miss you! Please stay home and report only when you are feeling better.

- **Illness Policy:** A volunteer with any of the following symptoms should not report to duty AND should contact their Chairperson to notify of intended temporary absence: Fever or chills, Skin conditions, Jaundice, Sore throat, Productive cough, sniffles, sneezes, Flu symptoms, Diarrhea, Dizziness or Vertigo, Exposure to disease, such as chickenpox, hepatitis, measles or tuberculosis.
- **Medical Leave of Absence:** We understand that a volunteer may need to take a medical leave of absence. Please communicate your leave with the volunteer office, as well as your department chairperson. Prior to returning to volunteer, you may need approval from a physician before resuming your role. Reasons for medical leave include, but are not limited to: injuries, surgical procedure, conditions affecting the brain, heart or lungs, or any other physical limitations.



Risk Management

- Applies if the event happens to you or if you witness an event or are notified of one by a visitor
- Obtain appropriate medical treatment
- Report it immediately to Security then the Volunteer Office.
- Supplemental Insurance may be available to volunteers if an event happens on-site.



Grievance



- A grievance is a formal complaint; it can be written or verbal.
- Please notify management of situations comprising your work environment.
- For the safety and well-being of our patients and guests our policies and procedures must be maintained.
- A grievance about a volunteer will be researched thoroughly, documented and discussed with the volunteer.
- Action taken may be coaching, transfer, suspension or termination.



What is Coaching?



- Our goal is to provide you with a positive environment to volunteer.
- Volunteers are expected to demonstrate commitment to the NCH mission, vision, standards, values, policies, and procedures.
- If a volunteer does not meet expectations, the goal is to provide coaching to correct the unsatisfactory behavior. In certain circumstances, an immediate termination may be necessary.

We are sure you have questions. Let's look at a few examples...

Examples of Coaching Opportunities:

- Non-compliance with parking, uniform, timekeeping or smoking policy
- Inappropriate use of cell phone
- Poor customer service
- Failure to follow safety regulations
- Failure to follow the NCH Mission, Vision and Standards of Excellence

Examples of Immediate Termination:

- Breach of confidentiality
- Discrimination, harassment, retaliation
- Intimidating and disruptive behaviors
- Theft
- Acts of violence
- Destruction of property
- Falsification of records or information



Harassment

- **Workplace Harassment:** Any form of harassment based on race, color, religion, gender, disability etc.
- **Sexual Harassment:** Unwelcome and offensive behavior that creates a hostile work environment.
- Harassment is not tolerated. Report it to the Director of Volunteer Services or the Volunteer Operations Manager.



Solicitation & Distribution

- No solicitation of any kind is permitted during working time in working areas
 - Some examples include: selling raffle tickets, passing out restaurant coupons that were dropped off at a front desk, hanging a poster to advertise or sell something.
- Authorization may be granted by the Chief Human Resources Officer or designee if proper paperwork is submitted.



No Smoking

- NCH campuses are tobacco free.
- This includes cigarettes, chewing tobacco, e-cigarettes, vape pens, and any other tobacco-like or nicotine-like product.
- If a customer would like to use a tobacco product they must go off campus to do so.





Service Excellence



Excellent Customer Service

■ What makes service excellent?

- Customers needs are met
- We have **EXCEEDED** their expectations
- We have made a positive impression
- They feel **DELIGHTED** with their service

REFLECT:

Can you recall a time when you left a customer feeling delighted? How did you know they were happy with their service?

■ Why delight our customers?

- Customers will share their excellent experiences with others
- Delighted customers stay **LOYAL**, even if a “better” deal comes along
- Did you know that loyalty is an emotional tie of **TRUST**?



Why TRUST Matters



- **Trust is critical in healthcare**
 - Healthcare is very personal; establishing trust improves a patient's care.
 - Trusting patients share more with their providers; leading to more accurate diagnoses and treatment plans.
 - Trusting patients are more likely to follow the treatment plan.
 - Developing trust begins the moment they arrive in the NCH parking lot.

How can Volunteers can establish trust with customers?

A few examples:

- Speaking and acting professionally at all times (“On-Stage Presence”)
- Keeping information viewed or shared with you confidential
- Knowing and understanding our facilities services



HCAHPS

- HCAHPS is a survey that measures a patient's perception of their hospital care.
- All hospitals that receive Medicare payments are required to participate.
- Hospitals that provide excellent customer service will likely score well on HCAHPS.



What topics are on the HCAHPS survey?

A few examples:

- Nurse and doctor communication
- Cleanliness of the facility
- Pain management
- Attention to patient needs



HCAHPS



- HCAHPS: Hospital Consumer Assessment of Healthcare Providers and Systems
- HCAHPS scores are posted and available to the public.
- Potential patients use this information when they are comparing or choosing a hospital.
- Financial implications for hospitals that score low

Providing excellent service is simply the right thing to do!





Customer Complaints

- Poorly handled complaints lead to dissatisfied customers; this has a negative impact on the NCH reputation and can be costly.
- Taking time to resolve a complaint leaves customers feeling delighted.
- When a customer has a complaint:
 - Acknowledge: Actively listen, Nod your head to show you understand
 - Apologize: It may not be your fault, but be sympathetic to their problem
 - Act: Get leaders involved
- Refer complaints to department leaders, such as; Nursing Directors, Patient Concierge, Patient Relations Representative, Privacy Specialist, Administration
- Complaints provide an opportunity to improve services for everyone.



Tips for Excellent Service

- 10/5 rule: 10 feet eye contact, 5 feet friendly greeting
- Escorting
- Introduce yourself by name
- Using the customers preferred name
- Offering a wheelchair when it appears the customer is having difficulty walking or if they are going to the Emergency Department.
- Do not panic because you do not have the answer
 - You will be asked unfamiliar questions
 - Ask them to have a seat in a waiting room while you find the answer
- Maintain a clean neat appearance



Patient's Rights



- All patients have the right to fair and equal delivery of healthcare services.
- This is true regardless of:
 - Race
 - Ethnicity
 - Religion
 - Political affiliation
 - Level of education
 - Age
 - Gender
 - Marital status
 - Sexual orientation
 - Place of residence



Patient's Rights

- Treating each patient in a respectful manner that supports his/her dignity.
- Accommodating their language preference.
 - If you work in a lobby or waiting area, do you know how to call the translator service? If not, ask your Volunteer Manager or Director.
- Respect their religious or spiritual preferences.
 - Pastoral Care Services
 - Chapels
- Other accommodations: Wheelchairs, Mother's Lounge



NCH Values of Service Excellence

ON THE QUIZ: Please review the NCH Values of Service Excellence. You will electronically “sign” this document on the Annual Education quiz.

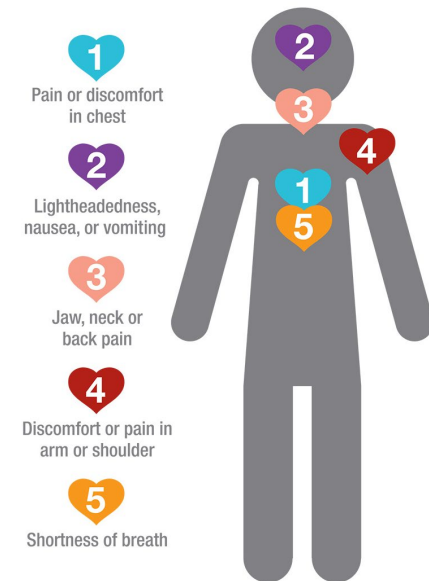
- **Stewardship:** We take pride in all that we do and we take ownership of our resources.
- **Equality:** We acknowledge and value each person recognizing and celebrating diversity to enrich our organization.
- **Respect:** We treat all individuals within our community, including colleagues, patients, and families with dignity.
- **Value Team:** We value teamwork, building on individual ideas and talents in a collaborative environment.
- **Integrity:** We adhere to the highest ethical standards and take personal responsibility in all that we do.
- **Compassion:** We provide excellent care with empathy, respect and sensitivity, nurturing the mind, body & spirit.
- **Excellence:** We devote ourselves to delivering the highest quality in clinical and service outcomes.



Chest Pain Education

- A Heart Attack occurs when the blood supply to the heart muscle is blocked.
- Signs and Symptoms of Heart Attack:
 - Discomfort in the center or left side of the chest.
 - Pain in one or both arms, back, shoulders, neck or jaw.
 - Shortness of breath.
 - Feels like pressure, squeezing, fullness, pain.
Pain can feel like heartburn or indigestion.
 - Pain usually lasts a few minutes, goes away and then comes back.
- Volunteer Response:
 - Help the patient find a seat in a chair or wheelchair.
 - If possible, take the patient to the Emergency Department in a wheelchair.
 - If it is a medical emergency, Call a Code.

Common Heart Attack Warning Signs



Stroke Education

- A stroke is a lack of blood flow to the brain caused by a clot or rupture of a blood vessel. It is the leading cause of adult disability.
- Signs and Symptoms of a Stroke:
 - Sudden numbness or weakness of the face, arm or leg, especially on one side of the body.
 - Sudden confusion, trouble speaking or understanding.
 - Sudden trouble seeing on one or both eyes.
 - Sudden trouble walking, dizziness, loss of balance or coordination.
 - Sudden, severe headache with no known cause.
- Volunteer Response:
 - Help the patient find a seat in a chair or wheelchair.
 - If possible, take the patient to the Emergency Department in a wheelchair.
 - If it is a medical emergency, Call a Code.



© 2013 American Stroke Association





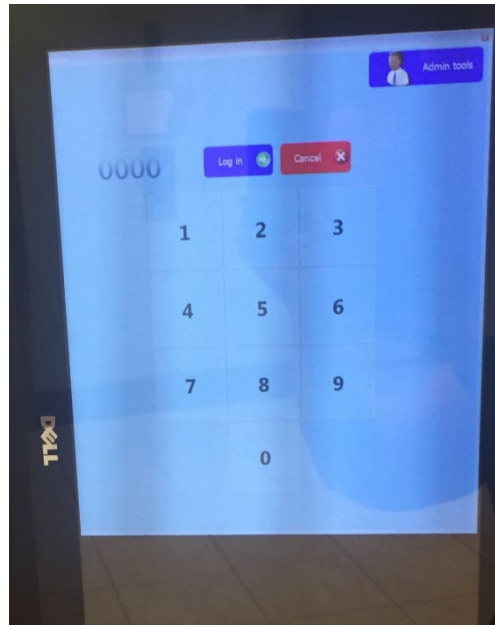
The Volunteer Experience



Timekeeping

- All Volunteers are required to record their volunteer hours accurately each shift.

Volunteer Sign-In Kiosk



LOCATIONS:

Downtown: In front of Volunteer Office
North Naples: Across from visitor
elevators

Volunteer Time Cards

Volunteer Time Cards																															NCH Healthcare System	
Name _____										Area of Service _____										Phone _____												
Address _____																																
Year _____																																
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	Total
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ALL OFF-SITE LOCATIONS

Fax or Scan a copy of your
timecard to the Volunteer Office
each month.



Volunteer Uniforms

Please remember to always wear your NCH Volunteer Uniform and badge when you are actively volunteering.

Wearing a uniform:

- Represents that you are a part of a reputable organization
- Demonstrates a level of professionalism
- Improves customer service (*Our true blue volunteers are easily recognized*)
- Creates brand awareness
- Creates a safer environment (*i.e. Close-toed shoes, wearing a badge*)

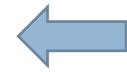
Volunteer Shirts/Vests may be light blue or royal blue.
Our vendor no longer provides the light blue option.



Dress Code - Ladies

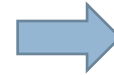


Topper Options:



Light or Royal Blue Vest
- OR -

Light or Royal Blue Polo
shirt



- No open-toed shoes
- Shoes must be a neutral color
- Wear socks
- Shirt tucked in
- White shirt with vest
- White or khaki pants
- Golf cart drivers may wear white or khaki shorts and a NCH visor



Dress Code - Men



Topper:

Light or Royal Blue Polo Shirt

- No open-toed shoes
- Shoes must be a neutral color
- Wear socks
- Shirt tucked in
- White or khaki pants
- Golf cart drivers may wear white or khaki shorts and a NCH visor



What Not To Wear

- Tattoos may be visible if the images or words do not convey violence, discrimination, profanity or sexually explicit content. Tattoos containing such messages must be covered with clothing, cosmetics or bandages. NCH reserves the right to judge the appearance of visible tattoos.
- Hair must be a natural color.
- Please do not wear perfume or cologne when you come to volunteer. Many patients have sensitivities to strong smells.



Volunteer Parking

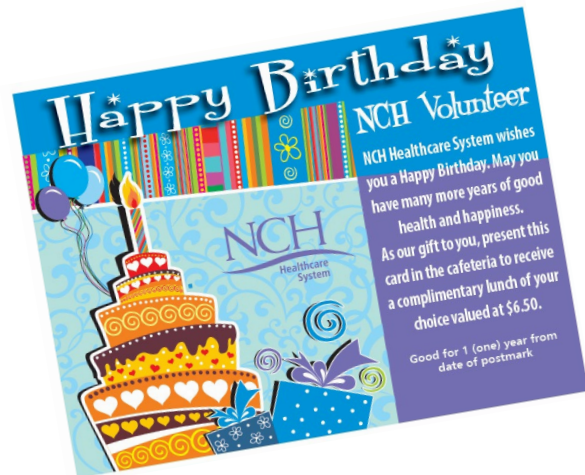


- **HOSPITAL VOLUNTEERS MUST PARK IN THE PARKING GARAGE.**
 - North Naples: Any floor
 - Downtown: Floors 4-7, use separate ramp
 - Handicapped parking in parking garages for those with handicapped placard
- **Off-site Volunteers:** Ask your chairperson about volunteer parking.
- Display NCH Parking Stickers in the lower left side of the windshield. Contact the Volunteer Office if you do not have a parking sticker.



Volunteer Meal Cards

- In appreciation for your service, Volunteers receive a meal card with 4 complimentary meals per month.
- Monthly meal cards are only mailed to volunteers who served a minimum of 12 hours in a cycle.
- A complimentary meal card will be mailed during your Birthday month.



Annual Volunteer Requirements

Annual Education Quiz

- Volunteers are required to complete an Annual Education Review and Quiz every year.
- Failure to complete this requirement within the given timeframe jeopardizes your standing in the Volunteer Services Department.

Flu Shot

- Volunteers are required to submit proof of a flu shot in flu season
- You can get the flu shot from NCH or your physician/pharmacy
- Contact the Volunteer Office for instructions on the flu shot declination process.

COVID-19 Vaccine

- At this time, Volunteers are not required to submit proof of COVID-19 vaccine.



NCH HEALTHCARE SYSTEM

VOLUNTEER HANDBOOK

www.nchmd.org/volunteer

Revised March 2019

Volunteer Handbook

The Volunteer Handbook contains the most up-to-date information for NCH Volunteers. You can always find the Volunteer Handbook in the Volunteer Office or at:

www.nchmd.org/volunteer



Congratulations! You have completed
your Annual Education Review Guide.
Now on to the quiz...

Click the Link:

<https://fs6.formsite.com/Ho9NAz/v9b8qedssl/index>

Due Thursday, August 31st.

Before you take your quiz...

- It is a 25-question quiz
- You must get 20/25 to receive a passing score
- Be sure to click submit at the end of the test
- You will receive a confirmation email with your score
- Your results will come directly to the Volunteer Office
- If you are unable to take the online test at home, you may schedule an appointment with the Volunteer Office

